

Energex Electrical Partners Portal

MyEWR User Guide

Energex Limited
13 March 2021



Part of Energy Queensland

Version Control

Version	Date	Description
1.0	25/02/2021	Initial
2.0	13/03/2021	Screenshots updated
2.1	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

custserve@energex.com.au

13 12 53 (8:30am to 4:30pm, Monday to Friday)

Telephone interpreter service 13 14 50



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Submitting a New EWR

How to Submit a New EWR

If a New Connection Connect Application was submitted, wait for the new NMI to be created before submitting the EWR. This will allow the EWR to be linked with the Connect Application (CX). The Home page will display a count of the number of Connects and EWR's created and their status. A search for Connects can be done using the Connect reference number.

The screenshot shows the 'MyEWR' page of the Electrical Partners Portal. At the top, there's a navigation bar with links: MyHome, MyProfile, MyEWR, MyMEG, MyCONNECT, MySANS, Links, Reference, and Support. Below this, the 'New Alerts' section states 'You currently have no new alerts.' with a 'View All Alerts' link. The 'EWR' section has a 'Know what you need?' link pointing to 'EWR Power User Links' and an 'EWR Quick Links' box containing: 'New Permanent Supply', 'Solar Install <30Kw', 'New Temporary Builder's Supply', 'Add Meter (H/W or Control Load)', and 'Form 3 Faults Rectified'. Below these are two tables showing status counts.

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

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

- To submit a new EWR, click on New from the MyEWR drop down list or select type of EWR required from the EWR Power User Links or EWR Quick Links.

Types of Requests

Select your request type from the following Category options:

- Connection/Supply
- Metering (Excluding Solar)
- Embedded Generation (Including Solar)
- Rectify a Form 3

Depending on what Category you select, you may be required to select sub-fields of Action and/or Extra Info.

Once you select your Category, Action and/or Extra Info, you will notice the Energex Work Request Type will appear above the Category field.

Type of Request
✓ Energex Work Request Type -New Connection, Permanent

Category
Connection / Supply

Action
Permanent Supply

Extra Info
N/A

Ready for Test Date
4/03/2021
(DD/MM/YYYY within next 3 months)

Use the calendar to select your Ready for Test Date

Do you need to add one or more of the following services to this request?
☐ Add Meter (H/W or Control Load)

Previous

Next

Enter in the Ready for Test Date manually or select a date from the calendar. If the date entered is great than 3 months, you will receive a pop-up box message advising “*The date selected is more than 3 months from today. Do you wish to continue with the selected date?*”

Depending on your Type of Request selection there will be certain areas of the EWR that you do not need to complete as they are not applicable to your request type. For example, ‘Reseal a meter – ONLY’ the Retailer Details and Customer Details will be hidden as they are not required for this request type.

Additional Services

Certain EWR Actions will allow for additional services to be selected when required. If you're performing more than one request, please select one of the available additional services.

- Add Meter (H/W or Controlled Load)
- Add appliance to existing controlled load meter
- Exchange Meter
- Remove Meter (incl. H/W or Control Load)
- Relocate Meter
- Drop and Re-erect Service

Premises/Address Search

To locate the correct premises faster, you can search either by:

1. NMI - National Meter Identifier
2. Meter Number
3. Address
4. Lot and Plan

Search by

Address

Select the drop down menu to change your search method

Address

NMI

Meter Number

Lot and Plan

Street no.

Unit no.

Lot no.

Street name/Suburb/Postcode *

e.g. BANKSIA AVE NOOSA

SEARCH

Search by NMI

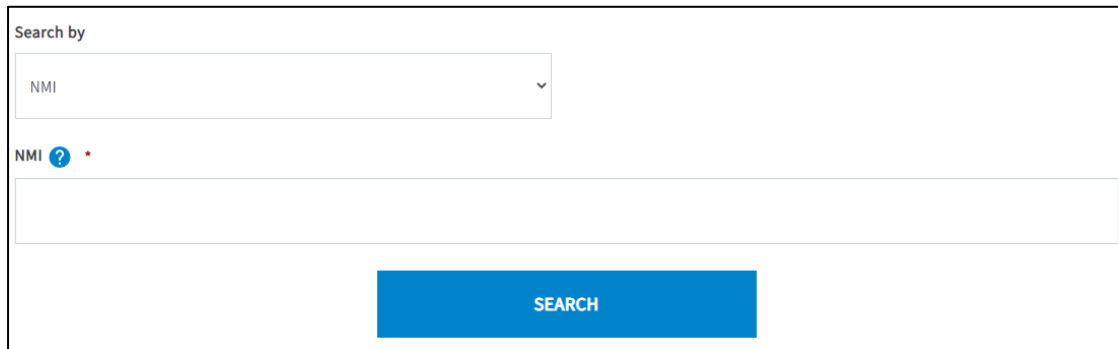
The NMI identifies the premises and can be located on the back of a customer's electricity retail bill or from their retailer. An Energex NMI will start with QB or 31 and must be 11 characters.

- Enter in the NMI number and click on Search

You will receive a pop-up box message if you enter a NMI number which is Extinct. You can't submit an EWR on an Extinct NMI.

Whenever the connection metering point is removed (supply abolishment has been completed) the NMI is made Extinct. When the new connection metering point is required, a new NMI will be allocated. You can't submit an EWR on an Extinct NMI.

You will receive a pop-up box message if you enter a NMI number where Energex is not the meter provider (MPB). You can still submit the EWR, however if Energex is not the meter provider and you require meter change, then you will need to contact the meter data provider directly.

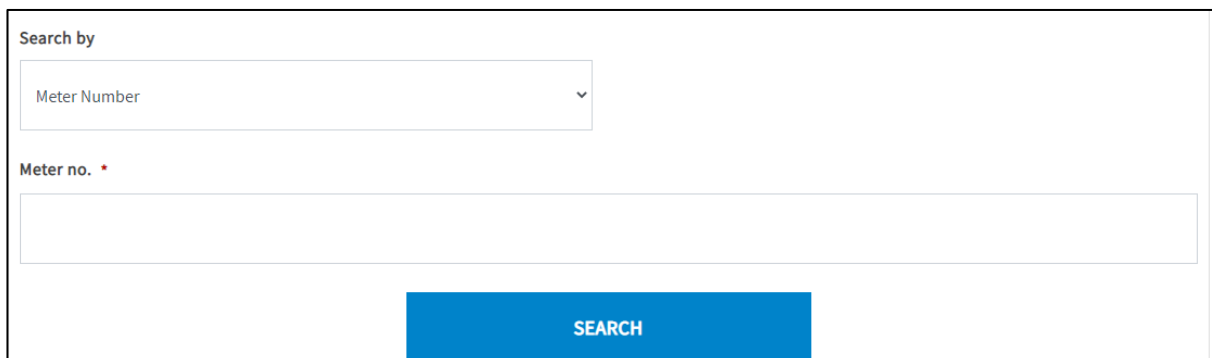


A search form titled "Search by" with a dropdown menu set to "NMI". Below the dropdown is a text input field with a red asterisk and a question mark icon. At the bottom is a blue "SEARCH" button.

Search by Meter Number

You can search for a premise by entering in the meter number for the address. A valid meter number is 6 or 7 numbers, optionally prefixed by a meter source code. If the meter number is less than 6 numbers, you will need to add zeros to the front of the number to complete the format.

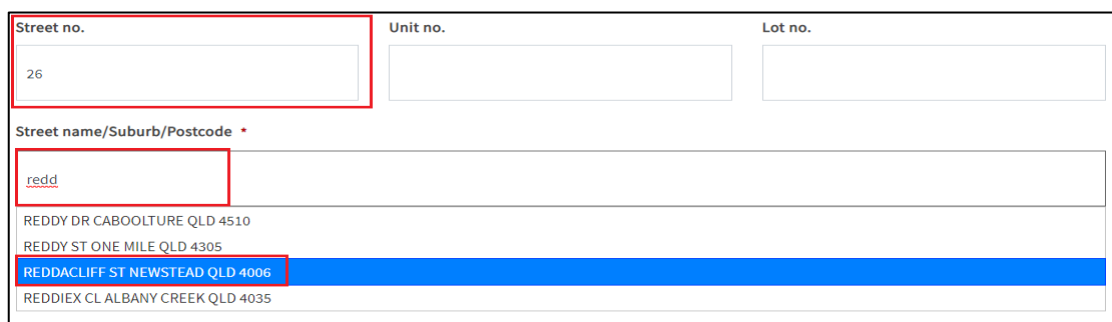
- Enter in the Meter Number and click on Search.
- If you enter a meter number without the source code, you may receive more than one Premises Search Results. Click on the correct address if you have returned more than one option.



A search form titled "Search by" with a dropdown menu set to "Meter Number". Below the dropdown is a text input field with a red asterisk. At the bottom is a blue "SEARCH" button.

Search by Address

You can search for an address by entering in as much information as you have on the premises. You can search by **street**, **suburb** or **postcode** and refine the search by adding the **street**, **lot or unit number**. The more information you enter, the more specific your search results will be. You can use partial street names to bring up more broad search results.



A search form titled "Search by" with three input fields: "Street no." (containing "26"), "Unit no.", and "Lot no.". Below these is a "Street name/Suburb/Postcode" field with a red asterisk. The "Street no." field is highlighted with a red box. The "Street name/Suburb/Postcode" field is also highlighted with a red box and contains the text "redd". Below the input fields is a list of search results: "REDDY DR CABOOLTURE QLD 4510", "REDDY ST ONE MILE QLD 4305", "REDDACLIFF ST NEWSTEAD QLD 4006" (highlighted with a blue box), and "REDDIEX CL ALBANY CREEK QLD 4035".

If you **don't know** the Street No., Lot No. or Unit No. click on Search to continue. This will return all premises located on the Street and Suburb/Postcode selected. For example, all premises located on REDDACLIFF ST NEWSTEAD QLD 4006.

Search by

Address

Select address
To proceed, please select an address.

NMI	Address	NMI Status	Connection Type	Tariff
	[Redacted]	Never Connected	PERMAN	
	[Redacted]	Active	PERMAN	8100

SELECT

SELECT

Look for the correct address in the search results by scrolling if needed. Click on the correct address to automatically complete the Premises Details (next section) for you.

Search by Lot and Plan

You can search for a premise by entering in the Lot Number and Plan Number; both must be entered to return search results. You can enter the plan number with or without the characters at the beginning. For example, you can enter in 12345 or RP12345.

- Enter the Lot Number and Plan Number and click on search

Search by

Lot and Plan

Lot no. *

Plan no. ? *

SEARCH

You can enter the plan number with or without the characters at the beginning. For example, you can enter in 12345 or RP12345.

If you enter the plan with the characters this implies an exact search and will only search on RP 12345.

If you enter the plan without the characters the search results will return any premises containing plan number 12345 (form example RP12345, SP12345 etc).


Premises Details

Once the address has been selected from Premises/Address Search area, the premise details will automatically populate.


- Enter in any information to help locate the premises.
- A maximum 70 characters can be entered.

Premise Details

NMI	Address	Lot no.	Plan no.
		1	SP234139

[CHANGE PREMISES](#) 

Additional Address Details
Provide extra information about the premises address. Maximum 70 characters.




Service Details


Check and complete all fields for Service Details:


- Number of Phases
- Maximum Demand (amps/phase)
- Supply Type
- Property Pole
- Traffic Control Requirements

Service Details

Total No. of Phases Required 

☐ 1 ☐ 2 ☐ 3

Max Demand (Amps/Phase) 

 **Note:**
If the network supply to the premises is not adequate for your work request you MUST create a Supply Availability Enquiry through the New Connect menu option.
Your work request will not be actioned until the network can supply the power / phases you require.

Pole/Pillar No.


W2049595

Supply Type

☐ Overhead ☐ Underground

Property Pole

☐ Yes ☐ No

Do you anticipate traffic control will be required to carry out request? 

☐ Yes ☐ No

Metering Details

- Select if the meter and switchboard location is Inside or Outside. This will help us identify if an appointment is required. Enter in any information about the location of the main switchboard. You have a maximum of 40 characters.
- Select the Metering Required option from the drop-down list. If you select Other, you will receive an additional field to enter in the metering details.
- Click on the Select Tariff Code(s) button and then select the applicable tariff from the Network Tariff list and scroll down to select okay.

Metering Details

Meter Location ?

☐ Outside ☐ Inside

Main Switchboard Location ?

☐ Outside ☐ Inside

Are you cutting over to a new switchboard?

☐ Yes ☐ No

Direction to access main switchboard

Provide extra information about the location of the main switchboard. Maximum 40 characters.

Metering Required

Please Select...

Important!

Please note: All CT metering requests will require an appointment.

Installation Type

Residential

Additional Information About Request

Provide extra information about the work on this premises. Maximum 120

Meters

Network Tariffs Required

SELECT TARIFF CODE(S)

Network Tariff Codes

☐ **NTC**
3700
Description
Residential Demand
Equivalent Retail Tariff
N/A

☐ **NTC**
3900
Description
Residential Transitional Demand
Equivalent Retail Tariff
N/A

CANCEL

OK

Controlled Load Appliances

The Controlled Load Appliances section will only appear if you have selected a Controlled Load Tariff.

- Select the appliance(s) that will be connected to the controlled load tariff.
- If Other has been, enter the appliance in the blank box provided.
- If any of these appliances are located inside the building or require the customer onsite for access, click on Yes.

Network Tariffs Required SELECT TARIFF CODE(S)

3700,9000

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

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

Retailer Details

The Retailer Details are specific to the premises selected and will read from Energex systems.

- Yes – This will use the existing retailer in the Energex system.
- No – You will be required to select the retailer from the drop-down list provided.

Retailer Details

Do you want to use the current retailer Energex has for this premises?
☐ Yes ☒ No

Retailer Name

Please Select... ▼

Customer Details

Select either a Business or Domestic customer. The information to be completed will change based on this selection. Complete all fields.

Depending on your Type of Request selection Customer Details may be one of the areas of the EWR that you do not need to complete as it may not be applicable to your request type.

For example, 'Reseal a meter – ONLY' the Retailer Details and Customer Details will not appear as they are not required for this request type.

Customer Details

☐ Business ☒ Individual

First Name

Last Name

Mobile Phone No. ?

Home Phone No. ?

Work Phone No. ?

Customer's Email


Postal Address

Change EWR Notification

Your EWR notification settings for all EWRs can be found and managed in the Manage My Notifications under MyProfile.

If you would like to change the EWR notification settings for **this specific EWR ONLY**. If you leave the selection as No, you will only receive the status updates as set up by you in the Manage My Notifications area under MyProfile.

Change EWR Notification


Over-ride MyProfile notification settings for this EWR? 

☐ Yes ☒ No

If you select “Yes”:

- You have the option to change the Notification Email Address and SMS Number if you require this to be different.
- Select which of the EWR statuses you would like to receive an update on, and how you wish to receive these updates by selecting Email or SMS, or both under the heading Notify Me By.

Change EWR Notification

Over-ride MyProfile notification settings for this EWR? 


☒ Yes ☐ No

Notification Email Address

example@gmail.com

Notification SMS Number

0400123123

Status 	Notify Me By
EWR Processing	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Awaiting Retailer Request	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Awaiting Meter Provider	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS
MP to Complete	<input checked="" type="checkbox"/> Email <input type="checkbox"/> SMS
Retailer Request Received	<input type="checkbox"/> Email <input type="checkbox"/> SMS
Appointment Set	<input type="checkbox"/> Email <input type="checkbox"/> SMS

Above is a representation of available notifications, not full list.

Attachments

To add attachments to the EWR, click the button and follow the prompts.

- You can attach up to five files at 4MB each,
- The allowed file types are jpg, jpeg, gif, png, raw, bmp, tif, pdf, doc, docx, txt, xls, xlsx, dwg and dxf.
- Once the EWR is submitted with an attachment, Energex will have the ability to view the attached document.

Attachments
You currently have no attachments.

ADD ATTACHMENTS

The attachment will then show above this button:

1. Delete Attachment
2. File Details (scan status, date attached, etc)

Attachments

 Example Attachment.pdf 

ADD ATTACHMENTS

Appointment

An appointment can be requested for a limited of reasons. This field will default to *Appointment not required*. If you require an appointment for a reason not listed, contact the Technical Service Officer on the listed phone number in the portal.


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 and/or CT metering

 **Note:**
If you believe your request requires an appointment for another reason (not shown above) please contact Energex Technical Services Officer on 1300762397 (option 1). Continue with EWR submission by selecting 'appointment not required'.

Contractor Details

Subscribed to One Group

If you are only subscribed to one Group (for example, you only work for one business) the EC Licence Number will automatically default to that Group in Contractor Details.

Contractor Details

EC Licence No.

EC Business Name

Job Contact Name

Job Contact Phone No. for Enquiries

To speed processing time, please enter your mobile phone number rather than an office or a land line number.

Contractor's Email Address

Subscribed to More than One Group

If you have subscribed to more than one Group (for example, you work for more than one business) you will need to select which business you wish to submit your EWR under.

- Select the correct Group from the drop-down list that you wish to submit the EWR under:

Contractor Details

EC Licence No.

Please Select...

Please Select...

82619

756

EWR Submission

You will need to tick the box I accept all terms and conditions before you Submit the EWR. This will apply for all EWR submissions.

Electrical Safety Regulation 2013

I certify that I am authorised under the Electrical Safety Act 2002 to perform electrical work and connect the installation on which I perform electrical work to a source of electricity. I state that the electrical installation will be completed in accordance with the requirements of the Electrical Safety Regulation 2013 (Qld) and that the electrical installation will be electrically safe and ready for connection by date nominated. I acknowledge that any circuit or equipment able to be energised but operating a switch or circuit protective device will have been tested and is electrically safe, and any outgoing circuits that are connected must be tested.

Customer Privacy

By ticking the box below, you acknowledge that you have read and agree to our [Terms of Use](#) and [Privacy Statement](#), and confirm that you have obtained consent from an occupier of the premises to access and complete this service on their behalf.

Your information will be used and disclosed as set out in our Privacy Statement, including providing you or the retail customer with access to your information or application that is completed by you on their behalf. Our Privacy Statement sets out how we handle your personal information.

☒ I accept all terms and conditions.

Once you have completed all the fields in the EWR correctly you will be taken to a confirmation screen to confirm if a Connect is required or not. If it is you will need to choose if you want to Auto-create, create new, or select existing:

This EWR requires a CONNECT

To complete this EWR submission an accepted Network Connection Contract (CONNECT) is required.

Please choose from one of the following:

- ☒ Automatically create a CONNECT and Expedite
- ☐ Create a new CONNECT contract ?
- ☐ Select an existing CONNECT contract ?

Confirm you are happy to expedite the Connect (if you are automatically creating) and confirm your authority to act for the premises you are submitting the EWR for.

Then you can click "Submit":

Create and Expedite Application

I elect to expedite (at no additional cost), and certify that I am authorised by the Customer to accept the terms and conditions of the model standing offer, (viewable at energex.com.au by searching on "Model Standing offer") on behalf of the Customer, from the date of this application. If Energex determines that further evaluation or alteration is required to complete the connection, the option to expedite will no longer be available and Energex will advise you accordingly.

☒ I elect to expedite this application and connection offer.

Authority to Act

If you are making the request on behalf of the customer you must ensure that the customer has authority to make a contract at the premises. If they are not the sole occupier of the premises, or the named retail customer, they warrant that they are duly authorised by all other occupiers of the premises to apply for and enter into a contract for the Energex Services on behalf all persons occupying and/or residing at the premises.

☒ I have read and accept all terms and conditions.

Note:

If you are not ready to submit this EWR you can close the form and all details will be saved. The EWR will be available from MyHome, MyEwr or Search. You will receive a reference number upon submission.

[Previous](#)

[Submit](#)

Saving an EWR

- Your EWR will Save automatically each time you click “Next”.
- Look for your Saved EWR by clicking on MyHome heading in the black toolbar and look under Recent EWR, or alternatively click on MyEWR and select Saved from the black heading drop down list.

EWR Search Results

Your search returned **44** results

[REFINE SEARCH](#)

← Previous **1** 2 Next →

Reference ?	Energex Status	MP Status	Premises	
Saved	Saved		Example EWR	⋮
Assigned To (Group)	Date			
	Saved On 4/03/2021 3:25 PM			

Reference ?	Energex Status	MP Status	Premises	
Saved	Saved			⋮
Assigned To (Group)	Date			
	Saved On 4/03/2021 2:16 PM			

Edit/Delete a Saved EWR

You can edit or delete a saved EWR by clicking the triple dots on the top right-hand side of the EWR you want to change.

- If you Edit, this will re-open your EWR to the last screen you worked on.
- If you Delete, this will remove the EWR from your profile permanently.

Reference ?	Energex Status	MP Status	Premises	
Saved	Saved			⋮
Assigned To (Group)	Date			
	Saved On 4/03/2021 3:25 PM			

[VIEW](#)
[EDIT](#)
[DELETE](#)
[COPY](#)
[PRINT](#)

Errors Submitting an EWR

As you complete the EWR, on each page when you click “Next”, if any part of the form is missing information required by Energex or has been completed incorrectly, you will receive an error.

You will need to complete the fields that are highlighted in red with an exclamation mark before you can proceed to the next screen:

Please correct the following errors before proceeding:

⚠ Max Demand (Amps/Phase) is required.

[Previous](#) [Next](#)

Service Details

Total No. of Phases Required ?

☐ 1 ☐ 2 ☒ 3

Max Demand (Amps/Phase) ?

Max Demand (Amps/Phase) is required.

Search for an EWR

There are multiple ways to search for an EWR in the Portal.

- You can use the search bar on the top right-hand side:

☒ EWR

☐ MEG

☐ CONNECT

- Via the MyEWR Menu:

MyEWR MyMEG

New

Search

Saved

Form 3 (incomplete)

- From the MyHome Screen, and the EWR Dashboard:

Form 3 (Incomplete)	0	Open	79	Awaiting Retailer Requests	2
Saved	44	Open > 30 Days	79	Form 3 (Complete) < 60 Days	0

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

Search Screen

The search screen has three sections you can use to search for an EWR. Click on the plus sign on the right-hand side of each section to display the detailed fields you can complete to refine your results:

EWR Search

EWR Details
+

Type Of Request
+

Premise Details
+

CLEAR

GO

Refine Your Current Search

Once you've conducted your search if the results are too high in volume you can select "refine" to take you back to your search and you can add in additional criteria:

EWR Search Results

Your search returned **3,636** results

REFINE SEARCH

← Previous
1
2
3
4
5
6
7
8
9
10
Next →

EWR – Form 3 (Incomplete) Status

Rectify Button

- To rectify a Form 3 (Incomplete), click on the triple dots and go to “Rectify”. 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 the “Additional Information About Request” field under Metering and Load Details.

Reference [?]
EWR19WEM3771252
New Connection
Unmetered Supply

Energex Status
Incomplete - Form 3 Left

MP Status
Not Applicable

Premises
Logan City
WEMBLEY

Assigned To (Group)
[Redacted]

Date
Submitted On 3/12/2019 12:50 PM

VIEW
COPY
PRINT
RECTIFY

Form 3 Was Left

- If you are unsure why a Form 3 was left on the premises, click on the triple dots and go “view”:

Reference [?]
EWR20QUE3781000
New Connection
Permanent

Energex Status
Closed - Form 3 Rectified

MP Status
In Progress

Premises
Yeronga Greens
[Redacted]
Lot: 66 RP37744

Assigned To (Group)
[Redacted]

Date
Submitted On 15/01/2020 11:52 AM

VIEW
COPY
PRINT

- The Form 3 Details will show as part of the EWR information submitted, including the remarks from the field crew that attended:

Form 3 Details

Form 3 Number
86043

Remarks
no main switch present within switchboard. no rcd connected to gpo in switchboard. temp disconnected. no meter neutral link installed.

Customer Actions
• Contact your Electrical Contractor to rectify defects

Electrical Contractor Actions
• Re-energise where safe to do so.

Defects
• E - No circuit protective device fitted
• Q - Other defects