Service Works request form

How to fill and submit



Sections 1 & 2

Service type & description of works



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



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)

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.

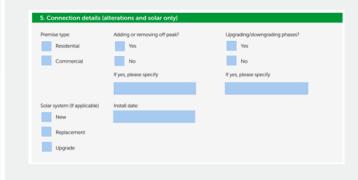
Section 4 or 5

Connection details



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



All states and connections Mandatory fields:

- Full name.
- Mobile OR landline. - Electrical license number.
- Not mandatory (Provide if known):
- Business name.

NSW new connections/alterations only Mandatory fields:

- Tick same as above OR

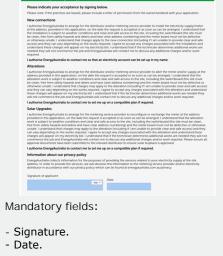
- Same mandatory fields as electrician. - Accredited service provider. (Please list meter provider to send ASP works to if applicable)

Sections 8 & 9 Customer details and signature



- First name. - Last name.

- Mobile OR landline.
- Email. (If available)
- Not mandatory (Provide if known): - Business name.
- ABN.



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

Frequently asked questions

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

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

Call: 1800 531 772 Is the process different if I'm completing 50 or more builds/

Yes. Please contact our Major Partners team. **Call:** 1800 754 313 (Monday to Friday, 7am-5pm AEST)

scheduling number.

connections a year?

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.



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