

# Key Contacts for Electrical Contractors

## All Electrical Contractor Enquiries

..... **1300 762 397**  
Please note: This number is for Electrical Contractor use only.  
Customer enquiries should be directed to **13 12 53**.

## Lodgement of Electrical Work Requests

EWR Online – all areas ..... **www.energex.com.au**  
(electrical partner's portal) (electrical contractors' page)

## Technical Information

Queensland Electricity Connection and Metering Manual (QECMM):

- To download a copy of the QECMM ..... **www.energex.com.au**  
(electrical contractors' page)

Electrical Safety Office ..... **1300 650 662**  
..... **www.eso.qld.gov.au**

## Enquiries - General

Emergencies: reporting electrical accidents /  
wires down / shock – all areas ..... **13 19 62**

Loss of Supply – all areas ..... **13 62 62**

General Customer Enquiries – eg tree trimming,  
and streetlights – all areas ..... **13 12 53**

### Note:

- Customers must contact an electricity retailer for an application for supply.
- Energex requires a Retailer Service Order for any work that is likely to impact the customer's electricity account.

