

# Electrical Contractor Update

Issue 43 · April 2018



NETWORK

## Energy Academy

A new round of Energy Academy sessions are being planned to run across Queensland from mid-May 2018. These free information sessions are a great opportunity for electrical contractors and other trade professionals to keep up to date with changes in the electricity industry.

Topics covered include Power of Choice, system and portal enhancements, business update, AER regulatory proposal and tariff structure schedule. Venues are yet to be confirmed, but dates and locations are indicated below.

We'll provide details on how to register for a session in the next issue of Electrical Contractor Update. In the meantime for more information please [email](#) our External Partnerships Team.

Date	Time	Location
14 May 2018	4:30pm - 6:30pm	Nerang
15 May 2018	4:30pm - 6:30pm	Maroochydore
17 May 2018	4:30pm - 6:30pm	Brisbane
21 May 2018	4:30pm - 6:30pm	Mackay
22 May 2018	4:30pm - 6:30pm	Townsville
23 May 2018	4:30pm - 6:30pm	Cairns
24 May 2018	4:30pm - 6:30pm	Rockhampton
28 May 2018	4:30pm - 6:30pm	Toowoomba
29 May 2018	4:30pm - 6:30pm	Ipswich
30 May 2018	4:30pm - 6:30pm	Springwood

## Want your contractor fees paid faster?

We've improved functionality in the [electrical partners portal](#) for a faster turnaround time in the payment of invoices. So please submit your requests for reimbursement via the portal rather than sending in your invoices via email - it's the quickest way.

Electrical Contractors Hotline  
7.30am to 4pm Monday to Friday

1800 237 466

# \$50 cashback now available

For a limited time, the owner of the property or the occupier of the property (who has obtained the property owner's consent) where a battery storage system is installed, can get \$50 cashback if they register their battery with us. Even if the battery system was installed some time ago, they can still claim the cashback.

**Please contact your customers who you have installed a battery storage system for and let them know they can claim the cashback.**

So we can let your customers know about the \$50 cashback in the future, please make sure you enter your customers email address when lodging a connection application. Also, you may not be aware but it's actually a regulatory requirement to submit a connection application to us seeking permission to connect a battery system. Once we receive the connection application, we will assess it and make a connection offer.

For more on the Energy Resource Register please visit our [website](#).

## How to find your Form As

Did you know that if you select the View Recent or View All buttons, it displays all the Form As that have been submitted by you in your Portal? This functionality also applies to the Connects.

### Form A

Form B (Incomplete)	0	Open	5	Awaiting Retailer Requests	0
Saved	3	Open > 30 Days	5	Form B (Complete) < 60 Days	0

[View Recent](#) [View All](#)

## Requesting Installation of a Network Device

Just a quick reminder that we will only install a Network Device for a controlled supply when the load is available for connection and inspection (i.e. the following requirements have been met):

- The load type and its connection method must be compliant with the [Network Tariff Guide](#).
- The Network Device switching channels must be matched correctly to the appropriate controlled supply load.
- Equipment connected to a controlled supply must be permanently connected. However specific equipment may be connected via a socket outlet. Where a socket outlet is provided for this purpose, it shall be dedicated to the controlled supply equipment (spare controlled supply outlets are not permitted). Please see clause 7.1 of the [Queensland Electricity Connection and Metering Manual](#) for labelling requirements.
- Where the single phase load to be controlled exceeds 30A resistive (e.g. electric water heaters), 20A inductive (e.g. motors) or a combination of resistive and inductive load (e.g. air conditioners), a contactor is required.

We will install the Network Device when the controlled supply load is ready for connection and inspection and a Form A has been submitted.

Important: Please make sure all wiring installed for future connection to Metering or a Network Device is left appropriately terminated behind the metering panel.

### Network general enquiries

13 74 66

7.00am - 5.30pm Monday to Friday  
[networkenquiries@ergon.com.au](mailto:networkenquiries@ergon.com.au)

### Faults only

13 22 96

24 hours a day,  
7 days a week

### Life-Threatening Emergencies

000 (Triple zero)  
or 13 16 70

24 hours a day, 7 days a week

[ergon.com.au](http://ergon.com.au)

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