



Frequently Asked Questions – A guide for Retailers

What is eConnect?

[eConnect](#) is CitiPower and Powercor's new online Electrical Work Request (EWR) system. It enables Registered Electrical Contractors (RECs), Licensed Electrical Workers (LEWs), Non-Electricians (Solar Providers, Builders, Market participants) and guest users (the general public) to submit their Solar Pre-Approval, New Connection, Alteration and Abolishment requests online, directly to CitiPower and Powercor.

It also enables users to track and monitor the progress of their requests, to update and cancel requests and to book appointments online.

Who can use eConnect?

Registered Electrical Contractors (RECs), Licensed Electrical Workers (LEWs), Non-Electricians (Solar Providers, Builders, Market participants), Retailers, and guest users (the general public) can use eConnect.

What services are available on eConnect?

- Submit and extend Solar Pre-Approval requests
- Submit and track New Connections
- Submit and track Alterations
- Submit and track Abolishments
- Submit Enquiries
- Supporting Retailer raised Meter Investigations and Meter Reconfigurations.

Do I need to register in order to use eConnect?

Registered Electrical Contractors (RECs), Licensed Electrical Workers (LEWs) and Non-Electricians must register in order to use eConnect. A guest user, who has a one-off Solar Pre-Approval or connection request, or is an infrequent user of eConnect, is not required to register an account.

For instructions on how to register an eConnect account, click [here](#).

What is the difference between a REC/LEW and guest user?

A REC and LEW are required to register an eConnect account in order for them to submit, track and update their connections requests.

A guest user is not required to register an eConnect account and will be able to track the progress of a request using a unique Connection Request ID number and password generated by the system. Guest users are also able to submit a Solar Pre-Approval request.

What are the benefits to me if I register as a user?

As a registered user, eConnect will be your one-stop-shop and will enable you to:

- Submit your connections requests directly to CitiPower and Powercor
- Track and update your connections requests
- Clone connection requests for re-use
- Receive notification via SMS and email about the status of your connections requests
- Manage your user account
- Store your details for re-use each time you submit a new connection request
- CitiPower and Powercor will engage directly with the Retailer for the B2B Service Order documentation to be provided to support the connection request
- Customers will be able to access the connection request details and receive status updates as the request progresses.

Can I attach my Certificate of Electrical Safety (CES) in eConnect?

Yes. It is recommended that for all New Connection requests that you attach your CES via the file upload or photo option in eConnect. If it is left onsite and cannot be located, a wasted truck visit may be charged.

Am I able to change how CitiPower and Powercor notify me of the connection request progress?

Yes. When you register your eConnect account, you can select how you wish to be notified. You can change this notification method by logging in to your account and updating your notification preference details.

Am I able to provide CitiPower and Powercor with additional information to support the connection request, e.g. access details, photos/helpful information?

Yes. eConnect enables you to upload photos, as well as provide detailed information in free text fields that may assist with progressing the connection request.

Am I able to control who can submit requests on my behalf?

As a REC, if you have a locked account, you can nominate Licensed Electrical Workers (LEWs) to submit work on your behalf. You can manage these users by logging in to your eConnect account. You will have access to all connection requests submitted and completed by LEWs permitted to work on your behalf.

What happens if CitiPower and Powercor require more information from me or if I am required to pick up Current Transformers (CTs) from the depot?

eConnect will send you a 'Call to Action' which is a task you are required to complete in order for the connection request to progress. You will be notified of this Call to Action via your preferred method

of contact. All Call to Actions will also be displayed on your dashboard when you log in to your eConnect account. Instructions on how to complete a Call to Action can be found here <insert link to work instructions>.

How will using eConnect benefit me as a registered or guest user?

As a guest or registered user, you will be able to submit Solar Pre-Approval requests and have the ability to view and print your request.