

WORK INSTRUCTION

Submit a New Connections Request for a Single Premise Site in eConnect.

<Document Id.>

Purpose This work instruction describes the steps required for a Registered Electrical Contractor (REC) or Licensed Electrical Worker (LEW) to submit a New Connection Request for a single premise site or save as a draft in eConnect.

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Task Detail: Submit a New Connections Request for a Single Premise Site.

Section 1: Initiate New Connection Request

Step 1a After logging into eConnect, select "New Connections".
Note: You can click on the picture or the text.

Step 1b Alternatively, you can select "Submit Connection Request" on the left-hand side menu, and then select "New Connection".

The screenshot shows the eConnect dashboard for a user named Robbo Electrician. The left-hand navigation menu includes options like Dashboard, Submit Connection Request, New Connection (highlighted with a red box and '1b'), Alteration, Abolishment, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main dashboard area features a notification bar at the top stating 'You have 2 outstanding action(s). These must be completed for requests to progress.' Below this are three large tiles: 'New Connections' (highlighted with a red box and '1a'), 'Alterations', and 'Abolishments'. A 'Latest Requests' table is displayed below the tiles, showing a list of connection requests with columns for ID, Address, Type, Status, and actions (Update, Cancel, Clone). At the bottom, there are three more tiles: 'Solar Pre-Approvals', 'Enquiries', and 'Help'.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00642	42 Green Ave	New Connection	Submitted			
CR-01820	42 Green Ave ST KILDA 3182	New Connection	Submitted			
CR-00647	99 Jeremy Street COLLINGWOOD 3066	New Connection	In-Progress			
CR-00648	Lot 5 21 Davis Road, Tarnett 3029	New Connection	Submitted			
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			

Step 2 Select "Single Premise".

New Connection Request

What type of Connection Request would you like to create?

Important Notice: a basic connection service is a routine new connection for less than 100 amps or alteration service which involves no extension or upgrade to our electricity network. The eConnect process for requests under 100 amps allows for an expedited basic connection service including energisation. Our Model Standing Offer sets out the terms and conditions for the provision of the basic connection service. Please click [here](#) for our Model Standing Offer. Should the site not be ready for CitiPower and Powercor installation and/or servicing work, you may incur a Wasted Truck Visit fee. This includes supply being available to the property. For larger estates please refer to the developer or contact the Customer Projects area.

Single Premise **2**

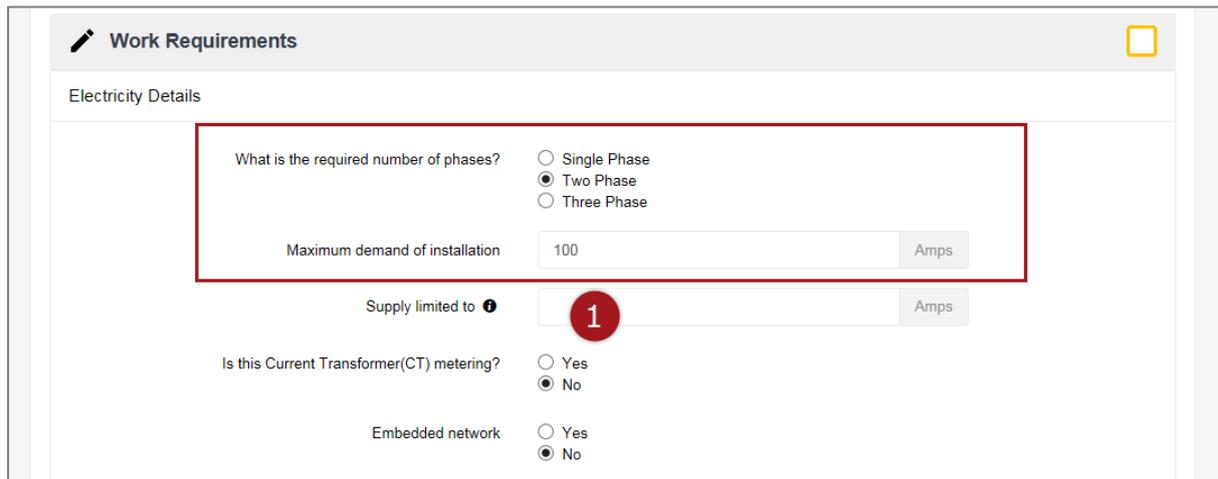
Unmetered Supply

Section 2: Enter Work Requirement Details

Electricity Details

Step 1 Select the required number of phases for the connection and then enter the "Maximum demand of installation".

Note: All fields that do not follow with "(optional)" are **mandatory**.



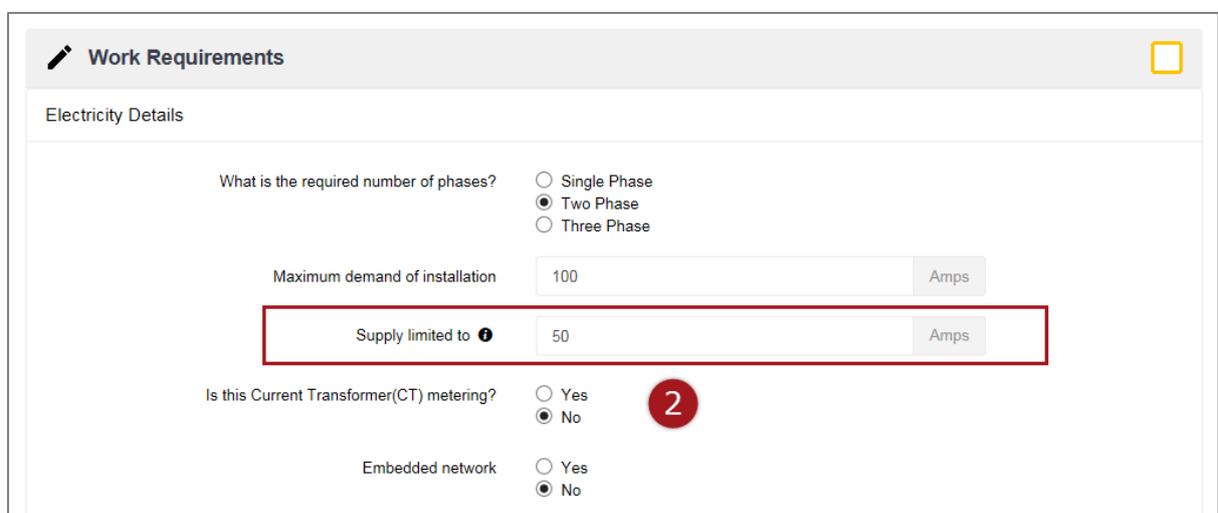
The screenshot shows the 'Work Requirements' form under the 'Electricity Details' section. The 'What is the required number of phases?' question has three radio button options: 'Single Phase', 'Two Phase' (which is selected), and 'Three Phase'. Below this, the 'Maximum demand of installation' field is a text input containing '100' with an 'Amps' unit button to its right. A red box highlights this field. Below it, the 'Supply limited to' field is a text input with a red circle containing the number '1' over it. Further down, there are two more radio button questions: 'Is this Current Transformer(CT) metering?' with 'Yes' and 'No' options (where 'No' is selected), and 'Embedded network' with 'Yes' and 'No' options (where 'No' is selected).

Step 2 Enter the limit of the supply in Amps.

Note: For example supply has or will be limited to 40 Amps using a Supply Capacity Control Device (Circuit Breaker).

If the supply is limited to less than 100 Amps continue to [Step 3](#).

If the supply is limited 100 Amps or more, continue to [Step 4](#).



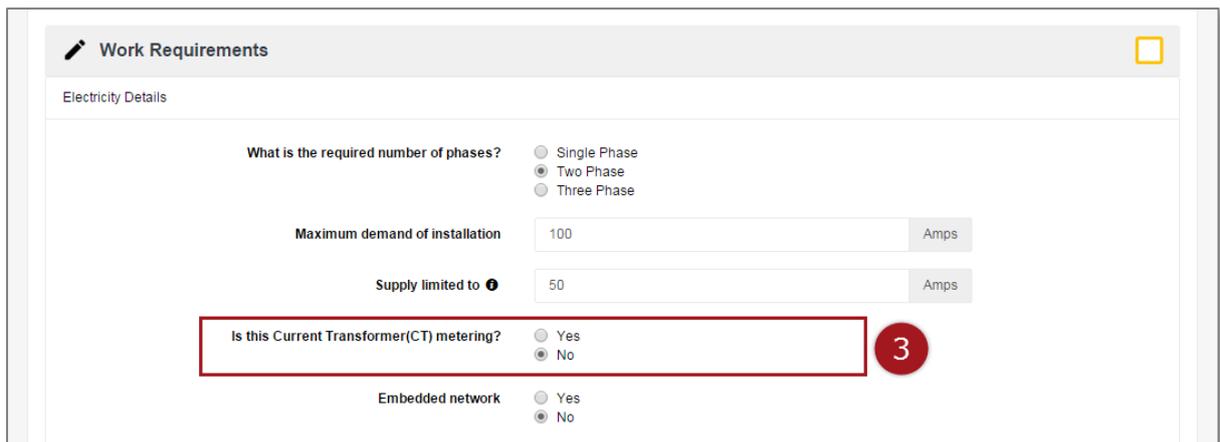
The screenshot shows the 'Work Requirements' form under the 'Electricity Details' section. The 'What is the required number of phases?' question has three radio button options: 'Single Phase', 'Two Phase' (which is selected), and 'Three Phase'. Below this, the 'Maximum demand of installation' field is a text input containing '100' with an 'Amps' unit button to its right. Below it, the 'Supply limited to' field is a text input containing '50' with an 'Amps' unit button to its right, and this field is highlighted with a red box. Further down, there are two more radio button questions: 'Is this Current Transformer(CT) metering?' with 'Yes' and 'No' options (where 'No' is selected), and 'Embedded network' with 'Yes' and 'No' options (where 'No' is selected). A red circle with the number '2' is placed over the 'No' radio button for the 'Is this Current Transformer(CT) metering?' question.

Step 3 Select an answer to “Is this Current Transformer (CT) metering?”

If supply limit is greater than 100 Amps it defaults to CT and cannot be changed.

If your answer is “Yes”, continue to [Step 4](#).

If your answer is “No”, continue to [Step 5](#).



The screenshot shows a web form titled "Work Requirements" with a sub-section "Electricity Details". The form contains the following fields and options:

- What is the required number of phases?** with radio button options: Single Phase, Two Phase (selected), and Three Phase.
- Maximum demand of installation** with a text input field containing "100" and a "Amps" button.
- Supply limited to** with a text input field containing "50" and a "Amps" button.
- Is this Current Transformer(CT) metering?** with radio button options: Yes and No (selected). This field is highlighted with a red border and a red circle containing the number "3".
- Embedded network** with radio button options: Yes and No (selected).

Step 4 If the New Connection supply is limited to 100 Amps or more, or there is CT metering, you will be asked for further details.

Enter the distance in meters from the loom to the meter panel.

Note: It is optional to enter the size of the CT Chamber in millimeters.

Step 4.1 If your request is for the Parent Connection Point of an Embedded Network, select the option 'Yes' for 'Embedded Network' field.

The screenshot shows a web form titled 'Work Requirements' with a sub-section 'Electricity Details'. The form contains several radio button questions and input fields:

- What is the required number of phases? (Single Phase, Two Phase, Three Phase)
- Maximum demand (for single installation) (input field, Amps)
- Supply limited to (for single installation) (input field, Amps)
- Is this Current Transformer(CT) metering? (Yes, No)
- Embedded network (Yes, No) - This option is highlighted with a red box and a red circle containing '4.1'.
- Is this a Parent Connection Point? (Yes, No)
- Is there hot water? (Yes, No)
- Is there floor heating? (Yes, No)
- Is this group metering / mains control? (Yes, No)
- I am submitting 6 or more requests for the same site (Yes, No)
- Size of the main (input field, mm)

Step 4.2

Ensure to select the option 'Yes' for 'Is this is a Parent Connection Point' question as for all Child Connections Points of an existing or new Embedded Network, the request must be submitted through your chosen Retailer.

This close-up screenshot focuses on the 'Is this a Parent Connection Point?' question. The 'Yes' radio button is selected and highlighted with a red box. A red circle containing '4.2' is positioned to the right of the question. Other visible questions include 'Is this Current Transformer(CT) metering?', 'Embedded network', 'Is there hot water?', and 'Is there floor heating?'.

Note

If you select 'No', you will receive the below error message.

Work Requirements

Electricity Details

What is the required number of phases? Single Phase
 Two Phase
 Three Phase

Maximum demand (for single installation) Amps

Supply limited to (for single installation) Amps

Is this Current Transformer(CT) metering? Yes
 No

Embedded network Yes
 No

Is this a Parent Connection Point? Yes **4.2**
 No

If you wish to submit a connection request for a Child Connection Point on an existing or new Embedded Network please submit via your chosen Retailer.

Is there hot water? Yes
 No

Is there floor heating? Yes
 No

Is this group metering / mains control? Yes
 No

I am submitting 6 or more requests for the same site Yes
 No

Size of the main mm

Step 5 Continue to enter the "Electricity Details".

Step 6 Select the "Supply required" from a drop-down list, the following options are available:

1. Overhead – Electricity poles in street, overhead service cable connects pole to house.
2. Underground – Electricity poles and pits in street. House connects to pit.
3. URD – Fully underground reticulation, no electricity poles in street.
4. Substation

If your answer is "Overhead", continue to [Step 7](#).

If your answer is **not** "Overhead", continue to [Step 8](#).

Work Requirements

Electricity Details

What is the required number of phases?
 Single Phase
 Two Phase
 Three Phase

Maximum demand of installation: 10 Amps

Supply limited to: 50 Amps

Is this Current Transformer(CT) metering?
 Yes
 No

Embedded network
 Yes
 No

Is there hot water?
 Yes
 No

Is there floor heating?
 Yes
 No

Is this group metering?
 Yes
 No

Size of the main: 10 mm

Supply required: Underground

Termination point: Please select

Solar

Is this a solar installation?
 Yes
 No

Step 7

If the "Supply required" is overhead, you must enter the length of the overhead service cable in metres.

Size of the main 10 mm

Supply required **i** Overhead

Length of overhead service cable 20 m **7**

Termination point Please select

Solar

Is this a solar installation? Yes No

Step 8

Select the "Termination point" from a drop-down list, the following options are available:

1. Pillar
2. Substation
3. FOLCB
4. Pit

If your answer is "Pit", continue to [Step 9](#).

If your answer is **not** "Pit", continue to [Step 10](#).

Size of the main 10 mm

Supply required **i** Underground

Termination point Substation **8**

Solar

Is this a solar installation? Yes No

Step 9 Select an answer to “Has pit been installed?”

Note: A wasted truck visit fee may apply if the truck arrives and the pit has not been installed.

If your answer is “No”, the request **cannot** be submitted. Please contact your depot Customer Projects department.

Work Requirements

Electricity Details

What is the required number of phases?
 Single Phase
 Two Phase
 Three Phase

Maximum demand of installation: 10 Amps

Supply limited to: 50 Amps

Is this Current Transformer(CT) metering?
 Yes
 No

Embedded network
 Yes
 No

Is there hot water?
 Yes
 No

Is there floor heating?
 Yes
 No

Is this group metering?
 Yes
 No

Size of the main: 10 mm

Supply required: Underground

Termination point: Pit

Has pit been installed?
 Yes
 No

Please note: A wasted truck visit fee may apply if the truck arrives and the pit has not been installed.

9

Solar

Solar

Step 10 Select an answer to "Is this a Solar installation?"

If your answer is "Yes", continue to [Step 11](#).
If your answer is "No", continue to [Step 16](#).

The screenshot shows a web form with two main sections: "Solar" and "Additional Details".

- Solar Section:** Contains the question "Is this a solar installation?" with two radio button options: "Yes" (unselected) and "No" (selected). This section is highlighted with a red rectangular border.
- Additional Details Section:** Indicated by a red circle with the number "10". It contains several fields:
 - "Alternative supply (optional)": A text input field.
 - "Meter position": Two radio button options: "Permanent" (selected) and "Temporary" (unselected).
 - "Is this a residential premise?": Two radio button options: "Yes" (selected) and "No" (unselected).
 - "Are the mains on public land?": Two radio button options: "Yes" (unselected) and "No" (selected).
 - "Any other information (optional)": A text input field.
 - "Project number (optional)": A text input field.

Step 11 Enter the "Inverter size" in kW.

Step 12 If the inverter size is less than 30 kW, you must enter the Solar Pre-Approval (SPA) request number, and then select "Search".

Note: You are given an SPA request 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.

The screenshot shows a web form titled "Solar". At the top, it asks "Is this a solar installation?" with radio buttons for "Yes" (selected) and "No". Below this are several input fields: "Inverter size" with the value "5" and a unit dropdown set to "kW"; "Solar Pre-Approval number" with the value "SPA-27594" and a "Search" button; "Solar installer company name" (text input); "Inverter make" (text input); and "Inverter model" (dropdown menu). Two red callout boxes with white numbers "11" and "12" are positioned to the right of the "Inverter size" and "Solar Pre-Approval number" fields respectively. Red rectangular boxes highlight the "Inverter size" and "Solar Pre-Approval number" fields.

An error message will appear in either of the following instances:

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 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 **i** SPA-27594 Search

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

Solar installer company name **a**

Inverter make

Inverter model

Solar

Is this a solar installation? Yes
 No

Inverter size 10 kW

Solar Pre-Approval number **i** 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 **b**

Inverter make

Inverter model

Step 13 Enter the "Solar installer company name".

Step 14 Begin to enter the "Inverter make". 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.

Inverter size: 5 kW

Solar Pre-Approval number: SPA-27594 Search

Solar installer company name: Sonny Solar Co. 13

Inverter make: A| x

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 14
- Alpha Energy Storage Solution Co Ltd

Additional Details

Alternative supply (optional)

Meter position

Is this a residential premise?

Are the mains on public land?

Step 15

Select the "Inverter model" from a drop-down list, the options available are dependent on the "Inverter make" selected.

Solar

Is this a solar installation? Yes
 No

Inverter size: 5 kW

Solar Pre-Approval number: SPA-27594 Search

Solar installer company name: Sonny Solar Co.

Inverter make: AGL Energy Limited

Inverter model: Please Select
EKO1000s
EKO1500s
EKO2000s
EKO3000s
EKO3000s-D
EKO4000s-D
EKO5000s-D

Additional Details

Alternative supply (optional)

Meter position: Permanent
 Temporary

15

Additional Details

Step 16 It is optional to enter an "Alternative supply".

Note: Enter any other forms of alternative energy supply i.e. wind/battery.

Step 17 Enter the "Meter Position".

Note: If your answer is "Temporary" then the "Is this a residential premise?" questions defaults to no and you are unable to change it.

Additional Details

Alternative supply (optional) 16

Meter position Permanent Temporary 17

Is this a residential premise? Yes No

Are the mains on public land? Yes No

Any other information (optional)

Project number (optional)

Step 18 Complete the "Additions Details" section.

Note: Under "Any other information" enter any additional information that may be useful for the field crew. Under "Project number" enter the CitiPower and Powercor project number related to this New Connection.

Meter position Permanent Temporary

Is this a residential premise? Yes No

Are the mains on public land? Yes No

Any other information (optional) 18

Project number (optional)

Location Details

Section 3: Enter Location Details

Step 1 Select the "Location Details" grey banner.

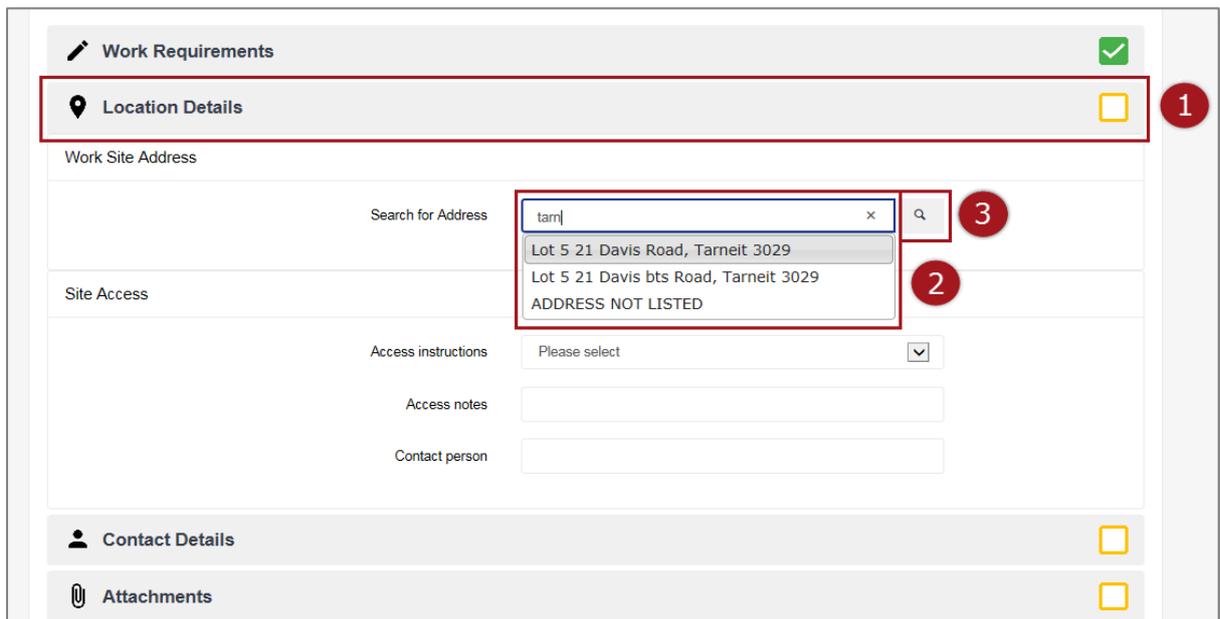
Note: There should be a green tick icon in the "Work Requirements" banner. A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 2 Begin to enter the property address. The search will return a list of results that match the information you have entered.

NB: we recommend for best search results you first attempt to search with Street# only (no Lot), if you do not know the Street#, then search using the Lot#.

Select the correct result.

Step 3 Select the search icon. 



The screenshot shows a web form with several sections. At the top, there are three banners: 'Work Requirements' with a green checkmark, 'Location Details' with a yellow error icon (circled in red and labeled '1'), and 'Contact Details' with a yellow error icon. Below the 'Location Details' banner, there is a 'Work Site Address' section with a 'Search for Address' input field containing 'tarn'. A dropdown menu is open below the input field, showing two suggestions: 'Lot 5 21 Davis Road, Tarneit 3029' (circled in red and labeled '2') and 'Lot 5 21 Davis bts Road, Tarneit 3029'. Below the suggestions is the text 'ADDRESS NOT LISTED'. To the right of the input field is a search icon (circled in red and labeled '3'). Below the address section, there are fields for 'Access instructions' (a dropdown menu with 'Please select'), 'Access notes', and 'Contact person'. At the bottom, there are banners for 'Contact Details' and 'Attachments', both with yellow error icons.

Step 4a Select the appropriate address and select “Confirm” and continue to [Step 5](#).

Work Requirements

Location Details

Work Site Address

Search for Address Lot 5 21 Davis Road, Tarneit 3029

We've found multiple addresses that matched your search criteria. Please select an appropriate address to confirm; or check your search criteria and [Search Again](#). Alternatively, you can nominate your address by clicking [here](#).

Lot 5 21 Davis Road, Tarneit 3029

Lot 5 21 Davis BTS Road, Tarneit 3029

Confirm Search Again Enter Address

4a

Site Access

Step 4b Alternatively, select “Search Again” to re-enter your search criteria.

Work Requirements

Location Details

Work Site Address

Search for Address Lot 5 21 Davis Road, Tarneit 3029

We've found multiple addresses that matched your search criteria. Please select an appropriate address to confirm; or check your search criteria and [Search Again](#). Alternatively, you can nominate your address by clicking [here](#).

Lot 5 21 Davis Road, Tarneit 3029

Lot 5 21 Davis BTS Road, Tarneit 3029

Confirm Search Again Enter Address

4b

Site Access

Step 4c To enter a new address, select "Enter Address".

The screenshot shows a web form with two main sections: 'Work Requirements' (checked) and 'Location Details' (unchecked). Under 'Location Details', there is a 'Work Site Address' section. A search bar contains 'Lot 5 21 Davis Road, Tarneit 3029'. Below the search bar, a message states: 'We've found multiple addresses that matched your search criteria. Please select an appropriate address to confirm; or check your search criteria and [Search Again](#). Alternatively, you can nominate your address by clicking [here](#).' Two radio buttons are present: 'Lot 5 21 Davis Road, Tarneit 3029' (selected) and 'Lot 5 21 Davis BTS Road, Tarneit 3029'. Three buttons are at the bottom: 'Confirm', 'Search Again', and 'Enter Address'. The 'Enter Address' button is highlighted with a red box, and a red circle with '4c' is positioned below it. A 'Site Access' section is partially visible at the bottom.

Step 4c Cont. Enter the property address.

When you begin to enter the suburb/town, the search will return a list of results that match the information you are entering.

Select the correct result, the postcode field will then auto-populate.

Then, select "Confirm".

The screenshot shows the same web form as above, but now the address fields are populated. 'Address line 1' contains '24 Smith Street', 'Address line 2(optional)' is empty, 'Suburb/Town' contains 'BRUNSWICK', and 'Postcode' contains '3056'. The 'Confirm' button is highlighted with a red box, and a red circle with '4c' is positioned below it. The 'Site Access' section is still visible at the bottom.

Step 5

Select the "Access instructions" from a drop-down list, the following options are available:

1. Clear access anytime
2. Victoria Power Industry Lock
3. Access is restricted (appointment required)
4. Gate locked with code (please provide gate code in Access Notes below)
5. Contact person for site access (name and phone number required)

Important note: For addresses where "Access is restricted" you will be required to schedule an appointment.

If the request is not for CT Metering, you will be prompted to schedule an appointment on submission of the request. This Connection Request will remain as a draft if an appointment is not scheduled.

If the request is for CT Metering, you will be contacted at a later date to schedule the appointment.

Step 6

Enter any relevant information in "Access notes" or "Contact person".

The screenshot shows a web form titled "Location Details". It includes a "Work Site Address" section with a text box containing "Lot 5 21 Davis Road, Tarneit 3029" and a map showing the location at "5/21 Davis Rd". Below the map is a "Site Access" section with three rows of input fields: "Access instructions" (a dropdown menu), "Access notes" (a text box containing "Use the side gate"), and "Contact person" (a text box containing "Call Greg on 0400" followed by a greyed-out field). Red boxes highlight the "Access instructions" and "Contact person" fields, with red circles containing the numbers "5" and "6" respectively.

Section 4: Enter Contact Details

Step 1 Select the "Contact Details" grey banner.

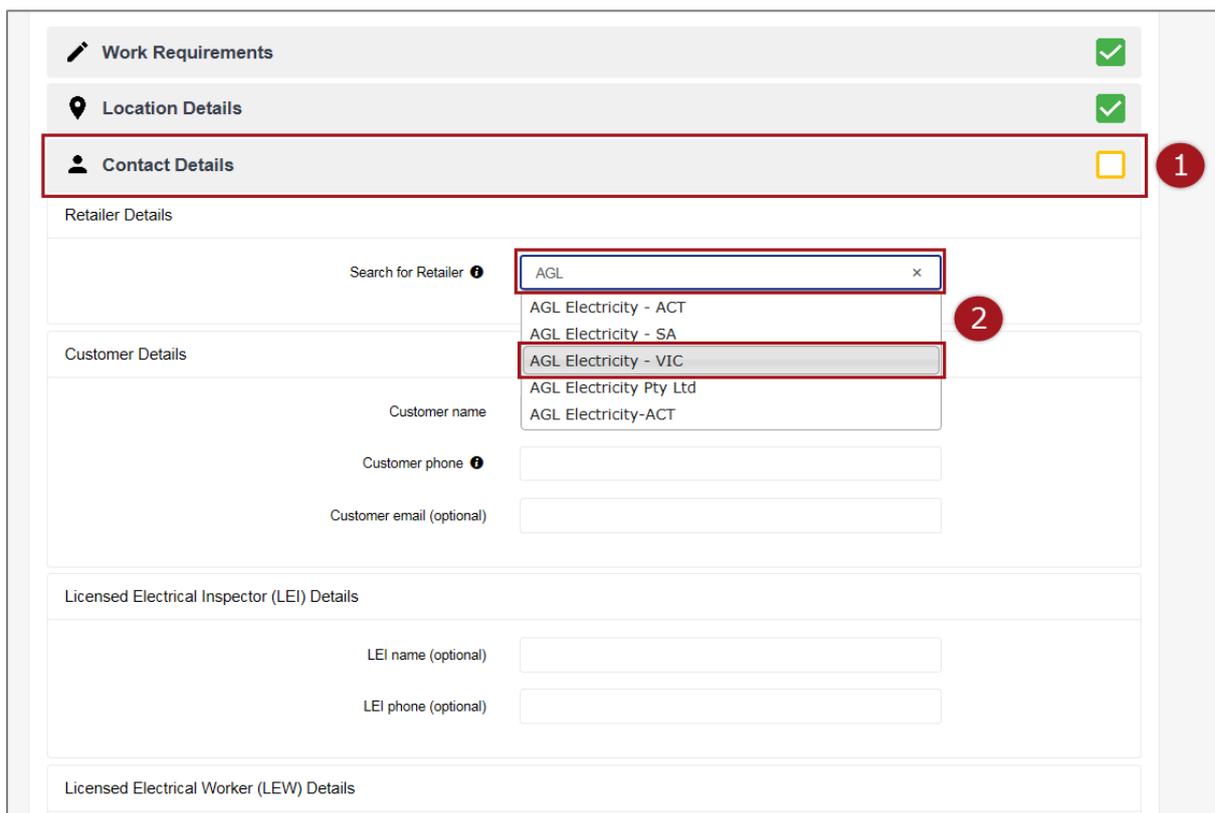
Note: There should be a green tick icon in the "Work Requirements" and "Location Details" banners.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 2 Begin to enter the preferred or responsible retailer. The search will return a list of results that match the information you have entered.

Select the correct result.

Important Note: The retailer must **always** be entered.



The screenshot shows a web form with several sections. At the top, there are three banners: 'Work Requirements' with a green checkmark, 'Location Details' with a green checkmark, and 'Contact Details' with a yellow error icon. The 'Contact Details' banner is highlighted with a red box and a red circle with the number '1'. Below the banners, the 'Retailer Details' section contains a 'Search for Retailer' field with 'AGL' entered. This field is highlighted with a red box and a red circle with the number '2'. A dropdown menu is open, showing search results: 'AGL Electricity - ACT', 'AGL Electricity - SA', 'AGL Electricity - VIC' (highlighted with a red box), 'AGL Electricity Pty Ltd', and 'AGL Electricity-ACT'. Below the search field, there are fields for 'Customer name', 'Customer phone', and 'Customer email (optional)'. The 'Licensed Electrical Inspector (LEI) Details' section has fields for 'LEI name (optional)' and 'LEI phone (optional)'. The 'Licensed Electrical Worker (LEW) Details' section is partially visible at the bottom.

Step 3 Enter the “Customer Details”.

Note: Mobile phone numbers are preferred.
By entering a customer’s email or mobile number, the customer will be sent the details of the New Connection request so that they can view and track the status of the request by logging into eConnect.

Step 4 It is optional to enter the “Licensed Electrical Inspector (LEI) Details”.

The screenshot shows a web form with the following sections and fields:

- Work Requirements:** Includes a pencil icon and a green checkmark.
- Location Details:** Includes a location pin icon and a green checkmark.
- Contact Details:** Includes a person icon and a yellow square icon.
- Retailer Details:** Contains a search bar with the text "Search for Retailer" and a dropdown menu showing "AGL Electricity - VIC".
- Customer Details:** A red box highlights this section. It contains three input fields: "Customer name" (filled with "Billy Jones"), "Customer phone" (with a red circle containing the number 3), and "Customer email (optional)" (filled with "billy.jones@gmail.com").
- Licensed Electrical Inspector (LEI) Details:** A red box highlights this section. It contains two input fields: "LEI name (optional)" (filled with "Larry Brown") and "LEI phone (optional)" (with a red circle containing the number 4).

Depending on the type of registration you have, the "Licensed Electrical Worker (LEW) Details" or the "Registered Electrical Contractor (REC) Details" will be pre-populated. In this example, the user is a REC so the REC Details are pre-populated.

Step 5

Enter the "Electrical License Number" or "REC number" and select "Search". This will populate the rest of the contact detail fields.

Note: RECs can only use the details of a LEW who has been nominated to submit connections requests on your behalf. For instructions on how to this please see the work instruction [Register an Account, Update Account Details & Manage Your LEWs for a REC](#)

The screenshot shows a web form with the following sections and fields:

- LEI name (optional):** Larry Bown
- LEI phone (optional):** 0422113355
- Licensed Electrical Worker (LEW) Details:**
 - Electrical License Number:** 12345 (highlighted with a red box and a '5' in a red circle)
 - Search:** [button]
 - LEW Name:** [empty field]
 - LEW phone:** [empty field]
 - LEW email:** [empty field]
 - LEW preferred contact method:** email, sms, both
- Registered Electrical Contractor (REC) Details:** (highlighted with a red box)
 - REC number:** 123445 (highlighted with a red box and a '5' in a red circle)
 - Search:** [button]
 - REC Name:** Robbo's Electric
 - REC Contact Phone:** [empty field]
 - REC Contact Email:** robbo.the.rec@gmail.com

At the bottom left, there is an **Attachments** section with a paperclip icon. At the bottom right, there is a yellow square icon.

The following error message will appear if you enter an "Electrical License Number" that is not a LEW who has been nominated to submit connections requests on your behalf or the number entered is invalid.

For instructions on how to this please see the work instruction [Register an Account, Update Account Details & Manage Your LEWs for a REC.](#)

The screenshot shows a web form with the following fields and elements:

- LEI name (optional): Larry Brown
- LEI phone (optional): 0422113355
- Licensed Electrical Worker (LEW) Details section:
 - Electrical License Number: 123467 (with a search button)
 - A red error message box: "The LEW specified is either invalid or cannot be allocated to this connection request as you have not approved this LEW within your Profile Settings"
 - LEW Name: [empty field]
 - LEW phone: [empty field]
 - LEW email: [empty field]
 - LEW preferred contact method: radio buttons for email, sms (selected), and both

Section 5: Add Attachments

Step 1 Select the "Attachments" grey banner.

Note: There should be a green tick icon in the "Work Requirements", "Location Details" and "Contact Details" banners.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 2 Select an answer to "How will you provide the CES?"

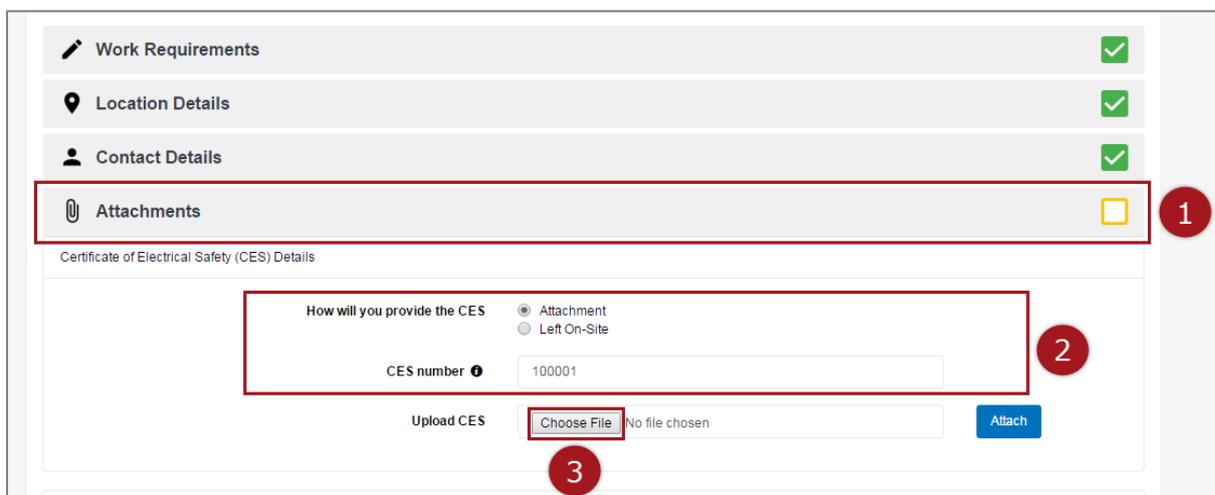
If your answer is "Attachment", enter the Certificate of Electrical Safety (CES) number.

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

If your answer is "Left On-Site", continue to [Step 7](#).

If the CES is left on site, please note that if it cannot be located on site at the appointment time, a wasted truck visit will be charged. To avoid this, we suggest this you provide some further details on the CES location in the additional details section under "Work Requirements".

Step 3 To attach a file, select "Choose File".

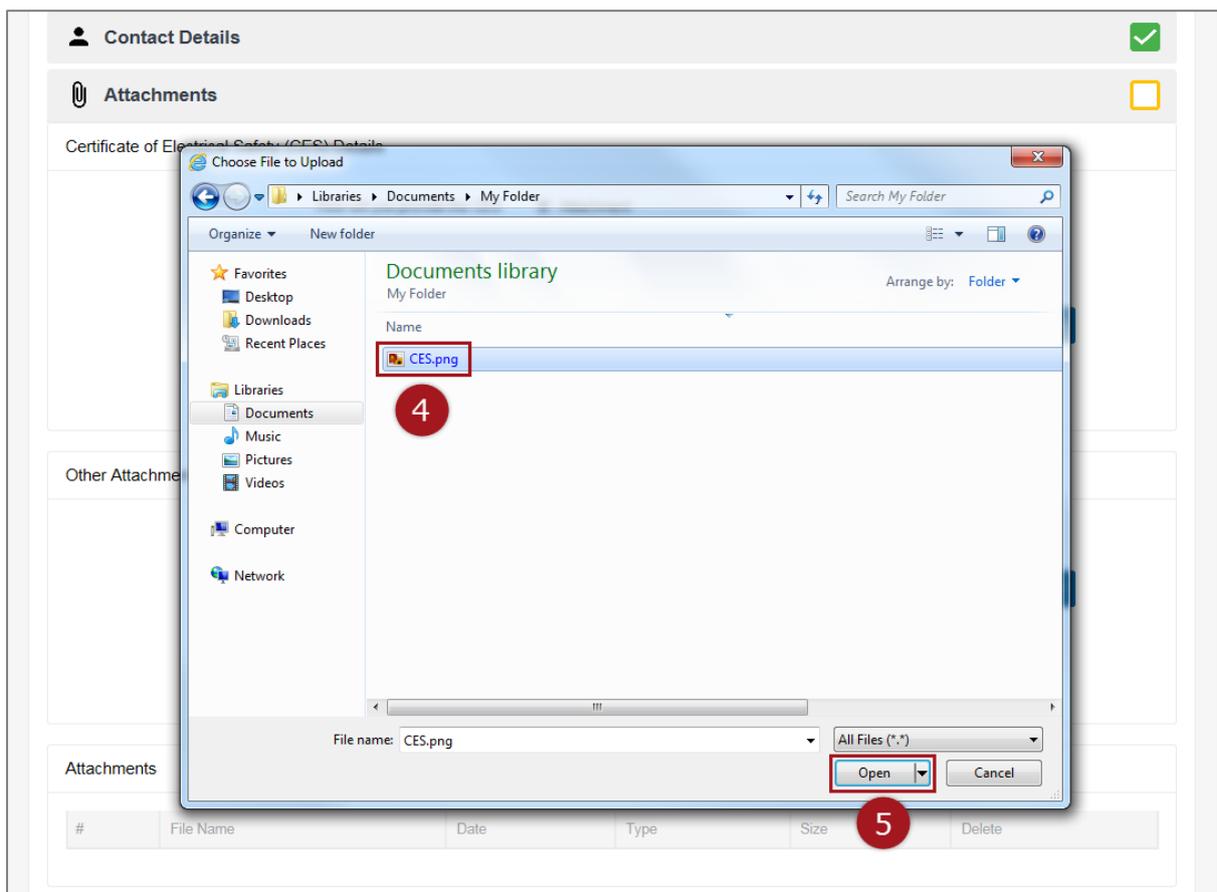


The screenshot shows a form interface with a sidebar on the left containing four items: "Work Requirements", "Location Details", "Contact Details", and "Attachments". Each item has a green checkmark icon to its right, except for "Attachments" which has a yellow square icon. A red circle with the number "1" is next to the "Attachments" banner. Below the sidebar, the "Attachments" section is titled "Certificate of Electrical Safety (CES) Details". It contains a form with the following elements: a red box with a red circle "2" around the "How will you provide the CES" section, which has two radio buttons: "Attachment" (selected) and "Left On-Site"; a "CES number" field with the value "100001"; and an "Upload CES" section with a "Choose File" button (highlighted with a red box and a red circle "3"), the text "No file chosen", and an "Attach" button.

Step 4 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 5 Select "Open".



Step 6 **Important Step:** To add the attachment to the Connection Request, select **"Attach"**.

The screenshot shows the 'Attachments' section of a web form. It includes a 'Certificate of Electrical Safety (CES) Details' section with radio buttons for 'Attachment' (selected) and 'Left On-Site'. There is a text input for 'CES number' containing '1001'. Below that is an 'Upload CES' section with a 'Choose File' button, the text 'CES.png', and an 'Attach' button. The 'Attach' button is highlighted with a red box and a red circle containing the number 6.

If the attachment has successfully been added to the Connection Request, it will appear at the bottom of the page.

To delete it select the red cross icon  next to the attachment.

The screenshot shows the 'Attachments' section of a web form. It includes a 'Certificate of Electrical Safety (CES) Details' section with radio buttons for 'Attachment' (selected) and 'Left On-Site'. There is a text input for 'CES number'. Below that is an 'Upload CES' section with a 'Choose File' button, the text 'No file chosen', and an 'Attach' button. Below that is an 'Other Attachments' section with a 'Document Type' dropdown menu, an 'Attach file' section with a 'Choose File' button, the text 'No file chosen', and an 'Attach' button. Below that is an 'Attachments' table with the following data:

#	File Name	Date	Type	Size	Delete
1	CES.png	17/11/2015	CES	7.32 KB	

Step 7 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 8 Enter any comments to accompany or describe the attachment.

Step 9 To attach a file repeat [Steps 3-6](#) above.

The screenshot shows a web form titled "Attachments" for a "Certificate of Electrical Safety (CES) Details". It includes a section for "How will you provide the CES" with radio buttons for "Attachment" (selected) and "Left On-Site". Below this is a "CES number" field with the value "1001" and an "Upload CES" section with a "Choose File" button and the filename "CES.png", followed by an "Attach" button. The "Other Attachments" section contains a "Document Type" dropdown menu set to "Photo" (highlighted with a red box and a red circle with the number 7), an "Attach file" section with a "Choose File" button and the filename "Photo of site..png", and a "Comments" text area containing the text "This shows the layout of the site." (highlighted with a red box and a red circle with the number 8). At the bottom, there is a table with columns for "#", "File Name", "Date", "Type", "Size", and "Delete".

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.

 Work Requirements 

 Location Details 

 Contact Details 

 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 No file chosen

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	

Section 6: Request Confirmation and Set an Appointment.

Step 1 Select the "Confirmation" grey banner.

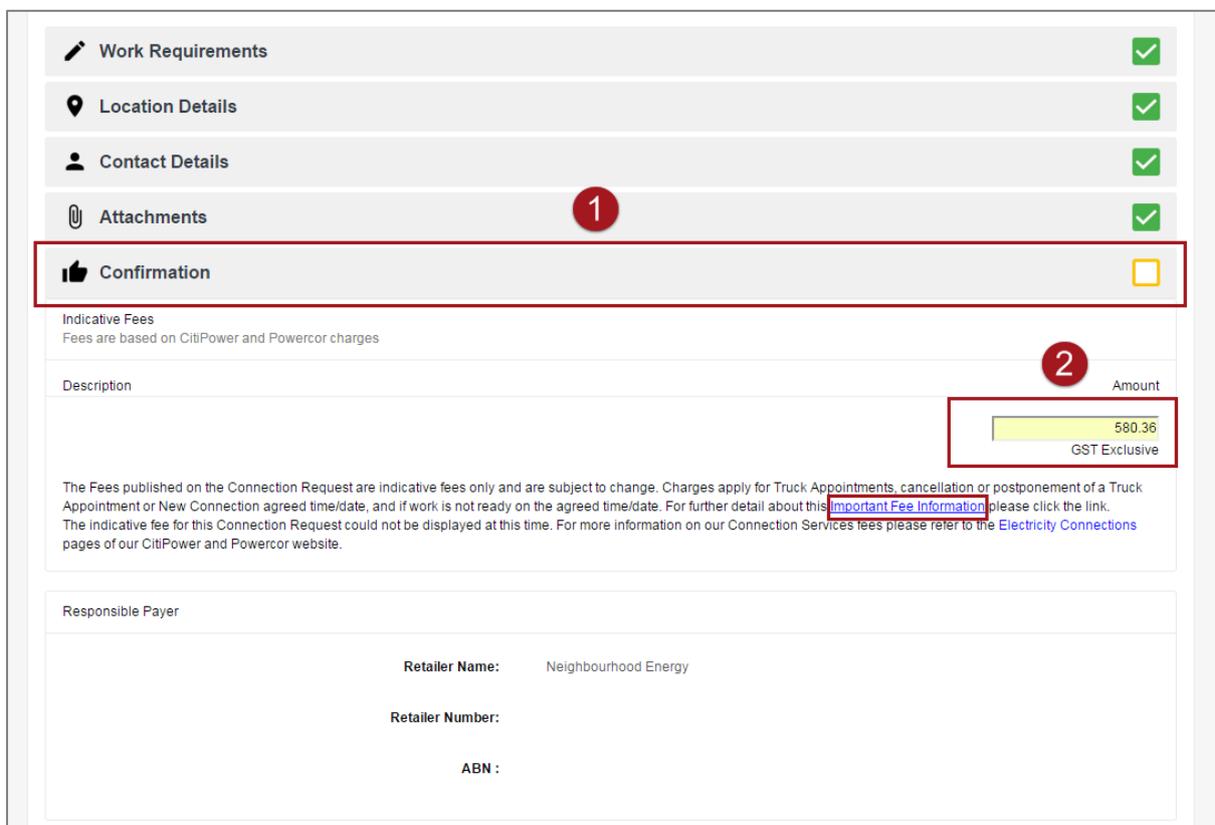
Note: There should be a green tick icon in the "Work Requirements", "Location Details", "Contact Details" and "Attachments" banners.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 2 Note any indicative fees on the right-hand-side of the page.

Note: Fees are based on CitiPower and Powercor charges. Fees can change depending on whether one or two appointments are made or if there is a requirement to install Current Transformer (CT) metering. Appointments can be made after the submission of this Connection Request.

For further information on fees, select the "Important Fee Information" link. Information regarding fee is also available on the CitiPower and Powercor website www.powercor.com.au.



The screenshot displays the 'Confirmation' step of a connection request form. The 'Confirmation' banner is highlighted with a red box and a '1' icon. Below it, the 'Indicative Fees' section is shown, with a table of fees. A fee of 580.36 GST Exclusive is highlighted with a red box and a '2' icon. The 'Responsible Payer' section is also visible, showing the Retailer Name as Neighbourhood Energy.

Description	Amount
	580.36 GST Exclusive

Responsible Payer

Retailer Name: Neighbourhood Energy

Retailer Number:

ABN :

Step 3 Read the "Terms and Conditions".

If you are willing to accept these terms, tick the "I accept Terms and Conditions" box.

If you are **not** willing to accept these terms, you cannot submit a New Connection Request.

Note: The "Submit" button will only appear once the check box "I accept Terms and Conditions" has been selected.

Step 4 Select "Submit" to complete the request.

If you require an appointment, proceed to [Step 5](#).

Note: If you require an appointment and also require CT metering you will be able to book an appointment once the CT is ready to be collected from the depot. We will contact you in due course to arrange this via email or SMS (as per your preferred contact method) nominated in your profile.

Responsible Payer

Retailer Name: Neighbourhood Energy

Retailer Number:

ABN :

3

Terms and Conditions

Application for service - Electrical Work Request (EWR) for new and existing installations

I acknowledge and confirm that the requirements of *CitiPower and Powercor* have been adhered to and certify that the electrical work complies with the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge that the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated *CitiPower and Powercor* charges unless I have deferred responsibility to another person or to a Retailer. Where I have deferred responsibility to another person or to a Retailer, I acknowledge that they will be contacted to accept these charges before work is commenced. Payment of these charges is required within 30 days.

All information that I have provided to *CitiPower and Powercor* in connection with this Application is true and accurate.

By ticking the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above and confirm I have read, understood and accept important information Fee information.

I accept the Terms and Conditions

4

Submit

Upon submission you will either proceed to the appointment page or return to the Dashboard and you will see the following confirmation message on the bottom left-hand corner of the screen.

You will see the New Connection Request at the top of the list of latest connection requests.

You will be emailed a summary of your New Connection Request details including a link to the New Connection Request Detail page where you may track the progress of your request.

The screenshot shows the eConnect dashboard for user Jonny Brown. A notification bar at the top indicates 3 outstanding actions. Below this are three main action cards: 'New Connections', 'Alterations', and 'Abolishments'. The 'Latest Requests' section features a table with the following data:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-07029	21 MCALLISTER MEWS, KENSINGTON VIC 3031	New Connection	Submitted			
CR-07224		New Connection	Draft			
CR-06596	54 Greg Street	New Connection	Submitted			
CR-07147	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			
CR-07019	QL, 97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	In-Progress			

A green notification box in the bottom left corner states: 'Your new connection CR-07029 has been successfully submitted'. The table row for CR-07029 is highlighted with a red border.

Step 5

Select the type of appointment you would like, and then select "Next".

If you answered "After Hours Appointment", please proceed to [Step 8](#).

Note: Selecting After Hours Appointment indicates your preference for the work to be undertaken outside of the hours 8:00am – 5:00pm Monday to Friday. This request will be subject to approval and will incur additional costs.

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

The screenshot shows a web interface for booking an appointment. At the top, there is a blue header with the word "Appointment". Below this, there is a section titled "Book an appointment" with the instruction "Select appointment type". A message states: "We have determined that you require an appointment to complete your request. Please select your appointment type:". There are two radio button options: "Business Hours Appointment (8am until 5pm and subject to availability)" and "After Hours Appointment *May incur extra charges". A red box highlights the first option, and a red circle with the number "5" is placed next to it. A "Next" button is located in the bottom right corner of the form area.

Step 6 Select the date and time for your preferred time for the appointment, then select "Confirm".

Note: Your appointment time will be within two hours of the start time chosen.

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 anytime within an hour of the appointment time selected. Exact arrival time will be confirmed the day prior to the appointment and you will be notified via email and/or SMS.

February 2016							»
Su	Mo	Tu	We	Th	Fr	Sa	
31	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	1	2	3	4	5	
6	7	8	9	10	11	12	

8:30 AM 9:30 AM

10:30 AM 11:30 AM

12:30 PM 1:30 PM

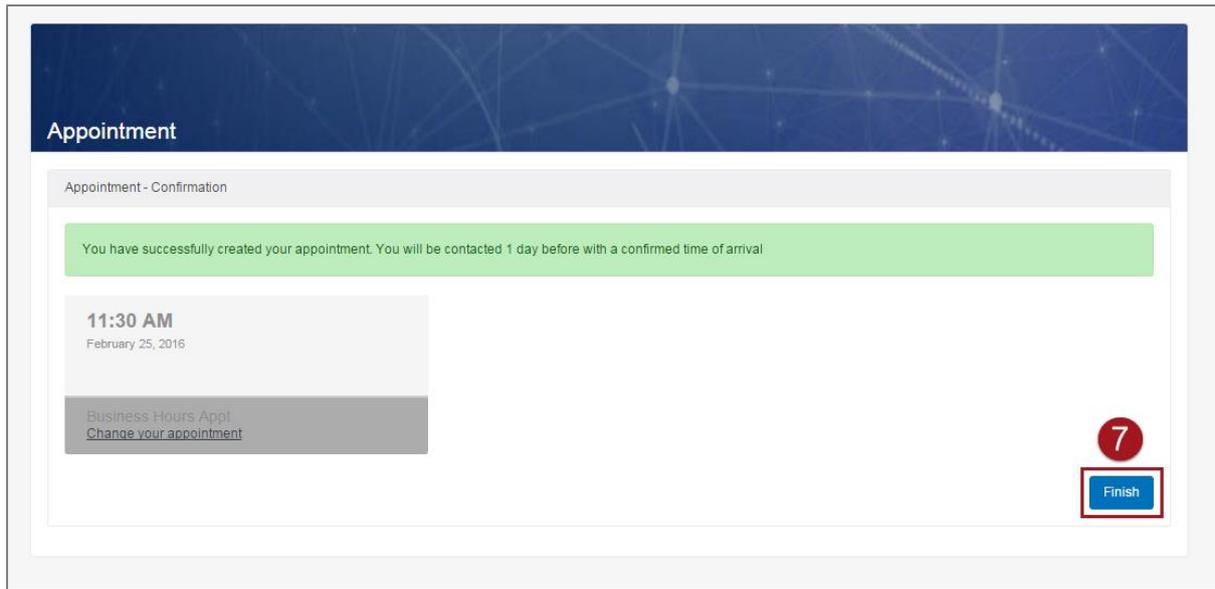
2:30 PM

6

Back Confirm

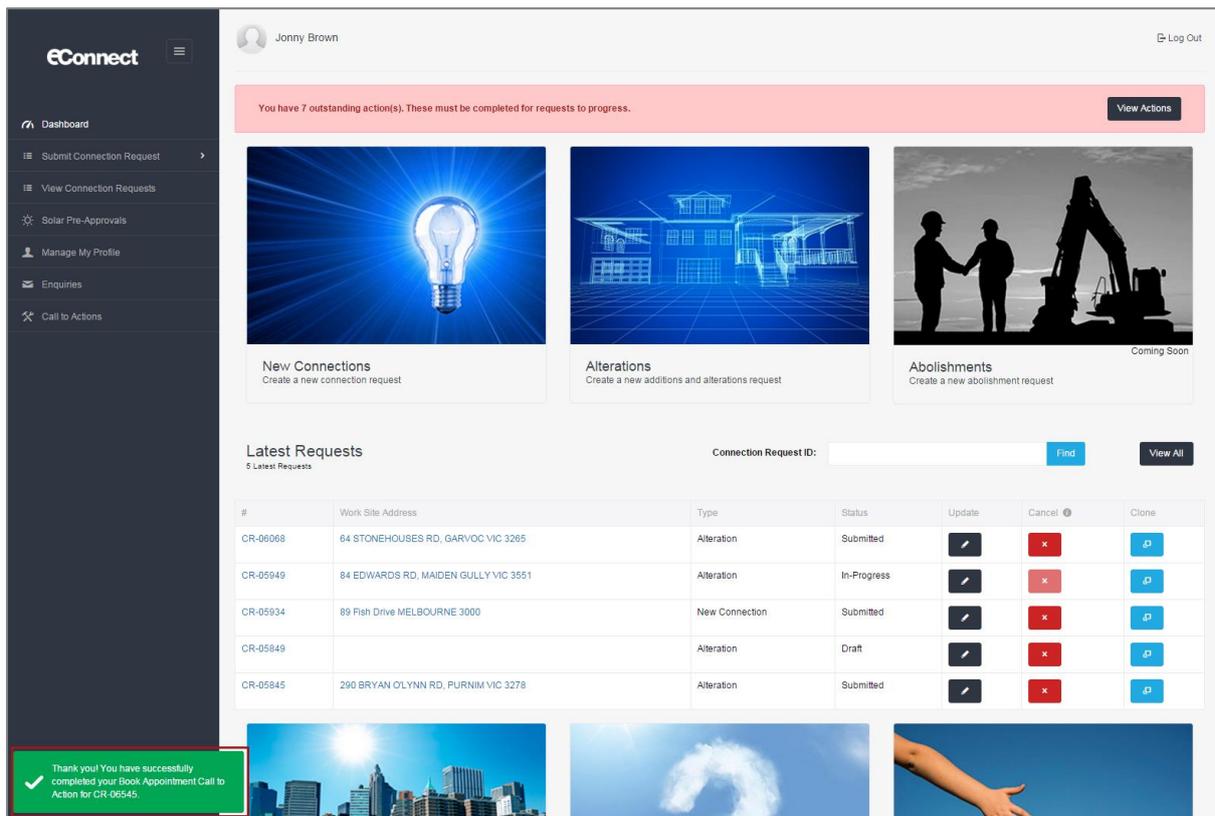
Step 7 You will receive the following message confirming your appointment date and time. If this is correct select "Finish".

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



Upon confirmation you will receive the following confirmation message.

CitiPower and Powercor will contact you 2 business days prior to your appointment to confirm the time.

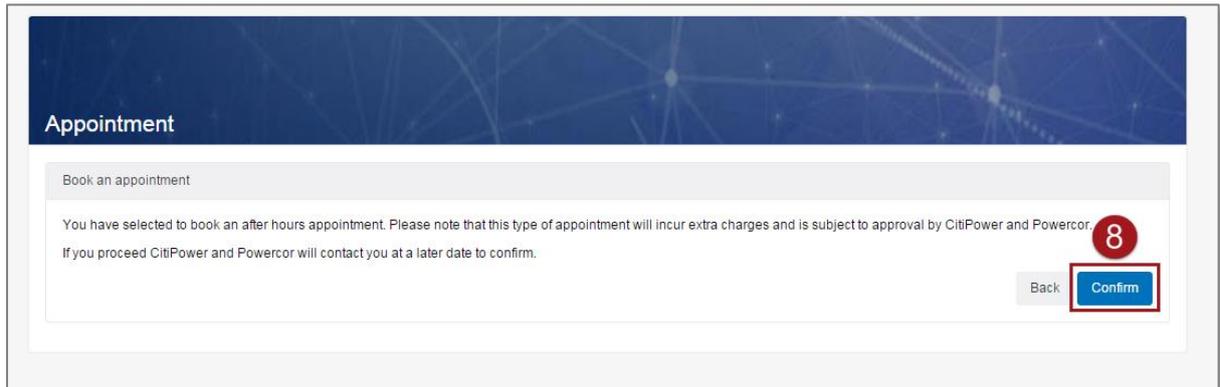


Step 8

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".

Alternatively, select "Back" to select an appointment during business hours.

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



Appointment

Book an appointment

You have selected to book an after hours appointment. Please note that this type of appointment will incur extra charges and is subject to approval by CitiPower and Powercor. 8

If you proceed CitiPower and Powercor will contact you at a later date to confirm.

Back Confirm

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

The screenshot shows the eConnect dashboard for user Jonny Brown. The dashboard includes a sidebar with navigation options: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. A notification bar at the top states: "You have 7 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections" (Create a new connection request), "Alterations" (Create a new additions and alterations request), and "Abolishments" (Create a new abolishment request). A "Latest Requests" section features a search bar and a table of requests.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06068	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			
CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	In-Progress			
CR-05934	89 Fish Drive MELBOURNE 3000	New Connection	Submitted			
CR-05849		Alteration	Draft			
CR-05845	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	Submitted			

A green success message at the bottom left reads: "Thank you! You have successfully completed your Book Appointment Call to Action for CR-06545."

Section 7: Save Request as Draft.

At any point when filling out the Connection Request, you can save it as a draft. This allows you to return to it at a later date and submit the request.

This is useful if you do not have all the necessary information or you require more time to finish the form.

Step 1 To save a Connection Request as a draft, select "Save as Draft" on the bottom right-hand corner of the page.

Additional Details

Alternative supply (optional)

Meter position Permanent
 Temporary

Is this a residential premise? Yes
 No

Are the mains on public land? Yes
 No

Any other information (optional)

Project number (optional)

Location Details

Contact Details

Attachments

Confirmation

cancel **Save as Draft**

Upon saving you will see the following confirmation that the Connection Request has been saved.

For instructions on how to complete a draft Connection Request, please refer to the work instruction [View Connection Request Details and Manage a Connection Request in eConnect as a REC or LEW](#).

