

New Meter Connections (Homeowner)

Electricity – Queensland



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 your electrician has submitted an Electrical Work Request (EWR) to your distributor (Energen) on your behalf.

Step 2

Organising your connection

We will contact you once the EWR is sent to us from Energen.

Complete your EWR online at:

www.energen.com.au/energenportals

Process timeline[#]

- Day 1:** Your electrician will submit an Electrical Works Request (EWR) to Energen
- Day 2:** The EWR will be forwarded onto EnergyAustralia from Energen
- 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 order to Energen to allocate the National Metering Identifier (NMI)
- Day 8:** Energen will allocate the unique NMI for the site
- Day 9:** EnergyAustralia will send request to Energen to complete the supply point. EnergyAustralia will send Meter Installation request to our Metering Service Provider (MSP) to install the meter.
- Day 14:** Energen will complete the supply connection
- Day 19:** EnergyAustralia's MSP will complete the meter installation

Step 3

Keep your job on track

Please remember to

- Please ensure that you have provided correct contact details on your application 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 Energex are unable to complete the work onsite.

Frequently asked questions

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 orders, we can organise for Energex and our MSP to contact you to arrange access.

Can I have a new connection with solar?

In your area, you are unable to have solar installed at the same time as the new meter installation. A new meter will be installed first, then your solar installer will complete the panel installation. Once the panels are installed, your solar installer will need to complete a new EWR through Energex. Once we are notified by Energex, we will request for your meter to be altered to be compatible with solar.

Can my new meter connection be fast-tracked?

Energex 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 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 is a Metering Service Provider (MSP)?

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

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 the difference between the distributor and the Metering Service Provider?

The distributor (Energex) 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.

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.

What's a distributor?

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