

## Electrical Work Request (Form 2) checklist

- Close to the time when the job is nearing completion, ensure your customer contacts an electricity retailer to request ENERGEX to perform the work. ENERGEX will not be able to perform the work until a request has been received from your customer's electricity retailer.
- Record the **Nominated Electricity Retailer** details (**Retailer Name** and/or **Retailer Service Order Number**).
- Ensure the date that the work will be ready for connection is completed and correct (i.e. installation is ready for connection by the date provided).
- Ensure the **Customer's Details** are provided.
- Provide as much **Installation Address** details as possible, including Lot or RP/SP No.
- To assist us in identifying unique requirements of the new connection, please provide **Additional Address Information**, such as if the address is a unit, a shop or duplex.
- Provide sufficient access details.
- Please advise how many requests will be submitted if your request is for multiple occupancy.
- Clearly indicate the reason for the request, and include any additional comments under **Additional Information about Request**.
- Please ensure your contact details are provided if we need to clarify or confirm information.

## For technical advice

Electrical Safety Office .....1300 650 662

## ENERGEX

Wiring and Electricity Connection and  
Metering Manual (ECMM).....07 3407 6318

All Electrical Contractor Enquiries.....1300 762 397

Please note: This number is for Electrical Contractor use only.  
Customer enquiries should be directed to 13 12 53.

## For more information

Visit our website .....[www.energex.com.au](http://www.energex.com.au)

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# Electrical Contractors' Guide to the New Electrical Work Request (Form 2)



8007 04.02.2009



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# Why change the paper-based Form 2?

ENERGEX is committed to improving the new connections process and has improved the content and layout of the paper-based Form 2. The intention behind the changes is to improve communication between ENERGEX and the electricity retailers by aligning the process as much as possible with other states.

The **'Required'** fields for the Electrical Work Request (Form 2) are clearly identified on the next page.

Where possible, the **'Required'** fields must be accurately filled in. This will assist in the efficient processing and scheduling of work.

Based on feedback received, new fields such as **Form 3 Faults Rectified** and **Multiple Occupancy** have been added to assist us in gaining a better understanding of your requirements, providing you with a more efficient service.

## General Information

Where possible, we encourage you to nominate the electricity retailer, as part of our process is to forward a copy of 'new connections' Electrical Work Requests (Form 2) to the nominated electricity retailer.

By sending on the Electrical Work Request (Form 2) to electricity retailers, it will ensure the same customer and address details are matched with the Electrical Work Request (Form 2), and Retailer Service Order (known as a B2B).

ENERGEX requires a B2B for any work that is likely to impact the customer's electricity account. These services include -

- New Connection**
  - Permanent
  - Temporary (TBS)
- Additions and Alterations**
  - Meter Alteration
  - Service Upgrade
  - Point of Attachment/Relocation



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**Required**  
Please ensure this **date** is specified. If left blank, we will need to contact you which will add processing time for the job to be completed.

Please include the **Customer's Details** as this will assist the electricity retailer in establishing the new account if this has not already been done.

**New**  
Please provide the name of the **Contact Person**. Please also provide the **Postal Address** where possible.

**Required**  
By providing as much **Installation Address** information as possible, including details such as Lot or RP/SP No. (new connections), this will help identify where the connection is required.

**New**  
This **Multiple-Occupancy** question has been added to assist us in understanding how many Electrical Work Requests (Form 2) we expect to receive for this premises and whether to process individually or wait for all the requests to come and process at the same time.

Please complete as much information as possible in **Sections 3 and 4** as this will assist in scheduling the request. If multiple options are provided, please *do not* tick all the boxes as this will result in our needing to contact you to clarify, resulting in additional scheduling time.

**Required**  
Nominating the **Electricity Retailer** will enable us to send a copy to the retailer which will assist in the matching of data. This will help improve the efficiency in scheduling of work.

**New**  
Should your customer have made application with their electricity retailer, please provide the **Retailer Service Order No.** (known as a B2B). Please ensure it is the B2B number and *not* the customer's *electricity account* number.

To assist us in identifying unique requirements of the new connection, please provide **Additional Address Information** such as if the address is a unit, a shop or duplex.

**New**  
As part of our safety requirements, we ask that you advise if you anticipate when **traffic control** is required if the overhead service is going to be crossing a busy road. A useful guideline is to refer to the UBD to determine if the road in question is a main traffic route, or if you believe it poses a safety risk.

**Required**  
**Reason for Request:** Please indicate the **Reason for Request**. Please note there are some new options such as **Form 3 Faults Rectified** which should be selected if you are submitting an Electrical Work Request (Form 2) as a result of ENERGEX leaving a Form 3 onsite.

**New**  
**Sub-mains:** If the connection is for multiple occupancy, please list the number of phases back to the main switchboard, the sub-circuit and the cable size to assist us in completing this work efficiently.

**Electrical Work Request (Form 2)**  
Request for Initial Connection, Metering Change or Service Alteration  
Electricity Act 1994 and Electricity Regulation 2006 and Electrical Safety Act and Regulation 2002 (Old)

**Section 1: Customer Details**  
Nominated Electricity Retailer: Retailer Name, Date work will be ready for connection, National Metering Identifier (NMI), Surname (or Business Name), Given Name (or ABN No.), Mobile Phone No., Home Phone No., Work Phone No., Contact Person, Postal Address.

**Section 2: Installation Address**  
Unit/Shop No., Street No., Lot No., Plan No. (RP/SP), Street Name, Suburb, Postcode, Additional Address Information, Multiple-occupancy question, Traffic control question.

**Section 3: Installation Details**  
Reason for Request (New Connection, Additions and Alterations), Additional Information about Request, Pole / Pillar No., Property Pole, Meter location, Main Switchboard Location, Existing Meter No./s, ENERGEN Supply, Network Availability, Directions to access Main Switchboard.

**Section 4: Metering and Load**  
Metering Required (Whole Current, Current Transformer CT, Time of Use, Other), Poly Phase, Photovoltaic (net/gross), Preferred Network Tariff, Consumer Mains, Sub Mains, Cable Size.

**Section 5: Electrical Contractor**  
Business Name, Electrical Contractor's Name, Licence No., Mobile Phone No. for Enquiries, Fax No., Signature, Date.

Please list the **Preferred Network Tariffs** as referenced on the back of the Electrical Work Request (Form 2), such as 8400 - Domestic.

**Required**  
**Electrical Contractor Details:** Please ensure your contact details are provided if we need to confirm or clarify information.