

New Meter Connections (Homeowner)

Electricity – South Australia



EnergyAustralia
LIGHT THE WAY

Step 1

Important checklist

To begin your application, you will require the following:

- Engage an electrician
- Provide your electrician with your best contact mobile number
- Confirm that your electrician has applied for the supply point through your distributor SA Power Networks (SAPN)
- Confirm that your 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

- 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 and your electrician 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

Can my new meter connection be fast-tracked?

SAPN and the MSP 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.

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.

What is a Metering Service Provider (MSP)?

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

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 once the panels have been installed and then we will request for your meter to be altered.

What is the difference between my distributor and the Metering Service Provider?

The distributor (SAPN) takes care of the electricity network for your area and they will install a service line to connect your premises to the network. The Metering Service Provider will install the meter once the supply is connected.

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.