CUSTOMERS

How to Get Power Connected

For more information visit
www.tasnetworks.com.au
or call
1300 137 008

It’s everyone’s responsibility to be safe around electricity.
• Engage an Electrical Contractor as early as possible.

• Request that your Electrical Contractor submits your connection application as early as possible (at least 1 month prior as a minimum).

• For a negotiated connection your application should be submitted 6 months prior to needing power supply.

**TIPS**

• Know who your Electricity Retailer is.

• There is no cost to complete your application for a basic connection.

• You can submit the connection application yourself but you may need assistance from your Electrical Contractor to supply the technical information required.

• You need to contact your Electricity Retailer if you have questions about metering.

• If supply is not available and the distribution network needs to be adjusted this could take up to 4 months.

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**HOW TO GET POWER CONNECTED**

**BASIC CONNECTION**

**STEP 1**
Customer OR Builder contact an Electricity Retailer and create an electricity account.

**STEP 2**
Customer OR Builder contact an Electrical Contractor to discuss connection.

**STEP 3**
Customer OR Builder OR Electrical Contractor fill in a connection application form at TasNetworks.com.au at least one month prior to connection.

**STEP 4**
TasNetworks will respond to the application within 10 business days. Connection cost will be advised at this point.

**STEP 5**
Electrical Contractor will complete work at Customer OR Builder’s property.

**STEP 6**
Electrical Contractor will submit Electrical Works Request (EWR) to TasNetworks.

**STEP 7**
TasNetworks will process EWR within 24 hours and issue to the Electricity Retailer.

**STEP 8**
Electricity Retailer ensures electricity account is created. Requests TasNetworks to connect electricity. Requests for metering installation to the Metering Provider.

**STEP 9**
TasNetworks completes field works within 10 business days of receiving retailer request.

**STEP 10**
Metering Provider will install an electricity meter within 6 business days of TasNetworks performing the field work. Once the meter is installed power is energised and ready to use.

As at December 2019

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The connection may not be basic and may require a negotiated connection, refer to our website.