

Major Partners helps you easily manage your electricity connections.

Australian Capital Territory.



EnergyAustralia
LIGHT THE WAY

Step 1.

What you'll need.

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

- Connection details for the site
- Electrician's and Accredited Service Provider (ASP) details (name, contact number and licence details)
- A completed customer consent form signed by the customer if they'll be the account holder
- Lot, DP and section number are required

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 via the Major Partners Portal. EnergyAustralia will validate and check to see if all the required information has been provided.
- Day 2:** EnergyAustralia will send an order to your distributor to register your National Meter Identifier (NMI).
- Day 4:** Your distributor will allocate the unique NMI to the site.
- Day 5:** EnergyAustralia will send the Meter Installation request to our Meter Service Provider. The meter will be installed within 6 business days from when we're notified that the supply connection for your site has been completed.

If the meter needs to be installed on a specific date or within 5 business days of a date of your choosing, the above timeframe will not apply.

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

To speak to a consultant in 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