

# Basic customer connections.

## Step by step guide

This guide sets out the process for customers wishing to connect a property to the Evoenergy electricity distribution network. A basic connection is one which is:

- less than 100amps
- connection point of the property is within 22 metres of an overhead power pole
- connection is within 8 metres of an existing underground cable.

If your new connection exceeds these criteria you will need to refer to the routine and minor connections step by step guide on [evoenergy.com.au](http://evoenergy.com.au)

For any enquiries please contact our general enquiries line on **13 23 86**.

### **Step 1: Customer contacts Evoenergy 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: Evoenergy will respond to the customer, advising of the requirements to make an application.**

In responding, we will send you an email with links to our website including explanatory documents and relevant forms to help you make an informed application.

The information typically required will include the intended use of the property, address, maximum demand (indicative), and the proposed dates for making the connection (indicative).

Evoenergy will also advise of the next step for your application, which will depend on its type (green or brown-field).

### **Step 3: Customer submits a request for service marking.**

For brown-field connections, you will be required to submit a request for service marking.

For green-field connections, this step is unnecessary and you can skip to Step 6.

### **Step 4: Evoenergy completes service marking and sends to the customer.**

Evoenergy will complete the service marking, and determine the works required to deliver the connection. A summary of this will be sent to you.

### **Step 5: Customer engages an electrical contractor.**

If you haven't already, you will now need to engage a qualified electrical contractor to complete the connection.

### **Step 6: Customer or electrical contractor submits a *Request for Service* form.**

To complete your application, you or your electrical contractor will need to submit a completed *Request for Service* form. Whilst anyone may submit an application for connection form, it must be signed by a qualified electrical contractor.

Unless you specify otherwise, your application will be expedited (i.e. your application will be taken as an acceptance of our terms, conditions and published rates) and upon submission of a complete application, along with payment of fees, we will proceed with works. Expedited applications skip to Step 9.

Application Forms which are incomplete will be rejected.

Please refer to our application for connection completion instructions which are available on our website.

### **Step 7: Evoenergy prepares and issues offer.**

If you specify a non-expedited application, Evoenergy will prepare and issue you with a formal offer to connect to its network. This offer must be made within 20 working days of submission of your complete application.

### **Step 8: Customer accepts offer and pays any applicable fee.**

You will need to provide written notice and pay a deposit for the works required to signal acceptance of a non-expedited offer. Applicable charges must be paid in full prior to appointments being scheduled and work commenced.

### **Step 9: Evoenergy books appointment.**

Evoenergy will notify you of a proposed appointment date and time for completing the connection.

### **Step 10: Agree appointment.**

For brown-field connections, your electrical contractor may need to agree the appointment date/time with Evoenergy. Please note that whilst works may be completed, we are unable to energise the connection (i.e. start to provide electricity supply) until:

- ACT Planning and Land Authority (ACTPLA) inspection has been undertaken,
- You have arranged an account with your retailer

We recommend that you book in an ACTPLA inspection before you arrange a booking with us.

### **Step 11: Evoenergy completes work.**

Evoenergy will complete the connection according to the agreed timeframe. We will normally advise someone on the premises or leave a card to state that the work is complete.

### **Step 12: Customer is now on a Deemed standard connection contract.**

As an electricity and / or gas distribution customer, you are bound by the terms and conditions of one or both of our [Deemed standard connection contracts](#).

These contracts apply to you if your premises are connected to our electricity and / or gas distribution system, and you do not have another connection contract with us for those premises.

