

# Energex Self Service Portal

Customer Self Service



## Version Control

Version	Date	Description
1.0	30/03/2020	Initial

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# About Self Service

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We're making our services easier for you access online 24/7.

## What's services are available?

There are a number of services available without logging in, however some specialised services for privacy, require more information from you before you can access.

### Without logging in, you can:

- **Let us know if you've lost power**
- **Report a faulty street light, trees growing in powerlines or graffiti/vandalism**
- **Check the status of your request with us (e.g. Electrical Work Request or Connection Application)**

### After logging in, you can:

- Let us know if you've lost power
- Report a faulty street light, trees growing in powerlines or graffiti/vandalism
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application)
- **Submit a Positive Payback initiative**
- **Submit a Connection Application**

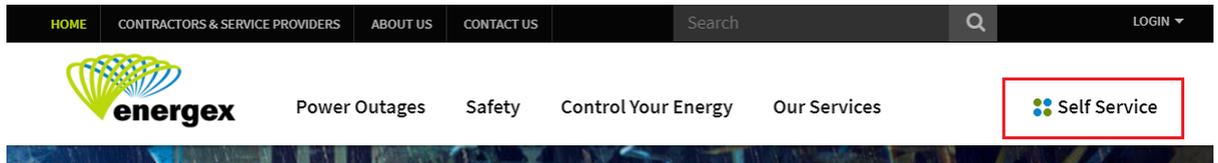
### After logging in and adding your address/NMI in the My Profile area, you can:

- Let us know if you've lost power
- Report a faulty street light, trees growing in powerlines or graffiti/vandalism
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application)
- Submit a Positive Payback initiative
- Submit a Connection Application
- **Complete a self-meter read**
- **Subscribe for notifications such as unplanned outages, planned outages, meter read (if dogs onsite) and know when our crews are on the way for certain request types.**
- **Update dog details**

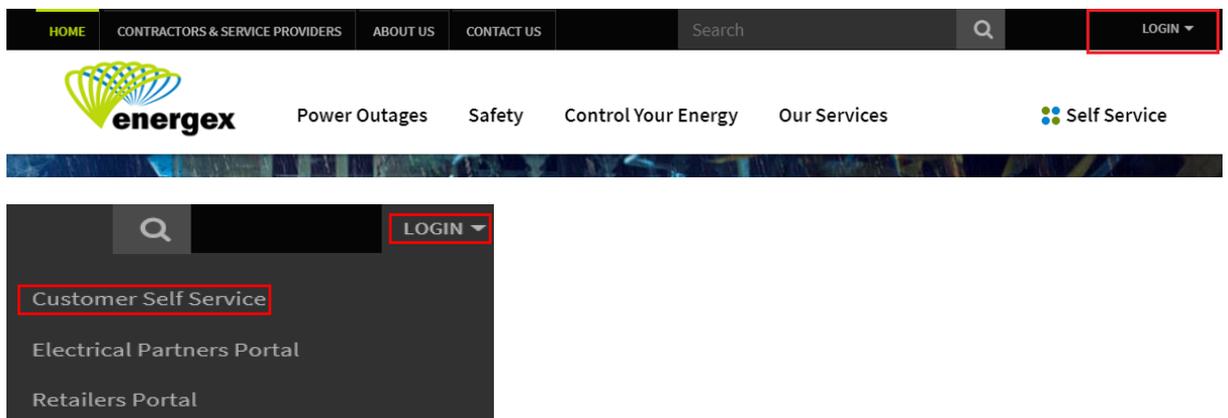
# Registering for Self Service

1. There are two ways to access Self Service on the [Energex website](#):

a) Click on the [Self Service](#) menu heading



b) Click on [LOGIN](#) in the black toolbar and select [Customer Self Service](#) from the drop-down list.



2. Click the [Login](#) name/icon in the top right of the screen.



3. A new window will open, select [Register now](#).

A screenshot of the 'Login' form. The form has a white background and a blue 'LOGIN' button. It contains two input fields: 'Username' and 'Password'. Below each input field is a link: 'Forgot username?' and 'Forgot password?'. At the bottom of the form, there is a link: 'Don't have an account? Register now'. The 'Register now' link is highlighted with a red rectangular box.

4. Complete the security code as it appears, click [Next](#).
5. Complete all details in the registration form, then click [Register](#) at the bottom of the form.
6. You will receive the below message when you have completed registration.

An email will also be sent to the email you used to register when you have completed registration.

## Registration

**Thank you for registering**

**Check your email**

- We have sent an email to your registered email address
- If you did not receive our email, please check your junk or spam folder
- Click the link in the email to confirm your registration details

**Didn't receive our email?**

- Check your email account's junk or spam folder
- Still didn't receive the email? Please try again to ensure your email address is correct. If you are still experiencing issues, please call us for assistance on [13 12 53](tel:131253).

7. Open the email sent (be sure to check you junk/spam folder) and click on the link to activate your registration.

# Logging into Self Service

1. Click [Login](#) and enter your [Username](#) and [Password](#).

HOME CONTRACTORS & SERVICE PROVIDERS ABOUT US CONTACT US



Login

## Welcome to Self Service

We're making it easier for you with our 24/7 online services.  
We are committed to protecting your privacy. When you request a service from us, such as supply of electricity, we may collect information about you. Your information will be used and disclosed as set out in our [Privacy Statement](#).

### Self-Meter Read

If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.

[SUBMIT YOUR SELF-METER READING](#)

### Report a Problem



## Login

Username \*

[Forgot username?](#)

Password \*

[Forgot password?](#)

[LOGIN](#)

Don't have an account?  
[Register now](#)

# Resetting your Password

---

If you have forgotten your password, you can reset this online, any time.

1. From the [Login](#) screen click on [Forgot password?](#)

## Login

Username \*

[Forgot username?](#)

Password \*

[Forgot password?](#)

LOGIN

2. Enter the email address you registered with and click [Submit](#).

## Forgot username or password

To retrieve your username or password information, please enter the email address you used to register and click Submit. An email will be sent to your registered email address with instructions on how to retrieve your username or password.

Email address \*

SUBMIT

3. Check your email (including your junk/spam folder):

We will send you an email to your registered email address. Look for a message with the subject: [Reset your details](#).

The email will contain your username and a link to reset your password. Click the link and follow the steps to reset your password.

# Resetting your Username

---

If you have forgotten your username, you can reset this online, any time.

1. From the [Login](#) screen select [Forgot username?](#)

**Login**

**Username \***

  
[Forgot username?](#)

**Password \***

  
[Forgot password?](#)

**LOGIN**

2. Enter the email address you registered with and click [Submit](#).

**Forgot username or password**

To retrieve your username or password information, please enter the email address you used to register and click Submit. An email will be sent to your registered email address with instructions on how to retrieve your username or password.

**Email address \***

  
**SUBMIT**

3. Check your email (including your junk/spam folder).

We will send you an email to your registered email address. Look for a message with the subject: [Reset your details](#).

Click the link and follow the steps to reset your username.

# Updating My Profile

All your portal information can be found in the [My Profile](#) section.

Once logged in, you can view and update the following:

- **Registration details**
  - Information consists of:
    - Username
    - First and last name
    - Mobile phone number
    - Email address
    - Password
  - Note: Notifications are sent using the information in this section
- **Contact details**
  - Option to add an alternate contact number
- **My NMIs**
  - Add your National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.
- **Manage Notifications**
  - Subscribe/unsubscribe for notifications such as unplanned outages, planned outages, meter read (if dogs onsite) and find out when crews are on their way for certain request types.
  - This service will be available once you have added a NMI.
- **Postal address**

To access [My Profile](#):

1. On the Self Service webpage click on [Login](#) and enter your [Username](#) and [Password](#). If you are not a registered user of Self Service, you will need to set up your profile by clicking [Register Now](#) from the [Login](#) screen.



## Welcome to Self Service

We're making it easier for you with our 24/7 online services.

We are committed to protecting your privacy. When you request a service from us, such as supply of electricity, we may collect information about you. Your information will be used and disclosed as set out in our [Privacy Statement](#).

### Self-Meter Read

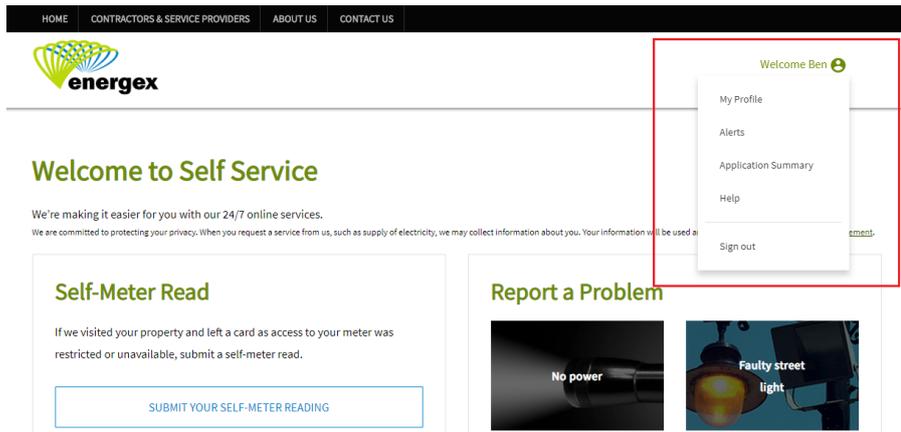
If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.

[SUBMIT YOUR SELF-METER READING](#)

### Report a Problem



- Once logged in, click on **Welcome** and select **My Profile** from the drop down.



- Update any of the applicable areas on the **My Profile** screen. To leave this screen, you will need to click on **Cancel**.

### My Profile

#### Registration Details

Username	joecitizen
First name	Last name
Joe	Citizen
Email address	joecitizen@fakemail.com.au
Mobile number	0400 000 000

**Note**  
Notifications are set up on the mobile number and/or email address shown above. To update this information, select UPDATE DETAILS/PASSWORD.

[UPDATE DETAILS/PASSWORD](#)

Having trouble updating your details? Check you are using the latest browser version or try a different browser.

#### Other Contact Details

Type

Phone Number **?**

**Note**  
Notifications are **not** sent to this phone number. Check the mobile number under Registration Details is correct. To update the mobile number, select UPDATE DETAILS/PASSWORD.

Are you the electricity account holder? (e.g. Is your name on the electricity bill?)  
 Yes  No

#### My NMIs **?** [Add a NMI](#) [Have a unique code? \*\*?\*\*](#)

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

NMI	NMI nickname	Next scheduled read date <b>?</b>
-----	--------------	-----------------------------------

[MANAGE NOTIFICATIONS](#)

#### Postal address

Country <input type="text" value="AUSTRALIA"/>	State <input type="text" value="Queensland"/>
Street Address <input type="text" value="3 Belinda St"/>	Postcode <input type="text" value="4034"/>
Suburb <input type="text" value="Aspley"/>	

[CANCEL](#) [SAVE DETAILS](#)

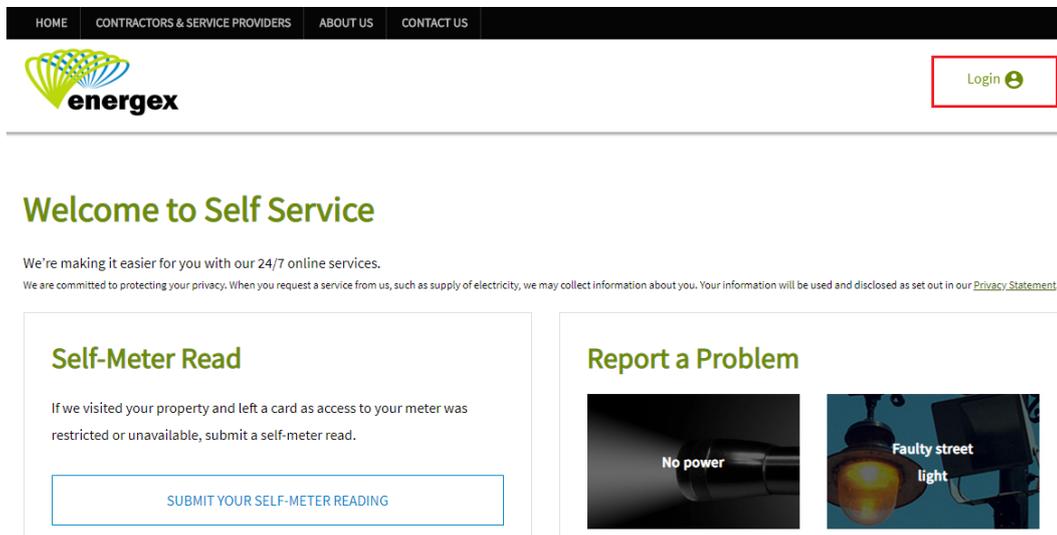
# Add a NMI/Address to Access Services

To submit a **self-meter read**, **update dog details** and **subscribe for notifications**, a National Metering Identifier (NMI) / address must be added in the [My Profile](#) section first. This is to meet our privacy requirements as the information relates to a specific address.

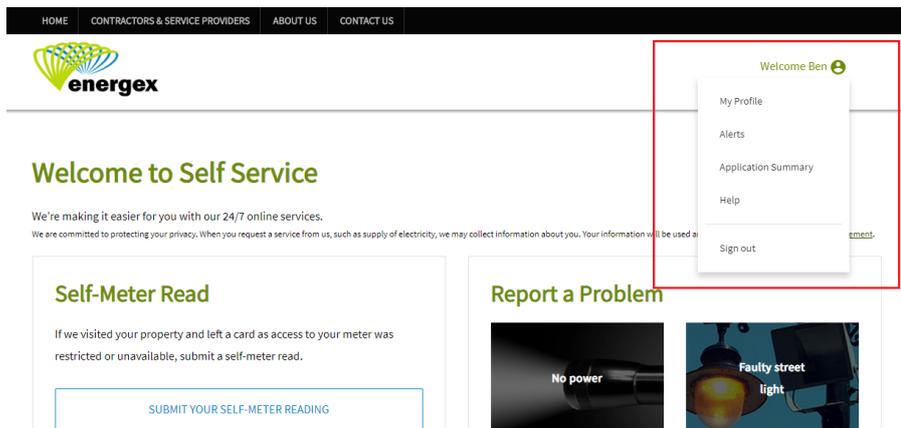
The NMI can be found on your electricity bill or by contacting your retailer.

## How to Add a NMI in My Profile:

1. On the Self Service webpage click on [Login](#) and enter your [Username](#) and [Password](#). If you are not a registered user of Self Service, you will need to set up your profile by clicking [Register Now](#) from the [Login](#) screen.



2. Once logged in, click on [Welcome](#) and select [My Profile](#) from the drop down.



3. Scroll down to the [My NMIs](#) section and click on [Add a NMI](#).

**My NMIs** [?](#) [+ Add a NMI](#) [Have a unique code?](#) [?](#)

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

NMI	NMI nickname	Next scheduled read date <a href="#">?</a>
-----	--------------	--

[MANAGE NOTIFICATIONS](#)

4. Complete the fields exactly as they appear on your latest electricity bill. Please use the blue help [?](#) icons for assistance.

**Add a NMI** [Close](#) [×](#)

**National Metering Identifier (NMI) Details and Verification**

By adding a NMI to your profile you will be able to complete self-meter reads, manage notifications (including power outages) and update your dog details.

You will need to complete the below fields exactly as they appear on your latest electricity bill.

**Name - exactly as it appears on bill** [?](#)

**NMI** [?](#) **NMI nickname** [?](#)

**Postal Address** [?](#)

**Address line 1 as it appears on bill** \*

**Suburb** \* **State** \* **Postcode** \*

By submitting this request to add a NMI to your account you confirm that you are either the account holder for this NMI, or you are authorised by the account holder of this NMI, to take this action.

[SUBMIT](#)

If the information entered does not match the customer details provided by your electricity retailer, you will have the option to complete the second validation screen.

### Add a NMI

Close X

#### National Metering Identifier (NMI) Details and Verification

By adding a NMI to your profile you will be able to complete self-meter reads, manage notifications (including power outages) and update your dog details.

You will need to complete the below fields exactly as they appear on your latest electricity bill.

NMI <sup>?</sup>  NMI nickname <sup>?</sup>

**Meter number**  
Enter ANY meter number as it appears on bill <sup>?</sup>

By submitting this request to add a NMI to your account you confirm that you are either the account holder for this NMI, or you are authorised by the account holder of this NMI, to take this action.

**!** Customer details do not match

The information entered does not match the customer details provided by your electricity retailer on your bill.

**SUBMIT**

### Call us for assistance

If you are having trouble adding a NMI / address in Self Service, please call 13 12 53, Monday to Friday, 7am to 5:30pm, for assistance.

- Once your NMI / address is added successfully, it will appear under [My NMIs](#). You can add as many NMIs as required.

**My NMIs** [?](#) [+ Add a NMI](#) [Have a unique code?](#) [?](#)

Add a National Metering Identifier (NMI) to complete self-meter reads, manage notifications and update your dog details.

NMI	NMI nickname	Next scheduled read date	<a href="#">?</a>
***1234	My place	Jul 8	<a href="#">Change nickname</a> <a href="#">View meter details</a> <a href="#">Update dog details</a> <a href="#">Delete</a>

[MANAGE NOTIFICATIONS](#)

# Subscribing for Notifications

Once you have registered to Self Service, you can add your National Metering Identifier (NMI) / address in [My Profile](#) to access notifications.

Once added, [Manage Notifications](#) will be available for you to subscribe to receive the following notifications:

- Unplanned outages
  - We'll let you know when the power is out in your area.
- Planned outages
  - You'll receive notifications prior to the planned outage, the morning of the outage and if it's cancelled.
- Meter read (if dogs onsite)
  - If you have dogs at your address, you'll receive a notification 24 hours before your scheduled meter read so you can ensure dogs are properly restrained.
- Our crews are on their way
  - On certain job types, we'll let you know when crews are on the way.

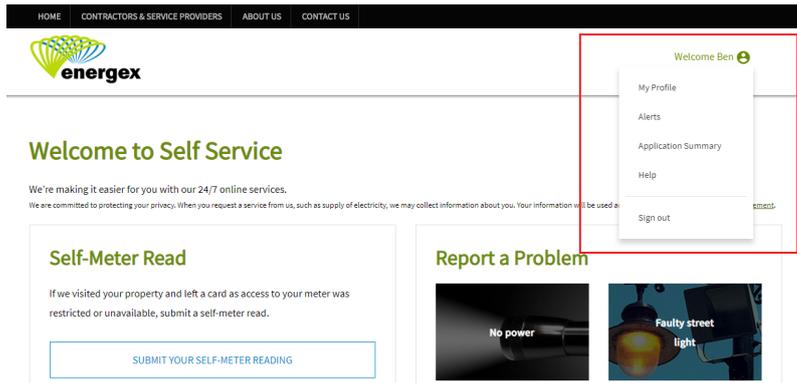
You can find out more on notifications at [www.energex.com.au/managenotifications](http://www.energex.com.au/managenotifications)

## How to subscribe/unsubscribe for notifications:

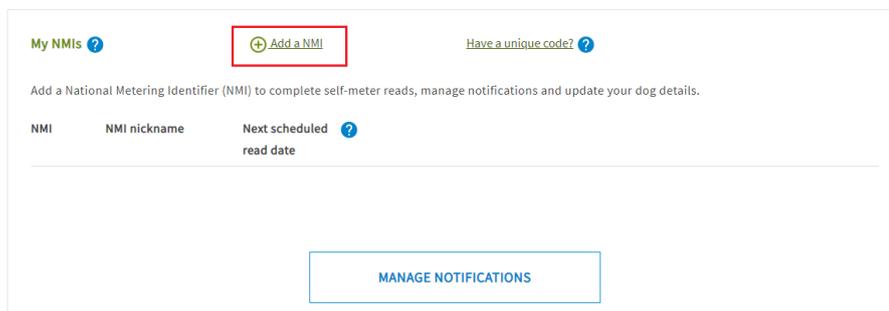
1. On the Self Service webpage click on [Login](#) and enter your [Username](#) and [Password](#). If you are not a registered user of Self Service, you will need to set up your profile by clicking [Register Now](#) from the [Login](#) screen.

The screenshot shows the top navigation bar with links for HOME, CONTRACTORS & SERVICE PROVIDERS, ABOUT US, and CONTACT US. Below this is the Energex logo and a Login button with a user icon. The main content area is titled 'Welcome to Self Service' and includes a sub-header 'Self-Meter Read' with a description and a 'SUBMIT YOUR SELF-METER READING' button. To the right is a 'Report a Problem' section with two image-based options: 'No power' and 'Faulty street light'.

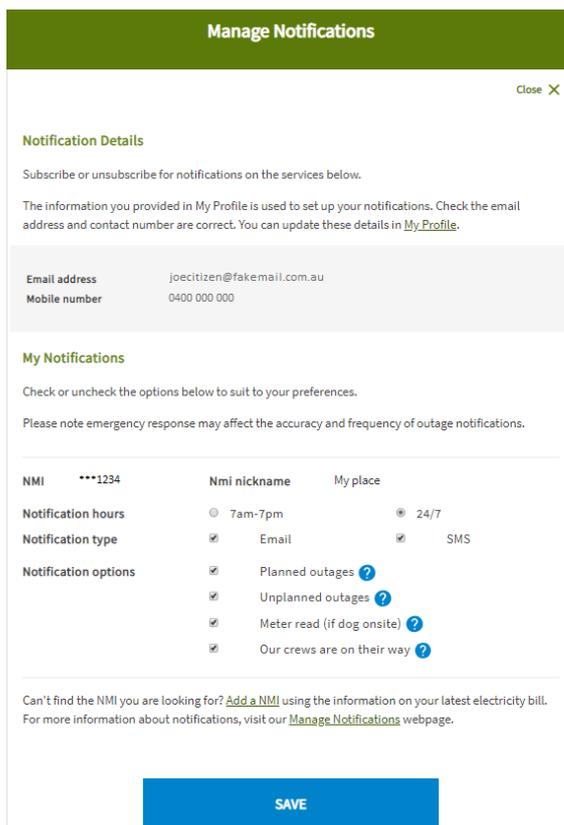
2. Once logged in, click on [Welcome](#) and select [My Profile](#) from the drop down.



3. Scroll down to the [My NMIs](#) section and click on [Add a NMI](#).



4. Refer to the [Add a NMI](#) section for instructions.
5. Once a NMI / address has been added, you can now click on [Manage Notifications](#). You can subscribe or unsubscribe for notifications on the listed services by checking or unchecking the notification options to suit your preferences.



- You can check and uncheck the notification options at any time to suit your preferences.
- You can check one or all notification types.
- The Meter read (if dog onsite) notification type is currently available if you have notified us that you have dogs. You can update these details within [My Profile](#).
- You can choose to receive notifications between 7:00am – 7:00pm or 24/7, SMS and/or email.
- Notifications will be sent to the mobile number and/or email address you have added within your [MyProfile](#) Registrations Details.

#### **Please note**

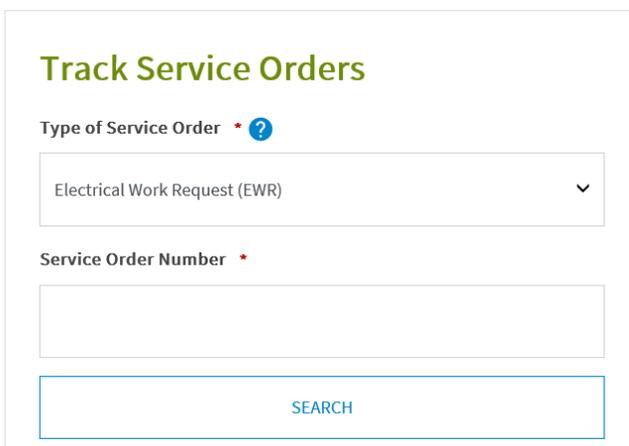
While we make best endeavours to provide you with accurate and timely information, due to technical and system limitations, there could be times that delayed, inaccurate or multiple notifications are sent. If this is not your preference, please unsubscribe anytime via Customer Self Service.

# Searching ‘Track Service Orders’

Using [Track Service Orders](#), you can search and stay up-to-date on the status of a:

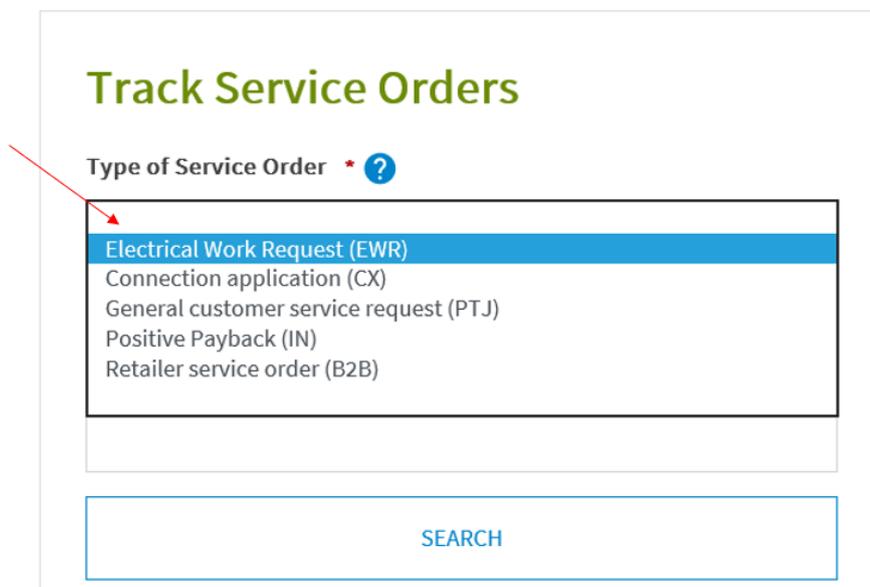
- Electrical Work Request (EWR)
- Connection Agreement (CX)
- General Customer Service Request (PTJ)
- Positive Payback Initiative (IN)
- Retailer Service Order (B2B)

1. From the Self Service webpage, scroll down to [Track Service Orders](#).



The screenshot shows the 'Track Service Orders' search interface. It features a title 'Track Service Orders' in green. Below the title is a label 'Type of Service Order' with a red asterisk and a help icon. A dropdown menu is open, showing 'Electrical Work Request (EWR)' as the selected option. Below this is a label 'Service Order Number' with a red asterisk and an empty text input field. At the bottom is a blue 'SEARCH' button.

2. Select the relevant Service Order from the [Type of Service Order](#) drop down:



This screenshot shows the 'Track Service Orders' search interface with the 'Type of Service Order' dropdown menu open. A red arrow points to the dropdown menu. The menu lists five options: 'Electrical Work Request (EWR)' (highlighted in blue), 'Connection application (CX)', 'General customer service request (PTJ)', 'Positive Payback (IN)', and 'Retailer service order (B2B)'. Below the dropdown is an empty text input field for the 'Service Order Number' and a blue 'SEARCH' button.

3. Enter your [Service Order Number](#) and select [Search](#).

The screenshot shows a web form titled "Track Service Orders". It contains a dropdown menu for "Type of Service Order" with "Electrical Work Request (EWR)" selected. Below it is a text input field for "Service Order Number" with a red arrow pointing to it. At the bottom is a blue "SEARCH" button.

4. Your [Service Order Number](#) status will then display.

The screenshot shows the "Track Service Orders" page for a specific service order. It features a progress bar with four stages: 1. COMMENCED, 2. UNDER EVALUATION, 3. WORK IN PROGRESS (highlighted in green), and 4. COMPLETED. A red arrow points from the "4. COMPLETED" icon to the text "Visual indicator of the progress of your Service Order." Below the progress bar is a "Pending B2B" section with a text description: "The Electrical Work Request (EWR) has been sent to the nominated electricity retailer requesting the corresponding service order. If this status is not updated in 48hours please contact your electricity retailer for more information." A red arrow points from the word "status" in this text to the text "Your Service Order status and description." At the bottom is a blue "NEW SEARCH" button with a red arrow pointing to it and the text "Click to start a new search."

# Submitting a Self-Meter Read

If we visited your property and left a card as access to your meter was restricted or unavailable, you can submit a self-meter read via Self Service.

You will need to go to [My Profile](#) and [add a NMI / address](#) before you can access this service.

1. Once you have added your NMI/address in [My NMIs](#) under the [My Profile](#) section of Self Service you can complete your self-meter read online.
2. On the Self Service webpage, select [SUBMIT YOUR SELF-METER READING](#).

## Self-Meter Read

If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.

[SUBMIT YOUR SELF-METER READING](#)

3. Select the applicable address for the self-meter read from the drop down.

## Self-Meter Read

Close X

### Address Details

Where is the meter located?

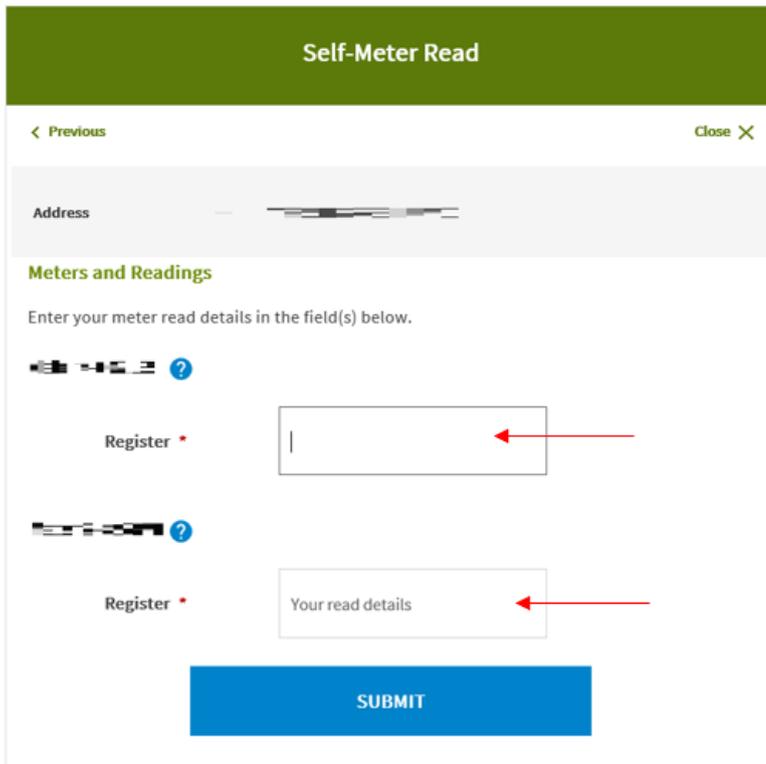
My NMIs ?

Select ▼

Can't find the National Metering Identifier (NMI) you are looking for? [Add a NMI](#) using the information on your latest electricity bill.

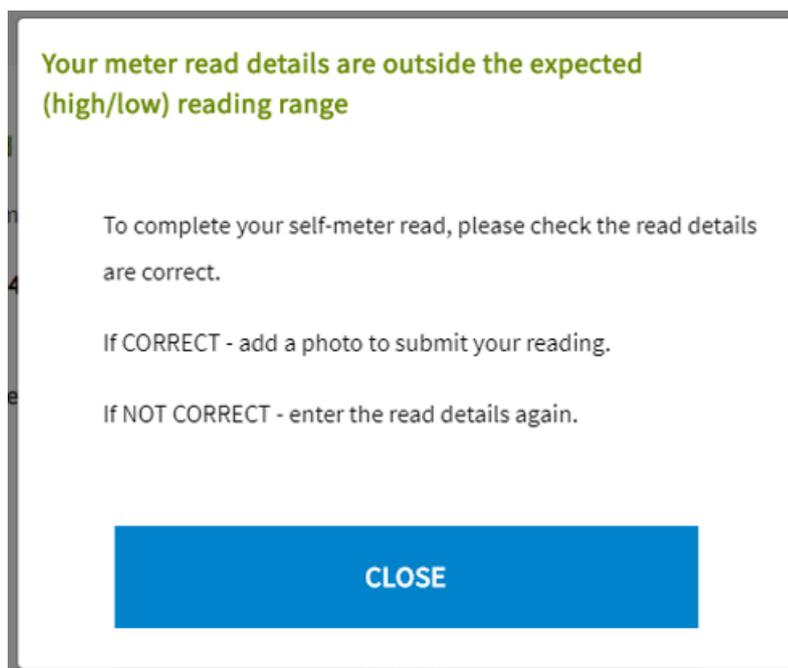
[NEXT](#)

4. Enter the reading for each meter register and select **SUBMIT**:



Some addresses may have more than one register - **all registers must be completed before clicking on **SUBMIT****.

5. If you receive the below message, your readings are outside the expected high or low reading ranges and you will need to attach a photo or re-enter your reading before submitting.



6. To add a photo, click on the camera icon and upload a photo.

The screenshot shows a web form titled "Self-Meter Read". At the top, there is a green header with the title. Below the header, there are navigation links: "< Previous" on the left and "Close X" on the right. The form contains an "Address" field with the value "NEWSTEAD 4000". Under the heading "Meters and Readings", there is a prompt: "Enter your meter read details in the field(s) below." The "Meter" field is set to "0-000001" with a help icon. The "Register" field is marked with a red asterisk and contains the value "1500999". A red border highlights the register field, and a red error message below it reads: "Your meter reading is higher than expected". Below the error message is a camera icon and the text "Add a photo of the reading to continue". At the bottom of the form is a blue "SUBMIT" button.

7. Once submitted, you will receive one of the following messages:

The screenshot shows a success message in a "Self-Meter Read" window. It features a green header with the title. Below the header, there is a green checkmark icon followed by the text: "Your meter read(s) has been submitted and if successfully validated will be sent to your retailer." Below this, it says: "Acceptance of your self-meter read is at your retailer's discretion." At the bottom is a blue button labeled "BACK TO SELF SERVICE".

The screenshot shows a warning message in a "Self-Meter Read" window. It features a green header with the title. Below the header, there is a green checkmark icon followed by the text: "Your meter read details are outside the expected (high/low) reading range and have been submitted for further investigation." Below this, it says: "If successfully validated, your meter read(s) will be sent to your retailer. Acceptance of your self-meter read is at your retailer's discretion." At the bottom is a blue button labeled "BACK TO SELF SERVICE".

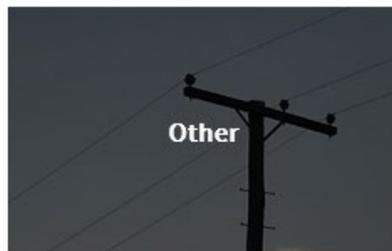
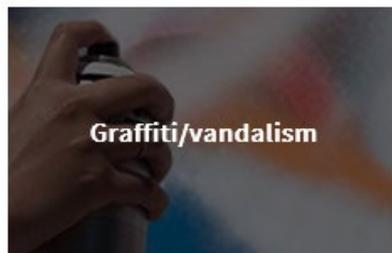
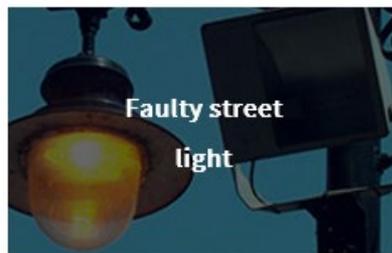
# Report a Problem

---

You can report the following problems on Self Service:

- If you've lost power – No power
- Faulty street lights
- Trees growing in powerlines
- Graffiti and vandalism (on Energex assets)
- Other
  - Line faulty indicator (Flashing)
  - Live wildlife in powerlines
  - Partial power / one phase down
  - Trees in powerlines
  - Underground pillar damaged (Green box)

## Report a Problem

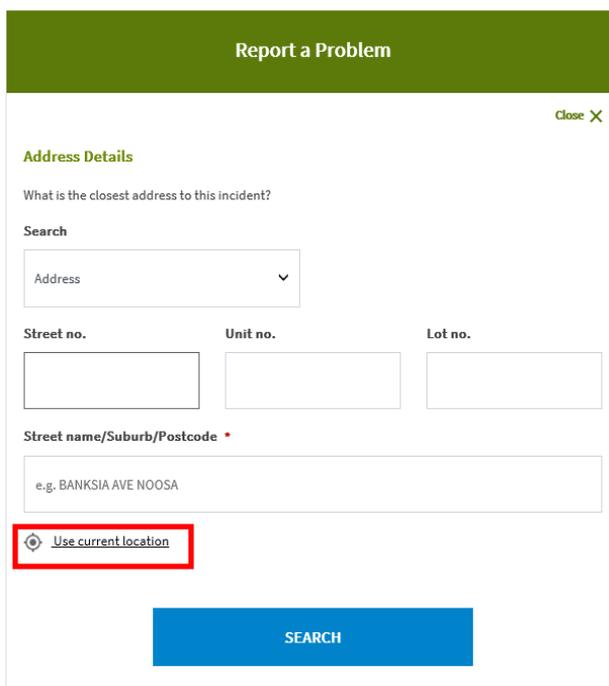


## No power – I've lost power

1. From [Report a Problem](#) select [No power](#).



2. Enter your address and select [SEARCH](#).

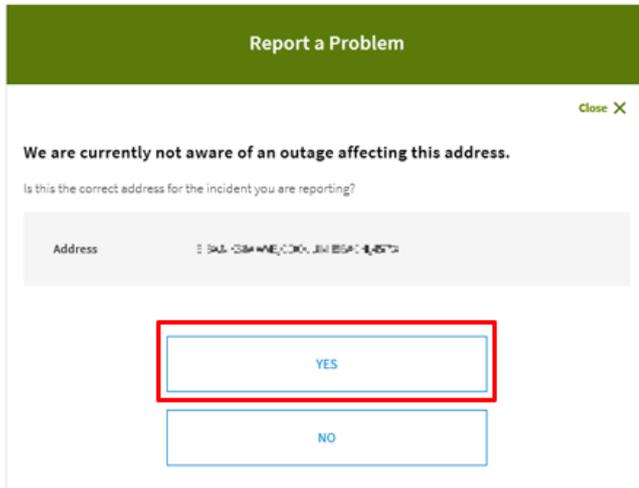
A screenshot of a web form titled "Report a Problem" with a green header. The form is titled "Address Details" and asks "What is the closest address to this incident?". It includes a "Search" section with a dropdown menu labeled "Address". Below this are three input fields for "Street no.", "Unit no.", and "Lot no.". A larger input field for "Street name/Suburb/Postcode" contains the example text "e.g. BANKSIA AVE NOOSA". A button labeled "Use current location" with a location pin icon is highlighted with a red box. At the bottom is a blue "SEARCH" button. A "Close X" link is in the top right corner.

You can also select 'Use current location' to use the closest location to complete address details.

3. If we are **aware of an outage in your area**, we'll let you know. You will not be able to continue reporting online as we are aware of the outage.

If we are not aware of an outage in your area, select **YES** to continue.

If the address is incorrect or you do not wish to continue with this report, select **NO**.



4. Complete the remaining screens by answering the questions applicable to the incident.

**Please note**

For safety reasons, not all incident types are available to report online via Self Service. Depending on your incident type you may need to phone us and will be advised if you cannot continue.

**Call us to report:**

<b>Fallen powerlines, shocks or tingles</b>	<b>13 19 62</b>
<b>All other damage reports</b>	<b>13 62 62</b>

**If your report is life-threatening, please call Triple Zero (000).**



# Faulty Street Lights

- 1. From [Report a Problem](#) select [Faulty street light](#).



- 2. Select the applicable option from the list of problems you can report:

### Faulty Street Light

Close X

What is the problem?

- CAR HIT STREET LIGHT
- DIRTY, BROKEN OR DAMAGED LIGHTS
- FLICKERING OR STREET LIGHTS OUT
- LIGHTS ON 24 HOURS A DAY
- STREET LIGHT POLE DAMAGED/LEANING
- STREET LIGHT WIRES EXPOSED
- OTHER

3. Enter your address and select **SEARCH**.

The screenshot shows a web form titled "Faulty Street Light". At the top left is a back arrow and the text "Previous", and at the top right is a "Close X" button. Below the title is the section "Location" with the question "What is the closest address to this problem?". Under "Search", there is a dropdown menu labeled "Address". Below this are three input fields for "Street no.", "Unit no.", and "Lot no.". A larger input field for "Street name/Suburb/Postcode" contains the example text "e.g. BANKSIA AVE NOOSA". A button labeled "Use current location" with a location pin icon is highlighted with a red box. At the bottom is a large blue button labeled "SEARCH".

You can also select [Use current location](#) to use the closest location to complete address details.

4. Complete the remaining screens by answering questions applicable to the incident.
5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.

The screenshot shows the "Faulty Street Light" form after submission. It features a green checkmark icon and the text "Your report has been submitted." Below this, it states: "We aim to repair faulty street lights within 5 - 7 business days. If major repairs are required these faults will be assessed on a case-by-case basis." and "Street light repairs are subject to weather permitting." The reference number is shown as "Your Reference Number is ~~2-3615-082~~". At the bottom is a blue button labeled "BACK TO SELF SERVICE".

## Trees Growing in Powerlines

1. From [Report a Problem](#) select [Trees growing in powerlines](#).



2. Select the applicable option from the list of problems you can report:

### Trees in Powerlines

Close X

What is the problem?

TREES CAUSING POWERLINES TO BOW

TREES FALLEN ON POWERLINES

TREES GROWING IN POWERLINES

### Please note

For safety reasons, not all incident types are available to report online via Self Service. Depending on your incident type you may need to phone us and will be advised if you cannot continue.

### Call us to report:

**Fallen powerlines, shocks or tingles**                      **13 19 62**

**All other damage reports**                                      **13 62 62**

**If your report is life-threatening, please call Triple Zero (000).**

3. Enter your address and select **SEARCH**.

The screenshot shows a form titled "Trees in Powerlines" with a green header. Below the header, there are navigation links for "< Previous" and "Close X". The section is titled "Location" and asks "What is the closest address to this problem?". Under "Search", there is a dropdown menu for "Address". Below that are three input fields for "Street no.", "Unit no.", and "Lot no.". A larger input field for "Street name/Suburb/Postcode" contains the example text "e.g. BANKSIA AVE NOOSA". A button labeled "Use current location" is highlighted with a red box. At the bottom is a blue "SEARCH" button.

You can also select **Use current location** to use the closest location to complete address details.

4. Complete the remaining screens by answering the questions applicable to the incident.  
You **MUST** attach one or more photos to your 'Trees in Powerlines' report:

The screenshot shows a section titled "Add photos (3 max.)" with a camera icon in a box. Below this is a warning: "Do not put yourself at risk while taking photos. Your photos will be used and disclosed in accordance with our [Privacy Policy](#)." Below the warning is a small image of a person on a beach with a red 'X' over it, indicating that such photos are not acceptable.

5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.

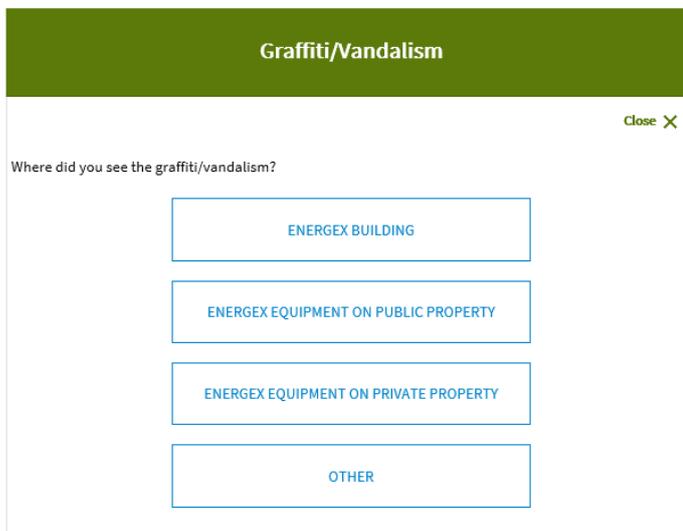
The screenshot shows a confirmation message titled "Trees in Powerlines" with a green checkmark icon. The message says "Your report has been submitted." and provides information about the assessment process, including a reference number "15515201" which is highlighted with a red box. At the bottom is a blue "BACK TO SELF SERVICE" button.

## Graffiti/Vandalism

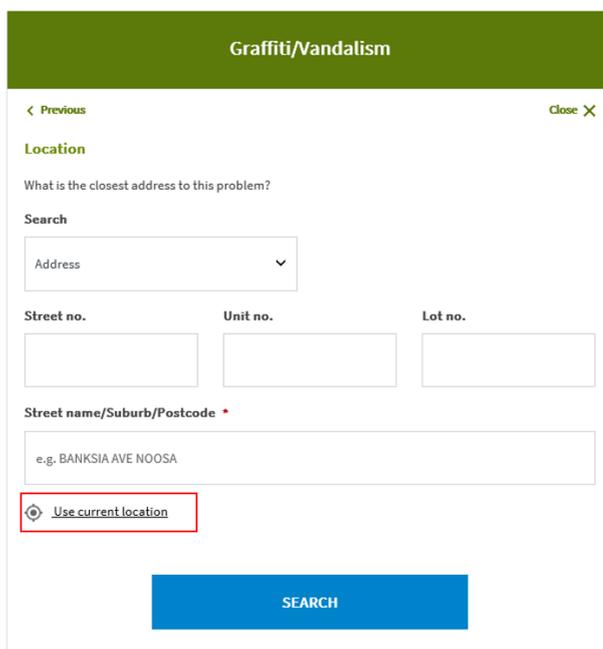
1. From [Report a Problem](#) select [Graffiti/vandalism](#).



2. Select the applicable option from the list of problems you can report.

A screenshot of a web form titled "Graffiti/Vandalism". The form has a green header bar with the title. Below the header, there is a "Close X" button. The main question is "Where did you see the graffiti/vandalism?". Below this question, there are four blue-bordered buttons with the following text: "ENERGEX BUILDING", "ENERGEX EQUIPMENT ON PUBLIC PROPERTY", "ENERGEX EQUIPMENT ON PRIVATE PROPERTY", and "OTHER".

3. Enter your address and select [SEARCH](#).

A screenshot of a web form titled "Graffiti/Vandalism". The form has a green header bar with the title. Below the header, there is a "< Previous" button and a "Close X" button. The main question is "What is the closest address to this problem?". Below this question, there is a "Search" section with a dropdown menu labeled "Address". Below the dropdown menu, there are three input fields labeled "Street no.", "Unit no.", and "Lot no.". Below these fields, there is a "Street name/Suburb/Postcode" field with a red asterisk and a red dot. Below this field, there is a "Use current location" button with a red border. At the bottom of the form, there is a blue "SEARCH" button.

You can also select [Use current location](#) to use the closest location to complete address details.

4. Complete the remaining screens by answering the questions applicable to the incident.
5. Once submitted, you will see a message confirming your report has been submitted, with a reference number.

## Graffiti/Vandalism

 **Your report has been submitted.**

We aim to remove any graffiti and vandalism within 15 business days. If a major removal is required these damages will be assessed on a case-by-case basis.

Graffiti removal is subject to weather permitting.

Your Reference Number is XXXXXXXXXX

[BACK TO SELF SERVICE](#)

# Network Damage

- 1. From [Report a Problem](#) select [Network damage](#).



- 2. For safety reasons, we ask you to report these incidents immediately by phone.

### Network Damage

**! Call us immediately to report**

If you have seen any network damage, call us immediately to make your report. If your report is life threatening, please call Triple Zero (000).

Fallen powerlines, shocks or tingles

[13 19 62](#)

All other damage reports

[13 62 62](#)

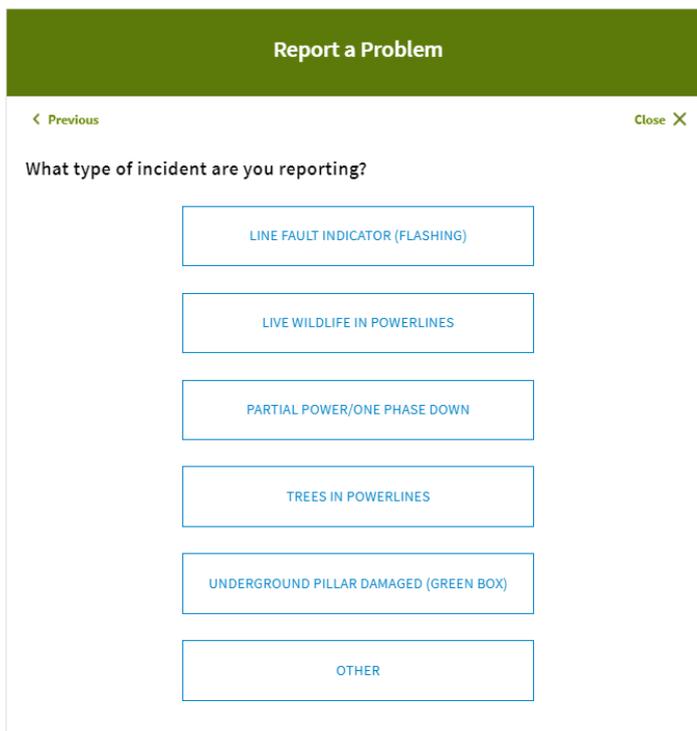
[BACK TO SELF SERVICE](#)

## Other

1. From [Report a Problem](#) select **Other**.



2. Select the relevant category from the list of problems you can report:

A screenshot of a web form titled "Report a Problem". The form has a green header bar with the title. Below the header, there are navigation links: "< Previous" on the left and "Close X" on the right. The main question is "What type of incident are you reporting?". Below this question, there are six rectangular buttons, each containing a category name: "LINE FAULT INDICATOR (FLASHING)", "LIVE WILDLIFE IN POWERLINES", "PARTIAL POWER/ONE PHASE DOWN", "TREES IN POWERLINES", "UNDERGROUND PILLAR DAMAGED (GREEN BOX)", and "OTHER".

### Please note

For safety reasons, not all incident types are available to report online via Self Service. Depending on your incident type you may need to phone us and will be advised if you cannot continue.

### Call us to report:

**Fallen powerlines, shocks or tingles**                      **13 19 62**

**All other damage reports**                                      **13 62 62**

**If your report is life-threatening, please call Triple Zero (000).**

3. Enter your address and select **SEARCH**.

The screenshot shows the 'Report a Problem' form with the 'Address Details' section. The form asks for the closest address to the incident. It includes a search dropdown menu, three input fields for 'Street no.', 'Unit no.', and 'Lot no.', and a text field for 'Street name/Suburb/Postcode' with the example 'e.g. BANKSIA AVE NOOSA'. A red box highlights the 'Use current location' button, which has a location pin icon. A blue 'SEARCH' button is at the bottom.

You can also select **Use current location** to use the closest location to complete address details.

4. Complete the remaining screens by answering the questions applicable to the incident.
5. Ensure all details are correct in the **Report Summary** and click **SUBMIT**.

The screenshot shows the 'Report a Problem' form with the 'Report Summary' section. It prompts the user to review their responses and update with any additional information before submitting. The summary includes: 'Address' (1517 BANKSIA AVE NOOSA), 'Type of incident' (Wildlife Report), 'Additional information' (empty text area), 'First name' (Susan) and 'Last name' (Test), 'Contact number' (0417474959), 'Time' (15:46) and 'Date' (26/03/2020), 'Property access' (Name of the building, visible landmarks, number at front...), and 'Are there dogs at this address?' (radio buttons for Yes, No, Unknown, Not Applicable, with 'Unknown' selected). A blue 'SUBMIT' button is at the bottom.

6. Once submitted, you will see a message confirming your incident has been submitted, with a reference number.

## Report a Problem

 **Your report has been submitted.**

An Energex representative will investigate your report and may contact you if further information is required.

Your reference number is **CALL-xxxxx**

Stay up-to-date with power outages, check our [Outage Finder](#).

If you would like to receive power outage notifications, opt in via [Manage Notifications](#).

[BACK TO SELF SERVICE](#)

# Positive Payback

The Positive Payback program is about rewarding homes and businesses for using energy efficiently. For your convenience, application links are available online via Self Service for Positive Payback.

For more information on our Positive Payback program visit [www.energex.com.au/positivepayback](http://www.energex.com.au/positivepayback)

## Positive Payback

Cash back rewards for energy saving technology





### Business

Earn rewards for using energy efficiently by using energy saving technologies and managing peak demand... [Learn more](#)

[APPLY NOW](#)



### Households

Earn rewards by using energy saving technologies and switching to economy tariffs for [air-conditioners](#), [pool pumps](#) and [hot water](#).

[AIR-CON — APPLY NOW](#)

[POOLS — APPLY NOW](#)

[HOT WATER — APPLY NOW](#)



### Industry

Earn rewards through our PeakSmart Industry Incentive Program by installing compatible air-conditioners... [Learn more](#)

[APPLY NOW](#)

# Connection Enquiry or Application

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For your convenience, links are available online via Self Service for you to enquire about or apply for a connection.

## Connection Application

Submit a Connection Application to connect a new premises to Energex's distribution network or to make an alteration to an existing connection (including solar, micro-embedded or embedded generators).

[ENQUIRE NOW](#) [APPLY NOW](#)

Please refer to the ['Customer Self Service – Connection Application & Enquiry Guide'](#) for information and steps how to submit a connection enquiry or application.