

New Meter Connections (Homeowner)

Electricity – Victoria



EnergyAustralia
LIGHT THE WAY

Step 1

Important checklist

There are five distributors that service the Victoria area. To find out who your distributor is, please use our online postcode tool: secure.energyaustralia.com.au/FaultServicesLocator/

To begin your application, you will require the following:

- Engage an electrician
- Provide your electrician with your best contact mobile number
- Confirm your electrician has completed the Electrical Work Request (EWR) and the Certificate of Electrical Safety (CES)
- If your meter connection is in the Powercor/Citipower area, confirm that your electrician has uploaded the EWR and CES to the distributor's online portal
- If your meter connection is in the Ausnet, United or Jemena area, confirm that your electrician has sent the EWR and CES to EnergyAustralia

Step 2

Organising your connection

- Apply online to establish an account and upload your completed EWR & CES or provide your Powercor/Citipower customer reference number (energyaustralia.com.au/new-connections/app/start#/connection-details)

OR

- Send your completed EWR & CES or provide your Powercor/Citipower customer reference to: ncpaperwork@energyaustralia.com.au

Process timeline[#]

- Day 1:** If your distributor is Ausnet, United or Jemena, your electrician will submit the EWR & the CES to Energy Australia. Alternatively, if your distributor is Citipower or Powercor, they will receive your EWR & the CES from your electrician.
- Day 3:** EnergyAustralia or Citipower/Powercor will confirm your EWR & CES have been completed correctly
- Day 5:** EnergyAustralia will contact the nominated account holder to set up an account
- Day 6:** EnergyAustralia will send order to your distributor to allocate the National Metering Identifier (NMI)
- Day 8:** Your distributor will allocate the unique NMI to the site
- Day 9:** EnergyAustralia will send the Meter Installation request to your distributor to complete the meter installation
- Day 19:** The distributor will complete the connection.

Step 3

Keep your job on track

Please remember to

- Ensure that you have provided correct contact details on your application form or to your electrician if they are completing the application form.
- Liaise with your electrician and/or builder at all times regarding the progress of the connection.
- For billing purposes, an account will need to be established before the installation of the meter can occur. You can apply online or we will contact you once we receive the application form.

Tip for avoiding delays

- 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 distributor is unable to complete the work onsite.

Frequently asked questions

Can my new meter connection be fast-tracked?

The distributor will set the completion timeline. Make sure your paperwork is completed correctly before submitting your application and please ensure that your site is ready. This will ensure we can process your application as soon as possible.

What if I can't provide clear access to this site?

If you can't provide clear access you'll have to notify us. When we send the order, we can organise for our MSP to contact you to arrange access.

Are there fees and charges for my new connection?

Charges may apply for your new connection, these will require your acceptance before your order is sent to the nominated parties to complete your work.

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.

Can I have a new connection with Solar?

In your area, you are unable to have solar installed at the same time as the new meter installation. A new meter will be installed first, then your solar installer will complete the panel installation. Once the panels are installed, your solar installer will need to complete a new EWR and CES along with the relevant solar paperwork for your distribution area. Once we receive the EWR, CES and solar paperwork, we will request for your meter to be altered to be compatible with solar.

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 I don't have a mobile number?

If you don'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.