

# FORM A

Office Use Only	
Service Order No	
NMI No.	
Date Received	



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

Electricity Act 1994, Electricity Regulation 2006, Electrical Safety Act 2002 and Electrical Safety Regulation 2013

Use BLOCK LETTERS and mark appropriate boxes with a cross ('X'). Fields marked with \* are mandatory  
Embedded Generating Unit Installers must complete checklist (over)

For Assistance see Guidelines (over)

Customer Details		Request Details	
*Name (Business Trading name if applicable):		*Date Work Ready for Connection     /     / Appointment required <input type="checkbox"/> (Refer Page 2 Point 3 )	
*Customer Contact No.:		Supply Connection: <input type="checkbox"/> O/H <input type="checkbox"/> U/G	
*Customer's Retailer:		Property Pole: <input type="checkbox"/> Yes <input type="checkbox"/> No	
*Address of Electrical Installation (Location of Job)		Meter Location: <input type="checkbox"/> Outdoor <input type="checkbox"/> Indoor	
Lot No.:	Plan No. (RP/SP):     Unmetered Supply (GPS Coordinates):	Main Switchboard Location: <input type="checkbox"/> Outdoor <input type="checkbox"/> Indoor	
Unit /Shop No.:	Street No.:     Street:	No. of Phases: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	
Locality:     Postcode:		*Existing Meter Number: (for existing installation)	
Other directions to assist in locating address		*Point of supply	
Nearest Cross Street:		<input type="checkbox"/> Pillar No. <input type="checkbox"/> Pole No.	
Other information:		Other Request Comments:	
*Reason for Request		*Metering Required <input type="checkbox"/> HV <input type="checkbox"/> LV <input type="checkbox"/> Un-Metered	
<input type="checkbox"/> Initial Connection <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary Builder's Service		<input type="checkbox"/> Whole Current <input type="checkbox"/> CT <input type="checkbox"/> Inverter System	
<input type="checkbox"/> Meter Wiring Changes <input type="checkbox"/> Reseal Meter <input type="checkbox"/> Meter Change <input type="checkbox"/> Additional Changes		<input type="checkbox"/> Embedded (net) <input type="checkbox"/> Dedicated (gross)	
<input type="checkbox"/> Service Upgrade <input type="checkbox"/> Reconnection <input type="checkbox"/> Point of Attachment Relocation <input type="checkbox"/> Other		<input type="checkbox"/> Single Phase <input type="checkbox"/> Poly Phase    CT Ratio:	
Customer's Mains	Cable Size:     mm <sup>2</sup> Maximum Demand:     Amps/Phase	No. of Meters:     Single Rate     Two Rate	
		<input type="checkbox"/> No Relay <input type="checkbox"/> 1 Channel <input type="checkbox"/> 2 Channel <input type="checkbox"/> 3 Channel	
Additional Information about request (eg Network availability, Pillar Uprate, additional phases required, indication if reseal of meter or relay only is required i.e. no other work carried out, etc)		Controlled Load - Off peak <input type="checkbox"/> 8 hrs <input type="checkbox"/> 18 hrs <input type="checkbox"/> Time of Use	
		Items being connected as Controlled Load	
		Un-Metered Load Type:	
Tariff type meter wiring installed			
<input type="checkbox"/> Residential (11)	<input type="checkbox"/> Business Seasonal Time of Use Demand (24)	<input type="checkbox"/> Business >100MWh - Demand Medium (45)	<input type="checkbox"/> Streetlights (71) <input type="checkbox"/> Watchman (91)
<input type="checkbox"/> Residential - Time-of-Use (12A)	<input type="checkbox"/> Night rate - Super Economy (31)	<input type="checkbox"/> Business >100MWh - Demand Large (46)	<input type="checkbox"/> Un-metered Supply (91)
<input type="checkbox"/> Residential -Seasonal Time-of-Use Demand(14)	<input type="checkbox"/> Controlled Supply - Economy (33)	<input type="checkbox"/> Business - HV General Supply - Demand (47)	<input type="checkbox"/> Other (Provide details below)
<input type="checkbox"/> Business General Supply (20)	<input type="checkbox"/> Business LV General Supply - Demand (41)	<input type="checkbox"/> Business - HV General Supply >4GWh - Demand (48)	
<input type="checkbox"/> Business General Supply - Seasonal Time-of Use (22A)	<input type="checkbox"/> Business >100MWh - Demand Small (44)	<input type="checkbox"/> Business >100MWh - Seasonal Time of Use Demand (50)	
*Electrical Contractor (please print full details including Business Trading name if applicable)		*Tested By (please print full details of Electrical Mechanic)	
Name:     Licence No.:		Name:	
Email Address:		Licence No.:	
Phone / Mobile No.: (     )     Fax No.: (     )		Note - If outgoing circuits are connected, they must be tested.	
Certification (by Person Authorised Under the Electrical Safety Act 2002 to Perform and Test the Electrical Work)			
I certify that I am authorised under the <i>Electrical Safety Act</i> 2002 (Qld) to perform electrical work and to connect the electrical installation on which I perform electrical work to a source of electricity. I also state that the electrical installation will be completed in accordance with the requirements of the <i>Electrical Safety Regulation</i> 2013 (Qld) and <i>Queensland Electricity Connection and Metering Manual</i> , that tests will be carried out in the way required under part 10 of the <i>Electricity Safety Regulation</i> 2013 (Qld) and that the electrical installation will be electrically safe and ready for connection by the date work ready for connection stated above. I confirm that I am authorised by the Customer whose details appear above to provide this information in connection with their Connection Application for the above electrical installation.			
Signature:		Date:     /     /	

## Embedded Generating Unit Installer's Confirmations

	Yes		Yes	N/A
Embedded generator (EG), including micro EG, unit has been tested, deemed electrically safe to be re-energised, and left switched off.	<input type="checkbox"/>	Inverter capacity >5kVA has been spread over multiple phases, and capacity difference per phase doesn't exceed 5kVA.	<input type="checkbox"/>	<input type="checkbox"/>
All required meter isolation links are installed and meter board hinged as per QECMM requirements.	<input type="checkbox"/>	The inverter has been set to ensure it does <b>not</b> export energy to the grid.	<input type="checkbox"/>	<input type="checkbox"/>
The maximum voltage trip point has been set to Ergon Energy's requirements: Tick type installed. <input type="checkbox"/> Single-stage Vmax setting: 255V (2 second trip), <input type="checkbox"/> Two-stage Vmax setting: 255V (10 minute average) & 260V (2 second trip) <b>Note:</b> The single-stage systems may only be installed until AS4777 Part 2 is updated in late 2015 & makes it mandatory that all systems are two-stage.	<input type="checkbox"/>	Reactive power control has been set to Ergon Energy's requirements. If Yes, reactive power control setting (all lagging) 0.8 <input type="checkbox"/> 0.85 <input type="checkbox"/> 0.9 <input type="checkbox"/> 0.95 <input type="checkbox"/> Battery has been configured to ensure it does <b>not</b> export energy to the grid.	<input type="checkbox"/>	<input type="checkbox"/>

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

Information and guidelines regarding completing Request for Initial Connection, Metering Change or Service Alteration Form (Hard Copy aspects as indicated – all other requirements apply to both electronic and hard copy forms)

- Please use a black pen and print in legible block letters - Applies to hard copy only
- The following mandatory information must be provided:
  - Sufficient detail to identify the customer and to locate the premises and metering position on site. Note – In the address section "Locality" heading refers to the city suburb, town, or local area in rural locations. Un-metered supplies will require GPS coordinates.
  - Details of the connection, customer/s mains, metering arrangements and/or requirements.
  - Meter number of at least one existing meter unless this is an initial connection.
  - Supply requirements (e.g. metering, No of Phases, etc.) and network availability.
  - Point of Supply. Mark whether supply is from underground pillar or overhead pole and provide number displayed on pillar or pole.
  - Details of the Electrical Contractor responsible for the work.
  - Details of the Electrical Mechanic who tested the work. **Note – If outgoing circuits are connected they must have been tested.**
- If an appointment is required, Ergon Energy will contact you to confirm a date and time – e.g. for a point of attachment change requiring electrical contractor to be on site.
- Unmetered connection of load will only be permitted where the load type (e.g. Tramline crossing lights) meets the relevant legislation and rules. These loads must be miniscule in nature and have a predictable load pattern. Details are available from Ergon Energy.
- For lighting tariffs "x" Tariff 91 for watchman lights and Tariff 71 for streetlights.
- In most situations work will only commence when Ergon Energy has received a Service Order Request (SOR) from the Retailer.
- Service connection support brackets and steel service poles must have a minimum rating of 1kN for 25mm services or 3.5 kN for 50 and 95 mm services. Timber service poles must have a minimum rating of 5 kN. (Refer to Queensland Electricity Connection and Metering Manual).
- If sufficient information is not provided, the Form will be returned unactioned.
- Illegible and mutilated forms will not be accepted.
- Customer's retailer must be made aware of any alterations or additions.
- The Certification statement must be completed (Signed) by the Qualified Technical Person making the certification - Applies to hard copy only. (Qualified Technical Person/s are those endorsed on the Contractors Licence)

### How to Lodge a Completed Form

This form should be completed and lodged:

- Electronically via the Ergon Energy website <http://www.ergon.com.au>.
- Emailed to [FormA@ergon.com.au](mailto:FormA@ergon.com.au)
- Mail to PO Box 308 Rockhampton Qld 4700

### Enquiries – Ergon Energy

**General Customer Service:** New Applications, Point of Attachment Site Visits, Breaking Meter Seals – All Areas..... **1ERGON (137466)**

**Faults:** - All Areas ..... **13 22 96**

**Contractors Hotline:** - All Areas ..... **1800 237 466**

### Other Information

Notified Pricing information can be found on the QCA website at [www.qca.org.au](http://www.qca.org.au)

### Privacy Notice

**Ergon Energy** is collecting information on Form A for the purpose of a request for initial connection, metering change or service alteration which is required by law as stated above. This will include the collection of the personal information of customers and may include the collection of personal information of electrical contractors. Ergon Energy will not be able to process this request if the required information is not provided. If an individual stated on this form wishes to obtain access to their personal information or make a complaint about a breach of their privacy, they may contact the Privacy Officer Ergon Energy on 13 10 46. Please refer to **Ergon Energy's Privacy Statement** at [www.ergon.com.au](http://www.ergon.com.au). If you do not wish to receive direct marketing material from Ergon Energy, please contact the National Call Centre on 13 10 46 to opt-out.