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RELAY

A newsletter for Electrical Contractors
Special Edition, April 2010

Updated version of Form A now available – paper and on line

The latest version (Version 7) of the Ergon Energy Form A is being distributed and made available at depots throughout Ergon Energy's distribution area and on line.

Depot staff will be collecting books with the old version of paper-based Form As and issuing new books containing the new version. Contractors are encouraged to use Version 7 Form As as soon as possible. However, the old version will continue to be accepted until the distribution of the new books has been completed.

Note: The form and version number is indicated on the bottom right corner of the form.

The updated Form A contains a number of mandatory fields, plus other relevant information, which must be filled in accurately and completely. Any paper-based Form As received without **all the mandatory fields completed will be rejected and returned** to the electrical contractor to re-submit with the necessary details.

The on-line Form A has also been updated and as per current requirements, the mandatory fields must be completed before being able to submit the Form.

Mandatory fields are indicated by an asterisk (*). They are:

- (Customer) Name
- Customer's Retailer
- Address of Electrical Installation
- Date Work Ready for Connection
- Reason for Request
- Metering Required
- Electrical Contractor
- Tested By

When work is carried out by Electrical Contractors, which results in Ergon Energy performing a chargeable service, we need to know who to charge for the work. It is important that you and your customer provide accurate information about the job so correct fees and charges are advised and directed to the correct person.

A new section has been added to the Form A to indicate who will be responsible for the charge in the "Request Details" section of the form.

If a contractor ticks "Charge Customer", there is an expectation that the Contractor has discussed the Ergon Energy charges and responsibilities with the customer before nominating them.

If the "Charge Customer" box is left blank (not ticked), the Contractor will be invoiced by default for the service requested on the Form A.

Name of Customer's Retailer must be included

Full Retail Competition was introduced in Queensland in July 2007. This means that electricity customers in Queensland can choose an electricity retailer other than Ergon Energy. Therefore, it is important when you are discussing the customer's requirements for the job, that you also discuss their choice of retailer.

Even though the uptake of alternative retailers has been slow to date, the number of customers transferring to a different retailer is increasing. The customer's retailer name is now a **mandatory** field on the paper-based Form A and must be filled in accurately on every Form A submission, whether for initial connections, meter changes, or service alterations.

Electrical contractors who submit Form As on line will already be familiar with this requirement.

There are several reasons that it is important the correct retailer's name is included on the Form A (paper-based or on line) submitted to Ergon Energy.

They include:

- indicating that the customer has engaged an electricity retailer for the connection
- clarifying the customer's choice of retailer for New Connections
- aligning with changes to National Electricity Market Business to Business Procedures
- reducing confusion for the local depot staff
- speeding up the connection process

If the customer is unsure of their current electricity retailer or of other available retailers in Queensland, they can check their current electricity account or visit www.thepowertochoose.qld.gov.au. Alternatively they can contact Ergon Energy on **13 10 46** for assistance.

***Please Note:** New Connections will not be energised if the customer does not have a Retail Sales Agreement (electricity account) in place with a registered electricity retailer.

With the increase of customers now choosing an electricity retailer other than Ergon Energy QLD (EEQ) it is a requirement to complete the **mandatory** "Customer's Retailer" section of the Form A (see highlighted section on sample Form A shown on opposite page). As part of National Electricity Market procedures, a copy of the submitted Form A will be supplied to the retailer nominated in the Customer's Retailer section, so it is important that this information is accurate.

Want your Relay by email? Easy. Just email us at customerservice@ergon.com.au



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FORM A

Ergon Energy will rely on the information provided by the Electrical Contractor on this form as being provided on behalf of the customer.

Office Use Only

Service Order No	
NMI No.	
Date Received	



Request for Initial Connection, Metering Change or Service Alteration

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

Use BLOCK LETTERS and indicate in appropriate boxes eg with a cross X. Fields marked with * are mandatory

For Assistance see guidelines

Customer Details	Request Details
*Name (Business Trading name if applicable):	*Date Work Ready for Connection: / / Appointment required <input type="checkbox"/> Date: Time:
*Customer's Retailer: ← Now a Mandatory Field	Supply Connection: <input type="checkbox"/> O/H <input type="checkbox"/> U/G
*Address of Electrical Installation (Location of Job)	Property Pole: <input type="checkbox"/> Yes <input type="checkbox"/> No
Unit /Shop No.: Lot No.: Plan No. (RP/SP):	Meter Location: <input type="checkbox"/> Outdoor <input type="checkbox"/> Indoor
Street No.: Street:	Main Switchboard Location: <input type="checkbox"/> Outdoor <input type="checkbox"/> Indoor
Locality: Postcode:	No. of Phases: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
Other directions to assist in locating address	Existing Meter Number: Distribution Services Fee ← New Section Charge Customer <input type="checkbox"/> Charge Contractor <input type="checkbox"/>
Nearest Cross Street:	Other Request Comments
Other information:	
*Reason for Request	*Metering Required <input type="checkbox"/> HV <input type="checkbox"/> LV <input type="checkbox"/> Unmetered
Initial Connection <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary Builders Service	<input type="checkbox"/> Whole Current <input type="checkbox"/> CT <input type="checkbox"/> Photovoltaic
Meter Wiring changes <input type="checkbox"/> Reseal Meter <input type="checkbox"/> Meter Change <input type="checkbox"/> Additional	<input type="checkbox"/> Embedded (net) <input type="checkbox"/> Dedicated (gross)
Other <input type="checkbox"/> Service Upgrade <input type="checkbox"/> Point of Attachment Relocation	<input type="checkbox"/> Single Phase <input type="checkbox"/> Poly Phase CT Ratio
Customer's Mains Cable Size: mm ²	<input type="checkbox"/> Single rate <input type="checkbox"/> Two rate No of meters
Maximum Demand: Amps/Phase	<input type="checkbox"/> No Relay <input type="checkbox"/> 1 Channel <input type="checkbox"/> 2 Channel <input type="checkbox"/> 3 Channel
Additional Information about request (eg Network availability, Pillar Uprate, additional phases required, indication if reseal of meter or relay only is required i.e. no other work carried out, etc)	Controlled Load - Off peak 8 hrs <input type="checkbox"/> 18 hrs <input type="checkbox"/>
	Un-metered Load Type:
	Items being connected as Controlled Load
*Electrical Contractor (please print full details)	*Tested By (please print details of Electrical Mechanic)
Name:	Name:
Licence No.:	Licence No.:
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 <i>Electrical Safety Act 2002</i> (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 <i>Electrical Safety Regulation 2002</i> (Qld), that tests will be carried out in the way required under part 8 of the <i>Electricity Safety Regulation 2002</i> (Qld) and that the electrical installation will be electrically safe and ready for connection by the date work ready for connection stated above.	
Note - If outgoing circuits are connected they must be tested.	
Signature:	Date: / /
Tariff type meter wiring installed	
<input type="checkbox"/> Domestic (11)	<input type="checkbox"/> Night rate - Super Economy (31)
<input type="checkbox"/> General Supply (20)	<input type="checkbox"/> Controlled Supply-Economy (33)
<input type="checkbox"/> General Supply (21)	<input type="checkbox"/> Non-domestic heating-Time of use (37)
<input type="checkbox"/> General Supply -Time of use (22)	<input type="checkbox"/> Demand LV - General supply (41)
<input type="checkbox"/> Demand LV - Time of use (43)	<input type="checkbox"/> Irrigation - Other (66)
<input type="checkbox"/> Demand HV - Time dependent (53)	<input type="checkbox"/> Other (Details to be provided below)
<input type="checkbox"/> Farm - time of use (62)	
<input type="checkbox"/> Irrigation - time of use (65)	

Check this is the latest Process Zone version before use.

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New Version →

Form CS000500F107 Ver 7

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You can check out more about
Ergon Energy at ergon.com.au

To Contact Us

National Contact Centre – 13 10 46 and say "Contractor Enquiry"