

CONNECTION ASSISTANCE

METERING CONNECTIONS AND OUR OBLIGATIONS FOR RESIDENTIAL CUSTOMERS

There are several situations where a new meter may need to be installed on your property. The timeframes for the installation of these meters depend on a number of factors which include:

- If your Premises is not connected to a distribution system to allow the flow of electricity, for example, if your Premises are a new build (a new connection);
- If you request a meter to be installed at your Premises, for example, where you wish to update to one of our plans that require installation of a new meter, and there is no new connection or connection alteration required (existing connection);
- If you request a meter to be installed at your Premises, for example, where you wish to update to one of our plans that requires installation of a new meter, and a connection alteration is required (connection alteration).

NEW CONNECTION

When your Premises requires a new connection, we will liaise with you to organise the installation of your meter and the associated timeframes. Where we cannot agree on a timeframe, we will generally have 6 Business Days from being informed that your Premises are connected to a distribution system to allow the flow of electricity to install the meter.

There are some circumstances where those timeframes will not apply for a new connection, including where:

- You have not entered into an agreement with us for the meter to be installed
- The proposed site for the meter at your Premises is not accessible or safe or ready for the meter to be installed
- Your Premises are not connected to a distribution system to allow the flow of electricity
- Installing the meter will require an interruption to the supply to another retail customer
- You have entered into an aggregated electricity consumption agreement with us for the relevant Premises and that agreement specifically provides for the timeframes not to apply.

EXISTING CONNECTION

When you have requested us to install a meter at your Premises and there is no new connection or alteration required, we will liaise with you to organise the installation of your meter and the associated timeframes. Where we cannot agree on a timeframe, we will generally have 15 Business Days from receiving your request to install the meter. There are some circumstances where those timeframes will not apply for such an installation, including where:

- You have not entered into an agreement with us for the meter to be installed
- The proposed site for the meter at your Premises is not accessible or safe or ready for the meter to be installed
- Installing the meter will require an interruption to the supply to another retail customer
- You have entered into an aggregated electricity consumption agreement with us for the relevant Premises and that agreement specifically provides for the timeframes not to apply.

CONNECTION ALTERATION

When you have requested us to install a meter at your Premises and an alteration is required to be made to the connection, we will arrange for the meter to be installed by a date agreed between you and the Distributor (where the Distributor is providing the alteration). Where you and the Distributor cannot agree on a timeframe, we will generally have 15 Business Days from receiving your request to install the meter. There are some circumstances where those timeframes will not apply for such an installation, including where:

- You have not entered into an agreement with us for the meter to be installed
- The proposed site for the meter at your Premises is not accessible or safe or ready for the meter to be installed
- Installing the meter will require an interruption to the supply to another retail customer
- You have not met the conditions that you are required to comply with under your connection contract between you and the Distributor
- You have entered into an aggregated electricity consumption agreement with us for the relevant Premises and that agreement specifically provides for the timeframes not to apply
- An augmentation is required prior to the installation, but such augmentation has not yet been completed.