

Office Use Only	
NMI:	
Date Received:	



Request for Initial Connection, Metering Change or Service Alteration

Electricity Act 1994, Electricity Regulation 2006, Electrical Safety Act 2002 and Electrical Safety Regulation 2013

Use **BLOCK LETTERS** and mark appropriate boxes with a cross ('X'). Fields marked with * are mandatory.

Embedded Generating Unit Installers must complete checklist (over).

For Assistance see Guidelines (over).

Customer Details				Request Details	
*Name (Business Trading name if applicable):				*Ready for Test Date: / /	
*Customer Contact No.:				Supply Connection: <input type="checkbox"/> O/H <input type="checkbox"/> U/G	
*Customer's Retailer:				Property Pole: <input type="checkbox"/> Yes <input type="checkbox"/> No	
*Address of Electrical Installation (Location of Job)				Meter Location: <input type="checkbox"/> Outdoor <input type="checkbox"/> Indoor	
Unit/Shop No.:	Street No.:	Lot No.:	Plan No. (RP/SP):	Main Switchboard Location: <input type="checkbox"/> Outdoor <input type="checkbox"/> Indoor	
Street:		Locality:		No. of Phases: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
Un-metered Supply *GPS Coordinates: (Refer Page 2 Point 2a)				*Point of supply or <input type="checkbox"/> Pole No.:	
NMI:		Connect Agreement No. or Work Request No.:		*Existing Meter Number/s: (for existing installations)	
Other directions to assist in locating address (eg. nearest cross street):				If this request is for a multiple-occupancy premises, how many requests will be submitted?	
				*Customer's Mains	
				Cable Size: mm ²	
				Maximum Demand: Amps per Phase	
				Do you anticipate traffic control will be required? <input type="checkbox"/> No <input type="checkbox"/> Yes	

***Reason for Request**
*Primary Service (select one only) - Refer to 'EWR Secondary Services' Guide and point 7 on page 2 of this form

Connection / supply	Connect Agreement	Metering	Connect Agreement
<input type="checkbox"/> Add Additional Shop/Unit to Existing Site (New NMI Required)	Required	<input type="checkbox"/> Install additional phases (Metering only)	N/A
<input type="checkbox"/> Overhead Point of attachment relocation (Incl. Drop and re-erect of service)	Required	<input type="checkbox"/> Install additional meter for hot water or controlled load	N/A
<input type="checkbox"/> Supply Upgrade (Incl. install additional phases)	Required	<input type="checkbox"/> Add additional appliance to existing controlled load	N/A
<input type="checkbox"/> Primary Fuse Upgrade (Overhead only - Maximum 80amps)	N/A	<input type="checkbox"/> Exchange Meter	N/A
<input type="checkbox"/> Provision of Un-Metered Supply	Required	<input type="checkbox"/> Remove Meter (at least one meter must remain)	N/A
<input type="checkbox"/> Permanent Supply	Required	<input type="checkbox"/> Move Meter Location	N/A
<input type="checkbox"/> Temporary Builders Supply	Required	<input type="checkbox"/> Reseal a Meter - ONLY	N/A
<input type="checkbox"/> Relocate Underground Mains to the same Pillar Box	Required		
<input type="checkbox"/> Change from Overhead to Underground	Required	Embedded Generation (Including Solar)	Connect Agreement
<input type="checkbox"/> Market Generator	Required	<input type="checkbox"/> 30kVa or less	Required
<input type="checkbox"/> Rectify a Form 3	N/A	<input type="checkbox"/> Greater than 30kVa	Required

Secondary Service (where applicable) - Refer to 'EWR Secondary Services' Guide

Secondary Service	Metering Required (as applicable per reason for request)
<input type="checkbox"/> Add Meter (H/W or Control Load)	<input type="checkbox"/> LV <input type="checkbox"/> HV <input type="checkbox"/> Un-metered
<input type="checkbox"/> Add appliance to existing controlled load meter	<input type="checkbox"/> Whole Current (≤ 100 Amps)
<input type="checkbox"/> Exchange Meter	<input type="checkbox"/> MEGU <input type="checkbox"/> Embedded (net) <input type="checkbox"/> Dedicated (gross)
<input type="checkbox"/> Remove Meter (incl. H/W or Control Load)	<input type="checkbox"/> CT CT Ratio: No. of Meters:
<input type="checkbox"/> Drop and Re-erect Service	<input type="checkbox"/> 1ph Single Element No. of Meters:
<input type="checkbox"/> Move Meter	<input type="checkbox"/> 1ph Dual Element No. of Meters:
<input type="checkbox"/> Point of Attachment Relocation	<input type="checkbox"/> Polyphase No. of Meters:
<input type="checkbox"/> Change from Overhead to Underground	

***Network Tariffs Required (select all that apply)**

Network Tariff Code	Equivalent EEQ Retail Tariff	Description	Meter/Relay number/s to be removed if applicable:
<input type="checkbox"/> BIB	20,21,22,37,62,65,66	Flat - General Supply	<input type="checkbox"/> No Relay <input type="checkbox"/> 1 Channel <input type="checkbox"/> 2 Channel <input type="checkbox"/> 3 Channel
<input type="checkbox"/> RIB	11,12	Flat - Power & Light	<input type="checkbox"/> Off Peak - Controlled Load <input type="checkbox"/> 8 hrs (VN) <input type="checkbox"/> 18 hrs (VC)
<input type="checkbox"/> BTOU	22A	TOU - General Supply	Please list any new Items (e.g appliances/equipment) to be connected as Controlled Load: Additional details about request:
<input type="checkbox"/> STOUD	50	Business STOUD	
<input type="checkbox"/> BTOUDC	24	Business Seasonal TOU Energy and Demand	
<input type="checkbox"/> RTOU	12A	TOU - Power & Light (Ergon)	
<input type="checkbox"/> RTOUDC	14	Residential Seasonal TOU Energy and Demand	
<input type="checkbox"/> NVG0	SSN	Net Generation	
<input type="checkbox"/> NVG2	SSA	Net Generation 2	
<input type="checkbox"/> VC	33	Flat - Controlled Supply (Economy)	
<input type="checkbox"/> VN	31	Flat - Night Rate (Super Economy)	
<input type="checkbox"/> DLT	46,65,66,20L,22L,41L	Flat - Demand Large (>100MWh)	
<input type="checkbox"/> DST	44,65,66,20L,22L,41L	Flat - Demand Small (<100MWh)	
<input type="checkbox"/> DMT	45,65,66,20L,22L,41L	Flat - Demand Medium (>100MWh)	

***Electrical Contractor** (please print full details including Business Trading name if applicable)

Name:	EC Licence No.:	Name:	Licence No.:
Email Address:			
Phone / Mobile No.: ()	Fax No.: ()	Note - If outgoing circuits are connected, they must be tested.	

***Certification** (by Person Authorised Under the Electrical Safety Act 2002 to Perform and Test the Electrical Work)

I certify that I am authorised under the Electrical Safety Act 2002 (Qld) to perform electrical work and to connect the electrical installation on which I perform electrical work to a source of electricity.

I also state that the electrical installation will be completed in accordance with the requirements of the Electrical Safety Regulation 2013 (Qld) and Queensland Electricity Connection and Queensland Electricity Metering Manuals, that tests will be carried out in the way required under part 10 of the Electricity Safety Regulation 2013 (Qld) and that the electrical installation will be electrically safe and ready for connection by the Date Work Ready for Connection stated above.

I confirm that I am authorised by the Customer whose details appear above to provide this information in connection with their Connection Application for the above electrical installation.

Signature: _____ Date: / /

Embedded Generating Unit Installers must complete checklist (below). For Assistance see Guidelines (below).

Embedded Generating Unit Installer's Confirmations

	Yes		Yes	N/A
The inverter has been installed in compliance with the Connection Standard STNW1170 and commissioned with the prescribed inverter settings	<input type="checkbox"/>	Inverter capacity >10 kVA has been spread over multiple phases. For multi-phase installations the capacity difference per phase does not exceed 5 kVA	<input type="checkbox"/>	<input type="checkbox"/>
The embedded generating system has been tested and deemed safe for connection to Ergon Energy's Distribution Network	<input type="checkbox"/>	Note: On Single Wire Earth Return (SWER) networks, up to 10kVA single phase is allowable if approved by Ergon Energy.		
All required meter isolation links are installed and meter board hinged as per QECM & QEMM requirements	<input type="checkbox"/>	Reactive Power Control (RPC) has been set as detailed in application and/or connection agreement.	<input type="checkbox"/>	<input type="checkbox"/>
For connections approved for connection with export limits, the export limit settings have been applied to the embedded generating system	<input type="checkbox"/>	Note: An RPC setting of at least 0.9 lagging is required on all exporting inverters rated >2kVA–30kVA connected to Ergon Energy's main network (not SWER or Isolated networks).		

Guidelines - Request for Initial Connection, Metering Change or Service Alteration

Information and guidelines regarding completing Request for Initial Connection, Metering Change or Service Alteration Form (Hard Copy aspects as indicated – all other requirements apply to both electronic and hard copy forms)

- Please use a black pen and print in legible block letters - Applies to hard copy only
- The following mandatory information must be provided:
 - Sufficient detail to identify the customer and to locate the premises and metering position on site. Note – In the address section "Locality" heading refers to the city suburb, town, or local area in rural locations. Un-metered supplies will require GPS coordinates.
 - Details of the connection, customer/s mains, metering arrangements and/or requirements.
 - Meter number of at least one existing meter unless this is an initial connection.
 - Supply requirements (e.g. metering, No of Phases, etc.) and network availability.
 - Point of Supply. Mark whether supply is from underground pillar or overhead pole and provide number displayed on pillar or pole.
 - Details of the Electrical Contractor responsible for the work.
 - Details of the Electrical Mechanic who tested the work. **Note – If outgoing circuits are connected they must have been tested.**
- If an appointment is required, Ergon Energy will contact you to confirm a date and time.

Note: Ready for test date does not equal an appointment. Please contact an Ergon Energy Technical Services Officer 1800 237 466 (option 1) if you believe your request requires an appointment and is not a scenario listed below:

 - 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
- Unmetered connection of load will only be permitted where the load type (e.g. Tramline crossing lights) meets the relevant legislation and rules. These loads must be miniscule in nature and have a predictable load pattern. Details are available from Ergon Energy.
- In most situations work will only commence when Ergon Energy has received a Service Order Request (SOR) from the Retailer.
- Service connection support brackets and steel service poles must have a minimum rating of 1kN for 25mm services or 3.5kN for 50 and 95 mm services. Timber service poles must have a minimum rating of 5kN. (Refer to Queensland Electricity Connection and Metering Manual).
- Only applicable Primary and secondary services will be accepted. Please refer to 'EWR Secondary Services' guide for details.
- If sufficient information is not provided, the Form will be returned unactioned.
- Illegible and mutilated forms will not be accepted.
- Customer's retailer must be made aware of any alterations or additions.
- The Certification statement must be completed (Signed) by the Qualified Technical Person making the certification - Applies to hard copy only. (Qualified Technical Person/s are those endorsed on the Contractors Licence).
- For electricity market generator use only.

How to Lodge a Completed EWR

Recommended method: Submit electronically via the Ergon Energy Electrical Partners Portal - <https://epp.ergon.com.au/epp>

Alternatively, this form can be completed and lodged via one of the following methods:

- email to ewr@energyq.com.au
- mail to PO Box 308 Rockhampton Qld 4700

Enquiries - Ergon Energy

General Customer Service: All Network enquiries (including in relation to Connect Agreements) - All Locations **1ERGON (13 74 66)**

Faults: - All Locations **13 22 96**

Contractors Hotline: - All Locations **1800 237 466**

Other Information

Ergon Energy regulated retail electricity pricing information can be found on the QCA website at www.qca.org.au

Network tariff pricing information can be found on the AER website at www.aer.gov.au

Privacy Notice

Ergon Energy is collecting information on EWR for the purpose of a request for initial connection, metering change or service alteration which is required by law as stated above. This will include the collection of the personal information of customers and may include the collection of personal information of electrical contractors. Ergon Energy will not be able to process this request if the required information is not provided. If an individual stated on this form wishes to obtain access to their personal information or make a complaint about a breach of their privacy, they may contact the Privacy Officer Ergon Energy on 13 74 66. Please refer to **Ergon Energy's Privacy Statement** at www.ergon.com.au. If you do not wish to receive direct marketing material from Ergon Energy, please contact the Network Customer Solution Centre on 13 74 66 to opt-out.