

# RELAY

## News for Electrical Contractors

Issue 39 · November 2017



NETWORK

Welcome to Issue 39 of RELAY. In this issue we talk about cross road service poles and PeakSmart air conditioning.

## Cross road service poles

If you're working on a new premises that requires a connection from the low voltage network on the other side of the road, a cross road service pole may be required to achieve the required clearance across the roadway.

If you think a cross road service pole will be required please submit a connection application via the [Electrical Partners Portal](#) as soon as you can. We'll then assess your application and arrange for a site visit to determine if a pole is needed, or if clearance over the roadway can be achieved via another means (e.g. taller riser bracket or property pole placement).

If a cross road service pole is necessary, we'll work with you or your customer to negotiate a suitable time to do this work. The scheduling and pole installation can commence prior to Form A submission, which is why it's important to submit the connection application as early as possible.

For more information please refer to the Queensland Electricity Connection and Metering Manual [QECMM](#).

## Our PeakSmart program is expanding!

From 1 December 2017, we're offering cashback incentives across our network<sup>1</sup> to eligible residential and business customers who install a [PeakSmart](#) air conditioner. PeakSmart is a new technology that helps us to manage peak demand on the electricity network.

Residential and business customers who install a new PeakSmart air conditioner, or convert a previously installed PeakSmart 'ready' air conditioner to PeakSmart can get a **cashback of up to \$400**. Air conditioner retailers and installers can get a **cashback of \$50** each time they install or sell a PeakSmart air conditioner for a customer who claims the cashback.

For more information go to [ergon.com.au/peaksmart](http://ergon.com.au/peaksmart), call us on **1300 550 766** between 9am to 5:00pm, Monday to Friday, or email [peaksmart@ergon.com.au](mailto:peaksmart@ergon.com.au).

1 Including customers in Mount Isa but excluding other customers on isolated networks and some end of grid areas where PeakSmart air conditioning is not compatible.

Network  
general enquiries

**13 74 66**

7.00am - 6.30pm Monday to Friday

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



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