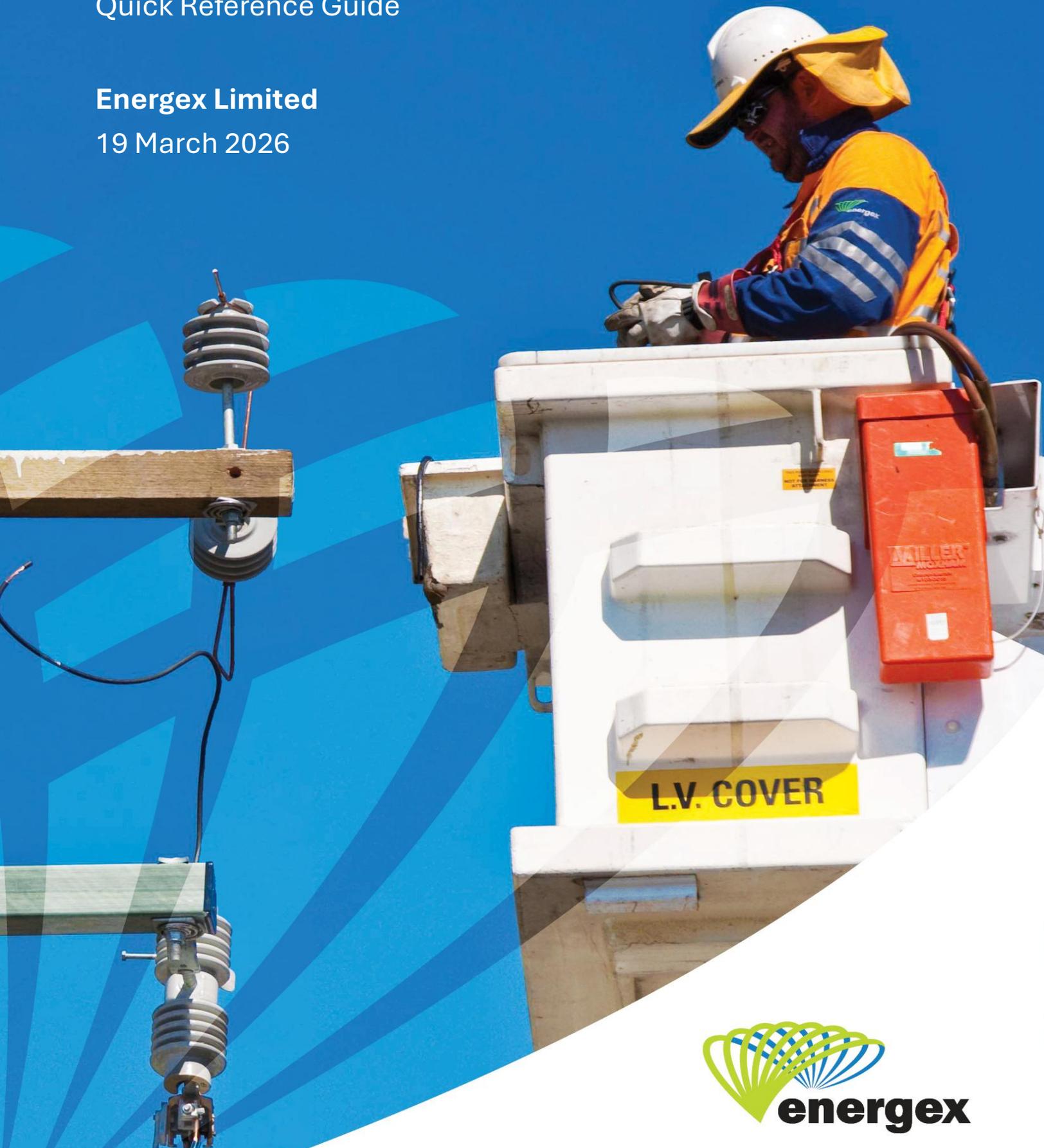


Meter Exchange EWR

Quick Reference Guide

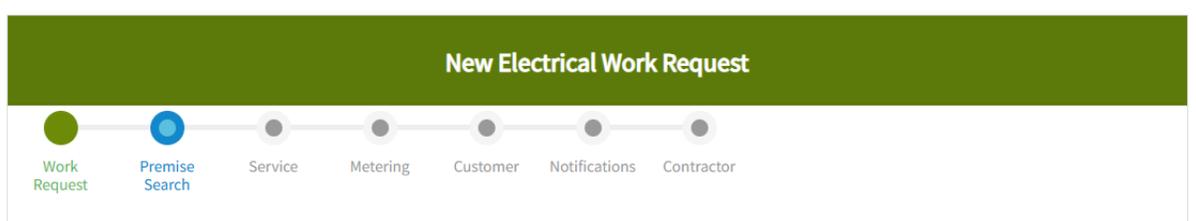
Energex Limited

19 March 2026



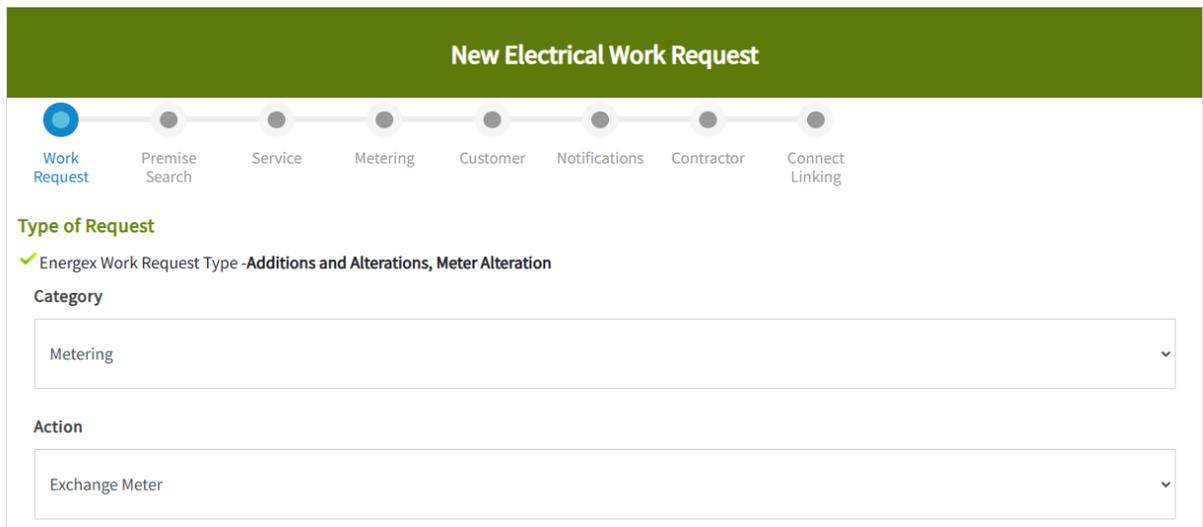
Open MyEWR

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 **Metering**.
2. Under Action click **Exchange Meter**.



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).

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

- Add Meter (H/W or Control Load)
- Add appliance to existing controlled load meter
- Remove Meter (incl. H/W or Control Load)
- Relocate Meter

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IMPORTANT!

This EWR type must not be used for connecting solar. When selecting additional services, only choose the work that is actually required onsite. Selecting an incorrect or unnecessary additional service will delay the job and may result in wasted truck fees.

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.

Service Details

Total No. of Phases Required ?

1
 2
 3

! **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.

202154

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.

2. 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](#).

3. 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**.

Metering Details

Meter Location [?](#)

Outside Inside

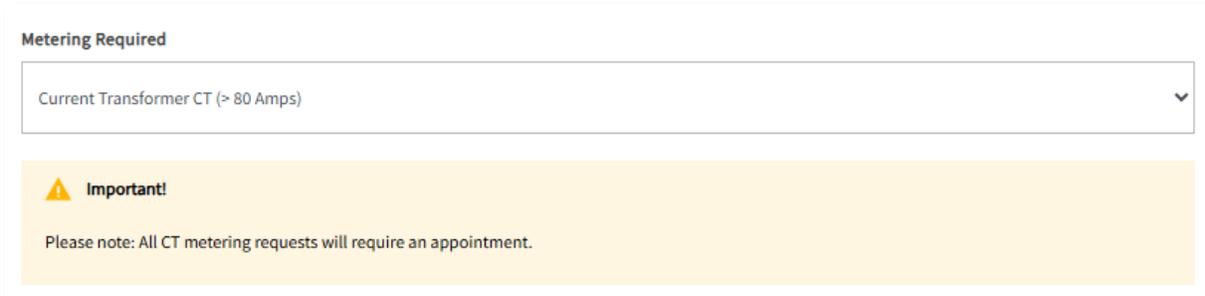
Main Switchboard Location [?](#)

Outside Inside

Direction to access main switchboard

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

3. Complete Direction to access main switchboard (if required).
4. Select the Metering required. If you select **CT Metering**, you 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**.



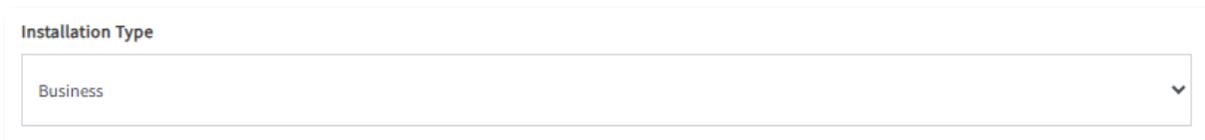
Metering Required

Current Transformer CT (> 80 Amps) ▼

⚠ Important!

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

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



Installation Type

Business ▼

6. Select required Network Tariffs. A pop-up will appear to 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 Skew or less and no Government Rebate)
Equivalent Retail Tariff: N/A

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7. 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. Do you need to over-ride your current MyProfile notification settings for this EWR?
Select **Yes** or **No**.

Contractor

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

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

Fax No.

2. 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.

[Previous](#)

[Submit](#)

IMPORTANT!

If you have selected **Move Meter** as an Additional Service you must 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.

3. Click **Submit**