



WORK INSTRUCTION

Submit an Alteration Request in eConnect.

<Document Id.>

Purpose This work instruction describes the steps for a Registered Electrical Contractor (REC) or Licensed Electrical Worker (LEW) to submit a Alteration Request.

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Task Detail: Submit an Alteration Request in eConnect.

Section 1: Initiate Alteration Request.

Step 1a After logging into eConnect, select "Alterations".
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 "Alteration".

The screenshot shows the eConnect user interface for a user named 'Robbo Electrician'. The left-hand side navigation menu is visible, with 'Submit Connection Request' expanded to show 'Alteration' selected. The main dashboard area features a notification bar at the top stating 'You have 3 outstanding action(s). These must be completed for requests to progress.' Below this are three large tiles: 'New Connections' (with a lightbulb icon), 'Alterations' (with a wireframe house icon and a red box around it labeled '1b'), and 'Abolishments' (with a construction worker icon). Below these tiles is a 'Latest Requests' section with a search bar and a table of requests. The table has columns for ID, Work Site Address, Type, Status, and actions (Update, Cancel, Clone). At the bottom of the dashboard are tiles for 'Solar Pre-Approvals', 'Enquiries', and 'Help'. The footer contains copyright information and logos for CitiPower and Powercor.

| # | Work Site Address | Type | Status | Update | Cancel | Clone |
|----------|--------------------------------------|----------------|-------------|--------|--------|-------|
| CR-04763 | 55 Pickle Street PORT MELBOURNE 3207 | New Connection | Submitted | | | |
| CR-03073 | Lot 5 21 Davis Road, Tameit 3029 | New Connection | In-Progress | | | |
| CR-04726 | Lot 5 21 Davis Road, Tameit 3029 | New Connection | Submitted | | | |
| CR-00642 | 42 Green Ave | New Connection | Submitted | | | |
| CR-01820 | 42 Green Ave ST KILDA 3182 | New Connection | Submitted | | | |

Step 1c Select the type of Alteration Request.

Alteration Request

Using the option(s) below, please select the tasks that matches your requirements for this request.

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.

| |
|------------------------|
| Metering |
| Servicing |
| Metering and Servicing |

1c

Continue

Step 1d Click 'Continue'.

Alteration Request

Using the option(s) below, please select the tasks that matches your requirements for this request.

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.

| |
|------------------------|
| Metering |
| Servicing |
| Metering and Servicing |

1d

Continue

Step 2

Select the task(s) that best describe the purpose of your request.

Note: If the isolation of supply is required in conjunction with any other works (i.e. replace meter panel), then isolate supply must also be selected to avoid possible delays and a potential extra truck visit charge.

For alterations covering meters at multiple premises (i.e. a multi-occupancy site) a connection request will need to be raised for each impacted premise.

Depending on the type of Alteration request the Tasks displayed for selection varies:

Metering Alteration:

- | | |
|--|---|
| <input type="checkbox"/> Solar and alternative generation installation | <input type="checkbox"/> Change to group metering panel |
| <input type="checkbox"/> Move meter to new position | <input type="checkbox"/> Replace meter panel |
| <input type="checkbox"/> Upgrade phase ⓘ | <input type="checkbox"/> Install controlled load |
| | <input type="checkbox"/> Remove controlled load |

Servicing Alteration:

- | | |
|---|---|
| <input type="checkbox"/> Temporary isolation of supply (same day) | <input type="checkbox"/> Change overhead to underground |
| <input type="checkbox"/> Temporary isolation of supply (only) | <input type="checkbox"/> Upgrade maximum demand or change supply capacity control |
| <input type="checkbox"/> Reconnection of supply after isolation | <input type="checkbox"/> Re-Route mains to new pit |
| <input type="checkbox"/> Relocate point of attachment or service | |
| <input type="checkbox"/> Upgrade phase ⓘ | |

Metering and Services Alterations:

| | |
|--|---|
| <input type="checkbox"/> Solar and alternative generation installation | <input type="checkbox"/> Change overhead to underground |
| <input type="checkbox"/> Temporary isolation of supply (same day) | <input type="checkbox"/> Upgrade maximum demand or change supply capacity control |
| <input type="checkbox"/> Temporary isolation of supply (only) | <input type="checkbox"/> Re-Route mains to new pit |
| <input type="checkbox"/> Reconnection of supply after isolation | <input type="checkbox"/> Change to group metering panel |
| <input type="checkbox"/> Move meter to new position | <input type="checkbox"/> Replace meter panel |
| <input type="checkbox"/> Relocate point of attachment or service | <input type="checkbox"/> Install controlled load |
| <input type="checkbox"/> Upgrade phase ⓘ | <input type="checkbox"/> Remove controlled load |

Tasks Descriptions:

Solar and alternative generation installation

Select this when solar or alternative generation is being installed at a property and you need the meter re-programmed to support the installation.

Temporary isolation of supply (same day)

Select this if you want to isolate and then reconnect supply on the same day.

Temporary isolation of supply (only)

Select this if you want to isolate supply only. This should be used when then reconnection is required no earlier than the following day or up to a week later. If you need supply to be isolated for an extended period, you should consider applying for an abolishment of electricity supply. Otherwise, a new Alteration Request should be submitted for a 'Reconnection of supply after isolation' when you need supply reconnected.

Reconnection of supply after isolation

Select this to reconnect an isolated supply (as above) when isolation was conducted the previous day or within the last week. Note: This is excluding reconnection after a fault. Please contact the Faults line on 13 12 80 in CitiPower or 13 24 12 in Powercor if reconnection relates to a fault.

Move meter to a new position

Select this if the meter at site is to be re-located to another position at the property.

Relocate point of attachment or service

Select this if the POA associated with an overhead service is to be re-located to another position at the property. Note length of service will be required.

Upgrade Phase

Select this to upgrade from single to multi-phase or from two phase to three phase.

Change overhead to underground

Select this to request the change from overhead servicing to underground servicing. This can be to Underground or Underground Reticulated (URD).

Upgrade maximum demand or change supply capacity control

Select this to request an increase in supply. This excludes the request for major augmentation works which should be directed to the Customer Projects team. This task could also include the installation of current transformers.

Re-route mains to new pit

Select this to request the re-routing of mains to a new pit. There is an expectation that the new pit will have been installed prior to submitting this request.

Change to group metering panel

Select this if metering at a site is to be moved to a group metering panel.

Replace meter panel

Select this to request the removal and installation of a meter when the meter panel needs to be replaced.

Installed controlled load

Select this when the installation of a controlled load is required.

Remove controlled load

Select this when the removal of a controlled load is required.

Step 3 Select "Continue".

Note: "Continue" will only appear once you have selected a task.

Step 4 Select "Continue" to confirm that the tasks you have select are correct.

Note: The tasks selected **must** be correct for the Connection Request to be successful.

Confirm Tasks

Please confirm you have selected all the task(s) required for this Alteration Request.

Close Continue

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.

| | |
|---|---|
| <input checked="" type="checkbox"/> Solar and alternative generation installation | <input type="checkbox"/> Change overhead to underground |
| <input type="checkbox"/> Temporary isolation of supply (same day) | <input type="checkbox"/> Upgrade maximum demand or change supply capacity control |
| <input type="checkbox"/> Temporary isolation of supply (only) | <input checked="" type="checkbox"/> Re-Route mains to new pit |
| <input type="checkbox"/> Reconnection of supply after isolation | <input type="checkbox"/> Change to group metering panel |
| <input checked="" type="checkbox"/> Move meter to new position | <input type="checkbox"/> Replace meter panel |
| <input type="checkbox"/> Relocate point of attachment or service | <input type="checkbox"/> Install controlled load |
| <input type="checkbox"/> Upgrade phase ⓘ | <input type="checkbox"/> Remove controlled load |

Back Continue

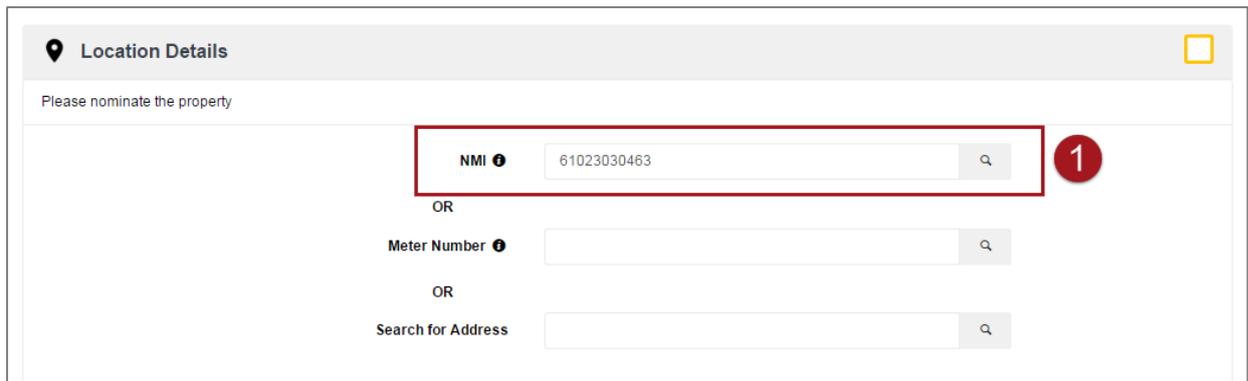
Section 2: Enter Location Details

Step 1 To nominate the property address you can enter National Metering Identifier (NMI) or Meter Number of the meter located at nominated property and select search icon.



Then proceed to [Step 3a](#).

Note: NMI must be 11 characters and can be found on the top of the customer's electricity bill.



The screenshot shows the 'Location Details' form with the following fields:

- NMI**: 61023030463 (highlighted with a red box and a red circle with the number 1)
- Meter Number**: (empty)
- Search for Address**: (empty)

Step 2 If you do not have the NMI or Meter Number, begin to enter the property address. The search will return a list of results that match the information you are entering.

Select the correct address and then select the search icon.



Then proceed to [Step 3a](#).



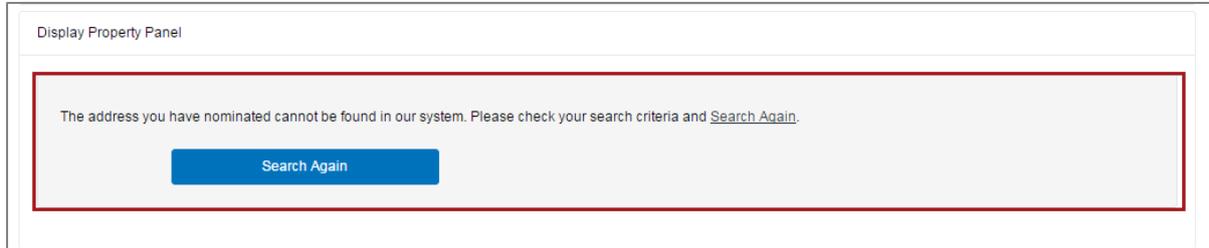
The screenshot shows the 'Location Details' form with the following fields:

- NMI**: (empty)
- Meter Number**: (empty)
- Search for Address**: 21 Da| (highlighted with a red box and a red circle with the number 2)

Below the 'Search for Address' field, a dropdown menu is visible with the following options:

- Lot 5 21 Davis bts Road, Tarnait 3029
- 21 Darcy Street, Stawell 3380

The following error message will appear if the search does not match any property, check your data and search again. If search using an address is still unsuccessful, use the NMI or meter number.



Step 3a Check the address that's displayed and if it's correct, select "Confirm".

Display Property Panel

Please confirm that the Alteration connection request is for the address below; or check your search criteria and [Search Again](#).

GL, 97 OSBORNE ST, SOUTH YARRA VIC 3141

3a

Step 3b If the address displayed is incorrect and you wish to search by a different NMI/Meter Number or there is a mistake in the data you entered, select "Search Again" and return to [Step 2](#) or [Step 3a](#).

Display Property Panel

Please confirm that the Alteration connection request is for the address below; or check your search criteria and [Search Again](#).

GL, 97 OSBORNE ST, SOUTH YARRA VIC 3141

3b

Step 3c If multiple addresses are found, select the appropriate address and select "Confirm". Do this by clicking on or selecting the radio button next to the address.

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

3c

Step 5

Indicate what the access arrangements to the site are. To do this, 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)

Note: If the request does not require installation of Current Transformer (CT) Metering, you will be prompted to schedule an appointment on submission of the request. This Alteration 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" with a green checkmark in the top right corner. Below the title is an "Address" field containing "290 BRYAN O'LYNN RD, PURNIM VIC 3278". Below the address is a map showing the location of "290 Bryan Olynn Rd" with a red pin. A "Sign in" button is visible in the top right of the map area. Below the map is a "Search Again" button. Underneath the map is a "Site Access" section with three input fields: "Access instructions" (a dropdown menu with "Contact Person for site access (Name and Phone Number - Re..." selected), "Access notes" (containing "Beware of dog"), and "Contact person" (containing "Call Jerry on 0400112233"). Red circles with the numbers "5" and "6" are placed to the right of the "Access instructions" and "Access notes" fields, respectively, indicating the steps for these fields.

Section 3: Enter Work Requirement Details

The "Work Requirements" will be different for each type of Alteration Request depending on what information is necessary.

Fields will appear on the form that are related to the tasks you selected in the first steps. Below contains all possible fields on the form so some may not appear on your request.

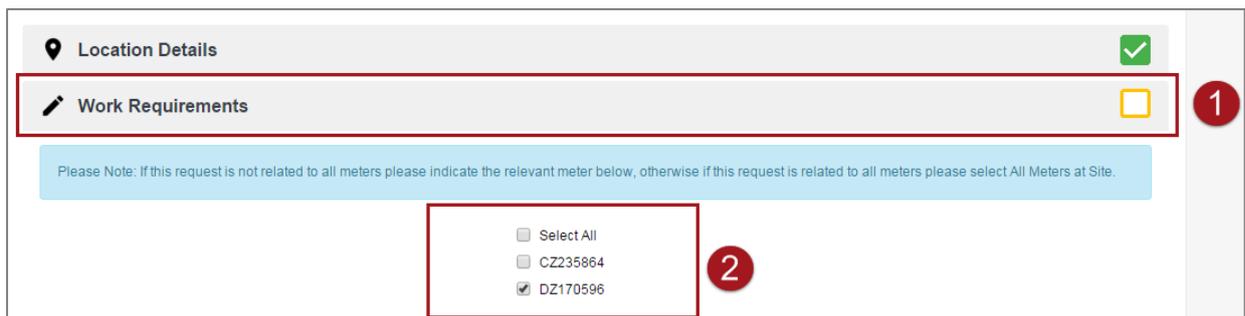
Step 1 Select the "Work Requirements" grey banner.

Note: There should be a green tick icon in the "Location Details" 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 Select the meter relevant to the Connection Request.

Note: If the request is relevant to all meters select "Select All".



Location Details 

 Work Requirements  **1**

Please Note: If this request is not related to all meters please indicate the relevant meter below, otherwise if this request is related to all meters please select All Meters at Site.

Select All
 CZ235864
 DZ170596 **2**

Electricity Details

Step 3 Select the required number of phases for the connection and then enter the "Maximum demand of installation".

Step 4 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 5](#).

If the supply is limited 100 Amps or more, continue to [Step 6](#).

Step 5 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 6](#).

If your answer is "No", continue to [Step 7](#).

The screenshot shows a web form titled "Electricity Details". It contains several sections:

- What is the required number of phases?** with radio buttons for One Phase, Two Phase (selected), and Three Phase. This section is highlighted with a red box and a red circle containing the number 3.
- Maximum demand of installation** with a text input field containing "10" and a unit dropdown menu set to "Amps". This section is highlighted with a red box and a red circle containing the number 4.
- Supply limited to** with a text input field containing "15" and a unit dropdown menu set to "Amps". This section is highlighted with a red box and a red circle containing the number 5.
- Is this Current Transformer(CT) metering?** with radio buttons for Yes and No.
- Control Load to be installed** with radio buttons for Hot Water and Other.
- Control Load to be removed** with radio buttons for Hot Water, Climate saver, and Other.

Step 6

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.

Electricity Details

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

Maximum demand of installation Amps

Supply limited to ⓘ Amps

Is this Current Transformer(CT) metering? Yes No

Distance from loom to meter panel m

Size of the CT Chamber (optional) mm

6

Step 7

Continue to enter the "Electricity Details" relevant to this Connection Request.

Distance from loom to meter panel m

Size of the CT Chamber (optional) mm

Control Load to be installed Hot Water Other

Control Load to be removed Hot Water Climate saver Other

Is this group metering? Yes No

Size of the main mm

Current Supply

7

Step 8

Select the "Current Supply" 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

Step 9

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

5. Overhead
6. Underground
7. URD
8. Substation

If your answer is "Overhead", continue to [Step 10](#).

If your answer is **not** "Overhead", continue to [Step 11](#).

The screenshot shows a web form with several fields. At the top, there are radio buttons for "Is this group metering?" with options "Other", "Yes", and "No". Below that is a "Size of the main" field with the value "10" and a unit "mm". The "Current Supply" dropdown menu is set to "Substation" and is highlighted with a red box. To its right is a red circle containing the number "8". Below that, the "Supply required" dropdown menu is set to "Underground" and is also highlighted with a red box. To its right is a red circle containing the number "9". Other fields include "Length of overhead service cable" (with a unit "m"), "Current Termination point", and "Termination point required".

You will receive the following error message if you select "Overhead" but it is not available for this type of Connection Request.

The screenshot shows the same web form as above, but with the "Supply required" dropdown menu set to "Overhead". Below the dropdown, a red error message box is displayed with the text: "Supply required cannot be set to Overhead for the nature of this alteration request". The "Current Supply" dropdown is still set to "Substation".

Step 10 If the "Supply required" is overhead, you must enter the length of the overhead service cable in metres.

Step 11 Select the "Current Termination point" from a drop-down list , the following options are available:

1. Pillar
2. Substation
3. FOLCB (Fused Overhead Line Connection Box)
4. Pit

Step 12 Select the "Termination point required" 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 13](#).
If your answer is **not** "Pit", continue to [Step 14](#).

Control Load to be removed Hot Water
 Climate saver
 Other

Is this group metering? Yes
 No

Size of the main mm

Current Supply

Supply required Overhead

Length of overhead service cable Underground m **10**

Current Termination point **11**

Termination point required **12**

Step 13

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 Customer Projects department.

Length of overhead service cable ⓘ 15 m

Current Termination point Pillar ▼

Termination point required Pit ▼

Has pit been installed? Yes No

13

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

Solar

If your request is **not** for a "Solar and alternative generation installation", proceed to [Step 22](#).

Step 14 Enter the "Inverter size" in kW.

Step 15 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". It contains several input fields and a search button. Two red boxes highlight the "Proposed Inverter Export Limit" field (containing "5" and "kW") and the "Solar Pre-Approval number" field (containing "SPA-16643" and a "Search" button). Red circles with the numbers "14" and "15" are placed to the right of these fields, indicating the steps in the process. Other fields include "Solar installer company name", "Inverter make", "Inverter model" (a dropdown menu with "Please Select"), "Inverter Max Export Capacity" (with "kW"), and "Battery" (a dropdown menu with "Please select").

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 ? SPA-27594 Search

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

Solar installer company name a

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 b

Step 16 Enter the "Solar installer company name".

Step 17 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.

Solar

Proposed Inverter Export Limit ⓘ 5 kW

Solar Pre-Approval number ⓘ SPA-27594 Search

Solar installer company name Sonny Solar Co. 16

Inverter make A|

Inverter model

Inverter Max Export Capacity ⓘ

Battery

Additional Details

- ABB
- ABB Oy Power Conversion
- Aero-Sharp / Clear Solar
- Aero-Sharp / Solco Choice Electric 17
- 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

Step 18

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

Solar

Proposed Inverter Export Limit ⓘ 5 KW

Solar Pre-Approval number ⓘ SPA-27594 Search

Solar installer company name Sonny Solar Co.

Inverter make Aero-Sharp / Clear Solar

Inverter model

Inverter Max Export Capacity ⓘ

Battery

Please Select

Please Select

HR-INV-X09-006

HR-INV-X09-010

HR-INV-X09-015

HR-INV-X09-020

HR-INV-X09-030

18

Step 19 Enter the “Inverter Max Export Capacity” in kW.

Note: Please indicate the maximum export capability of the proposed solar inverter installation. This is the inverter size.

Step 20 Select the appropriate Yes/No response to whether there is a battery in the solar installation.

If your answer is “Yes”, continue to [Step 21](#).
If your answer is “No”, continue to [Step 22](#).

Solar

Is this a solar installation? Yes
 No

Proposed Inverter Export Limit ⓘ 5 kW

Solar Pre-Approval number ⓘ SPA-27594 Search

Solar installer company name Sonny Solar Co.

Inverter make Aero-Sharp / Clear Solar

Inverter model HR-INV-X09-015

Inverter Max Export Capacity ⓘ 5 kW 19

Battery Yes 20

Battery Type

Battery Capacity ⓘ kWhrs

Step 21 Enter the battery type and capacity.

Inverter Max Export Capacity ⓘ 5 kW

Battery Yes

Battery Type Lithium battery

Battery Capacity ⓘ 20 kWhrs 21

Additional Details

Step 22 It is optional to enter an "Alternative supply".

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

Step 23 It is optional to enter a "Description of Job".

Note: This includes any information about the work that will be relevant to the field crew.

Step 24 It is optional to enter a "Project Number" for the CitiPower and Powercor project related to this Alteration Request.

Additional Details

| | | |
|---------------------------------|--|----|
| Alternative supply (optional) ⓘ | Wind | 22 |
| Description of Job (optional) ⓘ | This is a two story residential property | 23 |
| Project number (optional) ⓘ | PN123456 | 24 |

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.

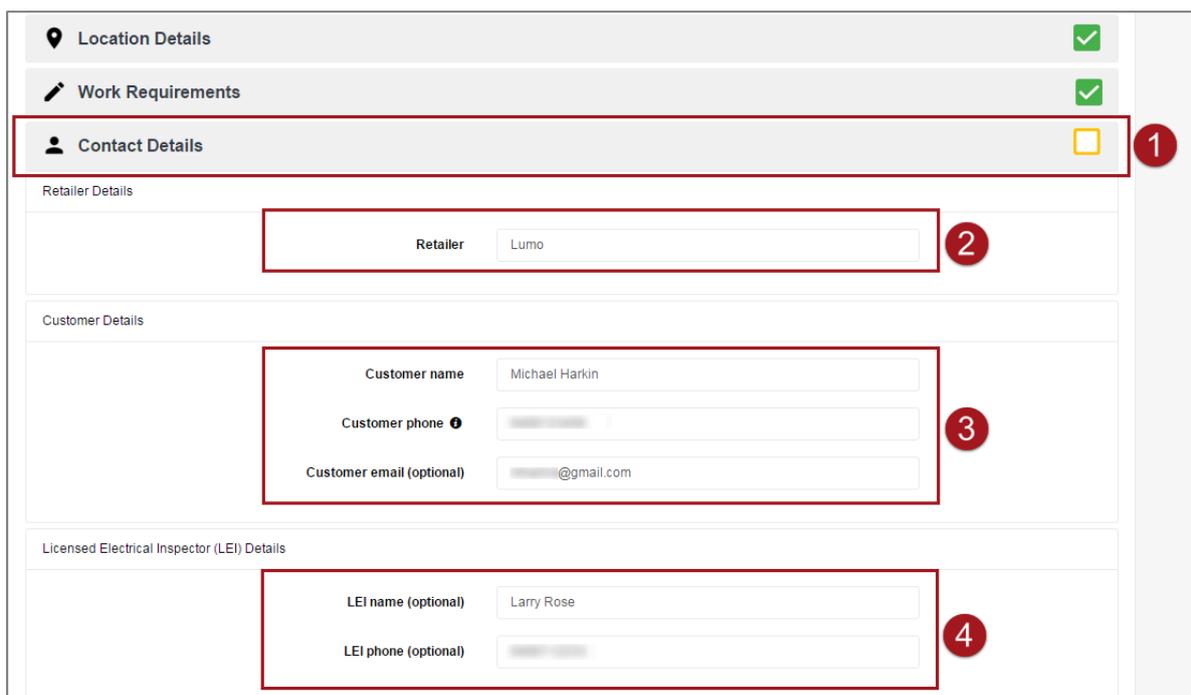
Step 2 The retailer contact field will be pre-populated with the retailer that is already associated with this connection service.

Note: "NO ACTIVE RETAILER" is displayed if there is no system active retailer for this service.

Step 3 Enter the "Customer Details".

Note: Mobile phone numbers are preferred.
By entering a customer's email, the customer will be sent the details of the Alteration 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 four sections: Location Details, Work Requirements, Contact Details, and Licensed Electrical Inspector (LEI) Details. The 'Contact Details' section is highlighted with a red box and a red circle with the number 1. Within this section, there are three sub-sections: Retailer Details, Customer Details, and LEI Details. The 'Retailer' field is highlighted with a red box and a red circle with the number 2. The 'Customer name', 'Customer phone', and 'Customer email (optional)' fields are highlighted with a red box and a red circle with the number 3. The 'LEI name (optional)' and 'LEI phone (optional)' fields are highlighted with a red box and a red circle with the number 4. The 'Location Details' and 'Work Requirements' sections have green checkmarks, while the 'Contact Details' section has a yellow warning icon.

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](#)

Step 6 You have the option to update any of the phone or email details for the REC or LEW.

The screenshot displays two sections: "Licensed Electrical Worker (LEW) Details" and "Registered Electrical Contractor (REC) Details".

LEW Details:

- Electrical License Number: 13456 (with a Search button)
- LEW name: Eddie Electrician
- LEW phone: 0400 [redacted]
- LEW email: eddieelectrician@gmail.com
- LEW preferred contact method: email, sms, both

REC Details:

- REC number: 123445 (with a Search button)
- REC name: Robbo's Electric
- REC contact phone: 0400 [redacted]
- REC contact email: robbo.the.rec@gmail.com

Red boxes highlight the search fields and the contact details (phone and email) for both LEW and REC. Red circles with numbers 5 and 6 are placed next to the search buttons and the contact details boxes, respectively, with arrows pointing to them.

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.](#)

Licensed Electrical Worker (LEW) Details

Electrical License Number

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

LEW phone

LEW email

Step 7

Some requests relate to changes to customer tariffs and therefore the charging of the request may default to the Retailer. Alternatively and where required, you may wish another party to be invoiced for this request.

If editable, select the "Invoice to" from a drop-down list, the following options are available:

1. Retailer
2. REC
3. Other

Note: Based on the type of Alteration Connection Request, this field may default to the retailer and will not be editable.

Step 8

Enter the invoice owner's contact details.

Note: Depending on who is invoice, the fields may or may not be editable.

A field works order may be sent to the party to be billed for authorisation. Once they have accepted responsibility for payment, your request will progress

Party to be billed

Invoice to Other

Please Note: A field works order may be sent to the party to be billed for authorisation. Please enter their email and mobile phone number below. Once they have accepted responsibility for payment, your request will progress.

Name of party to be billed Greg Holland

Email gholland@gmail.com

Phone 0400112211

Billing Address 50 Evergreen Terrace

Billing Address Line 2 (optional)

Suburb / Town Melbourne

Postcode 3000

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.

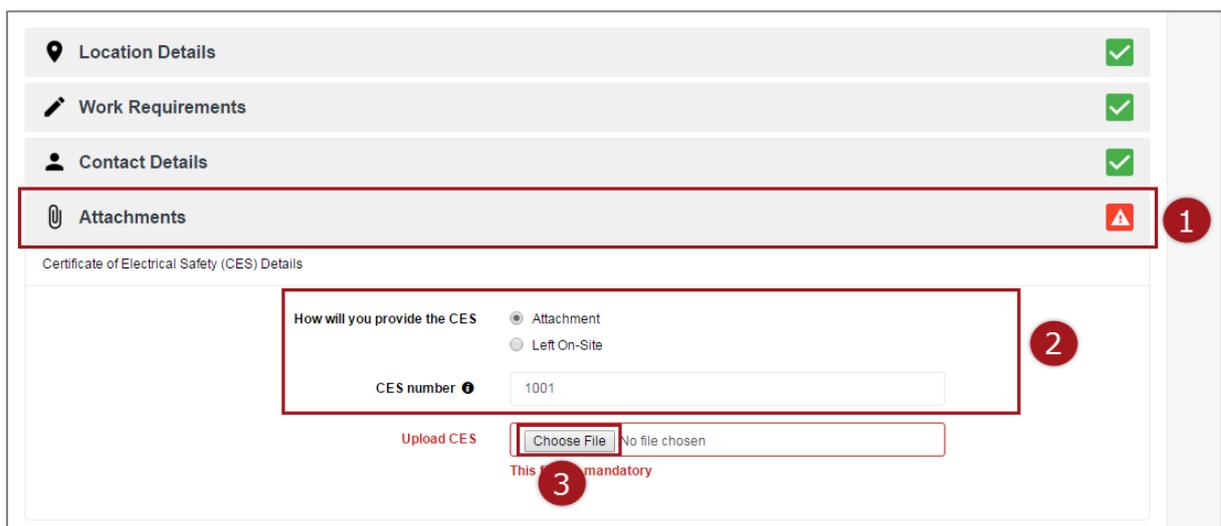
Note: The CES number is the reference number at the top of the CES document.

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".

Please ensure you upload/attach the correct CES for the request. An incorrect CES will result in delays.



Location Details 

Work Requirements 

Contact Details 

Attachments  1

Certificate of Electrical Safety (CES) Details

How will you provide the CES Attachment Left On-Site 2

CES number

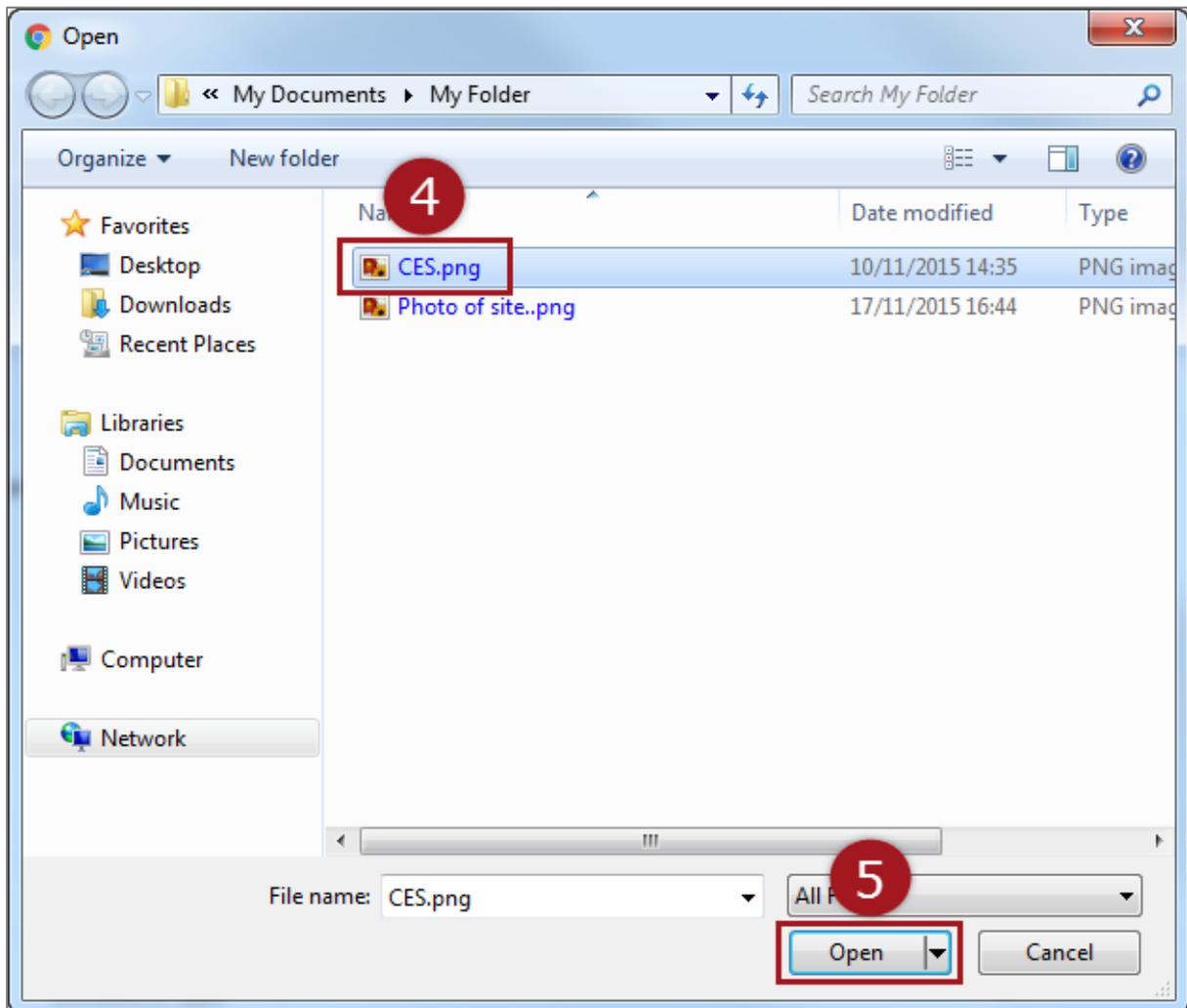
Upload CES No file chosen 3

This is mandatory

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 application. At the top, there are three tabs: 'Work Requirements', 'Contact Details', and 'Attachments', each with a green checkmark. Below the 'Attachments' tab, the section is titled 'Certificate of Electrical Safety (CES) Details'. It contains a form with the following elements: 'How will you provide the CES' with radio buttons for 'Attachment' (selected) and 'Left On-Site'; 'CES number' with a text input field containing '1001'; and 'Upload CES' with a 'Choose File' button and a text input field containing 'CES.png'. A blue 'Attach' button is highlighted with a red box, and a red circle with the number '6' is positioned next to it.

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 application. It contains a form for adding a new attachment and a table of existing attachments. The form includes 'How will you provide the CES' (radio buttons for 'Attachment' and 'Left On-Site'), 'CES number' (text input '1001'), and 'Upload CES' (button and text input 'CES.png'). Below the form is the 'Other Attachments' section with a 'Document Type' dropdown, an 'Attach file' button and text input, and a 'Comments' text area. At the bottom is the 'Attachments' table:

| # | File Name | Date | Type | Size | Delete |
|---|-----------|------------|------|---------|---|
| 1 | CES.png | 01/02/2016 | CES | 7.32 KB |  |

Step 7

To assist the progress of your Alteration Request, you may want to add another attachment. Example, in rural areas, a map can assist the crew find the property.

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 "Other Attachments". It contains three main sections: "Document Type" with a dropdown menu showing "Photo" (highlighted with a red box and callout 7), "Attach file" with a "Choose File" button, a text input containing "Photo of site.png", and a blue "Attach" button (highlighted with a red box and callout 9), and "Comments" with a text area containing "This shows a photo of the site" (highlighted with a red box and callout 8).

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

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

Other Attachments

Document Type: Photo

Attach file: Choose File Photo of site..png Attach

Comments: This shows a photo of the site

Attachments

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

Section 6: Confirmation and Set 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.

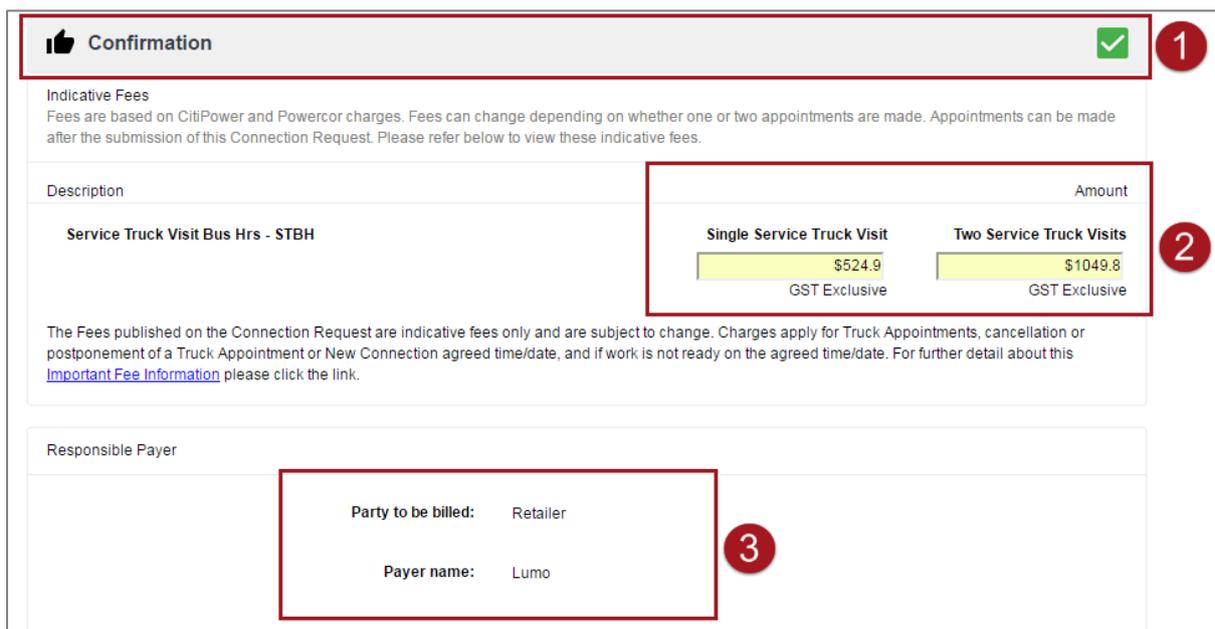
Step 2 Note any indicative fees on the right-hand-side of the page.

This includes a product name and code for the charges.

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.

Step3 The "Party to be billed" will be auto-populated based on what was selected in the "Contacts" banner.



| Description | Amount |
|------------------------------------|----------------------------|
| Service Truck Visit Bus Hrs - STBH | Single Service Truck Visit |
| | Two Service Truck Visits |
| | \$524.9 |
| | \$1049.8 |
| | GST Exclusive |
| | GST Exclusive |

The Fees published on the Connection Request are indicative fees only and are subject to change. Charges apply for Truck Appointments, cancellation or postponement of a Truck Appointment or New Connection agreed time/date, and if work is not ready on the agreed time/date. For further detail about this [Important Fee Information](#) please click the link.

Responsible Payer

Party to be billed: Retailer

Payer name: Lumo

Step 4 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 an Alteration Request.

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

Step 5 Select "Submit" to complete the request.

Once you submit the Alteration Request you may be prompted to schedule an appointment. This must be completed for the Connection Request to proceed.

For steps on how to make an appointment, [Step 6](#).

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.

There is no need to make an appointment for Solar Installation only Alterations Requests.

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**

5

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 Alteration Request at the top of the list of latest connection requests.

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

The screenshot shows the eConnect dashboard for user Jonny Brown. At the top, there is a notification: "You have 6 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). The "Abolishments" card is marked "Coming Soon".

The "Latest Requests" section features a search bar for "Connection Request ID:" and a "View All" button. Below is a table of requests:

| # | Work Site Address | Type | Status | Update | Cancel | Clone |
|----------|--|------------|-----------|--------|--------|-------|
| CR-08023 | 189 WILLINGHAMS RD, FRAMLINGHAM VIC 3265 | Alteration | Submitted | | | |
| CR-08022 | | Alteration | Draft | | | |
| CR-08020 | 2402 HOPKINS HWY, PURNIM VIC 3278 | Alteration | Submitted | | | |
| CR-07947 | 121 THE SISTERS RD, GARVOC VIC 3265 | Alteration | Submitted | | | |
| CR-07859 | 64 STONEHOUSES RD, GARVOC VIC 3265 | Alteration | Submitted | | | |

The first row (CR-08023) is highlighted with a red border. A green notification box at the bottom left states: "Your alteration connection request CR-08023 has been successfully submitted".

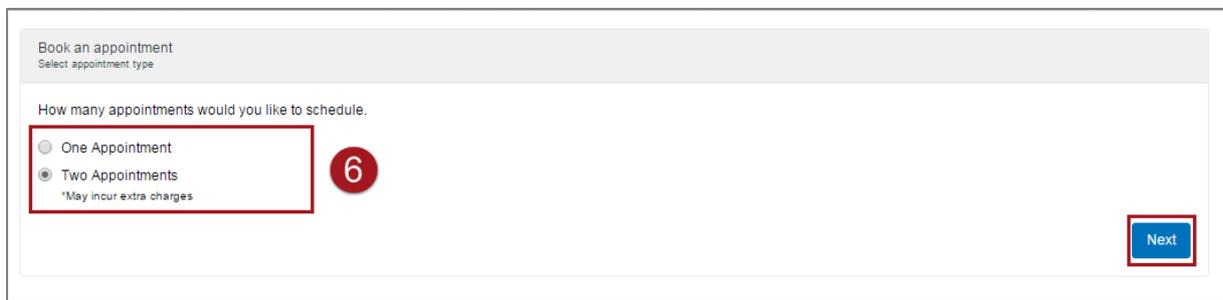
Step 6

Depending on the type of Alteration 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: Scheduling 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 "Book an appointment" with the subtitle "Select appointment type". Below the title, it asks "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 is enclosed in a red rectangular box. To the right of the "Two Appointments" option is a red circular icon containing the number "6". Below the "Two Appointments" option, there is a small asterisk and the text "*May incur extra charges". In the bottom right corner of the form, there is a blue button labeled "Next", which is also enclosed in a red rectangular box.

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](#).

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.

You must complete the request to lock in the appointment.

Book an appointment
Select appointment type

We have determined that you require an appointment to complete your request. Please select your appointment type:

- Business Hours Appointment (8am until 5pm and subject to availability)
- After Hours Appointment
*May incur extra charges

7

Next

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 two hours of the start time chosen. You will not be able to book an appointment within 5 days of the current date.

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 | 10:30 AM |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | 11:30 AM |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | 12:30 PM |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 | 1:30 PM |
| 27 | 28 | 29 | 30 | 31 | 1 | 2 | 2:30 PM |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 | |

8

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 two hours of the start time chosen. You will not be able to book an appointment within 5 days of the current date

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.

| 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 | |

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

9

Back Confirm

Step 10 You will receive the following message confirming your appointment(s) 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.

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 1 business day prior to your appointment to confirm the time.

eConnect Jonny Brown Log Out

You have 7 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

Coming Soon

Latest Requests 5 Latest Requests Connection Request ID: Find View All

| # | 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 | | | |

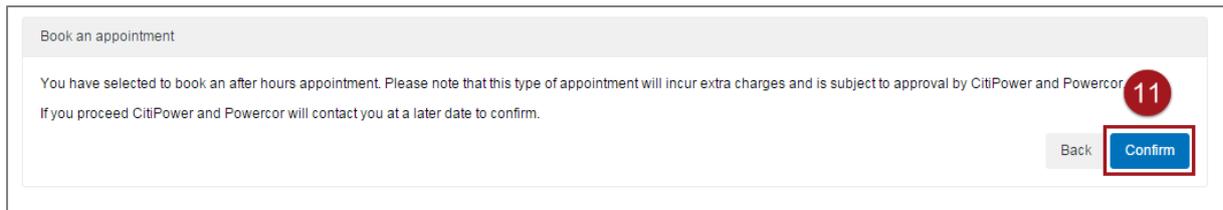
Thank you! You have successfully completed your Book Appointment Call to Action for CR-05845.

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".

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.



Upon confirmation a confirmation message will appear on the screen.

CitiPower and Powercor will contact you to confirm you appointment time.

The screenshot displays the EConnect dashboard for user Jonny Brown. The interface includes a dark sidebar with navigation options: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features a notification bar stating 'You have 7 outstanding action(s). These must be completed for requests to progress.' Below this are three cards for 'New Connections', 'Alterations', and 'Abolishments'. A 'Latest Requests' table is shown with columns for ID, address, type, status, and actions. A green success message is visible in the bottom left corner.

| # | 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 | | | |

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.

The screenshot shows a web form titled "Additional Details". It contains two input fields: "Alternative supply (optional)" and "Description of Job (optional)". Below these fields are three sections: "Contact Details" with a green checkmark, "Attachments" with an unchecked checkbox, and "Confirmation" with an unchecked checkbox and a red notification bubble containing the number "1". At the bottom right of the form are two buttons: "cancel" and "Save as Draft", with the "Save as Draft" button highlighted by a red box.

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](#).

The screenshot displays the eConnect interface for creating a Connection Request. On the left is a dark sidebar with navigation options: 'Manage My Profile', 'Enquiries', and 'Call to Actions'. The main content area is divided into several sections, each with a status indicator (green checkmark for completed, yellow box for pending):

- Location Details**: Status:
- Work Requirements**: Status:
- Electricity Details**: Status: (indicated by a green checkmark in the top right corner of the section header)
- Additional Details**: Status: (indicated by a yellow box in the top right corner of the section header)
- Contact Details**: Status:
- Attachments**: Status:
- Confirmation**: Status:

Below the 'Work Requirements' section, there is a blue note: "Please Note: If this request is not related to all meters please indicate the relevant meter below, otherwise if this request is related to all meters please select All Meters at Site." Below this note, a checkbox is checked for meter ID "A8560936".

The 'Electricity Details' section contains the following fields:

- Is this group metering?: Yes, No
- Current Supply: Overhead (dropdown menu)
- Current Termination point: FOLCB (dropdown menu)

The 'Additional Details' section contains two optional text input fields:

- Alternative supply (optional)
- Description of Job (optional)

At the bottom right of the form, there are 'cancel' and 'Save as Draft' buttons. A green notification box at the bottom left of the form area contains the text: "Your new alteration request CR-01405 has been successfully saved as draft".

The footer of the page reads: "Copyright © 2015 CitiPower and Powercor Australia | Terms and Conditions | Privacy Policy"