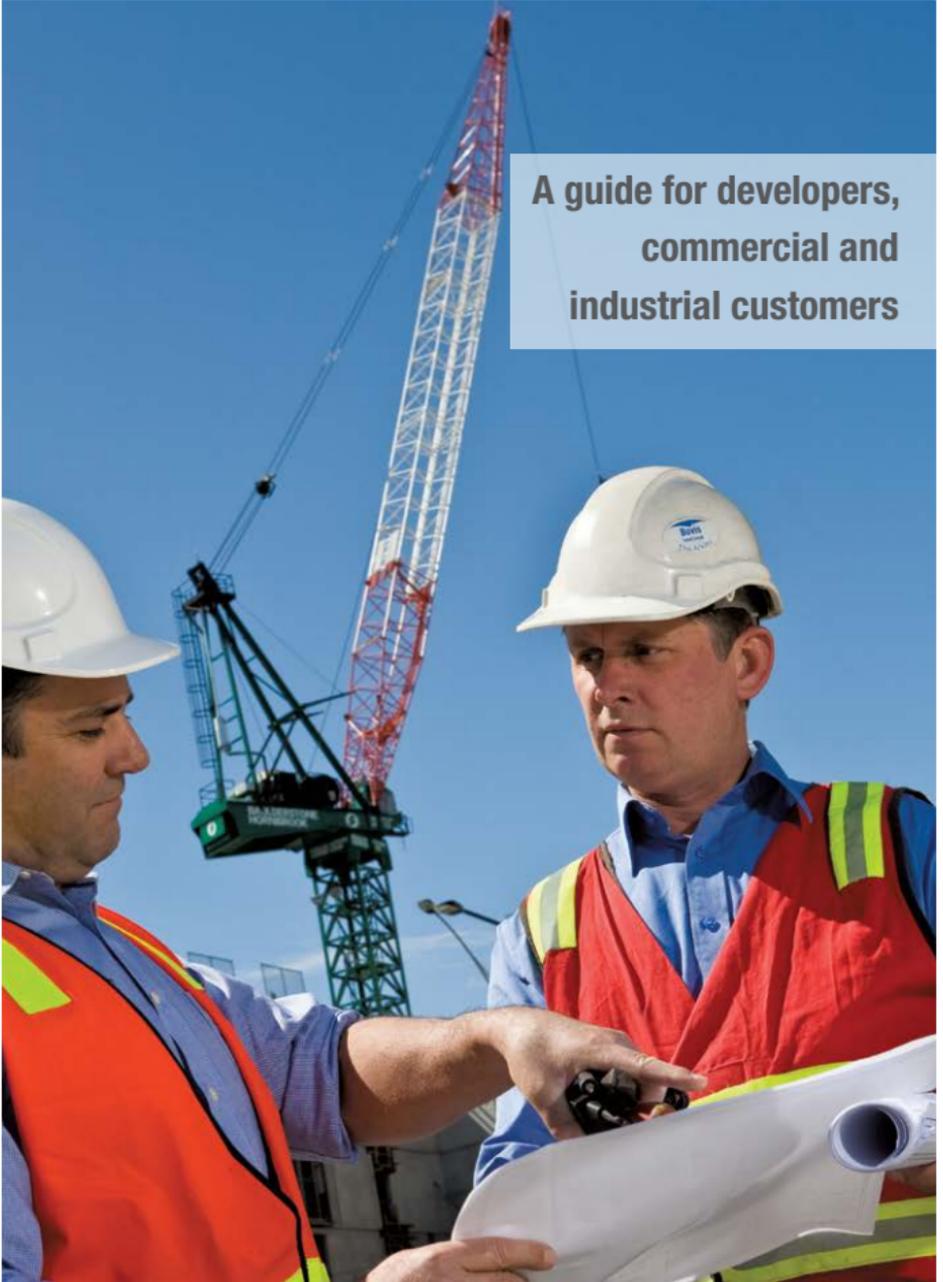


## Commercial Properties

# Arranging an Electricity Supply to your Business

A guide for developers,  
commercial and  
industrial customers



  
**CITIPOWER**

  
**Powercor**  
AUSTRALIA

A man with blonde hair, wearing a white dress shirt and a blue and white striped tie, is looking towards the right. He is standing outdoors in front of a red brick building. To his right, a wooden easel holds a large map or plan. A person's hand is visible, pointing at a specific area on the map. The map shows a blue-shaded area, possibly representing a utility network or a specific site. The background is a red brick wall with a window and a wooden structure.

**CitiPower and Powercor are electricity distributors. Our core business is to manage the poles, wires and equipment that deliver electricity to homes and businesses in Melbourne and through central and western Victoria.**

CitiPower and Powercor's combined networks deliver electricity to more than one million customers throughout Victoria, from central Melbourne and west to the borders of South Australia and New South Wales.

As your electricity distributor, CitiPower or Powercor assumes one part of the regulated connection process which leads to your initial connection to our network.

We deliver to you the power you buy from your electricity retailer. Your electricity retailer sends you your power bill and your retailer pays us directly for distributing your power. We do not sell you electricity.

Our role is to develop and maintain the poles, wires and other equipment on the electricity network. We also augment or extend existing powerline infrastructure to make an electricity supply available to properties on request.



This guide outlines the steps you need to take to manage your final connection in a timely manner and includes useful tips on working with your team of consultants, project managers, Registered Electrical Contractors and your appointed electricity retailer.

*You can obtain a comprehensive guideline for making a supply available to commercial or residential properties at **[www.citipower.com.au](http://www.citipower.com.au) or [www.powercor.com.au](http://www.powercor.com.au)***

# Typical connection arrangements

If your property has not previously had an electricity connection, you will need to arrange one. Large business developments may require a supply substation to be established onsite within the property boundary. Smaller developments are assessed on an individual basis and alternative connection arrangements may be available.

## Do you require an extension or upgrade?

Before purchasing major electrical equipment, please confirm that we can meet your needs from our existing powerline infrastructure. If your supply requirements exceed the capacity of our existing lines or supply substations, we may need to upgrade them.

You may be required to make a financial contribution depending on the electricity requirements of your business development.

## Timing

You should not assume a supply is readily available. Depending on the complexity of the project it may take more than six months to:

- Augment or extend the powerline infrastructure
- Finalise your arrangements with your appointed electricity retailer
- Achieve initial connection to the electricity network.

Early planning is the key as it will help mitigate delays and minimise potential site disruptions.

## Working with your team

A number of people or parties may be representing you or contracted by you to provide expertise on your proposed business venture, and may include:

- Consulting engineers
- Architects
- Project managers
- Registered Electrical Contractors
- Electricity retailers.

It is important that CitiPower and Powercor obtain information from only one party – usually your engaged project manager. This helps avoid potential delays and increased costs that may arise from confusing or conflicting information.

Your full team needs to understand the scope of works that we will undertake and the obligations you and your contractor have to CitiPower or Powercor.

### **Working with an electricity retailer**

Electricity retailers are responsible for your electricity account. We do not sell you electricity but we do distribute the power you buy from your retailer. You must finalise your contract to purchase electricity with your chosen retailer before CitiPower or Powercor can proceed with connecting the supply to your premises.

You should discuss metering requirements with your consulting engineer or Registered Electrical Contractor before appointing a retailer. When you are choosing a retailer it is essential that you confirm any special metering requirements prior to entering a retail contract to purchase electricity.

We recommend you finalise your contract to purchase electricity with your chosen retailer at least five weeks prior to expected connection, especially if there are special metering requirements.

### **Electricity tariffs**

Network electricity tariffs are prices you pay for transporting electricity along the electricity network. These charges are billed directly to your nominated retailer.

For business customers there are two types of tariffs:

- (1) “Daily and Energy” charges which generally apply to customers with moderate electricity consumption and
- (2) “Demand and Energy” charges which are most suitable for customers with large loads.

You need to discuss and finalise an appropriate tariff option with your chosen retailer.

# Contestable Services and option selections

Recognised contractors can complete some of the tasks required to provide an electricity supply to your business. These tasks are called Contestable Services and generally involve:

- Project management
- The construction of new assets including provision of materials and as built plans.

Tasks that only CitiPower or Powercor can complete are called Non-Contestable Services and generally involve:

- Electricity network planning
- Approval of plans
- Augmentation works
- Works that need to be completed on our existing powerlines.

An option selection must be completed in conjunction with your application, and the option you select determines who will complete the Contestable Services tasks in making supply available to your property. You are welcome to discuss these options with us prior to lodging an application.



## Electricity requirements

We will require detailed electrical information before we process your application and begin the supply negotiation process with you. We suggest your Registered Electrical Contractor or electrical consultant provide your electrical load estimation as it needs to be calculated as accurately as possible.

In addition, you will need to supply information on the nature of your development, which should include type of business, hours of operation and usage patterns.

Typical business types include:

<b>Retail Outlet</b>	<ul style="list-style-type: none"><li>• Fast food</li><li>• Speciality store</li><li>• Post Office</li><li>• Bakery</li></ul>
<b>Office</b>	<ul style="list-style-type: none"><li>• Medical</li><li>• Bank</li><li>• Consulting professionals</li></ul>
<b>Accommodation</b>	<ul style="list-style-type: none"><li>• Motel</li><li>• Aged care</li><li>• High density unit development</li></ul>
<b>Warehousing</b>	<ul style="list-style-type: none"><li>• Hardware</li><li>• Food storage</li><li>• Apparel and textiles</li></ul>
<b>Manufacturing</b>	<ul style="list-style-type: none"><li>• Food processing</li><li>• Printing and publishing</li><li>• Mining</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• School</li></ul>

Examples of typical hours of operation may include:

- 24 hours 7 days a week
- 10 hours 5 days a week
- 16 hours 6 days a week.

The time when consumption occurs – usage patterns:

- Peak
- Off peak
- Seasonal.

## Easements and leases

It may be necessary for CitiPower or Powercor to establish substations and powerlines on your property to provide your electricity. In some cases an enclosed substation may need to be incorporated and accommodated within your building.

These requirements will be discussed with you prior to finalising an Augmentation Agreement. Under these circumstances you will be required to arrange and provide any easement and/or lease agreements as required by us.

# Electrical safety

## on site

Please be aware that you and your agents are legally obliged to maintain safe clearances from electricity lines at all times. Any non-compliance could incur additional costs and penalties.

Before undertaking any work close to overhead or underground electricity lines, visit the No Go Zone requirements at the Energy Safe Victoria website at **[www.esv.vic.gov.au](http://www.esv.vic.gov.au)**

Before commencing any excavation work, call Dial Before You Dig on **1100**, or visit the website at **[www.1100.com.au](http://www.1100.com.au)**

Before undertaking any work close to overhead or underground electricity lines, you must gain a Permit to Work from CitiPower or Powercor. This will only be issued after one of our representatives has assessed your work site through a site visit. Complete an online application at **[www.powercor.com.au/Contractors\\_&\\_Suppliers/Online\\_Permit\\_Applications](http://www.powercor.com.au/Contractors_&_Suppliers/Online_Permit_Applications)**

## Access

You are responsible for all activities on your property and must:

- Keep the work area clear of obstructions or other activity during our onsite works (as directed by CitiPower or Powercor or our contractors)
- Obtain permits from other relevant responsible authorities to enable construction
- Provide access for heavy vehicles that may be used during construction of the line on your property, and maintain access for future maintenance.



# Contractual arrangements and authorised payments

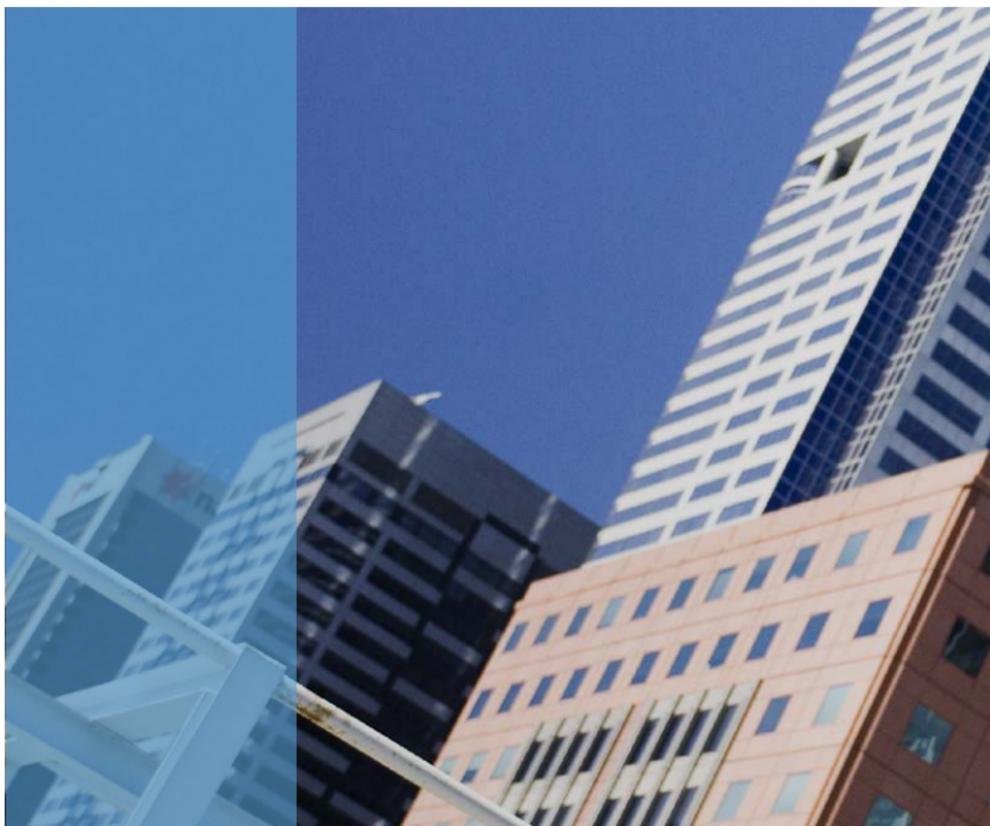
When preparing a firm offer and arranging payments you will need to identify the principal party who is ultimately responsible for finalising the agreements and paying invoices.

## **Firm offer**

When you submit your application to CitiPower or Powercor you are engaging us to provide you with a firm offer for network connection services. We also call this a Network Augmentation Agreement.

The Network Augmentation Agreement provides network connection services costs, confirms the nominated point of supply and the rate of supply.

The Network Augmentation Agreement also provides the terms of how a supply will be made available to your development. It will also include those items that you are responsible for, but does not include any fees, charges or costs from retailers or other parties.



The network connection services costs are calculated in accordance with guidelines provided by Victoria's Essential Services Commission. Before a firm offer can be finalised we require the following:

**1. Details of your electricity requirements including**

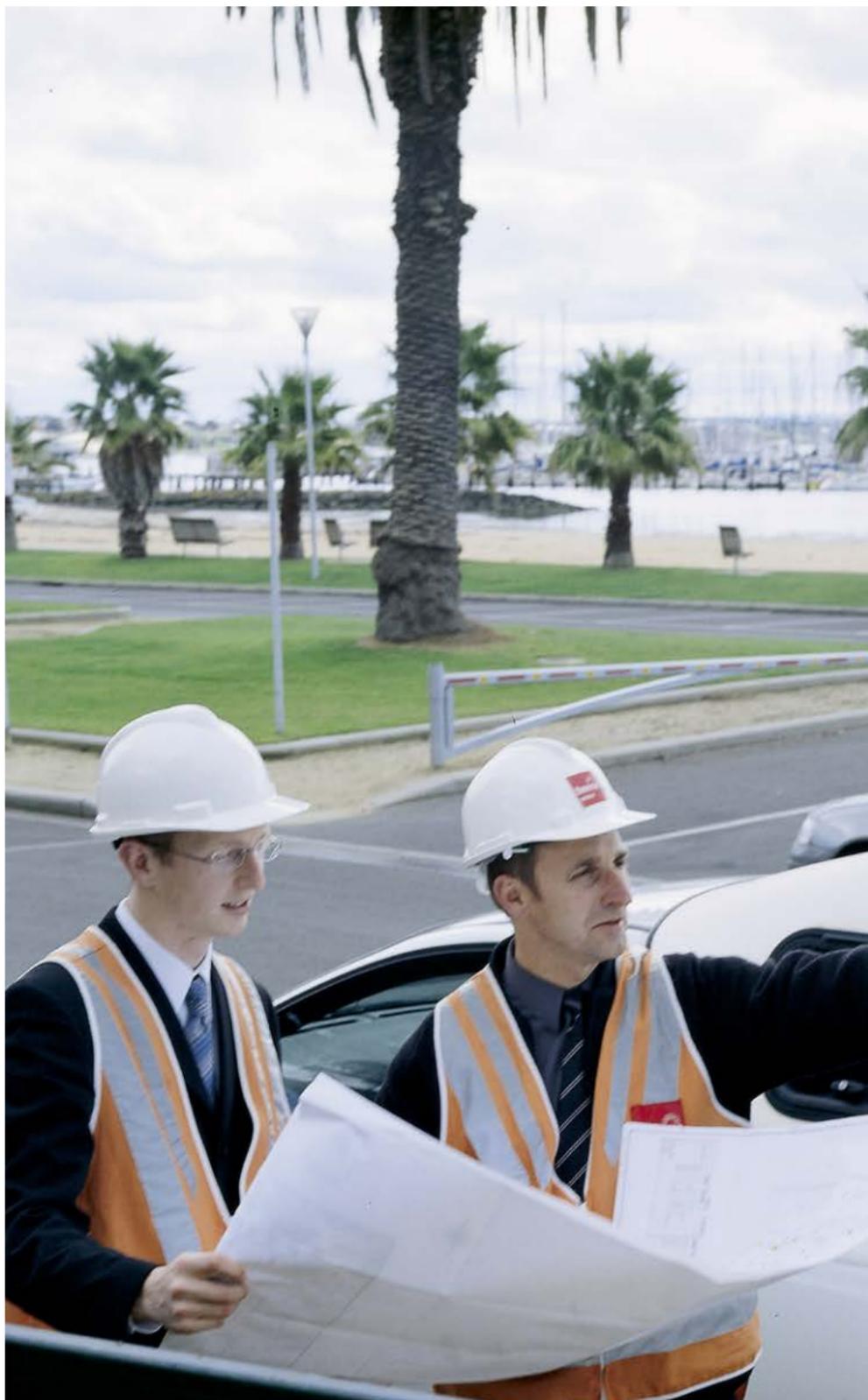
- AS3000 load estimation
- Type of business and usage
- Principal party details.

**2. An Option Selection Form**

- This form asks you to decide who will complete various tasks in making a supply available to your development.

**3. All necessary information from you and other third parties to enable a design to be completed.**





## **Making an application**

*To begin the process of arranging a supply to your development you will need to complete a Business Application which can be obtained by contacting CitiPower on **1300 301 101** or Powercor on **13 22 06** or downloaded at **[www.citipower.com.au](http://www.citipower.com.au)** or **[www.powercor.com.au](http://www.powercor.com.au)***

*Please complete all the details requested on the application form *Arranging an Electricity Supply to Your Business*, or alternatively provide supplementary written information.*

## **Costs**

You will be responsible for meeting the partial or total cost of extending or upgrading CitiPower or Powercor's lines to provide a supply to your business development.

We may make a financial contribution, depending on the amount of electricity you will use. Any monies owing to CitiPower or Powercor must be paid prior to our commencement of works to make a supply available.

## **Connecting power**

Once all necessary steps have been taken to make a supply available to your property, your Registered Electrical Contractor will make your property ready for connection and obtain a Certificate of Electrical Safety. Your Registered Electrical Contractor will apply to your chosen electricity retailer for the installation of metering and for the power to be turned on.

# Your checklist ✓

- Begin you planning early – allow at least six months before you require electricity
- Determine electricity requirements, hours of operation and usage patterns with your consulting engineer or Registered Electrical Contractor
- Complete all the details on the Business Application Form and submit your application to CitiPower or Powercor
- To avoid delays in providing an electricity supply to your property:
  - Return all subsequent documentation as requested by CitiPower or Powercor in a timely manner
  - Ensure safe site access for CitiPower or Powercor
  - Make timely payment of CitiPower or Powercor's invoice.

Once you have formally accepted our firm offer, work will commence and a supply will be made available to the agreed point of supply within the timeframes specified.

- Organise an account with your electricity retailer
- Arrange for a Certificate of Electrical Safety, metering and the final connection to your property through your Registered Electrical Contractor.



## Contacting

# CitiPower

**General Enquiries (business hours) 1300 301 101**

**[www.citipower.com.au](http://www.citipower.com.au)**

### **Burnley**

35 Rooney Street  
Facsimile (03) 9297 6609  
Locked Bag 14090  
Melbourne 8001

# Powercor

**General Enquiries (business hours) 13 22 06**

**[www.powercor.com.au](http://www.powercor.com.au)**

### **Ardeer**

740 – 742 Ballarat Road  
Facsimile (03) 8363 8201  
Locked Bag 6  
Sunshine 3020

### **Bendigo**

601 Napier Street  
Epsom  
Facsimile (03) 5440 5795  
Private Bag 8004  
Bendigo 3550

### **Mildura**

148 Eleventh Street  
Facsimile (03) 5022 5991  
PO Box 544  
Mildura 3502

### **Warrnambool**

7 Strong Street  
Forward all correspondence  
to Ballarat Office

### **Ballarat**

Gate 1 – 990 Norman Street  
Wendouree  
Facsimile (03) 5331 9139  
PO Box 572  
Ballarat 3353

### **Geelong**

72 Roseneath Street  
North Geelong  
Facsimile (03) 5240 7751  
PO Box 185  
Geelong 3220

### **Shepparton**

8 Wheeler Street  
Facsimile (03) 5820 2695  
PO Box 6141  
Shepparton 3632

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