

# New Meter Connections (Homeowner)

## Electricity – New South Wales



**EnergyAustralia**  
LIGHT THE WAY

### Step 1

#### Important checklist

There are three distributors that service the NSW area. To find out who your distributor is, please use our online postcode tool: [secure.energyaustralia.com.au/FaultServicesLocator/](https://secure.energyaustralia.com.au/FaultServicesLocator/)

To begin your application, you will require the following:

- Engage an electrician who is an accredited service provider (ASP)
- If your distributor is Ausgrid, please confirm your electrician (ASP) has been approved with a new National Metering Identifier (NMI) for your site

OR

- If your distributor is Endeavour Energy or Essential Energy, please make sure you know your LOT Number and Deposited Plan Number (see FAQs on page 2 for further information on this)
- Provide your electrician (ASP) with your best contact mobile number
- Confirm that your electrician (ASP) has assisted you to complete New Connection Service Works Request (SWR)

#### Ausgrid process timeline<sup>#</sup>

- Day 1:** Submit application to EnergyAustralia
- 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 an order to your distributor to register your NMI
- Day 8:** EnergyAustralia will be notified that your NMI has been registered by your distributor and will send the Meter Installation request to our MSP who will work with your electrician (ASP) to schedule the meter installation once the supply point is complete.

### 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](https://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](https://energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations)) and then email the completed application to: [ncpaperwork@energyaustralia.com.au](mailto:ncpaperwork@energyaustralia.com.au)

**Important:** These timelines are outlining the process for EnergyAustralia to process the application on your behalf. Our Metering Service Provider (MSP) will work with your electrician (ASP) to determine when the meter can be installed.

#### Endeavour and Essential process timeline<sup>#</sup>

- Day 1:** Submit application to EnergyAustralia
- 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 request a National Metering Identifier (NMI) from your distributor
- Day 10:** Distributor will provide the NMI to EnergyAustralia and EnergyAustralia will send the Meter Installation request to our MSP who will work with your electrician (ASP) to schedule the meter installation
- Day 12:** EnergyAustralia will send an SMS to the account holder with the NMI for the nominated electrician (ASP) to be permitted to arrange the supply point.

# 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 (ASP) if they are completing the application form.
- Liaise with your electrician (ASP) and/or builder at all times regarding the progress of the installation.
- 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 and your electrician (ASP) 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 distributor are unable to complete the work onsite.**

## Frequently asked questions

### Where can I find my Lot and Deposited Plan (DP) number?

Usually, the DP will be on the Title for your property, however, you can also obtain this information by visiting [www.planningportal.nsw.gov.au/find-a-property/](http://www.planningportal.nsw.gov.au/find-a-property/)

Please ensure you provide this information to your electrician (ASP) for the application.

### 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 raise a new meter connection request we can organise for the MSP to contact you to arrange access.

### 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 do I need to do when I receive the National Metering Identifier (NMI)?

You need to provide this to your ASP as they require the NMI to apply for your connection to the electricity network.

### Can I have a new connection with solar?

If you've already had your solar panels installed, this process still applies to you. Please indicate on your application form that you have solar. If you are having solar installed at a later date, you will need to fill in the Solar Meter Application form ([energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations](http://energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations)) once the panels have been installed and then we will request for your meter to be altered.

### What is a Metering Service Provider (MSP)?

The Metering Service Provider works on behalf of EnergyAustralia to install the meter.

### What is an accredited service provider (ASP)?

An accredited service provider is also known as a Level 2 electrician. They are permitted and required to install a service line to connect your premises to the electricity network. They are not permitted to install the meter unless they are accredited with our MSP.

### Can my new meter connection be fast-tracked?

The MSP will set the completion timeline based on when the supply point is completed. 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 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.

### 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.

### 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 charges for the site.

### What's a distributor?

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