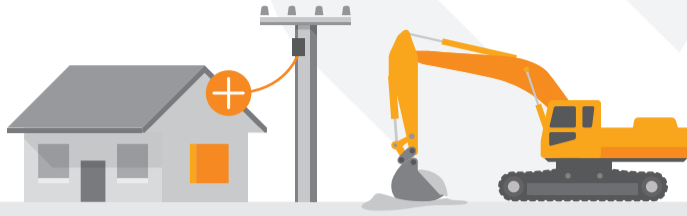


Connecting or altering your power

# New connection



New connection services are provided on a routine basis and generally at a fixed fee which is billed once the work is complete.

New build with no existing connection

Adding an additional meter onto a shared board

1

## New service request

Electrician requests a New Service via our **Portal**.

2

## Scoping

We assess the requested connection and determine the requirements of the job. We will contact you if more information is required.

Metropolitan Adelaide up to 10 working days. Regional areas up to 20 working days.

UP TO  
**4**  
WEEKS

3

## Cost estimate

Once scoping is complete you will receive an email or SMS advising how much the work will cost.

**Manual 18 SA Power Networks Connections & Ancillary Network Services**

4

## Setup an account with your retailer

We will send you an email or SMS to ask you to contact your retailer and setup an account.

5

## National Meter Identifier (NMI)

Once your account is setup, your retailer will send a request to us for a NMI, and we will process it.

About 2 weeks from when we receive the request from the retailer

ABOUT  
**2**  
WEEKS

6

## Electrician makes a booking

Once the NMI is setup, your electrician is advised via SMS and email to contact us to make a booking.

About 6 weeks from when the job is ready to be booked in

ABOUT  
**6**  
WEEKS

7

## Connect

Your electrician will coordinate with us to connect the power on the booking date. You will be advised once the connection is complete via email or SMS. Your retailer will install a Meter within 6 days.



For more information on specific network connections, see:  
**Common connection processes and scenarios for electrical contractors**