

Electrical Partners Portal



Meter Exchange EWR

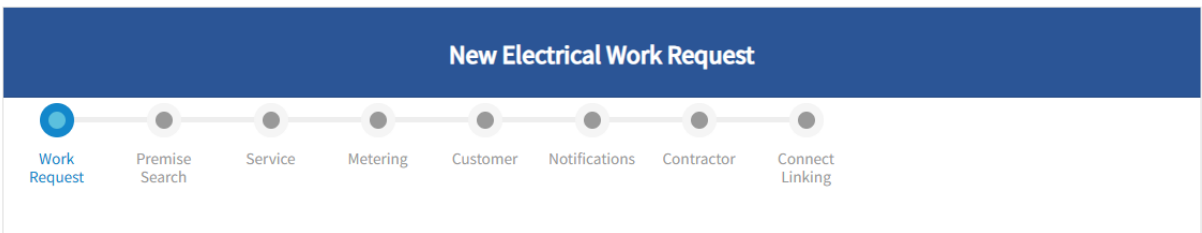
Quick Reference Guide

24 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 **Metering**.
2. Under Action click **Exchange Meter**.

Type of Request
✓ Ergon Work Request Type - Additions and Alterations, Meter Alteration

Category
Metering

Action
Exchange Meter

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 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.

! Important!

The following secondary services are available to be completed with your Primary Action. Once Ergon Energy has validated the request, the selected Retailer will be notified, and you will receive an email to let you know how responsibility to complete the required work has been separated between Ergon Energy and the Metering Provider (where applicable).

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

Add Meter (H/W or Control Load) ?

Add appliance to existing controlled load meter ?

Remove Meter (incl. H/W or Control Load) ?

Move Meter ?

Move Meter

This Action is to be used where existing metering is required to be moved. This includes switchboard upgrades. NOTE: If existing meters are required to be changed, please select Exchange Meter as the primary action, 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.

[Previous](#) [Next](#)

IMPORTANT!

This EWR type must not be used for connecting solar. When selecting additional services, only choose the work that is actually required onsite. Selecting an incorrect or unnecessary additional service will delay the job and may result in wasted truck fees.

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 (mm²)

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. 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](#).

7. 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.


Previous

Next

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 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**.

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

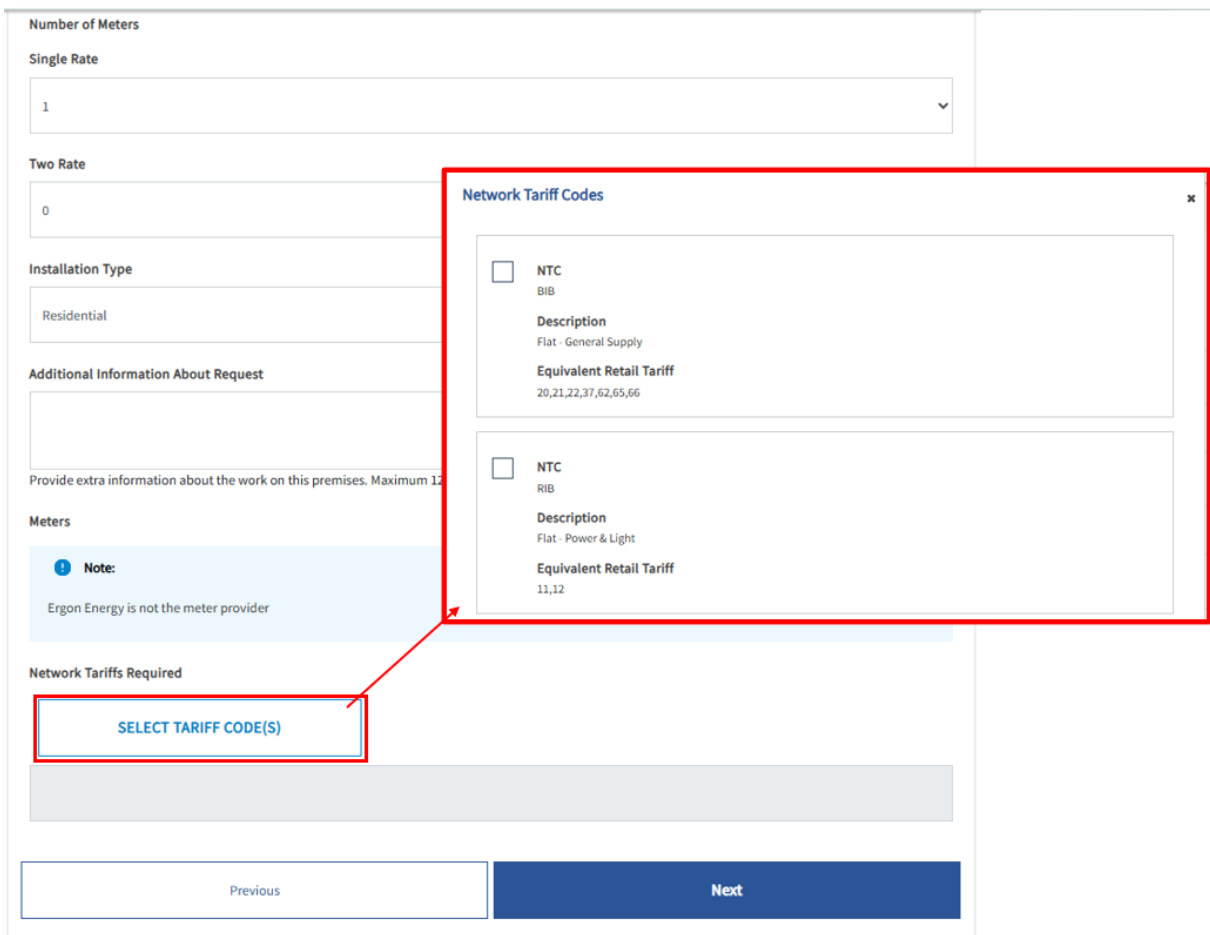
0 ▾

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



A screenshot of a web form showing a dropdown menu for 'Installation Type'. The dropdown is open, and 'Residential' is selected. The dropdown arrow is visible on the right side.

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



A screenshot of a web form showing the 'Network Tariffs Required' section. A red box highlights the 'SELECT TARIFF CODE(S)' button. A red arrow points from this button to a pop-up window titled 'Network Tariff Codes'. The pop-up window contains two tariff options, each with a checkbox, NTC code, description, and equivalent retail tariff.

| NTC | Description | Equivalent Retail Tariff |
|------------------------------|-----------------------|--------------------------|
| <input type="checkbox"/> BIB | Flat - General Supply | 20,21,22,37,62,65,66 |
| <input type="checkbox"/> RIB | Flat - Power & Light | 11,12 |

10. 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. Do you need to over-ride your current MyProfile notification settings for this EWR?
Select **Yes** or **No**.

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.

Previous

Next

IMPORTANT!

If you have selected **Move Meter** as an Additional Service you must 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.

4. Click **Submit**