

# Reconnecting after fire or flood

We work 24/7 to deliver you a safe and reliable electricity supply. If your connection to the electricity network doesn't meet safety standards, we may not be able to reconnect your supply until repairs are completed. If you have received a notification and power has not been restored to your property due to a customer side defect, we're here to help you get back on supply as quickly as possible.

## Engage a Registered Electrical Contractor

If your property has been disconnected or affected by fires, you will need a registered electrical contractor:

- Search by location through Energy Safe Victoria at: [esv.vic.gov.au/licensing-coes/public-register-and-searches/](http://esv.vic.gov.au/licensing-coes/public-register-and-searches/)
- The electrician will complete a safety and compliance inspection
- Once any repairs are done they will issue a Certificate of Electrical Safety to us at [info@powercor.com.au](mailto:info@powercor.com.au)
- They'll arrange the reconnection of your power through us by phoning **1300 360 410**.

In some instances we may need to coordinate additional works with your REC to reconnect your supply:

## Connections

In some instances, we may be required to complete a new connection after your REC has completed repairs, such as re-establishing an overhead line to a property or replacing a meter. If you require a new connection or alteration to re-establish supply to your property, please arrange for your electrician to submit an application via our eConnect portal:

- Once the application has been submitted, contact our Customer Connections team either via [connectionservicesenquiries@powercor.com.au](mailto:connectionservicesenquiries@powercor.com.au) or by phoning **1300 360 410** (option 2) and providing the reference number
- We will expedite the validation of your request, and ensure that associated fees are waived
- We will work with our metering and servicing team to ensure that your connection is prioritised

## Installing an underground pit

If you require a new underground electricity pit in order to re-establish supply to your property, please provide details via our mySupply portal:

- Complete the application form and save as a draft, contact the Customer Requests team either via [customerrequests@powercor.com.au](mailto:customerrequests@powercor.com.au) or **1800 771 434** with your reference number and we will bypass the application fee
- We will prioritise the application and send out a contract confirming the works to be undertaken, including the pit location. This will need to be accepted via our portal.
- We will then work with our contractors in the area to complete the civil works as a priority
- Once installed, your REC will then submit a connection request via our eConnect portal

## For more information:

✉ [powercor.com.au](http://powercor.com.au)  
☎ 13 22 06  
✉ [info@powercor.com.au](mailto:info@powercor.com.au)

