

## WORK INSTRUCTION

# Submit an Abolishment Request in eConnect.

<Document Id.>

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<b>Purpose</b>	This work instruction describes the steps for a Registered Electrical Contractor (REC) or Licensed Electrical Worker (LEW) to submit an Abolishment Request.
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## Task Detail: Submit an Abolishment Request in eConnect.

### Section 1: Initiate Abolishment Request

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

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

The screenshot shows the eConnect web application interface. On the left is a sidebar menu with the following items: Dashboard, Submit Connection Request, New Connection, Alteration, Abolishment (highlighted with a red box), View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area shows the user profile 'Jonny Brown' and a 'Log Out' button. Below the profile are three cards: 'New Connections' (Create a new connection request), 'Alterations' (Create a new additions and alterations request), and 'Abolishments' (Create a new abolishment request). The 'Abolishments' card is highlighted with a red box and a red circle labeled '1a'. The 'New Connections' card is labeled '1b'. Below the cards is a 'Latest Requests' section with a table of requests. The table has columns: #, Work Site Address, Type, Status, Update, Cancel, and Clone. The table contains five rows of data, all of which are 'Abolishment' requests. The first row is 'Cancelled', the second is 'Closed', and the remaining three are 'Submitted'.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00111	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278	Abolishment	Cancelled			
CR-00110	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278	Abolishment	Closed			
CR-00109	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278	Abolishment	Scheduled			
CR-00108	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278	Abolishment	Submitted			
CR-00107	2402 HOPKINS HIGHWAY, PURNIM VIC 3278	Abolishment	Submitted			

## Section 2: Enter Location Details

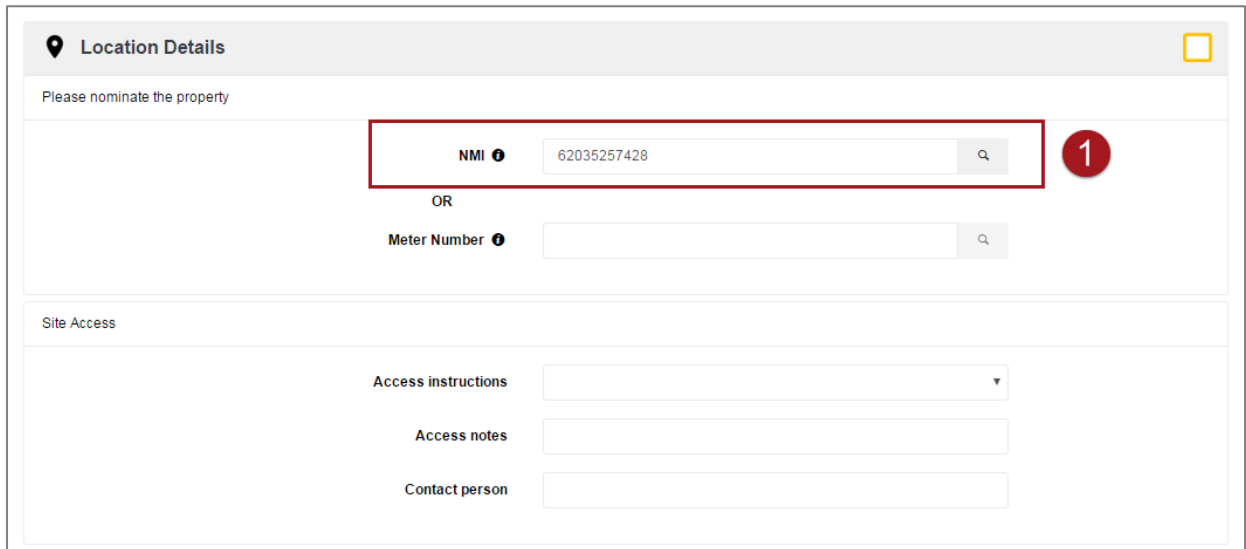
### Step 1

To nominate the property address you can enter National Metering Identifier (NMI) or Meter Number of the meter located at

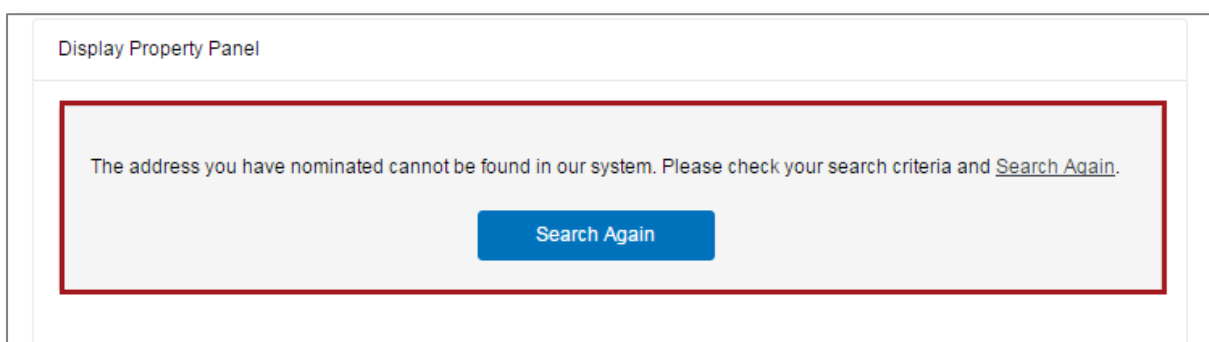
nominated property and select search icon.



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

A screenshot of a web form titled 'Location Details' with a location pin icon. Below the title is a sub-header 'Please nominate the property'. There are two input fields: 'NMI' with the value '62035257428' and 'Meter Number'. The 'NMI' field is highlighted with a red box and a red circle with the number '1' next to it. Below these fields is a section titled 'Site Access' containing three input fields: 'Access instructions', 'Access notes', and 'Contact person'. A red box highlights the 'NMI' field and the 'Search Again' button in the error message below.

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

A screenshot of an error message box titled 'Display Property Panel'. The message text reads: 'The address you have nominated cannot be found in our system. Please check your search criteria and [Search Again](#).' Below the text is a blue button labeled 'Search Again'. The entire error message box is highlighted with a red border.

**Step 2a** Check the address that's displayed and if it's correct, select "Confirm".

Display Property Panel

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

64 STONEHOUSES ROAD, GARVOC VIC 3265

**Confirm** **Search Again**

2a

**Step 2b** If the address displayed is incorrect and you wish to search by a different NMI/Meter Number or there is a mistake in the data you entered, select "Search Again" and return to Step 1.

Display Property Panel

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

64 STONEHOUSES ROAD, GARVOC VIC 3265

**Confirm** **Search Again**

2b

The follow message will appear if we have identified the metering at this site does not belong to CitiPower and Powercor.

**Information only:** We have identified the metering at this site does not belong to CitiPower and Powercor.

**Location Details**

Please nominate the property

NMI ⓘ VCCCGG00427 🔍

### Step 3

Indicate what the access arrangements to the site are. To do this, select the "Access instructions" from a drop-down list, the following options are available:

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

### Step 4

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


Note: This is mandatory if your "Access instructions" are "Gate Locked with Code".


The screenshot displays a web form titled "Location Details" with a green checkmark icon in the top right corner. The form is divided into several sections:

- Address:** A text input field containing "64 STONEHOUSES ROAD, GARVOC VIC 3265".
- Map:** A Google Map showing the location of "64 Stone-Houses Rd" with a red pin. A search box on the left contains "64 Stone-Houses Rd" and a "View larger map" link. A "Sign in" button is in the top right of the map area. A "Search Again" button is located below the map.
- Site Access:** A section containing three rows of input fields:
  - Access instructions:** A dropdown menu currently showing "Contact Person for site access (Name and F)". This row is highlighted with a red box and a red circle with the number "3" to its right.
  - Access notes:** A text input field containing "Call 040012456".
  - Contact person:** A text input field containing "Richard". This row is highlighted with a red box and a red circle with the number "4" to its right.

## Section 3: Enter Work Requirement Details

**Step 1** Select the "Work Requirements" grey banner.

Note: There should be a green tick icon  in the "Location Details" banner.

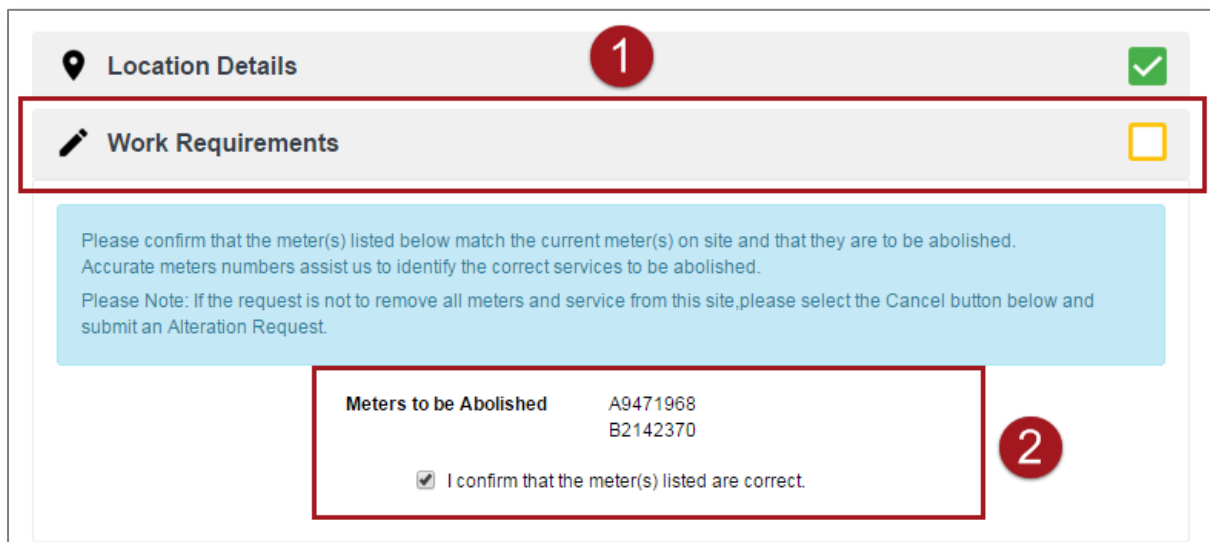
A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.


**Step 2** For a metered site you must confirm that the meter(s) listed match the current meter(s) on site to be abolished.


If they match tick the "I confirm that the meter(s) listed are correct" box.

**For an unmetered supply you will not have this question available.**

Note: If the request is not to remove all meters and service from this site, please select the "Cancel" button below and submit an Alteration Request.



**Location Details** 1 

**Work Requirements** 

Please confirm that the meter(s) listed below match the current meter(s) on site and that they are to be abolished. Accurate meters numbers assist us to identify the correct services to be abolished.

Please Note: If the request is not to remove all meters and service from this site, please select the Cancel button below and submit an Alteration Request.

<b>Meters to be Abolished</b>	A9471968 B2142370
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☒ I confirm that the meter(s) listed are correct. 2

- Step 3** Select the "Type of Supply to be abolished" from a drop-down list. The following options are available:
1. Overhead
  2. Underground Cable Services
  3. Multiple Services to the site
  4. Substation Direct Supplies
  5. Unmetered Supply

If you selected Multiple Services to the Site, continue.  
Otherwise proceed to [Step 4](#).

- Step 4** Enter a description of the multiple services that you wish to abolish.

- Step 5** Select the appropriate Yes/No response to "Is the Property Vacant?"

If you selected Yes, proceed to [Step 7](#).  
If you selected No, continue.

The screenshot shows a web form titled "Abolishment Details". It contains three main sections, each highlighted with a red border and a red circle containing a number:

- Section 3:** "Type of Supply to be Abolished" with a dropdown menu showing "Multiple Services to the Site".
- Section 4:** "Multiple Services Description" with a text area containing "There is both an overhead service and an underground service to be abolished".
- Section 5:** "Is the Property Vacant?" with radio buttons for "Yes" (selected) and "No".

Below these sections is a "Preferred Abolishment Date" field with a calendar icon. At the bottom, a light blue box contains a note: "Please note: The abolishment could be completed on any day within 20 business days of the vacant or submission date. Best endeavours will be made to complete this request by the preferred date."

**Step 6** Select the "Actual Vacant Date" using the calendar tool.

Note: The date selected here must refer to the first full day that the property is vacated. A field crew may arrive any time of day. They will not wait for the property to be vacated and a wasted truck visit will be charged.

**Step 7** If you do not require an appointment to access your property you may select a "Preferred Abolish by Date" using the calendar tool.

Note: You can only select business days.

The abolishment could be completed on any day within 20 business days of the vacant or submission date. Best endeavors will be made to complete this required by the preferred date.

The screenshot shows a web form titled "Abolishment Details". It contains the following fields and options:

- Type of Supply to be Abolished:** A dropdown menu with the selected option "Multiple Services to the Site".
- Multiple Services Description:** A text area containing "There is both an overhead service and an underground service to be abolished".
- Is the Property Vacant?:** Radio buttons for "Yes" and "No", with "No" selected.
- Actual Vacant Date:** A date field showing "29-04-2016" with a calendar icon. This field is highlighted with a red box and labeled with a red circle containing the number 6.
- Preferred Abolishment Date:** A date field showing "19-05-2016" with a calendar icon. This field is highlighted with a red box and labeled with a red circle containing the number 7.


Below the date fields is a light blue note box with the text: "Please note: The abolishment could be completed on any day within 20 business days of the vacant or submission date. Best endeavours will be made to complete this request by the preferred date."



## Section 4: Enter Contact Details

**Step 1** Select the "Contact Details" grey banner.

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

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

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

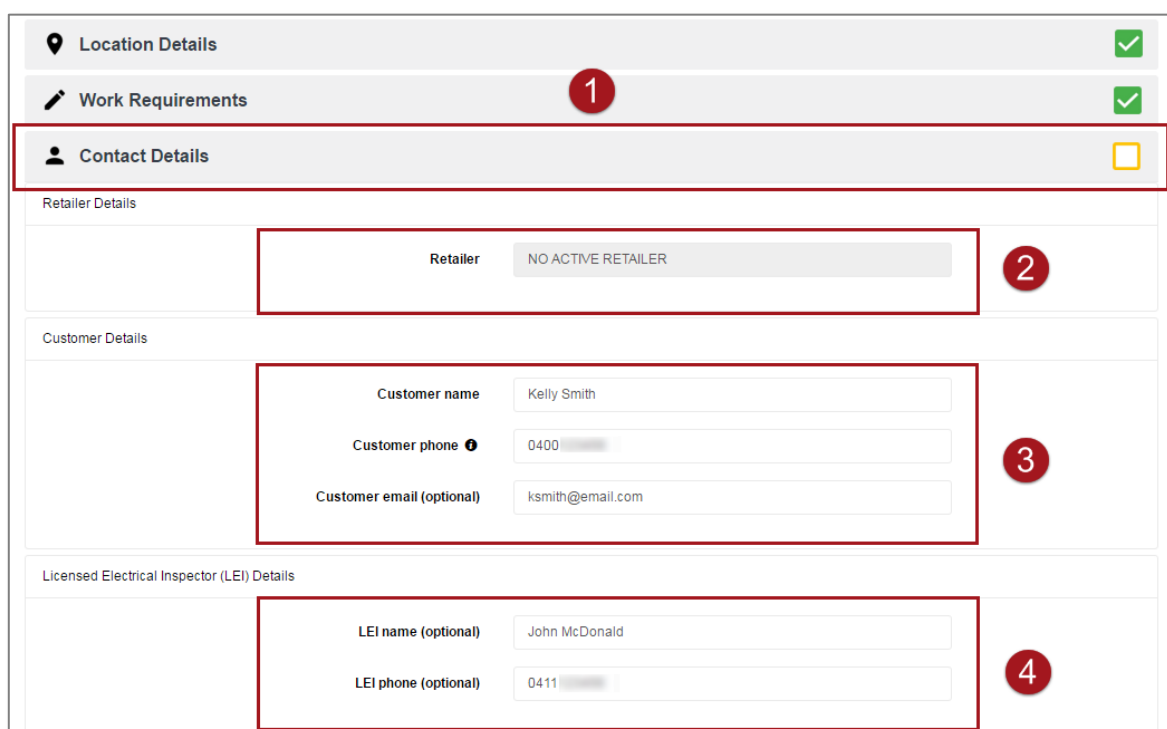
Note: "NO ACTIVE RETAILER" is displayed if there is no retailer associated with a customer's account at the site.

**Step 3** Enter the "Customer Details".

Note: Mobile phone numbers are preferred.

By entering a customer's email, the customer will be sent the details of the Abolishment Request so that they can view and track the status of the request by logging into eConnect.

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



The screenshot shows a web form with four main sections, each with a banner at the top. The banners are: 'Location Details' (green tick icon), 'Work Requirements' (green tick icon), 'Contact Details' (yellow square icon), and 'Licensed Electrical Inspector (LEI) Details' (green tick icon). The 'Contact Details' banner is highlighted with a red box and a red circle with the number 1. Below the banners, the form is divided into four sections: 'Retailer Details', 'Customer Details', and 'Licensed Electrical Inspector (LEI) Details'. The 'Retailer Details' section has a field for 'Retailer' with the value 'NO ACTIVE RETAILER', highlighted with a red box and a red circle with the number 2. The 'Customer Details' section has fields for 'Customer name' (Kelly Smith), 'Customer phone' (0400), and 'Customer email (optional)' (ksmith@email.com), highlighted with a red box and a red circle with the number 3. The 'Licensed Electrical Inspector (LEI) Details' section has fields for 'LEI name (optional)' (John McDonald) and 'LEI phone (optional)' (0411), highlighted with a red box and a red circle with the number 4.

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

**Step 5** Enter the "Electrical License Number" or "REC number" and select "Search". This will populate the rest of the contact detail fields.

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

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

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

**LEW Details:**

- Electrical License Number:** 33333 (highlighted with a red box and arrow labeled 5). A "Search" button is next to it.
- LEW name:** Jimmy Brown
- LEW phone:** 0422 (highlighted with a red box and arrow labeled 6).
- LEW email:** jimmy@sparky.com
- LEW preferred contact method:** Radio buttons for email, sms, and both (selected).

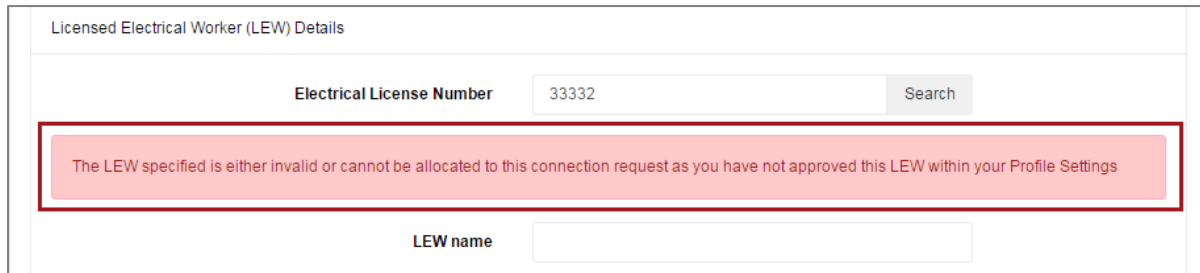
**REC Details:**

- REC number:** 22222 (highlighted with a red box and arrow labeled 5). A "Search" button is next to it.
- REC name:** Harry Hamilton
- REC contact phone:** 0400 (highlighted with a red box and arrow labeled 6).
- REC contact email:** harry@sparky.com

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

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

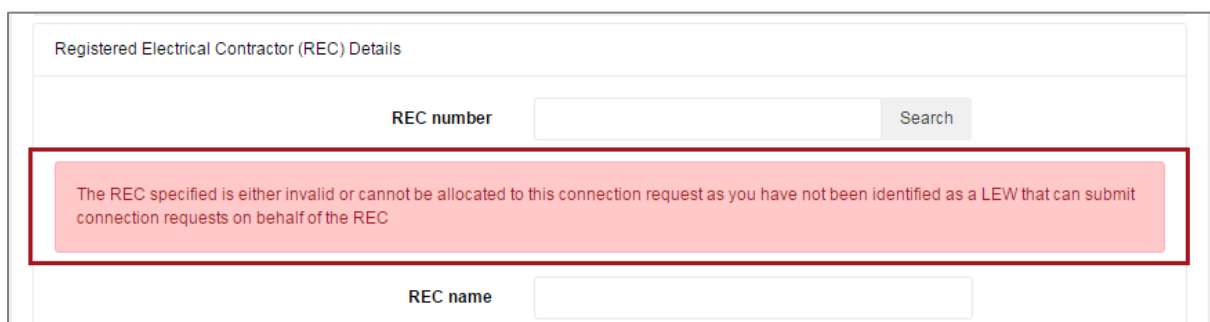
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The screenshot shows a web form titled "Licensed Electrical Worker (LEW) Details". It has a search bar for "Electrical License Number" with the value "33332" and a "Search" button. Below the search bar, a red-bordered box contains the error message: "The LEW specified is either invalid or cannot be allocated to this connection request as you have not approved this LEW within your Profile Settings". At the bottom of the form, there is a field for "LEW name".

The following error message will appear if you enter a "REC Number" that where you are not nominated as a LEW who can submit connections requests on their behalf or the number entered is invalid.

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The screenshot shows a web form titled "Registered Electrical Contractor (REC) Details". It has a search bar for "REC number" and a "Search" button. Below the search bar, a red-bordered box contains the error message: "The REC specified is either invalid or cannot be allocated to this connection request as you have not been identified as a LEW that can submit connection requests on behalf of the REC". At the bottom of the form, there is a field for "REC name".

## Step 7

If there is a retailer associated with the customer's electricity account, any charges will be billed to the customer via their retailer.

If there is no retailer, you will need to nominate another party to be invoiced for this request.

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

1. REC
2. LEW
3. Other

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

## Step 8

Enter the invoice owner's contact details.

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

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

Party to be billed

Invoice to

REC

7

Please Note: If charges are applicable, a field works order will be sent to the party to be billed for authorization. Please enter their email and mobile phone number below. Once they have accepted responsibility for payment, your request will progress.

Name of party to be billed

Harry Hamilton

Email

harry@sparky.com

Phone

0400000001

Billing Address

20 Lonsdale St

Billing Address Line 2 (optional)

Suburb / Town

Melbourne

Postcode

3000


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## Section 5: Add Attachments

To aid your Abolishment Request you may choose to attach a file. This may include directions to a property or photos of the electricity installation. If you do not wish to attach a file, proceed to [Section 5](#).

**Step 1** Select the "Attachments" grey banner.

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

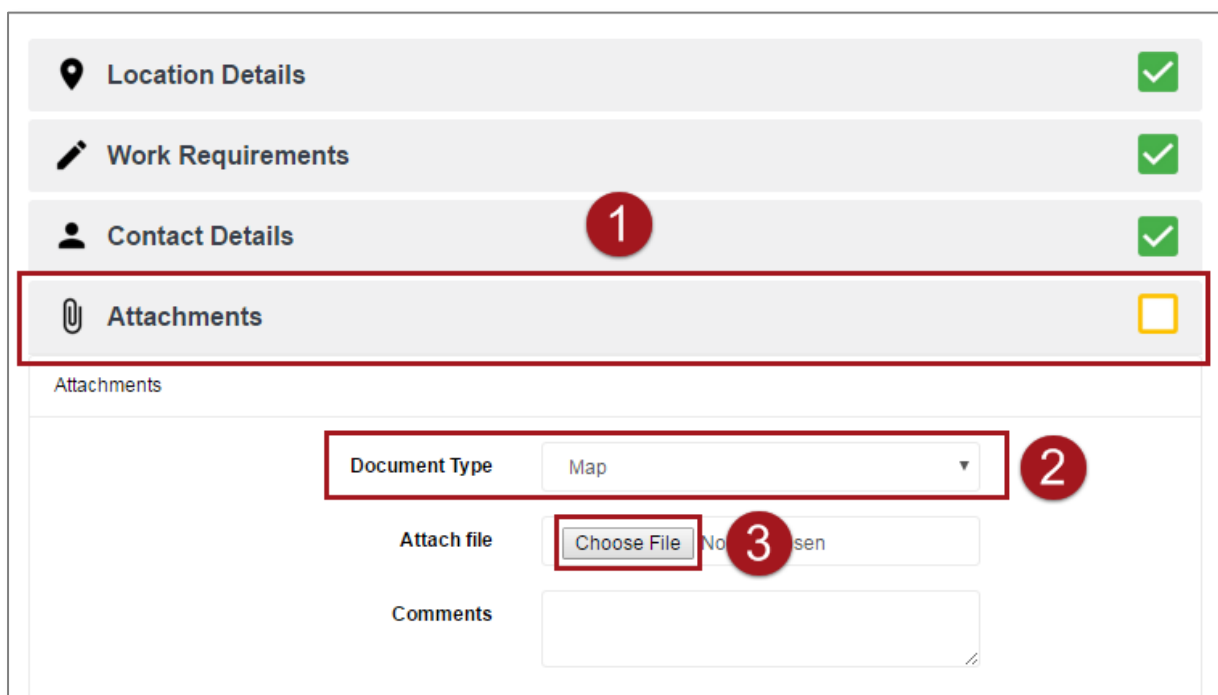
A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

**Step 2** Select the "Document" from a drop-down list, the following options are available:

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

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

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

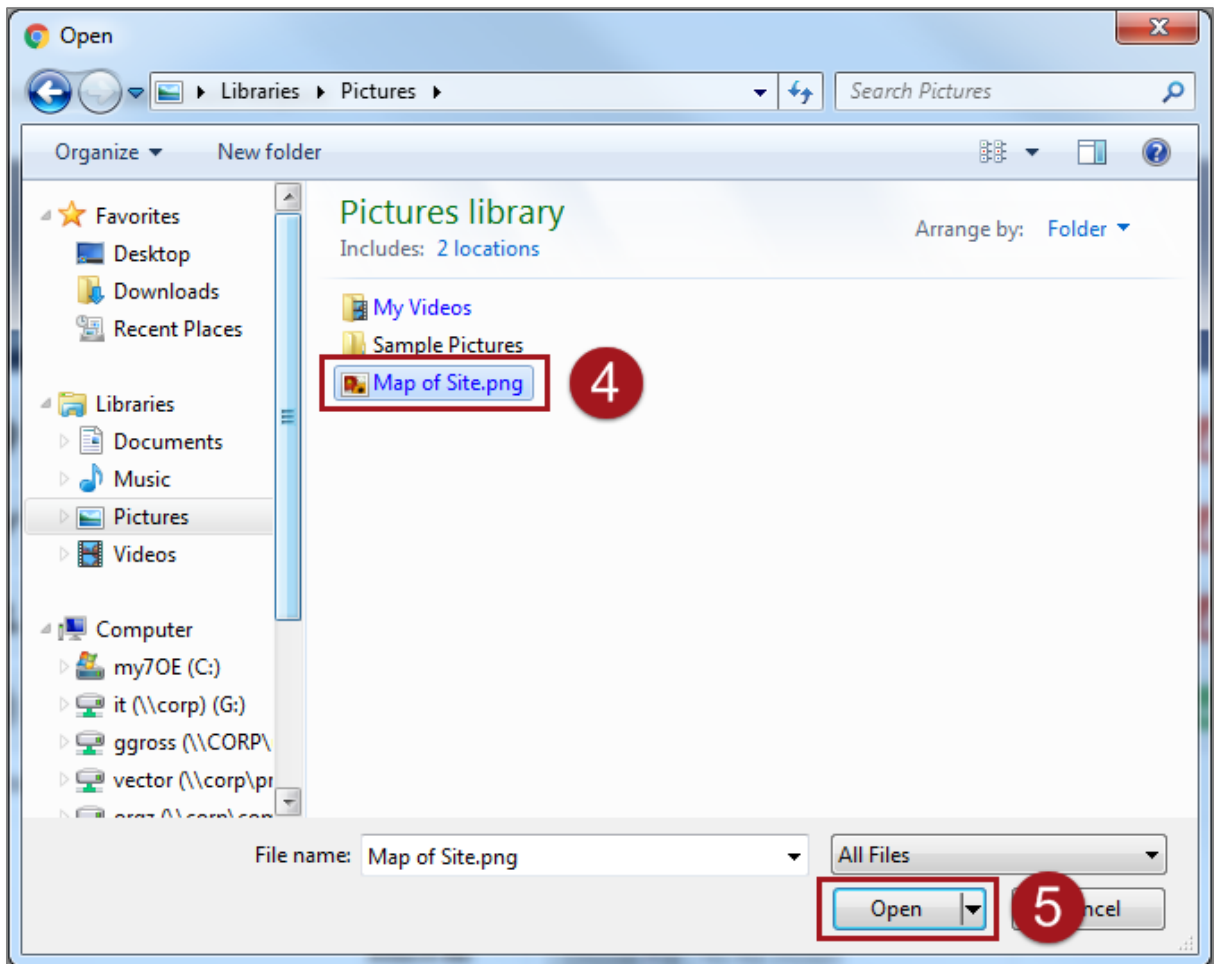


The screenshot shows a form with four banners: "Location Details", "Work Requirements", "Contact Details", and "Attachments". The "Attachments" banner is highlighted with a red box and labeled with a red circle '1'. Below the banners, the "Attachments" section is visible. It contains a "Document Type" dropdown menu set to "Map", which is also highlighted with a red box and labeled with a red circle '2'. Below the dropdown, there is an "Attach file" section with a "Choose File" button highlighted by a red box and labeled with a red circle '3'. There is also a "Comments" text area.

**Step 4** Find and select your file from the pop up window.

Note: Please make sure the file is of adequate quality so the document is legible.

**Step 5** Select "Open".



**Step 6** Enter any comments to accompany or describe the attachment.



**Step 7** **Important Step:** To add the attachment to the Abolishment Request, select "**Attach**".

The screenshot shows a web interface for adding attachments. At the top is a header bar with a paperclip icon, the title "Attachments", and a green checkmark icon. Below this is a section titled "Attachments" containing a form. The form has three main fields: "Document Type" with a dropdown menu showing "Map"; "Attach file" with a "Choose File" button and the text "Map of Site.png"; and "Comments" with a text area containing the text "This show the site for connection abolishment." A red box highlights the "Comments" field, and a red circle with the number "6" is next to it. To the right of the "Attach file" field is a blue "Attach" button, which is also highlighted with a red box and a red circle with the number "7". Below the form is a table with the following columns: "#", "File Name", "Date", "Type", "Size", and "Delete".

#	File Name	Date	Type	Size	Delete
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If the attachment has successfully been added to the Abolishment Request, it will appear at the bottom of the page.

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

 Attachments 

Attachments

Document Type


Attach file

Choose File

No file chosen

Comments

Attachments


#	File Name	Date	Type	Size	Delete
1	Map of Site.png	02/05/2016	Map	161.28 KB	



## Section 6: Confirmation and Set Appointment.

**Step 1** Select the "Confirmation" grey banner.

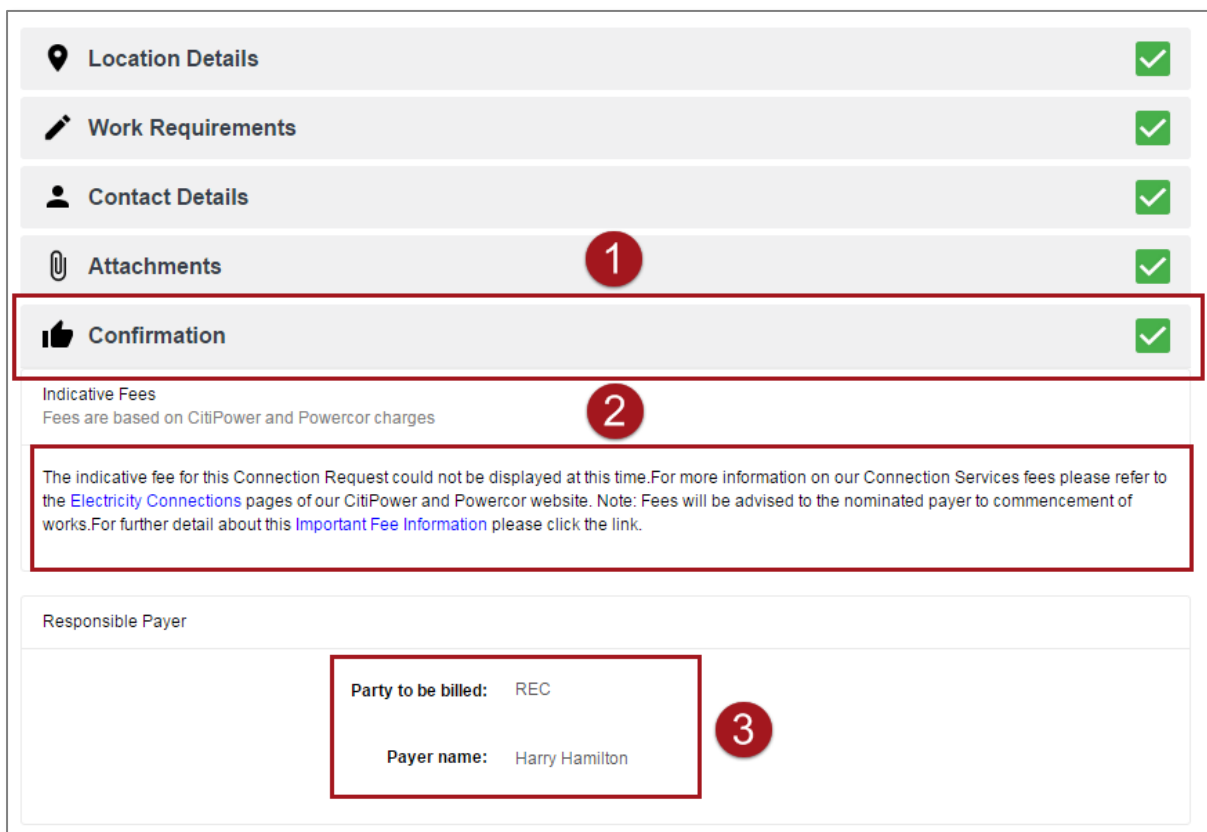
Note: There should be a green tick icon in the "Work Requirements", "Location Details", "Contact Details" and "Attachments" banners.

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











**Step 2** No indicative fees will be provided as fees will be calculated at a later date.

Note: Fees are based on CitiPower and Powercor charges. For further information on fees, select the "Important Fee Information" link. Information regarding fee is also available on the CitiPower and Powercor website [www.powercor.com.au](http://www.powercor.com.au).

**Step 3** The "Party to be billed" will be auto-populated based on what was selected in the "Contacts" banner.



The screenshot shows a web form with several sections. A red box labeled '1' highlights the 'Confirmation' banner, which has a green checkmark icon. Below it, a red box labeled '2' highlights the 'Indicative Fees' section, which contains a message about fees not being displayed at this time and a link to 'Important Fee Information'. At the bottom, a red box labeled '3' highlights the 'Party to be billed' field, which is populated with 'REC' and 'Harry Hamilton'.

	Location Details	
	Work Requirements	
	Contact Details	
	Attachments	
	Confirmation	

Indicative Fees  
Fees are based on CitiPower and Powercor charges

The indicative fee for this Connection Request could not be displayed at this time. For more information on our Connection Services fees please refer to the [Electricity Connections](#) pages of our CitiPower and Powercor website. Note: Fees will be advised to the nominated payer to commencement of works. For further detail about this [Important Fee Information](#) please click the link.

Responsible Payer

Party to be billed:	REC
Payer name:	Harry Hamilton

#### Step 4 Read the "Terms and Conditions".

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



If you are **not** willing to accept these terms, you cannot submit an Abolishment Request.

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

#### Step 5 Select "Submit" to complete the request.

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

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

 **Confirmation** 

**Indicative Fees**  
Fees are based on CitiPower and Powercor charges

The indicative fee for this Connection Request could not be displayed at this time. For more information on our Connection Services fees please refer to the [Electricity Connections](#) pages of our CitiPower and Powercor website. Note: Fees will be advised to the nominated payer to commencement of works. For further detail about this [Important Fee Information](#) please click the link.

**Responsible Payer**

**Party to be billed:** REC

**Payer name:** Harry Hamilton

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**Terms and Conditions**

By submitting this Abolishment Request I acknowledge that I am responsible for the payment of charges outlined by **CitiPower and Powercor**, unless I have deferred responsibility to another person or to a Retailer. Where I have deferred responsibility to another person or to a Retailer, I acknowledge that they will be contacted to accept these charges before work is commenced. Payment of these charges is required within 30 days. All information that I have provided to **CitiPower and Powercor** in connection with this Application is true and accurate.

I have read, understood and accept the Terms and Conditions outlined above and the Important Fee information.

☒ I accept the Terms and Conditions

**Submit** 5

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

You will see the Abolishment Request at the top of the list of latest Connection Requests.

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

## You have completed your Abolishment Request.

The screenshot shows the eConnect dashboard for user Jonny Brown. The dashboard includes a sidebar with navigation links: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features three cards: New Connections, Alterations, and Abolishments. Below these is a 'Latest Requests' section with a search bar and a table of requests. A green notification banner at the bottom left states: 'Your new connection CR-00420 has been successfully submitted'.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00420	F 9/ 97 OSBORNE STREET, SOUTH YARRA VIC 3141	Abolishment	Submitted			
CR-00414	West End, MELBOURNE 3000	New Connection	Submitted			
CR-00410	250 KOROIT STREET, WARRNAMBOOL VIC 3280	New Connection	Submitted			
CR-00406	North Main, MELBOURNE 3000	New Connection	Submitted			
CR-00404	250 KOROIT STREET, WARRNAMBOOL VIC 3280	New Connection	Submitted			

## Step 6

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

If you answered "After Hours Appointment", please proceed to [Step 9](#).

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

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

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

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Next

## Step 7

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

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

You will not be able to book an appointment within 5 business days (for urban areas) and 10 business days (for rural areas) 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 any time within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

May 2016						
Su	Mo	Tu	We	Th	Fr	Sa
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

8:30 AM

9:30 AM

10:30 AM

11:30 AM

12:30 PM

1:30 PM

2:30 PM

7

Back Confirm

## Step 8

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.

**Appointment**

Appointment

You have successfully created your appointment. Please note, this appointment timeslot is indicative only. The truck arrive on site anytime within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

10:30 AM

May 16, 2016

Business Hours Appt

[Change your appointment](#)

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Finish

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

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

You will see the Abolishment Request at the top of the list of latest Connection Requests.

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

**You have completed your Abolishment Request.**

The screenshot shows the eConnect dashboard for user Jonny Brown. The dashboard includes a sidebar with navigation links: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features three cards: New Connections, Alterations, and Abolishments. Below these is a 'Latest Requests' section with a search bar and a table of requests. A green confirmation message at the bottom left states: 'Your new connection CR-00420 has been successfully submitted'.

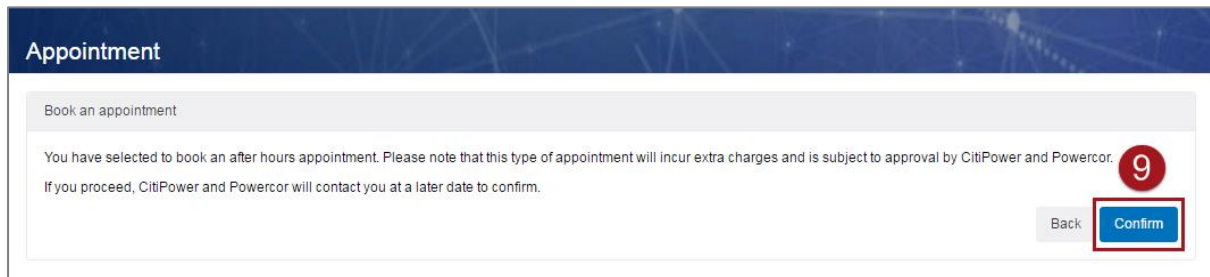
#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00420	F 9/ 97 OSBORNE STREET, SOUTH YARRA VIC 3141	Abolishment	Submitted			
CR-00414	West End, MELBOURNE 3000	New Connection	Submitted			
CR-00410	250 KOROIT STREET, WARRNAMBOOL VIC 3280	New Connection	Submitted			
CR-00406	North Main, MELBOURNE 3000	New Connection	Submitted			
CR-00404	250 KOROIT STREET, WARRNAMBOOL VIC 3280	New Connection	Submitted			

## Step 9

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

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

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



**Appointment**

Book an appointment

You have selected to book an after hours appointment. Please note that this type of appointment will incur extra charges and is subject to approval by CitiPower and Powercor. If you proceed, CitiPower and Powercor will contact you at a later date to confirm.

Back Confirm



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

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

You will see the Abolishment Request at the top of the list of latest Connection Requests.

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

## You have completed your Abolishment Request.

The screenshot shows the EConnect dashboard for user Jonny Brown. The dashboard includes a sidebar with navigation links: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features three cards: New Connections (Create a new connection request), Alterations (Create a new additions and alterations request), and Abolishments (Create a new abolishment request). Below these cards is a 'Latest Requests' section with a search bar and a table of requests. A green notification box at the bottom left states: 'Your new connection CR-00420 has been successfully submitted'.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00420	F/9/97 OSBORNE STREET, SOUTH YARRA VIC 3141	Abolishment	Submitted			
CR-00414	West End, MELBOURNE 3000	New Connection	Submitted			
CR-00410	250 KOROIT STREET, WARRNAMBOOL VIC 3280	New Connection	Submitted			
CR-00406	North Main, MELBOURNE 3000	New Connection	Submitted			
CR-00404	250 KOROIT STREET, WARRNAMBOOL VIC 3280	New Connection	Submitted			