

Major Partners helps you easily manage your gas connections.

Victoria.



EnergyAustralia
LIGHT THE WAY

Step 1.

What you'll need.

There are two parts to your gas connection. Before going into the Major Partners Portal, you'll need:

Part 1 – Service line installation (an SCR in the portal).

- Connection details for the site
- Lock up/site ready date (no more than 30 days in advance)
- Appliance details (gas appliances being installed at the property)
- Plumber's details (full name, phone number and licence number)
- Site supervisor's details (full name, email address and phone number)

Part 2 – Meter installation (an MFX in the portal).

- Confirmation that the service line has been installed
- Site details
- Appliance details (gas appliances being installed at the property)
- Plumber's details (full name, phone number and licence number)
- Certificate of Compliance (CoC)
- 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.

Service line installation timeline.#

- Day 1:** Connection request received through the Major Partners Portal. We'll check all the required information has been provided.
- Day 2:** We'll send the order to the distributor and request the service line installation.

Once the planner from the distributor attends the site post lock-up and marks the site as ready, the service line should be installed within 20 business days.

Meter installation timeline.#

- Day 1:** Connection request received through the Major Partners Portal. We'll check the required information has been provided.
- Day 2:** We'll send the order to the distributor and request the meter installation.
- Day 5:** If the MJ load is less than 500MJ, the meter will be installed. If the MJ load is more than 500MJ, please contact the Major Partners team.

Step 3.

Keep your job on track.

Remember to

- Prepare the site for the service line and meter installation
- Make sure it's safe, clean and clear of rubbish and building materials
- Unlock gates for clear access
- Ensure the site is clearly marked and tagged
- Ensure bollards are installed, if required

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
- Check the site to ensure the service line has been installed before applying for a meter installation
- 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

 **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