



## Frequently Asked Questions

### **eConnect**

#### **What is eConnect?**

**eConnect** is CitiPower and Powercor's new online Electrical Work Request (EWR) system. It enables Registered Electrical Contractors (RECs), Licensed Electrical Workers (LEWs), Non-Electricians (Solar Providers, Builders, Market participants) and guest users (the general public) to submit their Solar Pre-Approval, New Connection, Additions & Alterations and Abolishment requests online, directly to CitiPower and Powercor.

It also enables users to track and monitor the progress of their requests, to update and cancel requests and to book appointments online.

#### **Who can use eConnect?**

Registered Electrical Contractors (RECs), Licensed Electrical Workers (LEWs), Non-Electricians ((Solar Providers, Builders, Market participants), Retailers, and guest users (the general public) can use eConnect.

#### **Do I need to register in order to use eConnect?**

Registered Electrical Contractors (RECs), Licensed Electrical Workers (LEWs) and Non-Electricians must register in order to use eConnect. A guest user, who has a one-off Solar Pre-Approval or connection request, or is an infrequent user of eConnect, is not required to register an account.

For instructions on how to register an eConnect account, click [here](#).

#### **What is the difference between a REC/LEW and guest user?**

A REC and LEW are required to register an eConnect account in order for them to submit, track and update their connections requests.

A guest user is not required to register an eConnect and will be able to track the progress of a request using a unique Connection Request ID number and password generated by the system. Guest users are also able to submit a Solar Pre-Approval request.

#### **What are the benefits to me if I register as a user?**

As a registered user, eConnect will be your one-stop-shop and will enable you to:

- Submit your connections requests directly to CitiPower and Powercor
- Track and update your connections requests

- Receive notification via SMS and email about the status of your connections requests
- Manger your user account
- Store your details for re-use each time you submit a new connection request

### **How will using eConnect benefit me as a Registered or Guest user?**

As a Guest or Registered user, you will be able to submit Solar Pre-Approval requests and have the ability to view and print your request.

### **When will it be launched?**

eConnect will be launched progressively, commencing in January 2016:

- January 2016: Automated Online user registration and Solar Pre-Approval request submissions
- Q1 2016: Interim partial automation of New Connections and Additions & Alterations, Electrical Works Request (EWR) requests.

### **Why have these services been planned for a staged launch?**

We are taking a phased approach to implementation to help us ensure we a delivering a high quality system and processes that will provide a seamless experience for our customers.

### **What services are available on eConnect?**

- Submit and track Solar Pre-Approval requests
- New Connections
- Additions & Alterations
- Abolishments
- Bulk Requests (single submission of a connection request for multiple premises)
- Enquiries
- Supporting Retailer raised Meter Investigations and Meter Reconfigurations

## **Solar Pre-Approvals**

### **How do I know if CitiPower and Powercor have received a Solar Pre-Approval Request that I have submitted?**

You will receive a confirmation email from CitiPower and Powercor with either an outcome of your Solar Pre-Approval request or further instructions.

### **What will happen to my submitted Solar Pre-Approval Request?**

You will receive notification via email that your request has been approved as requested, or requires further assessment. If your request requires further assessment, instructions on how to proceed with your request will also be provided to you.

### **What can I do if I want to change the Solar Pre-Approval outcome?**

You can contact CitiPower and Powercor to request a Technical Assessment to be carried out, charges for upgrades to the network may apply post Technical Assessment. Please note that this does not however, guarantee a change to your original SPA request outcome.

### **What if I need more time to install my Solar?**

You will have the ability to extend the expiry date of your Solar Pre-Approval Request by logging into the eConnect portal. If you are a Guest User, you will be provided with a unique Solar Pre-Approval ID number and passcode to log in and extend your SPA request. An SPA request can be extended as a once off, for a period of 30 days, as long as the extension is completed within 14 days of the original expiry date.

### **Why can't I enter the amount I wish to request in the 'Proposed Total Power Rating' Field?**

The amount that can be requested is limited to the Maximum Capacity that may be available as determined by:

- The Phase on site. For example 5kW is the Maximum Capacity available for a single phase site
- By the Transformer that supplies the site. For example 7.5kW is the Maximum Capacity available for Connection to a 25kVA Transformer.

## **REConnect**

### **What is happening to REConnect?**

If you are a registered REConnect user, you will still be able to continue submitting Electrical Work Requests (EWRs) for New Connections and Additions and Alterations requests via REConnect for a limited period of time. All registered REConnect users will be notified in due course when REConnect is due to be decommissioned.

For Solar Pre-Approval requests, you will need to register an eConnect account.

## **Retailers**

### **How are the Retailers involved with eConnect?**

Retailers will be able to:

- Process New Connections, Additions & Alterations, Abolishments and Meter Investigations Electrical Work Requests (EWRs) from CitiPower and Powercor
- Submit New Connections, Additions & Alterations, Abolishments and Meter Investigations Electrical Work Requests (EWRs) from CitiPower and Powercor
- View and track requests for New Connections, Additions & Alterations, Abolishments and Meter Investigations
- Submit and track connections related enquiries

## **General**

### **Where can I view the eConnect Terms & Conditions?**

The eConnect Terms & Conditions can be accessed via the link on the bottom of the eConnect home page.

### **Where can I view the CitiPower and Powercor Privacy Policy?**

The CitiPower and Powercor Privacy Policy can be accessed via the link on the bottom of the eConnect page. You can also access the Privacy Policy directly from the Powercor website by entering "Privacy Policy" into the search field at the top of the screen.

### **How and when do I contact CitiPower and Powercor?**

If you need assistance with registering your account or submitting a Solar Pre-Approval or have a general eConnect enquiry, contact the team via [eConnect@powercor.com.au](mailto:eConnect@powercor.com.au) or contact us through the CitiPower and Powercor General Enquiries line.

**For more information about CitiPower and Powercor Distribution Solar Tariffs click [here](#).**