

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	Section 1: View Connection Request Detail
	Section 2: Update a Submitted Connection Request
	Section 3: Update a Draft Connection Request
	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".



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	lec					🕞 Log Out
You have 29 o	outstanding action(s). These must be completed for requ	ests to progress.				View Actions
New Con Create a new	Interctions regulation request	Alterations Create a new additions and alterations request	Coming Soon	Abolishments Create a new abolist	internet request	Coming Soon
Latest Rec 5 Latest Requests No Record Found	quests	Connection R	equest ID: CR-00123		FI	nd View All
#	Work Site Address	Туре	Status	Update	Cancel	Clone
# CR-00045	Work Site Address	Type New Connection	Status Draft	Update	Cancel	Clone
# CR-00045 CR-00044	Work Site Address	Type New Connection New Connection	Status Draft Submitted	Update	Cancel ×	Clone
# CR-00045 CR-00044 CR-00043	Work Site Address       Lot 5 21 Davis Road, Tarneit 3029       Lot 5 21 Davis Road, Tarneit 3029	Type       New Connection       New Connection       New Connection	Status Draft Submitted Submitted	Update	Cancel X X X X X X X X X X X X X X X X X X X	Cione Cone Cone Cone Cone Cone Cone Cone C
# CR-00045 CR-00044 CR-00043 CR-00040	Work Site Address       Lot 5 21 Davis Road, Tarneit 3029       Lot 5 21 Davis Road, Tarneit 3029       Add1, Add2,	Type       New Connection       New Connection       New Connection       New Connection       New Connection	Status Draft Submitted Submitted Draft	Update	Cancel × × × × × ×	Cione Cone Cone Cone Cone Cone Cone Cone C
# CR-00045 CR-00044 CR-00043 CR-00040 CR-00032	Work Site Address       Lot 5 21 Davis Road, Tarneit 3029       Lot 5 21 Davis Road, Tarneit 3029       Add1, Add2,       Lot 5 21 Davis Road, Tarneit 3029	Type       New Connection       New Connection       New Connection       New Connection       New Connection       New Connection	Status Draft Draft Submitted Draft Draft Submitted Draft Submitted	Update 2 2 2 2 2 2 2 2 2 2 2 2 2	Cancel X X X X X X X X X X X X X X X X X X X	Cione Cone Cone Cone Cone Cone Cone Cone C
# CR-00045 CR-00044 CR-00043 CR-00040 CR-00032	Work Site Address         Image: Constraint of the state of the s	Type       New Connection       New Connection       New Connection       New Connection       New Connection	Status Draft Submitted Submitted Draft Submitted Submitted Uraft Submitted	Update	Cancel  Cancel C	Cone

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 4Select "Expand All" to view all the details of your Connection<br/>Request.

CR-04782		Ex	4 pand All
Summary			^
Request Status		2	
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			~
<b>Q</b> Location Details			~
L Contact Details			~
Or Charges			~
() Appointment			~

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# **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		Collaps	e All
E Summary			~
🖋 Work Requirements			~
<b>Q</b> Location Details			~
<b>1</b> Contact Details			~
() Appointment			^
Appointment			
Please note, this appointment timeslot is confirmed at least a day prior to the app	s indicative only. The ointment and you wi	he truck may arrive on site anytime within two hours after the time selected. Exact arrival time will be will be notified via email and/or SMS.	
After Hours Preferred	● Yes ● No		
Appointment Date	02/09/16	Appointment Time 10:00am Arrival Time	
<b>O</b> Charges		5	~
Attachments			~

# **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
E Summary		~
✓ Work Requirements		~
<b>Q</b> Location Details		~
1 Contact Details		~
() Appointment		~
<b>Q</b> 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 7To view your CES or any other attachments, select the grey<br/>"Attachments" banner at the bottom of the page.

CR-04782		
		Collapse All
Summary		~
/ Work Requirements		~
<b>Q</b> Location Details		~
<b>1</b> Contact Details		~
() Appointment		~
O Charges		~
Attachments	7	^
File Name	Date	Туре
CES.png	18/01/2016	CES

Select the file name you wish to view.

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 <u>Section 4</u> .
Step 10	Select "Make Enquiry" to make an enquiry about the Connection Request, for instructions proceed to <u>Section 5.</u>

R-04782						8
			Ex	pand All	0	Appointment
E Summary				9	1	Update
Request Status				10	•	Enquiry
					÷	Print
						Email
Submitted	In Progress	Scheduled	Completed		ø	Clone
	Request Progress	In-Prograss			×	Cancel CR
	Request on Hold	Waiting for Submitter action			5	Back
	Réquest Sub-Type NMI Address Submission Date	Temporary isolation of supply (same day); 62035257610 121 THE SISTERS RD, GARVOC VIC 3265 18/02/2016				
Work Requirements				~		
♀ Location Details				~		
Contact Details				~		
♀ Charges				~		
() Appointment				~		

# Step 11Select "Clone" to clone the Connection Request, for instructions<br/>proceed to Section 6.

**Step 12** Select "Cancel Request" to cancel the Connection Request, for instructions proceed to <u>Section 7</u>.

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.

R-04782						
			Ex	pand All	0	Appointment
E Summary				^	1	Update
equest Status					•	Enquiry
					÷	Print
						Email
Submitted	In Progress	Scheduled	Completed	1	ø	Clone
	Poquest Drogross	In Prograss		12	×	Cancel CR
	Request on Hold	Waiting for Submitter action		13	5	Back
	Request Sub-Type NMI Address Submission Date	Temporary isolation of supply (same day); 62035257610 121 THE SISTERS RD, GARVOC VIC 3265 18/02/2016				
Work Requirements				~		
Location Details				~		
Contact Details				~		
Q Charges				~		
C 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".

-	Electrician					🕒 Log Out
You have 1 (	outstanding action(s). These must be completed for requ	ests to progress.				View Actions
New Co Create a ne	Inections w connection request	Alterations Create a new additions and alterations request	Coming Soon	bilishments ate a new abolishment	trequest	Coming Soon
Latest Re <sup>5 Latest Requests</sup>	equests	Connection Reque	st ID: CR-12345		Find	View All
Latest Requests	equests Work Site Address	Connection Reque	st ID: CR-12345 Status	Update	Find	View All Clone
Latest Requests <sup>6</sup> Latest Requests # CR-00643	Work Site Address 4/7 Hampton Street, COLLINGWOOD 3066	Connection Reque	st ID: CR-12345 Status Submitted	Update	Find Cancel	Clone
Latest Requests 5 Latest Requests # CR-00643 CR-00642	Work Site Address 4/7 Hampton Street, COLLINGWOOD 3066	Connection Reque	st ID: CR-12345 Status Submitted Draft	Update	Cancel X X	Clone Clone
Latest Request 5 Latest Request # CR-00643 CR-00642 CR-00617	equests Work Site Address 4/7 Hampton Street, COLLINGWOOD 3066 21 Evergreen Terrace, MELBOURNE 3000	Type           New Connection           New Connection           New Connection           New Connection	st ID: CR-12345 Status Submitted Draft In-Progress	Update	Find Cancel X X	Clone Clone Clone
Latest Request 5 Latest Request # CR-00643 CR-00642 CR-00617 CR-00020	Work Site Address       4/7 Hampton Street, COLLINGWOOD 3066       21 Evergreen Terrace, MELBOURNE 3000       90 Michael Ave, MELBOURNE 3000	Connection Reque       Type       New Connection       New Connection       New Connection       New Connection       New Connection	st ID: CR-12345 Status Submitted Draft In-Progress Submitted	Update	Find Cancel Cancel Cancel Cancel Cancel Cancel Cancel Cancel	View All Clone Clo

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Robbo Re	ec					🕒 Log Out
You have 29 ou	utstanding action(s). These must be completed for re	quests to progress.				View Actions
New Cont Create a new	hections connecton request	Alterations Treate a new additions and alterations request	Coming Soon	Abolishments Create a new abolist	ment request	Coming Soon
Latest Req	juests	Connection Re	equest ID: CR-00123		Fit	Niew All
No Record Found						
No Record Found	Work Site Address	Туре	Status	Update	Cancel	Clone
No Record Found # CR-00045	Work Site Address	Type New Connection	Status Draft	Update	Cancel	Clone
No Record Found # CR-00045 CR-00044	Work Site Address	Type New Connection New Connection	Status Draft Submitted	Update	Cancel	Clone. Clone Clone
No Record Found # CR-00045 CR-00044 CR-00043	Work Site Address           Lot 5 21 Davis Road, Tarnelt 3029           Lot 5 21 Davis Road, Tarnelt 3029	Type Type New Connection New Connection New Connection	Status Draft Submitted Submitted	Update	Cancel × ×	Cione Cione Co Co
No Record Found # CR-00045 CR-00044 CR-00043 CR-00040	Work Site Address       Lot 5 21 Davis Road, Tameit 3029       Lot 5 21 Davis Road, Tameit 3029       Add1, Add2,	Type Type New Connection New Connection New Connection New Connection New Connection New Connection	Status Draft Submitted Submitted Draft	Updale	Cancel × × ×	Cione D D D D D
No Record Found # CR-00045 CR-00044 CR-00043 CR-00040 CR-00032	Work Site Address       U       Lot 5 21 Davis Road, Tameit 3029       Lot 5 21 Davis Road, Tameit 3029       Add1, Add2,       Lot 5 21 Davis Road, Tameit 3029	Type           New Connection	Status Draft Submitted Submitted Draft Submitted Submitted Submitted Submitted	Update	Cancel * * * * * * * *	Clone:
No Record Found      #     CR-00045      CR-00043      CR-00042      CR-00032      CR-00032      Delay	Work Site Address         U         Lot 5 21 Davis Road, Tarnelt 3029         Lot 5 21 Davis Road, Tarnelt 3029         Add1, Add2,         Lot 5 21 Davis Road, Tarnelt 3029         Add1, Add2,         Lot 5 21 Davis Road, Tarnelt 3029	Type New Connection New Connection New Connection New Connection New Connection New Connection The Connection T	Status Draft Submitted Submitted Draft Submitted Submitted Submitted	Update 2 2 2 2 2 2 2 2 2 2 2 2 2	Cancel × × × × × × ×	Clone Cl

#### If your answer to "Is this a solar installation?" is Yes, continue to Step 2 Step 3. If your answer is "No", continue to Step 8.

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

Connection Rec	uest			
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	T	

**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.

Jpdate CR-04782	2 - 42 Greenhill Lane	MELBOURNE 3000		
🖋 Connection Req	juest			
Solar				
	Is this a solar installation?	● Yes ○ No		
	Inverter size	3	kW	3
	Solar Pre-Approval number 🛛	SPA-12312	Search	4
	Solar installer company name	Sonny Solar Co		-
	Inverter make	Santerno		
	Inverter model	120 800∨	•	

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 0	SPA-27594	Search	
The Inverter size specified is greater than that approved for in th	e Solar Pre-Approval		
Solar installer company name	a		
Inverter make			

Solar		
Is this a solar installation?	● Yes ○ No	
Inverter size	10	kW
Solar Pre-Approval number 0	SPA-0001	Search
The Solar Pre-Approval number you have provided is invalid for t	his site. Please provide a valid Solar Pre-Approval number	
The Solar Pre-Approval number you have provided is invalid for t Solar installer company name	this site. Please provide a valid Solar Pre-Approval number	
The Solar Pre-Approval number you have provided is invalid for t Solar installer company name Inverter make	this site. Please provide a valid Solar Pre-Approval number	
The Solar Pre-Approval number you have provided is invalid for t Solar installer company name Inverter make Inverter model	this site. Please provide a valid Solar Pre-Approval number	

#### **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.

🖌 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	
Ē	Inverter make	a		
	Inverter model	ABB ABB Oy Power Conversion Ablerex Electronics Co Ltd	6	
Additional Details		Aero-Sharp Aero-Sharp / Clear Solar		
	Are the mains on public land?	Aero-Sharp / Solco Choice Electric Afore new Energy Technology (Shanghai) Co Ltd Afore New Energy Technology (Shanghai) Co Ltd		
An	y other information (optional)	AFORE NEW ENERGY TECHNOLOGY(SHANGHAI) ( AGL Energy Limited Alpha Energy Storage Solution Co Ltd	Co Ltd	
Retailer Details				
	Search for Retailer 0	AusPower		
Licensed Electrical Inspector (LEI) Deta	ils			
	LEI name (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		
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	•	
Additional Details	HR-INV-X01-010 HR-INV-X01-015 HR-INV-X01-020		
Are the mains on public land?	HR-INV-X01-030 Tes ® 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 9The retailer is fixed, however will have to be changed if your<br/>Connection Request is rejected by your chosen retailer.

Step 10It is optional to enter the "Licensed Electrical Inspector (LEI)<br/>Details".

Any c	Are the mains on public land?	<ul><li>♥ Yes</li><li>♥ No</li></ul>	8
	Search for Retailer <b>0</b>	AusPower	9
tor (LEI) Details	5		
	LEI name (optional)	Jerry Fairweather	
	LEI phone (optional)	0400112233	
	Any o	Any other information (optional)  Search for Retailer  tor (LEI) Details LEI name (optional) LEI phone (optional)	Any other information (optional)  Search for Retailer  LEI name (optional)  Jerry Fairweather  LEI phone (optional)  0400112233

# Step 11The Licensed Electrical Worker (LEW) is fixed, however their<br/>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".

	Electrical License Number	888777	
	LEW name	Lewis Lollard	
	LEW phone	0434316693	
	LEW email	lewis_sparky@gmail.com	
	LEW preferred contact method	<ul> <li>email</li> <li>sms</li> <li>both</li> </ul>	
Registered Electrical Contr	actor (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 / request with the correct/	Access Instructions. If you require to modify t Access Instructions.	he Access Instructions, you must cancel this connection request and submit a new con	nection
	Access instructions	Access is restricted (Appointment Required)	
	Access notes	Beware of dogs	
	Contact person	14	

**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 <u>Step 21.</u>

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

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

pdate CR-04782 - 42 Greenhill Lane	MELBOURNE 3000	
🖋 Connection Request	15	
Attachments		
Certificate of Electrical Safety (CES) Details		
How will you provide the CES	Attachment     Left On-Site	
CES number 🗿	1001	
Upload CES	Choose File No file chosen Attach	
	17	
Other Attachments		
Document Type	Please select	
Attach file	Choose File No file chosen Attach	
Comments		
	li.	

#### **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".

Choose File to Upload		
C V Libraries	Documents      My Folder	<ul> <li>✓ ✓</li> <li>Search My Folder</li> </ul>
Organize 🔻 New fold	er	)III 🕶 🚺 🔞
★ Favorites ■ Desktop	Documents library My Folder	Arrange by: Folder ▼
Downloads	Name CES.png	
Cibraries		
Documents     Music	18	
Pictures		
Videos		
]퇲 Computer		
👊 Network		
	7	
Files	·	- All Eiler (* *)
riie r	larne:	

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

Attachments		
Certificate of Electrical Safety (CES) Details		
How will you provide the CES	Attachment     Left On-Site	
CES number 🜒	1001	
Upload CES	Choose File CES.png	Attach 20

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.

C C	onnection Request					
<i>(</i>	ttachments					
Certificate	of Electrical Safety (CES) Det	ails				
		How will you provide the CES	<ul> <li>Attachment</li> <li>Left On-Site</li> </ul>			
		CES number 0				
		Upload CES	Choose File No file	chosen	Attach	
Other Atta	hments					
		Document Type	Photo		Ŧ	
		Attach file	Choose File Photo	of sitepng	Attach	
		Comments				
					li.	
Attachmer	ts					
#	File Name	Date	Туре	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 <u>Steps 17-20</u> above.

🖋 Connection Request		
Attachments		
Certificate of Electrical Safety (CES) Details		
How will you provide CES nu Up Other Attachments	the CES  Attachment Left On-Site  1001  Attachment Choose File CES.png  Attachment	tach
Docum	ent Type Photo 🔹 2	1
A	tach file Choose File Photo of sitepng At	tach 23
C	mments This shows where the connection will be built.	2

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.

	lacriments					
Certificate	of Electrical Safety (CES) Details	3				
	ł	low will you provide the CES	<ul> <li>Attachment</li> <li>Left On-Site</li> </ul>			
		CES number 🗿				
		Upload CES	Choose File No file chose	en	Attach	
Other Attac	hments					
		Document Type	Please select		¥	
		Attach file	Choose File No file chose	en	Attach	
		Comments				
					10	
Attachmen	IS					
#	File Name	Date	Туре	Size	Delete	
1	CES.png	17/11/2015	CES	7.32 KB	×	
2	Photo of sitepng	17/11/2015	Photo	13.99 KB	×	

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

		Document Type	Photo		Ŧ
		Attach file	Choose File Photo of	sitepng	Attach
		Comments			
					1
Attachmer	nts				
#	File Name	Date	Туре	Size	Delete
1	CES.png	18/01/2016	CES	7.32 KB	
					×
2	Photo of sitepng	05/02/2016	Photo	13.99 KB	×
					24

The following error message icon **M** 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.

y connocaci noquoor			
olar			
Is this a solar installation?	<ul><li>Yes</li><li>No</li></ul>		
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 1aAfter logging in to eConnect, there will be a list of recent<br/>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 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 Re	ec					🕒 Log Ou
	You have 29 of	utstanding action(s). These must be completed for re	equests to progress.				View Actions
East Receives       Control Regist ID       CR 012       Fod         Record Found	New Coni Create a new	nections connecton request	Alterations Create a new additions and alterations request	Coming Soon	Abolishments Create a new abolish	intent request	Coming Scon
#Work Site AddressTypeStatusUpdateCancelRoleCR-00045II<	Latest Rec			equest ID: CR-00123		Fit	View All
CR-30044       Lot 5 21 Davis Road, Tamelt 3029       New Connection       Submitted       Image: Creation of the connection	5 Latest Requests	quests	Connection R				
CR-00044       Lot 5 21 Davis Road, Tarnelt 3029       New Connection       Submitted       Image: Creating the connection of the conneconnection of the conneconnection of the con	S Latest Requests	y Work Site Address	Connection R	Status	Update	Cancel	Clone
CR-00043       Lot 5 21 Davis Road, Tarnelt 3029       New Connection       Submitted       Image: Connection       Drat       Image: Connection       Image: Connection </td <td># CR-00045</td> <td>d Work Site Address</td> <td>Type.</td> <td>Status Draft</td> <td>Update</td> <td>Cancel</td> <td>Clone</td>	# CR-00045	d Work Site Address	Type.	Status Draft	Update	Cancel	Clone
CR-00040     Add1, Add2,       CR-00032     Lot5 21 Davis Road, Tameit 3029       New Connection     Submitted       Image: Comparison of the state of the	# CR-00045 CR-00044	Work Site Address Lot 5 21 Davis Road, Tarneit 3029	Type New Connection New Connection	Status Draft Submitted	Update	Cancel	Cione
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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.

<u>Submit a New Connection Request for a Single Premise Site.</u> <u>Submit an Alternation Connection Request.</u>

#### 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".



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 Re	ec					🕒 Log Out
You have 29 o	utstanding action(s). These must be completed for rec	quests to progress.				View Actions
New Coni Create a new	nections connection request	Alterations Trade a new additions and alterations request	Coming Soon	Abolishments Create a new abolish	ment request	Coming Soon
Latest Rec 5 Latest Requests	quests	Connection F	Request ID: CR-00123		Fir	d View All
No Record Found	1					
No Record Found	I Work Site Address	Туре	Status	Update	Cancel	Clone
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No Record Found # CR-00045 CR-00044 CR-00043	Work Site Address Utors 5 21 Davis Road, Tarneit 3029 Lot 5 21 Davis Road, Tarneit 3029	Type New Connection New Connection New Connection	Status Draft Submitted Submitted	Update () () () () () () () () () ()	Cancel X X X	Cione Cione
No Record Found # CR-00045 CR-00044 CR-00043 CR-00040	Work Sile Address UV Vork Sile Address Lot 5 21 Davis Road, Tarneit 3029 Lot 5 21 Davis Road, Tarneit 3029 Add1, Add2,	Type New Connection New Connection New Connection New Connection New Connection	Status Status Draft Submitted Submitted Draft Draft	Update	Cancel X X X X X	Cione Cone Cone Cone Cone Cone Cone Cone C
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# **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 **<u>Step 3</u>**.

If you do not already have an appointment and would like to schedule one, proceed to <u>Step 6.</u>

Jonny Brown						🕒 Log Out
Dashboard / View Connection Reques	t / CR-07019					
CR-07019						
			Exp	oand All 🛛 🗸	Update	
Summary				20	Appointment	
Request Status				-	Enquiry	
				÷	Print	
				≥	Email	
Submitted	In Progress	Scheduled	Completed	e	Clone	
	Request Progress	In-Progress		×	Cancel CR	
	Request on Hold	Waiting for Retailer action		5	Back	
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				
Tar	Submission Date	19/02/2016				
	•					
🖋 Work Requirements				~		
Location Details				~		
<b>1</b> Contact Details				~		
Or Charges				~		
Attachments				~		-
() Appointment				~		

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

pointment			
ppointment - Exits			
Please note, this appointment the day prior to the appointment an	eslot is indicative only. The truck may arrive on site ar you will be notified via email and/or SMS.	nytime within two hours after the time select	ed.Exact arrival time will be confirmed at least a
8:30 AM March 1, 2016 Arrival Time: TBC			
Business Hours Appt Change your appointment	3		

## **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.

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Create an a ielect time of a	ppointment								
Please note prior to the a	this appointment	ntment tim It and you	eslot is ind will be not	icative only ified via em	/. The true ail and/o	ck may arrive r SMS.	on site any time within two ho	urs after the time select	ed. Exact arrival time will be confirmed at least a day
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		I	March 201	6		35	1:30 PM	2:30 PM	
Su	Mo	Tu	We	Th	Fr	Sa			
				10	11				
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	21	22	23	24	25				
	28	29	30	31	1				
	4	5	6	7	8				
									Back Confirm

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

## **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.

You have successfully created your appointme	ent. Please note, this appointment timeslot is indicative only. The truck arrive on site anytime within two hours after the time	
selected.Exact annvar time will be conlimed a	reast a day pròr to de appondment and you win be notified via emait and/or SwS.	
1:30 PM		
March 10, 2016		
Business Hours Appt		
Change your appointment		5
	Г	_

**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.

Appointment	XX		A.
Book an appointment Select appointment type	hadula	* //	
One Appointments  Two Appointments  May incur extra charges	6		
			Next

# **Step 7** Select the type of appointment you would like, and then select "Next".

If you answered "After Hours Appointment", please proceed to **<u>Step 11</u>**.

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

A CONTRACT
e:
Next

**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 **<u>Step 10</u>**.

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.

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#### 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

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reate an ap	ppointmen	t								
lect time of ap	ppointment									
First appr	pintment is	added sur	ccessfully F	Please add	l second ar	ppointment				
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ease note ior to the a Su	this appoi appointme Mo	ntment time nt and you N Tu	eslot is indi will be noti Warch 2016 We	icative only ified via en 3 Th	y. The truck nail and/or Fr	k may arrive o SMS. » Sa	12:30 PM	ours after the time select 1:30 PM	ed. Exact arrival time will be confirmed at least	t a day
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# **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.

Appointment		
Appointment - Confirmation		
You have successfully created your appointmen selected.Exact arrival time will be confirmed at I	t. Please note this appointment timeslot is indicative only. The truck arrive teast a day prior to the appointment and you will be notified via email and/or	on site anytime within two hours after the time r SMS.
12:30 PM March 10, 2016	2:30 PM March 10, 2016	
Business Hours Appt Change your appointment	Business Hours Appt Change your appointment	10
		Finish

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.

€Connect =	Jonny B	rown						🕒 Log Out
A Dashboard	You have 7 o	utstanding action(s). These must be completed for reque	ests to progress.					View Actions
I≣ Submit Connection Request >								
III View Connection Requests								
X. Salar Dra Approvale			T			•		
-								
Manage My Profile								
Enquiries		重						
X Call to Actions								
	New Cor Create a new	nections v connection request	Alterations Create a new additions and	nd alterations request	Ab Cre	olishments ate a new abolishm	ent request	Coming Soon
	Latest Re 5 Latest Requests	quests		Connection Request ID:			Find	View All
	#	Work Site Address		Туре	Status	Update	Cancel 0	Clone
	CR-06068	64 STONEHOUSES RD, GARVOC VIC 3265		Alteration	Submitted		<b>x</b> :	æ
	CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551		Alteration	In-Progress		× .	P
	CR-05934	89 Fish Drive MELBOURNE 3000		New Connection	Submitted	1	×	Ð
	CR-05849			Alteration	Draft	1	×	ø
	CR-05845	290 BRYAN O'LYNN RD, PURNIM VIC 3278		Alteration	Submitted		×	P
Thank you! You have successfully completed your Book Appointment Call Action for CIR-06545.				6			<u> </u>	

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# **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.

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

Upon confirmation you will receive the following confirmation message.

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



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#### Section 5: Make an Enquiry.

Continue for general enquiry instructions.

Proceed to <u>Step 3</u> 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.



# **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: <a href="mailto:econnectenquiry@powercor.com.au">econnectenquiry@powercor.com.au</a>

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

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	*  ▼	eCo	onnect enquiry - Mes	sage (HTML)			
File Messag	e Insert Options Forma	t Text Review Dev	reloper				۵ (
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Clipboard	Ta Basic Tex	t ra	Names	Include	Tags 🕞	Zoom	
To	econnectenquiry@powercor.com.au						
CC							
Send Subject:	eConnect enquiry						
Hi CitiPower Pov	wercor,						4
Where can I find	d instructions on how to submit	a Solar Pre-Approval?					
Thanks,							
Robbo							
Click on a photo t	to see social network updates and em	ail messages from this pe	rson.				۔ برج
Click on a photo t Connect to social	to see social network updates and em networks to show profile photos and	ail messages from this pe I activity updates of your c	rson.	. Click here to add netwo	rks.		» الاي د
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Click on a photo t Connect to social	to see social network updates and err networks to show profile photos and	hail messages from this per l activity updates of your o	rson.	. Click here to add netwo	rks.		، بر بر بر

# Step 3aAfter logging in to eConnect, there will be a list of recent<br/>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".

Robbo Re	c				🕒 Log Out
You have 29 ou	tstanding action(s). These must be completed for req	uests to progress.			View Actions
New Conn Create a new c	Approximation request	Alterations Create a new additions and alterations request	Coming Soon	Abolishment request	Coming Soon
Latest Req 5 Latest Requests	uests	Connection Req	uest ID: CR-00123		Find View All
#	Work Site Address	Туре	Status	Update Cancel	Clone
CR-00045		New Connection	Draft		
CR-00044	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted		æ
CR-00043	Just 5 21 Davis Road, Tameit 3029	New Connection	Submitted		e l
CR-00040	Add1, Add2,	New Connection	Draft		-
CR-00032	Lot 5 21 Davis Road, Tarneit 3029	New Connection	Submitted		•
Solar Pre- Create or view	Approvals a solar pre-approval	Enquiries Submit an enquiry	-6	Help Additional Information	

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 Re	ec					🕒 Log Out
You have 29 o	utstanding action(s). These must be completed for rec	quests to progress.				View Actions
New Coni Create a new	nections connection request	Alterations Trade a new additions and alterations request	Coming Soon	Abolishments Create a new abolish	ment request	Coming Soon
Latest Rec 5 Latest Requests	quests	Connection F	Request ID: CR-00123		Fir	d View All
No Record Found	1					
No Record Found	I Work Site Address	Туре	Status	Update	Cancel	Clone
No Record Found # CR-00045	Work Site Address	Type New Connection	Status Draft	Update	Cancel	Cione
No Record Found # CR-00045 CR-00044	Work Site Address Lot 5 21 Davis Road, Tarneit 3029	Type New Connection New Connection	Status Draft Submitted	Update	Cancel	Cione 2 2
No Record Found # CR-00045 CR-00044 CR-00043	Work Site Address Utors 5 21 Davis Road, Tarneit 3029 Lot 5 21 Davis Road, Tarneit 3029	Type New Connection New Connection New Connection	Status Draft Submitted Submitted	Update () () () () () () () () () ()	Cancel X X X	Cione Cione
No Record Found # CR-00045 CR-00044 CR-00043 CR-00040	Work Sile Address UV Vork Sile Address Lot 5 21 Davis Road, Tarneit 3029 Lot 5 21 Davis Road, Tarneit 3029 Add1, Add2,	Type New Connection New Connection New Connection New Connection New Connection	Status Status Draft Submitted Submitted Draft Draft	Update	Cancel X X X X X	Clone Clone
No Record Found           #           CR-00045           CR-00044           CR-00043           CR-00040	Work Sile Address UVAR SILe Ad	Type Type New Connection New Connection New Connection New Connection New Connection	Status Status Draft Submitted Submitted Draft Submitted Submitted Submitted Submitted	Update Update	Cancel Cancel Cx	Cione Cione Cone Cone Cone Cone Cone Cone Cone C
No Record Found     #     CR-00045     CR-00043     CR-00040     CR-00032     CR-00032	Image: state of the state o	Type New Connection New Connection New Connection New Connection New Connection	Status Status Status Submitted Submitted Submitted Submitted Submitted Submitted	Help	Cancel Ca	Cione  Cione C

# **Step 4** To make a Connection Request enquiry, select "Enquiry" on the right-hand side of the page.

R-04782					
			Expand All	1	Update
Summary			^	0	Appointment
Request Status			4		Enquiry
				÷	Print
					Email
Submitted	In Progress	Scheduled	Completed	e	Clone
				×	Cancel CR
	Request Progress	Submitted		5	Back
equest 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			~		
S Appointment			~		
<b>O</b> Charges			~		
Attachments			~		

**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: <u>econnectenquiry@powercor.com.au</u> "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 1bAlternatively, type the exact "Connection Request ID" into the<br/>search bar on the right-hand side and select "Find", continue to<br/>Step 2.



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 Re	ec					🕒 Log Ou
	You have 29 of	utstanding action(s). These must be completed for re	equests to progress.				View Actions
East Receives       Control Regist ID       CR 012       Fod         Record Found	New Coni Create a new	nections connecton request	Alterations Create a new additions and alterations request	Coming Soon	Abolishments Create a new abolish	intent request	Coming Scon
#Work Site AddressTypeStatusUpdateCancelRoleCR-00045II<	Latest Rec			equest ID: CR-00123		Fit	View All
CR-30044       Lot 5 21 Davis Road, Tamelt 3029       New Connection       Submitted       Image: Creation of the connection	5 Latest Requests	quests	Connection R				
CR-00044       Lot 5 21 Davis Road, Tarnelt 3029       New Connection       Submitted       Image: Creating the connection of the conneconnection of the conneconnection of the con	S Latest Requests	y Work Site Address	Connection R	Status	Update	Cancel	Clone
CR-00043       Lot 5 21 Davis Road, Tarnelt 3029       New Connection       Submitted       Image: Connection       Drat       Image: Connection       Image: Connection </td <td># CR-00045</td> <td>d Work Site Address</td> <td>Type.</td> <td>Status Draft</td> <td>Update</td> <td>Cancel</td> <td>Clone</td>	# CR-00045	d Work Site Address	Type.	Status Draft	Update	Cancel	Clone
CR-00040     Add1, Add2,       CR-00032     Lot5 21 Davis Road, Tameit 3029       New Connection     Submitted       Image: Comparison of the state of the	# CR-00045 CR-00044	Work Site Address Lot 5 21 Davis Road, Tarneit 3029	Type New Connection New Connection	Status Draft Submitted	Update	Cancel	Cione
CR-0032 Lot 5 21 Davis Road, Tarnell 3029 New Connection Submitted 2 2 2	# CR-00045 CR-00043	y Work: Site Address Work: Site Address Lot 5 21 Davis Road, Tarneit 3029 Lot 5 21 Davis Road, Tarneit 3029	Type Type New Connection New Connection New Connection	Status Draft Submitted Submitted	Update	Cancel * *	Clone D D D
	Intest Requests           No Record Found           #           CR-00045           CR-00044           CR-00043           CR-00040	y Work Site Address Work Site Address UV Vork Site Address Lot 5 21 Davis Road, Tarneit 3029 Lot 5 21 Davis Road, Tarneit 3029 Add1, Add2,	Type New Connection New Connection New Connection New Connection New Connection	Status Draft Submitted Draft Draft	Update	Cancel × × × ×	Cione Cone
Solar Pre-Approvals Englishes Help	CR-00044     CR-00043     CR-00040     CR-00040     CR-00040     CR-00040	guests gu	Type Type New Connection New Connection New Connection New Connection New Connection New Connection	Status Draft Submitted Draft Submitted Draft Submitted	Update 2 2 2 2 2 2 2 2 2 2 2 2 2	Cancel X X X X X X	Cione Cone Cone Cone Cone Cone Cone Cone C

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.



#### **Step 2** To clone the Connection Request, select "Clone" on the righthand side of the page.

R-04782					
			Ex	pand All 🖉	Update
Summary				~ O	Appointment
equest Status					Enquiry
				÷	Print
<u> </u>					Email
Submitted	In Progress	Scheduled	Completed	2	Clone
	Do much December	Outeritted		×	Cancel CR
	Request Progress	Submitted		5	Back
equest 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				~	
C Appointment				~	
Charges				~	
Attachments				~	

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.

	Ch. Dashboard / View Connection Reg	lest / CR 04782				
n Dashboard		101 / CIC-04702				
I Submit Connection Request	CR-04782					
I View Connection Requests				Expand All	1	Update
:앉: Solar Pre-Approvals	E Summary			^	0	Appointment
👤 Manage My Profile	Request Status				•	Enquiry
Enquiries					÷	Print
🛠 Call to Actions					2	Email
	Submitted	In Progress	Scheduled	Completed	e	Clone
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	Request Detail					
		Request Type	New Connection			
		Request Sub-Type	Single Premise			
		Address	42 Greenhill Lane MELBOURNE 3000			
		Target Completion Date	18/01/2010			
	🖋 Work Requirements			*		
	♀ Location Details			*		
	L Contact Details			~		
	() Appointment			~		
	<b>Q</b> Charges			~		
CR-04782 has been successfully cloned to	Attachments			~		
CR-05570 in Draft status. CR-05570 will now appear in the top of your list on your home page and View Connection Requests page.		Copyright © 2015 CitiPow	er and Powercor Australia   Terms and Conditions	Privacy Policy		

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 1aAfter logging in to eConnect, there will be a list of recent<br/>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 <u>Step 3.</u>

Step 1bAlternatively, type the exact "Connection Request ID" into the<br/>search bar on the right-hand side and select "Find", continue to<br/>Step 2.



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 Re	ec					🕒 Log Out
You have 29 ou	utstanding action(s). These must be completed for rec	quests to progress.				View Actions
New Cont Create a new	nections connection request	Alterations Create a new additions and alterations request	Coming Soon	Abolishments Create a new abolist	ment request	Corning Soon
Latest Req <sup>5 Latest Requests</sup>	quests	Connection Re	equest ID: CR-00123		Fit	View All
No Record Found						
No Record Found	Work Site Address	Туре	Status	Update	Cancel	Clone
No Record Found # CR-00045	Work Site Address	Type New Connection	Status Draft	Update	Cancel	Clone
No Record Found # CR-00045 CR-00044	Work Site Address	Type New Connection New Connection	Status Draft Submitted	Update	Cancel	Cione P P
No Record Found # CR-00045 CR-00044 CR-00043	Work: Site Address           Lot 5 21 Davis Road, Tarneit 3029           Lot 5 21 Davis Road, Tarneit 3029	Type Type New Connection New Connection New Connection New Connection	Status Draft Submitted Submitted	Update	Cancel X X X	Clone Clone Clone
No Record Found # CR-00045 CR-00044 CR-00043 CR-00040	Work Site Address Uork Site Address Lot 5 21 Davis Road, Tarreit 3029 Lot 5 21 Davis Road, Tarreit 3029 Add1, Add2,	Type Type New Connection New Connection New Connection New Connection New Connection	Status Draft Submitted Submitted Draft	Update Update	Cancel Cancel X X X X X X X X X X X X X X X X X X X	Cione
No Record Found # CR-00045 CR-00044 CR-00043 CR-00040 CR-00032	Work Site Address       Lot 5 21 Davis Road, Tarneit 3029       Lot 5 21 Davis Road, Tarneit 3029       Add1, Add2,       Lot 5 21 Davis Road, Tarneit 3029	Type Type New Connection	Status Draft Draft Submitted Draft Submitted Draft Submitted Draft Submitted	Update Update Undate Update	Cancel  Cancel  X  X  X  X  X  X  X  X  X  X  X  X  X	Cione Ci
No Record Found      (CR-00045      (CR-00044      (CR-00040      (CR-00040      (CR-00032      (CR-0003      (CR-0003	Work Site Address Lot 5 21 Davis Road, Tarneit 3029 Lot 5 21 Davis Road, Tarneit 3029 Add1, Add2, Lot 5 21 Davis Road, Tarneit 3029	Type New Connection New Connection New Connection New Connection New Connection New Connection Enclusion	Status Draft Submitted Submitted Draft Submitted Submitted Uraft Submitted	Lupdate	Cancel	Cione Ci

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

CR-04782						
				Expand All	1	Update
E Summary				^	0	Appointment
Request Status						Enquiry
					÷	Print
						Email
Submitted In F	Progress	Scheduled	Completed		ø	Clone
		Output		2	×	Cancel CR
Request Pro	ogress	Submitted			5	Back
Request Detail						
Reques	st Type	New Connection				
Request Su	b-Type	Single Premise				
A	ddress	42 Greenhill Lane MELBOURNE 3000				
Submissio	on Date	18/01/2016				
Target Completio	on Date					

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

Jonny Brown	Cancel Request	
shboard / View Connectior	Please confirm you would like to cancel the connection request at the Work Site Address below.	
04782	42 Greenhill Lane MELBOURNE 3000	
	Go Back to Request Continue	Expand All
] Summary		^
uest Status		

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

€Connect =	Robb	o Electrician						E Log Out
71 Dashboard	You have	7 outstanding action(s). These must be comple	ted for requests to progre	255.			Vie	ew Actions
						5.200 E	1. The second	
							A	and the second
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1 Manage My Profile				n V Merinax		MP		1
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	Create a	CONNECTIONS new connection request	Create a new additio	ns and alterations request	Ab Crea	olisnments ite a new abolis	nment request	
	Latest F <sup>5 Latest Reque</sup>	Requests	C	onnection Request ID:			Find	View All
	#	Work Site Address		Туре	Status	Update	Cancel	Clone
	CR-05581	97 OSBORNE ST, SOUTH YARRA VIC 3141		Alteration	Submitted	×.	×	ø
	CR-05580	97 OSBORNE ST, SOUTH YARRA VIC 3141		Alteration	In-Progress	/	×	ø
	CR-05574	290 BRYAN O'LYNN RD, PURNIM VIC 3278		Alteration	Completed		×	ø
	CR-05573	290 BRYAN O'LYNN RD, PURNIM VIC	3278	Alteration	Submitted		×	ø
	CR-05570			New Connection	Draft		×	p
Your cancellation request was success				2				