

# Accessing Electrical Work Request (EWR)

## Request for Initial Connection, Metering Change or Service Alteration

There are three options for electrical contractors with a current Queensland electrical contractors licence to access the Electrical Work Request (EWR):

### 1. Via the internet using the Electrical Work Request (EWR) Web Portal

The fast and secure way to submit Electrical Work Requests (EWR) is via the EP Portal. The EP Portal offers electrical contractors functionality that allows for quick easy submissions, including the provision of a unique reference number to the electrical contractor when the EWR is submitted, which can be used to track the progress of the request.

To use the EP Portal and gain the benefits it offers, please access via the Portals link on the Energex website, and then click on **REGISTER NOW** to register your details.

### 2. Via an email request to [custserve@energex.com.au](mailto:custserve@energex.com.au)

Please provide your name, licence number and contact details. Once we have confirmed your identity and licence validity, an Energex representative will arrange for a pad of forms to be mailed to the licensee's business address.

### 3. By telephoning the Energex Electrical Contractor Line on 1300 762 397

Once an Energex representative has confirmed your identity and licence validity, they will arrange for a pad of forms to be mailed to the licensee's business address.

