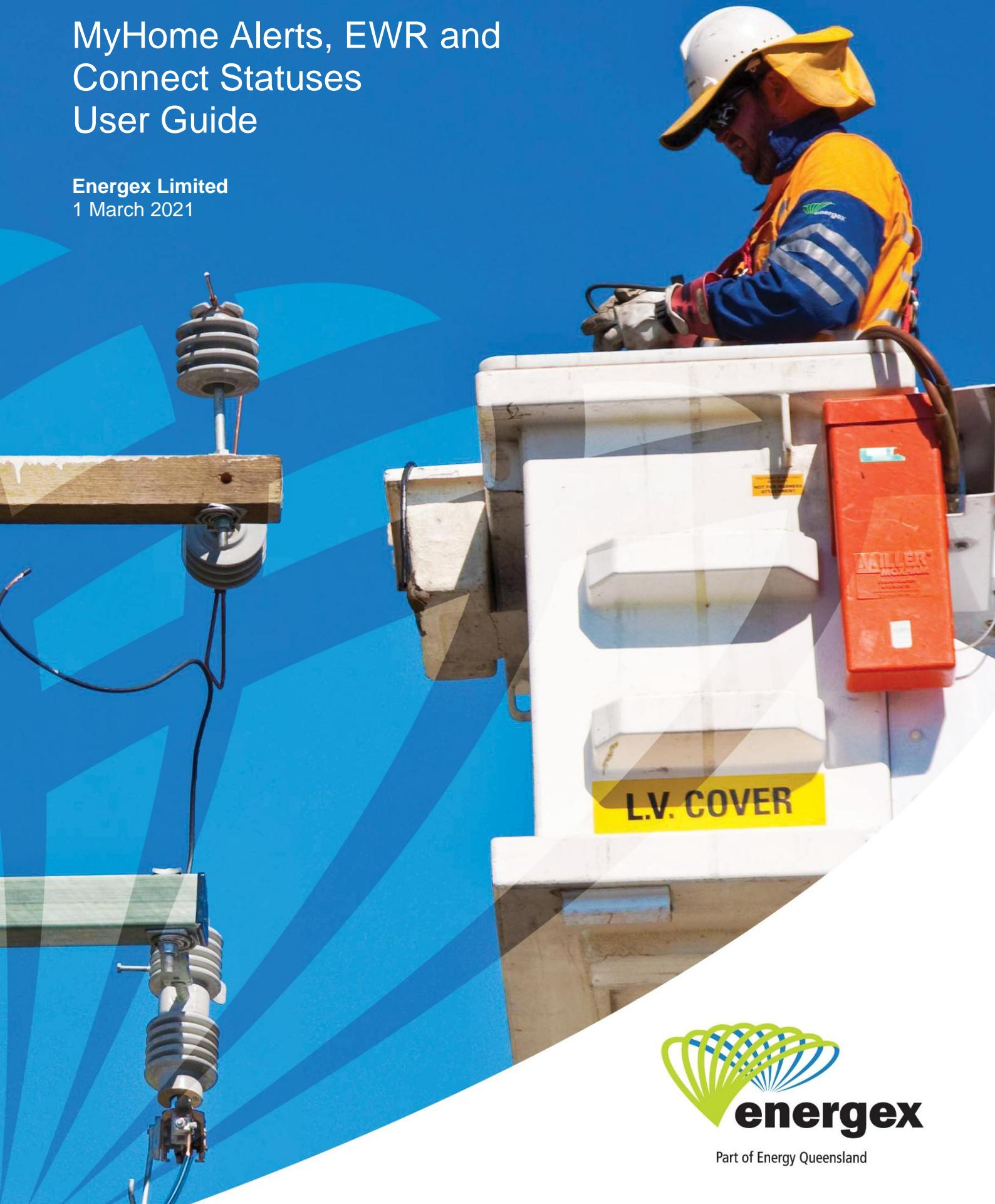


# Energex Electrical Partners Portal

MyHome Alerts, EWR and  
Connect Statuses  
User Guide

Energex Limited

1 March 2021



Part of Energy Queensland

## Version Control

Version	Date	Description
1.0	01/03/2021	Initial
1.1	02/01/2026	Updated to general enquiries opening times

## Contact Energex

### To report loss of supply:

13 62 62

### For electricity emergencies:

13 19 62

### For general enquiries:

[energex.com.au](http://energex.com.au)

[custserve@energex.com.au](mailto:custserve@energex.com.au)

13 12 53 (08:30am to 4:30pm, Monday to Friday)

Telephone interpreter service 13 14 50

 Follow us on [twitter.com/energex](https://twitter.com/energex)

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# Contents

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<b>MyHome .....</b>	<b>1</b>
<b>EWR – Form 3 (Incomplete) status .....</b>	<b>3</b>
<b>NEW ALERTS .....</b>	<b>3</b>
Priority Alert .....	4

# MyHome

Welcome CCG Support | Sign out

Electrical Partners Portal

New Alerts

You currently have no new alerts.

[View All Alerts](#)

**EWR**

Know what you need? [EWR Power User Links](#)

EWR Quick Links

New Permanent Supply  
Solar Install <30Kw  
New Temporary Builder's Supply  
Add Meter ( H/W or Control Load)  
Form 3 Faults Rectified

Form 3 (Incomplete)	0	Open	0	Awaiting Retailer Requests	0
Saved	17	Open > 30 Days	0	Form 3 (Complete) < 60 Days	0

[View Recent](#) | [View All](#)

**CONNECT**

Under Offer	0	Offer Accepted	1	EWR In Progress	0
Saved	4	Open Enquiries	0	Awaiting Energex	0

[View Recent](#) | [View All](#)

In the [MyHome](#) area of the EP Portal you can:

- Read **new alerts** and [view all alerts](#) sent to the EP Portal from Energex
- View EWR, CONNECT and MEGs:
  - Click on the relevant status
  - View Recent (will display the last 14 days)
  - View All (will display all submitted requests)
- Submit an EWR using the [EWR Power User Links](#) and [EWR Quick Links](#)

	<b>Status</b>	<b>Description</b>
EWR	Form 3 (incomplete)	The EWR request was unable to be completed as further work by the Electrical Contractor is required for safety reasons. To resubmit, click on Rectify
	Open	All submitted EWRs that have yet to be completed.
	Awaiting Retailer Request	The Retailer Request has not been received and matched to the EWR.
	Saved	Saved EWRs have not been submitted to Energex and do not have a reference number.
	Open > 30 Days	All submitted EWRs that have yet to be completed, with a submission date older than 30 days.
	Form 3 (Complete) < 60 Days	Work has been completed and site is energised. A Form 3 has been left onsite for further work by the Electrical Contractor and is less than 60 days old.
CONNECT	Under Offer	CONNECT application has been submitted and Energex has supplied an Offer for acceptance.
	Offer Accepted	CONNECT Offer has been accepted and is awaiting EWR to be linked.
	EWR In Progress	CONNECT has been linked to an EWR and will progress through the standard EWR process. All updates will be provided on the EWR.
	Saved	Saved CONNECTs have not been submitted to Energex and do not have a reference number
	Open Detailed Enquiries	All submitted enquiries that have yet to be completed.
	Awaiting Energex	CONNECTs which are awaiting Energex to progress, these include the statuses of: Submitted, Processing, Under Evaluation, Offer Withdrawn, Negotiation Requested, Validation Required.
MEG	Saved	Saved MEGs have not been submitted to Energex and do not have a reference number
	Agreement Sent	Energex has approved this request and has sent the agreement.
	Agreement Received	Energex has received a signed agreement.

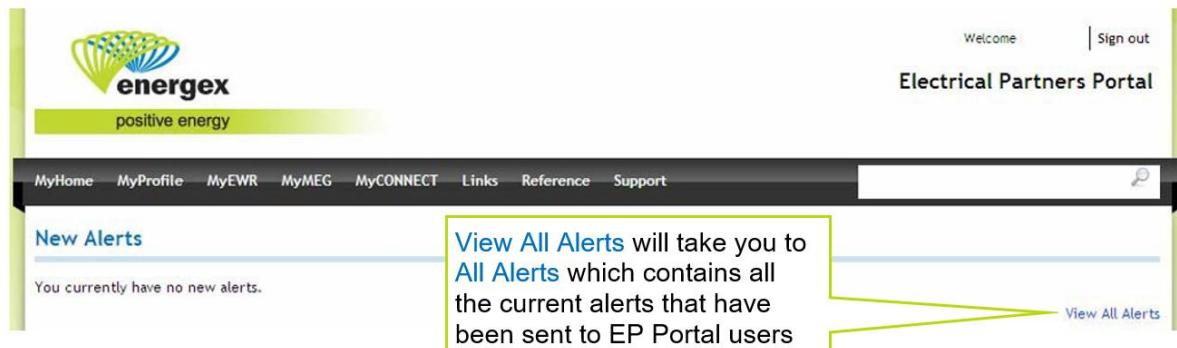
## EWR – Form 3 (Incomplete) status

### Recent EWR (with Form 3)

Reference	Work Type	Premises	User (Group)	Date	Actions
EWR12RED3000002 <a href="#">Incomplete - Form 3 Left</a>	Additions and Alterations Point of Attachment - Relocation		Joe Citizen (Test Electrical) 1234	16/03/2012 4:16 PM	<a href="#">Rectify</a> <a href="#">▼</a>
EWR12RED3000001 <a href="#">Incomplete - Form 3 Left</a>	New Connection Permanent		Joe Citizen (Test Electrical) 1234	16/03/2012 4:13 PM	<a href="#">Rectify</a> <a href="#">▼</a>

- To rectify a Form 3 (Incomplete), click on the Rectify button. This will automatically copy all information from the original EWR for you to re-submit. The original EWR reference number and the original Type of Request will automatically appear in Additional Information About Request field under Metering and Load Details.
- If you are unsure why a Form 3 was left on the premises, click on the status under Reference (e.g. Incomplete – Form 3 Left.)

## NEW ALERTS



Welcome | Sign out | **Electrical Partners Portal**

MyHome MyProfile MyEWR MyMEG MyCONNECT Links Reference Support

New Alerts

You currently have no new alerts.

**View All Alerts** will take you to **All Alerts** which contains all the current alerts that have been sent to EP Portal users

[View All Alerts](#)

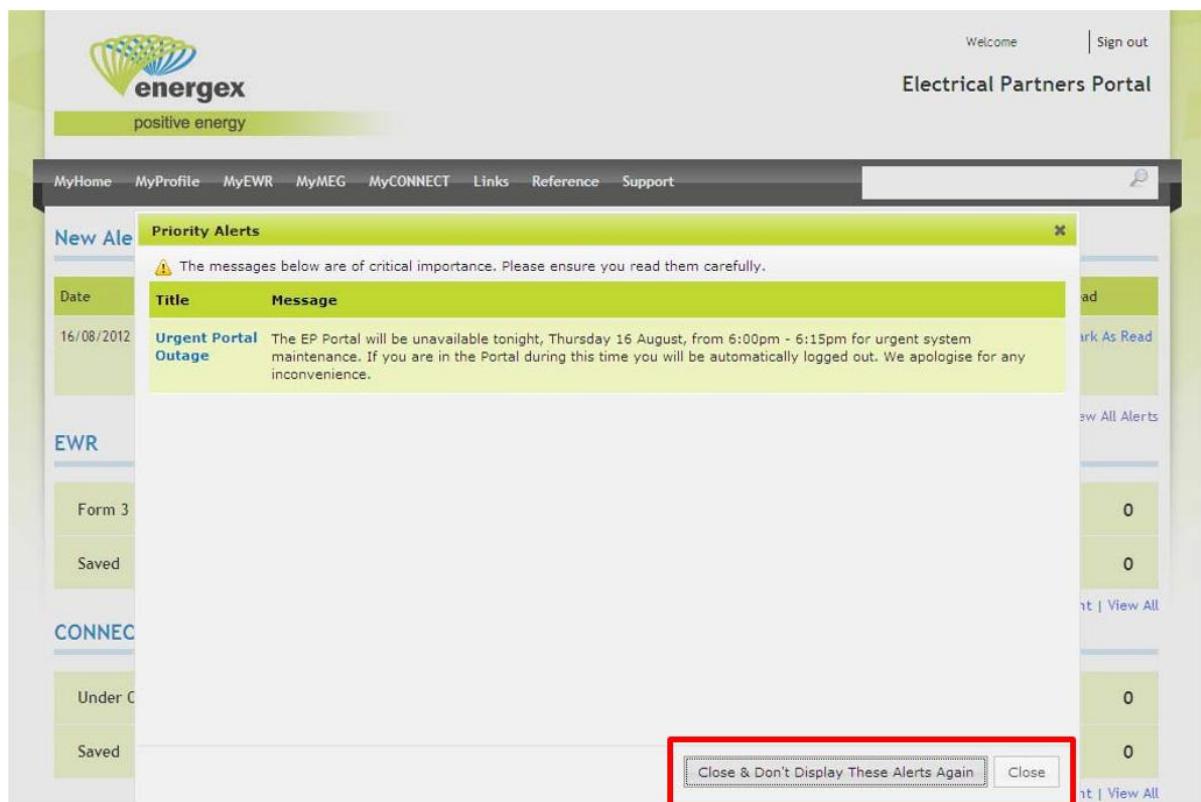
Energex has the ability to send alerts to all users in the EP Portal. These alerts are considered either a [Priority Alert](#) or a [New Alert](#).

- **Priority Alert** – This is a message deemed important from Energex and will appear as a pop-up box when you login to the EP Portal, or when click on [MyHome](#) if you are already logged in.
- **New Alert** – This is a general message from Energex that will appear under New Alerts for you to read. You will not receive a pop-up box on general messages.

When a message is sent to the EP Portal, it will appear in the [New Alerts](#) area and the [All Alerts](#) area (click on [View All Alerts](#)).

Once an alert has expired, it will automatically be removed from the Alerts area.

## Priority Alert



- If Energex deems the message to be important the message will pop-up on your screen as a [Priority Alert](#) (refer to the above example).
- This alert message will also appear under [New Alert](#) and [View All Alerts](#).
- The alert will be displayed with a [Title](#) and [Message](#).
- You have two options when reading this message:
  - [Close & Don't Display These Alerts Again](#) – This will close the alert pop-up box and it won't display again. The priority message can still be viewed under [New Alerts](#) and [View All Alerts](#).
  - [Close](#) – This will close the alert pop-up box temporarily. The pop-up box will re-appear each time you click on [MyHome](#)
- If Energex doesn't deem the message to be important the message will display as a [New Alert](#).
- Once you have read the [New Alert](#), click on [Mark As Read](#) to remove the message from [New Alerts](#).

- You can view previously read alerts under [View All Alerts](#), which will also show you the date and time you read the alert.

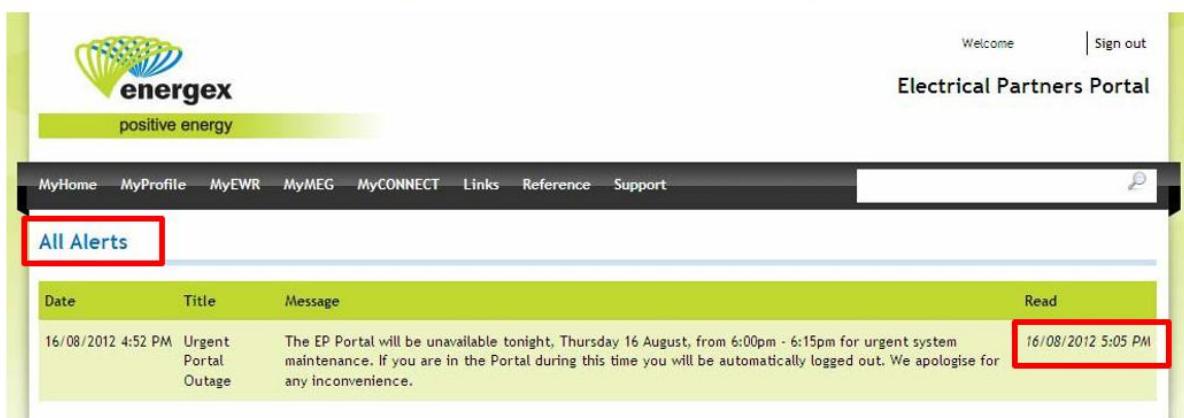


**New Alerts**

Date	Title	Message	Read
16/08/2012 4:52 PM	Urgent Portal Outage	The EP Portal will be unavailable tonight, Thursday 16 August, from 6:00pm - 6:15pm for urgent system maintenance. If you are in the Portal during this time you will be automatically logged out. We apologise for any inconvenience.	<a href="#">Mark As Read</a>

[View All Alerts](#)

Click on [View All Alerts](#) to view previously read alerts (as per example below).



**All Alerts**

Date	Title	Message	Read
16/08/2012 4:52 PM	Urgent Portal Outage	The EP Portal will be unavailable tonight, Thursday 16 August, from 6:00pm - 6:15pm for urgent system maintenance. If you are in the Portal during this time you will be automatically logged out. We apologise for any inconvenience.	16/08/2012 5:05 PM