

New Meter Connections (Trade)

Electricity – Queensland



EnergyAustralia
LIGHT THE WAY

Step 1

Important checklist

To begin your application, you will require the following:

- Connection details for the site
- Electrician's details
(name, phone number and licence number)
- Nominated account holder details
(name, DOB, mobile number and form of ID)
- Confirm the electrician has submitted an Electrical Works Request (EWR) with the above details to your distributor (Energen) on your behalf.

Step 2

Organising your connection

We will contact you once the EWR is sent to us from Energen.

Complete your EWR online at:

www.energen.com.au/energenportals

Process timeline[#]

- Day 1:** Your electrician will submit an Electrical Works Request (EWR) to Energen
- Day 2:** The EWR will be forwarded onto EnergyAustralia from Energen
- Day 3:** EnergyAustralia will confirm the application has been completed correctly
- Day 5:** EnergyAustralia will contact the nominated account holder to set up an account
- Day 6:** EnergyAustralia will send order to Energen to allocate the National Metering Identifier (NMI)
- Day 8:** Energen will allocate the unique NMI for the site
- Day 9:** EnergyAustralia will send request to Energen to complete the supply point. EnergyAustralia will send Meter Installation request to our Metering Service Provider (MSP) to install the meter.
- Day 14:** Energen will complete the supply connection
- Day 19:** EnergyAustralia's MSP will complete the meter installation.

Step 3

Keep your job on track

Please remember to

- Prepare the site for the connection.
- Unlock gates for clear access.
- Once the supply point is connected, please ensure our Metering Service Provider is notified. (See FAQs below for further information on this).

Tip for avoiding delays

- Confirm all fields are completed on the application form including required signatures.
- To complete your connection as soon as possible, please ensure you respond to any contact made by us as we may need to discuss an issue regarding the connection.

Note: additional fees may apply if the Metering Service Provider (MSP) and/or Energex are unable to complete the work onsite.

Frequently asked questions

How do I submit the Electrical Work Request (EWR)?

Complete your EWR online at:

www.energex.com.au/energexportals

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's a distributor?

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

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 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.