

Electrical Partners Portal Changes

Electrical Contractor Update: 2 December 2016

As part of our ongoing commitment to ensure the Electrical Partners Portal is user-friendly, we have made some changes which you will see from 10 December 2016.

My Connect

Improved NMI selection criteria

- The NMI/address search for Network Connection Applications (Connects) and EWRs will now display more information to help you select the correct site.
- Connection status, current tariffs, and any additional information will be provided.
- Incompatible NMIs for your service selection will be greyed out to help to prevent incorrect submissions.

NMI	Address	Nmi Status	Connection Type	Tariff
Q8023608706	LOT: 42, 3 ROGERS RD CLONTARF 4019	ACTIVE	PERMAN	8400 9100

Improved multiple NMI creation

Creating multiple NMIs for units and/or shops has never been easier.

- We have updated our Connect form to allow you to easily create multiple NMIs at once (on the initial Connect for the site) or you can continue to use the online bulk NMI update tool.
- You will also be able to nominate how many units you are connecting, making it easier for us to ensure your jobs are scheduled together.

Multiple NMI Creation

Property Title	<input type="text"/>	Lot No.	<input type="text" value="25"/>
Building Name	<input type="text"/>	Plan No.	<input type="text" value="52448"/>
Building Number	<input type="text"/>	Street No.	<input type="text" value="29"/>
Unit Type	<input type="text" value="Apartment"/>	Street Name	<input type="text" value="SMITH"/>
Unit No. Range	<input type="text" value="1-5"/>	Street Type	<input type="text" value="Lane"/>
Floor No.	<input type="text"/>	Suburb	<input type="text" value="NORWELL QLD 4208"/>
Level No.	<input type="text"/>	Contact Details	
Additional Information <small>Provide extra information about the premises location. Maximum 70 characters.</small>	<input type="text"/>	Name	<input type="text"/>
		Mobile No.	<input type="text"/>
		Other Contact No.	<input type="text"/>
		Email Address	<input type="text"/>



positive energy

Electrical Partners Portal Changes – Electrical Contractor Update

My EWR

Quick links to save time

- The updated Electrical Partners Portal home page includes EWR “quick links” where you can select from our highest volume EWR service selections and start completing them immediately.
- The home page will also include a “EWR Power User Links” drop down list, which will display the entire range of service selections, allowing you to easily select your desired request.

Form 3 (Incomplete)	0	Open	1	Awaiting Retailer Requests	1
Saved	0	Open > 30 Days	0	Form 3 (Complete) < 60 Days	0

Introducing the Energex “Bundle”

- To prevent the need to submit multiple EWRs, we have created the “bundle”, an option to request multiple jobs on the same NMI. Do you need a 3 phase upgrade and a point of attachment relocation all at once? No problem, just bundle it!

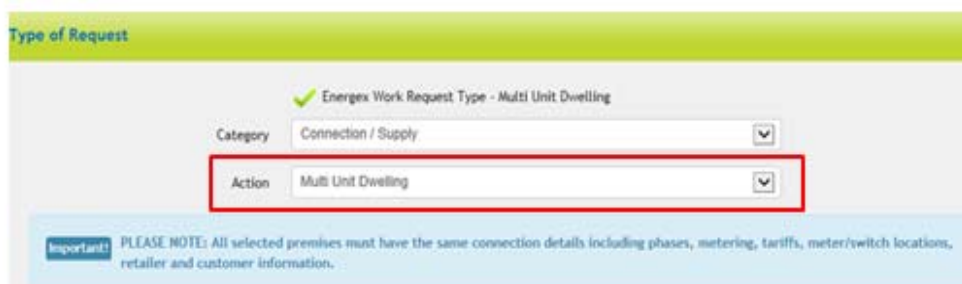
Do you need to add one or more of the following services to this request?

- POA Relocation
- Additional Meters for Hot Water or Controlled Load
- Add Appliance to Controlled Load
- Exchange Meter
- Remove Meter
- Relocate Meter
- Drop and Re-erect Service

Electrical Partners Portal Changes – Electrical Contractor Update

Submit multiple EWRs at once

- Our new “Multi Unit Dwelling” option allows you to submit identical EWRs against multiple NMIs at once, as long as each of the units/shops requires the same works to be performed and have the same Customer/Retailer.
- A huge time saver for new connections at unit complexes and shopping centres, the Multi Unit Dwelling service selection is guaranteed to make submitting multiple EWRS a breeze.



Type of Request

✓ Energen Work Request Type - Multi Unit Dwelling

Category: Connection / Supply

Action: Multi Unit Dwelling

Important! PLEASE NOTE: All selected premises must have the same connection details including phases, metering, tariffs, meter/switch locations, retailer and customer information.

Controlled load requests

- Submitting for an installation of a controlled load? EWR updates allow you to tell us what appliances you need connected and if they are internal; so that we can contact your customer to arrange access.
- We've also added the ability to request a dual element meter, and to let us know if you're connecting a multi-phase appliance.



Controlled Load Appliances

You have selected a controlled load tariff, please identify the appliance(s) to be connected.

Tariff: 9000

Air Conditioning Dishwasher
 Hot Water Swimming Pool
 Spa Pool Washing Machine
 Other

Is the appliance connected to the controlled load multi-phased?
 Yes No

Tariff: 9100

Air Conditioning Dishwasher
 Hot Water Swimming Pool
 Spa Pool Washing Machine
 Other

Is the appliance connected to the controlled load multi-phased?
 Yes No

Are any of these appliances inside a building or require the customer onsite for access? Yes No

Is a two element meter required? Yes No

Electrical Partners Portal Changes – Electrical Contractor Update

Improved metering and tariff combinations

- We've tidied up our metering and tariff combinations, so that now when you select a meter, you'll only be presented with compatible tariffs for your selection. We believe that this will save you time as you won't have to search through our complete list of tariffs just to find the one you're looking for.

Metering Required

Installation Type

Please Select

- Whole Current (<= 100 Amps)
- Current Transformer CT (> 100 Amps - Form 1291 required)
- Time of Use
- Poly Phase
- Photovoltaic (net)
- Photovoltaic (gross)
- Other

Need an appointment? Just tick the box!

- Sometimes it's just not possible for either you, or us to complete works without arranging a time and date to meet at a customer's address. So, we've added the ability for you to request an appointment on compatible service selections.
- Just select your appointment reason from our list of available reasons, and we'll be in touch as soon as we receive your EWR and a valid retailer request to arrange a time for our friendly staff to meet you onsite.

Appointment

An appointment can ONLY be made for one of the following reasons. You will be contacted by Energex to schedule an appointment:

- Appointment not required
- Changing POA positions that cannot be temporarily bridged, OR 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 100A
- My EWR is for more than 8 connections
- My EWR requires Current Transformer (CT) metering

NOTE: If you believe there is another reason (not shown above) that requires an appointment for this connection, please contact Energex Technical Services Officer on 1300 762 397 and choose Option 1

Contact Energex

To report loss of supply:

13 62 62

For electricity emergencies:

13 19 62

For general enquiries:

energex.com.au

custserve@energex.com.au

13 12 53 (8am to 5:30pm, Monday to Friday)

Telephone interpreter service 13 14 50



Follow us on twitter.com/energex



Like us on facebook.com/energex

© Energex Limited 2015

® Energex and Energex Positive Energy are registered trademarks of Energex Limited

Energex Limited ABN 40 078 849 055

GPO Box 1461, Brisbane QLD 4001



positive energy