



WORK INSTRUCTION

View Connection Request Details and Manage a Connection Request in eConnect

(JEQA4UJ443MT-144-199)

Purpose This work instruction describes the steps required for a Registered Electrical Contractor (REC) or a Licenced Electrical Worker (LEW) to manage a Connection Request in eConnect. It will detail the process for the following actions.

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Task Detail: View Connection Request Details and Manage a Connection Request in eConnect.

Section 1: View Connection Request Details

Step 1a After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to view, select the text in blue in the '#' or 'Work Site Address' fields.

Step 1b Alternatively, type the exact 'Connection Request ID' into the search bar on the right-hand side and select 'Find'.

The screenshot displays the eConnect dashboard interface. At the top, there are four main action cards: 'Bundled Requests' (Multiple requests to be done in conjunction), 'New Connection' (Create a new connection request), 'Alteration' (Create a new additions and alterations request), and 'Abolishment' (Create a new abolishment request). Below these is a 'Latest Requests' section with a sub-header '5 Latest Requests'. To the right of this section is a search bar labeled 'Connection Request ID:' with the value 'CR-270179' entered and a 'Find' button. A 'View All' button is also present. Below the search bar is a table of the latest requests.

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Clone
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				
CR-270176	130 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				

The following error message will appear if your search returns no records. In this case, check your 'Connection Request ID' is correct, if not enter it correctly and search again. The 'Connection Request ID' must be entered in full letters – numbers e.g. CR-12345.

You have 6 outstanding action(s). These must be completed for requests to progress. View Actions



Bundled Requests
Multiple requests to be done in conjunction



New Connection
Create a new connection request



Alteration
Create a new additions and alterations request



Abolishment
Create a new abolishment request

Latest Requests
5 Latest Requests

Connection Request ID:

Find

View All

No Record Found

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Close
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				
CR-270176	130 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				

- Step 2** The 'Request Status' and the 'Request Progress' at the top of the View Connection Request page will tell you the current state of your request, it may be one of the following options:
1. Submitted
 2. In Progress
 3. Schedules
 4. Completed

Yellow indicates the current status of the request. Green indicates a completed step of the request. Grey indicates steps that are yet to be started.

- Step 3** The 'Request on Hold' field displays any external awaiting actions.

- Step 4** Select 'Expand All' to view all the details of your Connection Request.

CR-270143

Expand All

Update

Enquiry

Clone

Cancel CR

Back

Summary

Request Status

Assessment Retailer In Progress Dispatched Fulfilled

We are awaiting for service order(s) from : AGL

Request Detail

Request Type: New Connection

Request Sub-Type: Single Premise

Address: F 20/ 32 BARTON ST, HAWTHORN VIC 3122

Submission Date: 04/11/2020

Dispatch Date

Target Completion Date

Work Requirements

Location Details

Contact Details

Step 5

Under the 'Appointments' banner are the details of any appointments associated with the connection request.

Note: This appointment timeslot is indicative only. The truck may arrive on site anytime within two hours after the time selected.

Exact arrival time will be confirmed at least a 1 prior to the appointment and you will be notified via email and/or SMS.

CR-270110

Expand All

Summary

Request Status

Assessment → Retailer → In Progress → Dispatched → Fulfilled

Job has been dispatched

Request Detail

Request Type	Activation
Request Sub-Type	Temporary isolation of supply (same day); Reconnection of supply after isolation
NMI	62036082174
Address	11 FOAM CT, TORQUAY VIC 3228
Submission Date	25/10/2020
Appointment	25/10/2020 - 03:10 PM(Confirmed)

Work Requirements

Location Details

Contact Details

Update

Action Required

Enquiry

Clone

Cancel CR

Back

Step 6

Under the 'Charges' banner are the details of any charges associated with the connection request.

Note: For further details about these charges select the 'Important Fee Information' link.

CR-04782

Collapse All

Summary

Work Requirements

Location Details

Contact Details

Appointment

Charges

Fees are based on CitiPower and Powercor charges

Description	Product Code	Charges (excl. GST)
Multi Phase DC	NMDBH	\$561.81
	Total:	\$561.81

For further details about this [Important Fee Information](#) please click the link.

Attachments

Step 7 To view your CES or any other attachments, select the grey 'Attachments' banner at the bottom of the page.

Select the file name you wish to view.

CR-04782

Collapse All

Summary

Work Requirements

Location Details

Contact Details

Appointment

Charges

Attachments

File Name	Date	Type
CES.png	18/01/2016	CES

- Step 8** Select 'Update' to update the Connection Request, for instructions proceed to Section 2.
- Note: You will be able to update Connection Request at any time up until the request reaches 'Scheduled' status.

- Step 9** Select 'Appointment' to change or schedule an appointment, for instructions proceed to Section 4.

- Step 10** Select 'Make Enquiry' to make an enquiry about the Connection Request, for instructions proceed to Section 5.

The screenshot displays the 'CR-269999' web interface. At the top, the title 'CR-269999' is shown. Below it, a 'Summary' section includes a 'Request Status' indicator showing a progress bar with stages: Assessment, Retailer, In Progress (current), Dispatched, and Fulfilled. A message states: 'Your request is in progress. Please complete call to action.' Below this is the 'Request Detail' section with fields: Request Type (Alteration), Request Sub-Type (Temporary isolation of supply (same day), Reconnection of supply after isolation), NMI (61020591105), Address (278 RICHARDSON ST, MIDDLE PARK VIC 3206), Submission Date (05/09/2020), and Appointment (Call to Action to select appointment date and timeslot 12:00-02:00 PM - 9:00 AM TO 10:00 AM). On the right side, there is a vertical list of actions: 'Action Required' (blue), 'Update' (blue), 'Enquiry' (blue), 'Clone' (blue), 'Cancel CR' (red), and 'Back' (green). The 'Update' and 'Enquiry' buttons are highlighted with a red box. At the bottom left, there is a 'Work Requirements' section.

Step 11 Select 'Clone' to clone the Connection Request, for instructions proceed to Section 6.

Step 12 Select 'Cancel Request' to cancel the Connection Request, for instructions proceed to Section 7.

Note: You will be able to cancel Connection Request at any time up until the request reaches 'Completed' status.

Step 13 Select 'Back' to return to your dashboard.

CR-269999

Expand All

Summary

Request Status

Assessment → Retailer → In Progress → Dispatched → Fulfilled

Your request is in progress.
Please complete call to action.

Request Detail

Request Type	Alteration
Request Sub-Type	Temporary isolation of supply (same day), Reconnection of supply after isolation.
NMI	61020591105
Address	275 RICHARDSON ST, MIDDLE PARK VIC 3206
Submission Date	05/05/2020
Appointment	Call to Action to select appointment date and timeslot 15/05/2020 - 5:00 AM TO 10:00 AM

Work Requirements

Action Required

Update

Enquiry

Clone

Cancel CR

Back

Section 2: Update a Submitted Connection Request

Once the Connection Request has been submitted, some fields cannot be updated while others will still be configurable to users. This section details how to update these configurable fields.

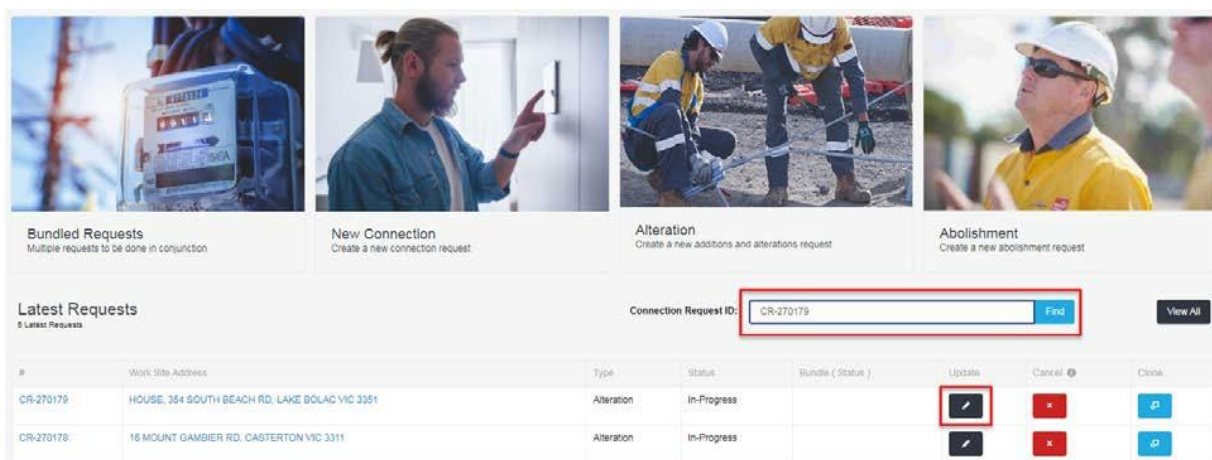
Important Note: You will be able to update a Connection Request at any time unless the 'Request Progress' is at either 'Cancelled' or 'Completed'.

Step 1a After logging into eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to update, select the corresponding dark grey update icon. 

Note: The icon will appear faded out  if the Connection Request can no longer be updated.

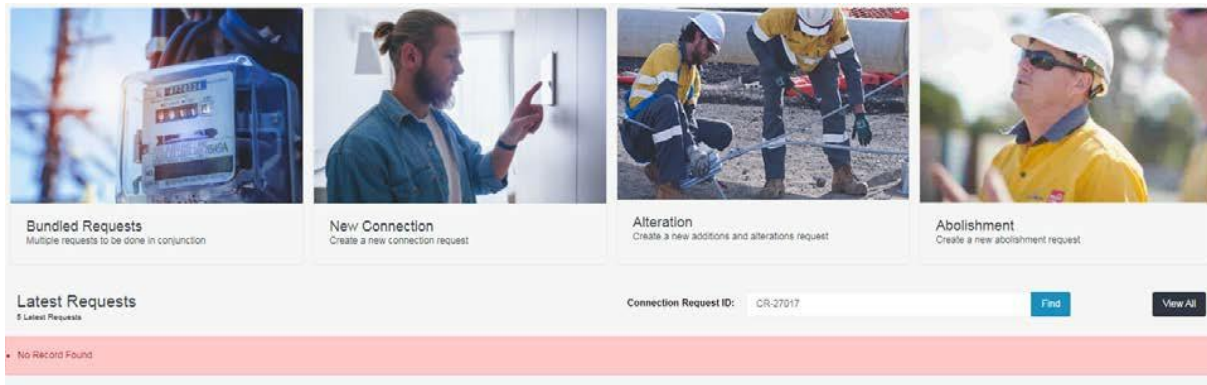
Step 1b Alternatively, type the exact 'Connection Request ID' (e.g. CR-12345) into the search bar on the right-hand side and select 'Find'.



The screenshot displays the eConnect dashboard interface. At the top, there are four main action cards: 'Bundled Requests' (Multiple requests to be done in conjunction), 'New Connection' (Create a new connection request), 'Alteration' (Create a new additions and alterations request), and 'Abolishment' (Create a new abolishment request). Below these is a 'Latest Requests' section with a table of 5 latest requests. A search bar for 'Connection Request ID' is visible, containing the text 'CR-270179' and a 'Find' button. The table lists two requests, both of which have a dark grey update icon in the 'Update' column.

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Close
CR-270179	HOUSE, 364 SOUTH BEACH RD, LAKE BOLAG VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				

The following error message will appear if your search returns no records. In this case, check your 'Connection Request ID' is correct, if not enter it correctly and search again. The 'Connection Request ID' must be entered in full letters – numbers e.g. CR-12345.



Step 2

If your answer to 'Is this a solar installation?' is Yes, continue to Step 3.
If your answer is 'No', continue to Step 8.

Note: This field is not editable.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

 **Connection Request** 

Solar

Is this a solar installation? ☒ Yes ☐ No 2

Inverter size kW

Solar Pre-Approval number ⓘ

Solar installer company name

Inverter make

Inverter model ▼

Step 3 The 'Inverter size' field is editable.

Note: This field must match inverter size entered on the Solar Pre-Approval (SPA) Request.

Step 4 If the inverter size is less than 30 kW, you must enter the SPA reference number, and then select 'Search'.

Note: You are given an SPA reference number when you submit an SPA Request.

If the inverter size is greater than 30 kW then the SPA Request number field is disabled and you are unable to enter one.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

Connection Request

Solar

Is this a solar installation? ☒ Yes ☐ No

Inverter size 3 kW

Solar Pre-Approval number SPA-12312 Search

Solar installer company name Sonny Solar Co

Inverter make Santerno

Inverter model 120 800V

An error message will appear if the SPA number does not meet the approval criteria.

Error message (a) appears if the inverter size entered on the New Connection Request form is greater than the approved inverters size from the SPA request.

Error message (b) appears if outcome of the SPA reference number is invalid or the SPA Request is being processed offline or requires a technical assessment.

Solar

Is this a solar installation? ☒ Yes ☐ No

Inverter size 10 kW

Solar Pre-Approval number SPA-27594 Search

The Inverter size specified is greater than that approved for in the Solar Pre-Approval

Solar installer company name

Inverter make

Inverter model

Solar

Is this a solar installation? ☒ Yes ☐ No

Inverter size 10 kW

Solar Pre-Approval number SPA-0001 Search

The Solar Pre-Approval number you have provided is invalid for this site. Please provide a valid Solar Pre-Approval number

Solar installer company name

Inverter make

Inverter model

Step 5 The 'Solar installer company name' field is editable.

Step 6 To edit 'Inverter make', begin to enter its name. The search will return a list of results that match the information you have entered.

Select the correct result.

Note: Predictive search based on what the text starts with rather than contains.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

 **Connection Request** 

Solar

Is this a solar installation? ☒ Yes ☐ No

Inverter size kW

Solar Pre-Approval number  SPA-12312

Solar installer company name 

Inverter make 

Inverter model

ABB
ABB Oy Power Conversion
Ablerex Electronics Co Ltd
Aero-Sharp
Aero-Sharp / Clear Solar
Aero-Sharp / Solco Choice Electric
Afore new Energy Technology (Shanghai) Co Ltd
Afore New Energy Technology (Shanghai) Co Ltd
AFORE NEW ENERGY TECHNOLOGY(SHANGHAI) Co Ltd
AGL Energy Limited
Alpha Energy Storage Solution Co Ltd

Additional Details

Are the mains on public land?

Any other information (optional) 

Retailer Details

Search for Retailer 

Licensed Electrical Inspector (LEI) Details

LEI name (optional)

LEI phone (optional)

- Step 7** Select the 'Inverter model' from a drop-down list, the options available are dependent on the 'Inverter make' selected.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

 **Connection Request** 

Solar

Is this a solar installation? ☒ Yes ☐ No

Inverter size kW

Solar Pre-Approval number 

Solar installer company name

Inverter make

Inverter model

Please Select ▼

Please Select

HR-INV-X01-006

HR-INV-X01-010

HR-INV-X01-015

HR-INV-X01-020

HR-INV-X01-030

Additional Details

Are the mains on public land? ☐ Yes ☒ No

Any other information (optional) 

7

Step 8 Update the 'Addition Details' as necessary.

Note: Enter any information specific to the project that may be useful to the field crew.

Step 9 The retailer is fixed, however will have to be changed if your Connection Request is rejected by your chosen retailer.

Step 10 It is optional to enter the 'Licenced Electrical Inspector (LEI) Details'.

The screenshot shows a web form with three main sections. The first section, 'Additional Details', contains a radio button group for 'Are the mains on public land?' with 'Yes' and 'No' options, and a text input field for 'Any other information (optional)'. A red box labeled '8' highlights these two elements. The second section, 'Retailer Details', contains a 'Search for Retailer' dropdown menu with 'AusPower' selected. A red box labeled '9' highlights this dropdown. The third section, 'Licensed Electrical Inspector (LEI) Details', contains two text input fields: 'LEI name (optional)' with the value 'Jerry Fairweather' and 'LEI phone (optional)' with the value '0400112233'. A red box labeled '10' highlights both of these input fields.

Step 11 The Licenced Electrical Worker (LEW) is fixed, however their contact details can be updated.

Step 12 The Registered Electrical Contractor (REC) is also fixed, however their contact details can be updated.

Step 13 You cannot change the 'Access Instructions'. If you require updating the 'Access Instructions', you must cancel this Connection Request and submit a new Connection Request with the correct Access Instructions.

Step 14 Enter any relevant 'Access notes' or 'Contact person'.

Licensed Electrical Worker (LEW) Details

Electrical License Number888777

LEW nameLewis Lollard

LEW phone0434316693

LEW emaillewis_sparky@gmail.com

LEW preferred contact method☒ email☐ sms☐ both

Registered Electrical Contractor (REC) Details

REC number123445

REC nameRobbo's Electric

REC contact phone0434316693

REC contact emailrobbo.the.rec@gmail.com

Site Access

You cannot change the Access Instructions. If you require to modify the Access Instructions, you must cancel this connection request and submit a new connection request with the correct Access Instructions.

Access instructionsAccess is restricted (Appointment Required)

Access notesBeware of dogs

Contact person

Attachments

11

12

13

14

Warning: HARD COPIES OF THIS DOCUMENT MAY NOT BE THE LATEST VERSION. The most up-to-date document is located on the Intranet.

Page 18 of 53

Step 15 Select the 'Attachments' grey banner.

Step 16 To add or update an attachment, select 'Attachment' under 'How will you provide the CES'.

If your answer is 'Attachment', enter the CES number. If your answer is 'Left On-Site', continue to Step 21.

Note: This is the reference number at the top of the CES document.

Step 17 To attach a file, select 'Choose File'.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

Connection Request

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES

☒ Attachment

☐ Left On-Site

CES number 1001

Upload CES

Choose File No file chosen

Attach

Other Attachments

Document Type Please select

Attach file

Choose File No file chosen

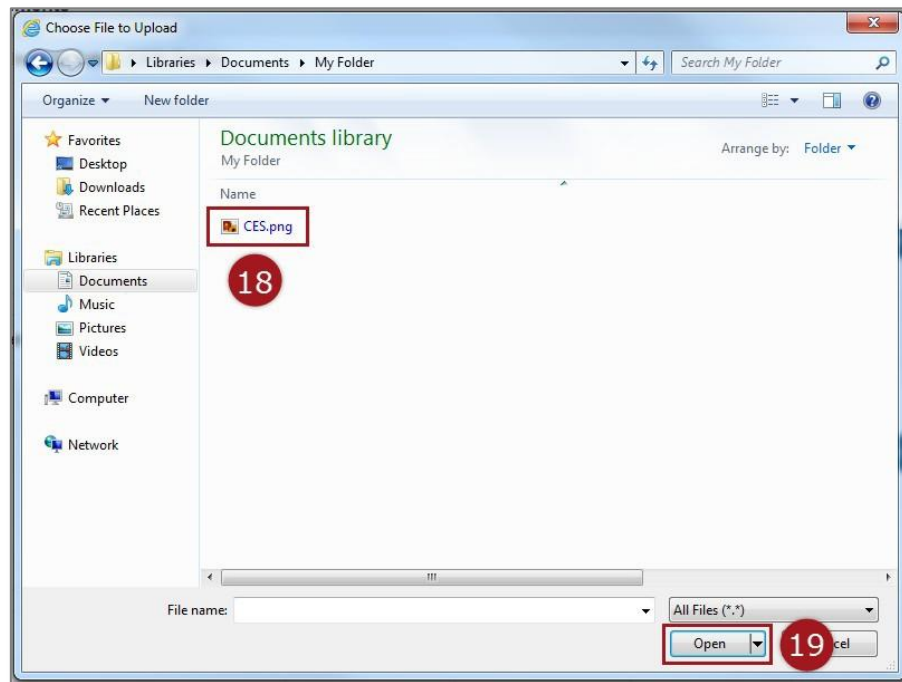
Attach

Comments

Step 18 Find and select your CES file from the pop up window.

Note: Please make sure the CES file is of adequate quality so the document is legible.

Step 19 Select 'Open'.



Step 20 To add the attachment to the Connection Request, select 'Attach'.

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES ☒ Attachment ☐ Left On-Site

CES number ⓘ 1001

Upload CES CES.png 20

If the attachments have successfully been added to the Connection Request, they will appear at the bottom of the page.

To delete them select the red cross icon



next to the attachment.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

 Connection Request 

 Attachments 

Certificate of Electrical Safety (CES) Details

How will you provide the CES ☒ Attachment ☐ Left On-Site

CES number 

Upload CES No file chosen

Other Attachments

Document Type

Attach file Photo of site..png

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	CES.png	18/01/2016	CES	7.32 KB	

Step 21 To assist the progress of your Connection Request, you may want to add another attachment.

Select the 'Document' from a drop-down list, the following options are available:

1. Photo
2. Technical Drawings
3. Map
4. Other

Step 22 Enter any comments to aid or describe the attachment.

Step 23 To attach a file repeat Steps 17-20 above.

The screenshot shows a web form titled 'Connection Request' with a sub-section 'Attachments'. The 'Attachments' section is divided into 'Certificate of Electrical Safety (CES) Details' and 'Other Attachments'. In the 'Other Attachments' section, three fields are highlighted with red boxes and numbered: 21 points to the 'Document Type' dropdown menu (set to 'Photo'), 22 points to the 'Comments' text area (containing the text 'This shows where the connection will be built'), and 23 points to the 'Attach file' section, which includes a 'Choose File' button, the filename 'Photo of site..png', and an 'Attach' button.

If the attachments have successfully been added to the Connection Request, they will appear at the bottom of the page.

To delete them select the red cross icon



next to the attachment.

Connection Request

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES

☒ Attachment
 ☐ Left On-Site

CES number

Upload CES

Choose File

No file chosen

Attach

Other Attachments

Document Type

Please select

Attach file

Choose File

No file chosen

Attach

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	CES.png	17/11/2015	CES	7.32 KB	
2	Photo of site.png	17/11/2015	Photo	13.99 KB	

Save

Step 24 Select 'Save' to complete the Connection Request update.

Other Attachments

Document Type

Photo

Attach file

Choose File Photo of site..png

Attach

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	CES.png	18/01/2016	CES	7.32 KB	x
2	Photo of site..png	05/02/2016	Photo	13.99 KB	x

24

Save

The following error message icon  will appear if there are mandatory fields that have not been completed.

The red text will highlight the fields that have to be completed before you can save your changes.

Connection Request

Solar

Is this a solar installation?

☒ Yes

☐ No

Inverter size

3 kW

Solar Pre-Approval number

This field is mandatory

Search

Solar installer company name

Sonny Solar Co

Inverter make

Aero-Sharp

Inverter model

HR-INV-X01-015

Section 3: Update a Draft Connection Request

A Connection Request can be saved as a draft at any point when completing the request form.

Step 1a After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to update, select the corresponding dark grey update icon.



Step 1b Alternatively, type the exact 'Connection Request ID' into the search bar on the right-hand side and select 'Find'.

Robbo Electrician

Log Out

You have 1 outstanding action(s). These must be completed for requests to progress.
View Actions

New Connections
Create a new connection request

Alterations
Create a new additions and alterations request

Abolishments
Create a new abolishment request

Latest Requests

5 Latest Requests

Connection Request ID:

CR-12345

Find

View All

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			
CR-00642		New Connection	Draft			
CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	In-Progress			
CR-00020	90 Michael Ave, MELBOURNE 3000	New Connection	Submitted			
CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	In-Progress			

The following error message will appear if your search returns no records. In this case, check your 'Connection Request ID' is correct, if not enter it correctly and search again. The 'Connection Request ID' must be entered in full letters – numbers e.g. CR-12345.



Bundled Requests
Multiple requests to be done in conjunction



New Connection
Create a new connection request



Alteration
Create a new additions and alterations request



Abolishment
Create a new abolishment request

Latest Requests
5 Latest Requests

Connection Request ID: [Find](#) [View All](#)

No Record Found

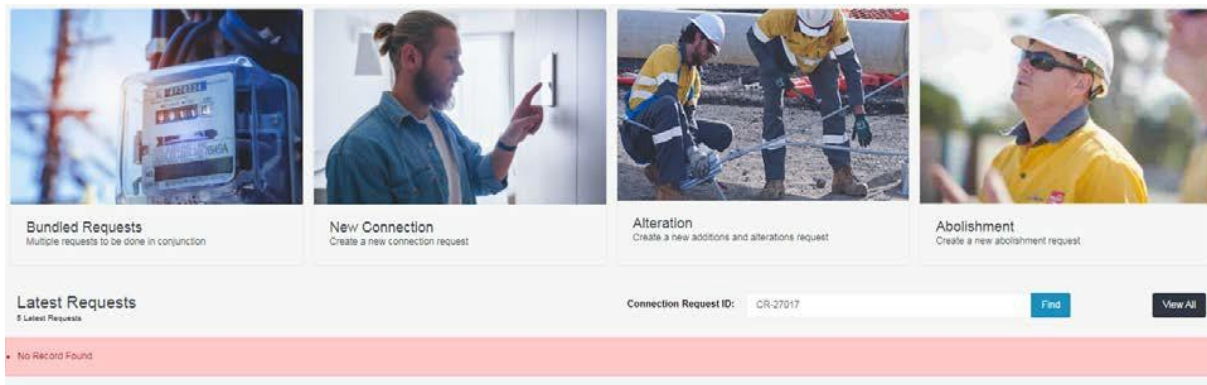
Step 2

To update a draft Connection Request you will be directed back to the original New Connection Request submission page.

For instructions on how to submit a Connection Request, please refer to the appropriate work instructions.

[Submit a New Connection Request for a Single Premise Site.](#)

[Submit an Alternation Connection Request.](#)

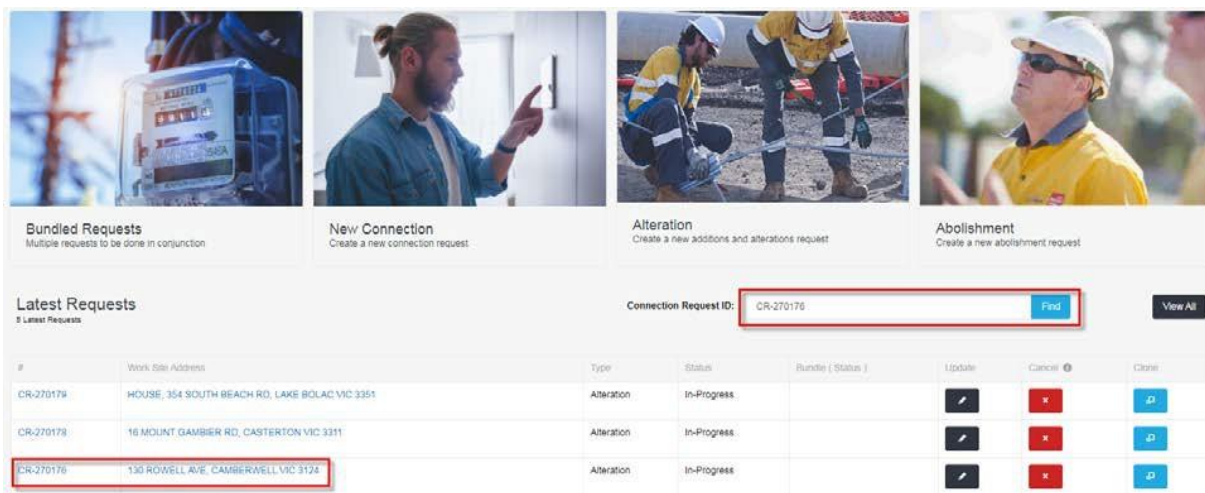


Section 4: Manage Appointments.

Step 1a After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to enquiry about, select the text in blue in the '#' or 'Work Site Address' fields.

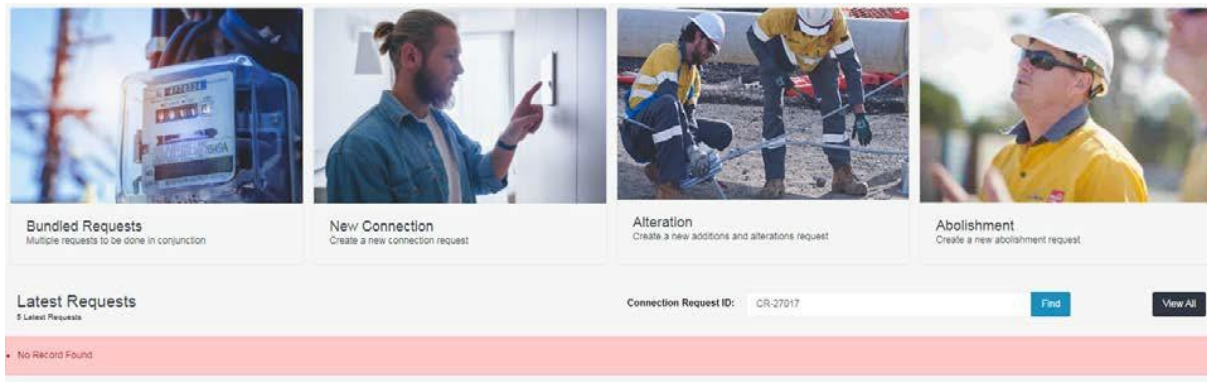
Step 1b Alternatively, type the exact Connection Request ID into the search bar on the right-hand side and select 'Find'.



The screenshot displays the eConnect dashboard interface. At the top, there are four main action cards: 'Bundled Requests' (Multiple requests to be done in conjunction), 'New Connection' (Create a new connection request), 'Alteration' (Create a new additions and alterations request), and 'Abolishment' (Create a new abolishment request). Below these is a 'Latest Requests' section showing a table of recent requests. A search bar at the top right of the table allows for finding requests by ID, with 'CR-270176' entered and the 'Find' button highlighted. The table lists three requests, with the first one (CR-270176) highlighted in blue in the original image.

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Close
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				
CR-270176	130 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				

The following error message will appear if your search returns no records. In this case, check your 'Connection Request ID' is correct, if not enter it correctly and search again. The 'Connection Request ID' must be entered in full letters – numbers e.g. CR-12345.



Step 2

To manage your appointments select 'Action Required' on the right-hand side of the page.

If you already have an appointment and would like to change it, proceed to Step 3.

If you do not already have an appointment and would like to schedule one, proceed to Step 6.

CR-270015

Expand All

Update

Action Required

Enquiry

Clone

Cancel CR

Back

Summary

Request Status

Assessment > Retailer > In Progress > Dispatched > Fulfilled

Your request is in progress.

Request Detail

Request Type: Alteration

Request Sub-Type: Temporary isolation of supply (same day), Reconnection of supply after isolation.

NMI: 62036082174

Address: 11 FOAM CT, TORQUAY VIC 3228

Submission Date: 12/09/2020

Appointment: 31/09/2020 - 8:00 AM TO 10:00 AM

Work Requirements

- Step 3** If you would like to update the appointment time select 'Change your appointment'.

Appointment

Appointment - Exits

Please note, this appointment timeslot is indicative only. The truck may arrive on site anytime within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

8:30 AM
March 1, 2016
Arrival Time: TBC

Business Hours Appt
Change your appointment 3

- Step 4** Select the date and time for your preferred time for the appointment, then select 'Confirm'.

Note: Your appointment time will be within the hour
You will not be able to book an appointment within 5 days of the current date.

Appointment

Create an appointment
Select time of appointment

Please note this appointment timeslot is indicative only. The truck may arrive on site any time within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

March 2016

Su	Mo	Tu	We	Th	Fr	Sa
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

1:30 PM 2:30 PM

4

Back **Confirm**

Step 5

You will receive the following message confirming your appointment date and time. If this is correct select 'Finish'.

Alternatively, select 'Change your appointment' to choose another date/time.

Appointment - Confirmation

You have successfully created your appointment. Please note, this appointment timeslot is indicative only. The truck arrive on site anytime within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

1:30 PM
March 10, 2016

Business Hours Appt
[Change your appointment](#)

5
Finish

Step 6

Depending on the type of Connection Request you are submitting, you may be asked to select how many appointments you would like to schedule.

Select one or two appointments then select 'Next'. Note: Two

appointments may incur charges.

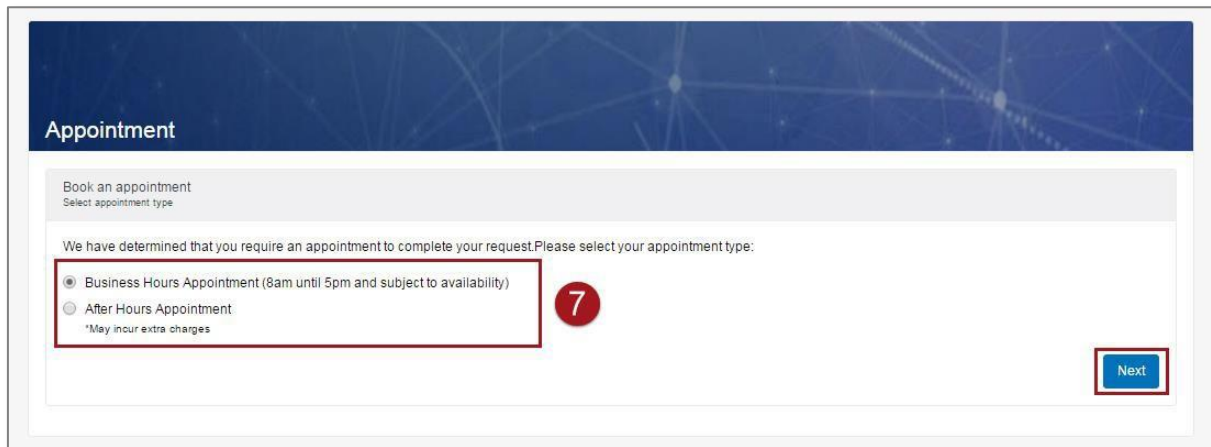
If you select one appointment. Please note that if the crew arrive on site and it's clear the job cannot be completed in one appointment, the truck will drive away, a wasted truck visit fee may apply and you will be required to book a new appointment(s). If you think the job will require two appointments please book two appointments.

The screenshot shows a web form titled 'Appointment' with a blue header. Below the header, there is a section 'Book an appointment' with the subtext 'Select appointment type'. The main question is 'How many appointments would you like to schedule.' There are two radio button options: 'One Appointment' and 'Two Appointments'. The 'Two Appointments' option is selected and highlighted with a red box. A red circle with the number '6' is next to the 'Two Appointments' option, and a red box highlights the text '*May incur extra charges' below it. A blue 'Next' button is located at the bottom right of the form.

Step 7 Select the type of appointment you would like, and then select 'Next'.

If you answered 'After Hours Appointment', please proceed to Step 11.

Important Note: You must complete the request to lock in the appointment; if you save as draft your appointment will not be booked.



Step 8 Select the date and time for your preferred time for the appointment, then select 'Confirm'.

If you are only scheduling one appointment proceed to [Step 10](#). Note:

Your appointment time will be within the hour

You will not be able to book an appointment within 5 days of the current date.

Appointment

Create an appointment
Select time of appointment

Please note this appointment timeslot is indicative only. The truck may arrive on site any time within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

Su	Mo	Tu	We	Th	Fr	Sa
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

10:30 AM 11:30 AM
12:30 PM 1:30 PM
2:30 PM

Back Confirm

Step 9 Select the date and time for your preferred time for your second appointment, then select 'Confirm'.

Note: Your appointment time will be within the hour
You will not be able to book an appointment within 5 days of the current date.

Appointment

Create an appointment
Select time of appointment

First appointment is added successfully. Please add second appointment.

Please note this appointment timeslot is indicative only. The truck may arrive on site any time within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

Su	Mo	Tu	We	Th	Fr	Sa
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

12:30 PM 1:30 PM
2:30 PM

Back Confirm

Step 10 You will receive the following message confirming your appointment date and time. If this is correct select 'Finish'.

Alternatively, select 'Change your appointment' to choose another date/time.

Appointment

Appointment - Confirmation

You have successfully created your appointment. Please note, this appointment timeslot is indicative only. The truck arrive on site anytime within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

12:30 PM
March 10, 2016

Business Hours Appt.
[Change your appointment](#)

2:30 PM
March 10, 2016

Business Hours Appt.
[Change your appointment](#)

10

Finish

Upon confirmation you will receive the following confirmation message. The truck may arrive within two hours after the time select.

CitiPower and Powercor will contact you at least 1 business day prior to your appointment to confirm the time.



Step 11

You will receive the following message confirming your request for an after hours appointment. You will incur extra charges for this appointment. To finish, select 'Confirm'.

CitiPower and Powercor will contact you to confirm eligibility as well as date and time for the appointment.



Upon confirmation you will receive the following confirmation message. CitiPower and Powercor will contact you to confirm your appointment time.



Section 5: Make an Enquiry

Continue for general enquiry instructions.

Proceed to Step 3 for Connection Request enquiry instructions.

Step 1a After logging in to eConnect, select 'Enquiry' from the left-hand side of the page.

Step 1b Alternatively, select the 'Enquiries'

Note: You can select the picture or the text.

The screenshot displays the eConnect web application interface. On the left is a dark sidebar with a menu. The 'Enquiries' option, represented by a document icon, is highlighted with a red rectangle. The main content area shows the user's profile 'Parag Chaudhari' and a notification bar stating 'You have 6 outstanding actions. These must be completed for requests to progress.' Below this are four large cards: 'Bundled Requests' (with a meter image), 'New Connection' (with a person at a meter image), 'Alteration' (with a worker image), and 'Abolishment' (with a worker image). Each card has a brief description. At the bottom, there is a 'Latest Requests' table and a search bar for 'Connection Request ID'.

#	Work Site Address	Type	Status	Bundled (Status)	Update	Cancel	Close
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3301	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				

Step 2 Select 'Submit Enquiry'

Enter your enquiry details, then select the 'Submit' button

The screenshot shows the 'Enquiries' dashboard. At the top right, there is a blue button labeled 'Submit Enquiry' which is highlighted with a red rectangle. Below the header, there is a search bar and a table with columns: #, Date Submitted, Enquiry Type, Enquiry Sub Type, Status, and Worksite Address. The table is currently empty, displaying 'No data available in table'. At the bottom right, there are navigation links for 'Previous' and 'Next', and a footer with copyright information and logos for CitiPower and Powercor.

The screenshot shows the 'Enquiry' form. The 'Location Details' section is active, with a prompt 'Please nominate the property'. Below this, there are radio buttons for 'Does this enquiry relate to a property?' with 'Yes' selected. There are four input fields for 'Connection Request ID', 'NMI', 'Meter Number', and 'Search for Address', each with a search icon. At the bottom right, there is a blue button labeled 'Submit' which is highlighted with a red rectangle, and a 'Cancel' button next to it. The footer contains copyright information and logos for CitiPower and Powercor.

Step 3a

After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to enquiry about, select the text in blue in the '#' or 'Work Site Address' fields.

Step 3b

Alternatively, type the exact Connection Request ID into the search bar on the right-hand side and select 'Find'.

The screenshot displays the eConnect dashboard interface. At the top, there are four main action buttons: 'Bundled Requests' (Multiple requests to be done in conjunction), 'New Connection' (Create a new connection request), 'Alteration' (Create a new additions and alterations request), and 'Abolishment' (Create a new abolishment request). Below these, the 'Latest Requests' section shows a search bar with 'CR-270176' entered and a 'Find' button. A table lists the latest requests, with the first three rows highlighted in blue. The first row is CR-270179, the second is CR-270178, and the third is CR-270176, which is highlighted with a red box. The table columns are: #, Work Site Address, Type, Status, Bundle (Status), Update, Cancel, and Clone.

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Clone
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				
CR-270176	130 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				

The following error message will appear if your search returns no records. In this case, check your 'Connection Request ID' is correct, if not enter it correctly and search again. The 'Connection Request ID' must be entered in full letters – numbers e.g. CR-12345.



Bundled Requests
Multiple requests to be done in conjunction



New Connection
Create a new connection request



Alteration
Create a new additions and alterations request



Abolishment
Create a new abolishment request

Latest Requests
5 Latest Requests

Connection Request ID:

No Record Found

Step 4 To make a Connection Request enquiry, select 'Enquiry' on the right-hand side of the page.

The screenshot displays the CitiPower portal interface for a Connection Request (CR-270179). The page is titled "CR-270179" and shows a progress bar with stages: Assessment, Retailer, In Progress (highlighted), Dispatched, and Fulfilled. The "In Progress" stage is currently active, with a message stating "Your request is in progress." Below the progress bar, the "Request Detail" section provides information about the request, including the Request Type (Alteration), Request Sub-Type (Solar and alternative generation installation), NMI (62031986345), Address (HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351), Submission Date (06/11/2020), and Target Completion Date (07/12/2020). On the right-hand side, a sidebar contains several action buttons: Update, Enquiry (highlighted with a red box), Clone, Cancel CR, and Back. The "Enquiry" button is the one to be selected according to the instruction.

Step 5

Enter your enquiry details, then select the 'Submit' button

Enquiry

Location Details

Enquiry

Attachments

Please nominate the property

Does this enquiry relate to a property?

Yes

No

Connection Request ID

OR

NMI ⓘ

OR

Meter Number ⓘ

OR

Search for Address

Cancel

Submit

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Section 6: Clone a Connection Request

When a Connection Request is cloned, only some of the details will be copied across to a new Connection Request. This will allow the REC/LEW to quickly submit a similar Connection Request for a different property.

Most of the 'Work Requirements' fields are cloned. This excludes fields that must be reevaluated for each request, for example 'Distance from loom to meter panel' or 'Any other information'.

Under 'Contact Details', the REC and LEW contact fields will be pre-populated in the clone request, but retailer, customer and Licenced Electrical Inspector (LEI) details will not be.

'Location Details', 'Attachments', 'Appointments' and 'Confirmation' will not have any information pre-populated in the clone request. For this reason, the request will be saved in draft status and must be reviewed and submitted.

Step 1a After logging into eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to clone, select the corresponding blue clone icon .

Step 1b Alternatively, type the exact 'Connection Request ID' into the search bar on the right-hand side and select 'Find', continue to Step 2.

You have 6 outstanding action(s). These must be completed for requests to progress. View Actions



Bundled Requests
Multiple requests to be done in conjunction



New Connection
Create a new connection request



Alteration
Create a new additions and alterations request



Abolishment
Create a new abolishment request

Latest Requests
5 Latest Requests

Find
View All

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Clone
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				
CR-270176	130 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				

The following error message will appear if your search returns no records. In this case, check your 'Connection Request ID' is correct, if not enter it correctly and search again. The 'Connection Request ID' must be entered in full letters – numbers e.g. CR-12345.

You have 6 outstanding action(s). These must be completed for requests to progress. View Actions



Bundled Requests
Multiple requests to be done in conjunction



New Connection
Create a new connection request



Alteration
Create a new additions and alterations request



Abolishment
Create a new abolishment request

Latest Requests
5 Latest Requests

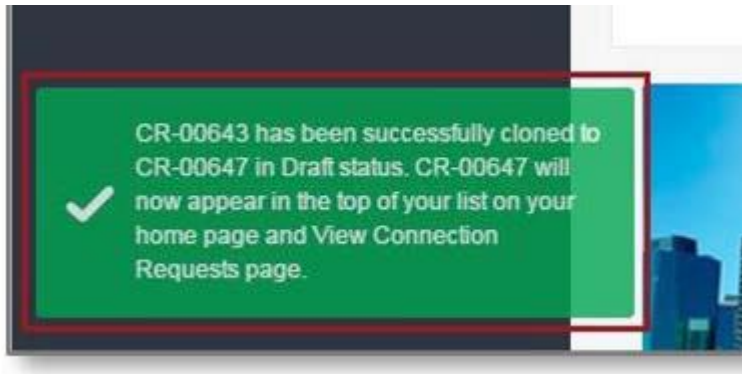
Connection Request ID:
Find
View All

No Record Found

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Clone
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				
CR-270176	130 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				

Upon selection of the blue clone icon, you will receive the confirmation message in green on the bottom left-hand side of the page.

The message provides you with the new Connection Request number. The cloned request appears on the top of your Connection Requests on the Home Page and View Connection Requests Page in draft status.



Step 2 To clone the Connection Request, select 'Clone' on the right-hand side of the page.

The screenshot displays the CitiPower interface for a Connection Request (CR-270179). The interface includes a 'Summary' tab, a 'Request Status' section with a progress bar (Assessment, Retailer, In Progress, Dispatched, Fulfilled), and a 'Request Detail' section with fields for Request Type, Request Sub-Type, NMI, Address, Submission Date, and Target Completion Date. On the right-hand side, there is a vertical menu with buttons: Update, Enquiry, Clone (highlighted with a red box), Cancel CR, and Back. The 'Clone' button is a blue button with a document icon.

CR-270179

Expand All

Update

Enquiry

Clone

Cancel CR

Back

Summary

Request Status

Assessment Retailer In Progress Dispatched Fulfilled

Your request is in progress.

Request Detail

Request Type: Alteration

Request Sub-Type: Solar and alternative generation installation.

NMI: 6203198345

Address: HOUSE, 354 SOUTH BEACH RD, LAKE BOLAO VIC 3361

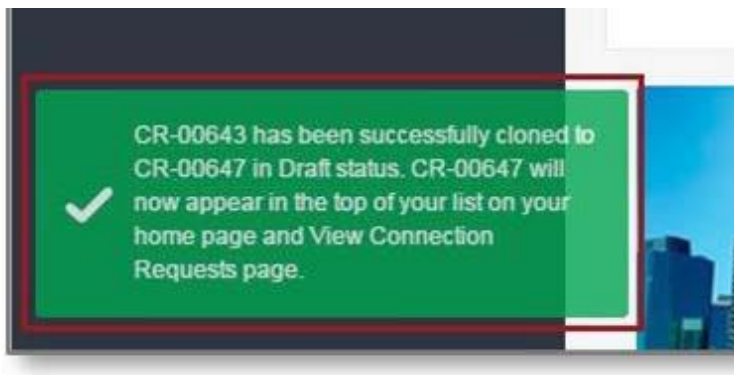
Submission Date: 06/11/2020

Target Completion Date: 07/12/2020

Work Requirements

Upon selection of the blue clone icon, you will receive the confirmation message in green on the bottom left-hand side of the page.

The message provides you with the new Connection Request number. The cloned request appears on the top of your Connection Requests on the Home Page and View Connection Requests page in draft status.



Section 7: Cancel a Connection Request

A Connection Request cannot be cancelled if the truck has already been dispatched to the field. The cancel icon will be faded  to indicate that cancellation is disabled.

Step 1a After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to

cancel, select the corresponding red cancel icon  and continue to Step 3.

Step 1b Alternatively, type the exact 'Connection Request ID' into the search bar on the right-hand side and select 'Find', continue to Step 2.

You have 6 outstanding action(s). These must be completed for requests to progress. [View Actions](#)



Bundled Requests
Multiple requests to be done in conjunction



New Connection
Create a new connection request



Alteration
Create a new additions and alterations request



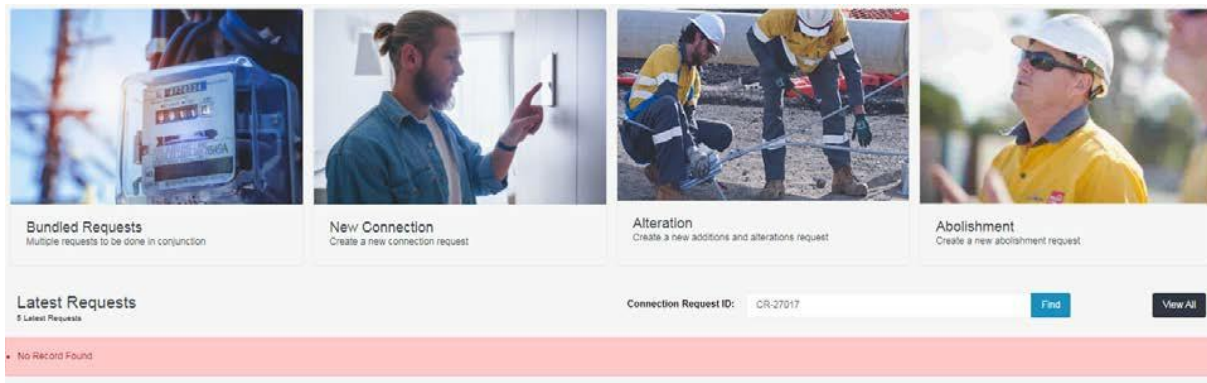
Abolishment
Create a new abolishment request

Latest Requests
5 Latest Requests

Connection Request ID: [Find](#) [View All](#)

#	Work Site Address	Type	Status	Bundle (Status)	Update	Cancel	Clone
CR-270179	HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351	Alteration	In-Progress				
CR-270178	16 MOUNT GAMBIER RD, CASTERTON VIC 3311	Alteration	In-Progress				
CR-270176	130 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				
CR-270175	U 4/ 21 ROWELL AVE, CAMBERWELL VIC 3124	Alteration	In-Progress				

The following error message will appear if your search returns no records. In this case, check your 'Connection Request ID' is correct, if not enter it correctly and search again. The 'Connection Request ID' must be entered in full letters – numbers e.g. CR-12345.



Step 2 To cancel the Connection Request, select 'Cancel CR' on the right-hand side of the page.

The screenshot shows a web interface for a Connection Request (CR-270179). The page has a breadcrumb trail: Dashboard / View Alteration Request / CR-270179. The main heading is 'CR-270179'. Below it is a 'Summary' section with a 'Request Status' flowchart showing stages: Assessment, Retailer, In Progress (highlighted), Dispatched, and Fulfilled. Below the flowchart, it says 'Your request is in progress.' The 'Request Detail' section lists: Request Type: Alteration; Request Sub-Type: Solar and alternative generation installation; NMI: 62031986345; Address: HOUSE, 354 SOUTH BEACH RD, LAKE BOLAC VIC 3351; Submission Date: 06/11/2020; Target Completion Date: 07/12/2020. On the right side, there is a vertical menu with buttons: Update, Enquiry, Clone, Cancel CR (highlighted with a red box), and Back. Above this menu is an 'Expand All' button.

Step 3 Double-check the Connection Request details and select 'Continue' to confirm that you would like to cancel the request.

The screenshot shows a 'Cancel Request' confirmation dialog box. The dialog box has a title 'Cancel Request' and a message: 'Please confirm you would like to cancel the connection request at the Work Site Address below.' Below the message, it displays the request details: 'CR-04782' and '42 Greenhill Lane MELBOURNE 3000'. At the bottom of the dialog box, there are two buttons: 'Go Back to Request' and 'Continue' (highlighted in red). The background shows a blurred view of the same web interface as in Step 2, with the 'Expand All' button visible on the right.

Upon selection of the red cancel icon, you will receive the following confirmation of Connection Request cancellation.

