

Things to know before submitting

All NMIs being converted to a Bulk Metered connection will need to be abolished

Before transitioning to a bulk metered connection, the customer/consultant for the bulk metered connection must ensure that **all** customers whose connection will be affected by the conversion to a bulk metered connection have consented to the change and have requested a supply abolishment via their retailer.

Note: If there is a customer that does not agree to abolish their supply, then the bulk metered conversion will not be possible. All customers within the premises/complex connected via the same service line, must have agreed to the change in connection arrangement.

A list of all the affected NMIs will also need to be included as an attachment to the new connection application for the new bulk metered connection NMI, which can be done using the [Bulk Metering Conversion Request Form](#) and attaching to your New Connection Connect Agreement submission.

Life Support arrangements

An Exempt Network Operator (as referred to in the “Electricity Network Service Provider – Registration Exemption Guideline” published by the Australian Energy Regulator) and parent connection point retailer are responsible for ensuring any life support customers within the embedded network are registered against the NMI for the bulk metered connection point in accordance with the applicable requirements. When considering how to migrate customers to a bulk metered connection, please be aware that a distribution network service provider is not permitted to de-energise a premise (and abolish the NMI for the connection point) while the premise is registered as requiring life support equipment. Consequently, there may be delays where a premise is registered as requiring life support while the applicable regulatory requirements are satisfied.

Please note, that where life support equipment will still be installed within a bulk metered connection this **must** be advised to the Retailer at the bulk metering connection (i.e. parent connection point).

How to submit a Bulk Metered New Connection

Submitting a New Connection Connect Application

Refer to [Portal Help](#) page for documents that can provide information and directions for using the Portal, such as:

- [Connect Application User Guide](#)

Connection Applications can be submitted via the [Electrical Partners Portal](#) through MyCONNECT, as shown below, or the [Customer Self Service Portal](#):

The image shows two screenshots of the MyCONNECT portal interface. The top screenshot displays the navigation menu with 'MyCONNECT' selected, which has opened a dropdown menu. The dropdown menu includes options: 'New Permanent', 'New TBS', 'Change PoA', 'Increase Capacity', 'New EG <= 30kVA', 'Change EG <= 30kVA', 'Public Lighting', 'New Unmetered Supply', 'All Options', and 'Search'. Below the menu, there are sections for 'New Alerts' (stating 'You currently have no new alerts.') and 'EWR' (with a link to 'EWR Power User Links'). A 'Links' box on the right lists: 'New Permanent Supply', 'Solar Install <30Kw', 'New Temporary Builder's Supply', 'Add Meter (H/W or Control Load)', and 'Form 3 Faults Rectified'. The bottom screenshot shows the 'Service Selection' form with the instruction 'Select the CONNECT Service Type required'. It contains four dropdown menus: 1. 'New Connection', 2. 'Provision of New Network Connection (No Existing Service)', 3. 'Permanent Position', and 4. an empty dropdown. A green checkmark icon is next to the text 'A CONNECT application is required' and 'Click Next to continue.'. At the bottom right, there are 'Cancel' and 'Next >>' buttons.

When entering the Premises/Address Search section of the application, if a NMI has not yet been created for the bulk metered connection you can select the 'NMI creation required' option as shown below:

Premises/Address Search

Search by NMI, Meter Number, [Address](#) or Lot and Plan

No Results Found!

Having problems locating an address?

- Search again and try refining your criteria to include a street or lot number.
- Check your request type, as only specific types of Connects/EWRs can be logged against an appropriate NMI type

Still having problems with a Connect Application?

Continue with your application by selecting the "NMI creation required" button below, ensuring you fill in the Premises Details section.

Still having problems with a EWR?

The address you have entered has no available NMI valid for the service selection you have chosen, please check your request type or try a search using the meter number.

Attaching NMI Supply Abolishment list to Connect Application

At the end of the Connect Application there is an 'Attachments' section where the Bulk Metering Conversion Request Form can be included that lists the supply abolishment NMIs.

Attachments

You currently have no attachments.

Once the Connection Application for the new bulk metered connection has been submitted a Connection Offer will be sent for acceptance along with any applicable fees.

Once the Connection Offer has been accepted and the fee paid, an Electrical Work Request (EWR) will need to be submitted to the retailer for the bulk metered connection in order to initiate the new connection.

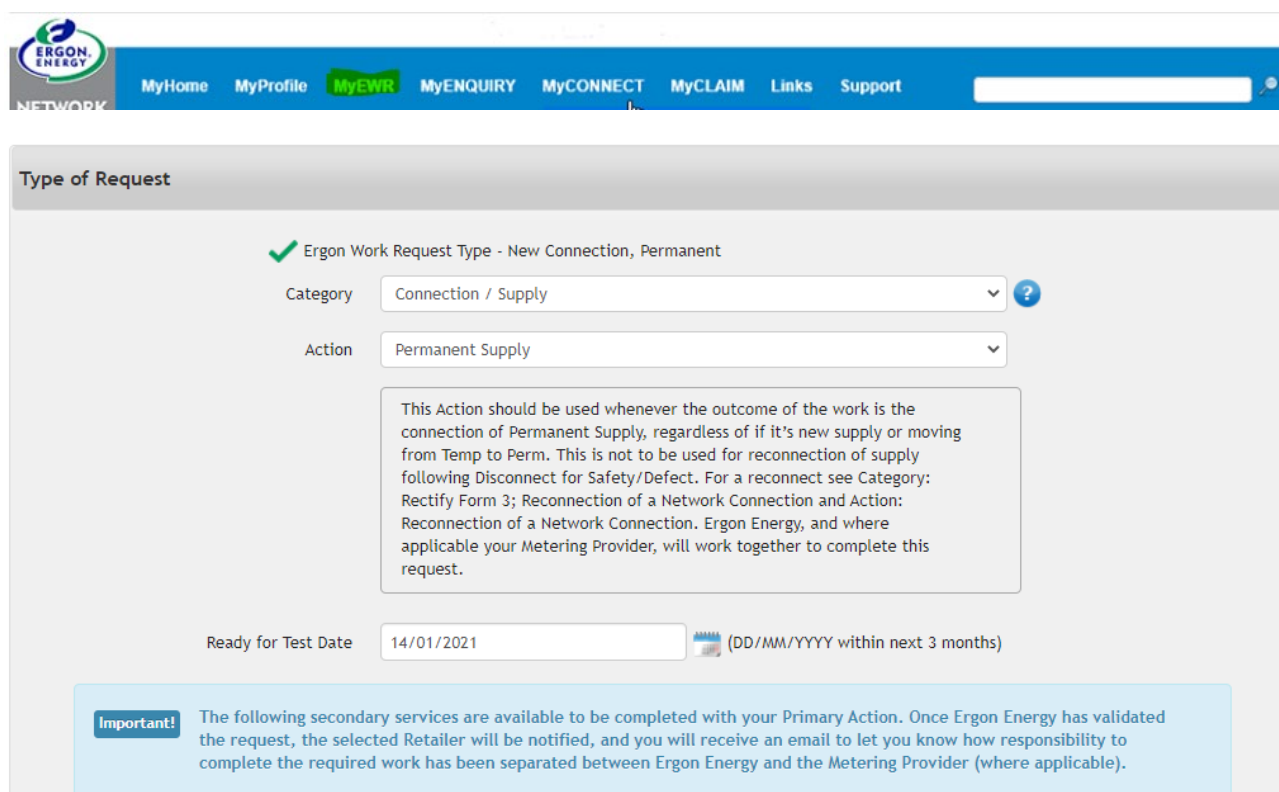
New Connection Electrical Work Request (EWR)

Submitting a New Connection EWR

Refer to [Portal Help](#) page for documents that can provide information and directions for using the Portal, such as:

- [Electrical Work Request \(EWR\) User Guide](#)

EWRs must be submitted by an Electrical Contractor for the bulk metered connection, which can be done via the [Electrical Partners Portal](#) through MyEWR, as shown below:



The screenshot shows the MyEWR portal interface. At the top, there is a navigation bar with the Ergon Energy logo and menu items: MyHome, MyProfile, MyEWR (highlighted in green), MyENQUIRY, MyCONNECT, MyCLAIM, Links, and Support. Below the navigation bar, the main content area is titled 'Type of Request'. A green checkmark icon is next to the text 'Ergon Work Request Type - New Connection, Permanent'. Below this, there are two dropdown menus: 'Category' set to 'Connection / Supply' and 'Action' set to 'Permanent Supply'. A text box below the dropdowns provides instructions: 'This Action should be used whenever the outcome of the work is the connection of Permanent Supply, regardless of if it's new supply or moving from Temp to Perm. This is not to be used for reconnection of supply following Disconnect for Safety/Defect. For a reconnect see Category: Rectify Form 3; Reconnection of a Network Connection and Action: Reconnection of a Network Connection. Ergon Energy, and where applicable your Metering Provider, will work together to complete this request.' Below the text box, there is a 'Ready for Test Date' field with the value '14/01/2021' and a calendar icon, followed by the text '(DD/MM/YYYY within next 3 months)'. At the bottom, there is an 'Important!' callout box with the text: 'The following secondary services are available to be completed with your Primary Action. Once Ergon Energy has validated the request, the selected Retailer will be notified, and you will receive an email to let you know how responsibility to complete the required work has been separated between Ergon Energy and the Metering Provider (where applicable).'

Please Note: The Electrical Contractor is required to nominate the selected retailer for the new bulk metered supply connection on the EWR.

Connection

After receiving the EWR, the nominated retailer for the new bulk metered supply connection will submit a service order request for the permanent new connection to Ergon Energy Network.

At this stage Ergon Energy Network will verify that a supply abolishment has been received for each NMI to be incorporated under the bulk metered connection and that there are no other

circumstances that may prevent those NMIs from being de-energised and abolished (e.g. premises registered as having life support equipment).

Please Note: It is the responsibility of the **consultant** to ensure that the customers for **all** affected NMIs have requested a supply abolishment via the customer's current retailer.

Ergon Energy Network will then coordinate the new connection of the bulk metered supply NMI and supply abolishment of the existing NMIs to ensure both happen on the same day.

Timeframes

- **Offer sent:** For a basic Connection Application an offer will be provided within 10 business days. For a negotiated Connect Application an offer will be provided within 65 business days.
- **Offer Accepted (able to Submit EWR):** 2 business days from acceptance being received.
- **Time for new NMI creation:** The NMI will usually be available within 2 business days after a Connection Application is submitted. This can vary if the Connection Offer is not basic expedited. Timeframes will be longer for a negotiated Connection Agreement, requiring assessment or where over 100 amps per phase (limits different in rural areas or SWER).