

New Meter Connections (Trade)

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/

To begin your application, you will require the following:

If your distributor is Ausgrid, please make sure you have applied for the National Metering Identifier (NMI) before beginning your application

OR

If your distributor is either Endeavour Energy or Essential Energy, please make sure you know the LOT Number and Deposited Plan (DP) number before beginning your application

Connection details for the site

Accredited Service Provider's (ASP) details (name, phone number and licence number)

Nominated account holder's details (name, DOB, mobile number and form of ID)

The electrician (ASP) will need to complete the New Connection Service Works Request (SWR) energyaustralia.com.au/home/electricity-and-gas/new-meters-and-installations with the above details

Ausgrid process timeline[#]

- 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)

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: These timelines outline 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 will be installed.

Endeavour and Essential process timeline[#]

- 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
- 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

- Prepare the site for the installation.
- 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).
- Have any building plans handy if site involves multiple connections.

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 distributor are unable to complete the work onsite.

Frequently asked questions

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

www.planningportal.nsw.gov.au/find-a-property/

What if I am an electrician who is accredited with EnergyAustralia's MSP?

If you are accredited with our Metering Service Provider (MSP), you will be able to install the meters for your customers on our behalf. Please indicate on the application form that you are accredited and we will notify our MSP in the order.

What can I do to become accredited with EnergyAustralia's MSP?

You can contact our MSP for more information.

Call: 1800 915 052

Email: contactus@vectorams.com.au

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 if I am an electrician that is not accredited with your Metering Service Provider (MSP)?

If you are not accredited with our MSP you will not be able to install the meter. However, as long as you are an accredited service provider (level 2 electrician), you are permitted and required to install a service line to connect.

Once the supply is ready, how do I notify the Metering Service Provider (MSP) 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.

What's a distributor?

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