

Electrification

CitiPower owns, operates and maintains the electricity network that delivers electricity to homes and businesses across Melbourne's CBD and inner suburbs.

Many households are choosing to transition to all-electric homes by replacing gas appliances with electric alternatives such as heat pump hot water, reverse-cycle heating, induction cooking and electric vehicle (EV) charging. Depending on existing customer or distributor infrastructure, upgrades such as switchboard modifications, new circuits or increased supply capacity may be needed.

This information is intended to support early planning and help customers understand when they may need to engage a Registered Electrical Contractor (REC) or the Distributor.

Roles and Responsibilities

- **Electricity Distributor (CitiPower):** Owns and manages the street network infrastructure and building connection; assesses available capacity and network impacts, provides connection offers and undertakes any augmentation work on distribution assets
- **Registered Electrical Contractor (REC) / Electrical Consultant:** Designs and installs building or apartment electrical infrastructure.
- **Energy Retailer:** Handles account setup and tariffs
- **Owners Corporation:** Leads building level planning and decision making; approves and funds works on shared infrastructure or common property
- **Residents or building owners:** Engages qualified trades to act on their behalf when looking to initiate, upgrade or augment the electrical supply to their property

Thinking of going all-electric?

Replacing gas appliances with electric alternatives can increase the electrical demand of your building. We recommend speaking with a REC before making any commitments or purchases. If upgrades are required within your property, these works are completed by your REC.

Your REC can arrange a new connection or alteration via our eConnect portal to complete the metering and servicing works, if:

1. if you live in an independent dwelling (e.g. no owners corporation) and,
2. the total requested capacity is 63 amps three-phase or less, and
3. power can be supplied via a compliant overhead connection

If the requested supply exceeds 63 amps three-phase, or CitiPower needs to upgrade or extend the network to facilitate the increase, you or your electrician will need to apply for a supply increase via the mySupply online portal.

A Registered Electrical Contractor can assess your existing installation, confirm whether upgrades are required and explain the process. Engaging an REC early can help you avoid unexpected costs or delays when electrifying your home.

Apartment Living

Electrifying your apartment (e.g. switching from gas to electric cooking, hot water, or heating) can reduce emissions, improve safety and align with Victoria's net-zero goals. However, in apartment buildings, electrical capacity and shared infrastructure makes planning essential.

For Apartment Owners

As your Distributor, CitiPower will typically provide a single point of supply to the entire site – how this supply is distributed amongst individual apartment or lot owners is managed by the relevant Owners Corporation.

If your dwelling forms part of a body corporate or apartment building, you or your REC should contact the Owners Corporation or Building Management to determine whether the requested supply increase can be accommodated within the existing agreed supply to the property.

For Owners Corporations (Body Corporate)

Owners Corporations should consider engaging an independent electrical consultant to determine site requirements and assist with upgrades, such as building wide gas-to-electric transition, main switchboard upgrades or electric vehicle charging infrastructure rollout.

CitiPower should be engaged early when electrification impacts shared infrastructure. Early engagement helps confirm whether the distribution network and existing building connection can support additional load, or whether network augmentation is required.

In circumstances where no distributor assessment or works are required to facilitate the upgrade, the applicant will be advised to engage a licensed electrician to submit an alteration request via the eConnect portal.

If you are unsure what supply capacity is currently allocated and available to a property, our Customer Requests team can see if we have a supply agreement on file.

Applying for an increase in supply

If an REC or Consultant has determined that an upgrade to the electricity supply to the site is required, an application for an upgraded supply can be submitted via our mySupply portal.

Requests to increase the total electricity supply to an entire property can be submitted by the Property Manager or Building Manager, a registered electrical contractor acting on their behalf, or another authorised party with a Letter of Authority.

So we can assess the impact to our network, we typically require:

- Detail on the additional electrical load being requested
- Maximum demand calculations to AS3000 for the entire site
- Body corporate consent, or a Letter of Authority
- Site plans
- Title details / plan of subdivision (where applicable)
- Contact details for all key stakeholders
- The details of the entity to be listed on any contracts or invoices

An application fee based on the amount of load requested will be payable upon submission. Application fees recover only the costs incurred to review the application and generate a firm offer. This fee is non-refundable.

Following submission, your application will be assigned to a CitiPower Responsible Officer who will review the details and contact you to discuss the project.

Costs and Timeframes

Distributor costs and timeframes will vary depending on the works required to complete the supply upgrade.

- If the projects design is certain, we can provide you with an offer upfront. We aim to do this within 20 business days of receipt of all required information.
- If the project design is not certain, we will need to undertake work to establish design certainty via a Specification and Design Services contract. Once this step has been completed, we will provide an offer for construction and augmentation works.
- If an assessment of the network determines that additional capacity can be made available without any augmentation to our assets, we will issue a supply agreement outlining the new maximum capacity available to the site.

Available Resources

CitiPower Portals

Network Visualisation portal – dapr.powercor.com.au

The Network Visualisation Portal can be used to assist with early stage of planning or pre-feasibility stages. This geographical map contains multiple layers of information about the location of our distribution network assets, substation capacity, maximum demand and phase availability.

eConnect

econnect.portal.powercor.com.au/customer/loginpage

mySupply

powercor.com.au/mysupply

Further Guidance

For assistance with your application or general guidance, our Customer Requests team can be contacted using the details in the blue panel below.

Support for Registered Electricians is also available 24 hours a day, 7 days a week via our REC helpline on 1300 132 894.

Registered Electrical Contractors (REC's) can book an appointment with one of our Network Licensed Electrical Inspectors via the eConnect portal.

For more information:

 citipower.com.au

 1800 771 434 (8.30am – 4pm, Mon to Fri)

 CRU@powercor.com.au

