

# Major Partners helps you easily manage your electricity connections.

Queensland.



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 details (name, contact number and licence details)
- A completed customer consent form signed by the customer if they'll be the account holder
- A copy of the Electrical Work Request

## Step 2.

### Apply online.

Go to the Major Partners Portal at **[energyaustralia.com.au/mpportal](https://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 3:** EnergyAustralia will send an order to your distributor to register your National Meter Identifier (NMI).
- Day 5:** Your distributor will allocate the unique NMI to the site.
- Day 6:** 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

Note: Additional fees may apply if the distributor is unable to complete the work onsite (e.g. the site is unsafe or inaccessible).

## To speak to the Major Partners team.

 [eamajorpartners@energyaustralia.com.au](mailto: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](https://energyaustralia.com.au/majorpartners)