

Customer Self Service

User Guide



NETWORK



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About Self Service

We're making our services easier for you access online 24/7.

What's services are available?

There are a number of services available without logging in, however some specialised services for privacy, require more information from you before you can access.

Without logging in, you can:

- Let us know if you've lost power
- Report a faulty streetlight, trees growing in powerlines or graffiti/vandalism
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application)

After logging in, you can:

- Let us know if you've lost power
- Report a faulty streetlight, trees growing in powerlines or graffiti/vandalism
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application)
- Submit a Claim
- Submit a Connection Application

After logging in and adding your address/NMI in the My Profile area, you can:

- Let us know if you've lost power
- Report a faulty streetlight, trees growing in powerlines or graffiti/vandalism
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application)
- Submit a Claim
- Submit a Connection Application
- Complete a self-meter read
- Subscribe for notifications such as unplanned outages, planned outages, meter read (if dogs onsite) and know when our crews are on the way for certain request types.
- Update dog details

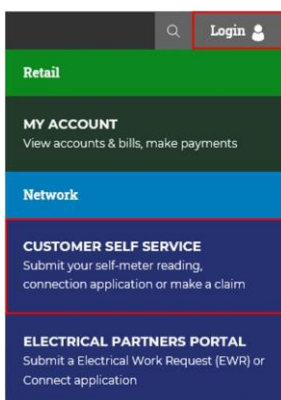
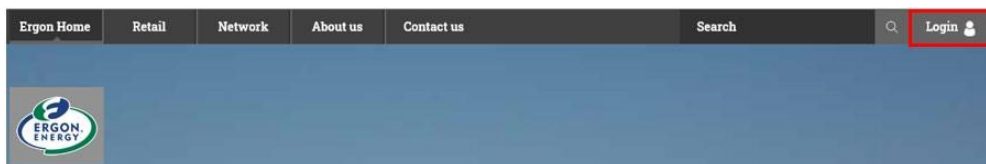
Registering for Self Service

1. There are two ways to access Self Service on the [Ergon Energy website](#):

a) Click on the [Self Service](#) menu heading



b) Click on [Login](#) in the black toolbar and select [Customer Self Service](#) from the drop-down list.



2. Click the [Login](#) name/icon in the top right of the screen:



3. A new window will open, select [Register now](#).

A screenshot of the 'Login' page. It features a white background with a dark blue header containing the word 'Login'. Below the header are two input fields: 'Username' and 'Password'. Each field has a 'Forgot' link below it. A dark blue 'LOGIN' button is positioned below the password field. At the bottom of the page, there is a link that says 'Don't have an account? Register now', where 'Register now' is highlighted with a red rectangular box.

4. Enter the security code as it appears and click [NEXT](#).
5. Complete all details in the registration form, then click [Register](#) at the bottom of the form.
6. You will receive the below message when you have completed registration.

An email will also be sent to the email you used to register when you have completed registration.

Registration

Thank you for registering

Check your email

- We have sent an email to your registered email address
- If you did not receive our email, please check your junk or spam folder
- Click the link in the email to confirm your registration details

Didn't receive our email?

- Check your email account's junk or spam folder
- Still didn't receive the email? Please try again to ensure your email address is correct. If you are still experiencing issues, please call us for assistance on [13 74 66](#)

7. Open the email sent (be sure to check you junk/spam folder) and click on the link to activate your registration.

Logging into Self Service

1. Click [Login](#) and enter your [Username](#) and [Password](#).

The screenshot shows the Ergon Energy Network website. At the top is a navigation bar with links: Ergon Home, Retail, Network, About us, and Contact us. Below this is the Ergon Energy Network logo. In the top right corner, there is a 'Login' button with a user icon, which is highlighted by a red box. A red line extends from this box down the right side of the page, ending in an arrow pointing to the 'Login' button in the main content area.

Welcome to Self Service

We're making it easier for you with our 24/7 online services.


We are committed to protecting your privacy. When you request a service from us, such as supply of electricity, we may collect information about you. Your information will be used and disclosed as set out in our [Privacy Statement](#).

Self-Meter Read


If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.

[SUBMIT YOUR SELF-METER READING](#)

Report a Problem



No power



Faulty street light

Login

Username *

[Forgot username?](#)

Password *

[Forgot password?](#)

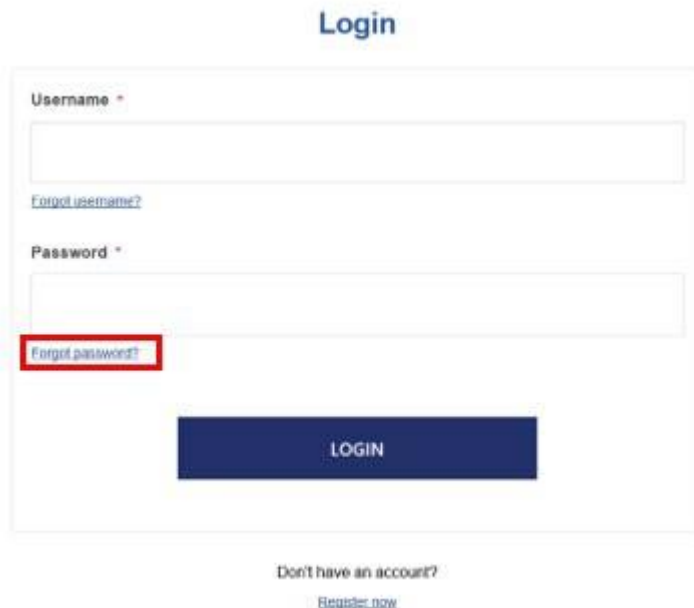
[LOGIN](#)

Don't have an account?
[Register now](#)

Resetting your Password

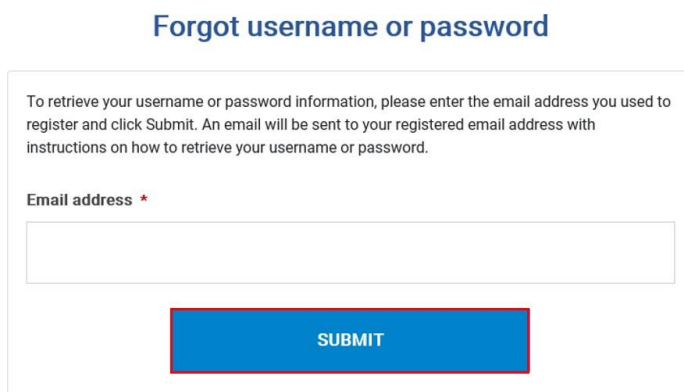
If you have forgotten your password, you can reset this online, any time.

1. From the [Login](#) screen click on [Forgot password?](#)



The screenshot shows a 'Login' form with two input fields: 'Username *' and 'Password *'. Below the 'Username' field is a link 'Forgot username?'. Below the 'Password' field is a link 'Forgot password?' which is highlighted with a red rectangle. At the bottom of the form is a dark blue 'LOGIN' button. Below the form is a link 'Don't have an account? Register now'.

2. Enter the email address you registered with and click [Submit](#).



The screenshot shows a form titled 'Forgot username or password'. It contains a paragraph of instructions: 'To retrieve your username or password information, please enter the email address you used to register and click Submit. An email will be sent to your registered email address with instructions on how to retrieve your username or password.' Below this is an 'Email address *' input field. At the bottom is a blue 'SUBMIT' button, which is highlighted with a red rectangle.

3. Check your email (including your junk/spam folder):

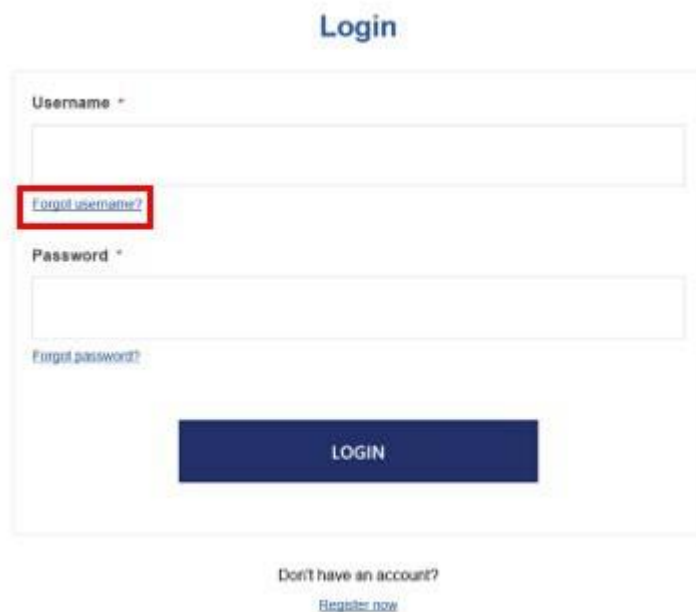
We will send you an email to your registered email address. Look for a message with the subject: [Reset your details](#).

The email will contain your username and a link to reset your password. Click the link and follow the steps to reset your password.

Resetting your Username

If you have forgotten your username, you can reset this online, any time.

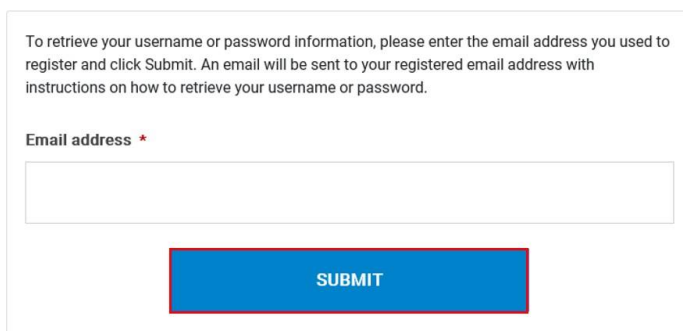
1. From the [Login](#) screen select [Forgot username?](#)



The screenshot shows a 'Login' form with two input fields: 'Username *' and 'Password *'. Below the 'Username' field is a link labeled 'Forgot username?' which is highlighted with a red rectangular box. Below the 'Password' field is a link labeled 'Forgot password?'. At the bottom of the form is a dark blue button labeled 'LOGIN'. Below the form, there is a link 'Don't have an account?' and a link 'Register now'.

2. Enter the email address you registered with and click [Submit](#).

Forgot username or password



The screenshot shows a form titled 'Forgot username or password'. It contains a paragraph of text: 'To retrieve your username or password information, please enter the email address you used to register and click Submit. An email will be sent to your registered email address with instructions on how to retrieve your username or password.' Below this text is an input field labeled 'Email address *'. At the bottom of the form is a blue button labeled 'SUBMIT'.

3. Check your email (including your junk/spam folder).

We will send you an email to your registered email address. Look for a message with the subject: [Reset your details](#).

Click the link and follow the steps to reset your username.

Updating 'My Profile'

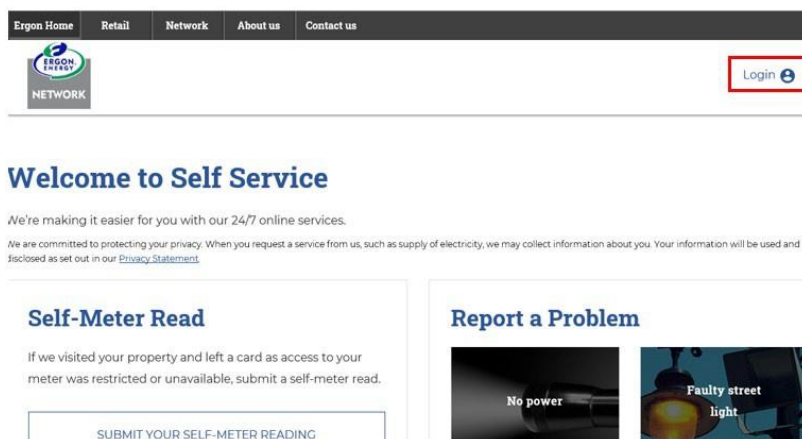
All your portal information can be found in the [My Profile](#) section.

Once logged in, you can view and update the following:

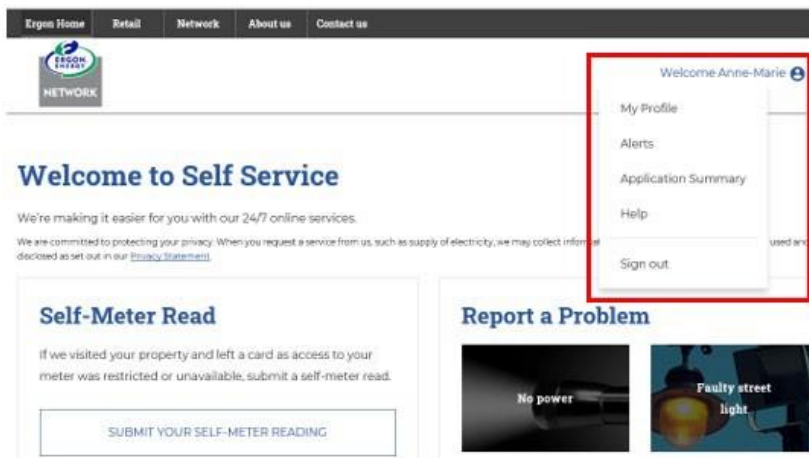
- **Registration details**
 - Information consists of:
 - Username
 - First and last name
 - Mobile phone number
 - Email address
 - Password
 - Note: Notifications are sent using the information in this section
- **Contact details**
 - Option to add an alternate contact number
- **My NMIs**
 - Add your National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.
- **Manage Notifications**
 - Subscribe/unsubscribe for notifications such as unplanned outages, planned outages, meter read (if dogs onsite) and find out when crews are on their way for certain request types.
 - This service will be available once you have added a NMI.
- **Postal address**

To access [My Profile](#):

1. On the Self Service webpage click on [Login](#) and enter your [Username](#) and [Password](#). If you are not a registered user of Self Service, you will need to set up your profile by clicking [Register Now](#) from the [Login](#) screen.



2. Once logged in, click on [Welcome](#) and select **My Profile** from the drop down.



3. Update any of the applicable areas on the [My Profile](#) screen. To leave this screen, you will need to click on [Cancel](#).

My Profile

Registration Details

Username: joecitizen

First name: Joe Last name: Citizen

Email address: joecitizen@fakemail.com

Mobile number: 0400 000 000

Note

Notifications are set up on the mobile number and/or email address shown above. To update this information, select [UPDATE DETAILS/PASSWORD](#).

[UPDATE DETAILS/PASSWORD](#)

Having trouble updating your details? Check you are using the latest browser version or try a different browser.

Other Contact Details

Type:

Phone Number:

Note

Notifications are **not** sent to this phone number. Check the mobile number under Registration Details is correct. To update the mobile number, select [UPDATE DETAILS/PASSWORD](#).

Are you the electricity account holder? (e.g. Is your name on the electricity bill?)

☒ Yes ☐ No

My NMIs

[+ Add a NMI](#)

[Have a unique code?](#)

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

NMI	NMI nickname	Next scheduled read date
<div>Change nickname View meter details Update dog details Delete</div>		

[MANAGE NOTIFICATIONS](#)

Postal address

Country:

State:

Street Address:

Postcode:

Suburb:

[CANCEL](#)

[SAVE DETAILS](#)

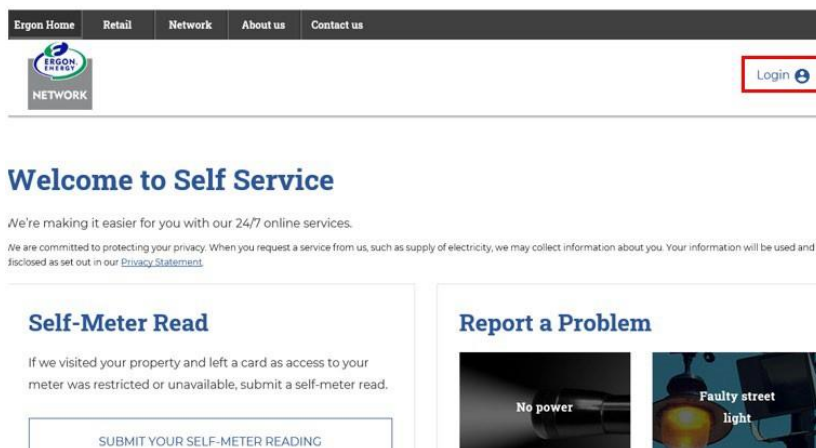
Add a NMI/Address to Access Services

To submit a **self-meter read**, **update dog details** and **subscribe for notifications**, a National Metering Identifier (NMI) / address must be added in the [My Profile](#) section first. This is to meet our privacy requirements as the information relates to a specific address.

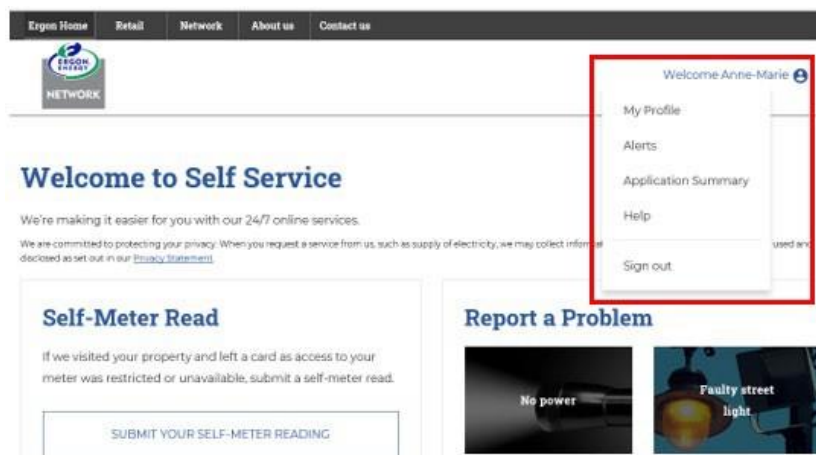
The NMI can be found on your electricity bill or by contacting your retailer.

How to [Add a NMI](#) in [My Profile](#):

1. On the Self Service webpage click on [Login](#) and enter your [Username](#) and [Password](#). If you are not a registered user of Self Service, you will need to set up your profile by clicking [Register Now](#) from the [Login](#) screen.



2. Once logged in, click on [Welcome](#) and select [My Profile](#) from the drop down.



3. Scroll down to the [My NMIs](#) section and click on [Add a NMI](#).

My NMIs [?](#) [+ Add a NMI](#) [Have a unique code?](#) [?](#)

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

NMI	NMI nickname	Next scheduled read date ?

[Change nickname](#) [View meter details](#) [Update dog details](#) [Delete](#)

[MANAGE NOTIFICATIONS](#)

4. Complete the fields exactly as they appear on your latest electricity bill. Please use the blue help [?](#) icons for assistance.

Add a NMI [Close](#) [×](#)

National Metering Identifier (NMI) Details and Verification

By adding a NMI to your profile you will be able to complete self-meter reads, manage notifications (including power outages) and update your dog details.

You will need to complete the below fields exactly as they appear on your latest electricity bill.

Name - exactly as it appears on bill * [?](#)

NMI * [?](#) NMI nickname * [?](#)

Postal Address [?](#)

Address line 1 as it appears on bill *

Suburb * State * Postcode *

Queensland

By submitting this request to add a NMI to your account you confirm that you are either the account holder for this NMI, or you are authorised by the account holder of this NMI, to take this action.

SUBMIT

If the information entered does not match the customer details provided by your electricity retailer, you will have the option to complete the second validation screen.

Add a NMI

Close X

National Metering Identifier (NMI) Details and Verification

By adding a NMI to your profile you will be able to complete self-meter reads, manage notifications (including power outages) and update your dog details.

You will need to complete the below fields exactly as they appear on your latest electricity bill.

Name - exactly as it appears on bill *

NMI *

NMI nickname *

Postal Address

Address line 1 as it appears on bill *

Suburb *

State *

Postcode *

By submitting this request to add a NMI to your account you confirm that you are either the account holder for this NMI, or you are authorised by the account holder of this NMI, to take this action.

Customer details do not match

The information entered does not match the customer details provided by your electricity retailer on your bill.

[Add your details using your Meter number and NMI](#)

SUBMIT

Call us for assistance: If you are having trouble adding a NMI/address in Self Service, call 13 74 66, Monday to Friday, 7am to 5:30pm, for assistance.

- Once your NMI/address is added successfully, it will appear under [My NMIs](#). You can add as many NMIs as required.

My NMIs

+ Add a NMI

Have a unique code?

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

NMI	NMI nickname	Next scheduled read date	
***1234	My place	Jul 8	Change nickname View meter details Update dog details Delete

MANAGE NOTIFICATIONS

Subscribing for Notifications

Once you have registered to Self Service, you can add your National Metering Identifier (NMI) / address in [My Profile](#) to access notifications.

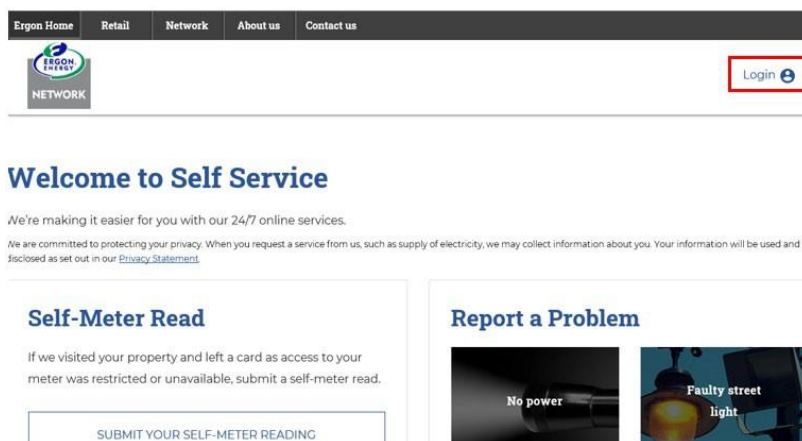
Once added, [Manage Notifications](#) will be able available for you to subscribe to receive the following notifications:

- Unplanned outages
 - We'll let you know when the power is out in your area.
- Planned outages
 - You'll receive notifications prior to the planned outage, the morning of the outage and if it's cancelled.
- Meter read (if dogs onsite)
 - If you have dogs at your address, you'll receive a notification 24 hours before your scheduled meter read so you can ensure dogs are properly restrained.
- Our crews are on their way
 - On certain job types, we'll let you know when crews are on the way.

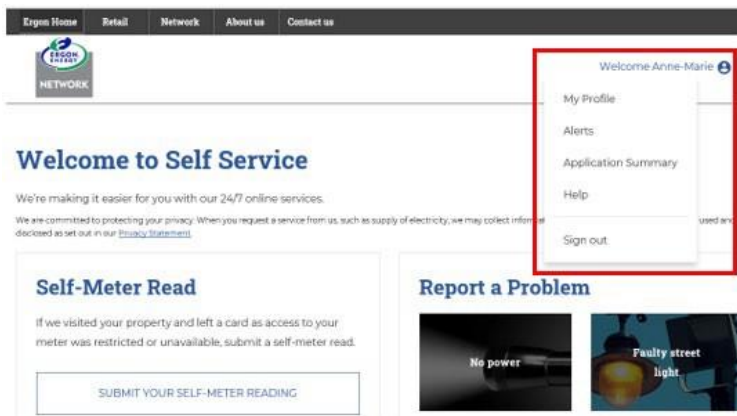
You can find out more on notifications at www.ergon.com.au/managenotifications

How to subscribe/unsubscribe for notifications:

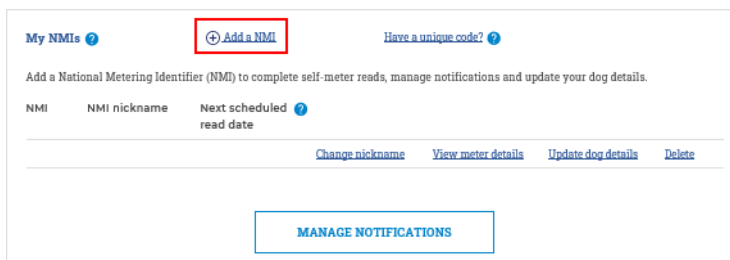
1. On the Self Service webpage click on [Login](#) and enter your [Username](#) and [Password](#). If you are not a registered user of Self Service, you will need to set up your profile by clicking [Register Now](#) from the [Login](#) screen.



- Once logged in, click on [Welcome](#) and select [My Profile](#) from the drop down.



- Scroll down to the [My NMIs](#) section and click on [Add a NMI](#).



- Refer to [Add a NMI](#) for instructions.
- Once a NMI/address has been added, you can now click on [Manage Notifications](#). You can subscribe or unsubscribe for notifications on the listed services by checking or unchecking the notification options to suit your preferences.

Manage Notifications

Close X

Notification Details

Subscribe or unsubscribe for notifications on the services below.

The information you provided in My Profile is used to set up your notifications. Check the email address and contact number are correct. You can update these details in [My Profile](#).

Email address	joecltizen@fakemail.com.au
Mobile number	0400 000 000

My Notifications

Check or uncheck the options below to suit to your preferences.

Please note emergency response may affect the accuracy and frequency of outage notifications.

NMI	***2726	Nmi nickname	Home
Notification hours	<input type="radio"/> 7am-7pm	<input checked="" type="radio"/> 24/7	
Notification type	<input type="checkbox"/> Email	<input checked="" type="checkbox"/> SMS	
Notification options	<input checked="" type="checkbox"/> Planned outages ? <input checked="" type="checkbox"/> Unplanned outages ? <input type="checkbox"/> Meter read (if dog onsite) ? <input checked="" type="checkbox"/> Our crews are on their way ?		

Can't find the NMI you are looking for? [Add a NMI](#) using the information on your latest electricity bill.

For more information about notifications, visit our [Manage Notifications](#) webpage.

SAVE

- You can check and uncheck the notification options at any time to suit your preferences.
- You can check one or all notification types.
- The Meter read (if dog onsite) notification type is currently available if you have notified us that you have dogs. You can update these details within [My Profile](#).
- You can choose to receive notifications between 7:00am – 7:00pm or 24/7, SMS and/or email.
- Notifications will be sent to the mobile number and/or email address you have added within your [MyProfile](#) Registrations Details.

Please note:

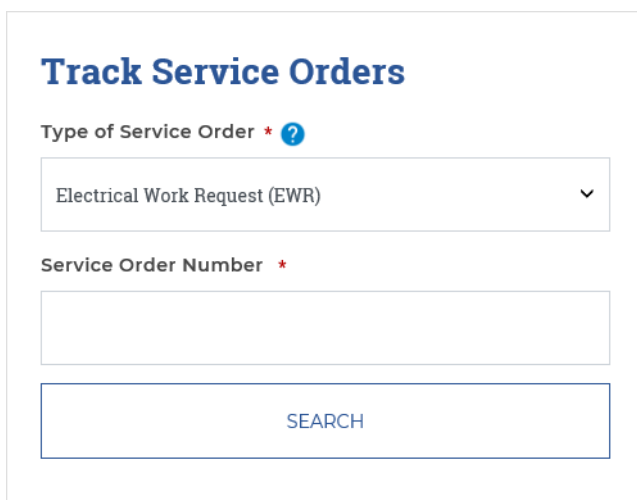
While we make best endeavours to provide you with accurate and timely information, due to technical and system limitations, there could be times that delayed, inaccurate or multiple notifications are sent. If this is not your preference, please unsubscribe anytime via Customer Self Service.

Searching 'Track Service Orders'

Using [Track Service Orders](#) allows you to search the status of a:

- Electrical Work Request (EWR)
- Connection Agreement (CX)
- General Customer Service Request (PTJ)
- Retailer Service Order (B2B)

1. From the Self Service landing page, go to [Track Service Orders](#).



Track Service Orders

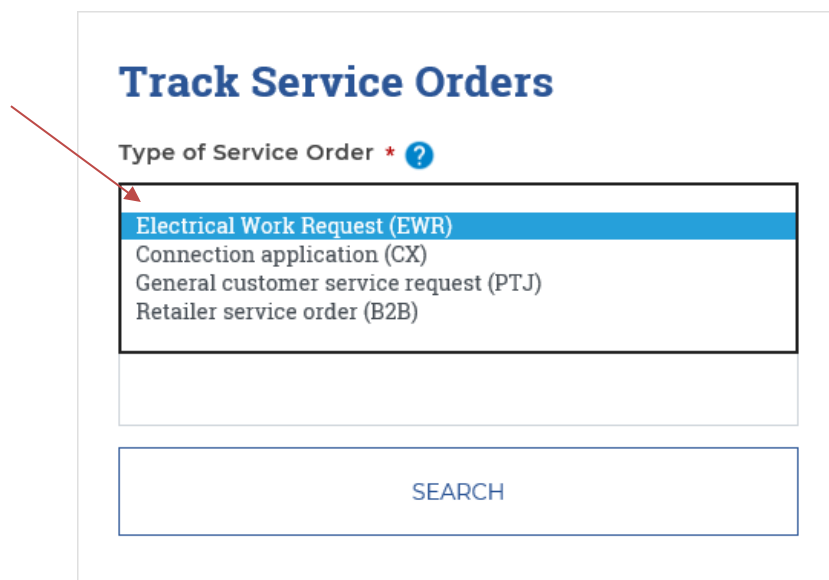
Type of Service Order * ?

Electrical Work Request (EWR) ▼

Service Order Number *

SEARCH

2. Select the relevant Service Order from the [Type of Service Order](#) drop down menu.



Track Service Orders

Type of Service Order * ?

- Electrical Work Request (EWR)
- Connection application (CX)
- General customer service request (PTJ)
- Retailer service order (B2B)

SEARCH

3. Enter your [Service Order number](#) and select [Search](#).

Track Service Orders

Type of Service Order * ?

Electrical Work Request (EWR) ▼

Service Order Number *

SEARCH

4. Your Service Order Number status will then display.

Track Service Orders

Service Order Number

✓ COMMENCED → ✓ UNDER EVALUATION → ✓ WORK IN PROGRESS → **COMPLETED**

Completed
We have completed the requested work. No action required.

NEW SEARCH

Visual indicator of the progress of your Service Order.

Your Service Order status and description.

Click to start a new search.

Submitting a Self-Meter Read

If we visited your property and left a card as access to your meter was restricted or unavailable, you can submit a self-meter read via Self Service.

You will need to go to [My Profile](#) and [add a NMI / address](#) before you can access this service.

1. Once you have added your NMI/address in [My NMIs](#) under the [My Profile](#) section of Self Service you can complete your self-meter read online.
2. On the Self Service webpage, select [SUBMIT YOUR SELF-METER READING](#).

Self-Meter Read

If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.

SUBMIT YOUR SELF-METER READING

3. Select the applicable address for the self-meter read from the drop down.

Self-Meter Read

Close X

Address Details

Where is the meter located?

My NMIs ?

Select ▼

Can't find the National Metering Identifier (NMI) you are looking for? [Add a NMI](#) using the information on your latest electricity bill.

NEXT

4. Enter the reading for each meter register and select **SUBMIT**

Self-Meter Read

< Previous Close X

Address UNIT 2 LOT 11 STAFFLEE COURT DUNDONRAH W46X6

Meters and Readings

Enter your meter read details in the field(s) below.

Register * Your read details

SUBMIT

Some addresses may have more than one register - **all registers must be completed before clicking on **SUBMIT**.**

5. If you receive the below message, your readings are outside the expected high or low reading ranges and you will need to attach a photo or re-enter your reading before submitting.

Your meter read details are outside the expected (high/low) reading range

To complete your self-meter read, please check the read details are correct.

If CORRECT - add a photo to submit your reading.

If NOT CORRECT - enter the read details again.

CLOSE

6. To add a photo, click on the camera icon and upload a photo.

Self-Meter Read

[< Previous](#)[Close X](#)

Address TOWNSVILLE 4810


Meters and Readings

Enter your meter read details in the field(s) below.

Meter 0-000001 ?

Register *

Your meter reading is higher than expected

 **Add a photo of the reading to continue**

SUBMIT

7. Once submitted, you will receive one of the following messages:

Self-Meter Read

**Your meter read(s) has been submitted and if successfully validated will be sent to your retailer.**

Acceptance of your self-meter read is at your retailer's discretion.

BACK TO SELF SERVICE

Self-Meter Read

**Your meter read details are outside the expected (high/low) reading range and have been submitted for further investigation.**

If successfully validated, your meter read(s) will be sent to your retailer. Acceptance of your self-meter read is at your retailer's discretion.

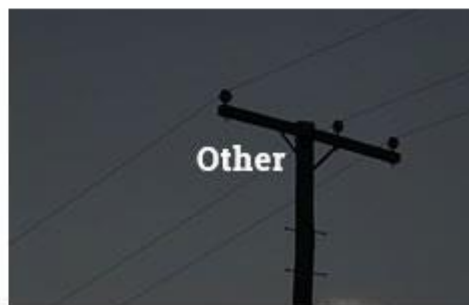
BACK TO SELF SERVICE

Report a Problem

You can report the following problems on Self Service:

- If you've lost power – No power
- Faulty street lights
- Trees growing in powerlines
- Graffiti and vandalism (on Ergon Energy assets)
- Other
 - Fuse down (Ergon Energy Network)
 - Line fault indicator (Flashing)
 - Live wildlife in powerlines
 - Partial power/one phase down
 - Trees in powerlines
 - Underground pillar damaged (Green box)

Report a Problem



No power – I've lost power

1. From [Report a Problem](#) select the [No power](#)



2. Enter your address and select [SEARCH](#)

Report a Problem

Close X

Address Details

What is the closest address to this incident?

Search

Address

▼

Street no.

Unit no.

Lot no.

Street name/Suburb/Postcode *

e.g. FLINDERS ST TOWNSVILLE

📍 Use current location

SEARCH

You can also select 'Use current location' to use the closest location to complete address details.

3. If we are **aware of an outage in your area**, we'll let you know. You will not be able to continue reporting online as we are aware of the outage.

If we are not aware of an outage in your area, select **YES** to continue.

If the address is incorrect or you do not wish to continue with this report, select **NO**.

Report a Problem

Close X

We are currently not aware of an outage affecting this address.

Is this the correct address for the incident you are reporting?

Address

YES

NO

4. Complete the remaining screens by answering the questions applicable to the incident.

Please note:

For safety reasons, not all incident types are available to report online via Self Service. Depending on your incident type you may need to phone us and will be advised if you cannot continue.

Call us to report:

Fallen powerlines, shocks or tingles **13 16 70**

All other damage reports **13 22 96**

If your report is life-threatening, please call Triple Zero (000).

5. Ensure all details are correct in the [Report Summary](#) and click [SUBMIT](#)

Report a Problem

[< Previous](#)[Close X](#)

Report Summary

Review your responses are correct and update with any additional information before submitting.

Address

Type of incident ?

Neighbours Out

Additional information

0/274

First name *

Testy

Last name

test

Contact number *

Time *

11:38

Date *

22/07/2019

Property access ?

Name of the building, visible landmarks, number at front...

0/480

Is there a dog at this address? *

☐ Yes

☒ No


☐ Unknown

☐ Not Applicable

SUBMIT

6. You will receive the below message to confirm your incident has been submitted, with a copy of your reference number.

Report a Problem

 **Your report has been submitted.**

An Ergon representative will investigate your report and may contact you if further information is required.

Your reference number is

Stay up-to-date with power outages, check our [Outage Finder](#).

BACK TO SELF SERVICE

Faulty Street Lights

1. From [Report a Problem](#) select [Faulty Street light](#).



2. Select the relevant category from the list of problems you can report:

Faulty Street Light

Close X

What is the problem?

CAR HIT STREET LIGHT

DIRTY, BROKEN OR DAMAGED LIGHTS

FLICKERING OR STREET LIGHTS OUT

LIGHTS ON 24 HOURS A DAY

STREET LIGHT POLE DAMAGED/LEANING

STREET LIGHT WIRES EXPOSED

OTHER

3. Enter your address and select [SEARCH](#).

The screenshot shows a web form titled "Report a Problem" with a "Close" button in the top right. The "Address Details" section asks for the closest address to the incident. It includes a "Search" dropdown menu, three input fields for "Street no.", "Unit no.", and "Lot no.", and a text field for "Street name/Suburb/Postcode" with an example "e.g. FLINDERS ST TOWNSVILLE". A button labeled "Use current location" is highlighted with a red box. At the bottom is a large blue "SEARCH" button.

You can also select [Use current location](#) to use the closest location to complete address details.

4. Complete the remaining screens by answering questions applicable to the incident.
5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.

The screenshot shows a confirmation screen titled "Faulty Street Light". It features a checkmark icon and the text "Your report has been submitted." Below this, it states: "We aim to repair faulty street lights within 5 – 7 business days. If major repairs are required these faults will be assessed on a case-by-case basis." and "Street light repairs are subject to weather permitting." The "Your Reference Number is" is followed by the number "13971945", which is highlighted with a red box. At the bottom is a blue button labeled "BACK TO SELF SERVICE".

Trees Growing in Powerlines

1. From [Report a Problem](#) select [Trees growing in powerlines](#)



2. Select the relevant category from the list of problems you can report

Trees in Powerlines

Close X

What is the problem?

TREES CAUSING POWERLINES TO BOW

TREES FALLEN ON POWERLINES

TREES GROWING IN POWERLINES

Please note:

For safety reasons, not all incident types are available to report online via Self Service. Depending on your incident type you may need to phone us and will be advised if you cannot continue.

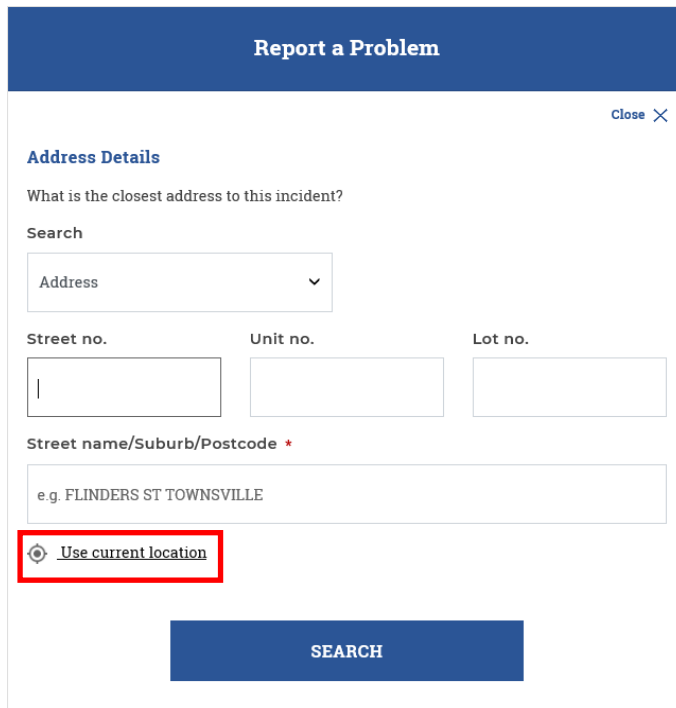
Call us to report:

Fallen powerlines, shocks or tingles 13 16 70

All other damage reports 13 22 96

If your report is life-threatening, please call Triple Zero (000).

3. Enter your address and select [SEARCH](#).



You can also select [Use current location](#) to use the closest location to complete address details.

4. Complete the remaining screens by answering the questions applicable to the incident.

You **MUST** attach one or more photos to your 'Trees in Powerlines' report

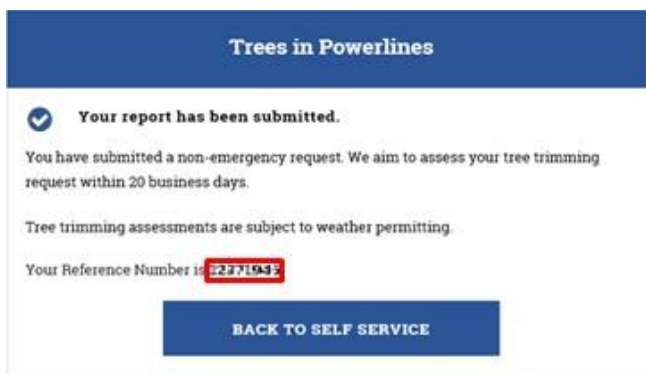
Add photos *



Do not put yourself at risk while taking photos. Your photos will be used and disclosed in accordance with our [Privacy Policy](#).



5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.



Graffiti/Vandalism

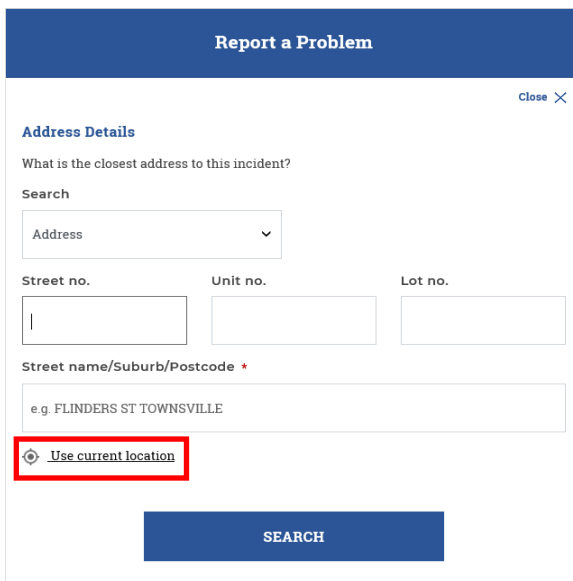
1. From [Report a Problem](#) select [Graffiti/vandalism](#).



2. Select the relevant category from the list of problems you can report.

A screenshot of a web form titled "Graffiti/Vandalism" in a blue header. Below the header, there is a "Close X" link. The main question is "Where did you see the graffiti/vandalism?". There are four rectangular buttons stacked vertically: "ERGON BUILDING", "ERGON EQUIPMENT ON PUBLIC PROPERTY", "ERGON EQUIPMENT ON PRIVATE PROPERTY", and "OTHER".

3. Enter your address and select [SEARCH](#)

A screenshot of a web form titled "Report a Problem" in a blue header. Below the header, there is a "Close X" link. The section is titled "Address Details" and asks "What is the closest address to this incident?". There is a "Search" section with a dropdown menu labeled "Address". Below this are three input fields: "Street no.", "Unit no.", and "Lot no.". Below these is a text input field for "Street name/Suburb/Postcode" with a red asterisk and the example "e.g. FLINDERS ST TOWNSVILLE". At the bottom of this section, there is a button with a location pin icon and the text "Use current location", which is highlighted with a red rectangle. At the very bottom of the form is a large blue button labeled "SEARCH".

You can also select [Use current location](#) to use the closest location to complete address details.

4. Complete the remaining screens by answering the questions applicable to the incident.
5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.

Graffiti/Vandalism

✔ **Your report has been submitted.**

We aim to remove any graffiti and vandalism within 5 – 7 business days. If a major removal is required these damages will be assessed on a case-by-case basis.

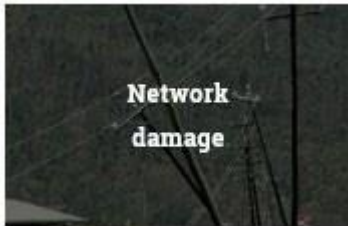
Graffiti removal is subject to weather permitting.

Your Reference Number is **12345678**

BACK TO SELF SERVICE


Network Damage

1. From [Report a Problem](#) select [Network damage](#).




2. For safety reasons, we ask you to report these incidents immediately by phone.

Network Damage


 **Call us immediately to report**

If you have seen any network damage, call us immediately to make your report. If your report is life threatening, please call Triple Zero (000).

Fallen powerlines, shocks or tingles

 13 16 70

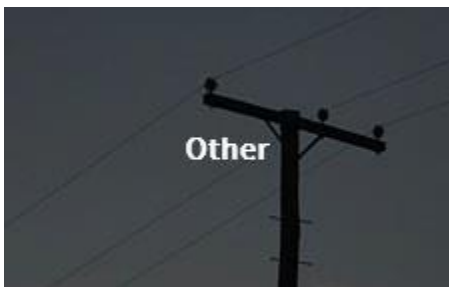
All other damage reports

 13 22 96

[BACK TO SELF SERVICE](#)

Other

1. From [Report a Problem](#) select [Other](#).



2. Select the relevant category from the list of problems you can report:

Report a Problem

[< Previous](#) [Close X](#)

What type of incident are you reporting?

- FUSE DOWN (ERGON ENERGY NETWORK)
- LINE FAULT INDICATOR (FLASHING)
- LIVE WILDLIFE IN POWERLINES
- PARTIAL POWER/ONE PHASE DOWN
- TREES IN POWERLINES
- UNDERGROUND PILLAR DAMAGED (GREEN BOX)
- OTHER

Please note:

For safety reasons, not all incident types are available to report online via Self Service. Depending on your incident type you may need to phone us and will be advised if you cannot continue.

Call us to report:

Fallen powerlines, shocks or tingles **13 16 70**

All other damage reports **13 22 96**

If your report is life-threatening, please call Triple Zero (000).

3. Enter your address and select [SEARCH](#).

The screenshot shows the 'Report a Problem' form with the 'Address Details' section. The form asks 'What is the closest address to this incident?'. It includes a 'Search' dropdown menu, fields for 'Street no.', 'Unit no.', and 'Lot no.', and a 'Street name/Suburb/Postcode' field with an example 'e.g. FLINDERS ST TOWNSVILLE'. A red box highlights the 'Use current location' option, which is preceded by a location pin icon. A blue 'SEARCH' button is at the bottom.


You can also select [Use current location](#) to use the closest location to complete address details.

4. Complete the remaining screens by answering the questions applicable to the incident.
5. Ensure all details are correct in the [Report Summary](#) and click [SUBMIT](#).

The screenshot shows the 'Report a Problem' form with the 'Report Summary' section. It includes a 'Previous' link and a 'Close' button. The summary displays the entered address: '3 Belinda St, Bouldercombe Q'. It also shows the 'Type of incident' as 'Wildlife Report' and a section for 'Additional information'. The form includes fields for 'First name' (Joe), 'Last name' (Citizen), 'Contact number' (0418123456), 'Time' (13:19), and 'Date' (27/05/2020). There is a 'Property access' field and a section for 'Are there dogs at this address?' with radio button options: 'Yes', 'No' (selected), 'Unknown', and 'Not Applicable'. A blue 'SUBMIT' button is at the bottom.

6. Once submitted, you will see a message confirming your incident has been submitted, with a reference number.

Report a Problem

 Your report has been submitted.

An Ergon representative will investigate your report and may contact you if further information is required.

Your reference number is **2087997**.

Stay up-to-date with power outages, check our [Outage Finder](#).

If you would like to receive power outage notifications, [register now](#).

BACK TO SELF SERVICE

Connection Enquiry or Application

For your convenience, links are available online via Self Service for you to enquire about or apply for a connection.

Connection Application

Submit a Connection Application to connect a new premises to Ergon Energy's distribution network or to make an alteration to an existing connection (including solar, micro-embedded or embedded generators).

ENQUIRE NOW

APPLY NOW

Refer to [Self Service Connect Application & Enquiry Guide](#) for information and steps how to submit a Connection Enquiry/Application.

Make a Claim

For your convenience, links are available online via Self Service for you to submit a claim for loss or damage.

Make a Claim

Submit a claim application for loss or damage.

SUBMIT A CLAIM

Refer to [Self Service Liability Claims Guide](#) for information and steps on how to make a claim.