



WORK INSTRUCTION

Submit an Enquiry to CitiPower and Powercor in eConnect as a Guest User.

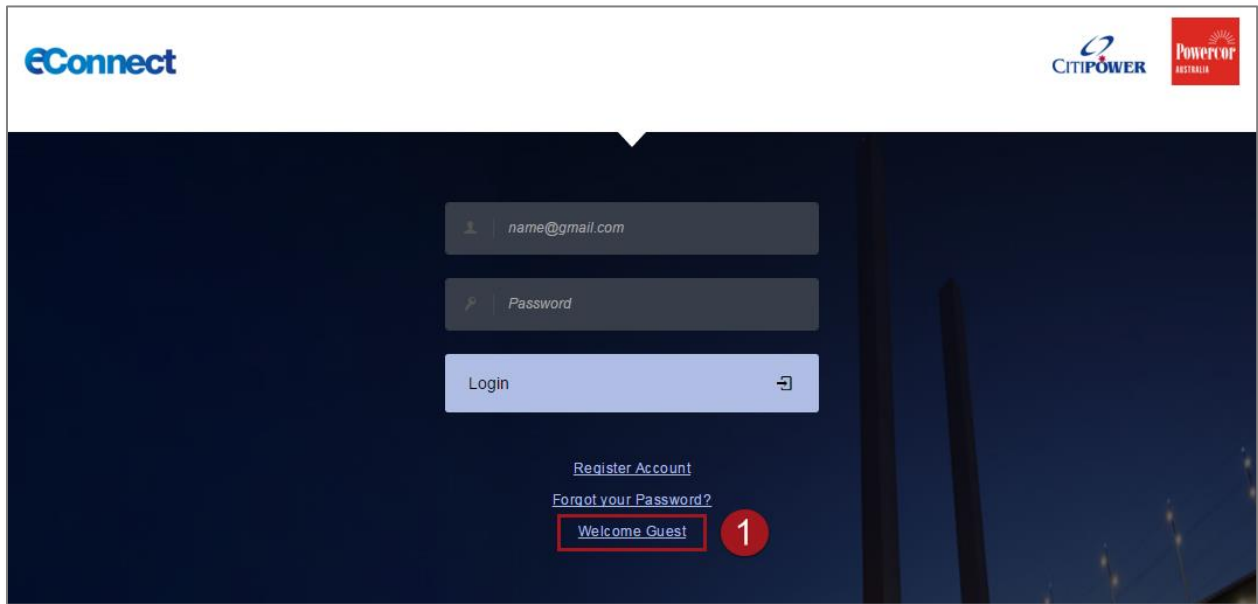
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Purpose

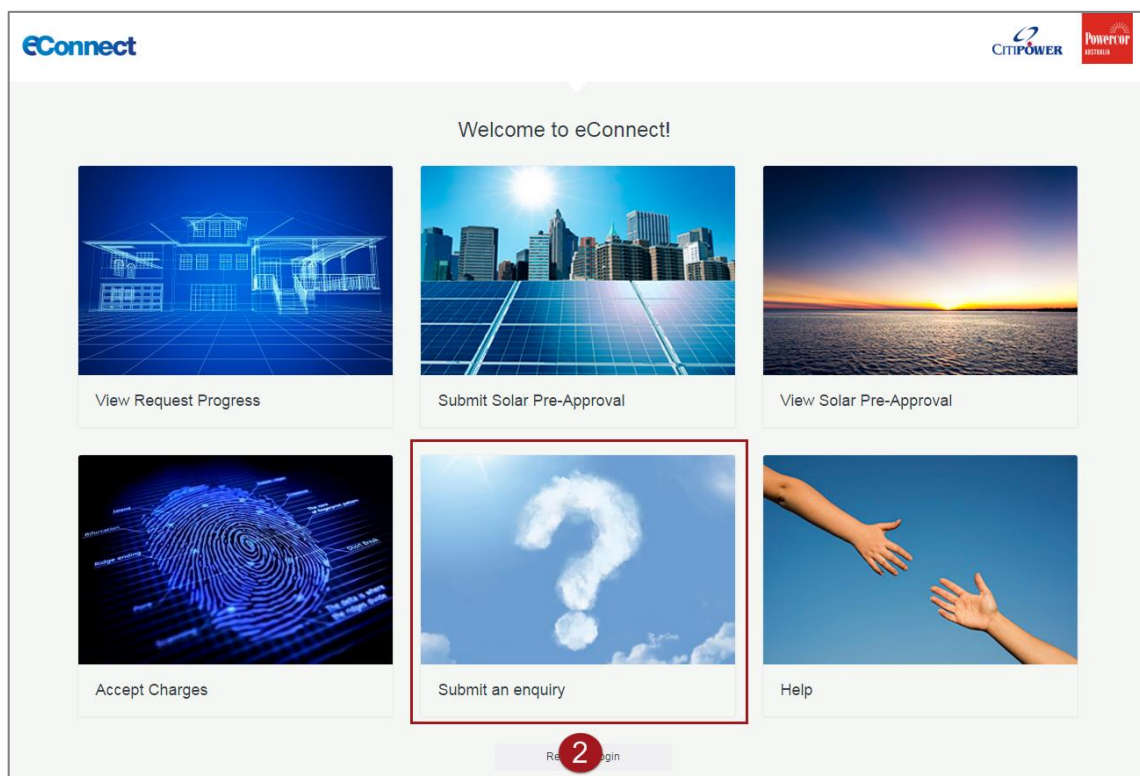
This work instruction describes the steps that are required for a Guest User to submit an enquiry to CitiPower and Powercor via eConnect.

Task Detail: Submit an Enquiry to CitiPower and Powercor in eConnect as a Guest User

Step 1 On the Login Screen, select "Welcome Guest".



Step 2 From the Guest Dashboard select "Submit Enquiry".
Note: You can click on the picture or the text.



Step 3 Enter your contact details.

Step 4 Select the "Enquiry Type" from the drop-down list out of the following options:

- 1. NMI Standing Data Enquiry**
Select this if you wish to request a service address update.
- 2. Process Enquiry**
Select this if your enquiry is about the process for a Connection Request (New Connection, Abolishment, and Alteration) or a Solar Pre-Approval.
- 3. Connection Request Query**
Select this if your enquiry is related to an invoice or a current, completed or cancelled Connection Request.

Step 5 Select the "Enquiry Sub Type" from the drop-down list. The options available will be dependent on your selection in the previous step.

Step 6 Enter the details of your enquiry.

Step 7 To complete your enquiry select "Submit".

Note: We will endeavour to respond to your enquiry via email in a timely manner.

The screenshot shows a web form titled "Enquiry" with a green checkmark icon in the top right corner. The form is divided into sections, with the main section titled "Enquiry Details". The form fields are as follows:

- Name:** Jimmy Smith (Callout 3)
- Email:** jsmith@email.com (Callout 3)
- Enquiry Type:** Connections Request query (Callout 4)
- Enquiry Sub Type:** Invoice enquiry (Callout 5)
- Enquiry:** Hi I have been invoiced but I do want wish to pay it, how do I reject these fees? (Callout 6)

At the bottom right of the form, there are two buttons: "Cancel" and "Submit" (Callout 7). The "Submit" button is highlighted with a red border.

Upon confirmation a confirmation message will appear on the bottom left-hand corner of the screen. Use the enquiry number to follow up your enquiry if necessary.

You will receive an email to your nominated address confirming the submission of your enquiry.

The screenshot displays the eConnect web portal interface. At the top left is the 'eConnect' logo, and at the top right are the 'CITIPower' and 'POWER OF AUSTRALIA' logos. The main heading reads 'Welcome to eConnect!'. Below this, there are six navigation cards arranged in a 2x3 grid:

- View Request Progress**: Card with a blue wireframe house icon.
- Submit Solar Pre-Approval**: Card with a city skyline and solar panels icon.
- View Solar Pre-Approval**: Card with a sunset over water icon.
- Accept Charges**: Card with a fingerprint icon.
- Submit an enquiry**: Card with a question mark in a cloud icon.
- Help**: Card with two hands reaching towards each other icon.

Below the grid is a 'Return to Login' button. At the bottom center, there is a copyright notice: 'Copyright © 2015 CitiPower and Powercor Australia | Terms and Conditions | Privacy Policy'. In the bottom left corner, a green confirmation box contains the text: 'Your Enquiry 154963 has been successfully submitted. We will respond via email.'