

Major Partners helps you easily manage your electricity connections.

New South Wales.



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
- Completed NMI application form or the NMI if the property is within the Ausgrid distribution area
- Lot and DP are required if the property is within Endeavour Energy or Essential Energy distribution zone

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.
If the property is in the Ausgrid area, please allow an additional 2 business days for the distributor to approve and provide the National Meter Identifier (NMI).
- Day 2:** EnergyAustralia will send an order to your distributor to register your NMI.
- Day 4:** Your distributor will allocate the unique NMI to the site.
If the property is within the Endeavour Energy area, EnergyAustralia will submit a Permission to Connect request (PTC) to the distributor on your behalf. Please allow an additional 2 business days for the PTC to be issued.
- 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