

# New Meter Connections (Trade)

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/](https://secure.energyaustralia.com.au/FaultServicesLocator/)

To begin your application, you will require the following:

- Connection details for the site
- Electrician's details (name, phone number and licence number)
- Nominated account holder's details (name, DOB, mobile number and form of ID)
- Confirm the 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 the electrician has uploaded the EWR and CES to the distributor's online portal first
- If your meter connection is in the Ausnet, United or Jemena area, confirm that the 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](https://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](mailto:ncpaperwork@energyaustralia.com.au)

### Process timeline<sup>#</sup>

- 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

- Prepare the site for the connection.
- Unlock gates for clear access.
- 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 distributor is unable to complete the work onsite.**

## Frequently asked questions

### How do I submit the New Connection Electrical Work Request through to Citipower/Powercor?

Submit your request and upload your paperwork to:  
[econnect.portal.powercor.com.au/customer/loginpage](https://econnect.portal.powercor.com.au/customer/loginpage)

### 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.

### How can I avoid rejections to my paperwork?

Before submitting your paperwork visit:  
[www.victoriansir.org.au/site/DefaultSite/filesystem/documents/Electrical%20Work%20Request%20User%20Guide.pdf](https://www.victoriansir.org.au/site/DefaultSite/filesystem/documents/Electrical%20Work%20Request%20User%20Guide.pdf)

### What if I need to meet the distributor onsite for the connection?

If you need to meet the distributor onsite for the connection, this is known as a 'truck appointment' and should be indicated on the EWR. You must also provide information on the EWR regarding the work you are required to do onsite with the distributor. In most cases, the distributor will expect the site to be ready for a new connection.

### 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](mailto: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.