

Major Partners helps you easily manage your electricity connections.

Victoria.



EnergyAustralia
LIGHT THE WAY

Step 1.

What you'll need.

Before going to the Major Partners Portal you'll need:

- The name of your distributor – find out at the Australian Energy Regulator website at aer.gov.au/consumers/who-is-my-distributor
- Connection details for the site
- Electrician's details (full name, phone number and licence number)
- Completed Electrical Work Request (EWR) and Certificate of Electrical Safety (CES)
- Completed customer consent form signed by the customer if they'll be the account holder

Step 2.

Apply online.

Go to the Major Partners Portal at energyaustralia.com.au/mpportal to complete your application and we'll get things moving.

If you're not registered in the portal, please complete the [enquiry form](#).

Process timeline.#

- Day 1:** Connection request received through the Major Partners Portal. We'll check the required information has been provided. If you're in the Citipower/Powercor area, we'll lodge the application with them for you. Please allow an additional 3 business days for them to approve the EWR and CES.
- Day 2:** We'll send the order to your distributor to allocate the National Meter Identifier (NMI).
- Day 4:** Your distributor will allocate the unique NMI to the site.
- Day 5:** We'll send the meter installation request to your distributor.
- Day 15:** The distributor will install the meter at the property.

Step 3.

Keep your job on track.

Remember to

- Prepare the site for the connection
- Make sure it's safe, clean and clear of rubbish and building materials
- Unlock gates for clear access

Help avoid delays.

- Check the paperwork is completed correctly, with signatures and correct address
- Provide the plan of subdivision (for units/townhouses)
- Complete all the fields in the Major Partners Portal
- Ensure you respond to any contact from us

Note: Additional fees may apply if the distributor is unable to complete the work onsite (e.g. the site is unsafe or inaccessible).

To speak to the Major Partners team.

 eamajorpartners@energyaustralia.com.au

 **1800 754 313**

Monday to Thursday 7.00am to 5.00pm

Friday 7.00am to 3.00pm

For more information go to energyaustralia.com.au/majorpartners