

Tech Talk

Learn how eConnect can help you connect faster
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Learn how eConnect can help you connect faster

At CitiPower and Powercor we are looking to the future and have invested in a range of digital tools to ensure we meet the needs of our customers.

eConnect, our user-friendly online tool makes it easier, faster and more convenient to submit, track and complete connection requests.

It accepts all online connection requests including solar pre-approval, new connection, alterations and abolishments. The system processes requests faster and provides transparency over the entire connection request process.

By using eConnect RECs can avoid retailer delays and reduce application turnaround times by an estimated 5 days.

From **1 June 2017 all connection requests must be submitted via eConnect** and traditional channels will be discontinued.

What customers say:

“I’ve been using eConnect since it launched late last year and find it really easy to navigate and very straight forward. Having everything sitting in one system makes it easier and once you do a few online submissions the whole thing takes about 30 seconds.”

**Daniel Bruns,
Belmont Electric**

“I would highly recommend using eConnect to any REC. It means not having the hassle of paperwork and everything you need is in one spot. It’s quick and easy and you can track the progress which is great.”

**Scott Martin,
Concept Electrics**

What are the benefits?



Quick and convenient

The simple connection request forms mean you can submit a request in minutes and at the same time schedule a truck appointment.



New features

Connection request cloning, save request as draft and the update tool will make submitting a request easier than ever.



All in one place

It will streamline the entire connection request process onto one user-friendly platform that you can access on any device: PC, smart phone or tablet.



Self-service

View the progress of your connection request in real time.



Live updates

Receive email and SMS updates about the progress of your connection.



View fees

View estimated fees before submitting a connection request.



Support

We are here to support you to make the switch to eConnect with a 24/7 REC hotline.

Powercor REC hotline
1300 360 410

CitiPower REC hotline
1300 132 894

“I did my first new connection through the new eConnect with outstanding success. I lodged it on the 9 March as a new connection and it had to go via the retailer. I was notified yesterday via SMS and email that the new connection had been finished on 16 March. This whole new connection process took 7 days including getting to the retailer, phone contact with the customer, raising a service order with Powercor and truck to attend and install meter. It’s a great service.”

**Alastair Bowers,
Ballarat Electrical
Company**

eConnect FAQs

How do I create an eConnect account?

Creating an eConnect account is simple. When registering as an REC, there are three different registration types to choose from; Sole Proprietor, Partnership or Corporation. Select the Sole Proprietor option if you are an REC who does not have Licensed Electrical Workers (LEWs) submitting EWRs on your behalf. Select the Partnership or Corporation option if you are a REC who has LEWs submitting EWRs on your behalf.

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.

Can I choose how I will be notified about 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.

Can I provide 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.

Can I nominate Licensed Electrical Workers (LEWs) to 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.

Will I be notified if I haven’t uploaded all the information needed to process the request?

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.

Visit www.powercor.com.au/eConnect for a full list of FAQs

Upgrade or extend the network with mySupply

Estimate the project costs of new supply and relocation jobs as well as track the application status in real time with our online self-service tool mySupply.

mySupply is CitiPower and Powercor's online tool that allows customers to get a ballpark estimate for new supply and relocation requests. It also accepts online applications for;

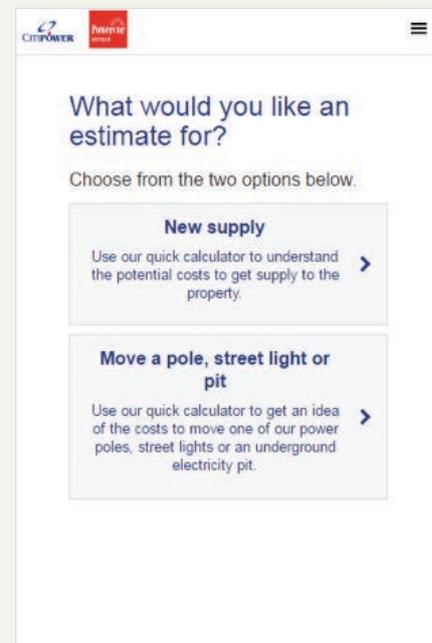
- New or increased supply
- Removing supply
- Connecting power to new estates
- Major and high voltage supply projects
- Council and VicRoads public lighting projects
- Unmetered supply requests
- Solar, co-generation and battery storage requests
- Pole to pit applications

You or your customers can register with the portal to submit applications or enquiries. You can also view and monitor the status of open applications, save applications to complete later and view your application history.

How does mySupply's Quick Calculator work?

It's designed to provide an estimate for a new supply, move existing poles, service pits and streetlights. It will walk you through a series of simple questions that will help identify the type of services you require. Below is an example of a 'move supply' request.

1. Select which type of estimate you require.

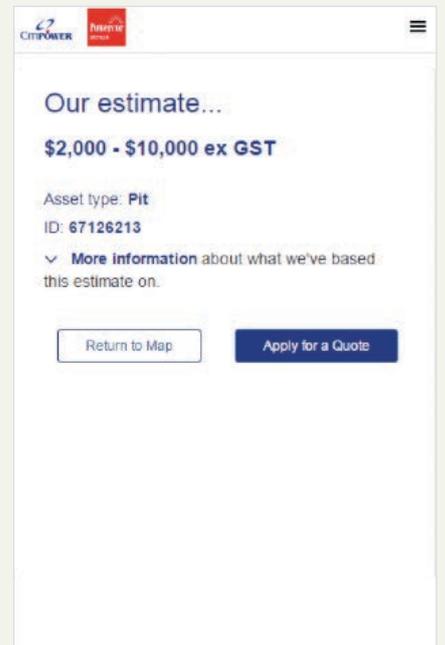
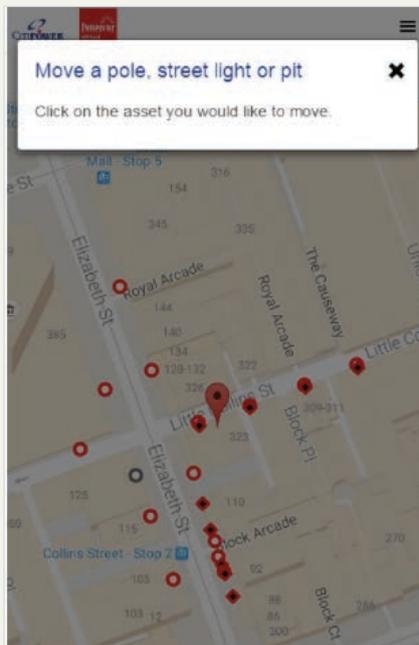
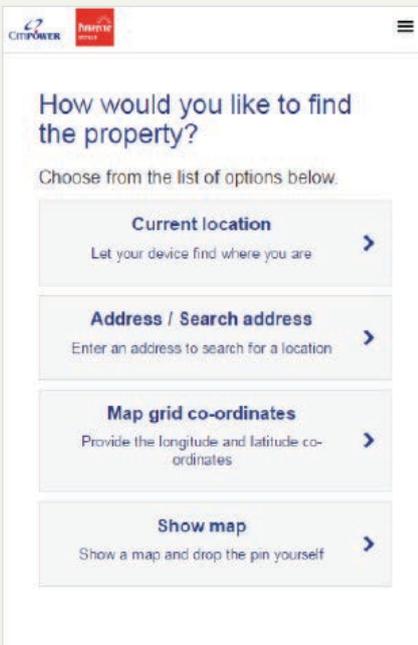




2. The location of the property can be identified in four ways.

3. Click on the asset, i.e. Pole that you would like to move and it will display the asset info. You can use the 'clear pin' or drag and drop the pin option if you wish to move it to another location.

4. Once you've plugged in the responses it will provide you or your customers with an indicative cost estimate.



How customers can save by switching to a demand tariff

On 1 January 2017 CitiPower and Powercor started offering our residential and small business customers the choice of opting into a tariff that better reflects the cost of providing electricity during times of maximum demand.

What is maximum demand?

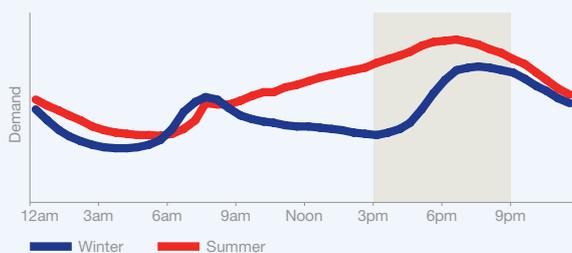
Maximum demand is the highest total demand for electricity at any point in time. Our network is built to meet the needs of greatest demand to ensure reliability and security of electricity supply.

The maximum demand period usually occurs from 3pm–9pm each day for residential customers and 10am–6pm for small businesses. The highest demand typically occurs on the hottest days of the year, when customers use air conditioners and other electrical appliances at the same time.



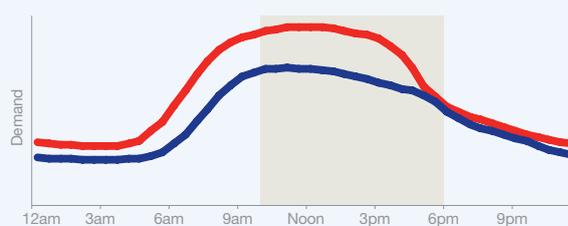
Maximum demand profile for residential customers and small and medium businesses

Residential



Source: CitiPower analysis 2015

Small and medium businesses





Why was the demand tariff introduced?

The demand tariff was introduced to encourage customers to reduce their use of electricity at maximum demand times.

Customers are incentivised to use less energy during times of maximum demand and shift when they use electricity to times outside of this period though different prices.

How is the demand charge measured?

We work out the demand charge by measuring the maximum amount of electricity used in a 30 minute interval between 3pm–9pm for residential

customers and 10am–6pm for small businesses over the span of a month. The maximum demand is recalculated each month.

How can residential and small business customers reduce their maximum demand?

- Encourage your customers who are on this tariff to spread out electricity usage by avoiding the use of multiple appliances simultaneously.
- Choose to use household appliances such as dishwashers, washing machines and clothes dryers outside of the maximum demand period.

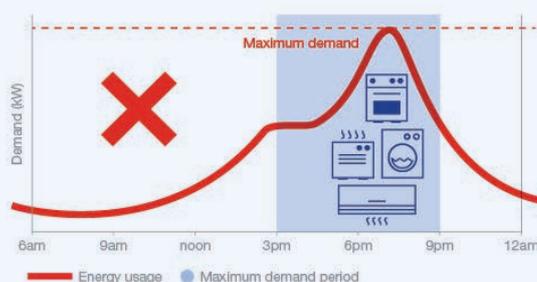
What are the benefits of an opt-in demand tariff?

- Customers who reduce their usage during maximum demand times can save money.
- The tariff is fairer as it more accurately reflects the cost to supply electricity to a customer.
- Reducing peak demand will help to drive electricity costs down in the future.

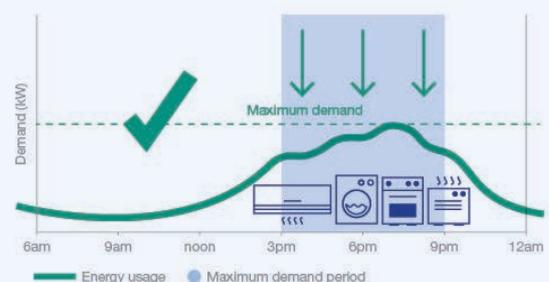
How can customers opt-in?

Customers should contact their electricity retailer to sign up for the demand tariff and start saving on their bill.

Typical energy use during peak period



Spreading energy use during peak periods



Assess customer installation for load and upgrades with myEnergy

Our online myEnergy dashboard gives customers the chance to see how they use electricity over time. This data can be a useful tool for RECs when assessing customer installation for load and upgrades. As an REC you can access myEnergy data on behalf of your clients by acting as an authorised representative.

How does myEnergy work?

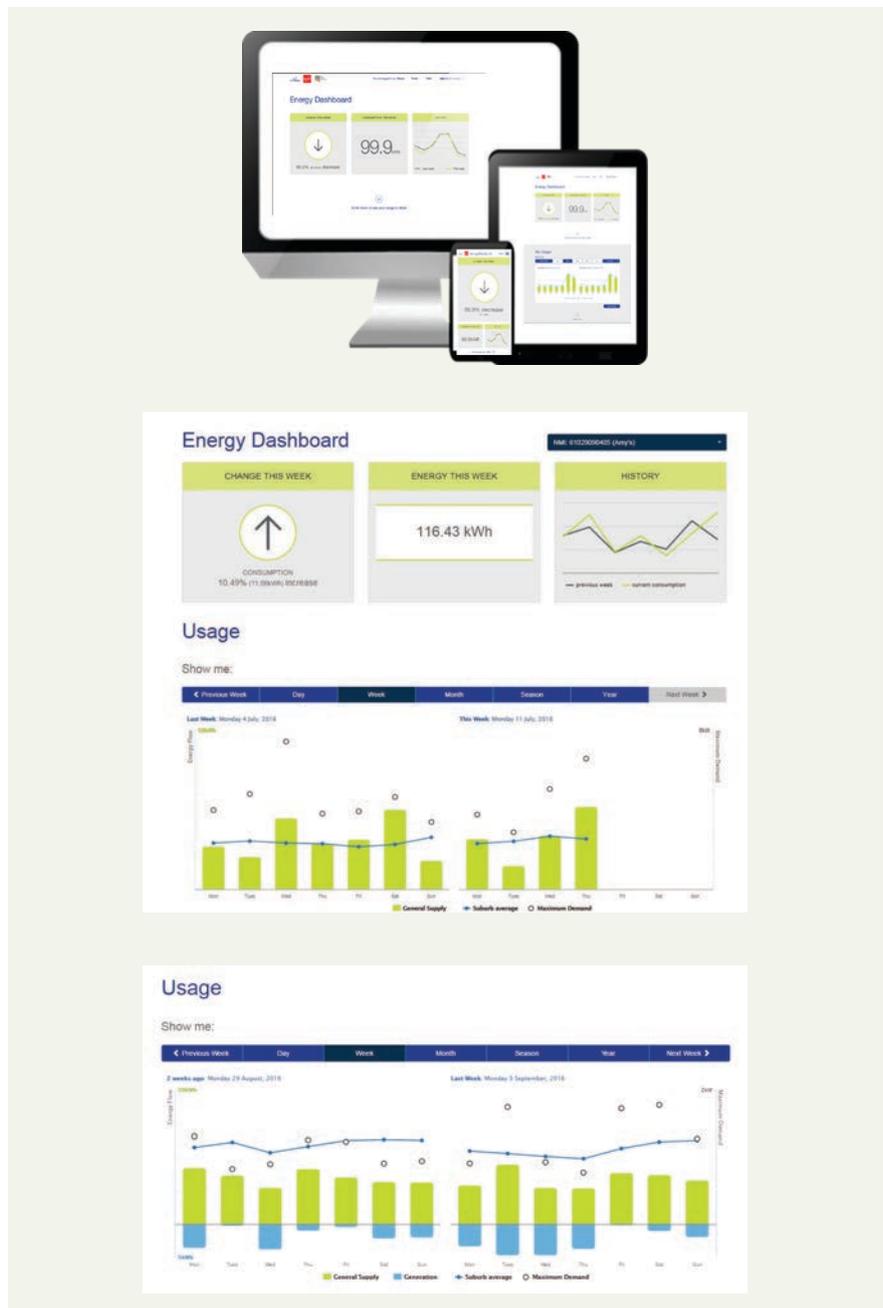
Customers register for myEnergy on the CitiPower and Powercor website using their phone number and NMI.

To register as an authorised representative you will need to complete an authorised representative registration form which can be found on the myEnergy login page.

Registered users can access the dashboard to view their energy usage or the energy usage of a customer including up to 2 years of historical data including solar energy that is exported back to the grid.

The portal also allows customers to download their usage data and quickly compare retailers through Victorian Energy Compare to find the best deal and save on their bill. They can also compare their electricity consumption to the average for their area.

Visit myEnergy:
www.powercor.com.au/myenergy



Avoid fines and delays for multiple occupancy building connections

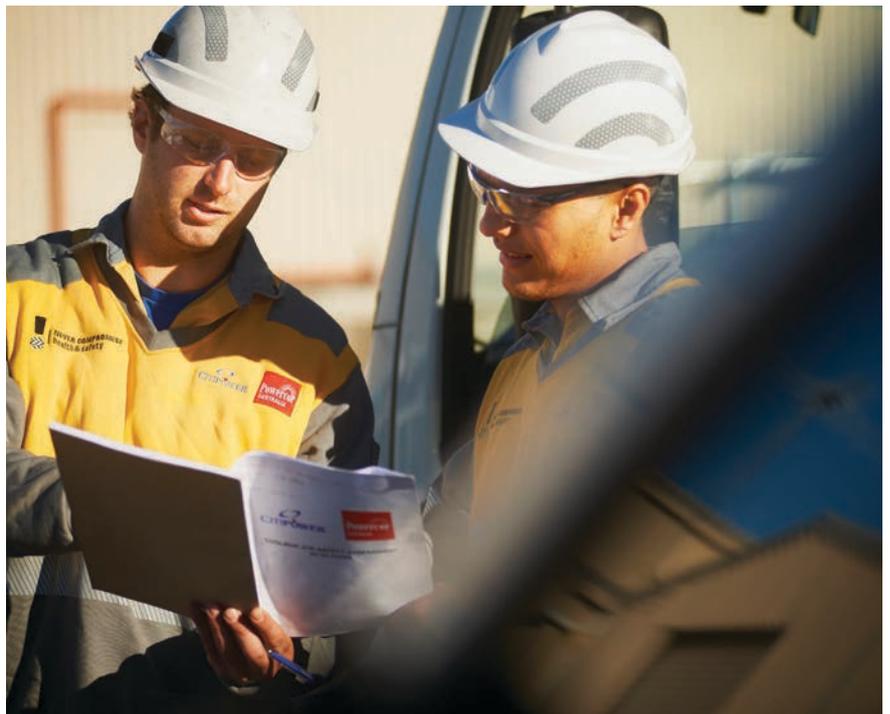
Get your paperwork in early when arranging electricity connection for multiple occupancy buildings and subdivisions to avoid fines and delays.

What needs to be submitted?

A copy of the proposed or final version of the Plan of Subdivision or Multiple Occupancy Building along with the maximum demand of the electrical installation/s.

The following information must be included in the plan.

- The location of the metered and un-metered consumer's mains, sub-mains and metering points in relation to the common property or common area.
- A diagram representing the proposed electricity distribution arrangement to the occupancies or lots contains within the property.
- The meter locations and isolation arrangements as detailed in SIR 8.8.3 Multiple Occupancy Electrical Occupancy Electrical Installations.



Definition: Subdivisions incorporating common property

The electricity to all of the lots shown on a plan of subdivision shall be supplied from a common distribution point connected to a single point of supply where:

- The plan of subdivision incorporates common property
- The lots shown in the plan of subdivision are affected by an owners' corporation

Lots shown on the plan of subdivision incorporating common property that are not affected by any owners' corporation and abut a public road reserve may be provided with a separate point of supply.

Definition: Wiring arrangements

Wiring arrangements for multiple occupancy buildings and subdivisions are required to comply with the Electrical Safety Act and Regulations. The Act and Regulations requirements include but are not restricted to mean:

- Wiring for an individual lot to be contained within that lot, common area or common property.
- Alterations and additions to existing installations to be made in accordance with the current Wiring Rules.
- Labels to be applied in accordance with the Electricity Safety Act and Regulations.

If you need more information please contact a Connection Technical Advisor (details on page 10).

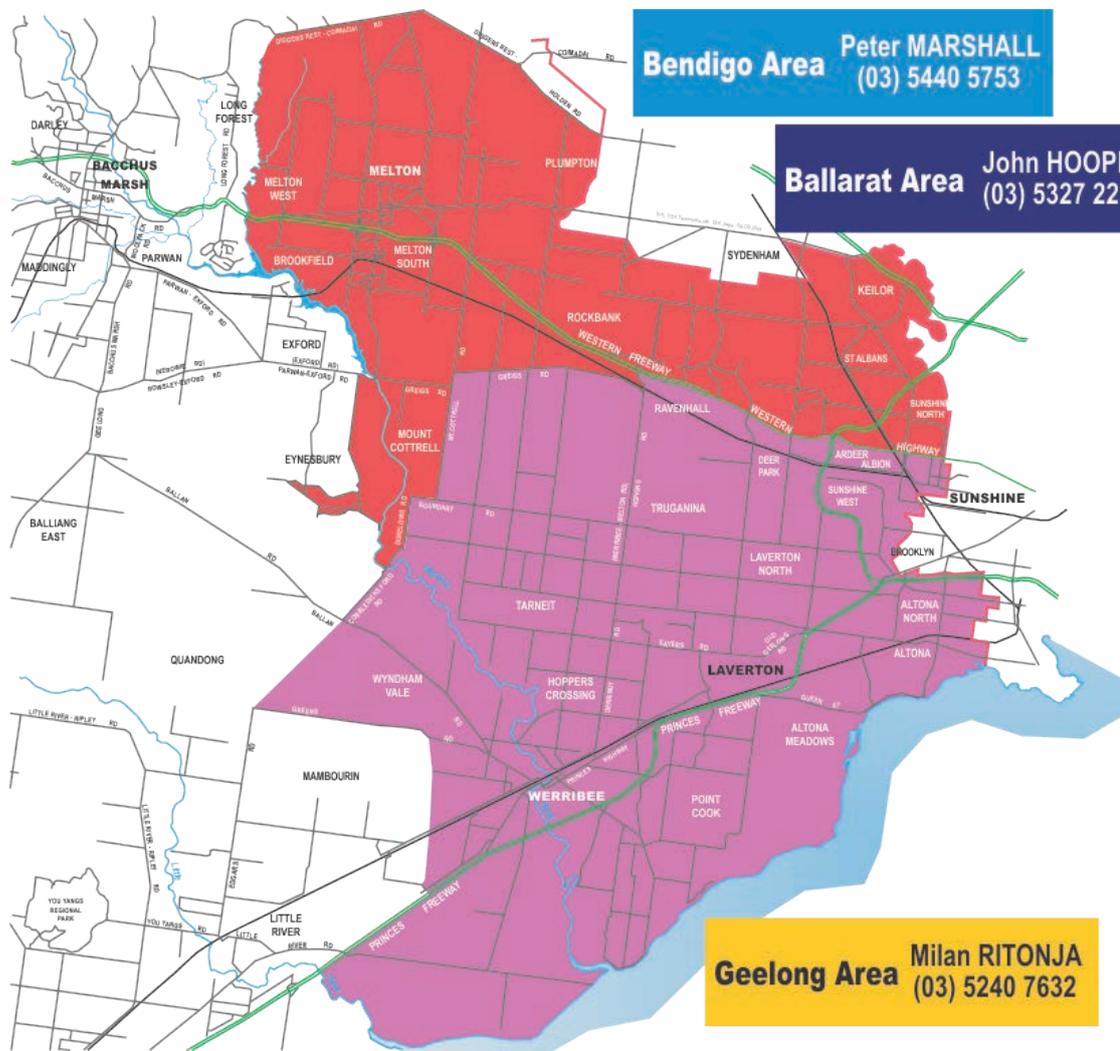
We're here to help – contact a Connection Technical Advisor (CTA)

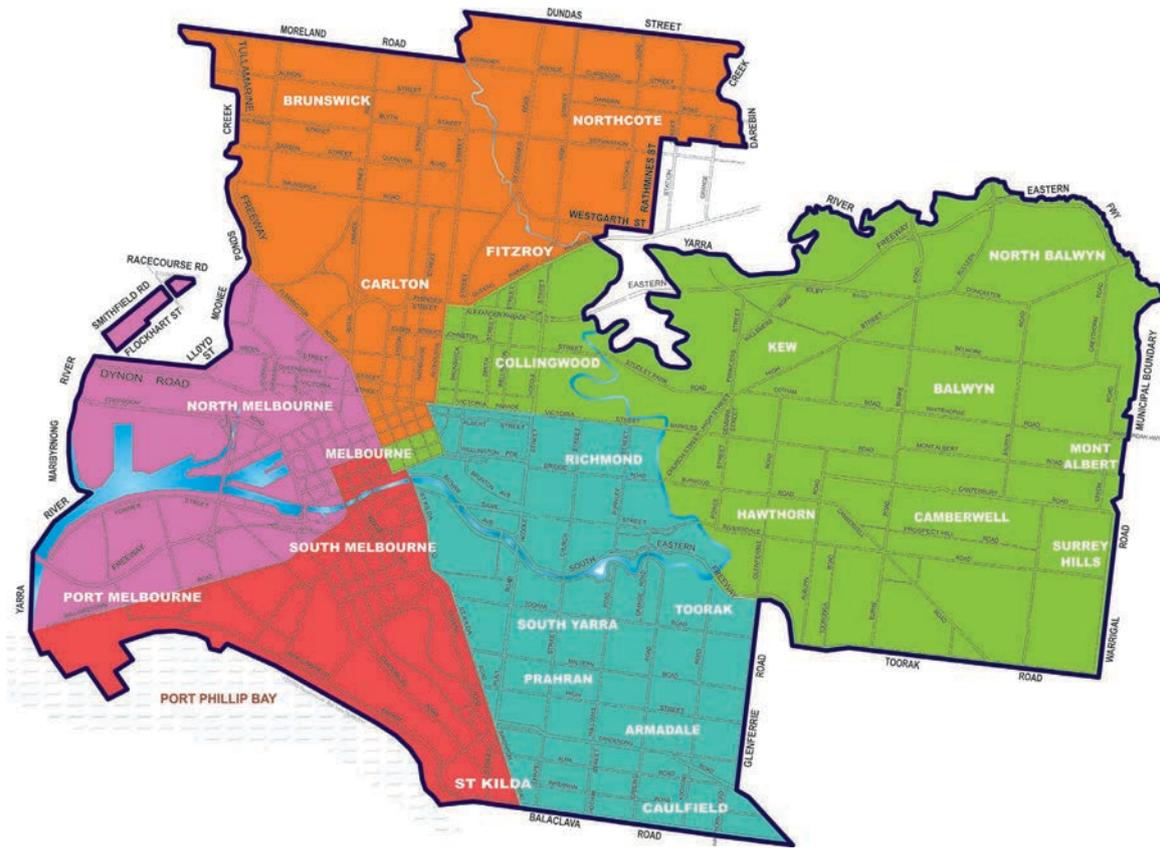
If you need technical advice, such as understanding or complying with Service Installation Rules (SIRs), our Connection Technical Advisors (CTAs) are here to help.

CTAs are available from Monday to Friday 8am – 5pm, and conduct on-site visits if required.

For email enquiries: cta.question@powercor.com.au

(Please write the full address including the suburb of the property in the subject line of the email).





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Frequently Asked Questions

Q: I need to follow up on a connection request, who should I call?

A: You will be able to see the progress of your connection application logged through eConnect by logging on to your account. For connection to the CitiPower network you can also call 9297 6703 and for connection to the Powercor network on 5240 7544 or 5240 7701.

Q: I am running underground mains to a service pit, what is the biggest cable size I can install.

A: For a shared pit the largest cable that can be terminated inside the pit is 35mm² and for a dedicated pit 50mm² is the largest.

Q: I am completing a consumer mains upgrade at an existing house; the meter box is currently located in the carport. Can it remain in its original location?

A: No. SIR clause 8.6.4 "Unsuitable metering locations" stipulates metering can only be located within the carport

if the carport is the only access to main entrance of the premises or after consultation with the distributor where there is no other location available. To avoid delays please contact us before proceeding.

Q: I am installing new metering on a rural property, do I need to install the metering facility at the front of the property.

A: For properties greater than 4000m² the location shall be discussed with the distributor before installing, it shall be located in a position such that access is obtained safely and is unhindered. For access requirements please refer to SIR clause 8.5 "Access" for installing, fixing, reading, testing, maintenance and removal of metering equipment without difficulty and hazard.

Q: What is NMI (National Meter Identifier)? How do I find my NMI?

The National Metering Identifier (NMI) is a unique 10 or 11 digit number used to identify every electricity network connection point in Australia.

Every connection to the national electricity network is given its own NMI. That includes all types of metered and unmetered electricity connections, like homes, businesses, farms, sheds, pumps, street lights and watchman's lights.

NMI can be found on a customer's electricity bill. Customers can also call us or their retailer to ask for their NMI.

Q: What is a Certificate of Electrical Safety (CEOS)?

The Electricity Safety Act 1998 and Electricity Safety (Installations) Regulations 2009 require a Certificate of Electrical Safety (CEOS) to be issued for all electrical installation work. Failure to comply with these requirements is a criminal offence and licenced workers who do so may be subject to disciplinary action. (Source: ESV website).

CitiPower and Powercor will not connect a facility to its electricity network without sighting a valid CEOS.

For more information about the CEOS process please visit www.vic.gov.au