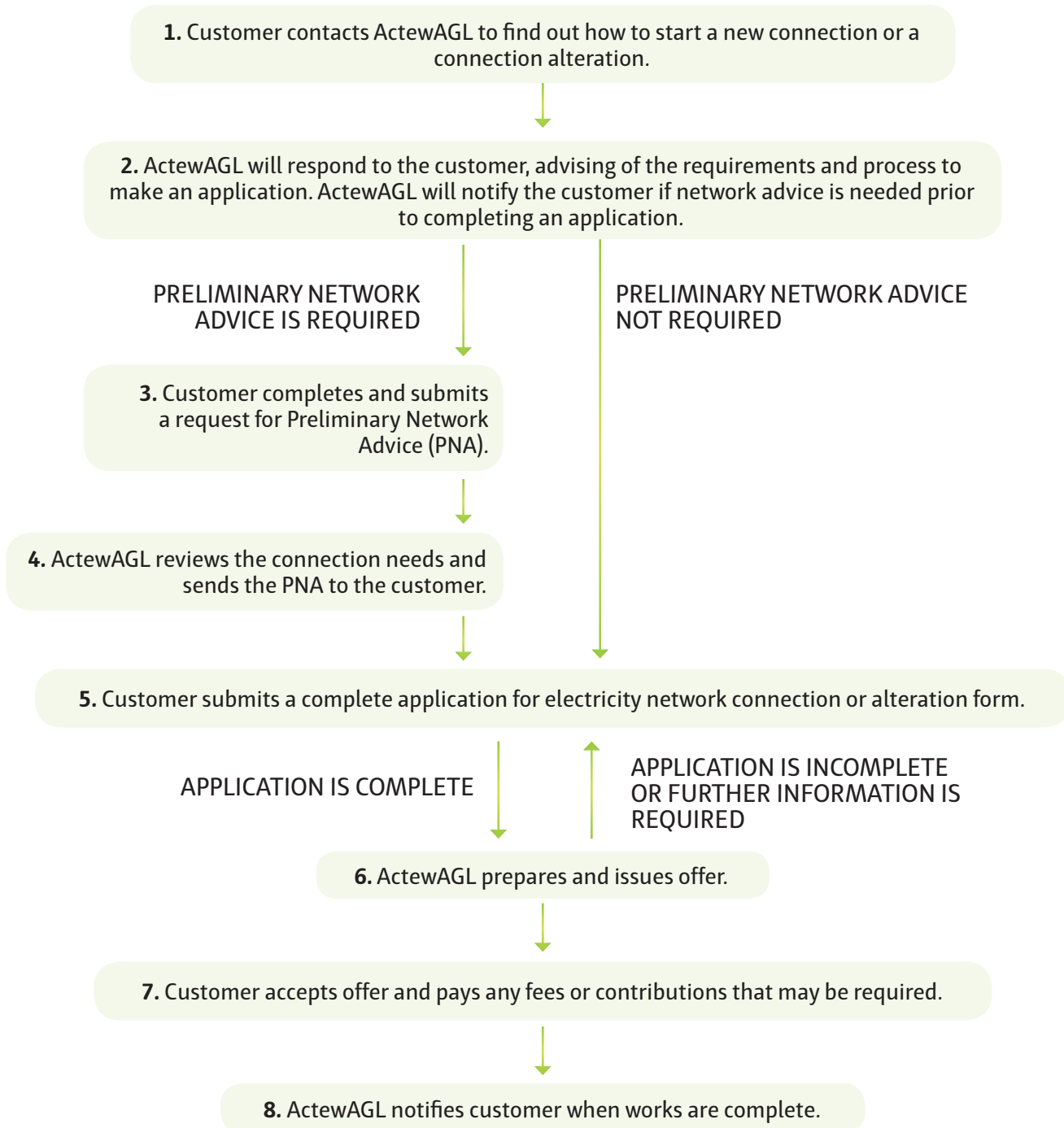


Routine and minor connections process



Step by step guide

This guide sets out the process for customers wanting a new electricity network connection or alteration to ActewAGL's electricity distribution network. For any enquiries please contact our networks connections team on 02 6293 5880.



Step 1: Customer contacts ActewAGL to find out how to start a new connection or connection alteration.

If you are unfamiliar with the process for establishing a new or altered connection, we recommend you contact us for information on the process.

In some cases (where the customer already knows this information), this enquiry may not be required.

Step 2: ActewAGL will respond to the customer, advising of the requirements and process to make an application. ActewAGL will notify the customer if Preliminary Network Advice (PNA) is needed prior to completing an application.

In responding, ActewAGL will send the customer an email with links to the ActewAGL website, including explanatory documents and relevant forms to help the customer make an informed application or request for preliminary network advice.

For many connections customers will need some information on the ActewAGL network in order to make an informed application (for instance, point of connection to the network or whether a new substation is required).

At this stage ActewAGL will need some information on the customer's needs, typically including, the intended use of the property, address, maximum demand calculation and the proposed dates for making the connection (indicative).

ActewAGL will advise whether PNA is required for the connection.

Step 3: Customer submits a request for a PNA form (if required).

Where advised in *Step 2*, you should complete a PNA form with relevant details of the customer's needs.

If preliminary network advice is not required, the customer will skip straight to *Step 5*.

Step 4: ActewAGL reviews the connection needs and sends the preliminary network advice to the customer (if required).

ActewAGL will complete the PNA, and determine the works required to deliver the connection. A summary of this will be sent to the customer.

Step 5: Customer submits a complete application for electricity network connection or alteration form.

The customer will now need to submit a formal connection application form. The application must contain a final statement of all requirements identified by ActewAGL.

If all required details are not complete or if further information is required, ActewAGL will suspend the application and notify the customer that further details are required in order for the application to progress.

Step 6: ActewAGL prepares and issues offer.

Once all requirements are satisfied, ActewAGL will process the application and prepare and issue an offer to complete the connection or alteration.

This offer will normally be made within 65 working days of receipt of the completed application.

Step 7: Customer accepts offer and pays any fees or contributions that may be required.

At this point, the customer may choose to either accept or decline the offer depending on their preference.

If the offer is declined the application will cease here.

Should the customer accept an offer they will need to notify ActewAGL in writing by completing the acceptance form attached to the offer and by paying the connection fees or contributions, as described in the offer.

Step 8: ActewAGL completes work and notifies customer.

Once the offer acceptance and payment of connection fees have been received, ActewAGL will complete the required works according to the timeline proposed in the offer letter.

ActewAGL will notify the customer once the works are complete.