

New Meter Connections (Trade)

Electricity – South Australia



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's details (name, DOB, mobile number and form of ID)
- Confirm that the electrician has applied for the electricity supply point through your distributor SA Power Networks (SAPN) and obtained the REX ID
- Confirm that the electrician has completed the New Connection Service Works Request (SWR)

Step 2

Organising your connection

- Apply online to establish an account and upload your completed New Connection Service Works Request (energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations)

OR

- Download and complete our New Connection Service Works Request (energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations) and then email the completed application to: ncpaperwork@energyaustralia.com.au

Important: This timeline outlines the process for EnergyAustralia to process the application on your behalf. Our Metering Service Provider (MSP) will determine when the meter can be installed based on when your distributor (SAPN) completes the supply point.

SA Power Networks Process timeline[#]

- Day 1:** Your electrician will submit the application for the supply point to South Australia Power Networks (SAPN)
- Day 2:** Your electrician will submit the New Connection SWR to EnergyAustralia
- Day 4:** EnergyAustralia will confirm the application has been completed correctly
- Day 6:** EnergyAustralia will contact the nominated account holder to set up an account
- Day 7:** EnergyAustralia will send order to SAPN to allocate the National Metering Identifier (NMI)
- Day 9:** SAPN will allocate the unique NMI to the site
- Day 10:** EnergyAustralia will send Meter Installation request to our MSP to install the meter who will work with SAPN to determine when the meter installation can be scheduled based on when the supply point is complete.

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).

Tips 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 SAPN are unable to complete the work onsite.

Frequently asked questions

How do I submit the service request to SAPN?

You can request for the supply through:

www.sapowernetworks.com.au/centric/industry/contractors_and_designers/rex_home.jsp

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's a distributor?

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

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

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

Call: 1800 756 962

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.