

Energex Customer Self Service

Customer Guide

18 September 2026



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About Self Service

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

What 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:

- Report a faulty streetlight, 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:

- Report a faulty streetlight, 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 Connection Application.

After logging in and adding your Address/National Meter Identifier in the My Profile area, you can:

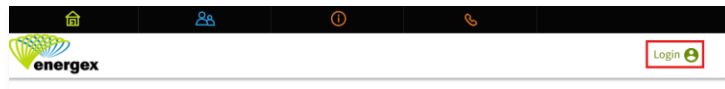
- Report a faulty streetlight, trees growing in powerlines or graffiti/vandalism.
- Check the status of your request with us (e.g. Electrical Work Request or Connection Application).
- Submit a Connection Application.
- Complete a self-meter read.
- Subscribe for Planned Interruption notifications.
- Update dog details.

Registering for Self Service

1. On the Energex website click **Portals** and then click **Customer Self Service**.



2. Click the **Login** icon in the top right of the screen.

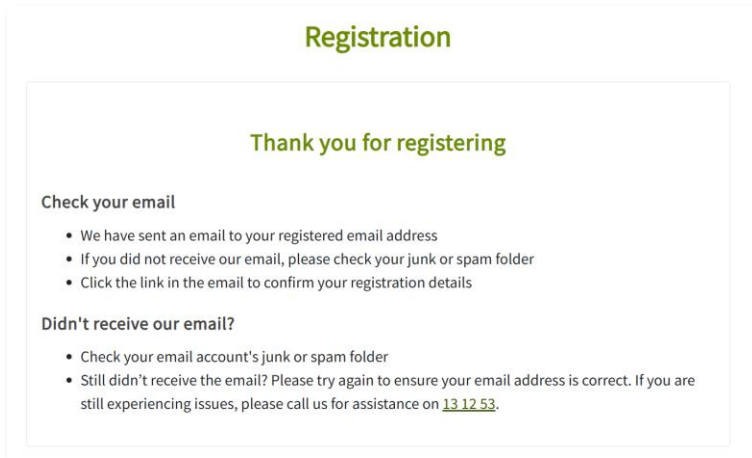


3. A new window will appear, select **Register now**.

A screenshot of the Energex Login page. The page has a white background with a blue header. The title 'Login' is in green. There are two input fields: 'Username' and 'Password'. Below each field is a link: 'Forgot username?' and 'Forgot password?'. A blue 'LOGIN' button is centered below the fields. At the bottom, there is a link 'Don't have an account? Register now' where 'Register now' is highlighted with a red box.

4. Enter 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 the registration.

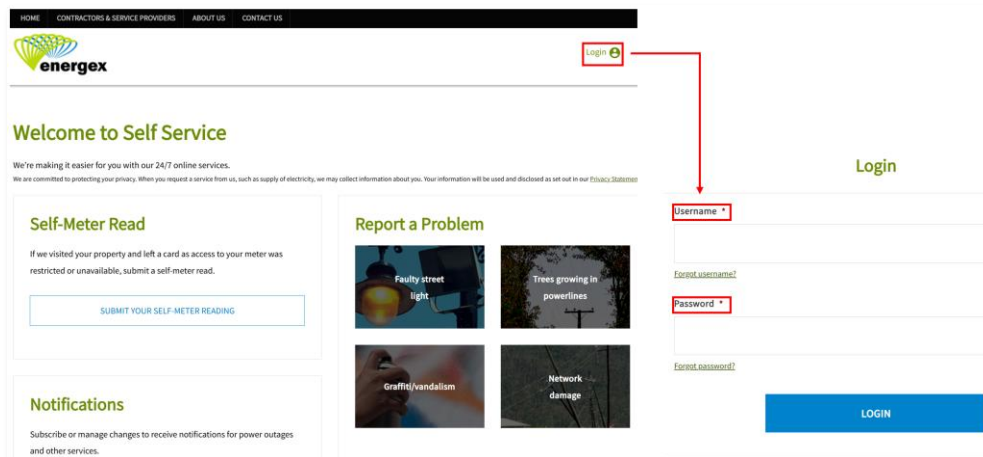
An email will also be sent to the email you used to register when you have completed the registration.



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

Logging into Self Service

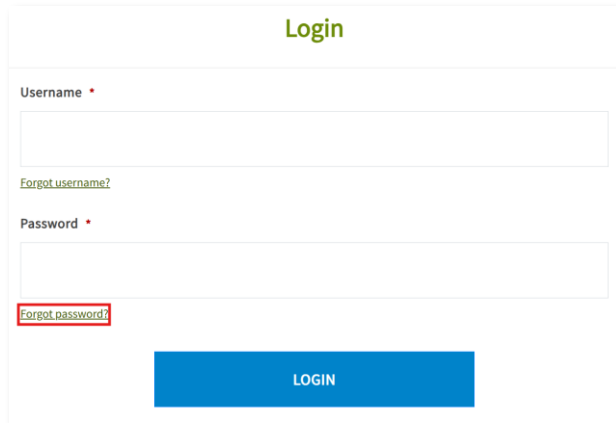
1. Click **Login** and enter your **Username** and **Password**.



Resetting your Password

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

1. From the Login screen, click on **Forgot Password?**

A screenshot of a login form. At the top, the word "Login" is displayed in green. Below it, there are two input fields. The first is labeled "Username" with a red asterisk. Below this field is a link that says "Forgot username?". The second input field is labeled "Password" with a red asterisk. Below this field is a link that says "Forgot password?". At the bottom of the form is a blue button labeled "LOGIN".

Login

Username *

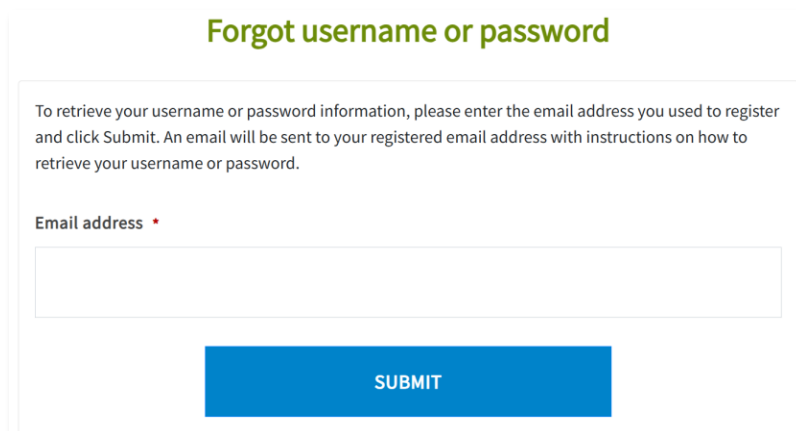
[Forgot username?](#)

Password *

[Forgot password?](#)

LOGIN

2. Enter the email address you registered with and click on **Submit**.

A screenshot of a form titled "Forgot username or password" in green. Below the title, there is a paragraph of text: "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." Below this text is an input field labeled "Email address" with a red asterisk. At the bottom of the form is a blue button labeled "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).

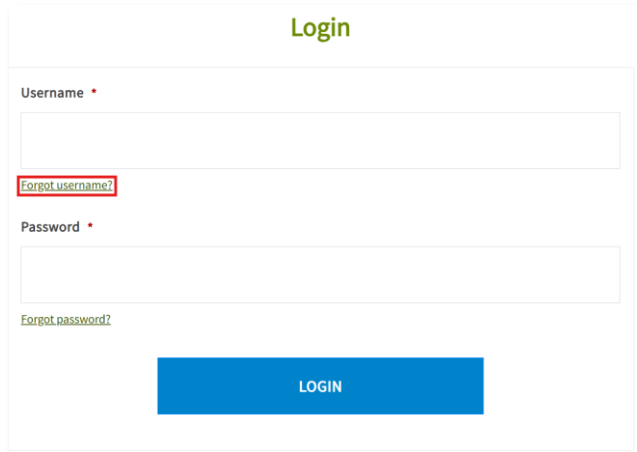
We will send you an email to your registered email address. Look for a message with the subject: **Reset your details**.

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?**

A login form with a white background and a light gray border. At the top, the word "Login" is written in green. Below it, there is a "Username" label with a red asterisk, followed by a text input field. Under the input field is a red-bordered link that says "Forgot username?". Below that is a "Password" label with a red asterisk, followed by another text input field. Under the password input field is a green link that says "Forgot password?". At the bottom of the form is a blue button with the word "LOGIN" in white capital letters.

Login

Username *

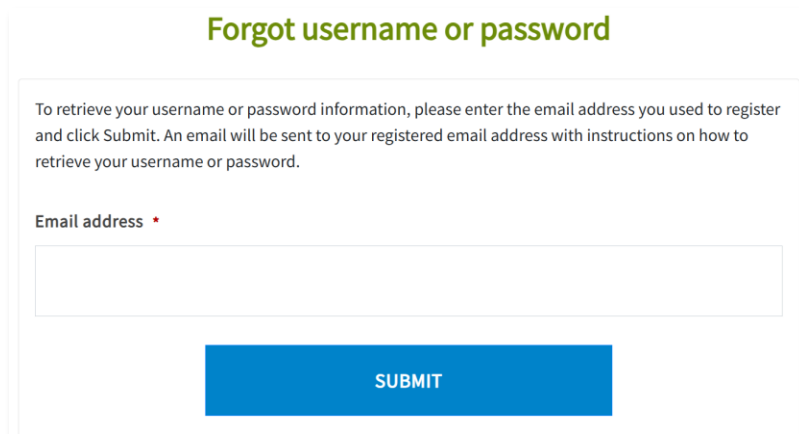
[Forgot username?](#)

Password *

[Forgot password?](#)

LOGIN

2. Enter the email address you registered with and click **Submit**.

A form titled "Forgot username or password" in green. The form has a white background and a light gray border. Inside the form, there is a paragraph of text: "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." Below this text is an "Email address" label with a red asterisk, followed by a text input field. At the bottom of the form is a blue button with the word "SUBMIT" in white capital letters.

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:

Section	What you can view and update
Registration Details	• Username • First and last name • Mobile phone number • Email address • Password Note: Notifications are sent using 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 notification and update your dog details.
Manage Notifications	Subscribe/Unsubscribe for Planned Interruption notifications This service will be available once you have added a NMI.

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 you profile by clicking **Register Now** from the **Login** screen.

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

3. Update any of the applicable areas on the **My Profile** screen.

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.

HOME CONTRACTORS & SERVICE PROVIDERS ABOUT US CONTACT US

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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

Faulty street light
Trees growing in powerlines
Graffiti/vandalism
Network damage

Login

Username *
Password *

[Forgot username?](#)
[Forgot password?](#)

LOGIN

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

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Welcome Victoria

- My Profile
- Alerts
- Application Summary
- Help
- Sign out

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.
Note: If your NMI has active dynamically connected solar & renewables equipment, you can view and update your Sep2 Details via clicking on your hyperlinked NMI record.

NMI	NMI nickname	Next scheduled read date
-----	--------------	--------------------------

MANAGE NOTIFICATIONS

Note

Your electricity retailer has provided updated customer details. Please [Add a NMI](#) to access self-meter reads, manage notifications and update dog details.

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 *

Queensland 

By submitting you:

- confirm and acknowledge that you have read and agree to our [Terms of Use](#) and [Privacy Statement](#);
- confirm that the information provided by you relates to you and your connection to our network; and
- consent to your personal information being collected, used and disclosed by Energex for the purpose of providing you with Customer Portal Services

Energex may disclose your information to third parties, as detailed in our [Privacy Statement](#). If you choose not to provide your personal information, you may not be able to register or access certain features of the customer portal. For more information, please refer to our [Privacy Statement](#).

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 * ?

NMI nickname * ?

Meter number

Enter ANY meter number as it appears on bill * ?

By submitting you:

- confirm and acknowledge that you have read and agree to our [Terms of Use](#) and [Privacy Statement](#);
- confirm that the information provided by you relates to you and your connection to our network; and
- consent to your personal information being collected, used and disclosed by Energex for the purpose of providing you with Customer Portal Services

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SUBMIT

- 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	
***1234	My place	Jul 8	Change nickname View meter details Update dog details Delete

[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:

- Planned Outages – You'll receive notifications prior to the planned outage, the morning of the outage and if it's cancelled.

You can find out more on notifications at [Manage notifications | Energex](#)

How to subscribe/unsubscribe for notifications

- 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.

HOME CONTRACTORS & SERVICE PROVIDERS ABOUT US CONTACT US

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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

Faulty street light
Trees growing in powerlines
Graffiti/vandalism
Network damage

Notifications

Subscribe or manage changes to receive notifications for power outages and other services.

Login

Username *

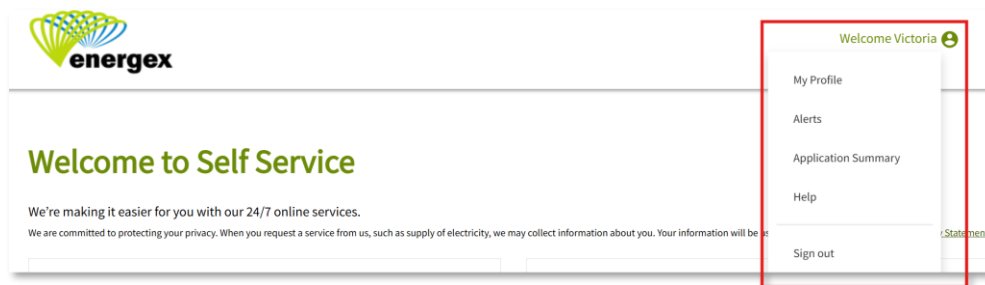
[Forgot username?](#)

Password *

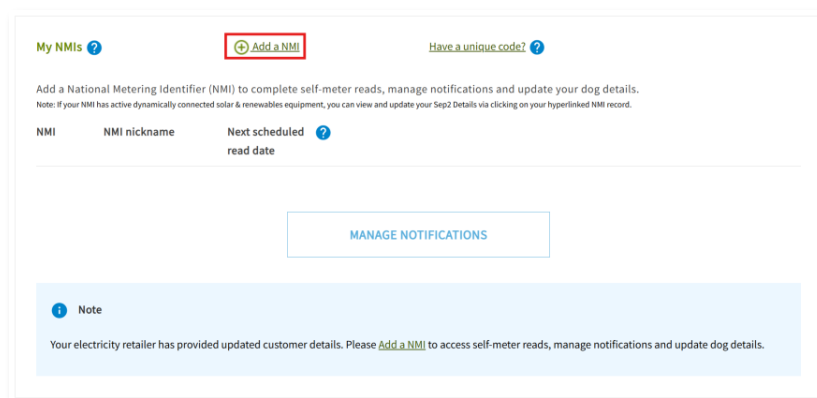
[Forgot password?](#)

[LOGIN](#)

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



3. Scroll down to the **My NMIs** section and click on **Add a NMI**.



4. Refer to [Add a NMI](#) section for instructions on adding an NMI to your **My Profile**.
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 choose to receive notifications between 07:00 AM – 07:00 PM or 24/7, SMS and/or email.
 - Notifications will be sent to the mobile number and/or email address you have added within your **My Profile**.

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 any time via Customer Self Service.

Manage Notifications

Close X

Notification Details

Subscribe or unsubscribe for notifications on the services below.

The information you provided in My Profile is used to set up your notifications. Check the email address and contact number are correct. You can update these details in [My Profile](#).

Email address

Mobile number

My Notifications

Check or uncheck the options below to suit to your preferences.

Please note emergency response may affect the accuracy and frequency of outage notifications.

NMI	***7767	Nmi nickname	
Notification hours	☐ 7am-7pm	☒ 24/7	
Notification type	☐ Email	☒ SMS	
Notification options	☒ Planned outages ?	☐ Dynamic Connection Alert ?	

Can't find the NMI you are looking for? [Add a NMI](#) using the information on your latest electricity bill. For more information about notifications, visit our [Manage Notifications](#) webpage.

SAVE

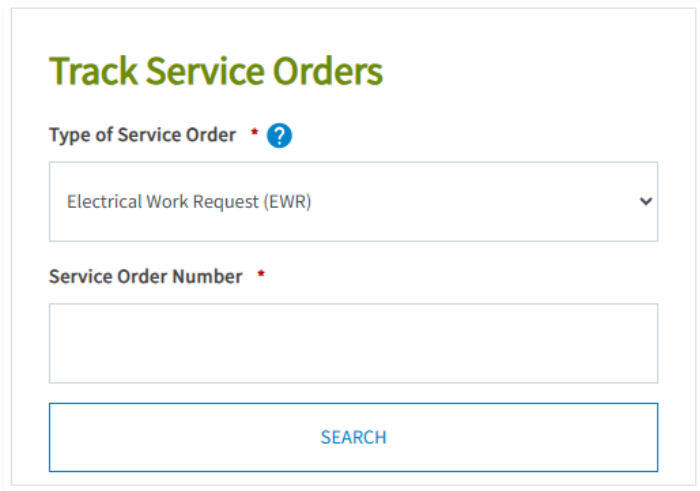
Searching 'Track Service Orders'

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)

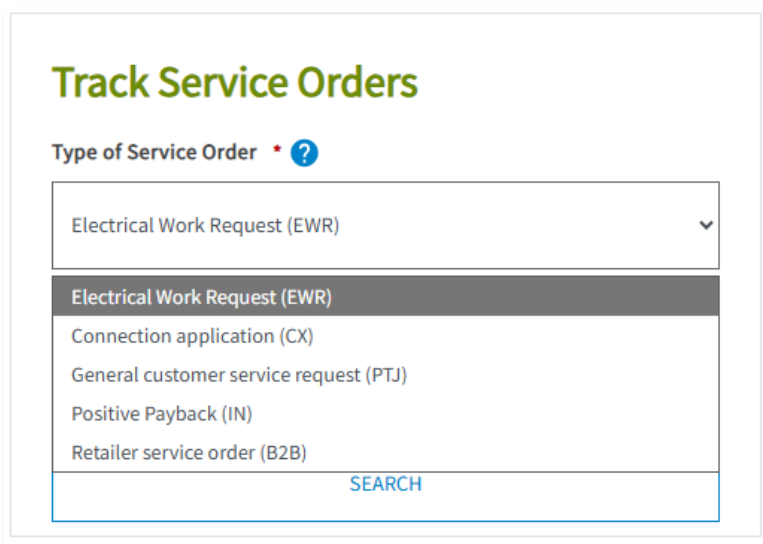
- Retailer Service Order (B2B)

1. From the Self Service webpage, scroll down to **Track Service Orders**.



The screenshot shows a web form titled "Track Service Orders" in green text. Below the title, there is a label "Type of Service Order" followed by a red asterisk and a blue question mark icon. A dropdown menu is open, showing "Electrical Work Request (EWR)" with a downward arrow. Below this is a text input field for "Service Order Number" with a red asterisk. At the bottom is a blue "SEARCH" button.

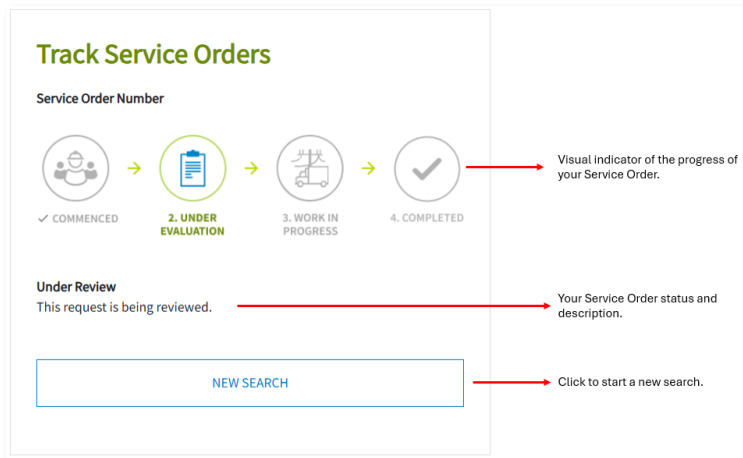
2. Select the relevant Service Order from the **Type of Service Order** drop down.



This screenshot shows the same "Track Service Orders" form, but the dropdown menu for "Type of Service Order" is expanded. It lists five options: "Electrical Work Request (EWR)" (highlighted with a dark grey background), "Connection application (CX)", "General customer service request (PTJ)", "Positive Payback (IN)", and "Retailer service order (B2B)". The "SEARCH" button remains at the bottom.

3. Enter your **Service Order Number** and select **Search**.

4. Your **Service Order Number** status will then display.



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 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**.

The form shows a section titled 'Self-Meter Read' in green. Below the title, there is a paragraph of text: 'If we visited your property and left a card as access to your meter was restricted or unavailable, submit a self-meter read.' At the bottom of the form, there is a blue button labeled '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**.

Self-Meter Read

< Previous Close X

Address

Meters and Readings

Enter your meter read details in the field(s) below.

Register *

Register *

Your read details

SUBMIT

Some address 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.

Your meter read details are outside the expected (high/low) reading range

To complete your self-meter read, please check the read details are correct.

If CORRECT - add a photo to submit your reading.

If NOT CORRECT - enter the read details again.

CLOSE

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

Self-Meter Read

[< Previous](#) [Close X](#)

Address NEWSTEAD 4000

Meters and Readings

Enter your meter read details in the field(s) below.

Meter 0-000001 ?

Register *

Your meter reading is higher than expected

 **Add a photo of the reading to continue**

SUBMIT

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

Self-Meter Read

✔ Your meter read(s) has been submitted and if successfully validated will be sent to your retailer.

Acceptance of your self-meter read is at your retailer's discretion.

BACK TO SELF SERVICE

Self-Meter Read

✔ Your meter read details are outside the expected (high/low) reading range and have been submitted for further investigation.

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.

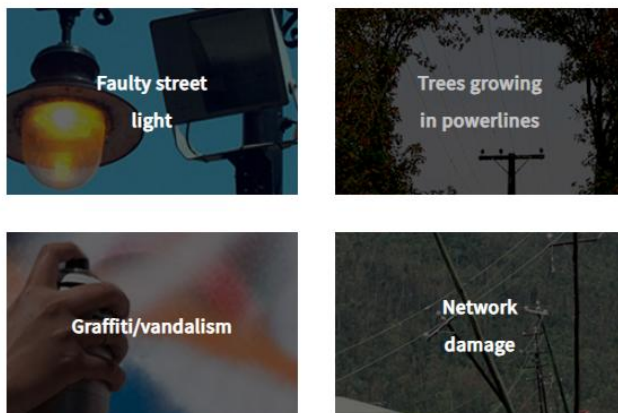
BACK TO SELF SERVICE

Report a Problem

You can report the following problems on Self Service:

- Faulty street lights
- Trees growing in powerlines
- Graffiti and vandalism (on Energex assets)

Report a Problem



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).

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).

Faulty Streetlights

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

- Enter the address closest to the faulty street light and select **Search**.

Faulty Street Light

[< Previous](#)
Close X

Location

What is the closest address to this problem?
We need to confirm the location before you can provide more information (e.g. pole number).

Search

Address

▼

Street no.

Unit no.

Lot no.

Street name/Suburb/Postcode *

e.g. BANKSIA AVE NOOSA

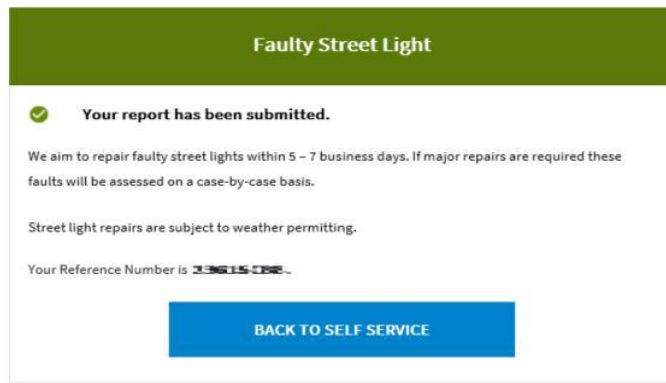
📍

[Use current location](#)

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.



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

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**.

Trees in Powerlines

[< Previous](#)
[Close X](#)

Location

What is the closest address to this problem?
We need to confirm the location before you can provide more information (e.g. pole number).

Search

Address

Street no.

Unit no.

Lot no.

Street name/Suburb/Postcode *

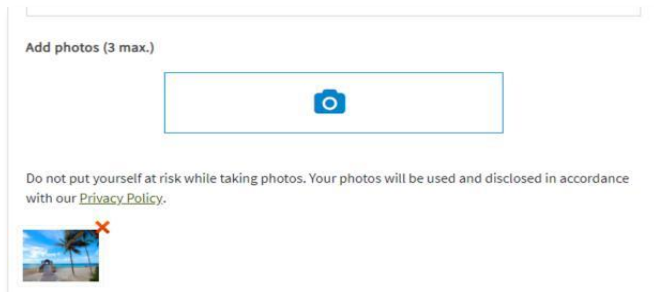
e.g. BANKSIA AVE NOOSA

Use current location

SEARCH

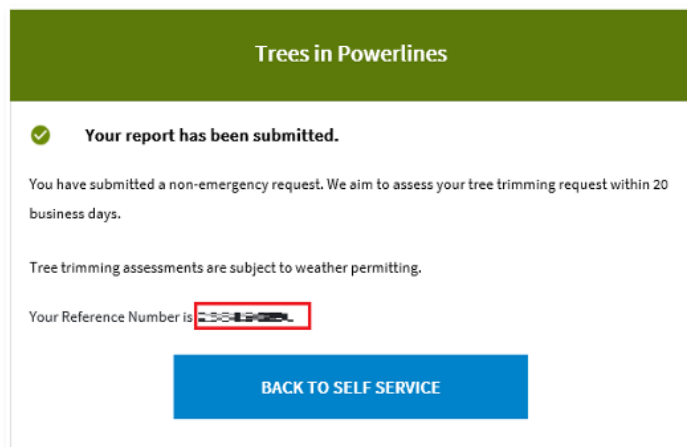
You can also select **Use current location** to use the closest location to complete the address details.

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 form section titled "Add photos (3 max.)". It features a large rectangular button with a camera icon. Below the button, there is a disclaimer: "Do not put yourself at risk while taking photos. Your photos will be used and disclosed in accordance with our [Privacy Policy](#)." At the bottom left, there is a small thumbnail image of a palm tree with a red 'X' over it, indicating a failed upload attempt.

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

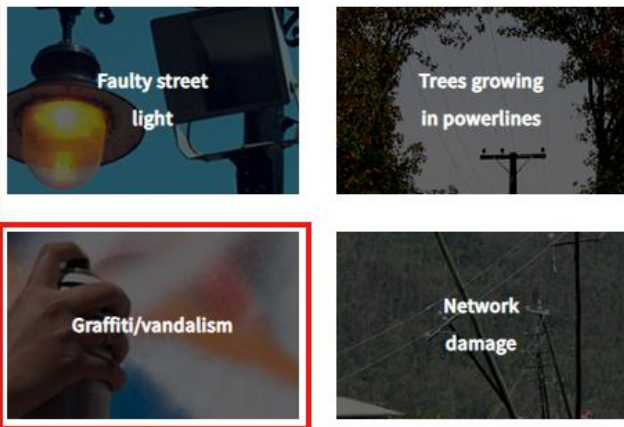


The screenshot shows a confirmation screen with a green header bar that says "Trees in Powerlines". Below the header, there is a green checkmark icon followed by the text "Your report has been submitted." The screen then provides information: "You have submitted a non-emergency request. We aim to assess your tree trimming request within 20 business days." and "Tree trimming assessments are subject to weather permitting." It also displays "Your Reference Number is" followed by a red-bordered box containing the number "25-11-2024". At the bottom, there is a blue button labeled "BACK TO SELF SERVICE".

Graffiti/Vandalism

1. From **Report a Problem** select **Graffiti/Vandalism**.

Report a Problem



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

Graffiti/Vandalism

Close X

Where did you see the graffiti/vandalism?

ENERGEX BUILDING

ENERGEX EQUIPMENT ON PUBLIC PROPERTY

ENERGEX EQUIPMENT ON PRIVATE PROPERTY

OTHER

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

The screenshot shows a web form titled "Graffiti/Vandalism" with a green header. At the top left is a "< Previous" link and at the top right is a "Close X" link. The section is titled "Location" and contains the text: "What is the closest address to this problem? We need to confirm the location before you can provide more information (e.g. pole number)." Below this is a "Search" section with a dropdown menu labeled "Address". Underneath are three input fields labeled "Street no.", "Unit no.", and "Lot no.". Below these is a larger text input field labeled "Street name/Suburb/Postcode" with a red asterisk and the example text "e.g. BANKSIA AVE NOOSA". At the bottom left of the form is a link with a location pin icon that says "Use current location". At the bottom center is a 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 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 **2525024**

BACK TO SELF SERVICE

Connection Enquiry or Application

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](#)