

# RELAY

## News for Electrical Contractors

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NETWORK

## Portal update and upcoming information sessions

We're currently testing the new Electrical Partners Portal with a number of electrical contractors and solar installers who lodge large numbers of Form As. Feedback from the testers is vital to ensure a smooth transition for everyone.

We'll be launching the portal soon and conducting a number of webinars and face-to-face information sessions on the portal, other issues of mutual interest and collaboration opportunities so keep an eye out for an invite coming your way soon!

## Reminder about connections

The government's new National Electricity Customer Framework (NECF) means there has been some changes to the connections process:

- The connections process now starts with the **Connect Agreement**
- Once the Connect Agreement is validated and accepted by us you can **submit your Form A**
- Then once these two steps are completed, the **Retailer will contact the customer** to create a new account if there is a new connection.

All new connections, including solar PV connections, require a Connect Agreement. Also, a National Metering Identifier (NMI) is no longer required when you apply for a new connection as this will be created automatically once the Connect Agreement is approved.

If you have any questions about new connections please call us on **13 74 66**.

## Quoting for ACS and upfront meter charges

Quoting for Alternative Control Services (ACS) and Upfront Metering charges is now performed by the customer's electricity Retailer so please ask customers to contact their Retailer about these costs.

## Completing the Form A accurately

- Please **clearly explain the work to be conducted** on the Form A to ensure the correct charges are applied to the job
- Also, make sure you have indicated who the **customer's Retailer** is on the Form A as it is now sent directly to the Retailer for quoting so they can send a job request back to us
- Please note there are two Form As available on our website. Electrical Contractors should continue to use **Form A** and Electrical Mechanics who are not contractors should be using **Form A Section 56.3**. Form A Section 56.3 is currently only available in paper version on our website in the *Contractors & industry* section under *Electrical contractors and Forms, manuals & standards*.

# New LVCT Form

As announced recently via our Alert Service, a new version of the LV CT Metering Equipment Order Form (LVCT Form) has been released. The form is available on our website in the *Contractors & industry* section under *Electrical contractors* and *Forms, manuals & standards*.

Please note all forms must now be emailed to **metering.drawings@ergon.com.au**. This email address should also be used for the submission of switchboard layout and single line diagrams.

## Recent changes to the LVCT Form:

- Confirmation is required that the **Meter Panel** will be located in an area compliant with QECMM clause 7.7.3.
- The **customer's NMI** number must be entered
- And the Letter of Offer, Works Request, Connection Agreement or Negotiated Offer **reference number** must be provided.

Unfortunately incomplete forms may be returned for further information.



## Main switch safety hazard warning

There have been two major incidents involving faulty 3-phase Clipsal surface mounted main switches in the past 12 months which have resulted in our crew members receiving flash burns.

Please be careful and consider the age, condition and location when working on or around customer's equipment.

## Get RELAY electronically

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## Electrical Contractors Hotline

Remember the best way to communicate with us is via the Electrical Contractors Hotline. It's for your exclusive use!

Electrical Contractors Hotline  
7.30am to 4pm Monday to Friday

1800 237 466

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general enquiries  
13 74 66  
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