

Major Partners helps you easily manage your gas connections.

New South Wales.



EnergyAustralia
LIGHT THE WAY

Step 1.

What you'll need.

Note: If your connection request is on a state border, please call us on **1800 754 313** as this process may not apply to you.

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

- Connection details for the site
- Approximate site ready date
- Appliance details (gas appliances being installed at the property)
- Any site conditions such as RMS roads, shared driveway, main road, granny flat, duplex, etc.
- Plumber's details (full name, phone number and licence number)
- Site Supervisor's details (full name, email address and phone number)
- A completed customer consent form signed by the customer if they'll be the account holder
- Site plans

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.
A request for a quote will be submitted to the distributor Jemena on your behalf.
- Day 11:** Offer received by Jemena.
It may take up to 10 business days for Jemena to provide a quote. If there are any conditions or costs involved, EnergyAustralia will contact you to let you know. Otherwise, if there is no costs and no conditions, EnergyAustralia will proceed with the request.
- Day 12:** EnergyAustralia will raise an order with Jemena for the installation.
Once the site is ready, please notify Major Partners and provide photos of the site as these will be forwarded onto Jemena. If the contractor deems the site ready, the connection should be completed within 4-6 weeks.

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) and building plans for single dwellings
- Complete all the fields in the Major Partners Portal
- Provide photos of the site once its ready for installation
- 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