

It's everyone's
responsibility to
be safe around
electricity.



CUSTOMERS

How to
Get Power
Connected

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



CUSTOMERS

- 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.

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

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