

WORK INSTRUCTION

View Connection Request Details and Manage a Connection Request in eConnect.

<Document Id.>

Purpose

This work instruction describes the steps required for a Registered Electrical Contractor (REC) or a Licenced Electrical Worker (LEW) to manage a Connection Request in eConnect. It will detail the process for the following actions:

1. View Connection Request details
2. Update a submitted Connection Request
3. Cancel a Connection Request
4. Clone a Connection Request
5. Make an enquiry

Contents

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[Section 4: Manage Appointments](#)

[Section 5: Make an Enquiry](#)

[Section 6: Clone a Connection Request](#)

[Section 7: Cancel a Connection Request](#)

Task Detail: View Connection Request Details and Manage a Connection Request in eConnect.

Section 1: View Connection Request Details.

Step 1a

After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to view, select the text in blue in the “#” or “Work Site Address” fields.

Step 1b

Alternatively, type the exact “Connection Request ID” into the search bar on the right-hand side and select “Find”.

The screenshot shows the eConnect dashboard for user Robbo Rec. At the top, there is a notification: "You have 29 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections" (lightbulb icon), "Alterations" (house icon, marked "Coming Soon"), and "Abolishments" (silhouettes icon, marked "Coming Soon"). A red circle with "1b" is positioned below the "Abolishments" card.

The "Latest Requests" section features a search bar with "Connection Request ID:" and a "Find" button. The search results are displayed in a table:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tarnett 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tarnett 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tarnett 3029	New Connection	Submitted			

Below the table are three more action cards: "Solar Pre-Approvals" (solar panels icon), "Enquiries" (question mark icon), and "Help" (hands icon).

The following error message will appear if your search returns no records. In this case, check your "Connection Request ID" is correct, if not enter it correctly and search again. The "Connection Request ID" must be entered in full letters – numbers e.g. CR-12345.

Robbo Rec
Log Out

You have 29 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

5 Latest Requests

• No Record Found

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			



Solar Pre-Approvals
Create or view a solar pre-approval



Enquiries
Submit an enquiry



Help
Additional Information

Step 2 The "Request Status" and the "Request Progress" at the top of the View Connection Request page will tell you the current state of your request, it may be one of the following options:

1. Submitted
2. In Progress
3. Schedules
4. Completed

Yellow indicates the current status of the request.
Green indicates a completed step of the request.
Grey indicates steps that are yet to be started.

Step 3 The "Request on Hold" field displays any external awaiting actions.

Step 4 Select "Expand All" to view all the details of your Connection Request.

CR-04782

Expand All

Summary

Request Status

Submitted In Progress Scheduled Completed

Request Progress In-Progress

Request on Hold Waiting for Submitter action

Request Detail

Request Type	Alteration
Request Sub-Type	Temporary isolation of supply (same day);
NMI	62035257610
Address	121 THE SISTERS RD, GARVOC VIC 3265
Submission Date	18/02/2016

Work Requirements

Location Details

Contact Details

Charges

Appointment

Step 5

Under the "Appointments" banner are the details of any appointments associated with the connection request.

Note: This appointment timeslot is indicative only. The truck may arrive on site anytime within two hours after the time selected. Exact arrival time will be confirmed at least a 1 prior to the appointment and you will be notified via email and/or SMS.

CR-04782 Collapse All

- Summary
- Work Requirements
- Location Details
- Contact Details
- Appointment
- Charges
- Attachments

Appointment

Please note, this appointment timeslot is indicative only. The truck may 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.

After Hours Preferred	<input type="radio"/> Yes			
	<input checked="" type="radio"/> No			
Appointment Date	02/09/16	Appointment Time	10:00am	Arrival Time

5

Step 6

Under the "Charges" banner are the details of any charges associated with the connection request.

Note: For further details about these charges select the "Important Fee Information" link.

CR-04782 Collapse All

- Summary
- Work Requirements
- Location Details
- Contact Details
- Appointment
- Charges**

Fees are based on CitiPower and Powercor charges

6

Description	Product Code	Charges (excl. GST)
Multi Phase DC	NMDBH	\$561.81
	Total:	\$561.81

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

Attachments

Step 7

To view your CES or any other attachments, select the grey "Attachments" banner at the bottom of the page.

Select the file name you wish to view.

CR-04782 Collapse All

- Summary
- Work Requirements
- Location Details
- Contact Details
- Appointment
- Charges
- Attachments** 7

File Name	Date	Type
CES.png	18/01/2016	CES

Step 8 Select "Update" to update the Connection Request, for instructions proceed to [Section 2](#).

Note: You will be able to update Connection Request at any time up until the request reaches "Scheduled" status.

Step 9 Select "Appointment" to change or schedule an appointment, for instructions proceed to [Section 4](#).

Step 10 Select "Make Enquiry" to make an enquiry about the Connection Request, for instructions proceed to [Section 5](#).

CR-04782

Expand All

8

9

10

Appointment

Update

Enquiry

Print

Email

Clone

Cancel CR

Back

Summary

Request Status

Submitted In Progress Scheduled Completed

Request Progress In-Progress

Request on Hold Waiting for Submitter action

Request Detail

Request Type Alteration

Request Sub-Type Temporary isolation of supply (same day);

NMI 62035257610

Address 121 THE SISTERS RD, GARVOC VIC 3265

Submission Date 18/02/2016

Work Requirements

Location Details

Contact Details

Charges

Appointment

Step 11 Select "Clone" to clone the Connection Request, for instructions proceed to [Section 6](#).

Step 12 Select "Cancel Request" to cancel the Connection Request, for instructions proceed to [Section 7](#).

Note: You will be able to cancel Connection Request at any time up until the request reaches "Completed" status.

Step 13 Select "Back" to return to your dashboard.

CR-04782

Expand All

Appointment

Update

Enquiry

Print

Email

Clone

Cancel CR

Back

Summary

Request Status

Submitted In Progress Scheduled Completed

Request Progress In-Progress

Request on Hold Waiting for Submitter action

Request Detail

Request Type Alteration

Request Sub-Type Temporary isolation of supply (same day);

NMI 62035257610

Address 121 THE SISTERS RD, GARVOC VIC 3265

Submission Date 18/02/2016

Work Requirements

Location Details

Contact Details

Charges

Appointment

Section 2: Update a Submitted Connection Request.

Once the Connection Request has been submitted, some fields cannot be updated while others will still be configurable to users. This section details how to update these configurable fields.

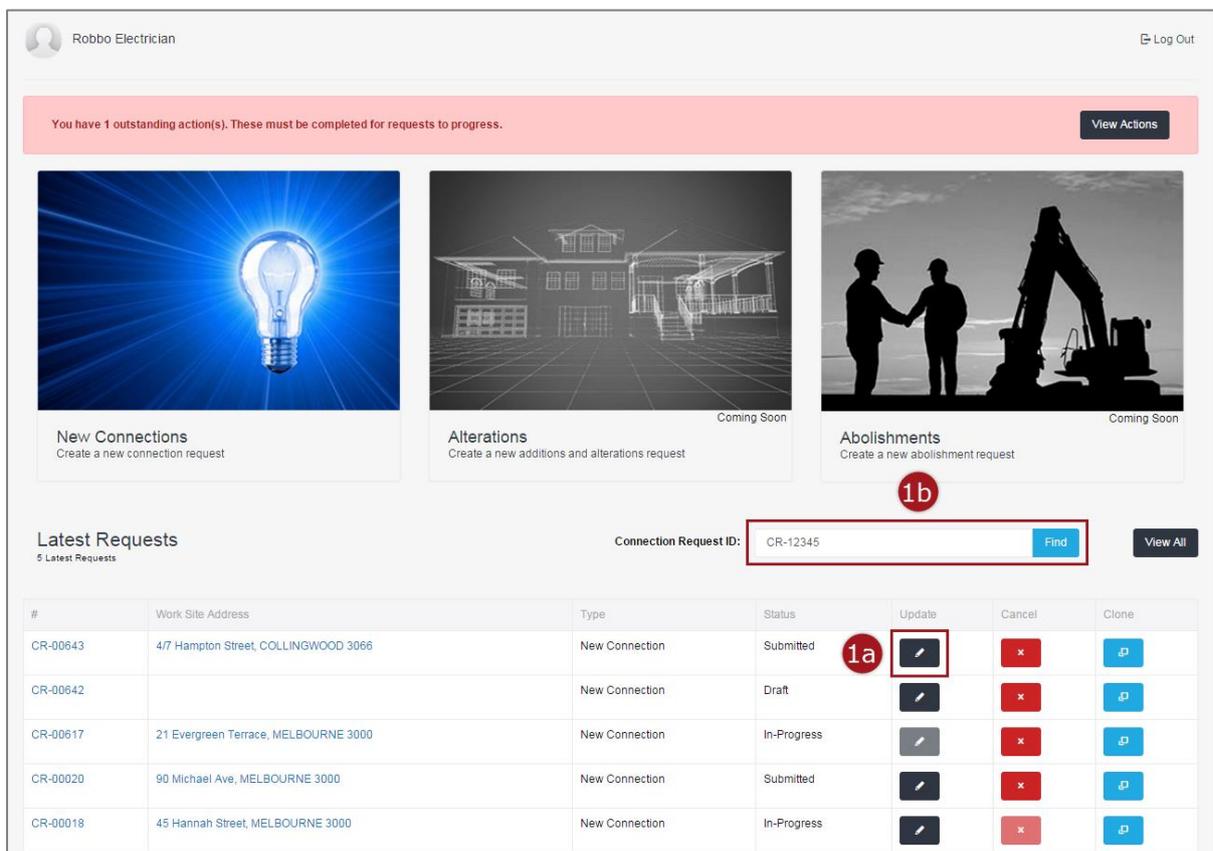
Important Note: You will be able to update a Connection Request at any time unless the "Request Progress" is at either "Cancelled" or "Completed".

Step 1a After logging into eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to update, select the corresponding dark grey update icon. 

Note: The icon will appear faded out  if the Connection Request can no longer be updated.

Step 1b Alternatively, type the exact "Connection Request ID" (e.g. CR-12345) into the search bar on the right-hand side and select "Find".



The screenshot shows the eConnect dashboard for Robbo Electrician. At the top, there is a notification: "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" (wireframe house icon, marked "Coming Soon"), and "Abolishments" (silhouettes of workers icon, marked "Coming Soon"). A red circle with "1b" is placed over the Abolishments card. Below these cards is a search bar for "Connection Request ID" with the value "CR-12345" and a "Find" button. A "View All" button is also present. At the bottom is a table of "Latest Requests".

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted	 1a		
CR-00642		New Connection	Draft			
CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	In-Progress			
CR-00020	90 Michael Ave, MELBOURNE 3000	New Connection	Submitted			
CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	In-Progress			

Warning: HARD COPIES OF THIS DOCUMENT MAY NOT BE THE LATEST VERSION. The most up-to-date document is located on the Intranet.

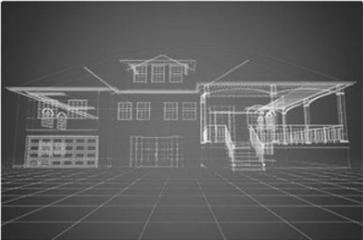
The following error message will appear if your search returns no records. In this case, check your "Connection Request ID" is correct, if not enter it correctly and search again. The "Connection Request ID" must be entered in full letters – numbers e.g. CR-12345.

Robbo Rec
Log Out

You have 29 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 5 Latest Requests

Connection Request ID: Find View All

No Record Found

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			



Solar Pre-Approvals
Create or view a solar pre-approval



Enquiries
Submit an enquiry

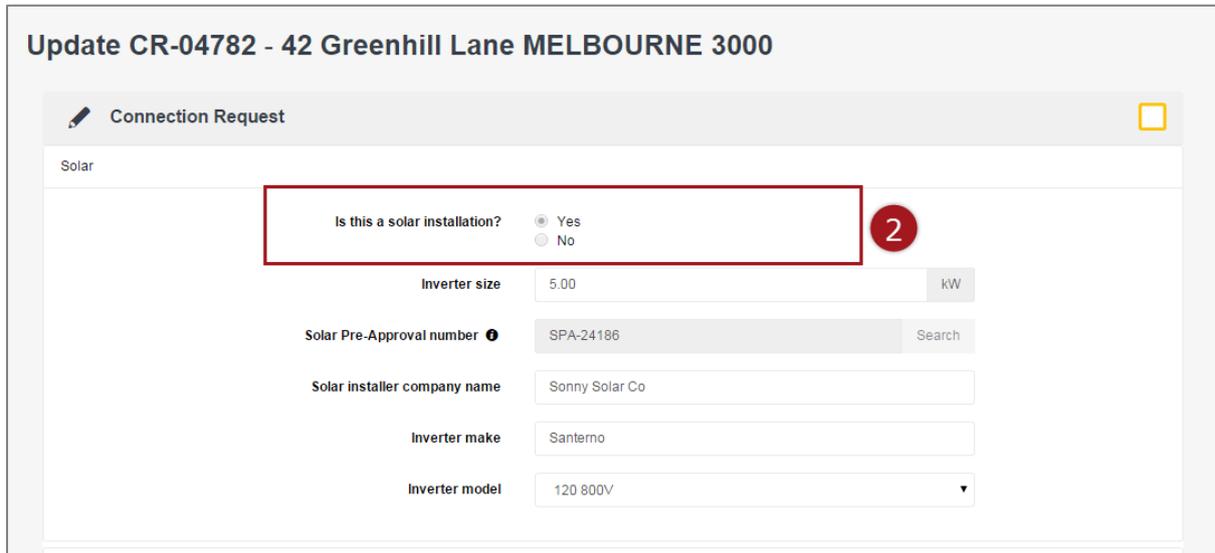


Help
Additional Information

Step 2

If your answer to "Is this a solar installation?" is Yes, continue to [Step 3.](#)
If your answer is "No", continue to [Step 8.](#)

Note: This field is **not** editable.



Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

✎ Connection Request ☐

Solar

Is this a solar installation? Yes No 2

Inverter size: 5.00 kW

Solar Pre-Approval number: SPA-24186 Search

Solar installer company name: Sonny Solar Co

Inverter make: Santerno

Inverter model: 120 800V ▼

Step 3 The "Inverter size" field is editable.

Note: This field must match inverter size entered on the Solar Pre-Approval (SPA) Request.

Step 4 If the inverter size is less than 30 kW, you must enter the SPA reference number, and then select "Search".

Note: You are given an SPA reference 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.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

Connection Request

Solar

Is this a solar installation? Yes No

Inverter size 3 kW **3**

Solar Pre-Approval number **4** SPA-12312 Search

Solar installer company name Sonny Solar Co

Inverter make Santerno

Inverter model 120 800V

An error message will appear if the SPA number does not meet the approval criteria.

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 reference number is invalid or the SPA Request is being processed offline or requires a technical assessment.

Solar

Is this a solar installation? Yes
 No

Inverter size 10 kW

Solar Pre-Approval number **i** SPA-27594 Search

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

Solar installer company name **a**

Inverter make

Inverter model

Solar

Is this a solar installation? Yes
 No

Inverter size 10 kW

Solar Pre-Approval number **i** SPA-0001 Search

The Solar Pre-Approval number you have provided is invalid for this site. Please provide a valid Solar Pre-Approval number

Solar installer company name **b**

Inverter make

Inverter model

Step 5 The "Solar installer company name" field is editable.

Step 6 To edit "Inverter make", begin to enter its name. 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.

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

Connection Request

Solar

Is this a solar installation? Yes No

Inverter size: 3 kW

Solar Pre-Approval number: SPA-12312 Search

Solar installer company name: Sonny Solar Co **5**

Inverter make: a|

Inverter model: **Aero-Sharp** **6**

Additional Details

Are the mains on public land?

Any other information (optional)

Retailer Details

Search for Retailer: AusPower

Licensed Electrical Inspector (LEI) Details

LEI name (optional)

LEI phone (optional)

Step 7

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

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

Connection Request

Solar

Is this a solar installation? Yes No

Inverter size: 3 kW

Solar Pre-Approval number: SPA-12312 Search

Solar installer company name: Sonny Solar Co

Inverter make: Aero-Sharp

Inverter model: Please Select

- Please Select
- HR-INV-X01-006
- HR-INV-X01-010
- HR-INV-X01-015
- HR-INV-X01-020
- HR-INV-X01-030

Additional Details

Are the mains on public land? Yes No

Any other information (optional)

Step 8 Update the “Addition Details” as necessary.

Note: Enter any information specific to the project that may be useful to the field crew.

Step 9 The retailer is fixed, however will have to be changed if your Connection Request is rejected by your chosen retailer.

Step 10 It is optional to enter the “Licensed Electrical Inspector (LEI) Details”.

The screenshot shows a web form with three main sections:

- Additional Details:** Contains a radio button question "Are the mains on public land?" with "Yes" and "No" options. Below it is a text input field labeled "Any other information (optional)". A red box highlights these two elements, with a circled number 8 to the right.
- Retailer Details:** Contains a search input field labeled "Search for Retailer" with the text "AusPower" entered. A red box highlights this field, with a circled number 9 to the right.
- Licensed Electrical Inspector (LEI) Details:** Contains two text input fields. The first is labeled "LEI name (optional)" with the text "Jerry Fairweather". The second is labeled "LEI phone (optional)" with the text "0400112233". A red box highlights both fields, with a circled number 10 to the right.

Step 11 The Licensed Electrical Worker (LEW) is fixed, however their contact details can be updated.

Step 12 The Registered Electrical Contractor (REC) is also fixed, however their contact details can be updated.

Step 13 You cannot change the "Access Instructions". If you require updating the "Access Instructions", you must cancel this Connection Request and submit a new Connection Request with the correct Access Instructions.

Step 14 Enter any relevant "Access notes" or "Contact person".

Licensed Electrical Worker (LEW) Details

Electrical License Number: 888777

LEW name: Lewis Lollard

LEW phone: 0434316693

LEW email: lewis_sparky@gmail.com

LEW preferred contact method: email, sms, both

Registered Electrical Contractor (REC) Details

REC number: 123445

REC name: Robbo's Electric

REC contact phone: 0434316693

REC contact email: robbo.the.rec@gmail.com

Site Access

You cannot change the Access Instructions. If you require to modify the Access Instructions, you must cancel this connection request and submit a new connection request with the correct Access Instructions.

Access instructions: Access is restricted (Appointment Required)

Access notes: Beware of dogs

Contact person:

Attachments

Step 15 Select the "Attachments" grey banner.

Step 16 To add or update an attachment, select "Attachment" under "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 21](#).

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

Step 17 To attach a file, select "Choose File".

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

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

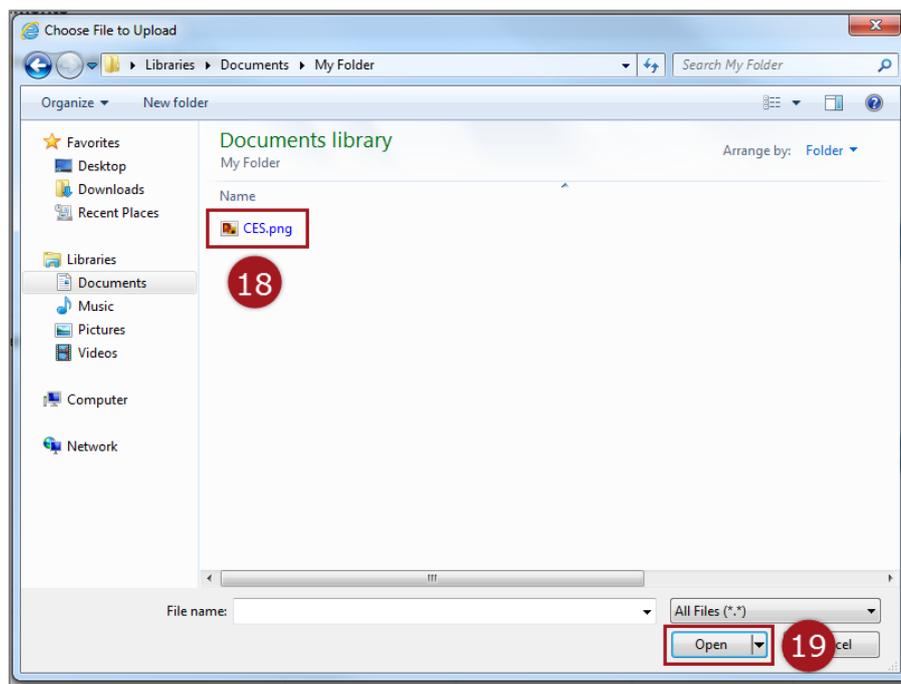
Attach file No file chosen

Comments

Step 18 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 19 Select "Open".



Step 20 To add the attachment to the Connection Request, select "Attach".

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

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

Update CR-04782 - 42 Greenhill Lane MELBOURNE 3000

 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 Photo of site..png

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	CES.png	18/01/2016	CES	7.32 KB	

Step 21 To assist the progress of your Connection Request, you may want to add another attachment.

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

1. Photo
2. Technical Drawings
3. Map
4. Other

Step 22 Enter any comments to aid or describe the attachment.

Step 23 To attach a file repeat [Steps 17-20](#) above.

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

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

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 No file chosen

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	CES.png	17/11/2015	CES	7.32 KB	<input type="button" value="x"/>
2	Photo of site.png	17/11/2015	Photo	13.99 KB	<input type="button" value="x"/>

Step 24 Select "Save" to complete the Connection Request update.

#	File Name	Date	Type	Size	Delete
1	CES.png	18/01/2016	CES	7.32 KB	
2	Photo of site_.png	05/02/2016	Photo	13.99 KB	

The following error message icon  will appear if there are mandatory fields that have not been completed.

The red text will highlight the fields that have to be completed before you can save your changes.

Is this a solar installation? Yes No

Inverter size: 3 kW

Solar Pre-Approval number: Search
This field is mandatory

Solar installer company name: Sonny Solar Co

Inverter make: Aero-Sharp

Inverter model: HR-INV-X01-015

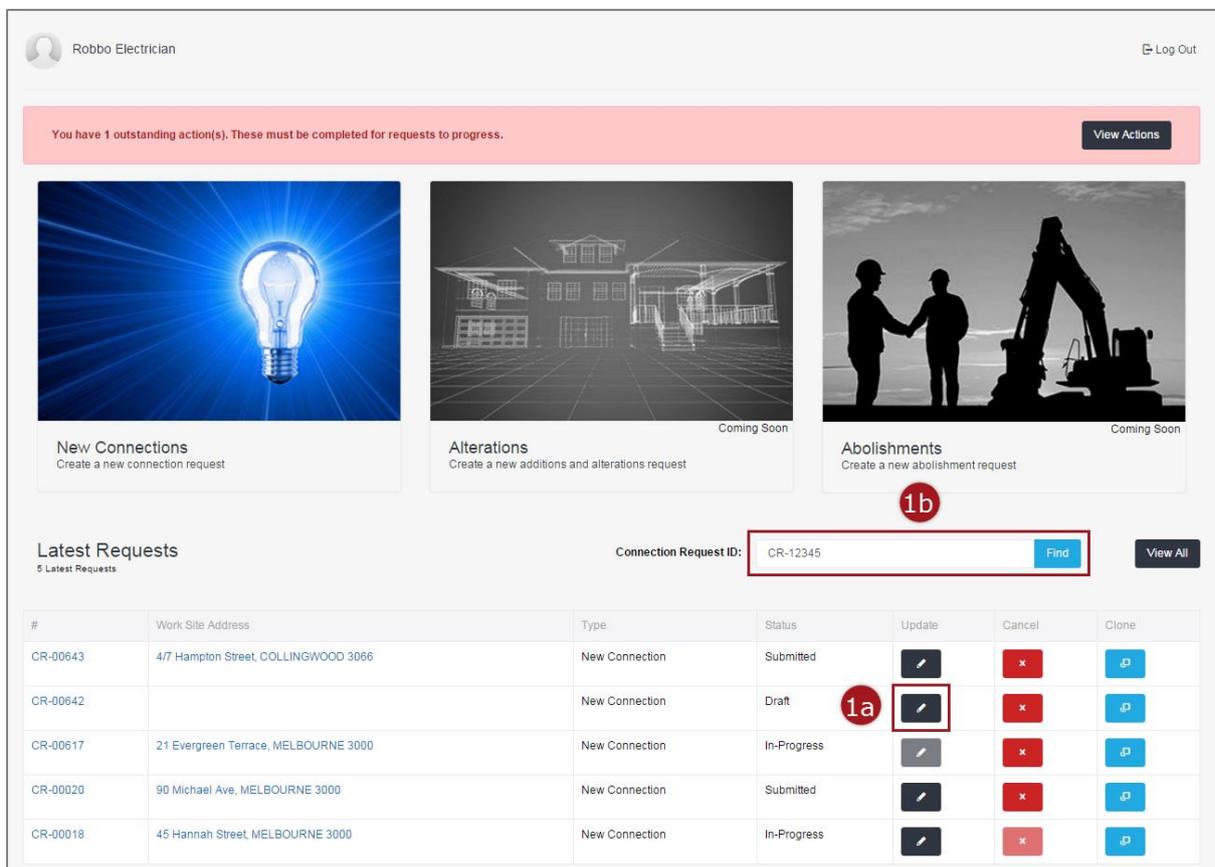
Section 3: Update a Draft Connection Request.

A Connection Request can be saved as a draft at any point when completing the request form.

Step 1a After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to update, select the corresponding dark grey update icon. 

Step 1b Alternatively, type the exact "Connection Request ID" into the search bar on the right-hand side and select "Find".



The screenshot shows the eConnect dashboard for Robbo Electrician. At the top, there is a notification bar: "You have 1 outstanding action(s). These must be completed for requests to progress." Below this are three main navigation cards: "New Connections" (lightbulb icon), "Alterations" (wireframe house icon, marked "Coming Soon"), and "Abolishments" (silhouettes of workers icon, marked "Coming Soon"). A search bar is located below the cards, containing the text "Connection Request ID: CR-12345" and a "Find" button. Below the search bar is a table of "Latest Requests" (5 total). The table has columns for ID, Address, Type, Status, and action buttons (Update, Cancel, Clone). The "Update" button for the draft request (CR-00642) is highlighted with a red box and labeled "1a". A red circle labeled "1b" is positioned above the search bar.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			
CR-00642		New Connection	Draft			
CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	In-Progress			
CR-00020	90 Michael Ave, MELBOURNE 3000	New Connection	Submitted			
CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	In-Progress			

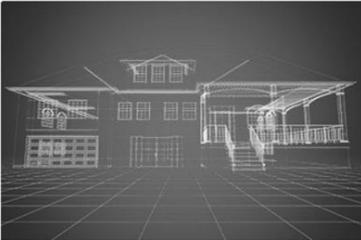
The following error message will appear if your search returns no records. In this case, check your "Connection Request ID" is correct, if not enter it correctly and search again. The "Connection Request ID" must be entered in full letters – numbers e.g. CR-12345.

Robbo Rec
Log Out

You have 29 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 5 Latest Requests

Connection Request ID:
Find
View All

No Record Found

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			



Solar Pre-Approvals
Create or view a solar pre-approval



Enquiries
Submit an enquiry



Help
Additional Information

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Step 2

To update a draft Connection Request you will be directed back to the original New Connection Request submission page.

For instructions on how to submit a Connection Request, please refer to the appropriate work instructions.

[Submit a New Connection Request for a Single Premise Site.](#)
[Submit an Alternation Connection Request.](#)

Section 4: Manage Appointments.

Step 1a

After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to enquiry about, select the text in blue in the “#” or “Work Site Address” fields.

Step 1b

Alternatively, type the exact Connection Request ID into the search bar on the right-hand side and select “Find”.

The screenshot shows the eConnect dashboard for user Jonny Brown. At the top, there is a notification: "You have 4 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections", "Alterations", and "Abolishments".

The "Latest Requests" section contains a table with the following data:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06596	54 Greg Street MELBOURNE 3000	New Connection	Draft			
CR-07029		New Connection	Draft			
CR-07019	GL, 97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	Submitted			
CR-06928	121 THE SISTERS RD, GARVOC VIC 3265	Alteration	In-Progress			
CR-06586	150 Kieffer St, MELBOURNE 3000	New Connection	Draft			

Below the table are three more action cards: "Solar Pre-Approvals", "Enquiries", and "Help".

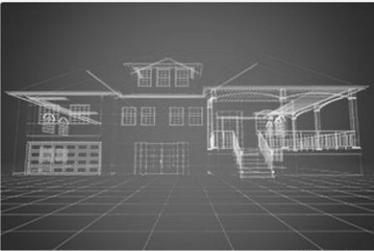
The following error message will appear if your search returns no records. In this case, check your "Connection Request ID" is correct, if not enter it correctly and search again. The "Connection Request ID" must be entered in full letters – numbers e.g. CR-12345.

Robbo Rec
Log Out

You have 29 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

5 Latest Requests

No Record Found

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			



Solar Pre-Approvals
Create or view a solar pre-approval



Enquiries
Submit an enquiry



Help
Additional Information

Step 2

To manage your appointments select "Appointments" on the right-hand side of the page.

If you already have an appointment and would like to change it, proceed to [Step 3](#).

If you do not already have an appointment and would like to schedule one, proceed to [Step 6](#).

Jonny Brown Log Out

Dashboard / View Connection Request / CR-07019

CR-07019

Expand All

Update

2 Appointment

Enquiry

Print

Email

Clone

Cancel CR

Back

Summary

Request Status

Submitted In Progress Scheduled Completed

Request Progress: In-Progress

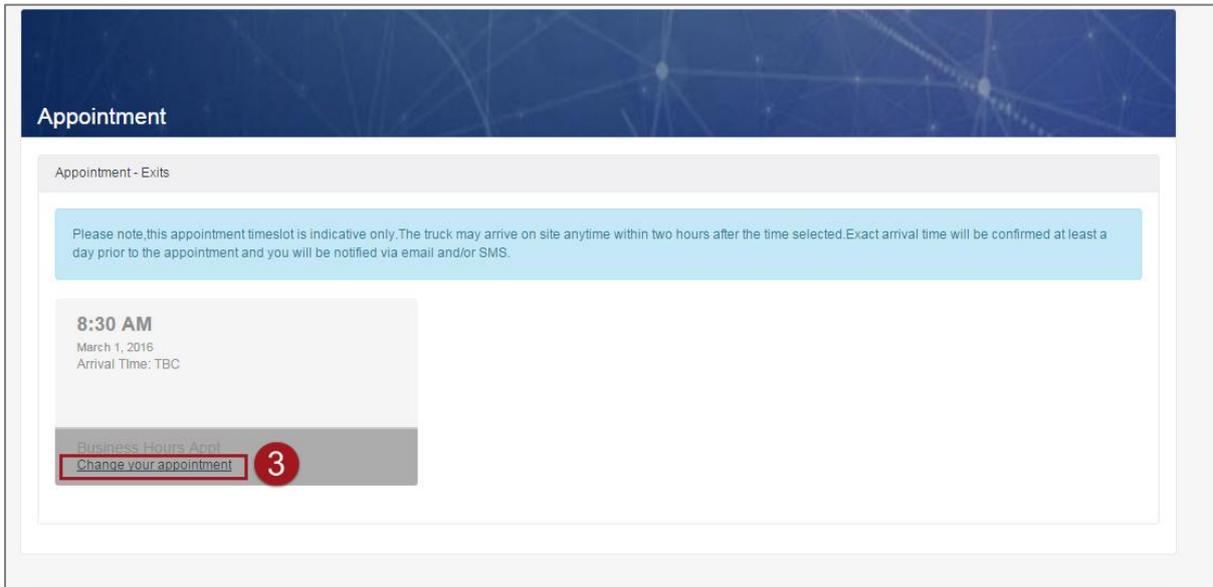
Request on Hold: Waiting for Retailer action

Request Detail

Request Type	Alteration
Request Sub-Type	Reconnection of supply after isolation; Upgrade phase;
NMI	61023030463
Address	GL, 97 OSBORNE ST, SOUTH YARRA VIC 3141
Submission Date	19/02/2016
Target Completion Date	01/03/2016

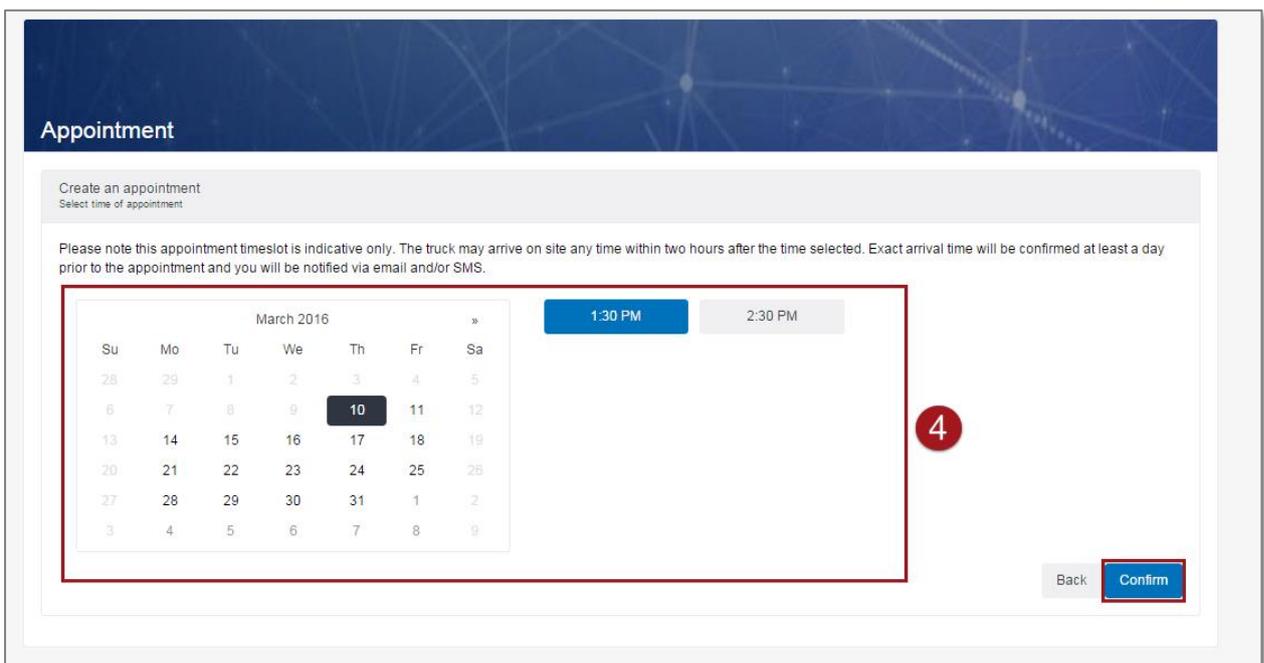
- Work Requirements
- Location Details
- Contact Details
- Charges
- Attachments
- Appointment

Step 3 If you would like to update the appointment time select "Change your appointment".



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

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



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.



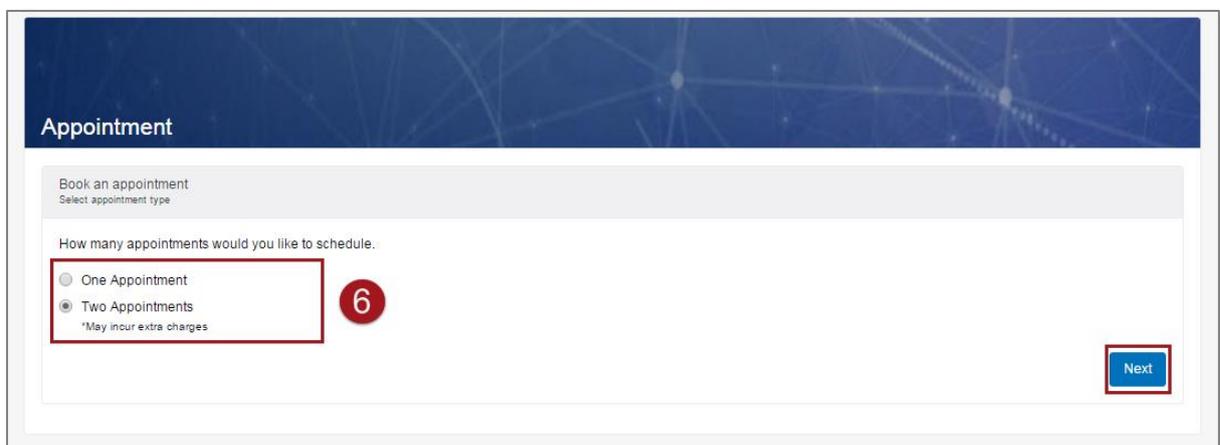
Step 6

Depending on the type of Connection 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: 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 "Appointment" with a blue header. Below the header, there is a section "Book an appointment" with the subtext "Select appointment type". The main question is "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 highlighted with a red box. A red circle with the number "6" is positioned to the right of the "Two Appointments" option. Below the "Two Appointments" option, there is a small asterisk and the text "*May incur extra charges". A blue "Next" button is located in the bottom right corner of the form area.

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](#).

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

The screenshot shows a web interface for booking an appointment. At the top, there's a blue header with the word 'Appointment'. Below that, a grey box contains the text 'Book an appointment' and 'Select appointment type'. A white box below contains the instruction: 'We have determined that you require an appointment to complete your request. Please select your appointment type:'. There are two radio button options: 'Business Hours Appointment (8am until 5pm and subject to availability)' and 'After Hours Appointment *May incur extra charges'. A red circle with the number '7' is placed over the 'After Hours Appointment' option. A 'Next' button is visible in the bottom right corner.

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](#).

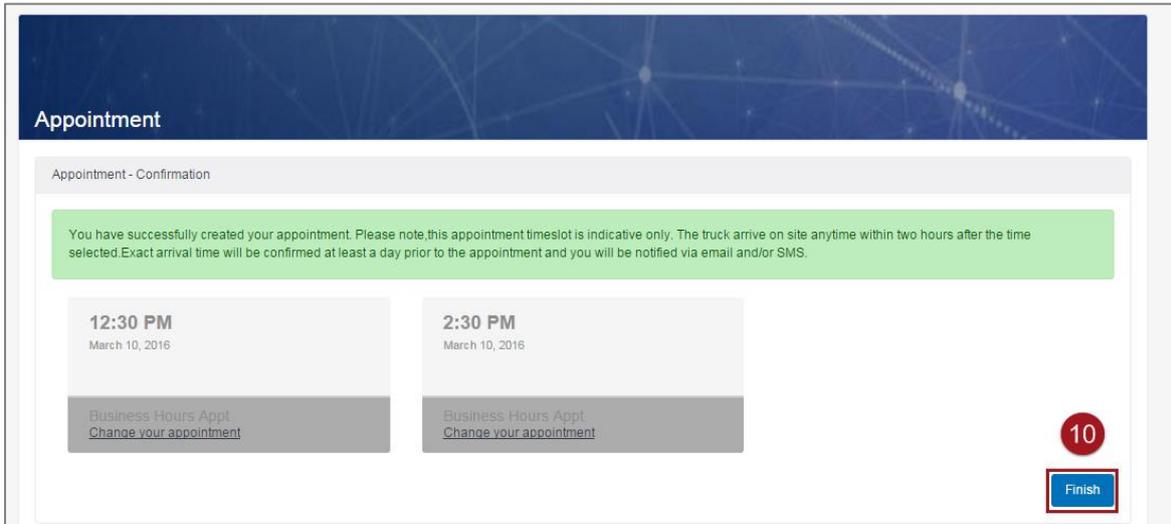
Note: Your appointment time will be within the hour
You will not be able to book an appointment within 5 days of the current date.

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 the hour
You will not be able to book an appointment within 5 days of the current date

Step 10 You will receive the following message confirming your appointment date and time. If this is correct select "Finish".

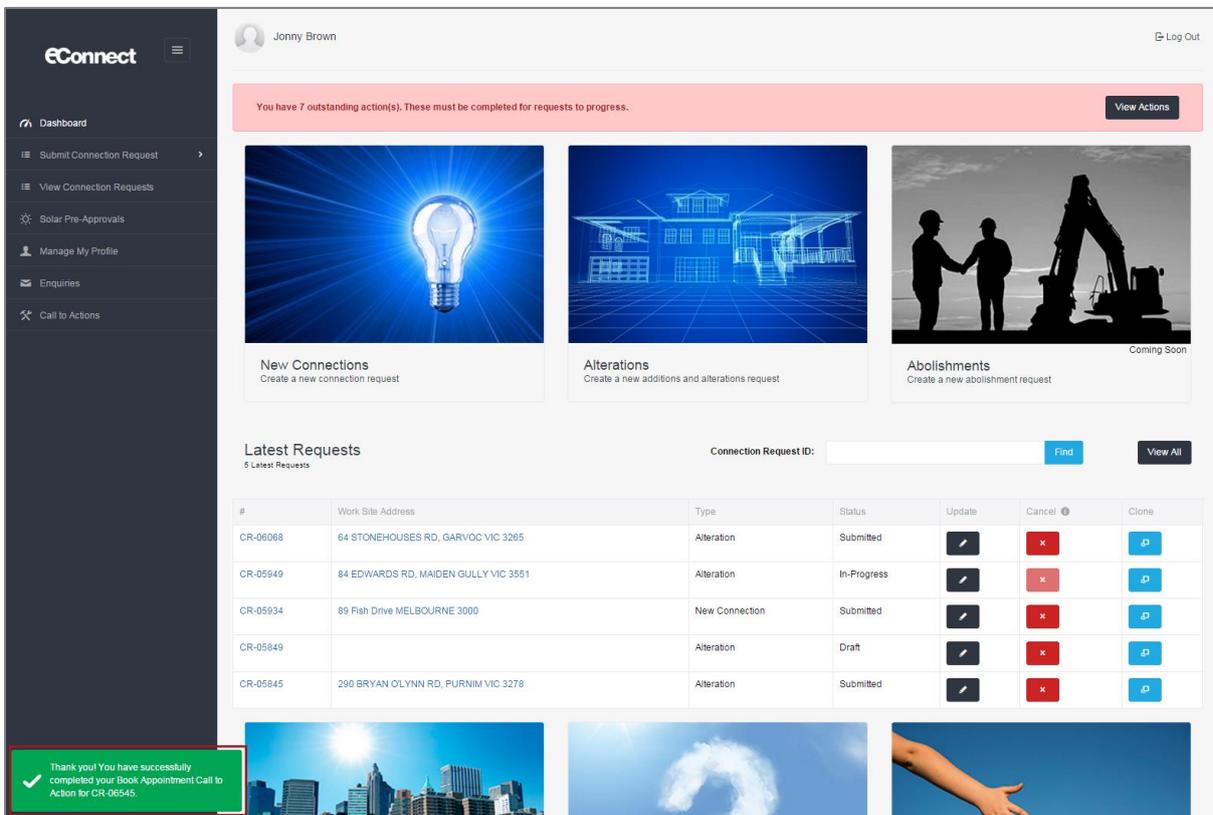
Alternatively, select "Change your appointment" to choose another date/time.



Upon confirmation you will receive the following confirmation message.

The truck may arrive within two hours after the time select.

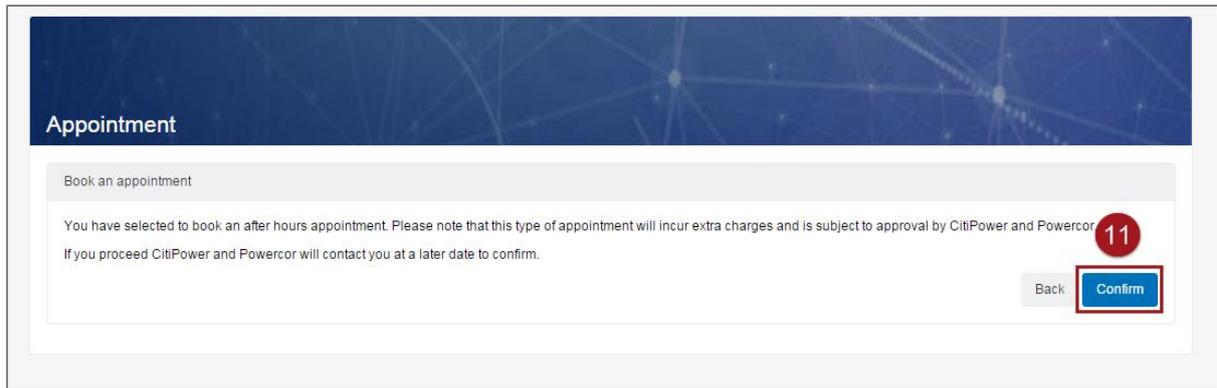
CitiPower and Powercor will contact you at least 1 business day prior to your appointment to confirm the time.



Step 11

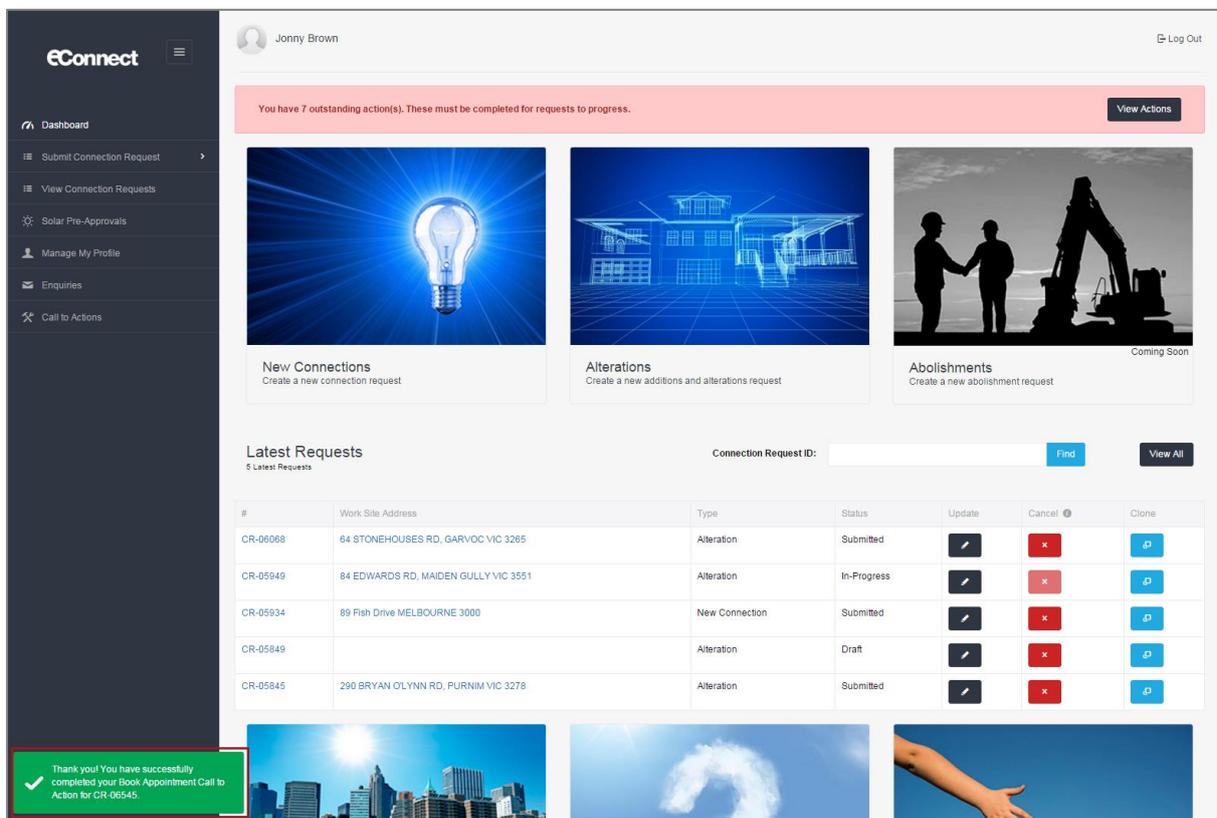
You will receive the following message confirming your request for an after hours appointment. You will incur extra charges for this appointment. To finish, select "Confirm".

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 you appointment time.



Section 5: Make an Enquiry.

Continue for general enquiry instructions.

Proceed to **Step 3** for Connection Request enquiry instructions.

Step 1a After logging in to eConnect, select "Enquiry" from the left-hand side of the page.

Step 1b Alternatively, select the "Enquiries"

Note: You can select the picture or the text.

The screenshot shows the eConnect web application interface. On the left is a dark sidebar with navigation options: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries (highlighted with a red box and a red circle containing '1a'), and Call to Actions. The main content area has a top navigation bar with the user's name 'Robbo Rec' and a 'Log Out' link. Below this is a pink notification banner: 'You have 29 outstanding action(s). These must be completed for requests to progress.' with a 'View Actions' button. The main area features three large cards: 'New Connections' (lightbulb icon), 'Alterations' (wireframe house icon), and 'Abolishments' (silhouettes of workers icon). Below these is a 'Latest Requests' section with a search bar and a table of requests. A red circle with '1b' is placed over the 'New Connection' row in the table. At the bottom are three more cards: 'Solar Pre-Approvals' (solar panels icon), 'Enquiries' (question mark icon, highlighted with a red box), and 'Help' (hands icon). The footer contains copyright information and logos for CitiPower and Powercor.

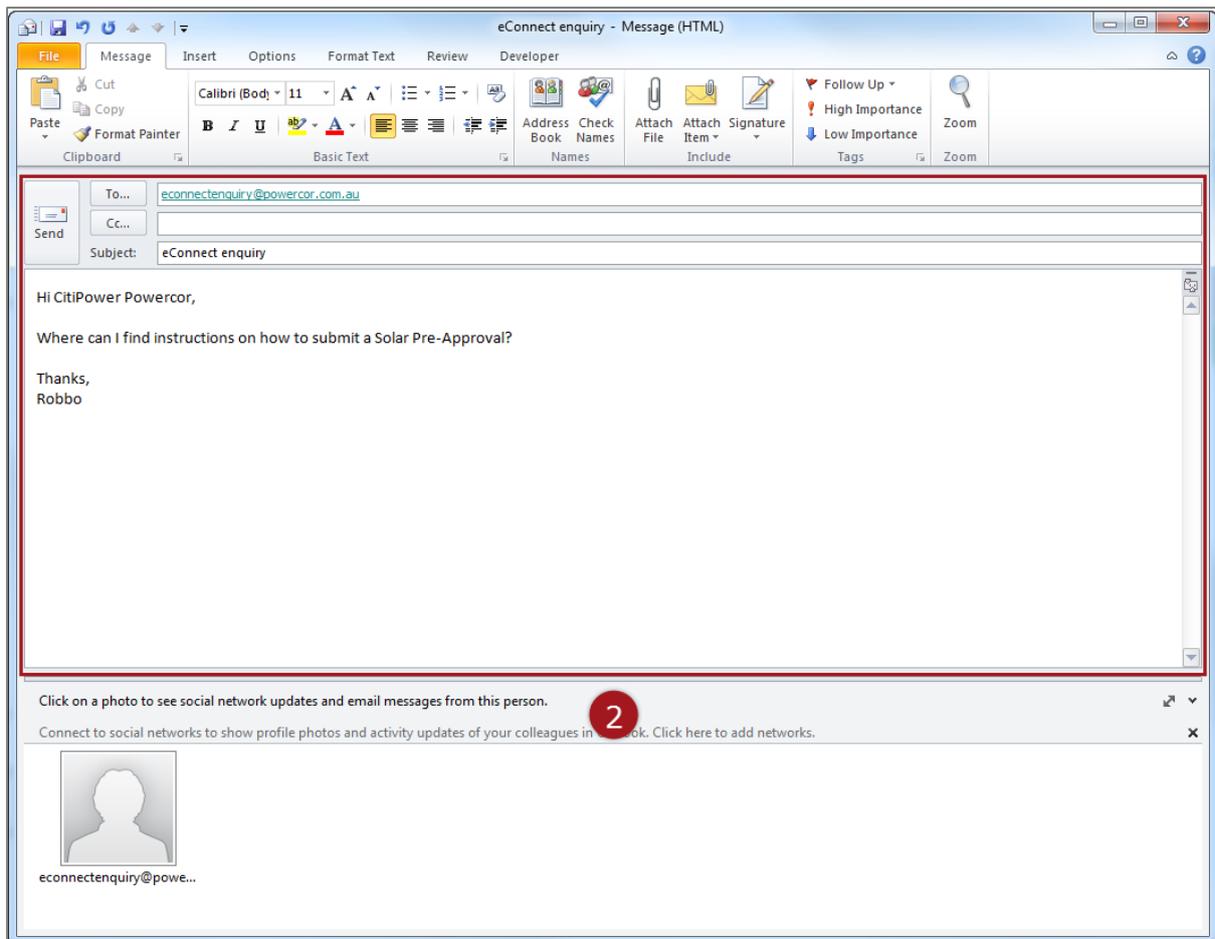
#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tarnett 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tarnett 3029	New Connection	Submitted			
CR-00040	Add1, Add2.	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tarnett 3029	New Connection	Submitted			

Step 2

An email will automatically open in your default email program.
The email will be populated with the following details:

“To” (recipient) field set to: econnectenquiry@powercor.com.au

Enter your enquiry details and then select “Send” on your email program.



Step 3a

After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to enquiry about, select the text in blue in the “#” or “Work Site Address” fields.

Step 3b

Alternatively, type the exact Connection Request ID into the search bar on the right-hand side and select “Find”.

The screenshot shows the eConnect dashboard for user Robbo Rec. At the top, there is a notification: "You have 29 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections", "Alterations", and "Abolishments".

The "Latest Requests" section contains a table with the following data:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-0045		New Connection	Draft			
CR-0044	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted			
CR-0043	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted			
CR-0040	Add1, Add2,	New Connection	Draft			
CR-0032	Lot 5 21 Davis Road, Tarnait 3029	New Connection	Submitted			

Below the table are three more action cards: "Solar Pre-Approvals", "Enquiries", and "Help".

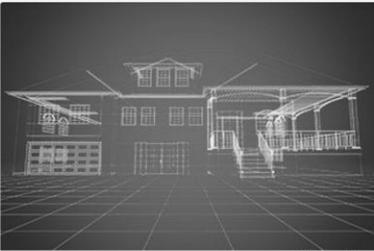
The following error message will appear if your search returns no records. In this case, check your "Connection Request ID" is correct, if not enter it correctly and search again. The "Connection Request ID" must be entered in full letters – numbers e.g. CR-12345.

Robbo Rec
Log Out

You have 29 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

5 Latest Requests

No Record Found

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted			



Solar Pre-Approvals
Create or view a solar pre-approval



Enquiries
Submit an enquiry



Help
Additional Information

Step 4

To make a Connection Request enquiry, select "Enquiry" on the right-hand side of the page.

CR-04782 Expand All

Summary

Request Status

Request Progress: Submitted

Request Detail

Request Type	New Connection
Request Sub-Type	Single Premise
Address	42 Greenhill Lane MELBOURNE 3000
Submission Date	18/01/2016
Target Completion Date	

Work Requirements

Location Details

Contact Details

Appointment

Charges

Attachments

Update

Appointment

Enquiry

Print

Email

Clone

Cancel CR

Back

Step 5

An email will automatically open in your default email program. The email will be populated with the following details:

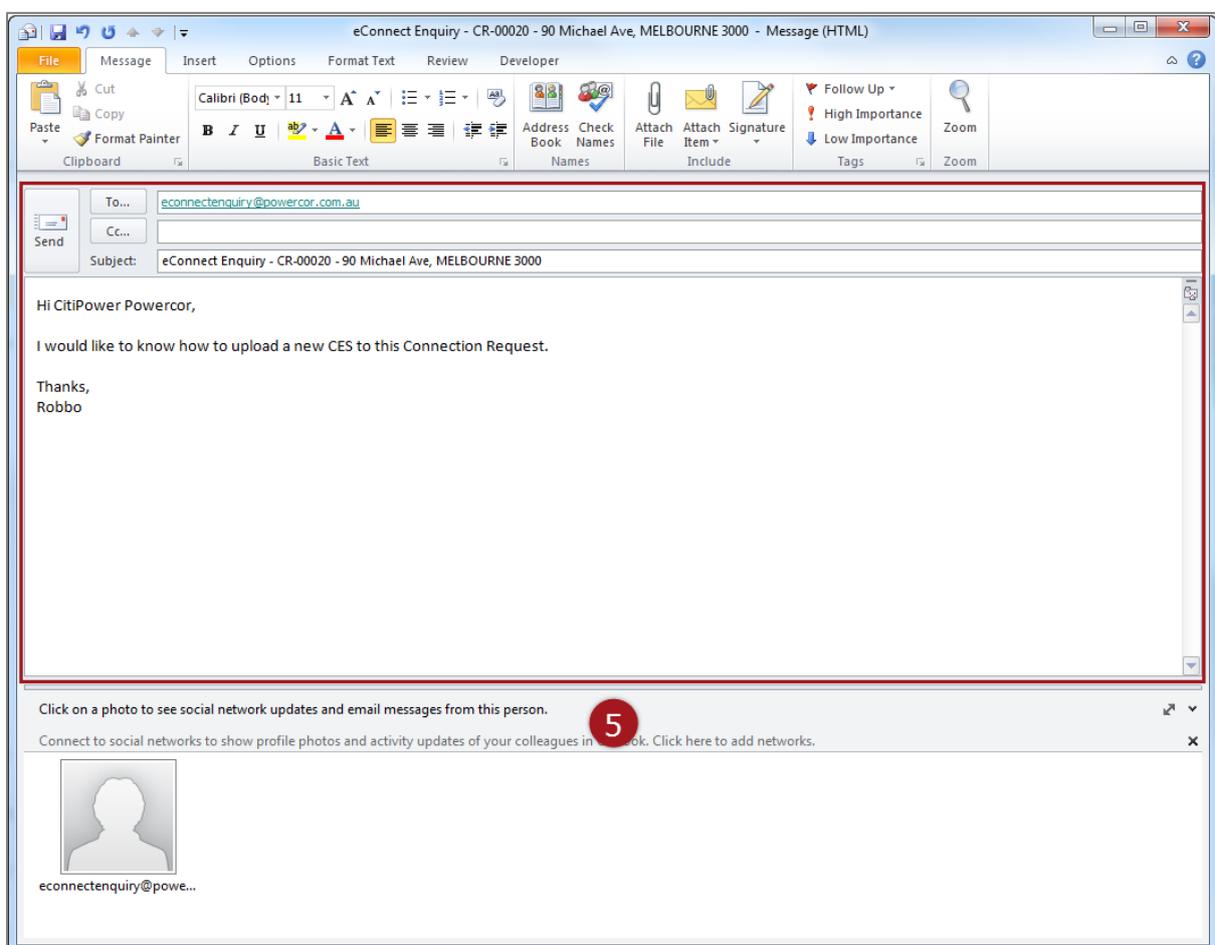
“To” (recipient) field set to: econnectenquiry@powercor.com.au

“Subject” field set to:

eConnect Enquiry - <CR Number> - <Worksite Address>

e.g. eConnect Enquiry – CR-12345 – 10 Smith Street,
MELBOURNE 3000

Enter your enquiry details and then select “Send” on your email program.



Section 6: Clone a Connection Request.

When a Connection Request is cloned, only **some** of the details will be copied across to a new Connection Request. This will allow the REC/LEW to quickly submit a similar Connection Request for a different property.

Most of the "Work Requirements" fields are cloned. This excludes fields that must be reevaluated for each request, for example "Distance from loom to meter panel" or "Any other information".

Under "Contact Details", the REC and LEW contact fields will be pre-populated in the clone request but retailer, customer and Licensed Electrical Inspector (LEI) details will not be.

"Location Details", "Attachments", "Appointments" and "Confirmation" will not have any information pre-populated in the clone request. For this reason the request will be saved in draft status and must be reviewed and submitted.

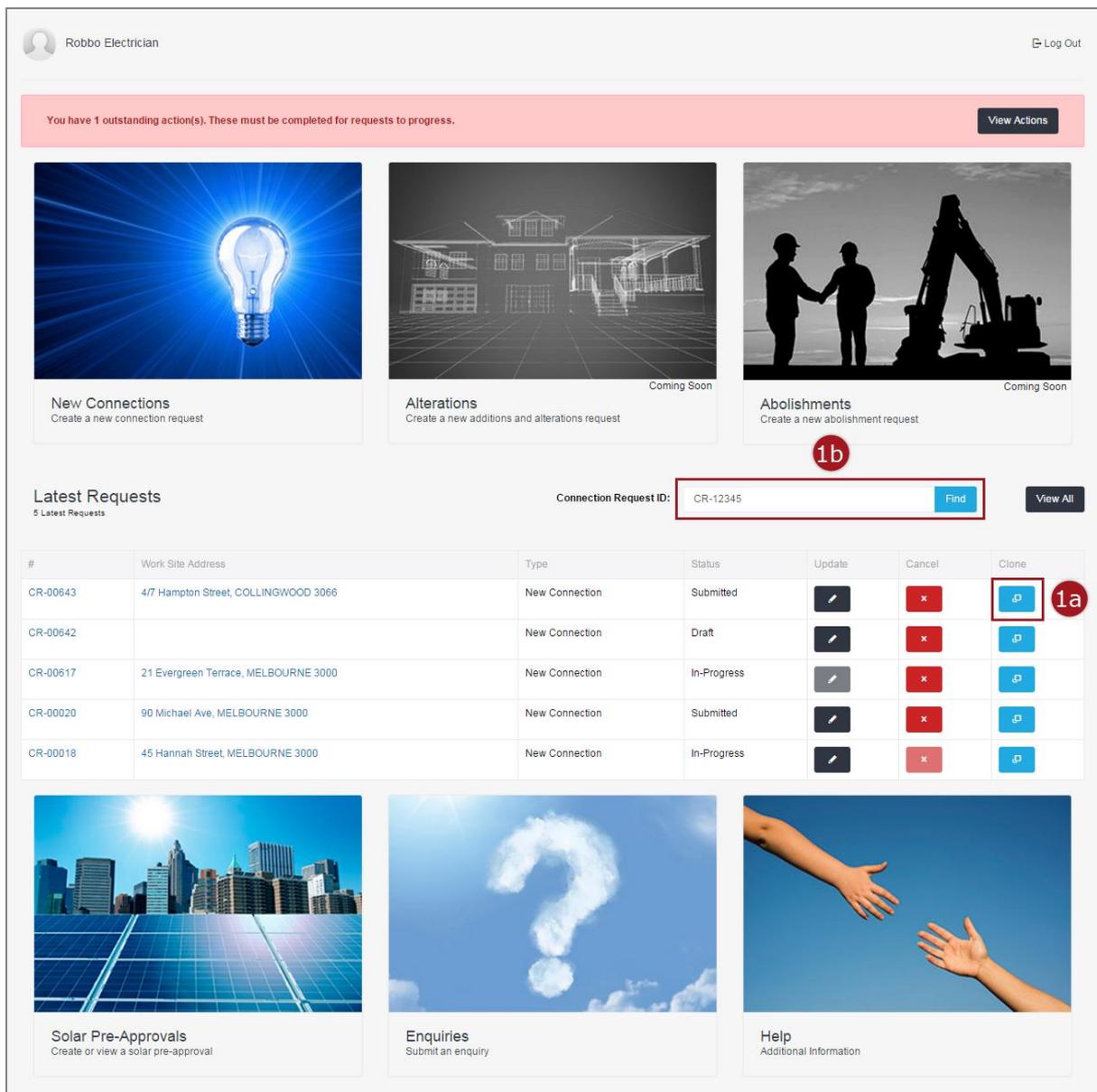
Step 1a

After logging into eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to clone, select the corresponding blue clone icon  .

Step 1b

Alternatively, type the exact "Connection Request ID" into the search bar on the right-hand side and select "Find", continue to [Step 2.](#)



The screenshot shows the eConnect dashboard for a user named Robbo Electrician. At the top, there is a notification bar stating "You have 1 outstanding action(s). These must be completed for requests to progress." Below this are three main navigation cards: "New Connections" (lightbulb icon), "Alterations" (house wireframe icon), and "Abolishments" (silhouettes of workers icon). A search bar is located below the cards, with "CR-12345" entered and a "Find" button. A table titled "Latest Requests" displays a list of requests with columns for ID, address, type, status, and actions (Update, Cancel, Clone). The "Clone" column contains blue icons with a document symbol, and the first one is highlighted with a red circle and labeled "1a".

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			1a
CR-00642		New Connection	Draft			
CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	In-Progress			
CR-00020	90 Michael Ave, MELBOURNE 3000	New Connection	Submitted			
CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	In-Progress			

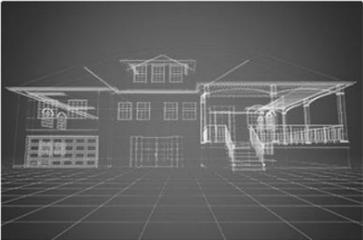
The following error message will appear if your search returns no records. In this case, check your "Connection Request ID" is correct, if not enter it correctly and search again. The "Connection Request ID" must be entered in full letters – numbers e.g. CR-12345.

Robbo Rec
Log Out

You have 29 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 5 Latest Requests

Connection Request ID: Find View All

No Record Found

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			



Solar Pre-Approvals
Create or view a solar pre-approval



Enquiries
Submit an enquiry



Help
Additional Information

Upon selection of the blue clone icon, you will receive the confirmation message in green on the bottom left-hand side of the page.

The message provides you with the new Connection Request number. The cloned request appears on the top of your Connection Requests on the Home Page and View Connection Requests Page in draft status.

The screenshot shows the eConnect dashboard for a user named Robbo Electrician. 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" (Create a new connection request), "Alterations" (Create a new additions and alterations request), and "Abolishments" (Create a new abolishment request). A "Latest Requests" section features a search bar with "CR-12345" and a "View All" button. Below the search bar is a table of requests:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00647		New Connection	Draft			
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			
CR-00642		New Connection	Draft			
CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	In-Progress			
CR-00020	90 Michael Ave, MELBOURNE 3000	New Connection	Submitted			

A green notification box in the bottom left corner of the dashboard states: "CR-00643 has been successfully cloned to CR-00647 in Draft status. CR-00647 will now appear in the top of your list on your home page and View Connection Requests page."

Step 2

To clone the Connection Request, select "Clone" on the right-hand side of the page.

CR-04782 Expand All

Summary

Request Status

Submitted In Progress Scheduled Completed

Request Progress Submitted

Request Detail

Request Type	New Connection
Request Sub-Type	Single Premise
Address	42 Greenhill Lane MELBOURNE 3000
Submission Date	18/01/2016
Target Completion Date	

Work Requirements

Location Details

Contact Details

Appointment

Charges

Attachments

Update

Appointment

Enquiry

Print

Email

Clone

Cancel CR

Back

Upon selection of the blue clone icon, you will receive the confirmation message in green on the bottom left-hand side of the page.

The message provides you with the new Connection Request number. The cloned request appears on the top of your Connection Requests on the Home Page and View Connection Requests page in draft status.

CR-04782

Request Status

Submitted In Progress Scheduled Completed

Request Progress Submitted

Request Detail

Request Type: New Connection
Request Sub-Type: Single Premise
Address: 42 Greenhill Lane MELBOURNE 3000
Submission Date: 18/01/2016
Target Completion Date:

Work Requirements
Location Details
Contact Details
Appointment
Charges
Attachments

CR-04782 has been successfully cloned to CR-89570 in Draft status. CR-89570 will now appear in the top of your list on your home page and View Connection Requests page.

Update
Appointment
Enquiry
Print
Email
Clone
Cancel CR
Back

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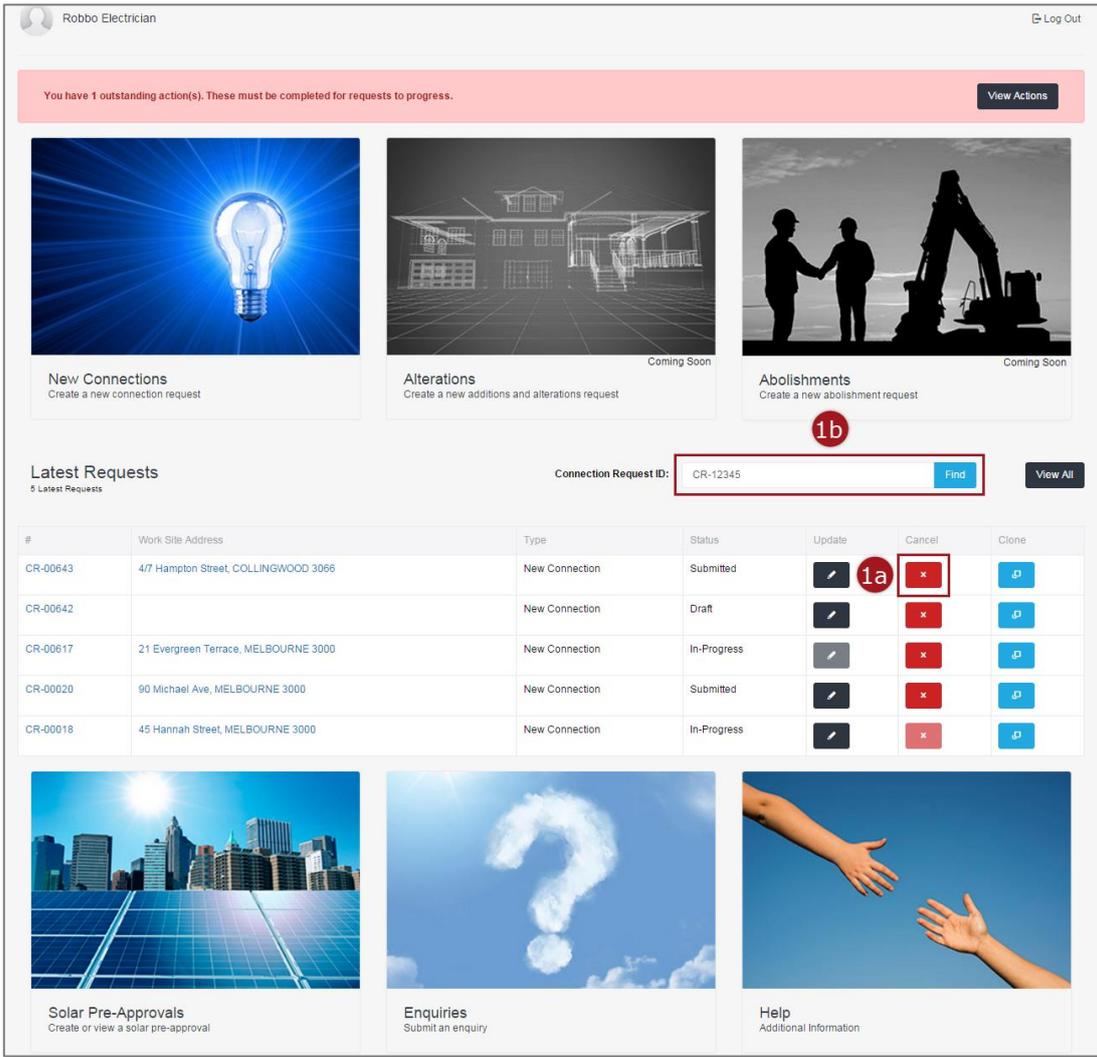
Section 7: Cancel a Connection Request.

A Connection Request cannot be cancelled if the truck has already been dispatched to the field. The cancel icon will be faded  to indicate that cancellation is disabled.

Step 1a After logging in to eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the Connection Request that you would like to cancel, select the corresponding red cancel icon  and continue to [Step 3](#).

Step 1b Alternatively, type the exact "Connection Request ID" into the search bar on the right-hand side and select "Find", continue to [Step 2](#).



The screenshot shows the eConnect dashboard for Robbo Electrician. At the top, there is a notification: "You have 1 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections", "Alterations", and "Abolishments". A search bar for "Connection Request ID" is present, with "CR-12345" entered and a "Find" button. Below the search bar is a table of "Latest Requests". The table has columns for #, Work Site Address, Type, Status, Update, Cancel, and Clone. The first row, CR-00643, has a red box around the "Cancel" icon (a red square with a white 'x'). A red circle with "1a" is next to the "Cancel" icon, and a red circle with "1b" is next to the search bar. Below the table are three more cards: "Solar Pre-Approvals", "Enquiries", and "Help".

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00643	4/7 Hampton Street, COLLINGWOOD 3066	New Connection	Submitted			
CR-00642		New Connection	Draft			
CR-00617	21 Evergreen Terrace, MELBOURNE 3000	New Connection	In-Progress			
CR-00020	90 Michael Ave, MELBOURNE 3000	New Connection	Submitted			
CR-00018	45 Hannah Street, MELBOURNE 3000	New Connection	In-Progress			

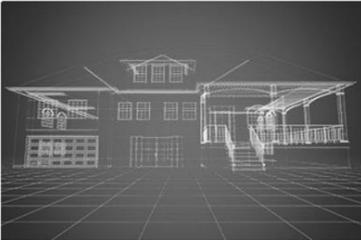
The following error message will appear if your search returns no records. In this case, check your "Connection Request ID" is correct, if not enter it correctly and search again. The "Connection Request ID" must be entered in full letters – numbers e.g. CR-12345.

Robbo Rec
Log Out

You have 29 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 5 Latest Requests

Connection Request ID: Find View All

No Record Found

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00045		New Connection	Draft			
CR-00044	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00043	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			
CR-00040	Add1, Add2,	New Connection	Draft			
CR-00032	Lot 5 21 Davis Road, Tameit 3029	New Connection	Submitted			



Solar Pre-Approvals
Create or view a solar pre-approval

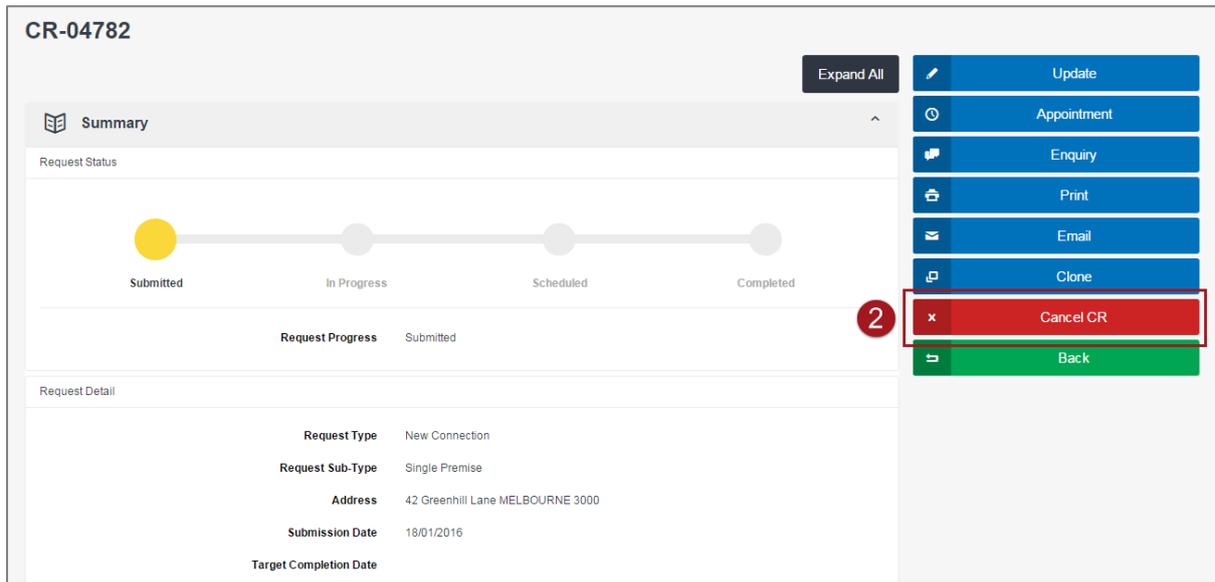


Enquiries
Submit an enquiry

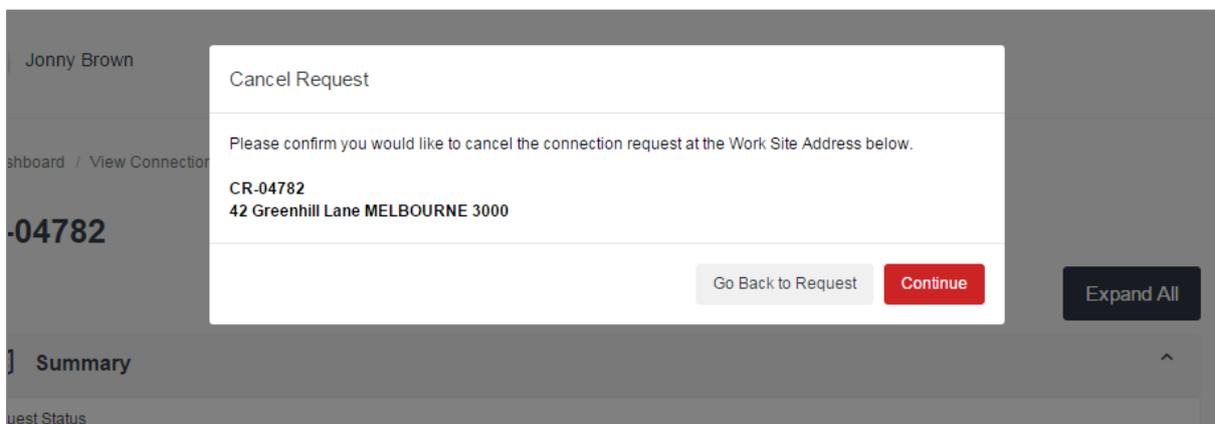


Help
Additional Information

Step 2 To cancel the Connection Request, select "Cancel CR" on the right-hand side of the page.



Step 3 Double-check the Connection Request details and select "Continue" to confirm that you would like to cancel the request.



Upon selection of the red cancel icon, you will receive the following confirmation of Connection Request cancellation.

The screenshot displays the eConnect dashboard for Robbo Electrician. At the top, a pink notification bar states: "You have 7 outstanding action(s). These must be completed for requests to progress." Below this are three main action cards: "New Connections" (Create a new connection request), "Alterations" (Create a new additions and alterations request), and "Abolishments" (Create a new abolishment request). A "Latest Requests" table is visible, listing five requests with columns for ID, Address, Type, Status, and actions (Update, Cancel, Clone). A search bar for "Connection Request ID" is also present. At the bottom left, a green confirmation message reads: "✓ Your cancellation request was successful".

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-05581	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	Submitted			
CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141	Alteration	In-Progress			
CR-05574	290 BRYAN OLYNN RD, PURNIM VIC 3278	Alteration	Completed			
CR-05573	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	Submitted			
CR-05570		New Connection	Draft			