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 network¹ 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, call us on 1300 550 766 between 9am to 5:00pm, Monday to Friday, or email 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.