

Common connection scenarios and processes for electrical contractors

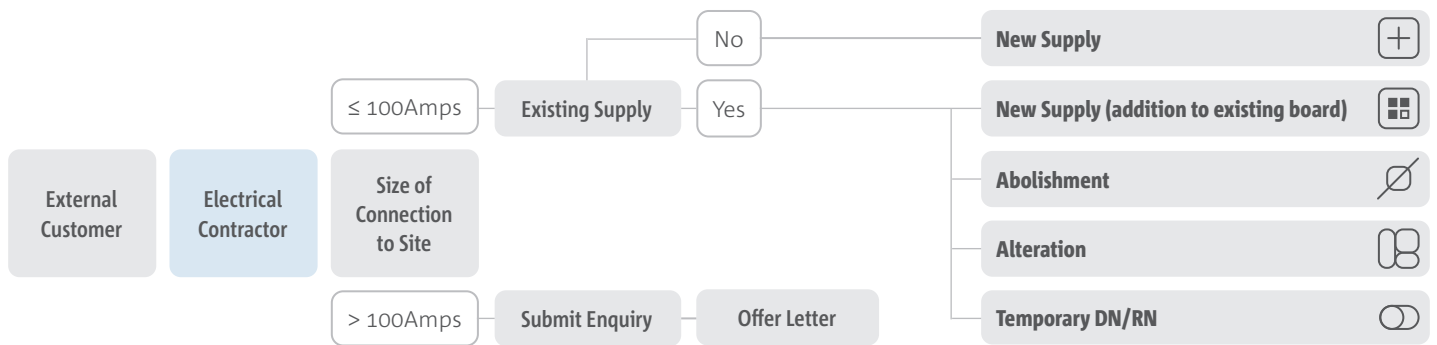
The purpose of this fact sheet is to provide clarity to all stakeholders on how to achieve a successful connection. It provides high level information on processes and indicates what the Registered Electrical Contractor needs to do to raise the most appropriate service request for the scenario.

July 2024

Terms

REC	Registered Electrical Contractor	B2B	Business to Business
REX	SA Power Networks Registered Electricians Portal	BTS	Builders Temporary Supply
Web form	Website form at sapowernetworks.com.au	CMB	Community Meter Board, or 'multi'
DN	Disconnection	MP	Metering Provider or Meter Provision
RN	Reconnection	NMI	National Meter Identification number
DN/RN	Disconnection/Reconnection	SEG/MEG/LEG	Small/Medium/Large Embedded Generation
		SIR	Service & Installation Rules

Connection process and scenarios



New Supply

New build with existing Builders Temporary Supply or previous meter/service (eg. knockdown-rebuild)

Electrician/Customer to request an **Abolishment** via the Retailer

Electrician to submit **New Service Provision** via REX/Web form

New build with no existing connection

Electrician to submit **New Service Provision** via REX/Web form

New Supply (addition to existing board)

New tenant being added to existing community meter board with more than 1 customer/meter (known as a multi or CMB)

This is required when you are adding an additional meter to a shared board that was not provisioned for at the time of the board being energised.

If the board cannot be isolated without impacting other customers connected to same board, Electrician to submit an **Alteration** and **New Service Provision** via REX/Web form

If provisioning for all metering was present at time of energisation of CMB and SA Power Networks do not need to attend, contact the Retailer and provide them with the original REX number. The retailer will raise an **Allocate NMI** service order to SA Power Networks to create a NMI and initiate their meter installer (original REX will be used). If the original REX is not known, or SA Power Networks are required to attend, raise a new REX.

Abolishment

Customer to Retailer – Removal of meter and service, unless service is required to supply remaining properties

- No REX/Web form required from Electrician (this will be raised by SA Power Networks)

Permanent removal of service and meter

Electrician/Customer to submit an **Abolishment** via the Retailer

If Builders Temporary Supply is on site for construction before new connection for permanent supply

Electrician/Customer to submit an **Abolishment** via the Retailer

If electricity is disconnected or last known retailer is unknown

If you are unable to find who the last known Retailer for the property is, you can contact SA Power Networks and we will assist where possible

Temporary DN/RN

Facia replacement replacing in same position

If consumer mains are being handled in the facia replacement, it is likely that an electrician will be required.

Electrician to submit **Temporary DN/RN** Web form

Alteration

Altering or moving meter panel

Electrician to submit an **Alteration** via REX and a **Temporary DN/RN** Web form if SA Power Networks are required to attend to disconnect and reconnect (from fused or unfused pit)

Upgrade to meter panel or increasing existing load (maximum demand increase)

Electrician to submit an **Alteration** and a **Temporary DN/RN** if SA Power Networks are required to attend to disconnect and reconnect (from fused or unfused pit)

Consolidating load from two NMIs to one – alteration required to combine load

Electrician/Customer to submit an **Abolishment** via the Retailer and an **Alteration** via REX

Relocation of consumer mains

Electrician to submit an **Alteration** via REX and a **Temporary DN/RN** if SA Power Networks are required to attend to disconnect and reconnect (from fused or unfused pit)

SA Power Networks required to attend to disconnect supply for alteration if unfused or fused pit

Electrician to submit **Temporary DN/RN** Web form

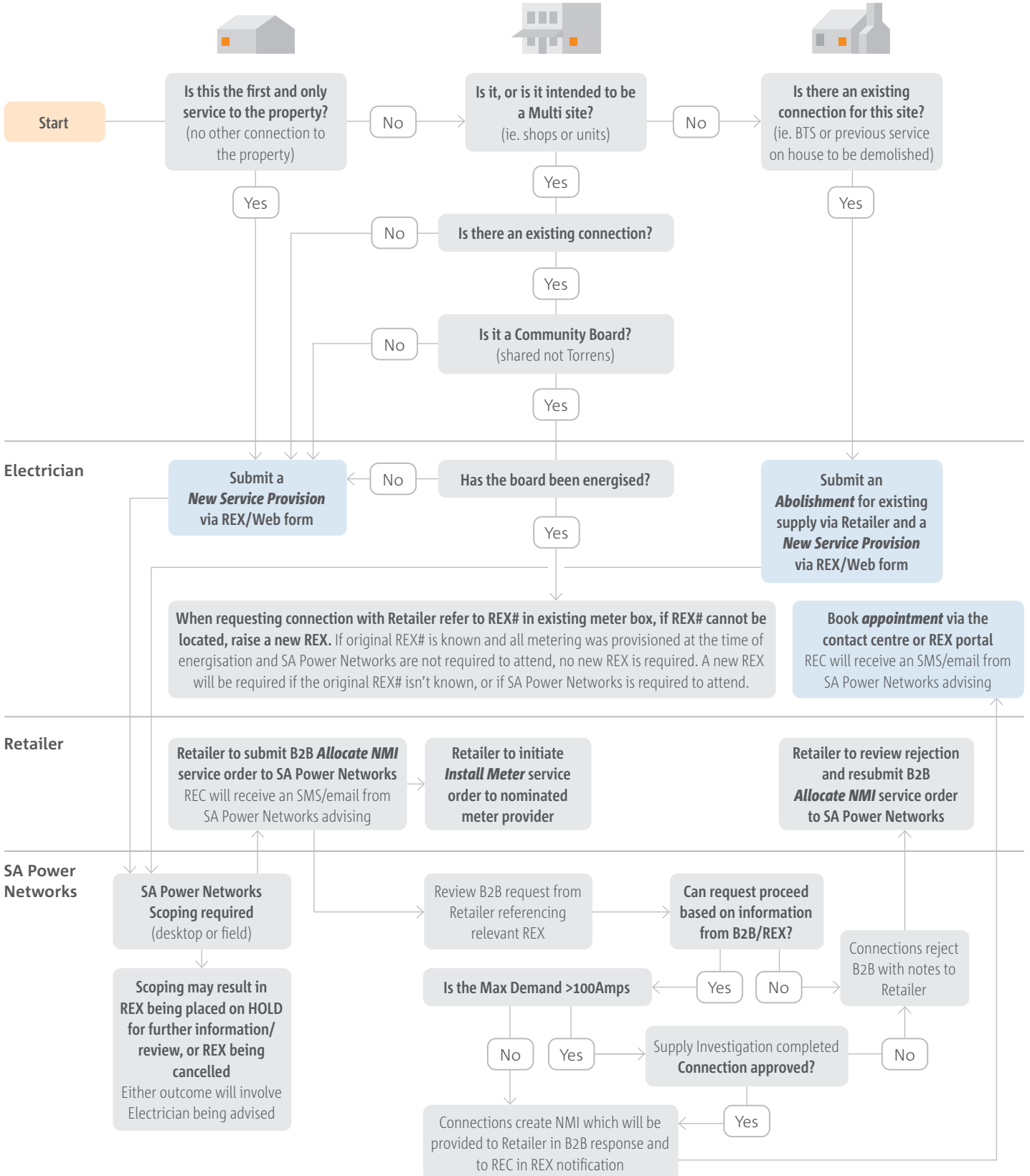
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Electrician to submit **Temporary DN/RN** Web form

New Service Provision

To be submitted when a customer wants to establish a new connection to SA Power Network's Network. This can be a new service for a new house build, or an additional connection to a Multi site (ie. units that already have an existing connection and an electrician is adding a new customer to the existing board).

Decision before submission

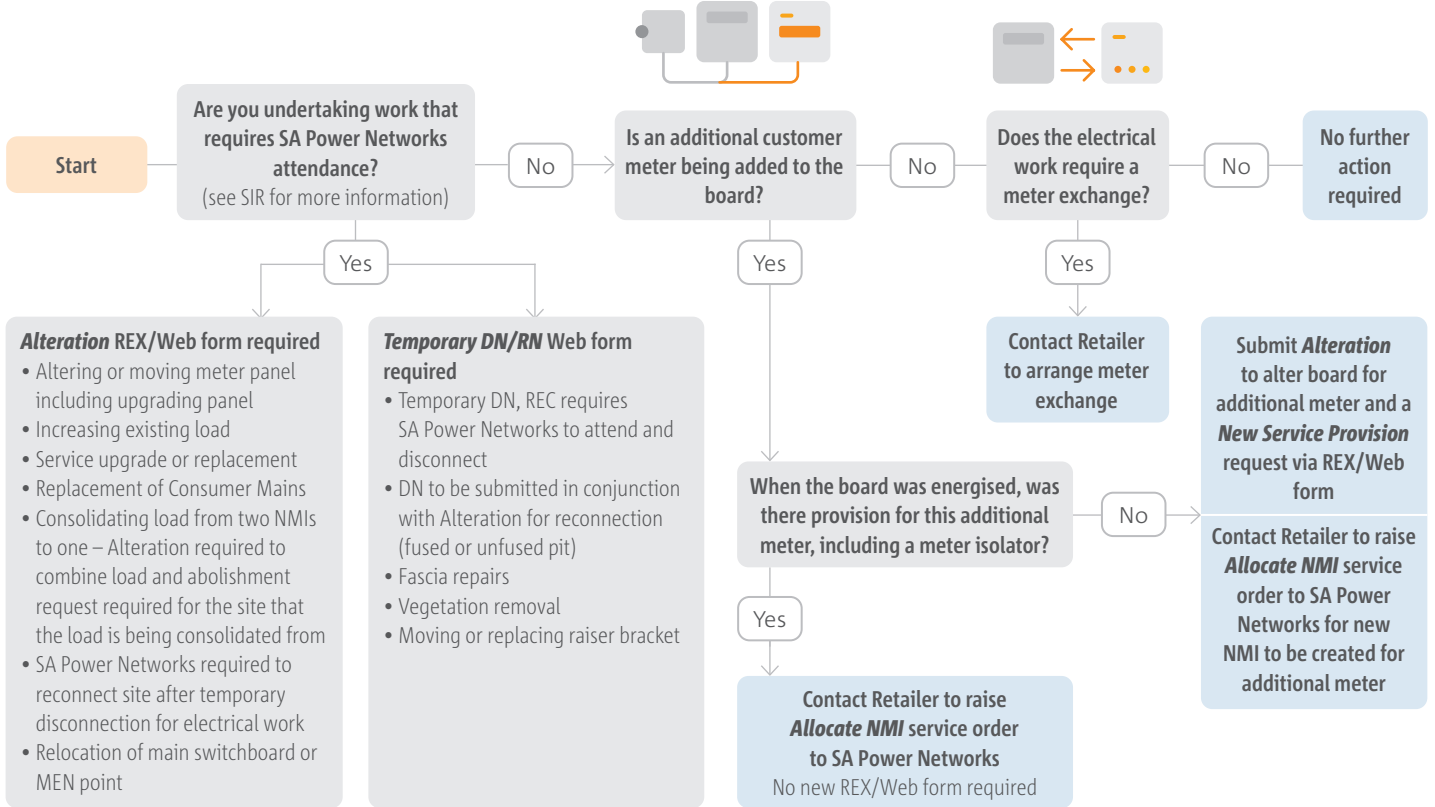


Alteration of Service

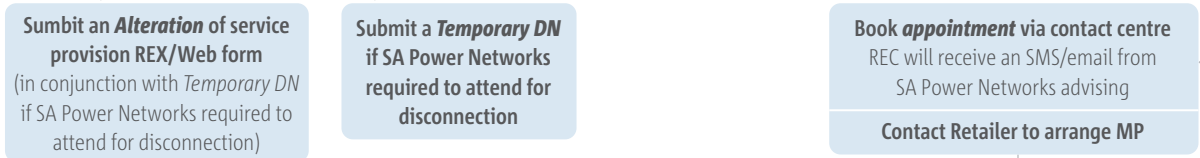
To be submitted when an existing installation requires an upgrade/modification to the Service and/or Metering Equipment.

Note: Under Metering Contestability, SA Power Networks will no longer be responsible for the provision of Metering Equipment. This responsibility will reside with the Meter Provider nominated by the Retailer.

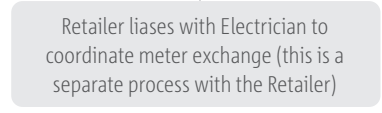
Decision before submission



Electrician



Retailer



SA Power Networks

