

Major Partners helps you easily manage your gas connections.

South Australia.



EnergyAustralia
LIGHT THE WAY

Step 1.

What you'll need.

*This checklist and timings are for Hang and Wad requests only. If your request is for a full MFX, an appointment is required. Please contact the Major Partners team on **1800 754 313** for further information.*

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

- Connection details for the site including the MIRN
- Hang and Wad date
- 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

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 raise an order with the distributor and the plumber will install the meter by appointment.

Step 3.


Keep your job on track.

Help avoid delays.

- Check the paperwork is completed correctly, with signatures and correct address
- 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 AEST

Friday 7.00am to 3.00pm AEST

For more information go to energyaustralia.com.au/majorpartners