



## WORK INSTRUCTION

# Submit an Abolishment Request as a Non Electrician User in eConnect.

<Document Id.>

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**Purpose** This work instruction describes the steps for a Non Electrician Users to submit an Abolishment Request.

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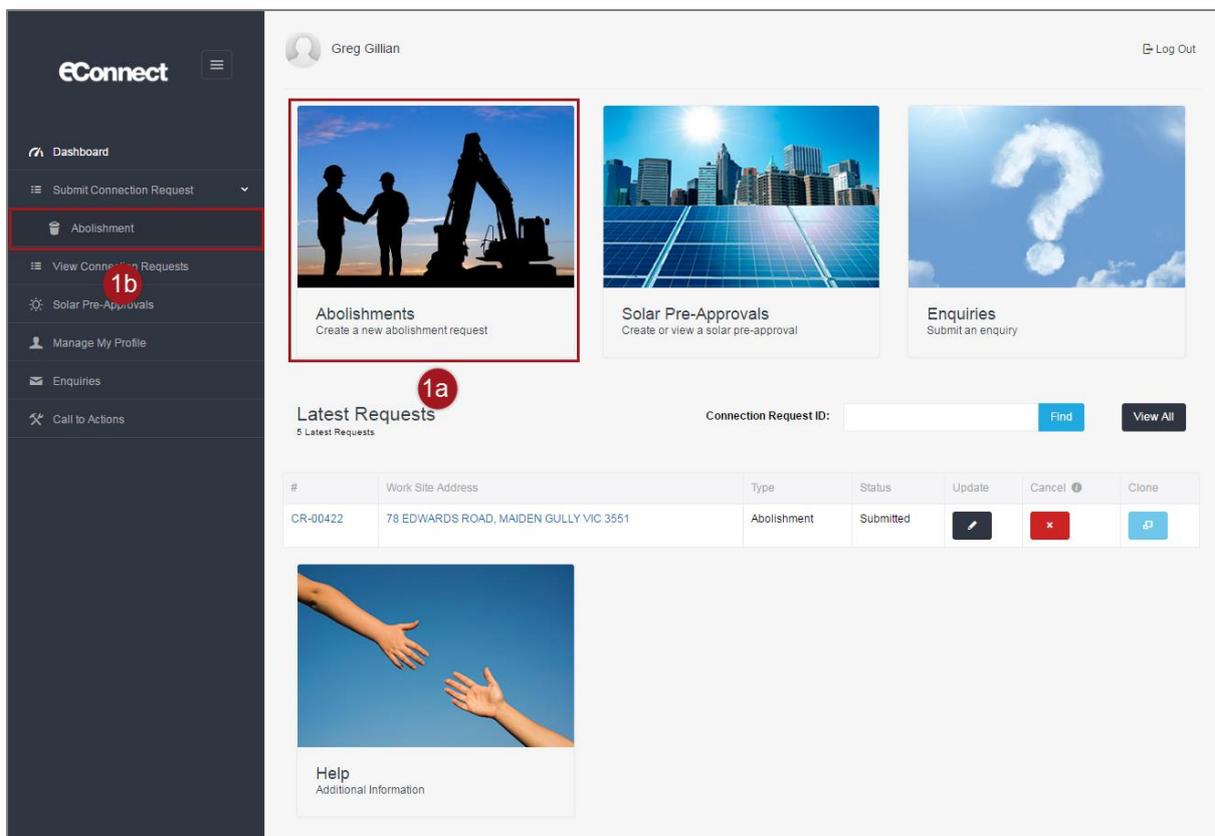
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# Task Detail: Submit an Abolishment Request in eConnect.

## 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".



## 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.

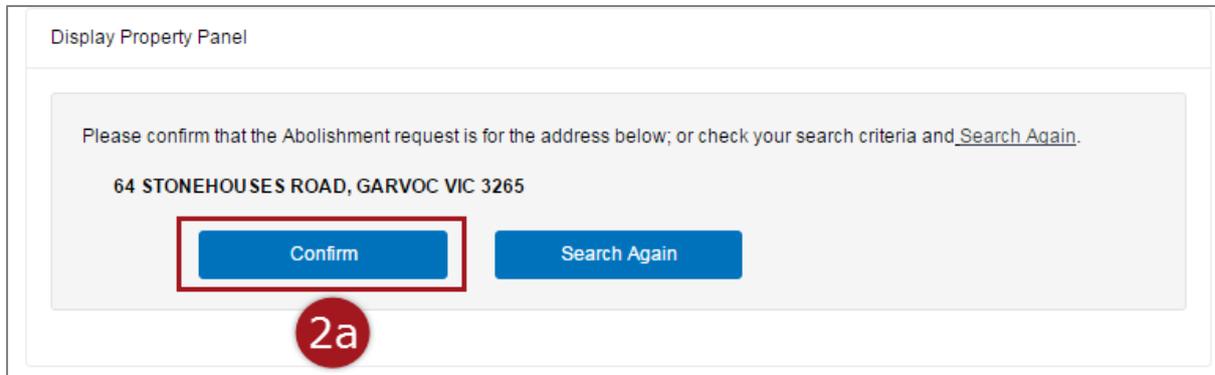
Note: NMI must be 11 characters and can be found on the top of the customer's electricity bill.

The screenshot shows a web form titled "Location Details". At the top, it says "Please nominate the property". There are two input fields: "NMI" and "Meter Number". The "NMI" field contains the text "62035257428" and has a search icon to its right. A red box highlights the "NMI" field and its search icon, with a red circle containing the number "1" next to it. Below the "NMI" field is the text "OR" and the "Meter Number" field. Underneath these is a section titled "Site Access" with three fields: "Access instructions" (a dropdown menu), "Access notes" (a text area), and "Contact person" (a text area).

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.

The screenshot shows a "Display Property Panel" with a red-bordered box containing an error message: "The address you have nominated cannot be found in our system. Please check your search criteria and [Search Again](#)." Below the message is a blue button with the text "Search Again".

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



Display Property Panel

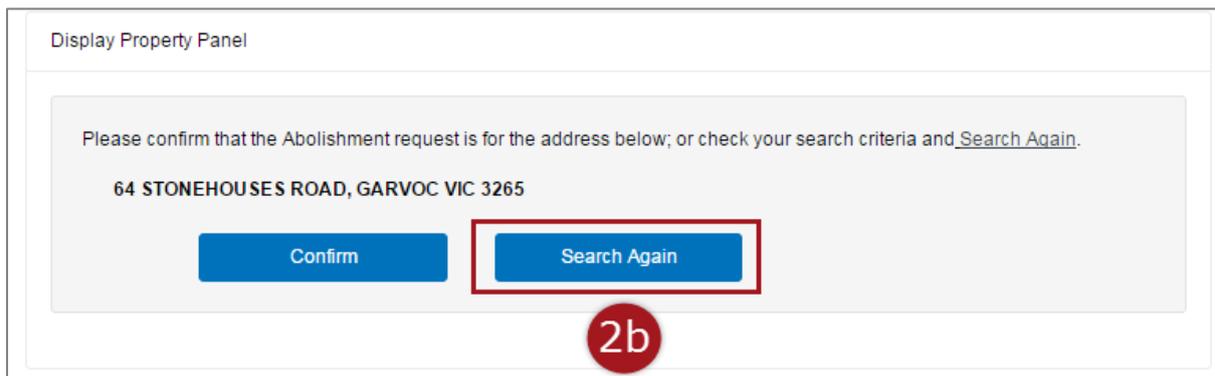
Please confirm that the Abolishment request is for the address below; or check your search criteria and [Search Again](#).

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

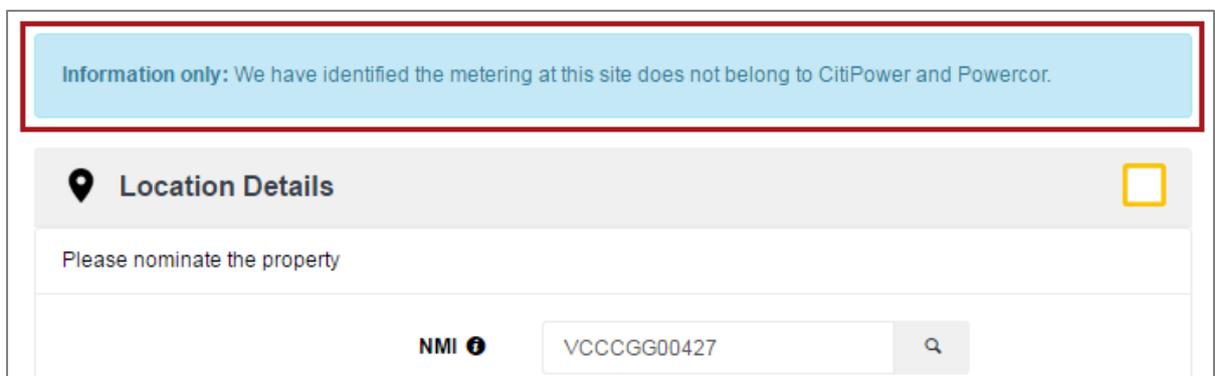
Please confirm that the Abolishment request is for the address below; or check your search criteria and [Search Again](#).

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 shows a web interface for entering location details. At the top, there's a 'Location Details' header with a location pin icon and a green checkmark. Below this is an 'Address' field containing '64 STONEHOUSES ROAD, GARVOC VIC 3265'. A map below the address shows the location of '64 Stone-Houses Rd' with a red pin. Below the map is a 'Search Again' button. The 'Site Access' section contains three fields: 'Access instructions' with a dropdown menu showing 'Contact Person for site access (Name and F)', 'Access notes' with the text 'Call 040012456', and 'Contact person' with the text 'Richard'. Red boxes and numbers 3 and 4 highlight the 'Access instructions' and 'Access notes'/'Contact person' fields respectively.

## 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.

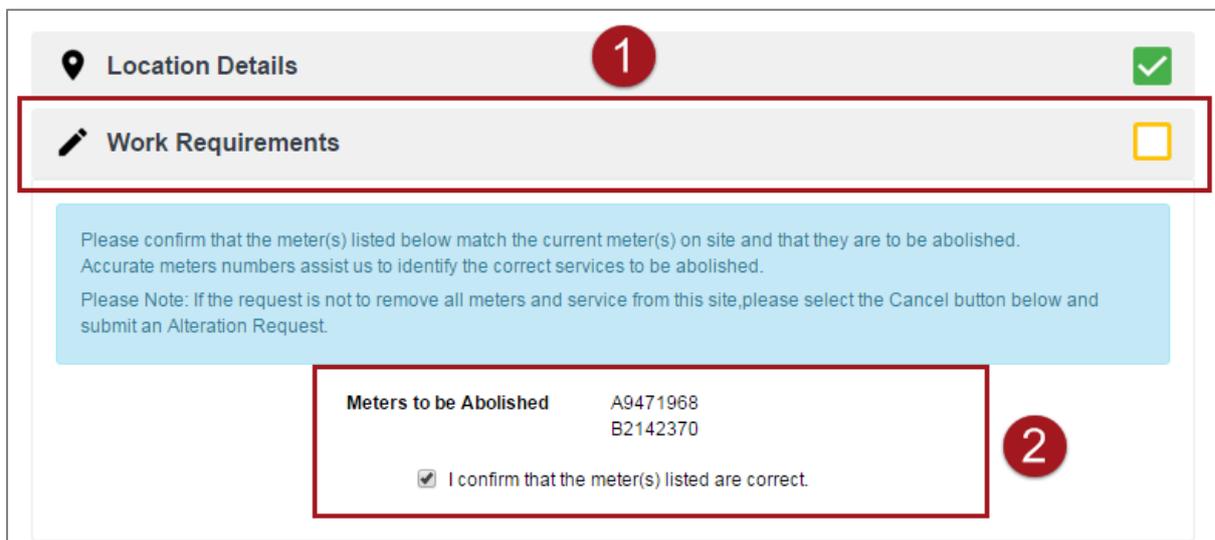
A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

**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

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 form titled "Abolishment Details" with the following fields:

- Type of Supply to be Abolished:** A dropdown menu with "Multiple Services to the Site" selected. This field is highlighted with a red box and labeled with a red circle containing the number 3.
- Multiple Services Description:** A text area containing "There is both an overhead service and an underground service to be abolished". This field is highlighted with a red box and labeled with a red circle containing the number 4.
- Is the Property Vacant?:** Radio buttons for "Yes" (selected) and "No". This field is highlighted with a red box and labeled with a red circle containing the number 5.
- Preferred Abolishment Date:** A date input field with a calendar icon.

A blue note box at the bottom of the form reads: "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."

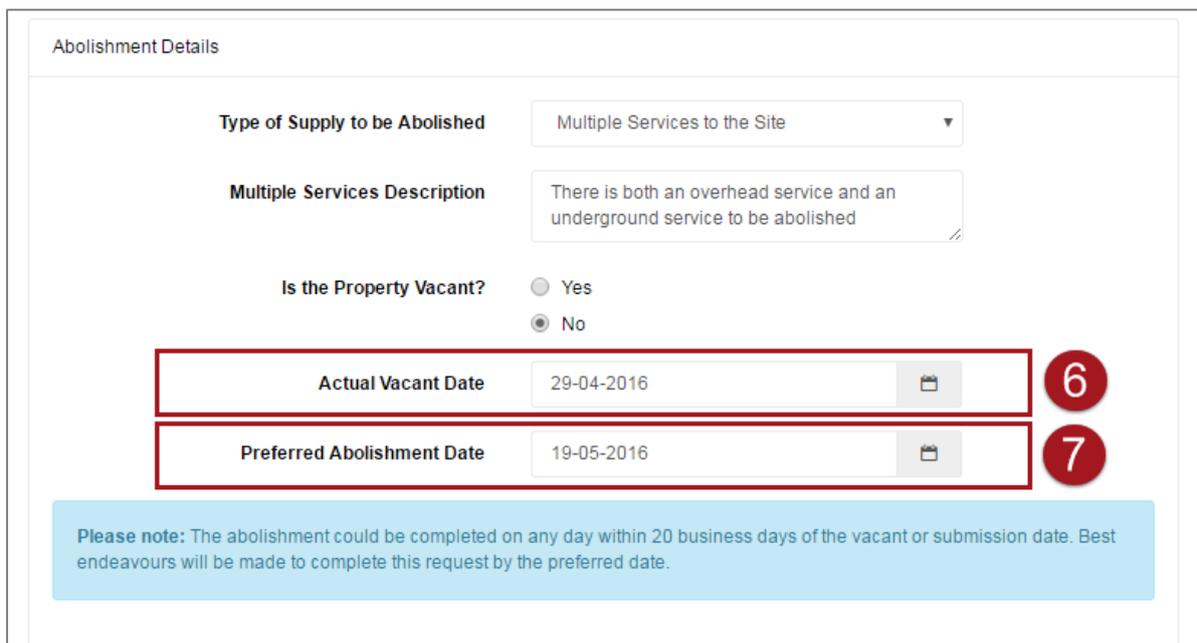
**Step 6** Select the "Actual Vacant Date" using the calendar tool.

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.



Abolishment Details

Type of Supply to be Abolished: Multiple Services to the Site

Multiple Services Description: There is both an overhead service and an underground service to be abolished

Is the Property Vacant?  Yes  No

Actual Vacant Date: 29-04-2016

Preferred Abolishment Date: 19-05-2016

**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.

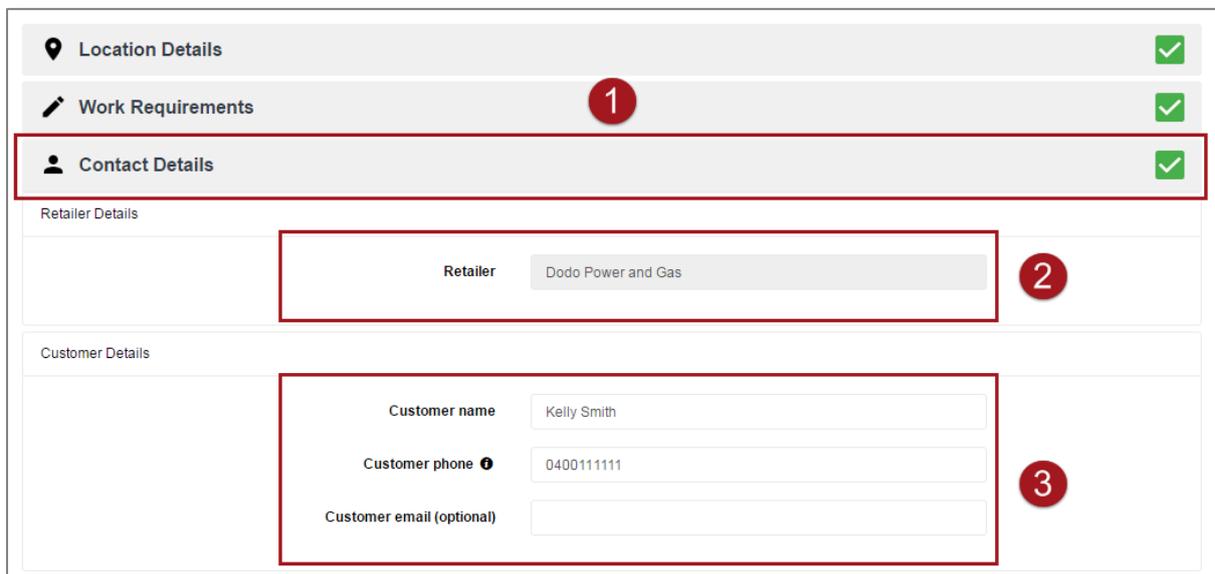
A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

**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 Alteration Request so that they can view and track the status of the request by logging into eConnect.



The screenshot shows a web form with three main sections: Location Details, Work Requirements, and Contact Details. Each section has a grey banner at the top with a green checkmark icon. The Contact Details banner is highlighted with a red box and a red circle containing the number 1. Below the banners, the form is divided into two sections: Retailer Details and Customer Details. In the Retailer Details section, the 'Retailer' field is pre-populated with 'Dodo Power and Gas' and is highlighted with a red box and a red circle containing the number 2. In the Customer Details section, the 'Customer name' field is pre-populated with 'Kelly Smith', the 'Customer phone' field is pre-populated with '0400111111', and the 'Customer email (optional)' field is empty. The entire Customer Details section is highlighted with a red box and a red circle containing the number 3.

### Step 4

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

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

1. Retailer
2. Myself
3. Other

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

### Step 5

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.

The screenshot shows a web form with two main sections: 'Party to be billed' and 'Applicant Details'. In the 'Party to be billed' section, there is a dropdown menu for 'Invoice to' with 'Other' selected, highlighted by a red box and a red circle with the number 4. Below this is a blue note box. Further down, a larger red box highlights a group of fields: 'Name of party to be billed' (Jennifer Lawrence), 'Email' (jlawrence@email.com), 'Phone' (0400 [redacted]), 'Billing Address' (123 Evergreen Terrace), 'Billing Address Line 2 (optional)', 'Suburb / Town' (Melbourne), and 'Postcode' (3000). A red circle with the number 5 is positioned to the right of this group. The 'Applicant Details' section below contains fields for 'Applicant name' (Shane Warne), 'Applicant phone' (0400 [redacted]), and 'Applicant email' (robbo.the.rec@gmail.com).

## 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.

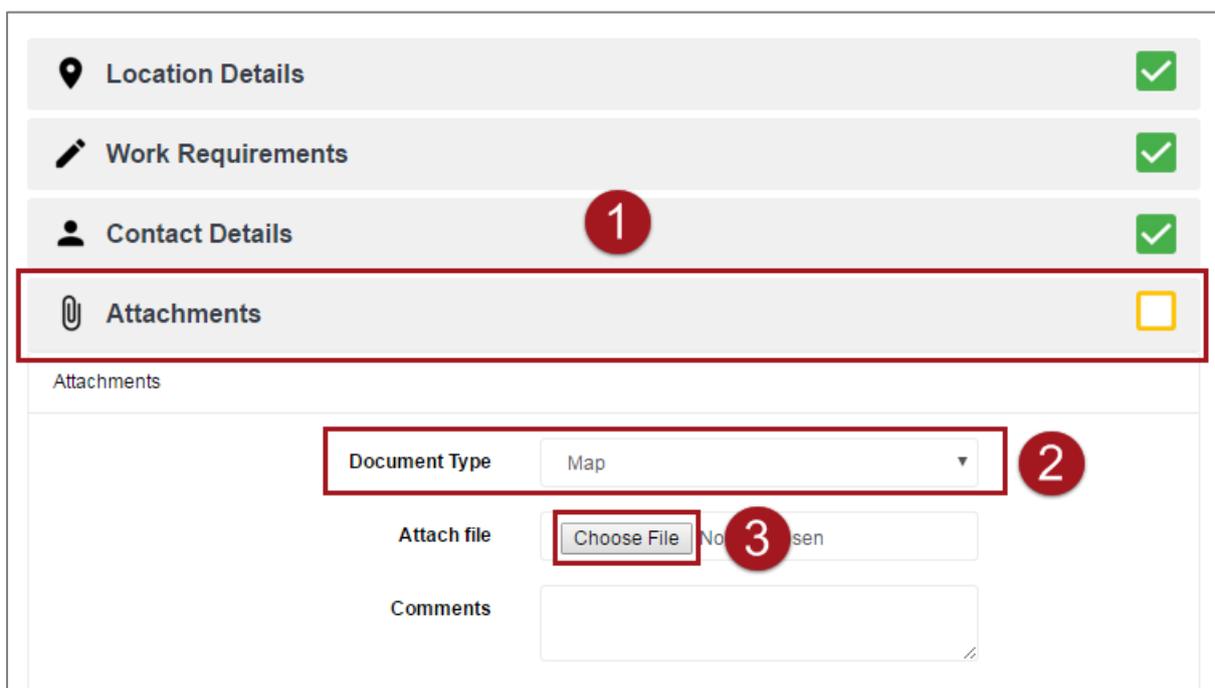
A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

**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.

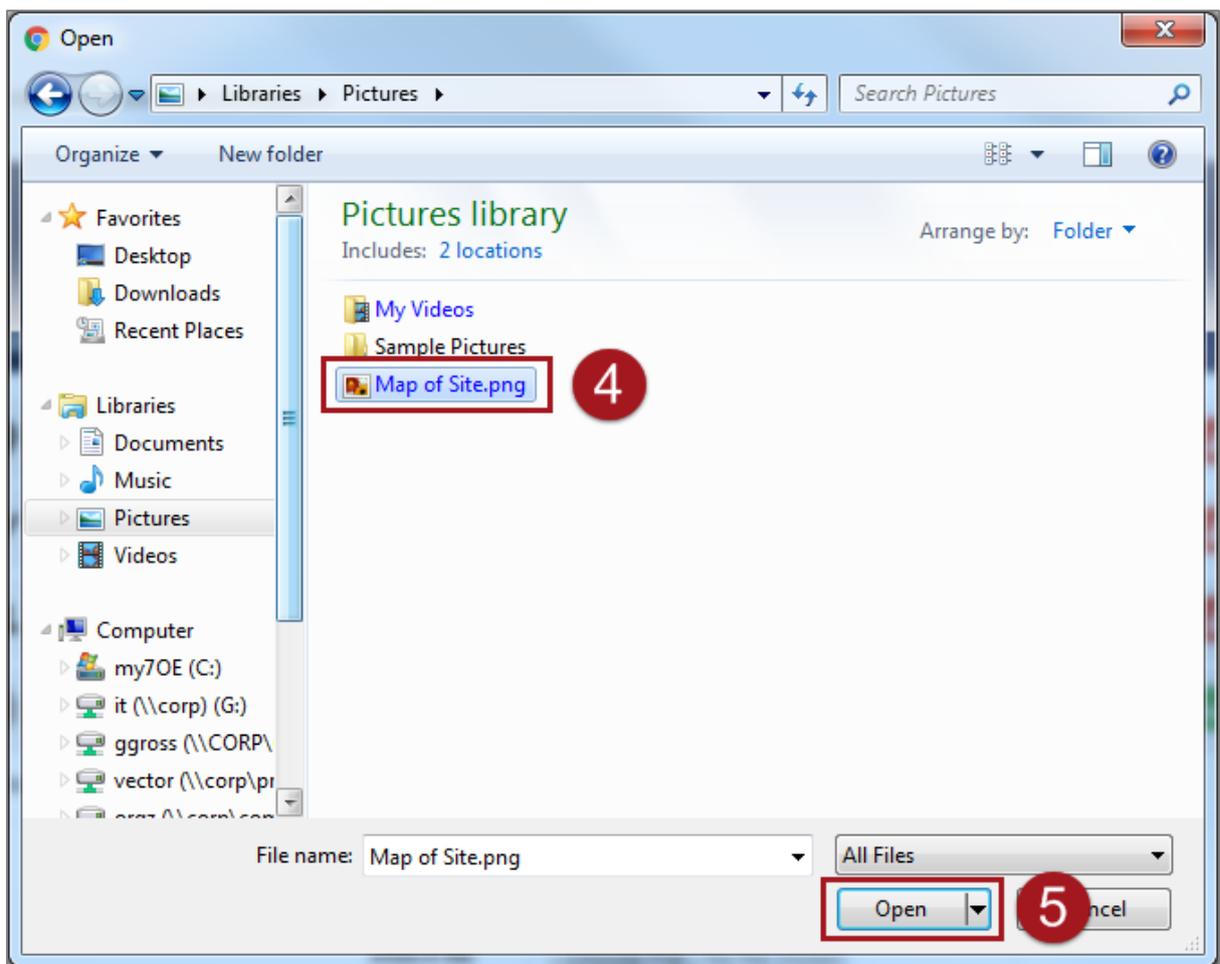


The screenshot shows a form with four sections: Location Details, Work Requirements, Contact Details, and Attachments. Each section has a green checkmark icon. The Attachments section is highlighted with a red box and contains a yellow square icon. Below the Attachments section, there is a 'Document Type' dropdown menu set to 'Map', an 'Attach file' section with a 'Choose File' button, and a 'Comments' text area. Red circles with numbers 1, 2, and 3 highlight the Attachments banner, the Document Type dropdown, and the Choose File button respectively.

**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**".

Attachments

Document Type: Map

Attach file: Choose File Map of Site.png

Comments: This show the site for connection abolishment.

Attach

#	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  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.

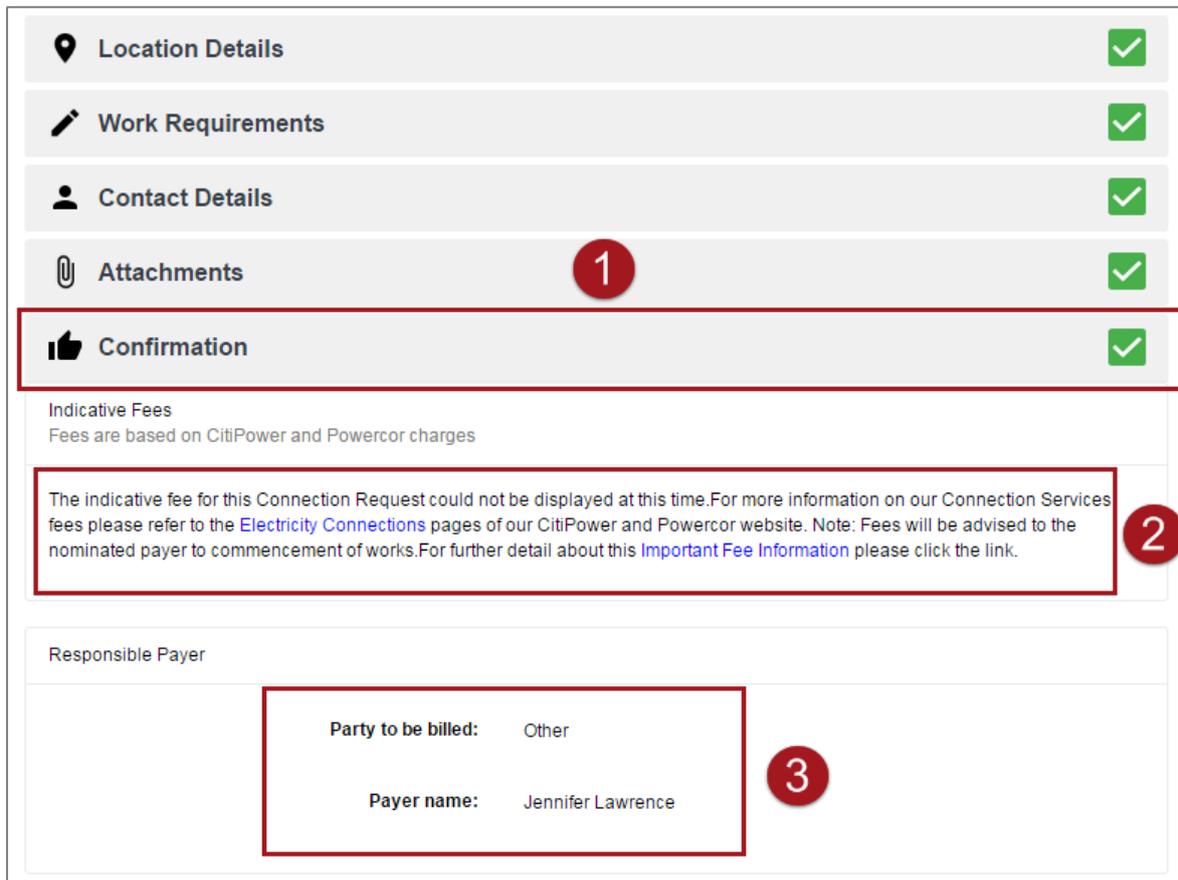
Note: There should be a green tick icon in the "Work Requirements", "Location Details", "Contact Details" and "Attachments" banners.

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 form with a progress bar at the top. The progress bar has five items: "Location Details", "Work Requirements", "Contact Details", "Attachments", and "Confirmation". Each item has a green checkmark icon on the right. The "Attachments" item has a red circle with the number 1 next to it. The "Confirmation" item is highlighted with a red box. Below the progress bar, there is a section titled "Indicative Fees" with the text "Fees are based on CitiPower and Powercor charges". Below this, there is a red box containing the text: "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." A red circle with the number 2 is next to this text. At the bottom, there is a section titled "Responsible Payer" with a red box containing the text: "Party to be billed: Other" and "Payer name: Jennifer Lawrence". A red circle with the number 3 is next to this text.

**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: Other

Payer name: Jennifer Lawrence

**4**

Terms and Conditions

As a Registered Non-Electrician I understand it is my responsibility when utilising the Abolishment Request to ensure that the information provided to **CitiPower and Powercor** is true and accurate.

By submitting an Abolishment Request I acknowledge that I am responsible for the payment of charges outlined in the [CitiPower](#) and [Powercor](#) General Service Charge Pricing Schedule, 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 on my behalf before work is commenced. Payment of these charges is required within 30 days.

**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 Greg Gillian. The dashboard includes a sidebar with navigation options: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features three cards: Abolishments (Create a new abolishment request), Solar Pre-Approvals (Create or view a solar pre-approval), and Enquiries (Submit an enquiry). Below these 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-00422 has been successfully submitted'. The table below shows one request:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00422	78 EDWARDS ROAD, MAIDEN GULLY VIC 3551	Abolishment	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.

The screenshot shows a web interface titled "Appointment". Below the title, there is a section "Book an appointment" with the instruction "Select appointment type". A message states: "We have determined that you require an appointment to complete your request. Please select your appointment type:". There are two radio button options: "Business Hours Appointment (8am until 5pm and subject to availability)" and "After Hours Appointment \*May incur extra charges". A red box highlights the first option, and a red circle with the number "6" is next to it. A "Next" button is visible in the bottom right corner.

**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](#)

8

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 Greg Gillian. The dashboard includes a sidebar with navigation options: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features three cards: Abolishments (Create a new abolishment request), Solar Pre-Approvals (Create or view a solar pre-approval), and Enquiries (Submit an enquiry). Below these 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-00422 has been successfully submitted'. The table below shows one request:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00422	78 EDWARDS ROAD, MAIDEN GULLY VIC 3551	Abolishment	Submitted			

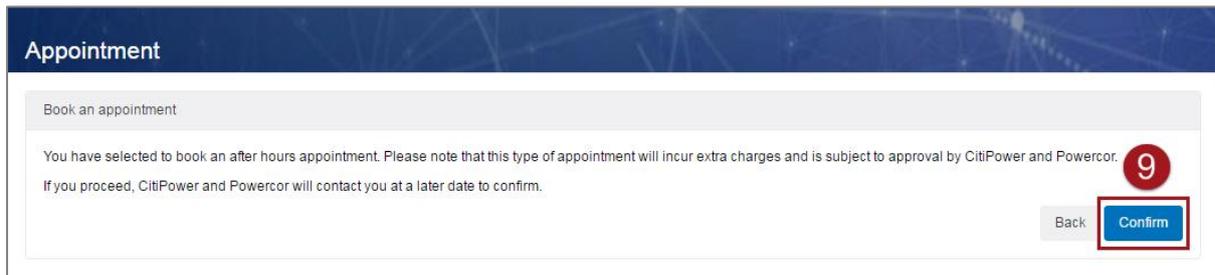
At the bottom right, there is a 'Help' section with the text 'Additional Information' and the CitiPower and Powercor logos.

## 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.



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 Greg Gillian. The dashboard includes a sidebar with navigation options: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area features three cards: Abolishments (Create a new abolishment request), Solar Pre-Approvals (Create or view a solar pre-approval), and Enquiries (Submit an enquiry). Below these 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-00422 has been successfully submitted'. The table below shows a single request with the following data:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00422	78 EDWARDS ROAD, MAIDEN GULLY VIC 3551	Abolishment	Submitted			

At the bottom right, there is a 'Help' section with the text 'Additional Information' and the CitiPower and Powercor logos.