

# Supply Upgrade EWR

Quick Reference Guide

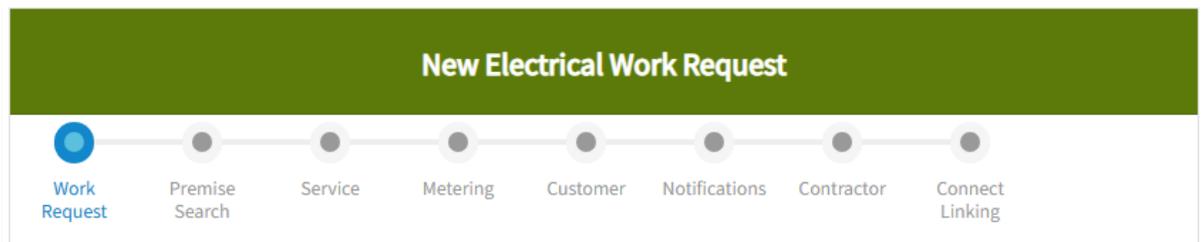
**Energex Limited**

19 March 2026



## Open MyEWR

1. Log into the Electrical Partners Portal.
2. Click **New** under MyEWR.
3. Complete each section under the Electrical Work Request



## Work Request

1. Under Category click **Connection / Supply**.
2. Under Action click **Supply Upgrade (Incl install additional phases)**.

**Type of Request**

✓ Energex Work Request Type - **Additions and Alterations, Service Upgrade**

**Category**

Connection / Supply

**Action**

Supply Upgrade (Incl install additional phases)

3. Update **Ready for Test Date**.

### **IMPORTANT!**

This date is used by Retailers and Energex to schedule your work.

Energex are unable to attend before the Ready for Test date entered on the EWR.

4. Select **Additional Services** (if required).

If two site visits are required, please select Additional Service option of **Drop and re-erect service**.

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

- POA Relocation
- Add Meter ( H/W or Control 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
- Change from Overhead to Underground

**IMPORTANT!**

Make sure you select *all* applicable Additional Services now. Once the EWR is submitted, Energex cannot add or remove these services.

## Premise Search

1. Search for the Address you are completing the work at.
2. Enter any additional Address Details e.g. access details, directions to locate address.

## New Electrical Work Request

Work Request Premise Search Service Metering Customer Notifications Contractor

Search by

Address

Street no.  Unit no.  Lot no.

Street name/Suburb/Postcode

e.g. BANKSIA AVE NOOSA

**SEARCH**

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## Service

1. Select the **total number of phases required** to complete work request. This should include both existing and proposed phases.
2. Enter the **maximum demand** required at the premises (Amps/Phase).

### **IMPORTANT!**

The Amps/Phases that you enter on your EWR **must match** what was submitted on the Connect Application.

Total No. of Phases Required ?

1       2       3

Max Demand (Amps/Phase) ?

80

### IMPORTANT!

If the existing network supply at the premises is insufficient for your work request, you are **REQUIRED** to submit a Supply Availability Enquiry via the *New Connect* menu option.

Your work request **WILL NOT** be progressed under any circumstances until the network is confirmed to support the required power and/or phases.

3. Confirm if the supply type is **Overhead** or **Underground**.

### Supply Type

Overhead       Underground

4. Confirm if there is a Property Pole at the premise?

### Property Pole

Yes       No

5. If you select underground, you will need to also confirm if there are enough spare fuses in the pillar for this upgrade.

There are enough spare fuses in the pillar for this connection

Yes       No       Unknown

**Note:**

If "No" is selected, please allow additional time for pillar upgrade before connection is completed.

**IMPORTANT**

If you select “**No**” please note that additional time will be required to complete the necessary pillar upgrade before your connection can be finalised.

If you select “**Yes**” and a pillar upgrade is still required, your job will be delayed and may incur a wasted truck fee.

6. Is Traffic Control required to complete this work? Energex needs to organise traffic control in certain circumstances especially if the premises is located on busy thoroughfares. If you believe traffic control is required, please indicate here to allow appropriate scheduling time.

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

Yes       No

7. Complete the EVSE section. If you select **Yes** to Have you installed new EVSE or worked on pre-existing EVSE as part of this work request? There will be additional questions you will be required to complete.

### Electric Vehicle Supply Equipment (EVSE)

Have you installed new EVSE or worked on pre-existing EVSE as part of this work request?

Yes  No

Based on QECM requirements, will this EVSE load require connection to a Network Device?

Yes  No

Will the EVSE be installed on Primary or Secondary Tariff?

Primary  Secondary

**Note:**

At installations 100amps per phase or less, the QECM mandates Active Device Management for single-phase EVSEs over 20amps or three-phase EVSEs over 40amps. When required, a Network Control Device will be installed by the Distributor. An alternative, dynamic connection option is also available - refer to the QECM, Energex website for further information.

### IMPORTANT!

If you select **Yes**, you must add a note to the **Additional Information About Request** to include the number and size of EVSE's being added to the premise. Example:

Additional Information About Request

EVSE on Primary tariff - Connect to Relay (1 x 32A 1ph)

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

For more information on submitting an EWR for EVSE, go to [EV charging & connections | Energex](#).

8. Is this request for a multi-occupancy premise (e.g. units or duplex)? If yes, add the number or requests that will be submitted.

Request Information

If this request is for a multiple-occupancy premises, how many requests will be submitted? 

2

## Metering

1. Where is the Meter Located? Select **Outside** or **Inside**.

2. Where is the Main Switchboard Located? Select **Outside** or **Inside**.

Meter Location ?

Outside  Inside

Main Switchboard Location ?

Outside  Inside

3. Are you cutting over to a new Switchboard? Select **Yes** or **No**, if you select Yes, you will be asked if a new meter required.

**IMPORTANT!**

The answers you provide to Question 3 will determine if Energex will coordinate with the Metering Provider, not answering these correctly can result in the premise being left without supply.

4. Complete **Direction to access main switchboard** (if required).

5. Select the Metering required. If you select **CT Metering**, a pop-up will appear that states ‘An appointment is required for C&I based on your requested metering type. Energex will be in contact once this EWR is assessed.’ Click **close**.

Metering Required

Current Transformer CT (> 80 Amps) ▾

 **Important!**

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

6. Select the Premise installation type, **Business** or **Residential**.

Installation Type

Business ▾

## 7. Add any Additional Information About Request

### Additional Information About Request

Total site demand 100 amps

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

### IMPORTANT!

Use this section to include important details about the premise or the work happening onsite. Example: Total site demand for multi-tenancy, EVSE note.

## 8. Select required Network Tariffs. A pop-up will appear select the customers current tariffs or the tariffs they require.

**Installation Type**

Residential

**Additional Information About Request**

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

**Meters**

**Network Tariffs Required** [SELECT TARIFF CODE\(S\)](#)

**Network Tariff Codes**

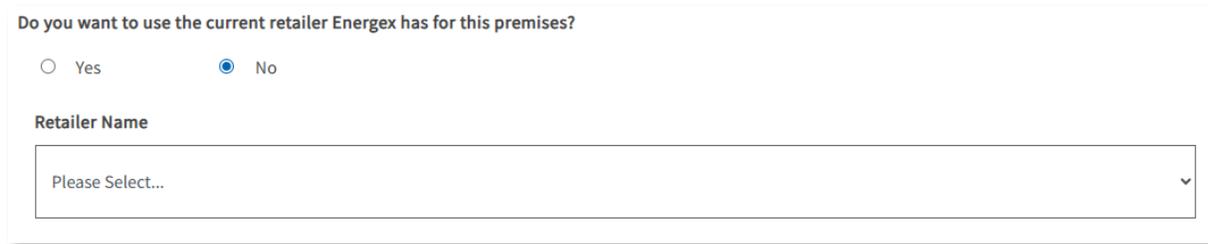
- NTC 3900  
Description: Residential TOU Demand & Energy  
Equivalent Retail Tariff: N/A
- NTC 6900  
Description: Residential TOU  
Equivalent Retail Tariff: N/A
- NTC 7200  
Description: Large TOU Demand & Energy  
Equivalent Retail Tariff: N/A
- NTC 7500  
Description: Solar PV (net metering - Inverter Slew or less and no Government Rebate)  
Equivalent Retail Tariff: N/A

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9. Select OK at the bottom of the Tariff/s pop-up.

## Customer

1. Select if you want to use the current retailer Energex has for this premise, if you select no you will be asked to provide the new retailer.



Do you want to use the current retailer Energex has for this premises?

Yes  No

Retailer Name

Please Select... ▾

2. Add your customers details.

## Notifications

1. Add any relevant attachments e.g. switchboard drawings, dispensations.

### IMPORTANT!

When adding attachments (e.g., switchboard drawings, dispensations), ensure you follow the LV CT assessment process as outlined in *QECM Approval of metering and electrical installation designs*.

The [LV CT Advice Webform](#) **must be lodged separately** as part of this process. **Do not attach the LV CT advice to an EWR or CX**, as it **will not be received or actioned** through this channels.

## Contractor

1. Select the appropriate appointment reason.
  - If your request requires an appointment for a reason not listed, contact Energex on 1300 762 397 for QLD Electricity Connection Manual advice.

- Then continue your EWR by selecting ‘appointment not required’.

### New Electrical Work Request

Work Request   Premise Search   Service   Metering   Customer   Notifications   **Contractor**   Connect Linking

#### 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 on 1300 762 397 for QLD Electricity Connection Manual advice. Continue with EWR submission by selecting ‘appointment not required’.

2. Complete Contractor Details section (these should auto-fill).

### Contractor Details

EC Licence No.

00000

EC Business Name

ENERGEX

Job Contact Name

Jon Snow

Job Contact Phone No. for Enquiries

0400000000

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

Contractor's Email Address

thenorth@outlook.com

Fax No.

### 3. Read and Accept Terms and Conditions

#### 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.

## Connect Linking

1. This EWR type requires a connect application, select the most appropriate:

If you have <b>NOT</b> created a Connect	If you have created a Connect
<ul style="list-style-type: none"><li>• Click <b>Automatically Create a CONNECT and Expedite</b>.</li><li>• You will need to confirm if you are happy to expedite and that you have authority to act for the premise.</li><li>• At this stage your EWR has <b>not been submitted</b>, it has been added to your saved folder.</li><li>• Once your Connect Contract has been approved you will be able to retrieve your EWR from your saved folder and submit it.</li></ul>	<ul style="list-style-type: none"><li>• Click <b>an existing CONNECT contract</b>.</li><li>• Check that the Connect Contract type is the correct type.</li><li>• For a Supply Upgrade your Connect type should be <b>Change an Existing Connection, Relocate / Increase existing Permanent Connection</b>.</li><li>• Once you have selected the correct Connect, click <b>Submit</b>.</li></ul>