

Electrical Contractor Update

Issue 42 · March 2018



NETWORK

Subscribe to receive electronic newsletters

So we can operate more efficiently, we'll be stopping the print version of this newsletter that a few of you receive in the post.

Most of our customers are already receiving Electrical Contractor Updates by email so it makes good sense to encourage everyone to receive the newsletter this way. And, you can still print off each newsletter as we keep them on our [website](#).

Please **subscribe** soon to receive Electrical Contractor Update newsletters by email via our Alert service as the last print version will be Issue 44.

Clarification – Updated Metering Neutral Links rule. Issue 41

To provide a clarification regarding the story about Metering Neutral Links in the last issue of the Electrical Contractor Update, **issue 41**, it should read:

Updated Metering Neutral Links rule

All new whole current installations now require a metering neutral link fitted even where there is no controlled load tariff.

For existing installations, where direct connected meters are installed on an existing single customer installation, for supply and/or tariff changes, additional tariffs (e.g. controlled supply tariff) or installation of a MEGU (e.g. solar PV system), a metering neutral link **shall** be installed and connected as per the requirements of Clause 6.7.3 of the Queensland Electricity Connection and Metering Manual ([QECMM](#))

Your options to call us

Electrical Contractors Hotline 1800 237 466

Available Monday to Friday from 7:30am to 4pm. Options have been simplified to fast track your queries and ensure they go straight to the correct personnel:

- Press 1 - [QECMM](#) advice
- Press 2 - Form A queries
- Press 3 - Power supply issues including Network Devices (i.e. relays) and broken meter seals.

Use option 3 to report power supply issues, instead of the Fault Line 13 22 96, and you will be transferred directly to one of our representatives.

Contact Centre 13 74 66

Now available 7am to 5.30pm, Monday to Friday. Please call our contact centre for all other queries, including assistance with the Portal.

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

1800 237 466

How to ADD more info to the Form A

If you need to provide ADDITIONAL information about your job when lodging a Form A, please make sure you add this information in the right section.

Use this section to add more information about the location of the switchboard.

Direction to access main switchboard

Provide extra information about the location of the main switchboard.
Maximum 40 characters.

Use this section to add more information about your work.

Additional Information About Request

Provide extra information about the work on this premises. Maximum 120 characters.

And if you need to add more information than you can fit in these sections you can always attach a document here.

Attachments

Note: Please save the Form A before adding attachments. [Click here to save](#)

Please DON'T add general information about your job in the Additional Address Details section or it may be missed and your job delayed.

Additional Address Details

Provide extra information about the premises address. Maximum 70 characters.

Network general enquiries

13 74 66

7.00am - 5.30pm Monday to Friday
networkenquiries@ergon.com.au

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 Energy Corporation Limited ABN 50 087 646 062



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