

Service Works request form

How to fill and submit



Sections 1 & 2

Service type & description of works

1. What type of service do you need?

- New connection (brand new supply and metering)
- Alteration (upgrade/downgrade of existing supply/ metering)
- Solar alteration (add solar channel into meter)

2. Description of works or additional comments?

Select the application type based on works required.

Note:

- Please tick one box only.
- If your request is for multiple sites/NMIs please fill one form for each request and submit together.
- If your request is for an upgrade at the time of adding solar, e.g. Solar 3 phase upgrade, tick solar alteration and advise of 3 phase upgrade later in the form.

Section 3

Site details

3. Site details

Lot no: Unit no: Street no:

Street name: Street type:

Suburb: State: Postcode:

NMI (Ausgrid new connections): DP number (Endeavour & Essential new connections):

NMI or meter number (alterations and solar): REX ID (SAPN new connections/alterations):

New connections only

mandatory fields:

- Lot number. (Essential and Endeavour only)
- Street number.
- Street name.
- Street type.
- Suburb.
- State.
- Postcode.
- NMI. (Ausgrid only)
- DP number. (Essential and Endeavour only)
- REX ID. (SAPN only)

Not Mandatory:

- Unit Number. (Enter as required)

Please Note:

Essential & Endeavour: Address must match SixMaps or a council street allocation form will be required.

Ausgrid: Address must match Ausgrid approval letter or the service order will be rejected.

Alterations & solar only

mandatory fields:

- Lot or street number or both.
- Unit number. (If applicable)
- Street number.
- Street name.
- Suburb.
- State.
- Postcode.
- NMI/meter number.
- REX ID. (SAPN upgrades only)

Not mandatory:

- Street type.

Please note:

Address must match what is in the national metering database or a rates notice will be required.

Section 4 or 5

Connection details

4. Connection details (new connections only)

Premise type: Residential Commercial

Connection type: Permanent Temporary

Supply phases: 1 Phase 2 Phase 3 Phase

Meter phases: 1 Phase 2 Phase 3 Phase

Installation type: Overhead Underground CH to LIG

Current Transformer (CT) metering: Yes No

Off peak/dedicated circuit required? Yes No

Amps for installation:

If yes, please specify appliance:

4. Connection details (new connections only) cont.

In conjunction with any other works? Yes No

If yes, please describe conjunction works:

5. Connection details (alterations and solar only)

Premise type: Residential Commercial

Adding or removing off peak? Yes No

Upgrading/downgrading phases? Yes No

If yes, please specify:

Solar system (if applicable): New Replacement Upgrade

Install date:

New connections only

Mandatory fields:

- Premise type.
- Connection type.
- Supply phases.
- Meter phases.
- Installation type.
- CT metering.
- Amps for installation. (Please fill even if CT is not required)
- Off peak required. (HWS, floor heating etc)
- Conjunction with other works.

Alterations & solar only

Mandatory fields:

- Premise type.
- Adding/removing off peak.
- Upgrading/downgrading phases.
- Solar system. (Only required to add solar to the meter)

Sections 6 & 7

Electrician details

6. Electrician details

Full name: Mobile:

Business name: Landline:

Electrical license no: Email:

All states and connections

Mandatory fields:

- Full name.
- Mobile OR landline.
- Electrical license number.
- Email.

Not mandatory (Provide if known):

- Business name.

7. Level 2 electrician details (NSW new connections/alterations only)

Same as above or

Full name: Mobile:

Business name: Landline:

Electrical license no: Email:

Accredited service provider? Yes No

If Yes, and if you are performing the metering, specify accredited meter provider:

NSW new connections/alterations only

Mandatory fields:

- Tick same as above OR
- Same mandatory fields as electrician.
- Accredited service provider. (Please list meter provider to send ASP works to if applicable)

Sections 8 & 9

Customer details and signature

8. Applicant details

Title: First name: Last name:

Mobile: Landline: Email:

Business name (if applicable): ABN (if applicable):

Mandatory fields:

- First name.
- Last name.
- Mobile OR landline.
- Email. (If available)

Not mandatory (Provide if known):

- Business name.
- ABN.

9. To be completed by the applicant.

Please indicate your acceptance by signing below.

Please tick if the premises are leased (lease include a letter of permission from the leaseholder with your application).

New connections

Endeavour Energy Australia arrange for the distributor metering service provider to install the electricity supply at the address provided in this application, on the date the request is accepted or as soon as can be arranged. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system.

Alterations

Endeavour Energy Australia arrange for the distributor metering service provider to alter the meter and/or supply at the address provided in this application, on the date the request is accepted or as soon as can be arranged. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system.

Solar Upgrade

Endeavour Energy Australia arrange for the metering service provider to install or alter the meter at the address provided in this application, on the date the request is accepted or as soon as can be arranged. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system. Endeavour Energy Australia will be responsible for the installation, connection and testing of the supply and metering system.

Information about our privacy policy

Endeavour Energy Australia is committed to the protection of your privacy. For more information about our privacy policy, please visit our website at www.energyaustralia.com.au/privacy.

Signature of applicant: Date:

Mandatory fields:

- Signature.
- Date.

Frequently asked questions

Where can I find my LOT and Deposited Plan (DP) number?
www.planningportal.nsw.gov.au/find-a-property/

What if I am an electrician who is accredited with EnergyAustralia's MSP?

If you are accredited with our Metering Service Provider (MSP), you will be able to install the meters for your customers on our behalf. Please indicate on the application form that you are accredited and we will notify our MSP in the order.

Who should be the nominated account holder?

The nominated account holder is the person who will be taking responsibility of the ongoing usage and supply to the site.

What if the account holder hasn't provided me with a mobile number?

If the account holder doesn't have a mobile number we can accept a landline number, however, a mobile number will make the process simpler as we can send SMS notifications regarding the application.

What if I am an electrician that is not accredited with your Metering Service Provider (MSP)?

If you are not accredited with our MSP you will not be able to install the meter. However, as long as you are an accredited service provider (level 2 electrician), you are permitted and required to install a service line to connect.

Once the supply is ready, how do I notify the Metering Service Provider (MSP) that the meter installation can be booked?

You can contact our Metering Service Provider on their scheduling number.

Call: 1800 531 772

Is the process different if I'm completing 50 or more builds/connections a year?

Yes. Please contact our Major Partners team.

Call: 1800 754 313 (Monday to Friday, 7am-5pm AEST)

Email: eamajorpartners@energyaustralia.com.au

What is a National Metering Identifier (NMI)?

The NMI is a unique 10 or 11 digit number used to identify every electricity network connection point in Australia. Every connection to the national electricity network is given its own NMI.

What's a distributor?

A distributor owns the energy infrastructure – the poles, wires and meters that supply energy to you.