New

NEED TO KNOW
If a New Connection Connect Application was submitted, wait for the new NMI to be created before submitting the EWR. This will allow the EWR to be linked with the Connect Application (CX). The Home page will display a count of the number of Connects and EWR’s created and their status. A search for Connects can be done using the Connect reference number.

- To submit a new EWR, click on New from the MyEWR drop down list or select type of EWR required from the EWR Power User Links or EWR Quick Links.
**Type of Request**

Select your request type from the following Category options:

- Connection / Supply
- Metering (Excluding Solar)
- Embedded Generation (Including Solar)
- Rectify a Form 3

Depending on what Category you select, you may be required to select sub-fields of Action and/or Extra Info. To view these options in full and to read each description click on help located in this section.

Once you select your Category, Action and/or Extra Info, you will notice the Energex Work Request Type will appear above the Category field.

**NEED TO KNOW**

Depending on your **Type of Request** selection there will be certain areas of the EWR that you do not need to complete as they are not applicable to your request type. For example, ‘Reseal a meter – ONLY’ the Retailer Details and Customer Details will be hidden as they are not required for this request type.

Enter in the Ready for Test Date manually, or select a date from the calendar. If the date entered is greater than 3 months, you will receive a pop-up box message advising ‘The date select is more than 3 months from today. Do you wish to continue with the selected date?’ You can not enter a date in the past.

**Premises/Address Search**

To locate the correct premises faster, you can search either by:

1. NMI - National Meter Identifier
2. Meter Number
3. Address
4. Lot and Plan
**Search by NMI**

The NMI identifies the premises and can be located on the back of a customer’s electricity retail bill or from their retailer. An Energex NMI will start with QB or 31, and must be 11 characters.

- Enter in the NMI number and click on Search NMI
- When the address appears in the Premises Search Results, click on the premises to automatically complete the Premises Details in the next section.

**NEED TO KNOW**

You will receive a pop-up box message if you enter a NMI number which is Extinct. You can not submit an EWR on an Extinct NMI.

**Definition:** Whenever the connection metering point is removed (supply abolishment has been completed) the NMI is made Extinct. When the new connection metering point is required, a new NMI will be allocated. You can not submit an EWR on an Extinct NMI.

**NEED TO KNOW**

You will receive a pop-up box message if you enter a NMI number where Energex is not the meter provider (MPB). You can still submit the EWR, however if Energex is not the meter provider and you require meter change, then you will need to contact the meter data provider directly.

**Definition:** The customer has nominated a meter data provider that is not Energex. This is generally for customers at a large NMI who are on a market contract and can choose their meter data provider.

**Meter Number**

You have the ability to search for a premises by entering in the meter number for the address. A valid meter number is 6 or 7 numbers, optionally prefixed by a meter source code.

- Enter in the Meter Number and click on Search.
- If you enter a meter number without the source code, you may receive more than one Premises Search Results. Click on the correct address if you have returned more than one option.

**NEED TO KNOW**

If the meter number is less than 6 numbers, you will need to add zeros to the front of the number to complete the format.
Address

You can search for an address by entering in as much information as you have on the premises. You can search by street, suburb or postcode and refine the search by adding the street, lot or unit number.

There are a number of ways that you can search for the premises in the Street and Suburb/Postcode field.

Let's look at the options for searching on the address 26 REDDACLIFF STREET, NEWSTEAD, 4006. The more information you enter, the more specific your search results will be.

Postcode and Street
Type in **4006 reddacliff** – which is the postcode and the street name

If you can't find your premises by just the postcode and street name (for example, 4006 reddacliff), add in the Street Type abbreviation at the end.

**NEED TO KNOW**
If you can’t find your premises by just the postcode and street name (for example, 4006 reddacliff), add in the Street Type abbreviation at the end.

For example; 4006 reddacliff st OR 4211 rise cct

Examples of Street Type abbreviations include CCT (Circuit), RD (Road), AVE (Avenue), PL (Place).
Once you have selected the correct Street and Suburb, you have the option to either search with or without the Street No., Lot No or Unit.

If you **don't know** the Street No., Lot No. or Unit No. click on Search to continue. This will return all premises located on the Street and Suburb/Postcode selected.

For example, all premises located on REDDACLIFF ST NEWSTEAD QLD 4006.

Look for the correct address in the search results using the scroll bar on the right hand side (if needed). Click on the correct address to automatically complete the Premises Details (next section) for you.

If you **know** the Street No., Lot No or Unit No. for the premises, enter this in the fields provided and click on Search.

If you have more than one search result returned, look for the correct address using the scroll bar on the right hand side (if needed), and click on the address to automatically complete the Premises Details (next section) for you.
Lot and Plan

You have the ability to search for a premises by entering in the Lot Number and Plan Number; both must be entered to return search results. You can enter the plan number with or without the characters at the beginning. For example, you can enter in 12345 or RP12345.

- Enter in the Lot Number and Plan Number and click on Search.
  If you have more than one search result returned, find the correct address using the scroll bar on the right hand side (if needed), and click on the address to automatically complete the Premises Details (next section) for you.

NEED TO KNOW
You can enter the plan number with or without the characters at the beginning. For example, you can enter in 12345 or RP12345.

If you enter the plan with the characters this implies an exact search and will only search on RP 12345.

If you enter the plan without the characters the search results will return any premises containing plan number 12345 (for example RP12345, SP12345 etc).
Can’t find the premises?

If you can not find the premises in the system, this means it may be a new connection and the premises has yet to be set up in the Energex system.

- Once you have tried to search for the premises in the Premises/Address Search area and no search results are returned, you need to manually enter in the premises details.
- You can manually enter a premises under Premises/Address Search or under Premises Details by clicking on Manually enter a new premises

You will now need to complete all the fields under Premises Details before continuing.

**NEED TO KNOW**
You must enter EITHER a Street No. OR a Lot and Plan number to assist Energex to locate and identify this premises. These fields are highlighted with the icon.

You can hover over Property Title, Lot No., Plan No., Pole/Pillar No. and Meters for more information.
Once the address has been selected from Premises/Address Search area, the premise details will automatically populate.

NOTE: If the address was manually entered for a new connection additional detail such as meter information will not apply.

### Change Premises
- If the premises details are not fully correct or information is missing, you may need to Change Premises details. When you do this, the system will remove the NMI and upon submission will validate premises details and assign this EWR to the correct or updated NMI.

### Additional Address Details
- Enter in any information to help locate the premises.
- A maximum entered.

Once the address has been selected from Premises/Address Search area, the premise details will automatically populate.

NOTE: If the address was manually entered for a new connection additional detail such as meter information will not apply.

### Change Premises
- If the premises details are not fully correct or information is missing, you may need to Change Premises details. When you do this, the system will remove the NMI and upon submission will validate premises details and assign this EWR to the correct or updated NMI.

### Additional Address Details
- Enter in any information to help locate the premises.
- A maximum of 70 characters can be entered.
Metering and Load Details

**Metering Details**
- **Meter Location**: Outside, Inside
- **Main Switchboard Location**: Outside, Inside

**Service Details**
- **Pole/Pillar No.**: 2046585

**Request Information**
- **Installation Type**: Residential

**Additional Information About Request**
Provide extra information about the work on this premise. Maximum 100 characters.

**NEED TO KNOW**
Based on what you select in Metering Required and Installation Type, will determine the network tariff options available.
Example of a Network Tariff Codes table (based on the selection of Whole Current and Residential – Oct 2017).

<table>
<thead>
<tr>
<th>Network Tariff Code</th>
<th>Equivalent Retail Tariff</th>
<th>Description</th>
<th>Time Of Use</th>
<th>High Rate Operating Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>7000</td>
<td>N/A</td>
<td>Residential Demand</td>
<td>1</td>
<td>7am - 11pm, Mon-Sun</td>
</tr>
<tr>
<td>7300</td>
<td>N/A</td>
<td>Smart Control</td>
<td>1</td>
<td>7am - 11pm, Mon-Sun</td>
</tr>
<tr>
<td>7500</td>
<td>N/A</td>
<td>Solar PV (net metering - Inverter 5kw or less and no Government Rebate)</td>
<td>1</td>
<td>7am - 11pm, Mon-Sun</td>
</tr>
<tr>
<td>8100</td>
<td>N/A</td>
<td>Demand Large</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8300</td>
<td>41</td>
<td>Demand Small</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8400</td>
<td>11</td>
<td>Residential General Light and Power</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8500</td>
<td>20</td>
<td>Business General Light and Power</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8900</td>
<td>12</td>
<td>Residential General Light and Power - Time-of-Use</td>
<td>Peak 4pm-9pm Mon-Fri, Shoulder 7am-4pm, 8pm-10pm Mon-Fri and 7am-10pm Sat-Sun</td>
<td></td>
</tr>
<tr>
<td>9000</td>
<td>31</td>
<td>Controlled Supply - Night Rate - Super Economy (8 hour min supply)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9100</td>
<td>33</td>
<td>Controlled Supply – Economy (18 hour min supply)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9700</td>
<td>N/A</td>
<td>Solar PV (Gross metering - All Power Connected is Expected to)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Controlled Load Appliances

NEED TO KNOW
The Controlled Load Appliances area will only appear if you have selected a Controlled Load tariff.

- Select the appliance(s) that will be connected to the controlled load tariff.
  - If Other has been selected, please enter the appliance in the blank box provided.
- If any of these appliances are located inside the building or require the customer onsite for access, click on Yes.
Retailer Details

The Retailer Details are specific to the premises selected and will read from the Energex systems.

**Known Retailer**
If the Energex system acknowledges that there is a Retailer for the selected premises you will receive the following message:

‘Do you want to use the current retailer Energex has for this premise?’

- Yes – This will use the existing retailer in the Energex system
- No – You will be required to select the retailer from the drop down list provided

**Unknown Retailer**
If the Energex system does not acknowledge that there is a Retailer for the selected premises, you will receive the following message:

‘This premises has not associated retailer recorded’

Select a Retailer Name from the drop down list provided.

**NEED TO KNOW**
Depending on your Type of Request selection, Retailer Details can be one of the areas of the EWR that you do not need to complete as it may not be applicable to your request type. For example, ‘Reseal a meter – ONLY’ the Retailer Details and Customer Details will not appear as they are not required for this request type.

**NEED TO KNOW**
Once you have submitted the EWR, information is forwarded to the appropriate retailer to ensure that the retailer request is not delayed. Please note that customer information is passed onto the retailer as per the conditions of submission.
Customer Details

Select either a Business or Domestic customer. The information to be completed will change based on this selection. Complete all fields.

**NEED TO KNOW**
Depending on your Type of Request selection Customer Details may be one of the areas of the EWR that you do not need to complete as it may not be applicable to your request type. For example, ‘Reseal a meter – ONLY’ the Retailer Details and Customer Details will not appear as they are not required for this request type.
Change EWR Notification

Your EWR notification settings for all EWRs can be found and managed in the Manage My Notifications under MyProfile.

If you would like to change the EWR notification settings for this specific EWR ONLY, then select Yes under Change EWR Notification. If you leave the selection as No, you will only receive the status updates as set up by you in the Manage My Notifications area under MyProfile.

- You have the option to change the Notification Email Address and SMS Number if you require this to be different.
- Select which of the EWR statuses you would like to receive an update on, and how you wish to receive these updates by selecting Email or SMS, or both under the heading Notify Me By.

Not sure of the definitions? Move your mouse over the status name for the definition, or click on help to find out more information
Attachments

To add attachments to the EWR, save the EWR first, and then select a relevant tag from the drop down options and click on Add Attachment. This will allow you to upload attachments saved to your device.

The attachment will then show below this field. There will be two tabs:

- View
- Remove

There is no limit to how many attachments can be uploaded.
Contractor Details

Subscribed to only one Group

If you are only subscribed to one Group (for example, you only work for one business) the EC Licence No. will automatically default to that Group in Contractor Details.

- You will need to tick the box I accept all terms and conditions before you Submit the EWR. This will apply for all EWR submissions.

Subscribed to more than one Group

If you have subscribed to more than one Group (for example, you work for more than one business) you will need to select which business you wish to submit your EWR under.

- Select the correct Group from the drop down list that you wish to submit the EWR under
- You will need to tick the box I accept all terms and conditions before you Submit the EWR. This will apply for all EWR submissions.
Save and Next >>

Contractor Details

- EC Licence No.: 70722
- EC Business Name: WANNAA GO FISHING PTY LTD ATF 1
- Job Contact Name: CCO Support
- Job Contact Phone No., for Enquiries: 0408340725

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

Fax No.: 

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

The personal information of a customer is confidential and can only be disclosed by Energex to a retailer selected by the customer if express permission is provided by the customer. Please confirm the customer agrees to have their personal information disclosed to their selected retailer.

I accept all terms and conditions.

Submit the EWR

Once you have completed all the fields in the EWR correctly, click on Next >>. Only once you have submitted a EWR will you receive a reference number.

How to read your EWR reference number:
EWR = Electrically Work Request
16 = The Year (2016)
RED = First 3 characters of the street
300000 = Reference number for this EWR

Once you have submitted your EWR, you can either submit a New EWR, Copy or Print.
Automatically create a CONNECT and Expedite

On completion of an EWR, if a Connect Application is required and meets the Basic requirements, you will have the option to automatically create a CONNECT and Expedite. This will copy all the information from the EWR into the Connect, accept the standard Energex terms and conditions and expedite the Connect Application.

Basic Requirements:

- Connection request is under 100 amps per phase and the Network is ‘Existing’ rather than ‘Required’.
- Embedded Generation is for a maximum capacity under 3 kW.
- Embedded Generation is for a maximum capacity between 3 – 5 kW and xxxxx

A CONNECT Exists

A Connect Contract will be available for selection if the application has been Accepted (CX reference number).

- If you are prompted to Select an existing CONNECT, click on the radio button next to the relevant CX reference number provided and then click Submit.
When submit is selected, both the EWR reference number and Connect reference number will populate on the next screen.

The EWR and Connect references are also visible when each type of request is viewed.

EWR:

Connect:
CONNECT does not exist
If a CONNECT Contract is not available to select, it means the CONNECT has not been completed or accepted and you will receive the below page.

- If you click on Select an existing CONNECT you will receive a message of 'There are no Accepted CONNECTs for this premises.'

- You cannot submit the EWR until you can select a CONNECT reference (CX) from the 'This EWR requires a CONNECT Contract' page.

- If you click on Create CONNECT while you are completing the EWR, your EWR will be Saved and you will be taken to the CONNECT form to complete an Embedded Generation CONNECT on behalf of the customer.

- Once the CONNECT you receive your CX reference number and the Connect Application has been accepted, you will need to go and Edit your Saved EWR. Scroll to the bottom of your EWR, click on Next >> and select the CONNECT CX reference number and click on Submit to complete your EWR.
Save the EWR

- You can Save your EWR at any time.
- You do not need to complete all the details in the EWR before you can Save.
- Once you click on Save you will receive a pop-up box to add in comments on why you are saving the EWR (this is optional).

![Save EWR](image)

- Look for your Saved EWR by clicking on MyHome heading in the black toolbar and look under Recent EWR, or alternatively click on MyEWR and select Saved from the black heading drop down list.

![Saved EWR](image)

NEED TO KNOW

- You will only see Edit on a Saved EWR. Click on Edit to update the Saved EWR and then Submit.
- Energex can not view Saved EWRs
- You can not delete a Saved EWR, only Submit.

DELETE A SAVED EWR

You can delete a saved EWR if it is no longer required. To do this, locate the saved EWR and select Delete from the drop down options available under Actions:

![Delete EWR](image)

This will permanently remove the EWR from your profile.
Errors
When you submit the EWR, if any part of the form is missing information required by Energex or has been completed incorrectly, you will receive an error. You will need to complete the fields that are highlighted in red with an exclamation mark before you can Submit.

If you scroll to the top of the EWR you will receive a summary of all the errors in the EWR.

Please correct the following errors before submitting the CONNECT:
- Applicant : Business Name is required.
- Retail Customer : Business Name is required.
- Connection Details : AS3000 Maximum Demand is required.

Search

To view any of your EWR's, click on MyHome and click on the applicable status or click on View Recent or View All. View Recent will display the last 14 business days.
To look for any of your EWRs, click on Search under the MyEWR heading.

You can search for your EWR by a number of fields. Complete the applicable fields and click Go.

**NEED TO KNOW**
A Group Manager has the ability to search on all EWRs submitted for the Group. A member can only search on EWRs they have submitted.

1. If you return multiple results you will have the option to:
   - Refine your current search
   - Search within the results
   - Start a new search
Refine your current search

- If you click on Refine your current search results, you will return to the original EWR Search screen to change or add additional information.
- You will note that the screen will retain your original Search information, for example, if you entered a date range of 20-30 March, this information will remain.
- You will need to click on Clear if you wish to start a new blank Search.

Search within

- If you click on Search within the results, you can only search on the EWRs that have returned in your original Search results. The system will not look for new EWRs, but will only search on the existing EWR results.
- When you click on Search within the results, you will return to the original EWR Search screen. Even though it appears blank, at the top you will see ‘Note: You are currently searching within 2 existing results’. (Refer to the below example).
- You can keep using Search within the results as many times as you need to refine the search results.

Start a New Search

- If you click on Start a New Search you will return to the original EWR Search screen.
- No previous information is retained. You will have a new blank Search screen to start your search again.

Blue magnifying glass search

Another way to search in the EP Portal is the blue magnifying glass field located in the black toolbar. The blue magnifying glass acts as a broad searching tool in the EP Portal. Enter in the information you want to search on. It can be a MEG reference, a CONNECT reference, an EWR reference, a NMI, a street name or a customer’s name.

EWR – Form 3 (Incomplete) status
Rectify Button

- To rectify a Form 3 (Incomplete), click on the Rectify button. This will automatically copy all information from the original EWR for you to re-submit. The original EWR reference number and the original Type of Request will automatically appear in Additional Information About Request field under Metering and Load Details.
- A user can also choose a number of options from the drop down selection including:
  - View
  - Copy
  - Print
  - Rectify

Reference

- If you are unsure why a Form 3 was left on the premises, click on the status under Reference (e.g. Incomplete – Form 3 Left).
- Then select the hyperlink View Form 3 Details from the pop up.
- The Form 3 Details will then populate including the remarks from the field crew that attended site: