

EWR Secondary Services

A job requiring multiple services may be submitted together on the one Electrical Work Request (EWR) or may need multiple EWRs.

This document shows the combination of jobs that can be submitted on the one EWR. If the combination of work is not available as a Secondary Service, this will need to be submitted as a separate EWR.

To submit an EWR for P1/P2 defects, select Category 'Rectify Form 3', then the appropriate sub-category and action for the work. An option will appear to indicate P1/P2 work.

Connection / Supply

Electrical Work Request (EWR) Action	Secondary Service
<p>Add Additional Shop/Unit to Existing Site (New NMI Required)</p> <p>Select this Action where you are connecting a new premise at an address that already has active supply. Ergon Energy, and where applicable your Metering Provider, will work together to complete this request.</p>	<ul style="list-style-type: none"> Add Meter (H/W or controlled load meter)
<p>Customer Initiated Point of Attachment (POA) Upgrade:</p> <p>Overhead Point of Attachment Relocation (Incl Drop and re-erect of service)</p> <p>This Action supports any change to a customer's point of attachment (e.g. property pole to riser bracket, hook to riser, etc.). If two site visits are required, please select Secondary Service option of Drop and re-erect service. Ergon Energy is responsible for the completion of this request type. This Action is also to be used where fuses on a fascia required to be relocated to complete work.</p>	<ul style="list-style-type: none"> Add Meter (H/W or controlled load meter) Add appliance to existing controlled load meter Exchange meter Remove meter (incl. H/W or Control Load) Drop and Re-erect Service Move Meter
<p>Electrical Entity initiated POA upgrade:</p> <p>Overhead Point of Attachment Relocation (Incl Drop and re-erect of service)</p> <p>This Action supports any change to a customer's point of attachment (e.g. property pole to riser bracket, hook to riser, etc.) due to the customer receiving a 'Customer Notification Letter for POA or Driveway', with a Form 003 for rectification. If two site visits are required, please select Secondary Service option of Drop and re-erect service. Ergon Energy is responsible for the completion of this request type. This Action is also to be used where fuses on a fascia required to be relocated to complete work.</p>	<ul style="list-style-type: none"> Add Meter (H/W or controlled load meter) Add appliance to existing controlled load meter Exchange meter Remove meter (incl. H/W or Control Load) Drop and Re-erect Service Move Meter

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Supply Upgrade (Incl install additional phases)

Use this Action for any increase to the number of phases or AMPs at the premises. If the existing service is already capable of the required increase (i.e. 3 phase service exists, but only single phase metering), please select Category: Metering: Action: Install Additional Phases (Metering Only). Ergon Energy, and where applicable your Metering Provider, will work together to complete this request.

- POA Relocation
- Add Meter (H/W or controlled load meter)
- Add appliance to existing controlled load meter
- Exchange meter
- Remove meter (incl. H/W or Control Load)
- Drop and Re-erect Service
- Move Meter
- Change from Overhead to Underground

Primary Fuse Upgrade (Overhead only – Maximum 80amps)

This Action is for use when both the metering and the service are capable of the required AMPs or phases, but additional fuses are also required.

None

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<p>Provision of Un-metered Supply</p> <p>This Action supports a New Connection request where metering is not required (e.g. streetlights). Ergon Energy is responsible for the completion of this request type.</p>	<p>None</p>
<p>Permanent Supply</p> <p>This Action should be used whenever the outcome of the work is the connection of Permanent Supply, regardless of if it's new supply or moving from Temp to Perm.</p> <p>This is not to be used for reconnection of supply following Disconnect for Safety/Defect.</p> <p>For a reconnect see Category: Rectify Form 3; Reconnection of a Network Connection and Action: Reconnection of a Network Connection. Ergon Energy, and where applicable your Metering Provider, will work together to complete this request.</p>	<p>Add Meter (H/W or controlled load meter)</p>
<p>Temporary Builder's Supply</p> <p>This Action should be used whenever the outcome of the work is a Temporary Supply, regardless of if it's a new supply, or moving from Perm to Temp. Ergon Energy, and where applicable your Metering Provider, will work together to complete this request</p>	<p>None</p>
<p>Relocate Underground Mains to same Pillar Box</p> <p>To complete this Action the premises must currently be connected to Underground supply. Ergon Energy is responsible for the completion of this request type.</p>	<p>None</p>
<p>Change from Overhead to Underground</p> <p>Request this Action for an Overhead to Underground change only. If changing from Underground to Overhead, please select Point of Attachment Relocation as the Primary Action. Ergon Energy is responsible for the completion of this request type.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Add appliance to existing controlled load meter • Exchange meter • Remove meter (incl. H/W or Control Load) • Move Meter

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Embedded Generation (Including Solar)

Electrical Work Request (EWR) Action	Secondary Service
<p>30kVA or less</p> <p>This Action supports installing or upgrading current solar at a premise where a NECF Connect has been approved for Less than 30KVA. You will be advised whether Ergon Energy or the Metering Provider will be responsible for completing this request.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Add appliance to existing controlled load meter • Remove meter (incl. H/W or Control Load) • Move Meter
<p>Greater than 30kVA</p> <p>This Action supports installing or upgrading current solar at a premise where a NECF Connect has been approved for Greater than 30KVA. Ergon Energy, and where applicable your Metering Provider, will work together to complete this request.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Remove meter (incl. H/W or Control Load) • Move Meter

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Metering

Electrical Work Request (EWR) Action	Secondary Service
<p>Install additional phases (Metering Only)</p> <p>This Action is to be used where the existing service is already capable of supporting the required phases, but the existing metering is not (i.e. premises is capable of 3 phase service, but only single phase metering is present). If service is not capable of the required increase, please select Category: Connection Supply and Action: Supply Upgrade. You will be advised whether Ergon Energy or the Metering Provider will be responsible for completing this request.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Add appliance to existing controlled load meter • Exchange meter • Remove meter (incl. H/W or Control Load) • Move Meter
<p>Install additional meter for hot water or controlled load</p> <p>Select this Action where an additional meter is required for Controlled Load where no controlled load currently exists onsite, or an extra meter is required for controlled load. If only requesting an additional appliance or controlled load channel, please select the Add Additional appliance to existing controlled load Action. Please note: No secondary service is required to be selected if only confirming existing Controlled Load is to remain in its current state. Ergon Energy, and where applicable your Metering Provider, will work together to complete this request.</p>	<ul style="list-style-type: none"> • Add appliance to existing controlled load meter • Exchange meter
<p>Add additional appliance to existing controlled load</p> <p>This Action supports the installation of an additional appliance or channel where controlled load already exists at the premises. If an additional meter is required for Controlled Load where no controlled load currently exists onsite, or an extra meter is required, please select the Install additional meter for hot water or controlled load Action. Please note: No secondary service is required to be selected if only confirming existing Controlled Load is to remain in its current state. Ergon Energy, and where applicable your Metering Provider, will work together to complete this request.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Exchange meter
<p>Exchange Meter</p> <p>Selection of this Action supports when existing metering is to be changed. If existing meters need only to be relocated and not changed, please select Move Meter Location. You will be advised whether Ergon Energy or the Metering Provider will be responsible for completing the request.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Add appliance to existing controlled load meter • Remove meter (incl. H/W or Control Load) • Move Meter

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<p>Remove Meter (at least one meter must remain)</p> <p>Select this service to either remove a meter from the premises or remove Controlled Load from the premises. If all existing metering is to be removed, please contact your Retailer. Where Controlled Load is to be removed Ergon Energy will need to visit site to remove the relay. You will be advised whether Ergon Energy or the Metering Provider will be responsible for completing this request.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Add appliance to existing controlled load meter
<p>Move Meter Location</p> <p>This Action is to be used where existing metering is required to be moved. This includes switchboard upgrades. If existing meters are required to be changed, please select Exchange Meter as the Primary service, with Move Meter as a Secondary service. You will be advised whether Ergon Energy or the Metering Provider will be responsible for completing this request.</p>	<ul style="list-style-type: none"> • Add Meter (H/W or controlled load meter) • Add appliance to existing controlled load meter
<p>Reseal a Meter – ONLY</p> <p>This Action must only be selected when no additional alterations are occurring (e.g. metering, isolation link or network device reseal). You will be advised whether Ergon Energy or the Metering Provider will be responsible for completing this request.</p>	<p>None</p>