

# Electrical Partners Portal



## Supply Upgrade EWR

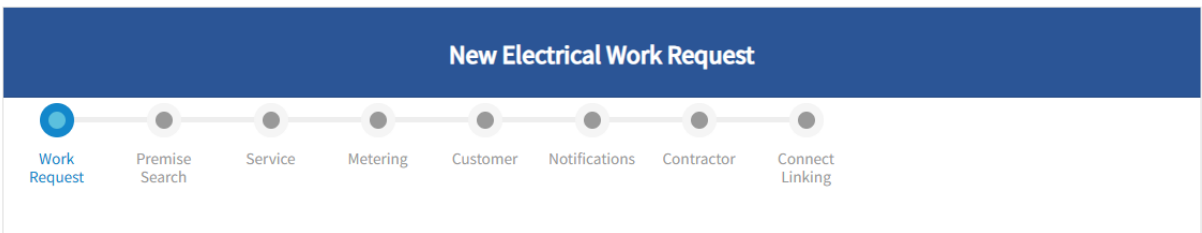
Quick Reference Guide

19 March 2026



## Open MyEWR

1. Log into the Electrical Partners Portal.
2. Click **New** under MyEWR.
3. Complete each section under the Electrical Work Request



## Work Request

1. Under Category click **Connection / Supply**.
2. Under Action click **Supply Upgrade (Incl install additional phases)**.

Type of Request

✓ Ergon Work Request Type -Additions and Alterations, Service Upgrade

Category ?

Connection / Supply

Action

Supply Upgrade (Incl install additional phases)

Use this Action for any increase to the number of phases or AMPs at the premises. NOTE: If the existing service is already capable of the required increase (eg 3 phase service exists with fuses, 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.

3. Update **Ready for Test Date**.

### IMPORTANT!

This date is used by Retailers and Ergon Energy Network to schedule your work.

Ergon Energy Network are unable to attend before the Ready for Test date entered on the EWR.

4. Select **Additional Services** (if required). If you are not sure what the Additional Services are for, hover over the ? and text box will appear explaining what the service is used for.

Do you need to add one or more of the following services to this request?

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

**Drop and Re-erect Service**

Select this Action where Ergon Energy will be required to make 2 site visits to drop and re-erect the service line. Ergon Energy is responsible for the completion of this request type.

**IMPORTANT!**

Make sure you select *all* applicable Additional Services now. Once the EWR is submitted, Ergon Energy Network cannot add or remove these services.

## Premise Search

1. Search for the Address you are completing the work at.
2. Enter any additional Address Details e.g. access details, directions to locate address.



Service Details

Total No. of Phases Required ?

1     2     3

Max Demand (Amps/Phase) ?

80

Cable Size (mm<sup>2</sup>)

16

### IMPORTANT!

If the existing network supply at the premises is insufficient for your work request, you are **REQUIRED** to submit a Connect Application via the *New Connect* menu option.

Your work request **WILL NOT** be progressed under any circumstances until the network is confirmed to support the required power and/or phases.

4. Confirm if the supply type is **Overhead** or **Underground**.

Supply Type


Overhead     Underground

5. Confirm if there is a Property Pole at the premise?

Property Pole

Yes     No

6. Is Traffic Control required to complete this work? Ergon Energy needs to organise traffic control in certain circumstances, especially if the premises is located on busy thoroughfares. If you believe traffic control is required, please indicate here to allow appropriate scheduling time.

**Do you anticipate traffic control will be required to carry out request?** 

Yes  No

7. Complete the EVSE section. If you select **Yes** to Have you installed new EVSE or worked on pre-existing EVSE as part of this work request? There will be additional questions you will be required to complete.

**Electric Vehicle Supply Equipment (EVSE)**

Have you installed new EVSE or worked on pre-existing EVSE as part of this work request?


Yes  No

Based on QECM requirements, will this EVSE load require connection to a Network Device?

Yes  No

Will the EVSE be installed on Primary or Secondary Tariff?

Primary  Secondary

 **Note:**

At installations 100amps per phase or less, the QECM mandates Active Device Management for single-phase EVSEs over 20amps or three-phase EVSEs over 40amps. When required, a Network Control Device will be installed by the Distributor. An alternative, dynamic connection option is also available - refer to the QECM, Ergon Network website for further information.

## IMPORTANT!

If you select **Yes**, you must add a note to the **Additional Information About Request** to include the number and size of EVSE's being added to the premise. Example:

### Additional Information About Request

EVSE on Primary tariff - Connect to Relay (1 x 32A 1ph)

Provide extra information about the work on this premises. Maximum 120 characters.

For more information on submitting an EWR for EVSE, go to [EV charging & connections | Ergon Energy](#).

8. Is this request for a multi-occupancy premise (e.g. units or duplex)? If yes, add the number or requests that will be submitted.

#### Request Information

If this request is for a multiple-occupancy premises, how many requests will be submitted? [?](#)

**Important!**

Unit connections may require an appointment, if this is the case Ergon Energy will contact you.

If this is a bulk metered site please respond with '1' to the number of requests required at this point.

## Metering

1. Where is the Meter Located? Select **Outside** or **Inside**.
2. Are you moving the meter or switchboard from one location to another? Select **Yes** or **No**.
3. Where is the Main Switchboard Located? Select **Outside** or **Inside**.

**Metering Details**

**Meter Location ?**

Outside       Inside

**Is the Meter or Switchboard location changing as part of this work?**

Yes       No

**Main Switchboard Location ?**

Outside       Inside

4. Are you cutting over to a new Switchboard? Select **Yes** or **No**, if you select Yes, you will be asked if a new meter is required.

**Are you cutting over to a new switchboard?**

Yes       No

**As part of the cutover, will a new meter be required?**

Yes       No

**IMPORTANT!**


The answers you provide to Question 4 will determine if Ergon Energy Network will coordinate with the Metering Provider, not answering these correctly can result in the premise being left without supply.

5. Complete **Direction to access main switchboard** (if required).

6. Select the **Metering required**. If you select **CT Metering**, a pop-up will appear that states ‘An appointment is required for C&I based on your requested metering type. Energex will be in contact once this EWR is assessed.’ Click **close**.

Metering Required

Whole Current (<= 80 Amps) ▾

 **Important!**

Please note: All CT metering requests will require an appointment.

7. Select the **Number of Meters** required at the premise.

Number of Meters

Single Rate

1 ▾

Two Rate

0 ▾

8. Select the Premise installation type, **Business** or **Residential**.

Installation Type

Residential ▾

9. Add any Additional Information About Request

Additional Information About Request

Total site demand 100 amps

Provide extra information about the work on this premises. Maximum 120 characters.

## IMPORTANT!

Use this section to include important details about the premise or the work happening onsite. Example: Total site demand for multi-tenancy, EVSE note.

10. Select required Network Tariffs. A pop-up will appear to select the customers' current tariffs or the tariffs they require.

Number of Meters

Single Rate

1

Two Rate

0

Installation Type

Residential

Additional Information About Request

Provide extra information about the work on this premises. Maximum 12

Meters

**Note:**  
Ergon Energy is not the meter provider

Network Tariffs Required

[SELECT TARIFF CODE\(S\)](#)

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**Network Tariff Codes**

NTC  
BIB  
Description  
Flat - General Supply  
Equivalent Retail Tariff  
20,21,22,37,62,65,66

NTC  
RIB  
Description  
Flat - Power & Light  
Equivalent Retail Tariff  
11,12

11. Select OK at the bottom of the Tariff/s pop-up.

## Customer

1. Select if you want to use the current retailer Ergon has for this premise, if you select no you will be asked to provide the new retailer.

**Retailer Details**

Do you want to use the current retailer Ergon has for this premises?

Yes  No

**Retailer Name**

Please Select... ▼

2. Add your customers details.

## Notifications

1. Add any relevant attachments e.g. switchboard drawings, dispensations.

### **IMPORTANT!**

When adding attachments (e.g., switchboard drawings, dispensations), ensure you follow the LV CT assessment process as outlined in *QECM Approval of metering and electrical installation designs*.

The [LV CT Advice Webform](#) **must be lodged separately** as part of this process. **Do not attach the LV CT advice to an EWR or CX**, as it **will not be received or actioned** through this channels.

## Contractor

1. Select the appropriate appointment reason.
  - If your request requires an appointment for a reason not listed, contact Ergon Energy on 1800 237 466 for QLD Electricity Connection Manual advice.
  - Then continue your EWR by selecting 'appointment not required'.

## New Electrical Work Request

**Appointment**

An appointment can ONLY be made for one of the following reasons. You will be contacted by Ergon Energy to schedule an appointment:

- Appointment not required
- When changing the POA from the fascia of a building to a property pole
- To keep power on while changing the meter position OR replacing an existing meter enclosure, OR damaged property pole
- My EWR is for more than 80A and/or CT metering

**Note:**

If you believe your request requires an appointment for another reason (not shown above) please contact Ergon Energy on 1800 237 466 for QLD Electricity Connection Manual advice.

Continue with EWR submission by selecting 'Appointment not required'.

## 2. Complete Contractor Details section (these should auto-fill).

**Contractor Details**

**EC Licence No.**

00000

**EC Business Name**

JON SNOW

**Job Contact Name**

JON SNOW

**Job Contact Phone No. for Enquiries**

0400000000

To speed processing time, please enter your mobile phone number rather than an office or a land line number.

**Contractor's Email Address**

thenorth@outlook.com

**Fax No.**

### 3. Read and Accept Terms and Conditions

**Electrical Safety Regulation 2013**  
I certify that I am authorised under the Electrical Safety Act 2002 to perform electrical work and connect the installation on which I perform electrical work to a source of electricity. I state that the electrical installation will be completed in accordance with the requirements of the Electrical Safety Regulation 2013 (Qld) and that the electrical installation will be electrically safe and ready for connection by date nominated. I acknowledge that any circuit or equipment able to be energised but operating a switch or circuit protective device will have been tested and is electrically safe, and any outgoing circuits that are connected must be tested.

**Customer Privacy**  
The personal information of a customer is confidential and can only be disclosed by Ergon to a Retailer selected by the customer if express permission is provided by the customer. Please confirm the customer agrees to have their personal information disclosed to their selected Retailer.

I accept all terms and conditions.

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## Connect Linking

This EWR type requires a connect application, select the most appropriate:

| If you have <b>NOT</b> created a Connect  | If you have created a Connect  |
|---|--|
| <ul style="list-style-type: none"><li>• Click <b>Create a new CONNECT contract.</b></li><li>• You will be redirected to create and submit a Connect Contract.</li><li>• At this stage your EWR has <b>not been submitted</b>, it has been added to your saved folder.</li><li>• Once your Connect Contract has been approved you will be able to retrieve your EWR from your saved folder and submit it.</li><li>• A reference number will be provided once your EWR is submitted successfully.</li></ul> | <ul style="list-style-type: none"><li>• Click on <b>an existing CONNECT contract.</b></li><li>• Check that the Connect Contract type is the correct type.</li><li>• For a Supply Upgrade your Connect type should be either <b>Change to the number of Phases at the Premises OR Increase in Existing Connection Capacity.</b></li></ul> |

**IMPORTANT!**

Point of Attachment Relocation Connects may be incorrectly linked to Supply Upgrade EWRs. If this occurs, save the EWR and create a new Supply Upgrade EWR.

- Once you have selected the correct Connect, click **Submit**.
- A reference number will be provided once your EWR is submitted successfully.