

RELAY

News for Electrical Contractors

Issue 29 · October 2016



NETWORK

Register for the Portal

The Electrical Partners Portal is a great way to manage your Form As and Connect Applications, and includes many great features including:

Once only registration process	register once and your details will auto-fill each time you login
Easy work tracking	keep track of all your work requests on your home page
Timely notifications	sign-up for SMS or Email notifications on your job status, including when it's complete or a Form B is issued
Easy updates	when you have similar jobs, it's easy to copy your past Form As and just change the customer details
Faster processes	Create a Connect Application and, if it's for a basic connection, you can also accept the connection offer on behalf of your customer
24/7 availability	Forms can be submitted 24 hours a day, 7 days a week.

To register click on **Electrical Partners Portal** in the **Electrical contractors** section at ergon.com.au

If you're not sure how to use the portal we've developed an overview video, FAQ's and user guides with step-by-step instructions and in-depth information to help you get started. Prefer to talk to someone on the phone? Call us on 13 74 66 (Mon to Fri, 7.00am-6.30pm) and select the option for general enquiries.

Electrical Contractors Hotline

Remember the best way to communicate with us is via the **Electrical Contractors Hotline**. It's for **Electrical Contractors** exclusive use. The hotline can be used for **Form A** and **Form B** enquiries, **technical support** and **fault related enquiries**.

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

1800 237 466

Tips and reminders

These tips and reminders will help ensure your work can be completed as quickly and efficiently as possible.

Only appointed metering providers can work on metering installations

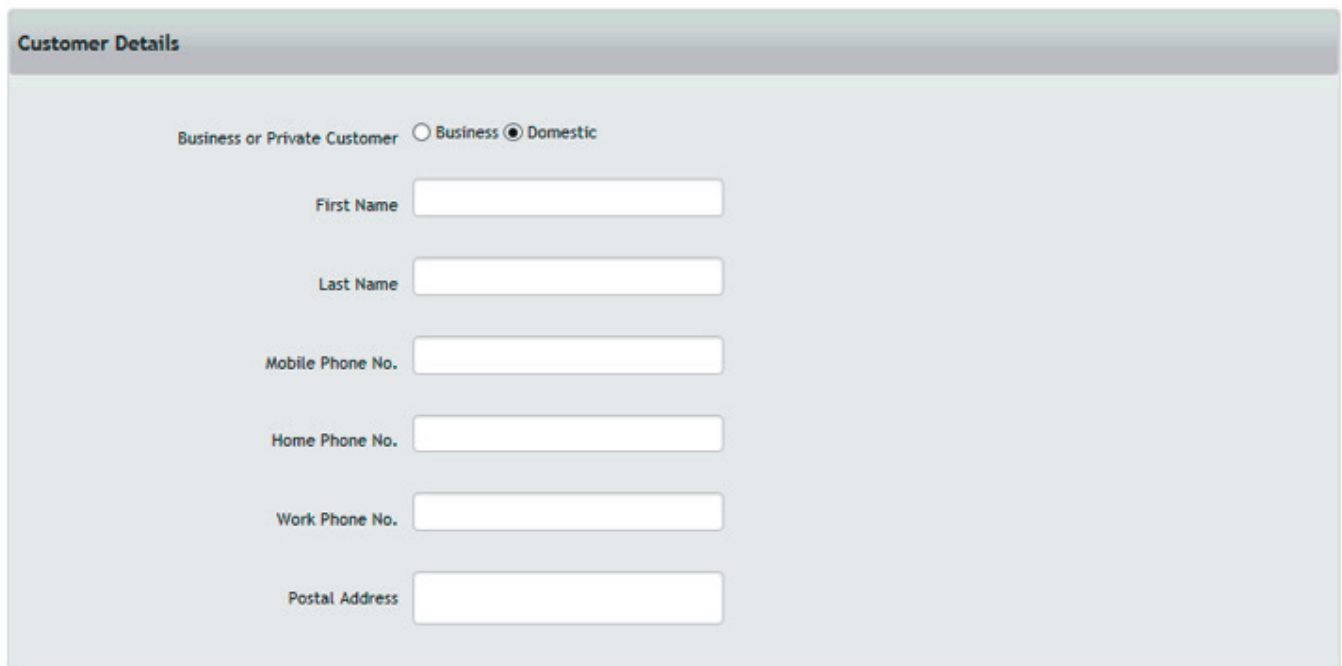
Please remember only an **appointed metering provider** is allowed to conduct work on metering installations. That includes work to remove, install, change or move a meter. Unfortunately some electrical contractors are still doing this sort of work and breaching the National Electricity Rules (NER). So please contact the metering provider working for your customer's electricity Retailer. If your customer is billed by Ergon Retail then Ergon Network is the appointed metering provider. For all other Retailers you should contact the Retailer and they will advise you who the appointed metering provider is for your customer's premise.

Advise customers of all charges

Don't forget to advise your customers of any fees or charges that may apply as we are finding some customers aren't aware of these costs and are declining the work to be done.

Enter customer details on Form A

There's a section in the Form A that requires you to enter your customers contact details. Unfortunately some electrical contractors are entering their own details here. Please make sure you complete this section correctly so the customer's Retailer can contact them to create a new account or to discuss any fees. If the Retailer doesn't have the right contact details it may delay the job.



The screenshot shows a form titled "Customer Details" with a header bar. Below the header, there are two radio buttons: "Business or Private Customer" with "Business" selected and "Domestic" selected. Below this are six input fields: "First Name", "Last Name", "Mobile Phone No.", "Home Phone No.", "Work Phone No.", and "Postal Address".

Include a NMI on Form A for new connections

To ensure your Form A is submitted successfully for a new connection, a Connect Application must be submitted and ACCEPTED and a NMI created for the premise. A Form A for a new connection can't be submitted unless you have a NMI.

Due to recent changes, most Form As now require a Connect Application. We've compiled a **list of different Form A requests** and when you need to submit a Connection Application. You'll find the list on the *Portal help* page in the *Electrical Partners Portal* section at ergon.com.au. It's advisable to submit a Connect Application on behalf of your customer or request them to register for our **Network Online Services** so they can submit one themselves. Customers can register for Network Online Services at ergon.com.au under *Connections, New connections & connection alterations, Apply for connection services* and *Network Online Services*. Submitting the Connect Application in advance will alleviate any delays with your connection.

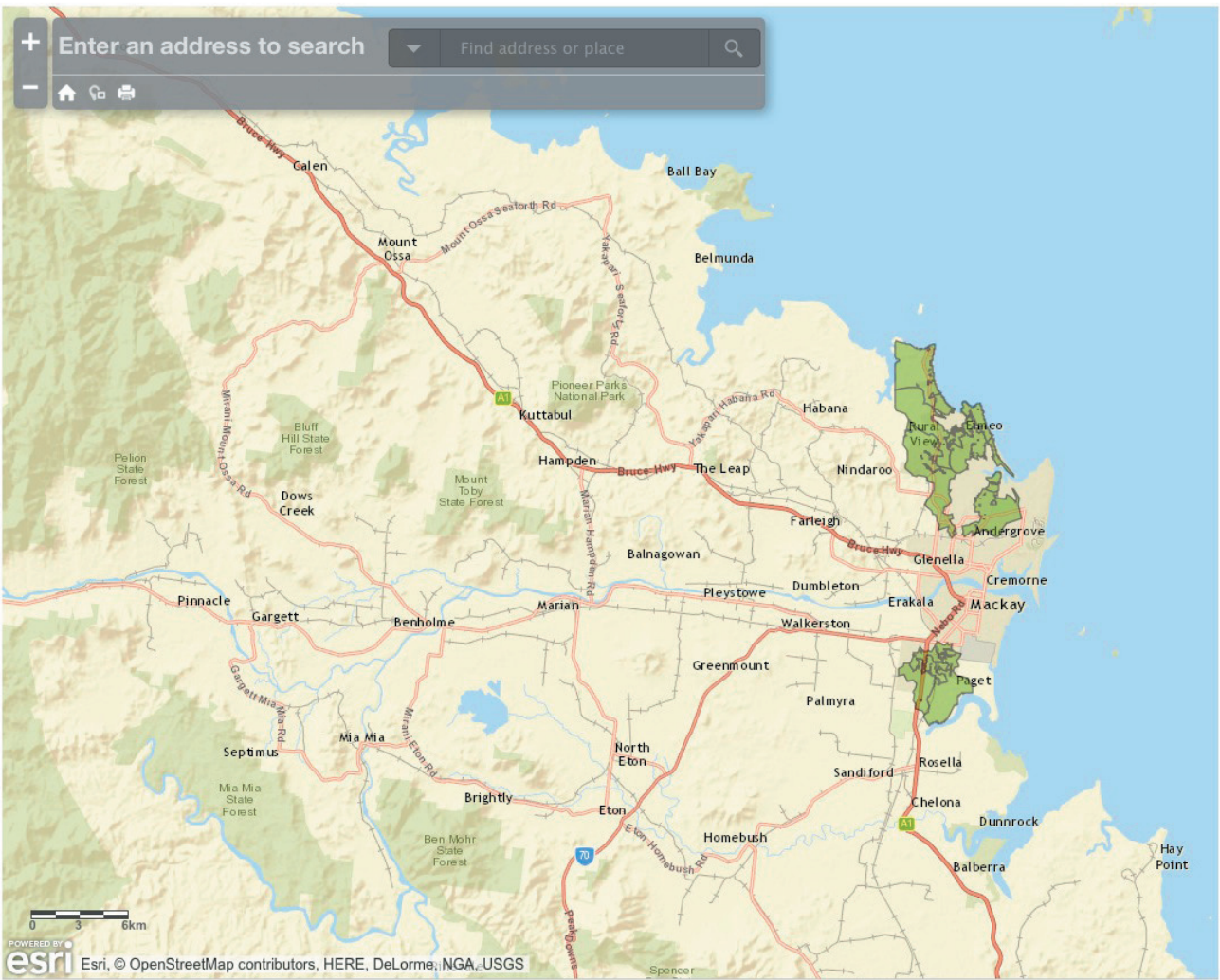
Incentive map now available

We've launched our new **Demand Management Incentive Map**. You'll find the map under *Incentives search* at ergon.com.au/incentives.

The map shows where we have cashback incentives available now and in the future through our **Ergon Incentives programs**. If you'd like more information or would like to get involved please email us at demandmanagement@ergon.com.au or call our Demand Management team on **1300 550 766**.

MAP & ADDRESS SEARCHPROGRAM SEARCHNMI SEARCH

+ Enter an address to search Find address or place



Footnotes

1. The map is updated at least twice a year. The value of incentives may change as we get closer to our demand reduction targets for individual incentive programs.
2. The incentive area borders are as correct as possible, but may not be exact. If your premises are close to a shaded border, check your eligibility on the [NMI Search](#).

eStatus Check

Good news! You can now check the status of your Ergon job quickly and easily with our **eStatus Check**. There's no need to log into the Portal, just enter the Form A 'EWR' or Connect 'CX' reference number and you'll get a status update. You'll find the link to eStatus on the Electrical Partners Portal page.

eStatus Check

Check the status of your Ergon request

Enter your Ergon Reference and click "Check Status". ?

CX16BRO0128625A Check Status

✓ **Under Evaluation**
Ergon Energy has determined further investigation is required for the CONNECT before an Offer can be provided. Ergon Energy will contact the applicant or customer if required.

Have a question? Get in touch

Send us an email 13 74 66 Monday to Friday, 7am - 6:30pm Full contact details

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general enquiries
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ergon.com.au

Faults only
13 22 96
24 hours a day,
7 days a week

Ergon Energy Corporation Limited ABN 50 087 646 062

Life-Threatening
Emergencies
**000 (Triple zero)
or 13 16 70**
24 hours a day, 7 days a week



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