

WORK INSTRUCTION

View and Complete a Call to Action as a Registered Electrical Contractor or a Licensed Electrical Worker in eConnect.

<Document Id.>

Purpose

This work instruction describes the steps that are required for a Registered Electrical Contractor (REC) or a Licensed Electrical Worker (LEW) to view and complete Call to Actions assigned to them in eConnect.

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[Section 8: Complete Collect CT Call to Action](#)

Task Detail: View and Complete Call to Actions as a Registered Electrical Contractor or a Licensed Electrical Worker in eConnect.

Section 1: View Call to Action List.

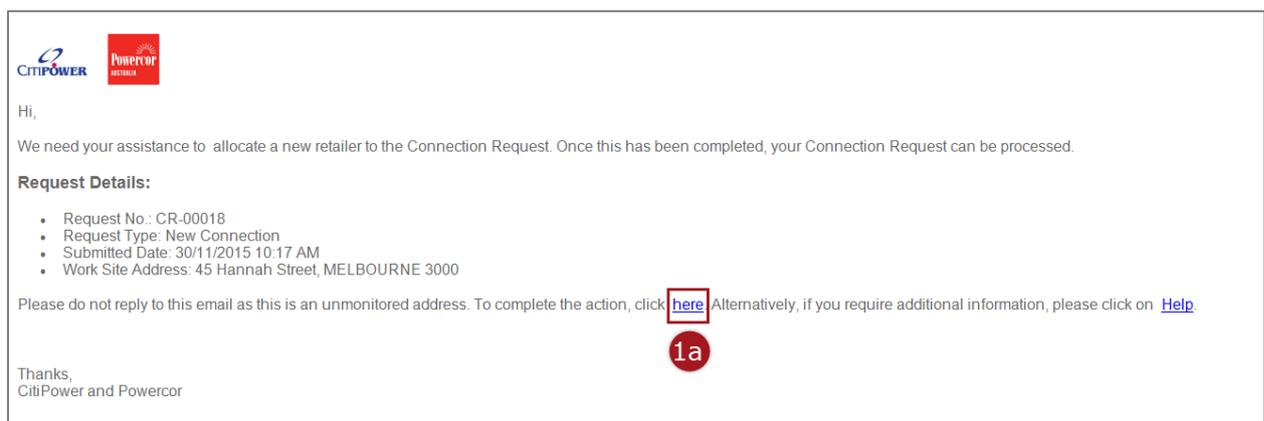
If a Call to Action is raised, you will receive a notification via email or SMS as per your preferred contact method.

If you have not completed the Call to Action after 24 hours, you will be sent a reminder notification via your preferred contact method.

To change your preferred contact method, please refer to the appropriate work instruction.

[Register an Account, Update Account Details & Manage Your LEWs for a REC](#)
[Register an Account & Update Account Details as a LEW](#)

Step 1a Select the link in the email or SMS to be direct you to the Call to Action page.



Step 1b

To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c

Alternatively, you can select "Call to Actions" on the left-hand side of the page.

The screenshot shows the eConnect dashboard for a user named Robbo Electrician. At the top, a red notification bar states: "You have 2 outstanding action(s). These must be completed for requests to progress." A red circle with the number "1b" and a "View Actions" button are present in the notification. Below the notification are three main action cards: "New Connections" (with a lightbulb icon and a red circle with "1c"), "Alterations" (with a house icon), and "Abolishments" (with a construction site icon and "Coming Soon" text). Below these is a "Latest Requests" section with a search bar and a "View All" button. The table below lists the latest requests:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00647	99 Jeremy Street COLLINGWOOD 3066	New Connection	In-Progress			
CR-00648	Lot 5 21 Davis Road, Tarnet 3029	New Connection	Submitted			
CR-00643	47 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			
CR-00642		New Connection	Draft			
CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	In-Progress			

At the bottom of the dashboard, there are three more cards: "Solar Pre-Approvals", "Enquiries", and "Help". The footer contains copyright information for 2015 CitiPower and Powercor Australia, along with links to Terms and Conditions and Privacy Policy, and logos for CitiPower and Powercor.

Step 2

You will be directed to the Call to Action page with a list view of all Call to Actions assigned to you.

The description at the bottom left-hand corner of the page tells you how many requests are displayed out of the total number of requests submitted to date.

Step 3

Your list view of the Call to Actions can be arranged or filtered by selecting any of the following field headings:

1. Call to Action Type
2. Created Date
3. Connection Request ID
4. Work Site Address
5. Connection Request Type

Step 4

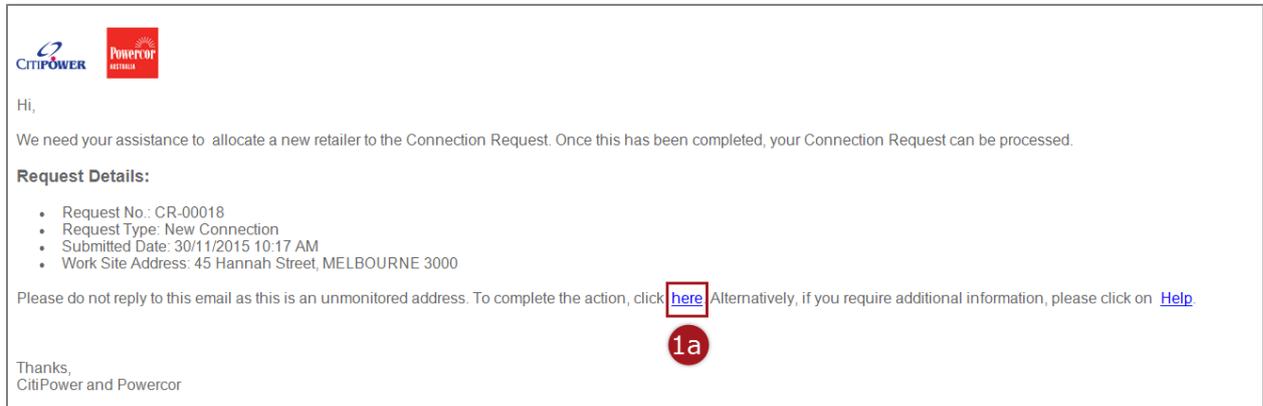
Select the arrow to choose the number of records per page that are displayed. On selection of "All" from the drop-down list, the most recent 50 records will be displayed.

The screenshot shows the 'Call to Actions' interface. At the top left, there is a 'Show 10 entries' dropdown menu with a red box and a red circle containing the number 4. Below this is a table with columns: 'Call to Action Type', 'Created Date', 'Connection Request ID', 'Work Site Address', 'Connection Request Type', and 'Complete'. A red box highlights the first four columns, with a red circle containing the number 3. The table contains ten rows of data. At the bottom left, there is a 'Showing 1 to 10 of 45 entries' label with a red box and a red circle containing the number 2. At the bottom right, there is a pagination control with buttons for '< Previous', '1', '2', '3', '4', '5', and 'Next >', with '1' highlighted.

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Request not accepted by retailer	30/11/2015	CR-00023	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Accept Charges	24/12/2015	CR-03209	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Request not accepted by retailer	23/12/2015	CR-03192		New Connection	
Compliance Issue	23/12/2015	CR-03124	Add1, RAGLAN 3373	New Connection	
Compliance Issue	23/12/2015	CR-03166	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Compliance Issue	23/12/2015	CR-03167	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Compliance Issue	23/12/2015	CR-03192		New Connection	
Collect CT	23/12/2015	CR-03167	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Collect CT	23/12/2015	CR-03192		New Connection	
Collect CT	23/12/2015	CR-03185	Lot 5 21 Davis Road, Tarnait 3029	New Connection	

Section 2: Complete Invalid CES Call to Action.

Step 1a Select the link in the email or SMS to be directed to the Call to Action page.

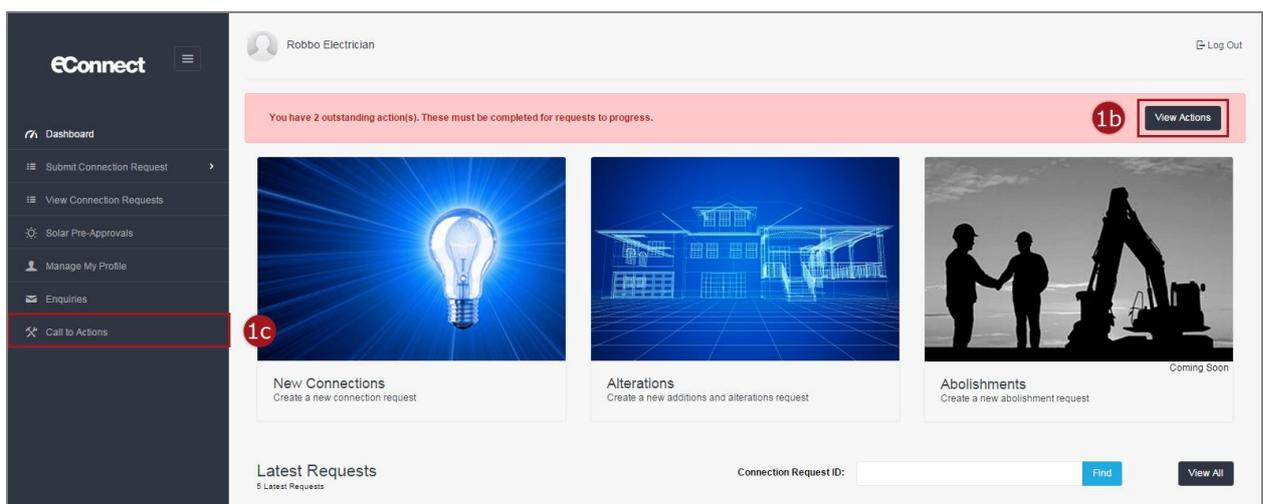


Step 1b To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c Alternatively, you can select "Call to Actions" on the left-hand side of the page.



Step 2

Select the corresponding dark grey complete icon. 

Note: The "Call to Action Type" will be "Invalid CES".

Call to Actions

Show 10 entries

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Request not accepted by retailer	30/11/2015	CR-00023	Lot 5 21 Davis Road, Tameit 3029	New Connection	
Request not accepted by retailer	30/11/2015	CR-00044	Lot 5 21 Davis Road, Tameit 3029	New Connection	
Invalid CES	01/12/2015	CR-00560	Lot 5 21 Davis Road, Tameit 3029	New Connection	
Invalid CES	01/12/2015	CR-00587	Lot 5 21 Davis Road, Tameit 3029	New Connection	
Invalid CES	01/12/2015	CR-00590	Lot 5 21 Davis Road, Tameit 3029	New Connection	
Request not accepted by retailer	03/12/2015	CR-00560	Lot 5 21 Davis Road, Tameit 3029	New Connection	
Request not accepted by retailer	03/12/2015	CR-03545	31 SMITH STREET, DAYLESFORD 3352	New Connection	
Request not accepted by retailer	03/12/2015	CR-00668	Lot 5 21 Davis Road, Tameit 3029	New Connection	
Request not accepted by retailer	03/12/2015	CR-00662	abc xyz BURNLEY 3121	New Connection	
Request not accepted by retailer	03/12/2015	CR-00691	Lot 5 21 Davis Road, Tameit 3029	New Connection	

Showing 1 to 10 of 11 entries

< Previous 1 2 Next >

Step 3

You will be directed to the submitted Connection Request Update page.
To update the CES, select the "Attachments" grey banner.

Registered Electrical Contractor (REC) Details

REC number: 7474747400

REC Name: Sun Solar Ltd.

REC Contact Phone: 0404123434

REC Contact Email: rictherec@gmail.com

Site Access

Access instructions: Victorian Power Industry Lock

Access notes:

Contact person:

Attachments

Save

Step 4 Select an answer to “How will you provide the CES?”

If your answer is “Attachment”, enter the CES number.
If your answer is “Left On-Site”, continue to [Step 9](#).

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

Step 5 To attach a file, select “Choose File”.

If using a tablet or phone you will be asked to take a photo of your CES. Once completed proceed to [Step 8](#).

Update CR-00560 - Lot 5 21 Davis Road, Tarneit 3029

Connection Request

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES Attachment Left On-Site

CES number 4

Upload CES No file chosen

5

Other Attachments

Document Type

Attach file No file chosen

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	111.png	01/12/2015	CES	328.12 KB	<input type="button" value="x"/>

If the CES is left on-site, please note that if it cannot be located on site a wasted truck visit may be applied. To avoid this, we suggest that you provide some further details on the CES location in the additional details section under "Connection Request" banner.

Update CR-00560 - Lot 5 21 Davis Road, Tarneit 3029

 **Connection Request**

 **Attachments**

Certificate of Electrical Safety (CES) Details

How will you provide the CES Attachment Left On-Site

You have indicated that the CES will be left on site. Please note that if the CES cannot be located on site a wasted truck visit may be applied. We suggest to avoid this you provide some further details on the CES location in the additional details section.

Note: where possible for New Connections we would prefer that you attach the CES to the request via this portal.

Other Attachments

Document Type

Attach file No file chosen

Comments

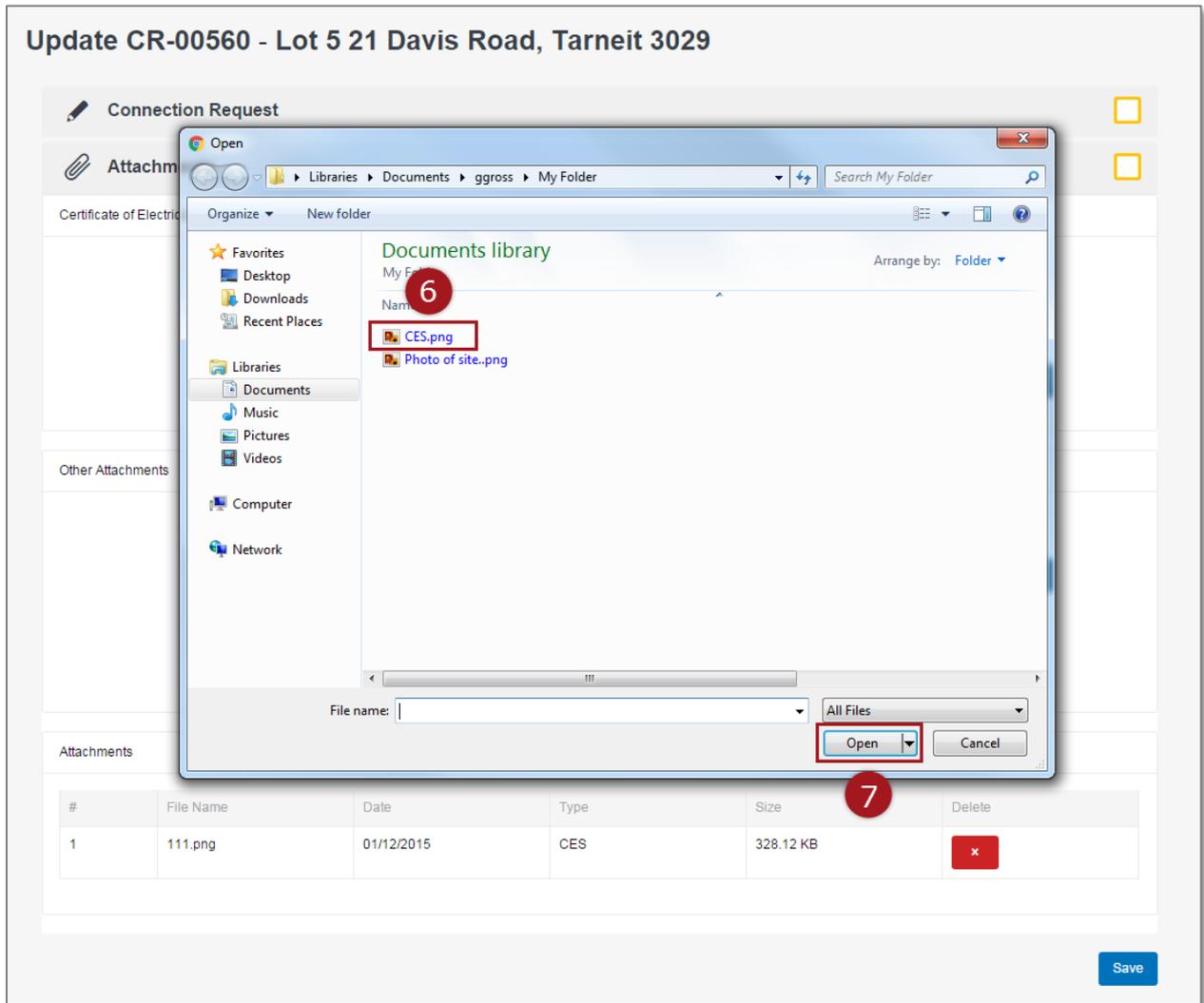
Attachments

#	File Name	Date	Type	Size	Delete
1	111.png	01/12/2015	CES	328.12 KB	<input type="button" value="x"/>

Step 6 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 7 Select "Open".



Step 8

To add the attachment to the Connection Request, select "Attach".

Update CR-00560 - Lot 5 21 Davis Road, Tarneit 3029

Connection Request

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES Attachment Left On-Site

CES number

Upload CES CES.png

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

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

Update CR-00590 - Lot 5 21 Davis Road, Tarneit 3029

Connection Request

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES Attachment Left On-Site

CES number

Upload CES No file chosen

Other Attachments

Document Type

Attach file CES.png

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	111.png	01/12/2015	CES	328.12 KB	<input type="button" value="x"/>
2	CES.png	04/12/2015	Other	7.32 KB	<input type="button" value="x"/>

Step 9 Select "Save" at the bottom of the page to complete the Call to Action.

Update CR-00590 - Lot 5 21 Davis Road, Tarneit 3029

Connection Request

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES Attachment Left On-Site

CES number

Upload CES No file chosen

Other Attachments

Document Type

Attach file CES.png

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	111.png	01/12/2015	CES	328.12 KB	<input type="button" value="x"/>
2	CES.png	04/12/2015	Other	7.32 KB	<input type="button" value="x"/>

9

Upon saving you will receive the following confirmation message at the bottom left-hand side of the page that the Call to Action has been completed.

The screenshot displays the eConnect user interface. At the top left is the eConnect logo and a navigation menu with items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The user profile 'Robbo Rec' and a 'Log Out' link are at the top right. A red notification banner states: 'You have 12 outstanding action(s). These must be completed for requests to progress.' Below this are three 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 shows a table of 5 requests, all with a status of 'Submitted'. At the bottom left, a green confirmation message reads: 'Thank you! You have successfully completed your Invalid CES Call to Action for CR-00694'. The table below is as follows:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00748	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00747	28 Main Road, MELBOURNE 3000	New Connection	Submitted			
CR-00741	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00739	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00734	acb xyz BURNLEY 3121	New Connection	Submitted			

The following error messages will appear at the bottom left-hand side of the page if the Call to Action has been not completed.

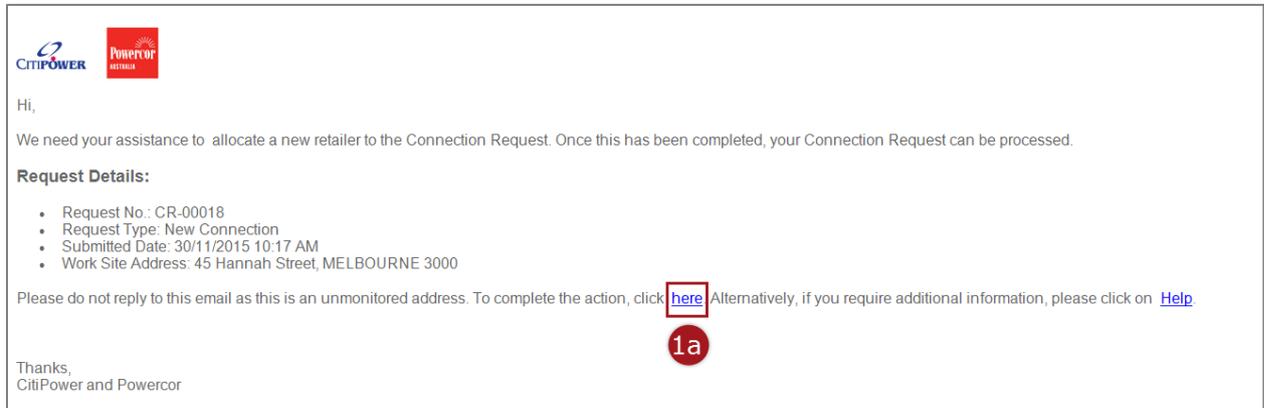
This means you have not taken the appropriate action or there is another Call to Action pending on the Connection Request which has not been actioned. Refer back to [Step 2](#) for instructions on how to complete an Invalid CES Call to Action.

The screenshot shows the eConnect dashboard for user Robbo Rec. At the top, a pink banner states: "You have 11 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" table is displayed below, showing 5 requests with columns for ID, Address, Type, Status, and actions (Update, Cancel, Clone). The sidebar on the left contains a navigation menu and a notification area with three messages: a green success message for CR-00560, a red warning message for CR-00690, and another red warning message for CR-00560.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00696	Add1	New Connection	Submitted	[Pencil]	[X]	[Copy]
CR-00694	Lot 5 21 Davis Road, Tarnait 3029	New Connection	In-Progress	[Pencil]	[X]	[Copy]
CR-00691	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted	[Pencil]	[X]	[Copy]
CR-00689	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted	[Pencil]	[X]	[Copy]
CR-00682		New Connection	Draft	[Pencil]	[X]	[Copy]

Section 3: Complete Request Not Accepted by Retailer Call to Action.

Step 1a Select the link in the email or SMS to be directed to the Call to Action page.

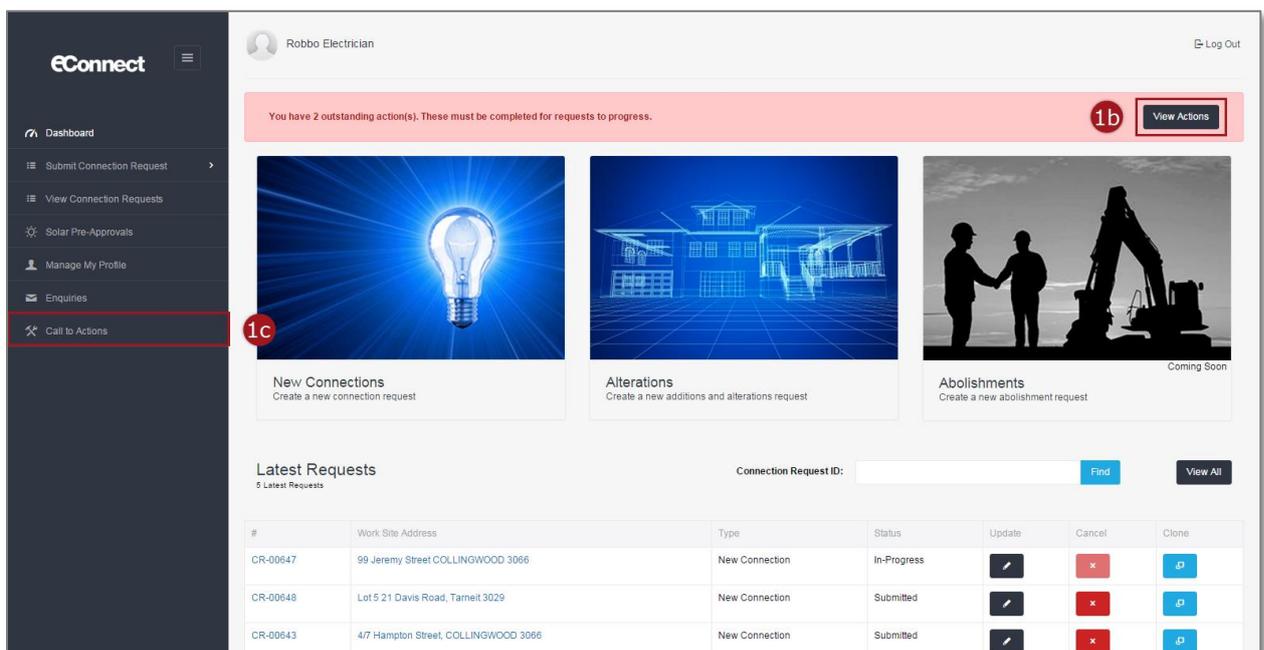


Step 1b To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c Alternatively, you can select "Call to Actions" on the left-hand side of the page.

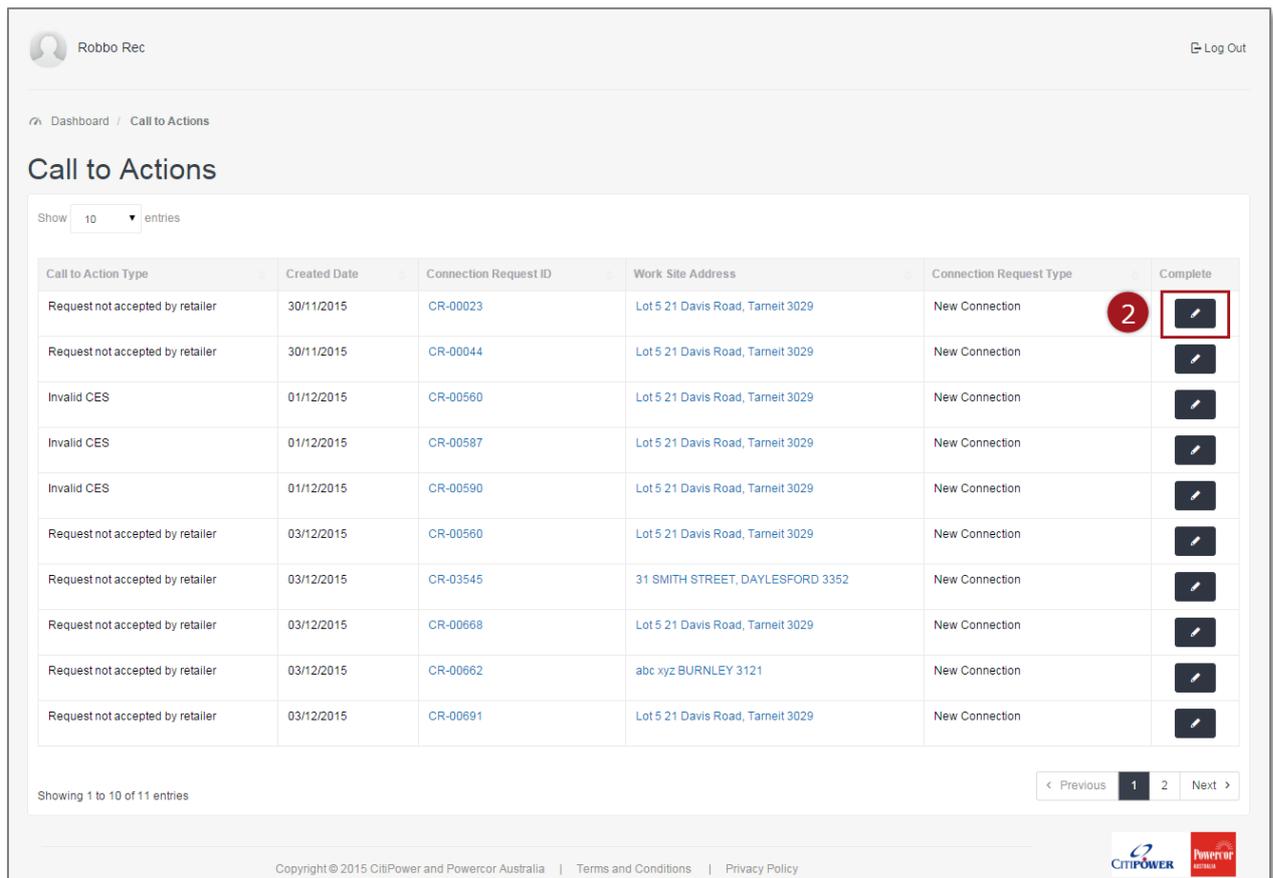


Step 2

Select the corresponding dark grey complete icon. 

Note: The "Call to Action Type" will be "Request not accepted by retailer".

The Request not accepted by retailer Call to Action is generated as a result of the Retailer contacting CitiPower and Powercor to advise that they do not want to take on this customer.



Robbo Rec Log Out

Dashboard / Call to Actions

Call to Actions

Show 10 entries

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Request not accepted by retailer	30/11/2015	CR-00023	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Request not accepted by retailer	30/11/2015	CR-00044	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Invalid CES	01/12/2015	CR-00560	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Invalid CES	01/12/2015	CR-00587	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Invalid CES	01/12/2015	CR-00590	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Request not accepted by retailer	03/12/2015	CR-00560	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Request not accepted by retailer	03/12/2015	CR-03545	31 SMITH STREET, DAYLESFORD 3352	New Connection	
Request not accepted by retailer	03/12/2015	CR-00668	Lot 5 21 Davis Road, Tarnait 3029	New Connection	
Request not accepted by retailer	03/12/2015	CR-00662	abc xyz BURNLEY 3121	New Connection	
Request not accepted by retailer	03/12/2015	CR-00691	Lot 5 21 Davis Road, Tarnait 3029	New Connection	

Showing 1 to 10 of 11 entries < Previous 1 2 Next >

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Step 3

You will be directed to the submitted Connection Request Update page.

Under "Retail Details" section, 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.

Note: You must select a different retailer to your previous answer.

Update CR-0023 - Lot 5 21 Davis Road, Tarneit 3029

Connection Request

Solar

Is this a solar installation? Yes No

Additional Details

Are the mains on public land? Yes No

Any other information (optional)

Retailer Details

Search for Retailer
Australian Power and Gas
Blue NRG Pty Ltd
Diamond Energy
Dodo Power and Gas
Neighbourhood Energy

LEI name (optional)

LEI phone (optional)

Licensed Electrical Inspector (LEI) Details

Licensed Electrical Worker (LEW) Details

Electrical License Number

LEW Name

LEW phone

Step 4

Select "Save" at the bottom of the page to complete the Call to Action.

Registered Electrical Contractor (REC) Details

REC number: 7474747400

REC Name: Sun Solar Ltd.

REC Contact Phone: 0404123434

REC Contact Email: rictherec@gmail.com

Site Access

Access instructions: Victorian Power Industry Lock

Access notes:

Contact person:

Attachments

4
Save

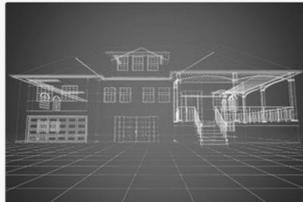
Upon saving you will receive the following confirmation message at the bottom left-hand side of the page that the Call to Action has been completed.

eConnect
Robbo Rec
Log Out

You have 12 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

Coming Soon



Abolishments
Create a new abolishment request

Coming Soon

Latest Requests Connection Request ID: Find View All

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00748	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00747	28 Main Road, MELBOURNE 3000	New Connection	Submitted			
CR-00741	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00739	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00734	acb xy2 BURNLEY 3121	New Connection	Submitted			

✓ CR-00694 has successfully been updated.

✓ Thank you! You have successfully completed your Invalid CES Call to Action for CR-00694.

The following error messages will appear at the bottom left-hand side of the page if the Call to Action has been not completed.

This means you have not taken the appropriate action or there is another Call to Action pending on the Connection Request which has not been actioned. Refer back to [Step 2](#) for instructions on how to complete a Request not Accepted by retailer Call to Action.

The screenshot shows the eConnect user interface. At the top left is the 'eConnect' logo and a navigation menu with items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The user is logged in as 'Robbo Rec'. A pink banner at the top states: 'You have 11 outstanding action(s). These must be completed for requests to progress.' Below this are three cards: 'New Connections' (lightbulb icon), 'Alterations' (house wireframe icon), and 'Abolishments' (silhouettes of workers icon). A 'Latest Requests' table is shown below with columns: #, Work Site Address, Type, Status, Update, Cancel, and Clone. The table contains five rows of data. On the bottom left, there are three error messages: a green one for a successful update, and two red ones for failed actions on CR-00560.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00696	Add1	New Connection	Submitted	[Pencil]	[X]	[Copy]
CR-00694	Lot 5 21 Davis Road, Tarnait 3029	New Connection	In-Progress	[Pencil]	[X]	[Copy]
CR-00691	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted	[Pencil]	[X]	[Copy]
CR-00689	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted	[Pencil]	[X]	[Copy]
CR-00682		New Connection	Draft	[Pencil]	[X]	[Copy]

Section 4: Complete an Accept Charges Call to Action.

Step 1a Select the link in the email or SMS to be directed to the Call to Action page.



Step 1b To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c Alternatively, you can select "Call to Actions" on the left-hand side of the page.

Call to Actions

You have 2 outstanding action(s). These must be completed for requests to progress. **1b** [View Actions](#)

1c

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-00647	99 Jeremy Street COLLINGWOOD 3066	New Connection	In-Progress			
CR-00648	Lot 5 21 Davis Road, Tarnet 3029	New Connection	Submitted			
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			

Step 2

Select the corresponding dark grey complete icon. 

Note: The "Call to Action Type" will be "Accept Charges".

Call to Actions

Show 10 entries

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Collect CT	13/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Compliance Issue	14/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Book Appointment	15/01/2016	CR-04763	55 Pickle Street PORT MELBOURNE 3207	New Connection	
Book Appointment	18/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
New payer required	04/02/2016	CR-05574	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	
New payer required	04/02/2016	CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	
Accept Charges	04/02/2016	CR-05600	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	 2

Showing 1 to 7 of 7 entries

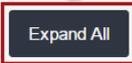
< Previous 1 Next >

Step 3

You will be directed to the submitted Connection Request Detail page.

To view the Connection Request details, select "Expand All".

CR-05600

3 

Accept 
 Reject 
 Back 

Summary

Request Detail

Request Type	Alteration
Request Sub-Type	Temporary isolation of supply (same day)
Address	97 OSBORNE ST, SOUTH YARRA VIC 3141
Submission Date	04/02/2016

Contact Details 
 Charges 

Step 4 Under the "Charges" grey banner there will be all the fee details.
Read and accept the "Terms and Conditions".

Billing Address Line 2

Suburb / Town

Postcode

4

 **Charges** ^

Fees are based on CitiPower and Powercor charges

Description	Product Code	Charges (excl. GST)
Service Truck Visit	STBH	\$436.95
Total:		\$436.95

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

Terms and Conditions

This Information which has been provided will be used and disclosed by CitiPower and Powercor in accordance with its privacy policy. You can find more information on the privacy policy on our website <https://www.powercor.com.au/privacy-and-disclaimer/>.

View and Accept Charges

I hereby confirm acceptance of charges outlined by CitiPower and Powercor to undertake the works described above and agree to pay the account within 30 days.

I also understand and acknowledge that in the event of non payment of this account, CitiPower and Powercor may refuse to perform further works I may request until such account is settled.

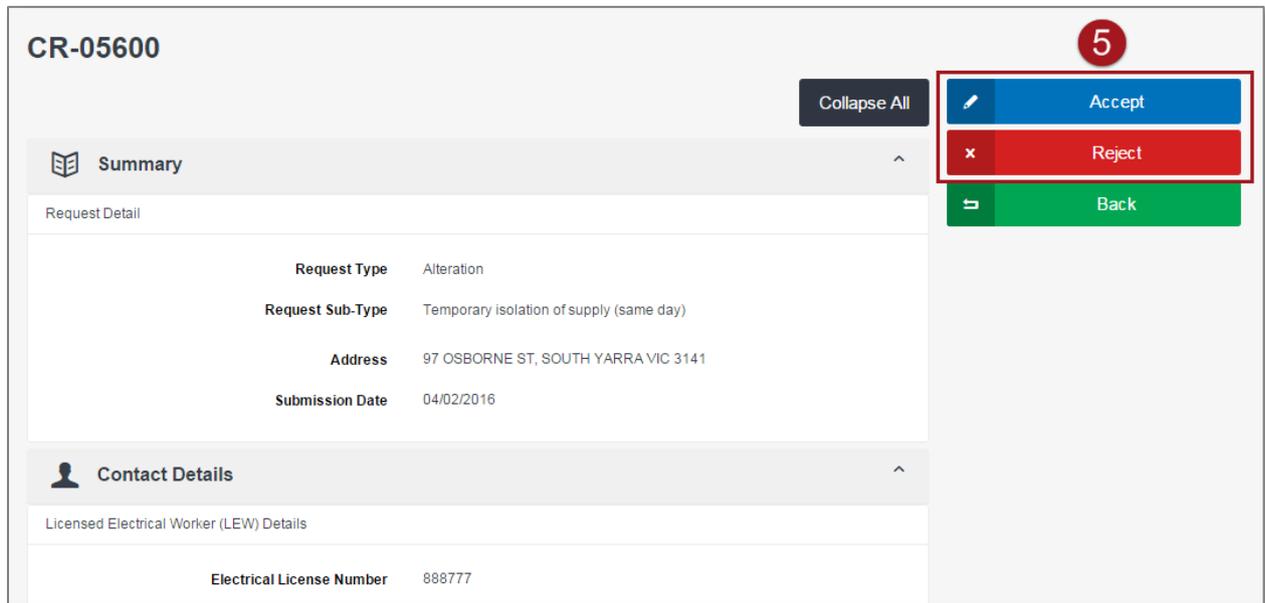
All Information I have provided is true and accurate.

I accept the Terms and Conditions

Step 5

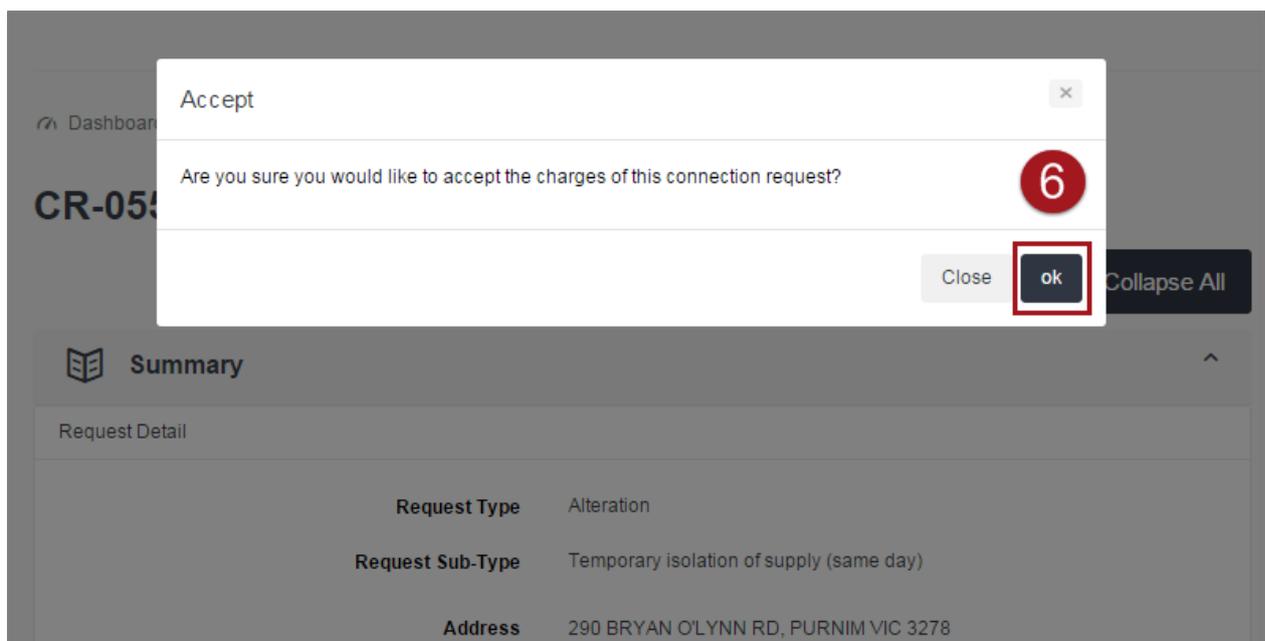
To accept the charges select "Accept" on the right-hand side of the page, continue to [Step 6](#).

To reject the charges select "Reject" on the right-hand side of the page, continue to [Step 7](#).



Step 6

If "Accept" selected: Confirm that you would like to accept these charges and select "Ok".



Upon confirmation you will receive the following message at the bottom left-hand side of the page that the Call to Action has been completed.

The screenshot shows the eConnect dashboard for Robbo Electrician. A green success message is highlighted in the bottom left corner, stating: "Thank you! You have successfully completed your Accept Charges Call to Action for CR-05600". The dashboard includes a navigation menu on the left, a top navigation bar with the user's name and a log out button, and a main content area with several sections:

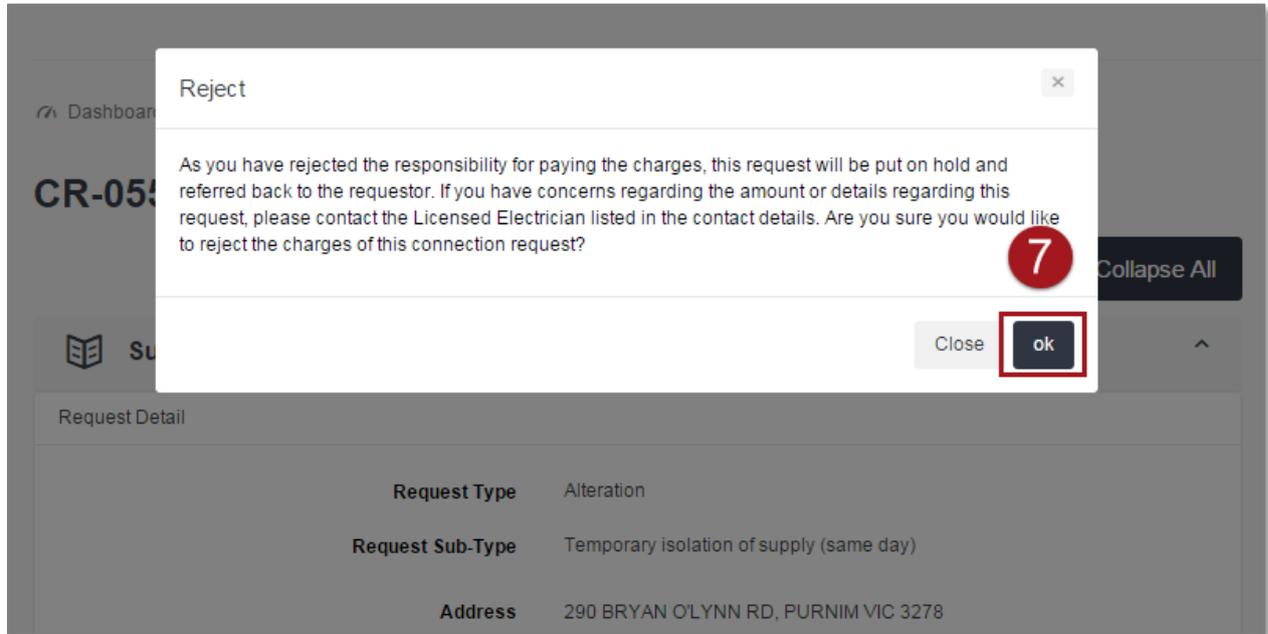
- Outstanding Actions:** A pink banner at the top indicates "You have 7 outstanding action(s). These must be completed for requests to progress." with a "View Actions" button.
- Card Grid:** Three cards are displayed: "New Connections" (Create a new connection request), "Alterations" (Create a new additions and alterations request), and "Abolishments" (Create a new abolishment request). The Abolishments card has a "Coming Soon" label.
- Latest Requests:** A section titled "Latest Requests" with a search bar for "Connection Request ID:" and a "View All" button. Below is a table of 5 latest requests.
- Image Strip:** A horizontal strip of three images at the bottom: a city skyline, a question mark, and two hands shaking.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-05600	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	In-Progress			
CR-05588	100 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	Submitted			
CR-05587		Alteration	Draft			
CR-05581	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	Cancelled			
CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	In-Progress			

Step 7

If "Reject" selected: Confirm that you would like to reject these charges and select "Ok".

Note: Upon confirmation the Connection Request status will be set to "On-Hold" and the REC or LEW who submitted the Connection Request will be asked to nominate a new payer.



Upon confirmation you will receive the following message at the bottom left-hand side of the page that the Call to Action has been completed.

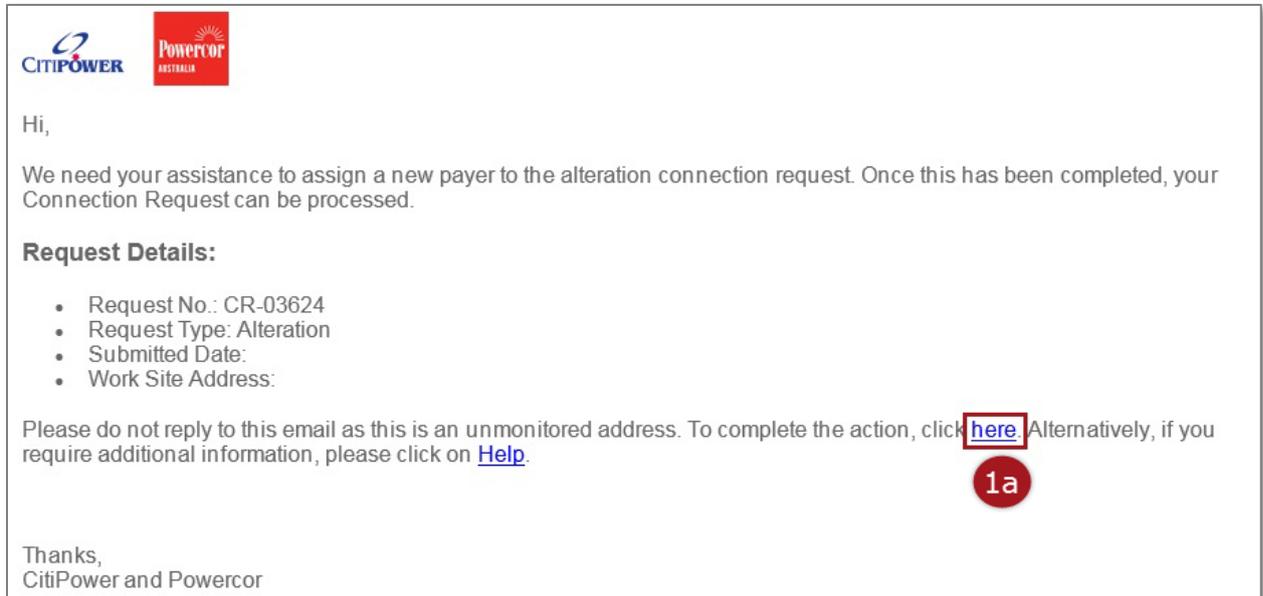
The screenshot shows the eConnect dashboard for Robbo Electrician. A green success message is highlighted in the bottom left corner, stating: "Thank you! You have successfully completed your Accept Charges Call to Action for CR-05600". The dashboard includes a navigation menu on the left, a top navigation bar with the user's name and a log out button, and a main content area with several sections:

- Outstanding Actions:** A pink banner at the top indicates "You have 7 outstanding action(s). These must be completed for requests to progress." with a "View Actions" button.
- Card Grid:** Three cards for "New Connections", "Alterations", and "Abolishments" are displayed, each with a descriptive sub-heading and a "Coming Soon" label.
- Latest Requests:** A table showing 5 latest requests with columns for ID, Address, Type, Status, and action buttons (Update, Cancel, Clone).
- Footer:** Three decorative images are shown at the bottom of the main content area.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-05600	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	In-Progress			
CR-05588	100 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	Submitted			
CR-05587		Alteration	Draft			
CR-05581	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	Cancelled			
CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	In-Progress			

Section 5: Complete New Payer Required Call to Action.

Step 1a Select the link in the email or SMS to be directed to the Call to Action page.

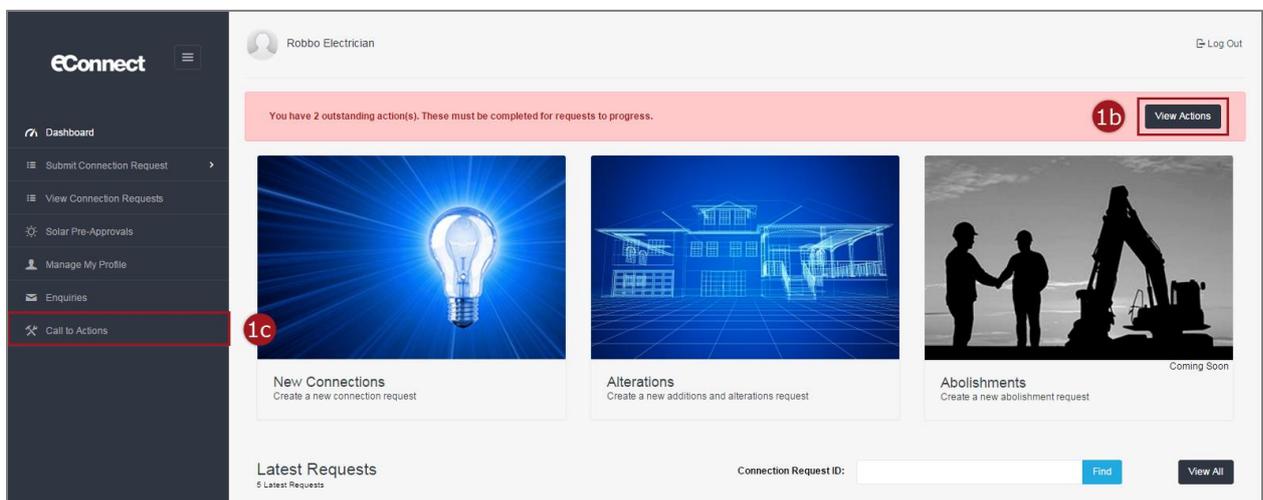


Step 1b To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c Alternatively, you can select "Call to Actions" on the left-hand side of the page.



Step 2

Select the corresponding dark grey complete icon. 

Note: The "Call to Action Type" will be "New Payer Required".

Call to Actions

Show 10 entries

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Request not accepted by retailer	03/12/2015	CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	
Collect CT	13/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Compliance Issue	14/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Book Appointment	15/01/2016	CR-04763	55 Pickle Street PORT MELBOURNE 3207	New Connection	
Book Appointment	18/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
New payer required	04/02/2016	CR-05574	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	

Showing 1 to 6 of 6 entries

< Previous 1 Next >

Step 3 You will be directed to the submitted Connection Request Update page.

Under the "Payer Details" section, select the "Invoice to" from a drop-down list, the following options are available:

1. Retailer
2. REC
3. Other

Note: You cannot change the payer to you nominated retailer at this stage.

Step 4 Enter the invoice owner's contact details.

Note: 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.

The screenshot shows a web form titled "Payer Details". At the top, there is a dropdown menu labeled "Invoice To" with the value "Other" selected. A red box highlights this dropdown, and a red circle with the number "3" is next to it. Below this, there are several text input fields for contact information, all enclosed in a larger red box. A red circle with the number "4" is positioned to the right of this box. The fields and their values are: "Name of party to be billed" (George Ferrai), "Email" (gferrai@gmail.com), "Phone" (0400123456), "Billing Address" (67 Thomas Avenue), "Billing Address Line 2" (empty), "Suburb / Town" (Elwood), and "Postcode" (3184).

You will see the following error message if you select "Retailer". You cannot invoice your nominated retailer at this stage. If you required the retailer to be the payer for this connection request you must cancel this connection request and submit a new one.

The screenshot shows a web form titled "Payer Details". At the top, there is a dropdown menu labeled "Invoice To" with "Retailer" selected. Below this, a red-bordered box contains the following error message: "You cannot change the payer to the Retailer at this stage. If you require the Retailer to be the payer for this connection request, you must cancel this connection request and submit a new one." Below the error message, there are several input fields: "Name of party to be billed" (Robbo's Electric), "Email" (robbo.the.rec@gmail.com), "Phone" (0400123456), "Billing Address" (21 Smith Street), "Billing Address Line 2" (empty), and "Suburb / Town" (Melbourne).

Step 5 Select "Save" at the bottom of the page to complete the Call to Action.

The screenshot shows a web form titled "Site Access". It contains several input fields: "Suburb / Town" (Melbourne), "Postcode" (3000), "Access instructions" (Clear access anytime), "Access notes" (empty), and "Contact person" (empty). At the bottom left, there is a section for "Attachments" with a paperclip icon. At the bottom right, there is a blue "Save" button, which is highlighted with a red border. A red circle with the number "5" is also present in the bottom right corner of the form area.

Upon saving you will receive the following confirmation message at the bottom left-hand side of the page that the Call to Action has been completed.

The screenshot displays the eConnect user interface. At the top left is the eConnect logo and a navigation menu with items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The user profile 'Robbo Rec' and a 'Log Out' link are at the top right. A red banner at the top states: 'You have 12 outstanding action(s). These must be completed for requests to progress.' with a 'View Actions' button.

Below the banner are three action cards:

- New Connections**: Create a new connection request. Image: A glowing lightbulb.
- Alterations**: Create a new additions and alterations request. Image: A wireframe house. Label: 'Coming Soon'.
- Abolishments**: Create a new abolishment request. Image: Silhouettes of workers. Label: 'Coming Soon'.

The 'Latest Requests' section shows a search bar for 'Connection Request ID:' and a 'View All' button. Below is a table with 5 latest requests:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00748	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00747	28 Main Road, MELBOURNE 3000	New Connection	Submitted			
CR-00741	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00739	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00734	acb xyz BURNLEY 3121	New Connection	Submitted			

At the bottom left, a green confirmation message is displayed: '✓ CR-00694 has successfully been updated.' and 'Thank you! You have successfully completed your Invalid CES Call to Action for CR-00694'. Below the message are three decorative images: a city skyline, a white ring in a blue sky, and a hand reaching out.

The following error messages will appear at the bottom left-hand side of the page if the Call to Action has been not completed.

This means you have not taken the appropriate action or there is another Call to Action pending on the Connection Request which has not been actioned. Refer back to [Step 2](#) for instructions on how to complete the Call to Action.

The screenshot shows the eConnect dashboard for user Robbo Rec. A red banner at the top states: "You have 11 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections", "Alterations", and "Abolishments". A "Latest Requests" table is visible, listing several connection requests. A red error message box is overlaid on the bottom left, containing the following text:

CR-00560 has successfully been updated.

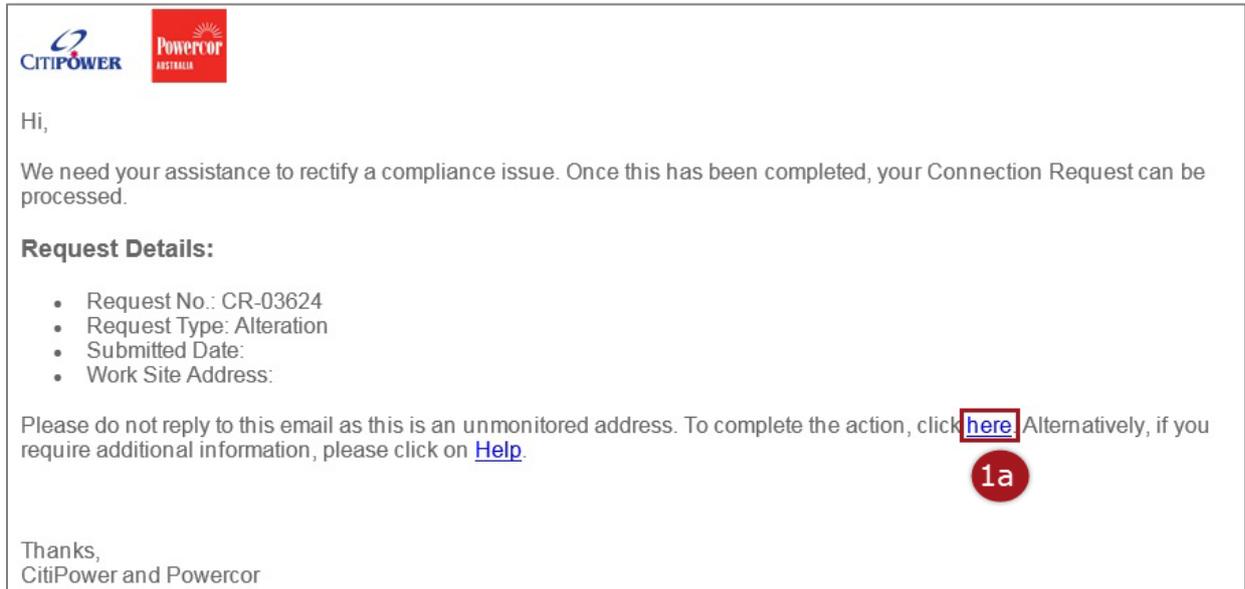
The Request not accepted by retailer call to action for CR-00560 has not been successfully completed. This Call to Action will remain in your list of pending Call to Actions.

The Invalid CES call to action for CR-00560 has not been successfully completed. This Call to Action will remain in your list of pending Call to Actions.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00696	Add1	New Connection	Submitted			
CR-00694	Lot 5 21 Davis Road, Tarnait 3029	New Connection	In-Progress			
CR-00691	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted			
CR-00689	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted			
CR-00682		New Connection	Draft			

Section 6: Compliance Issue Call to Action

Step 1a Select the link in the email or SMS to be directed to the Call to Action page.

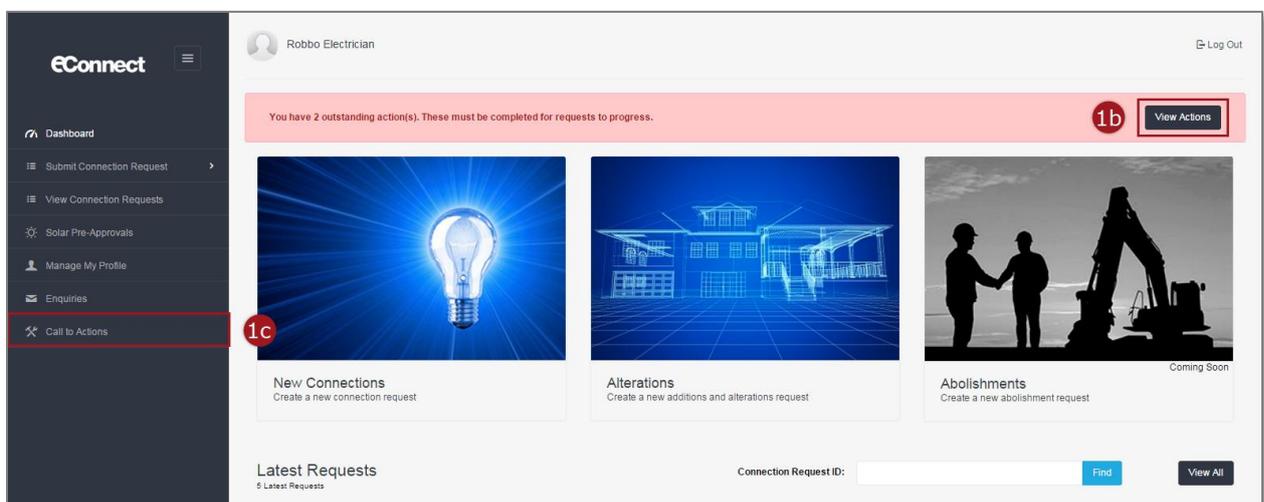


Step 1b To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c Alternatively, you can select "Call to Actions" on the left-hand side of the page.



Step 2

Select the corresponding dark grey complete icon. 

Note: The "Call to Action Type" will be "Compliance Issue".

Call to Actions

Show 10 entries

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Collect CT	13/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Compliance Issue	14/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Book Appointment	15/01/2016	CR-04763	55 Pickle Street PORT MELBOURNE 3207	New Connection	
Book Appointment	18/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
New payer required	04/02/2016	CR-05574	290 BRYAN OLYNN RD, PURNIM VIC 3278	Alteration	
New payer required	04/02/2016	CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	
New payer required	08/02/2016	CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	

Showing 1 to 7 of 7 entries

< Previous 1 Next >

Step 3

The site was found to be non-compliant due to the reason stated in the Call to Action.

This issue must be rectified before your Connection Request can progress.

Note: A wasted truck visit fee may apply.

Step 4

If Yes selected: Select a Yes/No response to "Would you like to schedule an appointment?" Then select "Next".

If your answer is Yes proceed to [Step 5](#).

If your answer is No continue.

Note: If you selected No you cannot complete the Call to Action until the compliance issues has been rectified.

The screenshot shows a web form titled "Appointment" with a sub-header "Pending Compliance Issue Call to Action". The main text reads: "We attended the site and found it non compliant due to 'call to action reason'. Please rectify this issue so we can progress your request." Below this is a note: "Note: A wasted truck visit fee may be charged." The form contains two radio button questions. The first question is "Have you rectified the non-compliance issue?" with "Yes" selected, and a red circle with the number "3" next to it. The second question is "Would you like to schedule an appointment?" with "Yes" selected, and a red circle with the number "4" next to it. A blue "Next" button is located at the bottom right of the form.

If No selected: Upon saving you will receive the following confirmation message at the bottom left-hand side of the page that the Call to Action has been completed.

The screenshot shows the eConnect dashboard for user Jonny Brown. At the top, a pink notification bar states: "You have 1 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections" (lightbulb icon), "Alterations" (blue wireframe house icon), and "Abolishments" (silhouettes of workers icon). A "Latest Requests" table is displayed below, showing 5 requests with columns for ID, Address, Type, Status, and actions (Update, Cancel, Clone). A green confirmation message in the bottom left corner reads: "Thank you! You have successfully completed your Collect CT Call to Action for CR-06585".

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06655	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	Submitted			
CR-06586	150 Kieffer St, MELBOURNE 3000	New Connection	Draft			
CR-06596		New Connection	Draft			
CR-06585	90 Horsham Road, MELBOURNE 3000	New Connection	Submitted			

Step 5 If Yes selected: Select the type of appointment you would like, and then select "Next".

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

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 titled "Appointment". Below the title is a section "Book an appointment" with the subtext "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)" which is selected, and "After Hours Appointment" with a note "*May incur extra charges". A red circle with the number "5" is placed over the "Business Hours Appointment" option. A "Next" button is located in the bottom right corner.

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

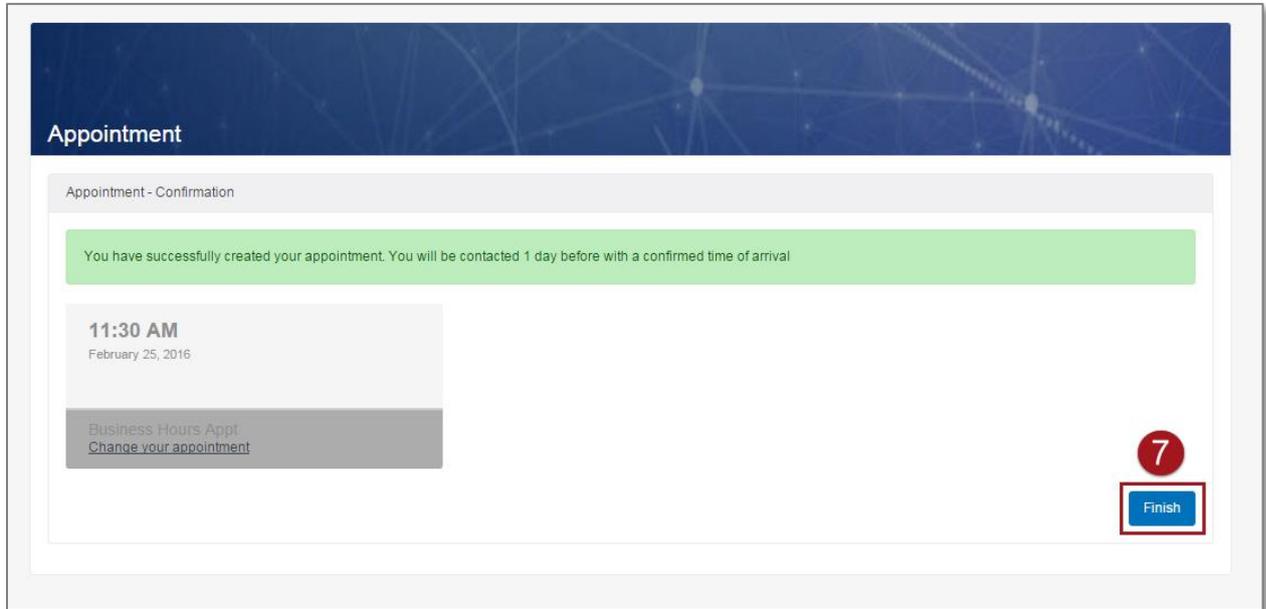
Note: Your appointment time will be within 2 hours of the start time chosen.
You will not be able to book an appointment within 5 days of the current date.

The screenshot shows a web interface titled "Appointment". Below the title is a section "Create an appointment" with the subtext "Select time of appointment". A message states: "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." There is a calendar for February 2016 with the 25th highlighted. To the right of the calendar are time slots: 8:30 AM, 9:30 AM, 10:30 AM, 11:30 AM (selected), 12:30 PM, 1:30 PM, and 2:30 PM. A red circle with the number "4" is placed over the 11:30 AM time slot. "Back" and "Confirm" buttons are at the bottom right.

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 message at the bottom left-hand side of the page that the Call to Action has been completed.

CitiPower and Powercor will contact you at least 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

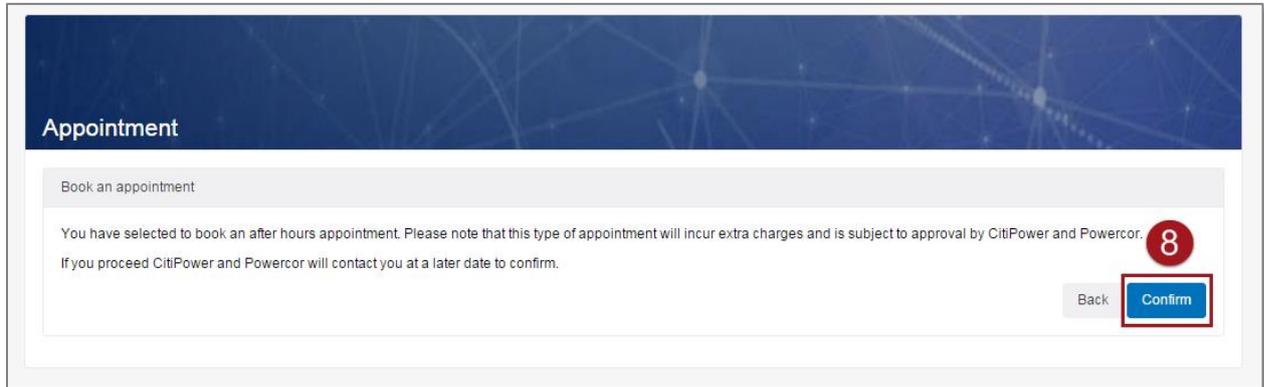
#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06068	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			
CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	In-Progress			
CR-05934	89 Fish Drive MELBOURNE 3000	New Connection	Submitted			
CR-05849		Alteration	Draft			
CR-05845	290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

✓ Thank you! You have successfully completed your Book Appointment Call to Action for CR-06545.

Step 8

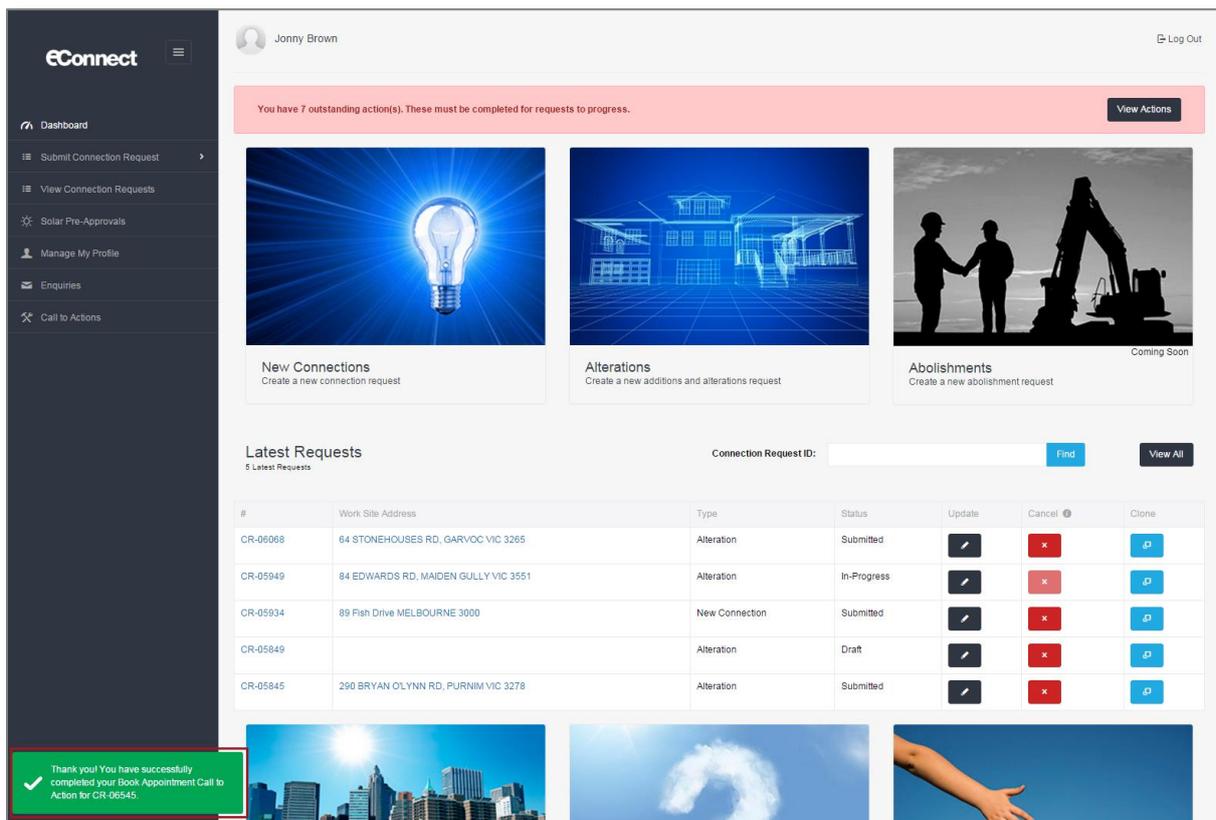
If After Hours was selected: You will receive the following after hours message. You will incur extra charges for this appointment.

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



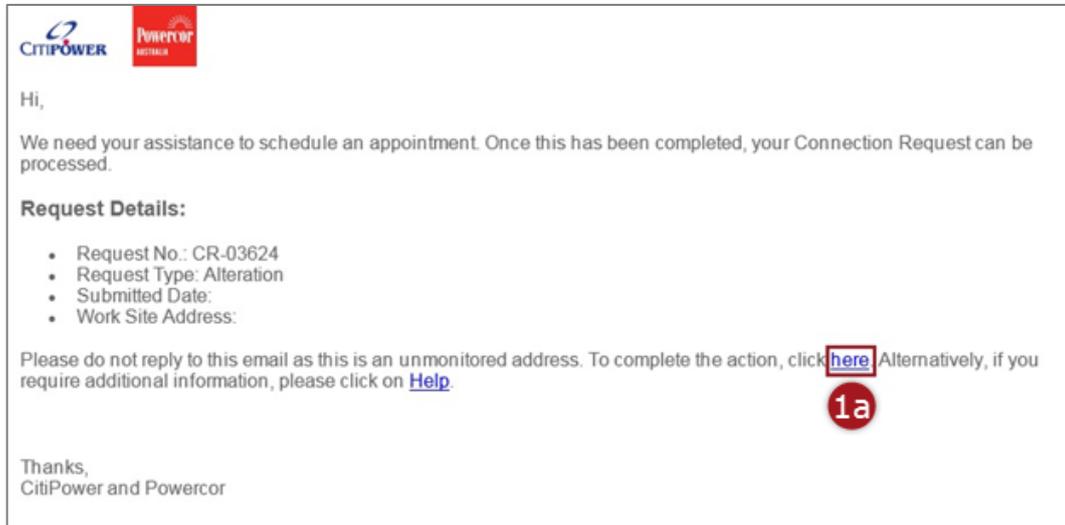
Upon confirmation you will receive the following confirmation message.

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



Section 7: Complete a Book Appointment Call to Action

Step 1a Select the link in the email or SMS to be directed to the Call to Action page.

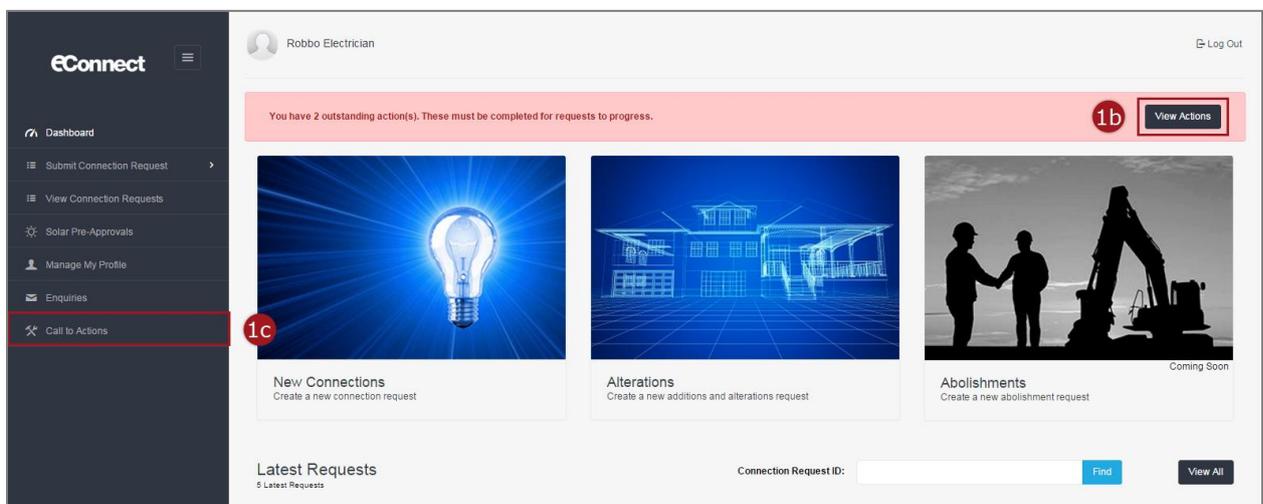


Step 1b To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c Alternatively, you can select "Call to Actions" on the left-hand side of the page.



Step 2

Select the corresponding dark grey complete icon. 

Note: The "Call to Action Type" will be "Book Appointment".

Call to Actions

Show 10 entries

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Collect CT	13/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Compliance Issue	14/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Book Appointment	15/01/2016	CR-04763	55 Pickle Street PORT MELBOURNE 3207	New Connection	
Book Appointment	18/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
New payer required	04/02/2016	CR-05574	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	
New payer required	04/02/2016	CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	
New payer required	08/02/2016	CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	

Showing 1 to 7 of 7 entries

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Step 3 Select the type of appointment you would like, and then select "Next".

If you answered "After Hours Appointment", please proceed to [Step 6](#).

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

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

Next

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

Note: Your appointment time will be within 2 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

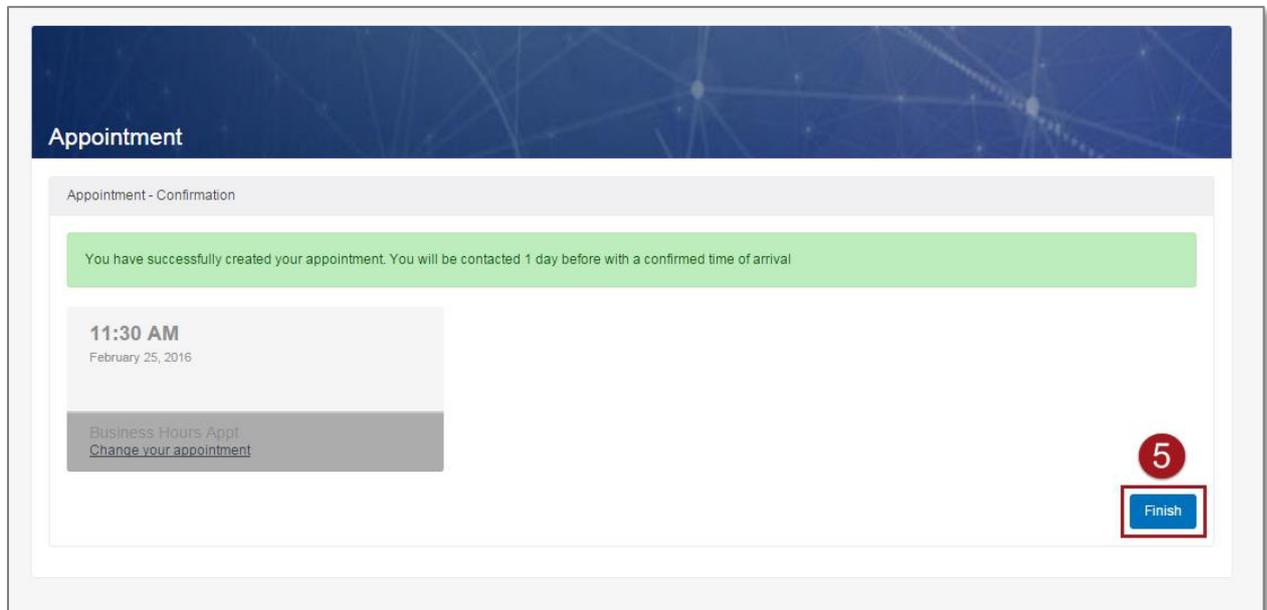
2:30 PM

Back Confirm

Step 5

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

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



Upon confirmation you will receive the following message at the bottom left-hand side of the page that the Call to Action has been completed.

CitiPower and Powercor will contact you at least 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

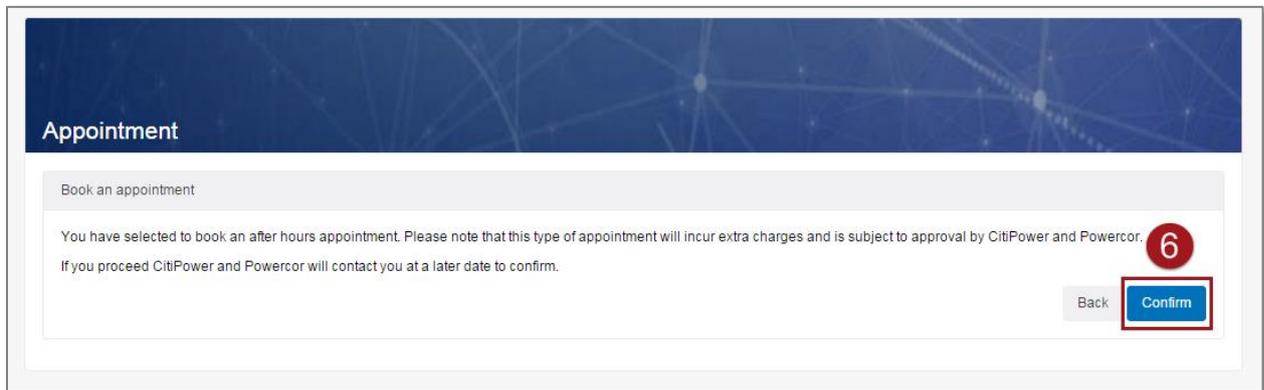
#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06068	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			
CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	In-Progress			
CR-05934	89 Fish Drive MELBOURNE 3000	New Connection	Submitted			
CR-05849		Alteration	Draft			
CR-05845	290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

✓ Thank you! You have successfully completed your Book Appointment Call to Action for CR-06545.

Step 6

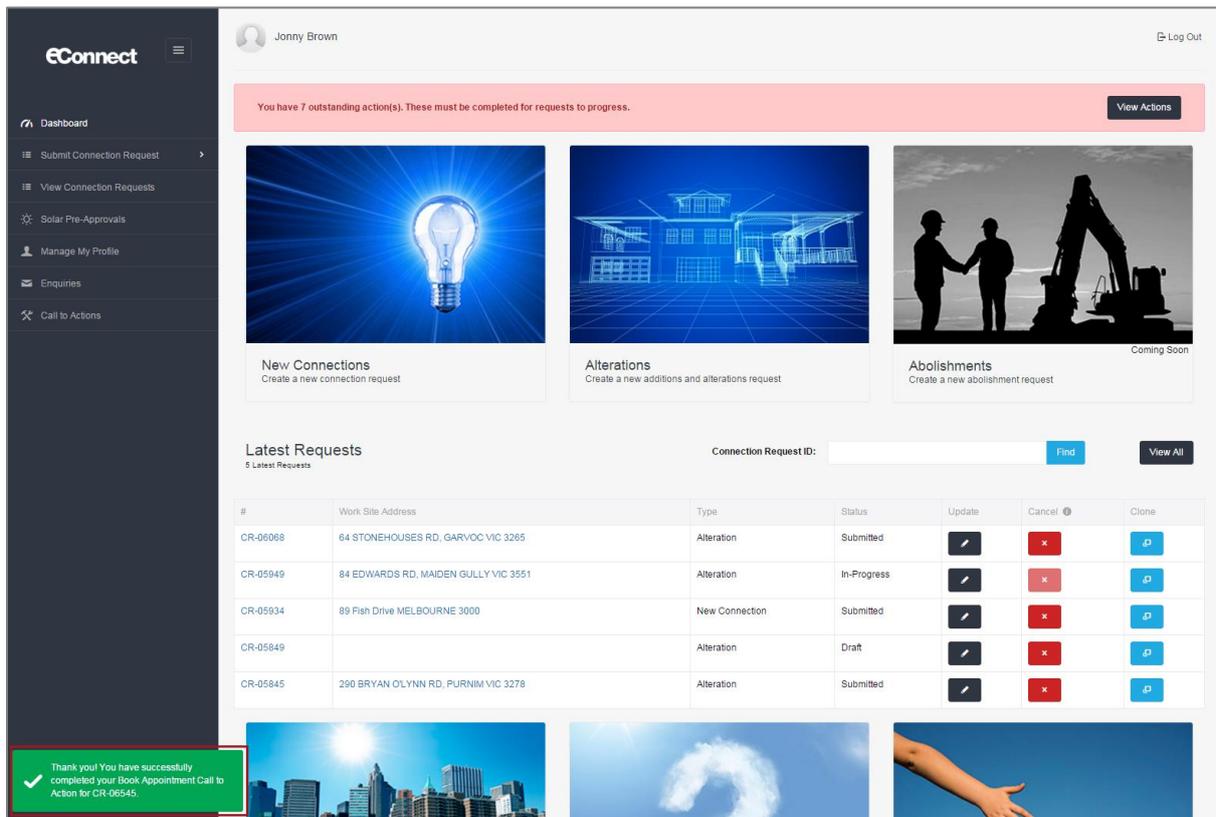
If After Hours was selected: You will receive the following after hours message. You will incur extra charges for this appointment.

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



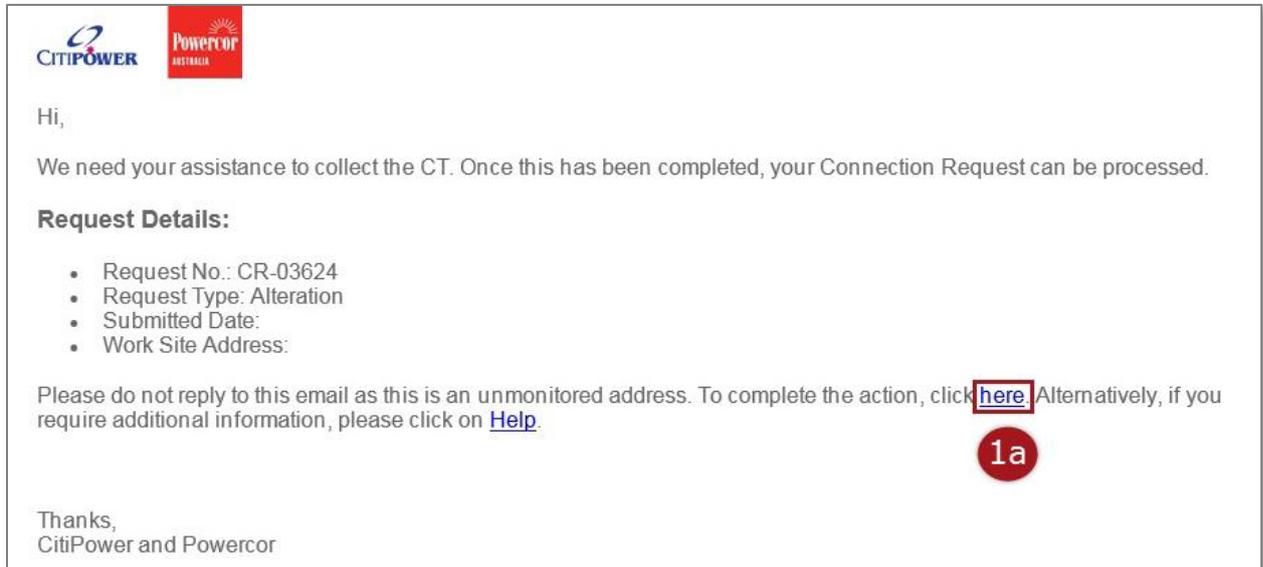
Upon confirmation you will receive the following confirmation message.

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



Section 8: Complete a Collect CT Call to Action

Step 1a Select the link in the email or SMS to be directed to the Call to Action page.

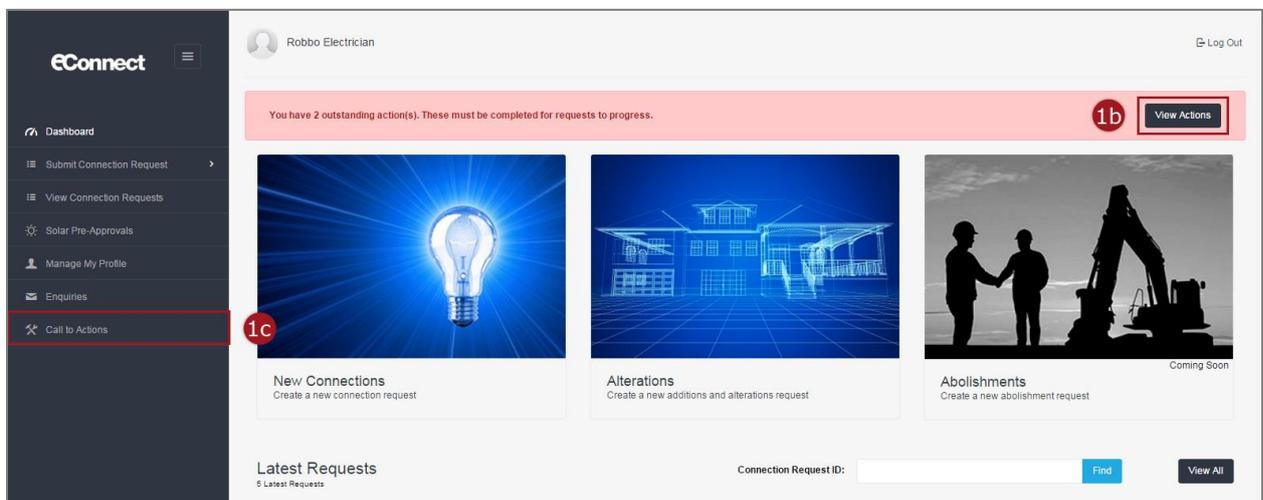


Step 1b To access the Call to Action page without using the link in the notification, first, log into eConnect using your email and password.

If you have outstanding Call to Actions you will see the following red message at the top of your dashboard.

Select "View Actions".

Step 1c Alternatively, you can select "Call to Actions" on the left-hand side of the page.



Step 2

Select the corresponding dark grey complete icon. 

Note: The "Call to Action Type" will be "Collect CT".

Call to Actions

Show 10 entries

Call to Action Type	Created Date	Connection Request ID	Work Site Address	Connection Request Type	Complete
Collect CT	13/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Compliance Issue	14/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
Book Appointment	15/01/2016	CR-04763	55 Pickle Street PORT MELBOURNE 3207	New Connection	
Book Appointment	18/01/2016	CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	
New payer required	04/02/2016	CR-05574	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	
New payer required	04/02/2016	CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	
New payer required	08/02/2016	CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	

Showing 1 to 7 of 7 entries

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Step 3 Select an answer to “Please confirm that you have collected the CT.”

Note: If you have not collected the CT, you cannot complete this Call to Action – you must first collect the CT from your assigned depot.

Step 4 Select a Yes/No response to “Would you like to schedule an appointment?” Then select “Next”.

If your answer is Yes proceed to [Step 5](#).
If your answer is No continue.

Note: If you selected “I have collected the CT but cannot install until isolation at the appointment” you **must** schedule an appointment.

Appointment

Pending Collect CT Call to Action

The CT has been prepared and is ready for collection at our depot, 35 Rooney St, Burnley, Victoria 3121, Monday to Friday between 0730-1600.

Please confirm that you have collected the CT.

I have collected the CT and installed it on site

I have collected the CT but cannot install it until isolation at the appointment

I have not collected the CT

Would you like to schedule an appointment?

Yes

No

Next

If No selected: Upon saving you will receive the following confirmation message at the bottom left-hand side of the page that the Call to Action has been completed

The screenshot displays the eConnect user interface for Jonny Brown. The left sidebar contains a navigation menu with items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features a top status bar indicating 1 outstanding action. Below this are three cards for 'New Connections', 'Alterations', and 'Abolishments'. A 'Latest Requests' section contains a table with 5 entries. A green confirmation message is visible in the bottom left corner.

Latest Requests Table:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06655	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	Submitted			
CR-06586	150 Kellor St, MELBOURNE 3000	New Connection	Draft			
CR-06596		New Connection	Draft			
CR-06585	90 Horsham Road, MELBOURNE 3000	New Connection	Submitted			

Confirmation Message:
 Thank you! You have successfully completed your Collect CT Call to Action for CR-06585

Step 5 If Yes selected: Select the type of appointment you would like, and then select "Next".

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

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

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

Next

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

Note: Your appointment time will be within 2 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

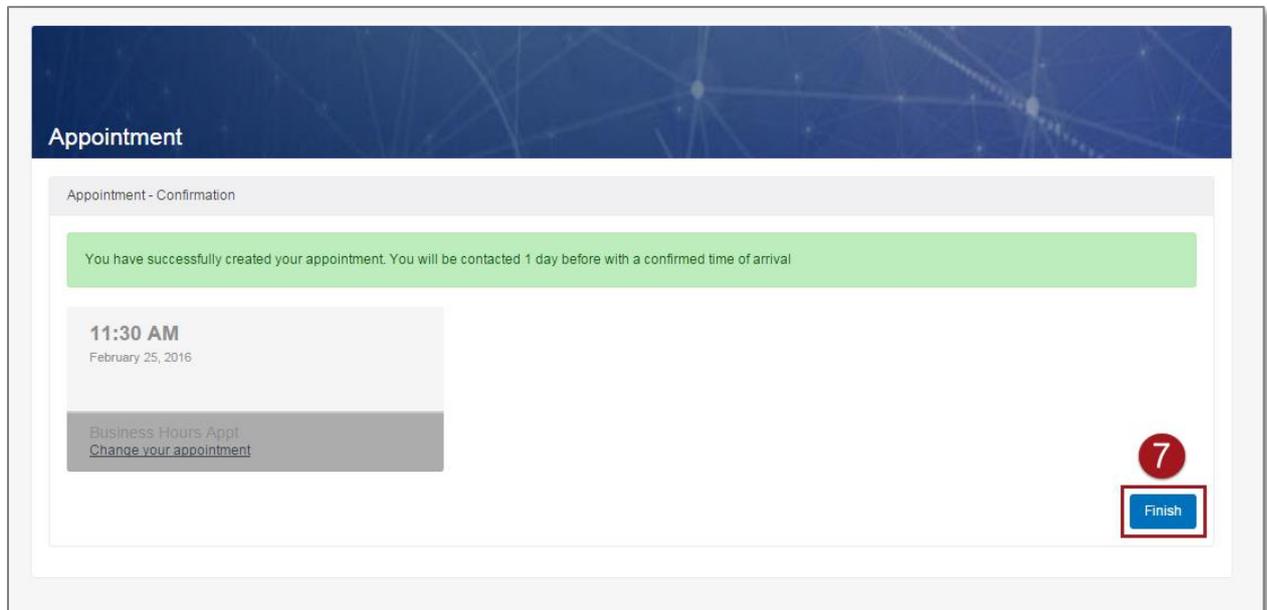
2:30 PM

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 message at the bottom left-hand side of the page that the Call to Action has been completed.

CitiPower and Powercor will contact you at least 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

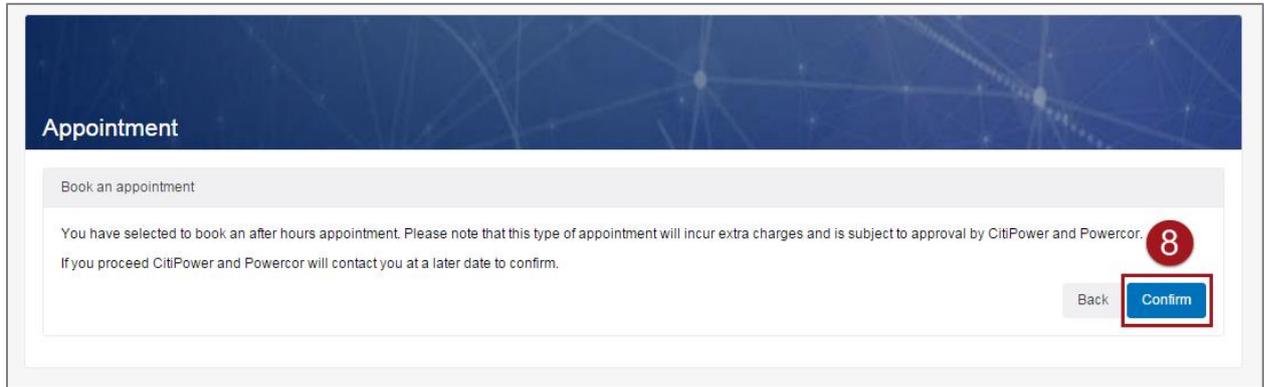
#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06068	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			
CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	In-Progress			
CR-05934	89 Fish Drive MELBOURNE 3000	New Connection	Submitted			
CR-05849		Alteration	Draft			
CR-05845	290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

✓ Thank you! You have successfully completed your Book Appointment Call to Action for CR-06545.

Step 8

If After Hours selected: You will receive the following after hours message. You will incur extra charges for this appointment.

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



Upon confirmation you will receive the following confirmation message.

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

