

WORK INSTRUCTION

Submit an Alteration Request in eConnect.

JEQA4UJ443MT-144-239

Purpose	This work instruction describes the steps for a Registered Electrical Contractor (REC) or Licensed Electrical Worker (LEW) to submit a Alternation Request.
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Contents	Section 1: Initiate Alteration Request Section 2: Enter Location Details Section 3: Enter Work Requirement Details Section 4: Enter Contact Details Section 5: Add Attachments Section 6: Confirm and Set Appointment
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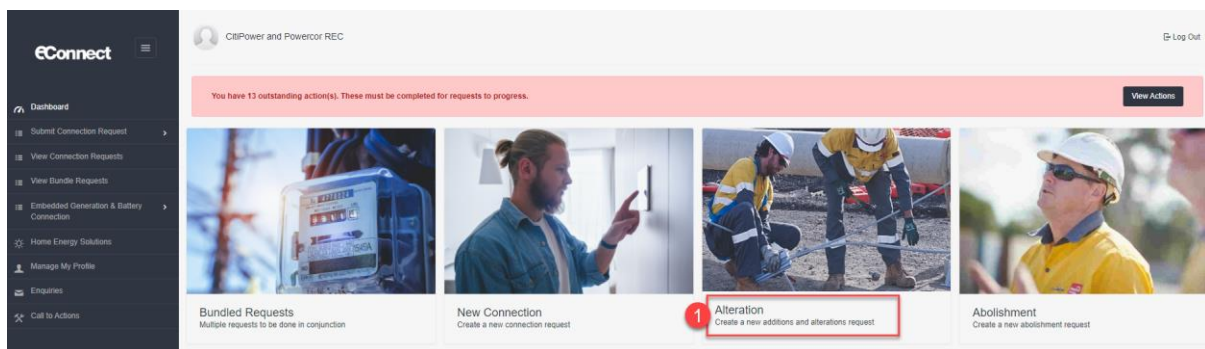
Date Last Reviewed	11/12/2024
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Task Detail: Submit an Alteration Request in eConnect.

Section 1: Initiate Alteration Request.

Step 1a After logging into eConnect, select "Alterations".
Note: You can click on the picture or the text.

Step 1b Alternatively, you can select "Submit Connection Request" on the left-hand side menu, and then select "Alteration".



Step 2

Select the task(s) that best describe the purpose of your request.

Note: that supply will be isolated for most sub-types therefore you do not need to select the isolation sub-type as well as your primary task as it's implied. Only select the temporary isolation task when no other tasks are required.

Tasks include:

Solar and alternative generation installation

Select this when solar or alternative generation is being installed at a property and you need the meter re-programmed to support the installation.

Temporary isolation of supply (same day)

Select this if you want to isolate and then reconnect supply on the same day.

Temporary isolation of supply (only)

Select this if you want to isolate supply only. This should be used when then reconnection is required no earlier than the following day or up to a week later. If you need supply to be isolated for an extended period, you should consider applying for an abolishment of electricity supply. Otherwise, a new Alteration Request should be submitted for a 'Reconnection of supply after isolation' when you need supply reconnected.

Reconnection of supply after isolation

Select this to reconnect an isolated supply (as above) when isolation was conducted the previous day or within the last week. Note: This is excluding reconnection after a fault. Please contact the Faults line on 13 12 80 in CitiPower or 13 24 12 in Powercor if reconnection relates to a fault.

Move meter to a new position

Select this if the meter at site is to be re-located to another position at the property.

Relocate point of attachment or service

Select this if the POA associated with an overhead service is to be re-located to another position at the property. Note length of service will be required.

Upgrade Phase

Select this to upgrade from single to multi-phase or from two phase to three phase.

Change overhead to underground

Select this to request the change from overhead servicing to underground servicing. This can be to Underground or Underground Reticulated (URD).

Upgrade maximum demand or change supply capacity control

Select this to request an increase in supply. This excludes the request for major augmentation works which should be directed to the Customer Projects team. This task could also include the installation of current transformers.

Re-route mains to new pit

Select this to request the re-routing of mains to a new pit. There is an expectation that the new pit will have been installed prior to submitting this request.

Change to group metering panel

Select this if metering at a site is to be moved to a group metering panel.

Replace meter panel

Select this to request the removal and installation of a meter when the meter panel needs to be replaced.

Installed controlled load

Select this when the installation of a controlled load is required.

Remove controlled load

Select this when the removal of a controlled load is required.

Step 3 Select "Continue".

Note: "Continue" will only appear once you have selected a task.

Jonny Brown

Log Out

Dashboard / Alteration Request

Alteration Request

Using the option(s) below, please select the tasks that matches your requirements for this request.

2

☐ Solar and alternative generation installation

☐ Temporary isolation of supply (same day)

☐ Temporary isolation of supply (only)

☒ Reconnection of supply after isolation

☒ Move meter to new position

☐ Relocate point of attachment or service

☐ Upgrade phase

☐ Change overhead to underground

☐ Upgrade maximum demand or change supply capacity control

☒ Re-Route mains to new pit

☐ Change to group metering panel

☐ Replace meter panel

☐ Install controlled load

☐ Remove controlled load

3

Continue

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Step 4

Select "Continue" to confirm that the tasks you have select are correct.

Note: The tasks selected **must** be correct for the Connection Request to be successful.

The screenshot shows a web application interface for 'Alteration Request'. A modal dialog box titled 'Confirm Tasks' is displayed in the center. The dialog contains the text: 'Please confirm you have selected all the task(s) required for this Alteration Request.' Below this text are two buttons: 'Close' and 'Continue'. The 'Continue' button is highlighted with a red rectangle and a red circle with the number '4' next to it, indicating the step to be taken. In the background, the 'Alteration Request' page is visible, showing a list of tasks with checkboxes. Some tasks are already selected, including 'Reconnection of supply after isolation', 'Move meter to new position', 'Re-Route mains to new pit', and 'Change to group metering panel'.

Jonny Brown

Dashboard / Alteration Request

Alteration Request

Using the option(s) below, please select the tasks that matches your requirements for this request.

☐ Solar and alternative generation installation	☐ Change overhead to underground
☐ Temporary isolation of supply (same day)	☐ Upgrade maximum demand or change supply capacity control
☐ Temporary isolation of supply (only)	☒ Re-Route mains to new pit
☒ Reconnection of supply after isolation	☐ Change to group metering panel
☒ Move meter to new position	☐ Replace meter panel
☐ Relocate point of attachment or service	☐ Install controlled load
☐ Upgrade phase	☐ Remove controlled load

Section 2: Enter Location Details

Step 1

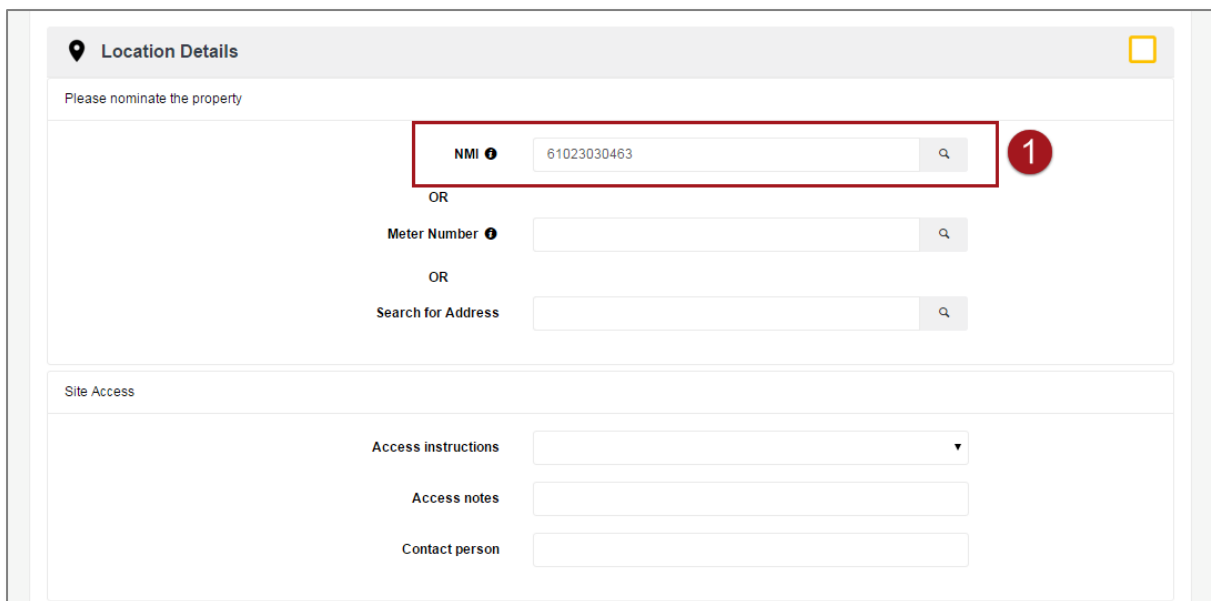
To nominate the property address you can enter National Metering Identifier (NMI) or Meter Number of the meter located at

nominated property and select search icon.



Then proceed to [Step 3a](#).

Note: NMI must be 11 characters and can be found on the top of the customer's electricity bill.

A screenshot of a web form titled 'Location Details' with a location pin icon and a yellow square icon in the top right. The form has a header 'Please nominate the property'. Below this, there are three input options: 'NMI' with a red box around the input field containing '61023030463' and a search icon, 'Meter Number', and 'Search for Address'. Each input field has a search icon to its right. A red circle with the number '1' is next to the NMI input field. Below these options are three sections under the heading 'Site Access': 'Access instructions' with a dropdown menu, 'Access notes' with a text input field, and 'Contact person' with a text input field.

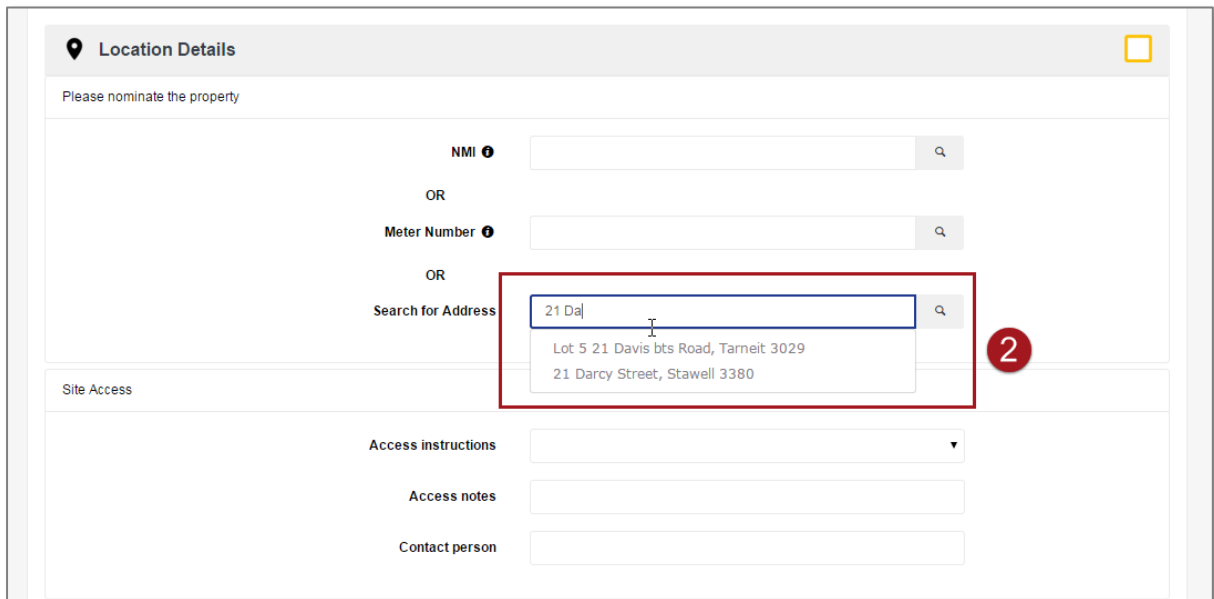
Step 2

If you do not have the NMI or Meter Number, begin to enter the property address. The search will return a list of results that match the information you are entering.

Select the correct address and then select the search icon.



Then proceed to [Step 3a](#).

A screenshot of a web form titled 'Location Details' with a location pin icon and a yellow square icon in the top right. Below the title is the instruction 'Please nominate the property'. The form has three input sections: 'NMI' with a search icon, 'OR' separator, 'Meter Number' with a search icon, 'OR' separator, and 'Search for Address'. The 'Search for Address' section is highlighted with a red box and contains a text input with '21 Da' and a search icon. Below the input, two address suggestions are listed: 'Lot 5 21 Davis bts Road, Tarneit 3029' and '21 Darcy Street, Stawell 3380'. A red circle with the number '2' is next to the suggestions. Below these sections are 'Site Access', 'Access instructions' (a dropdown menu), 'Access notes' (a text area), and 'Contact person' (a text area).

The following error message will appear if the search does not match any property, check your data and search again. If search using an address is still unsuccessful, use the NMI or meter number.

 Location Details 

Please nominate the property

NMI 



OR

Meter Number 



OR

Search for Address



Display Property Panel

The address you have nominated cannot be found in our system. Please check your search criteria and [Search Again](#).

Search Again

Step 3a

Check the address that's displayed and if it's correct , select "Confirm".

The screenshot shows the 'Location Details' form. At the top, there's a header with a location pin icon and the text 'Location Details'. Below this, a section titled 'Please nominate the property' contains three input fields: 'NMI' with the value '61023030463', 'Meter Number', and 'Search for Address'. Each field has a search icon. Below these fields, a section titled 'Display Property Panel' shows the address 'GL, 97 OSBORNE ST, SOUTH YARRA VIC 3141'. At the bottom of this panel, there are two buttons: 'Confirm' and 'Search Again'. The 'Confirm' button is highlighted with a red rectangular box, and a red circle with the text '3a' is positioned below it.

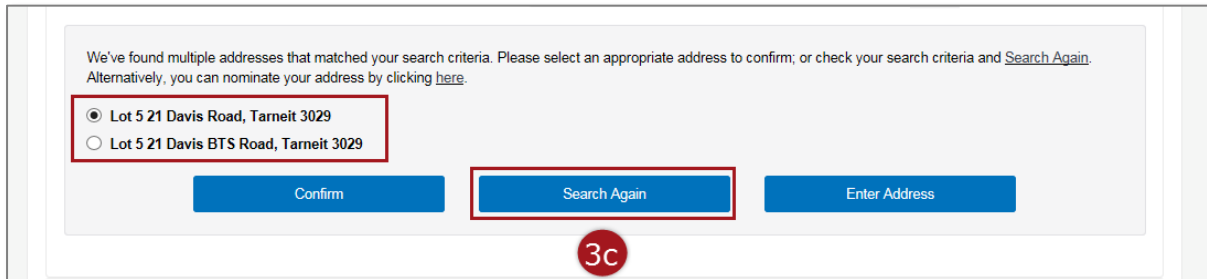
Step 3b

If the address displayed is incorrect and you wish to search by a different NMI/Meter Number or there is a mistake in the data you entered, select "Search Again" and return to [Step 2](#) or [Step 3a](#).

This screenshot is identical to the one for Step 3a, showing the 'Location Details' form with the address 'GL, 97 OSBORNE ST, SOUTH YARRA VIC 3141'. In this instance, the 'Search Again' button is highlighted with a red rectangular box, and a red circle with the text '3b' is positioned below it.

Step 3c

If multiple addresses are found, select the appropriate address and select "Confirm". Do this by clicking on or selecting the radio button next to the address.



The screenshot shows a web form with a light gray background. At the top, it says: "We've found multiple addresses that matched your search criteria. Please select an appropriate address to confirm; or check your search criteria and [Search Again](#). Alternatively, you can nominate your address by clicking [here](#)." Below this text are two radio button options, each enclosed in a red rectangular box. The first option is selected and reads "Lot 5 21 Davis Road, Tarneit 3029". The second option is unselected and reads "Lot 5 21 Davis BTS Road, Tarneit 3029". Below the radio buttons are three blue buttons: "Confirm", "Search Again" (which is also enclosed in a red rectangular box), and "Enter Address". A red circular badge with the text "3c" is positioned below the "Search Again" button.

We've found multiple addresses that matched your search criteria. Please select an appropriate address to confirm; or check your search criteria and [Search Again](#). Alternatively, you can nominate your address by clicking [here](#).

☒ Lot 5 21 Davis Road, Tarneit 3029

☐ Lot 5 21 Davis BTS Road, Tarneit 3029

Confirm Search Again Enter Address

3c

Step 5

Indicate what the access arrangements to the site are. To do this, select the "Access instructions" from a drop-down list, the following options are available:

1. Clear access anytime
2. Victoria Power Industry Lock
3. Access is restricted (appointment required)
4. Gate locked with code (please provide gate code in Access Notes below)
5. Contact person for site access (name and phone number required)

Note: If the request does not require installation of Current Transformer (CT) Metering, you will be prompted to schedule an appointment on submission of the request. This Alteration Request will remain as a draft if an appointment is not scheduled. If the request is for CT Metering, you will be contacted at a later date to schedule the appointment.

Step 6

Enter any relevant information in "Access notes" or "Contact person".

The screenshot displays a web form titled "Location Details" with a green checkmark icon in the top right corner. The form is divided into several sections:

- Address:** A text field containing "290 BRYAN O'LYNN RD, PURNIM VIC 3278".
- Map:** A Google Map showing the location of "290 Bryan Olynn Rd" with a red pin. A "Sign in" button is visible in the top right of the map area. Below the map is a "Search Again" button.
- Site Access:** A section containing three input fields:
 - Access instructions:** A dropdown menu with the selected option "Contact Person for site access (Name and Phone Number - Re". A red circle with the number "5" is next to this field.
 - Access notes:** A text field containing "Beware of dog". A red circle with the number "6" is next to this field.
 - Contact person:** A text field containing "Call Jerry on 0400112233".

Section 3: Enter Work Requirement Details

The "Work Requirements" will be different for each type of Alteration Request depending on what information is necessary.

Fields will appear on the form that are related to the tasks you selected in the first steps. Below contains all possible fields on the form so some may not appear on your request.

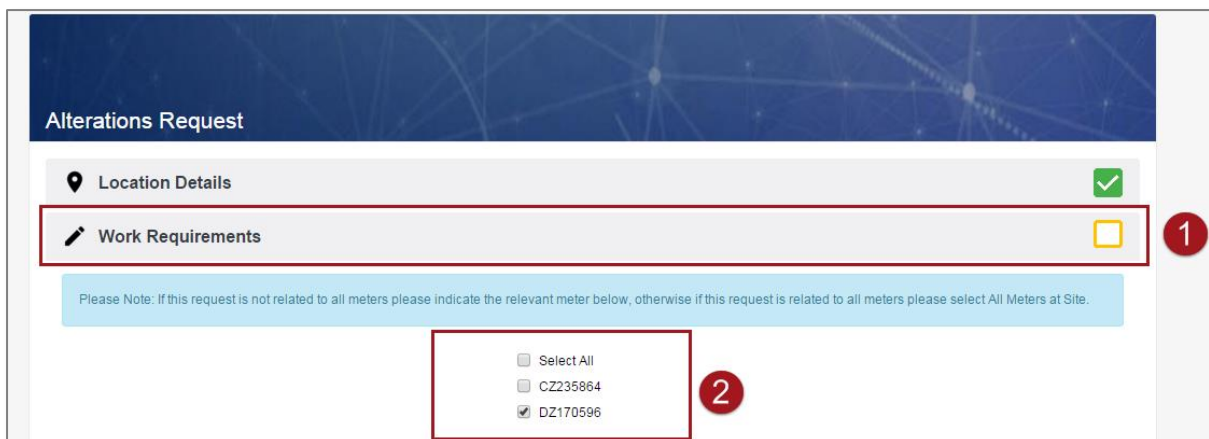
Step 1 Select the "Work Requirements" grey banner.

Note: There should be a green tick icon in the "Location Details" banner.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 2 Select the meter relevant to the Connection Request.

Note: If the request is relevant to all meters select "Select All".



Alterations Request

Location Details 

Work Requirements  1

Please Note: If this request is not related to all meters please indicate the relevant meter below, otherwise if this request is related to all meters please select All Meters at Site.

☐ Select All
☐ CZ235864
☒ DZ170596 2

Electricity Details

Step 3 Select the required number of phases for the connection and then enter the "Maximum demand of installation".

Step 4 Enter the limit of the supply in Amps.

Note: For example supply has or will be limited to 40 Amps using a Supply Capacity Control Device (Circuit Breaker).

If the supply is limited to less than 100 Amps continue to [Step 5](#).

If the supply is limited 100 Amps or more, continue to [Step 6](#).

Step 5 Select an answer to "Is this Current Transformer (CT) metering?"

If supply limit is greater than 100 Amps it defaults to CT and cannot be changed.

If your answer is "Yes", continue to [Step 6](#).

If your answer is "No", continue to [Step 7](#).

The screenshot shows a web form titled "Electricity Details". It contains several sections with radio button options and input fields. Three red boxes and numbered circles (3, 4, 5) highlight specific parts of the form:

- Box 3:** "What is the required number of phases?" with radio buttons for "One Phase", "Two Phase" (selected), and "Three Phase".
- Box 4:** "Maximum demand of installation" with an input field containing "10" and a unit dropdown set to "Amps".
- Box 5:** "Supply limited to" with an input field containing "15" and a unit dropdown set to "Amps".

Below these boxes are three more sections:

- "Is this Current Transformer(CT) metering?" with radio buttons for "Yes" and "No".
- "Control Load to be installed" with radio buttons for "Hot Water", "Other", and "Climate saver".
- "Control Load to be removed" with radio buttons for "Hot Water", "Climate saver", and "Other".

Step 6a

If the supply is limited to 100 Amps or more, or there is CT metering, you will be asked for further details.

Enter the distance in meters from the loom to the meter panel.

Note: It is optional to enter the size of the CT Chamber in millimeters.

Step 6b

When raising an alteration request for a site with Type 9 metering and selecting:

- Upgrade phase; or
- Upgrade maximum demand or change supply capacity control;

And if the supply is three phase and limited to 100 Amps or more, the question *Does the metering have an external VSIR compliant chamber and require us to issue CTs?* will appear.

Answering yes to this question will issue CTs for the site.

What is the required number of phases? ⓘ

☐ One Phase
☐ Two Phase
☒ Three Phase

Maximum demand of installation

100 Amps

Supply limited to ⓘ

100| Amps

Does the metering have an external VSIR compliant chamber and require us to issue CTs? ⓘ

☐ Yes
☐ No

Electricity Details

What is the required number of phases?

☐ One Phase
☒ Two Phase
☐ Three Phase

Maximum demand of installation

10 Amps

Supply limited to ⓘ

100 Amps

Is this Current Transformer(CT) metering?

☒ Yes
☐ No

Distance from loom to meter panel

10 m

Size of the CT Chamber (optional)

15 mm

6

Step 7

Continue to enter the “Electricity Details” relevant to this Connection Request.

Distance from loom to meter panel	10	m
Size of the CT Chamber (optional)	15	mm
Control Load to be installed	☒ Hot Water ☐ Other	
Control Load to be removed	☐ Hot Water ☒ Climate saver ☐ Other	
Is this group metering?	☒ Yes ☐ No	
Size of the main		mm
Current Supply		

7

Step 8

Select the "Current Supply" from a drop-down list, the following options are available:

1. Overhead – Electricity poles in street, overhead service cable connects pole to house.
2. Underground – Electricity poles and pits in street. House connects to pit.
3. URD – Fully underground reticulation, no electricity poles in street.
4. Substation

Step 9

Select the "Supply Required" from a drop-down list, the following options are available:

5. Overhead
6. Underground
7. URD
8. Substation

If your answer is "Overhead", continue to [Step 10](#).

If your answer is **not** "Overhead", continue to [Step 11](#).

The screenshot shows a form with several fields. The 'Current Supply' dropdown menu is set to 'Substation' and is highlighted with a red box and a red circle containing the number 8. The 'Supply required' dropdown menu is set to 'Underground' and is highlighted with a red box and a red circle containing the number 9. Other fields include 'Is this group metering?' (Yes), 'Size of the main' (10 mm), 'Length of overhead service cable' (m), 'Current Termination point', 'Termination point required', and 'Has pit been installed?' (No).

You will receive the following error message if you select "Overhead" but it is not available for this type of Connection Request.

The screenshot shows the 'Supply required' dropdown menu set to 'Overhead'. A red box highlights the error message: "Supply required cannot be set to Overhead for the nature of this alteration request". Other fields include 'Size of the main' (10 mm), 'Current Supply' (Substation), and 'Length of overhead service cable' (m).

Step 10

If the "Supply required" is overhead, you must enter the length of the overhead service cable in metres.

Step 11

Select the "Current Termination point" from a drop-down list , the following options are available:

1. Pillar
2. Substation
3. FOLCB (Fused Overhead Line Connection Box)
4. Pit

Step 12

Select the "Termination point required" from a drop-down list , the following options are available:

1. Pillar
2. Substation
3. FOLCB
4. Pit

If your answer is "Pit", continue to [Step 13](#).

If your answer is **not** "Pit", continue to [Step 14](#).

The screenshot shows a web form with the following fields and options:

- Control Load to be removed:** Radio buttons for Hot Water (selected), Climate saver, and Other.
- Is this group metering?:** Radio buttons for Yes (selected) and No.
- Size of the main:** Text input with "10" and a unit dropdown set to "mm".
- Current Supply:** Dropdown menu with "Substation" selected.
- Supply required:** Dropdown menu with "Substation" selected.
- Length of overhead service cable:** Text input with "15" and a unit dropdown set to "m". This field is highlighted with a red box and labeled with a red circle containing the number 10.
- Current Termination point:** Dropdown menu with "Pillar" selected. This field is highlighted with a red box and labeled with a red circle containing the number 11.
- Termination point required:** Dropdown menu with "Pit" selected. This field is highlighted with a red box and labeled with a red circle containing the number 12.

Step 13

Select an answer to "Has pit been installed?"

Note: A wasted truck visit fee may apply if the truck arrives and the pit has not been installed.

If your answer is "No", the request **cannot** be submitted.
Please contact Customer Projects department.

Control Load to be removed ☒ Hot Water
☐ Climate saver
☐ Other

Is this group metering? ☒ Yes
☐ No

Size of the main 10 mm

Current Supply Substation

Supply required ☒ Substation

Length of overhead service cable ☒ 15 m

Current Termination point Pillar

Termination point required Pit

Has pit been installed? ☒ Yes
☐ No

Please note: A wasted truck visit fee may apply if the truck arrives and the pit has not been installed

Solar

If your request is **not** for a "Solar and alternative generation installation", proceed to [Step 19](#).

Step 14 Enter the "Inverter size" in kW.

Step 15 If the inverter size is less than 30 kW, you must enter the Solar Pre-Approval (SPA) request number, and then select "Search".

Note: You are given an SPA request number when you submit an SPA request.

If the inverter size is greater than 30 kW then the SPA request number field is disabled and you are unable to enter one.

The screenshot shows a web form titled "Solar". It contains several input fields and buttons. A red box highlights the "Inverter size" field (containing "5" and a "kW" unit) and the "Solar Pre-Approval number" field (containing "SPA-1254" and a "Search" button). To the right of the red box, there are two red circular callouts with the numbers "14" and "15". Below the highlighted fields, there are three more input fields: "Solar installer company name", "Inverter make", and "Inverter model" (which is a dropdown menu).

An error message will appear in either of the following instances:

Error message (a) appears if the inverter size entered on the New Connection request form is greater than the approved inverters size from the SPA request.

Error message (b) appears if outcome of the SPA number is invalid or the SPA request is being processed offline or requires a technical assessment.

Solar

Is this a solar installation? ☒ Yes ☐ No

Inverter size 10 kW

Solar Pre-Approval number SPA-27594 Search

The Inverter size specified is greater than that approved for in the Solar Pre-Approval

Solar installer company name

Inverter make

Inverter model

Solar

Is this a solar installation? ☒ Yes ☐ No

Inverter size 10 kW

Solar Pre-Approval number SPA-0001 Search

The Solar Pre-Approval number you have provided is invalid for this site. Please provide a valid Solar Pre-Approval number

Solar installer company name

Inverter make

Inverter model

Step 16 Enter the "Solar installer company name".

Step 17 Begin to enter the "Inverter make". The search will return a list of results that match the information you have entered.

Select the correct result.

Note: Predictive search based on what the text starts with rather than contains.

Step 18 Select the "Inverter model" from a drop-down list, the options available are dependent on the "Inverter make" selected.

The screenshot shows a web form titled "Solar". It contains several input fields and a search button. The fields are:

- Inverter size:** A text input field containing the value "5", followed by a "kW" label.
- Solar Pre-Approval number:** A text input field containing the value "SPA-1250", followed by a "Search" button.
- Solar installer company name:** A text input field containing the value "Sonny Solar". This field is highlighted with a red box and a red circle containing the number 16.
- Inverter make:** A text input field containing the value "AGL Energy Limited". This field is highlighted with a red box and a red circle containing the number 17.
- Inverter model:** A dropdown menu showing the value "EKO1500s". This field is highlighted with a red box and a red circle containing the number 18.

Additional Details

Step 19

It is optional to enter an "Alternative supply".

Note: Enter any other forms of alternative energy supply i.e. wind/battery.

Step 20

It is optional to enter a "Description of Job".

Note: This includes any information about the work that will be relevant to the field crew.

Step 21

It is optional to enter a "Project Number" for the CitiPower and Powercor project related to this Alteration Request.

The screenshot shows a form titled "Additional Details" with three input fields, each highlighted with a red border and a red circle containing a step number to its right:

Alternative supply (optional) ⓘ	Wind power supply	19
Description of Job (optional) ⓘ	This is a 2 storey residential property	20
Project number (optional) ⓘ	N0123456	21

Section 4: Enter Contact Details

Step 1 Select the "Contact Details" grey banner.

Note: There should be a green tick icon in the "Work Requirements" and "Location Details" banners.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

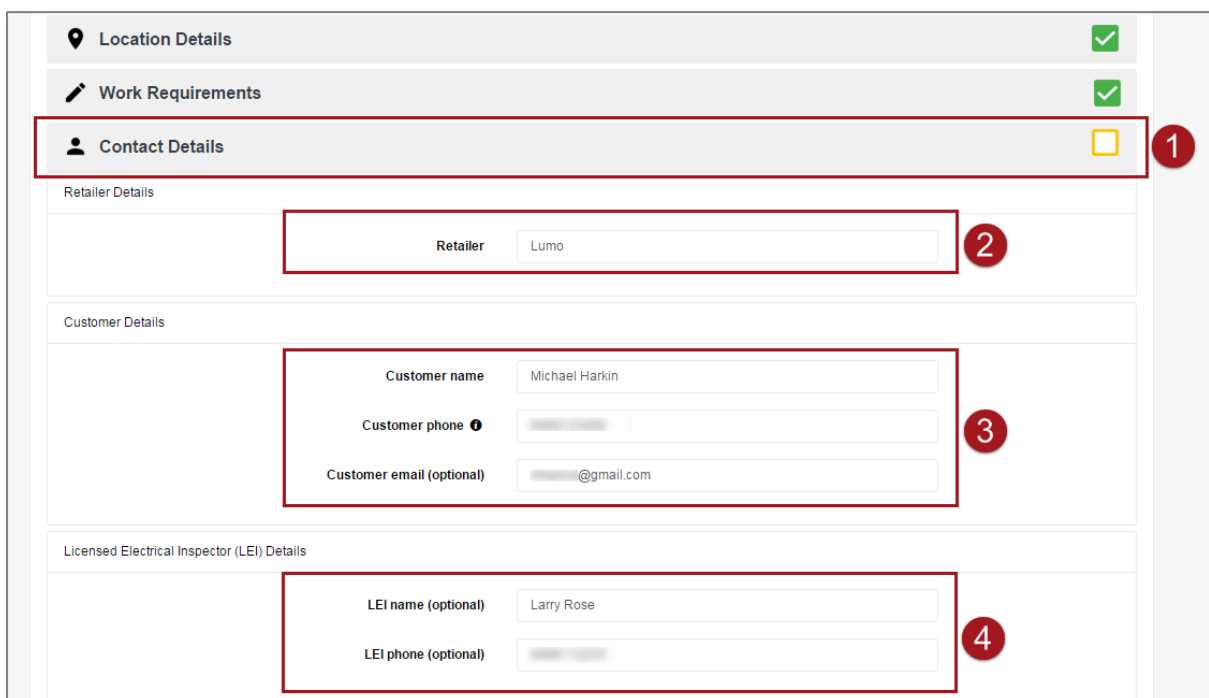
Step 2 The retailer contact field will be pre-populated with the retailer that is already associated with this connection service.

Note: "NO ACTIVE RETAILER" is displayed if there is no system active retailer for this service.

Step 3 Enter the "Customer Details".

Note: Mobile phone numbers are preferred.
By entering a customer's email, the customer will be sent the details of the Alteration Request so that they can view and track the status of the request by logging into eConnect.

Step 4 It is optional to enter the "Licensed Electrical Inspector (LEI) Details".



The screenshot shows a web form titled "Contact Details" which is highlighted with a red box and a red circle with the number 1. The form is divided into four sections: "Retailer Details", "Customer Details", "Licensed Electrical Inspector (LEI) Details", and "Work Requirements". The "Work Requirements" section at the top has a green checkmark icon. The "Retailer Details" section contains a "Retailer" field with the value "Lumo", highlighted with a red box and a red circle with the number 2. The "Customer Details" section contains three fields: "Customer name" (Michael Harkin), "Customer phone" (with a red circle 3), and "Customer email (optional)" (with a red circle 3). The "Licensed Electrical Inspector (LEI) Details" section contains two fields: "LEI name (optional)" (Larry Rose) and "LEI phone (optional)" (with a red circle 4).

Depending on the type of registration you have, the "Licensed Electrical Worker (LEW) Details" or the "Registered Electrical Contractor (REC) Details" will be pre-populated. In this example, the user is a REC so the REC Details are pre-populated.

Step 5 Enter the "Electrical License Number" or "REC number" and select "Search". This will populate the rest of the contact detail fields.

Note: RECs can only use the details of a LEW who has been nominated to submit connections requests on your behalf. For instructions on how to this please see the work instruction [Register an Account, Update Account Details & Manage Your LEWs for a REC](#)

Step 6 You have the option to update any of the phone or email details for the REC or LEW.

The screenshot displays two sections of a web form. The top section, titled "Licensed Electrical Worker (LEW) Details", contains fields for "Electrical License Number" (with value 13456), "LEW name" (Eddie Electrician), "LEW phone", "LEW email" (eddieelectrician@gmail.com), and "LEW preferred contact method" (radio buttons for email, sms, both). A red box labeled with a circled "5" encloses the "Electrical License Number" field and its "Search" button. The bottom section, titled "Registered Electrical Contractor (REC) Details", contains fields for "REC number" (123445), "REC name" (Robbo's Electric), "REC contact phone", and "REC contact email" (robbo.the.rec@gmail.com). A red box labeled with a circled "6" encloses the "REC contact phone" and "REC contact email" fields.

The following error message will appear if you enter an "Electrical License Number" that is not a LEW who has been nominated to submit connections requests on your behalf or the number entered is invalid.

For instructions on how to this please see the work instruction [Register an Account, Update Account Details & Manage Your LEWs for a REC.](#)

The screenshot shows a web form titled "Licensed Electrical Worker (LEW) Details". At the top, there is a field for "Electrical License Number" containing the value "134546" and a "Search" button. Below this, a red-bordered box contains a red error message: "The LEW specified is either invalid or cannot be allocated to this connection request as you have not approved this LEW within your Profile Settings". Underneath the error message, there are three input fields: "LEW name", "LEW phone", and "LEW email". At the bottom, there is a section for "LEW preferred contact method" with three radio button options: "email", "sms", and "both".

Step 7

Some requests relate to changes to customer tariffs and therefore the charging of the request may default to the Retailer. Alternatively and where required, you may wish another party to be invoiced for this request.

If editable, select the "Invoice to" from a drop-down list, the following options are available:

1. Retailer
2. REC
3. Other

Note: Based on the type of Alteration Connection Request, this field may default to the retailer and will not be editable.

Step 8

Enter the invoice owner's contact details.

Note: Depending on who is invoice, the fields may or may not be editable.

A field works order may be sent to the party to be billed for authorisation. Once they have accepted responsibility for payment, your request will progress

Party to be billed

Invoice to

Other

Please Note: A field works order may be sent to the party to be billed for authorisation. Please enter their email and mobile phone number below. Once they have accepted responsibility for payment, your request will progress.

Name of party to be billed

Greg Holland

Email

gholland@gmail.com

Phone

0400112211

Billing Address

50 Evergreen Terrace

Billing Address Line 2 (optional)

Suburb / Town

Melbourne

Postcode

3000

Section 5: Add Attachments

Step 1 Select the "Attachments" grey banner.

Note: There should be a green tick icon in the "Work Requirements", "Location Details" and "Contact Details" banners.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 2 Select an answer to "How will you provide the CES?"

If your answer is "Attachment", enter the Certificate of Electrical Safety (CES) number.

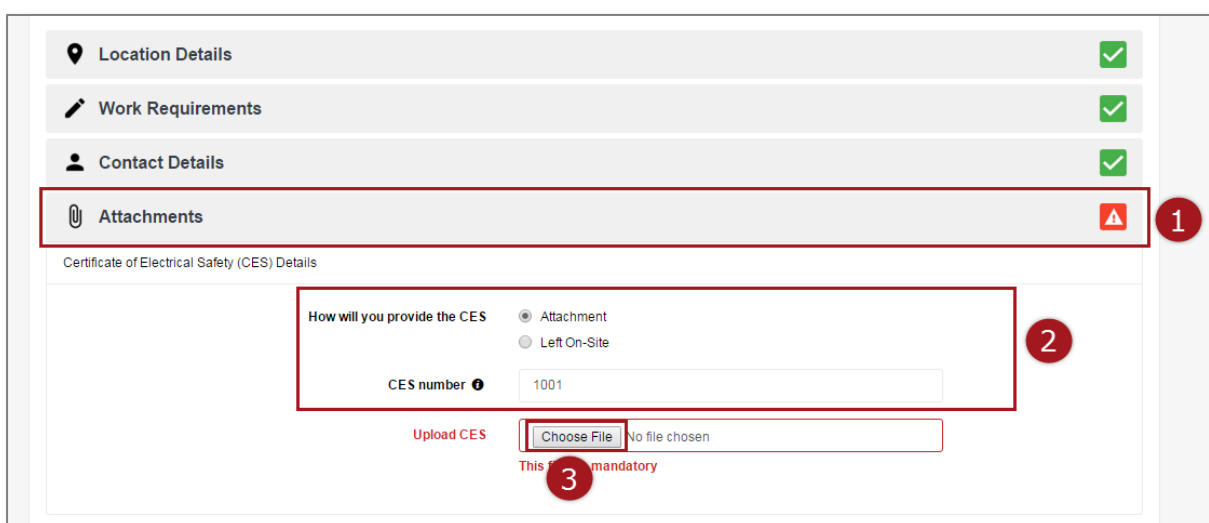
Note: The CES number is the reference number at the top of the CES document.

If your answer is "Left On-Site", continue to [Step 7](#).

If the CES is left on site, please note that if it cannot be located on site at the appointment time, a wasted truck visit will be charged. To avoid this, we suggest this you provide some further details on the CES location in the additional details section under "Work Requirements".

Step 3 To attach a file, select "Choose File".

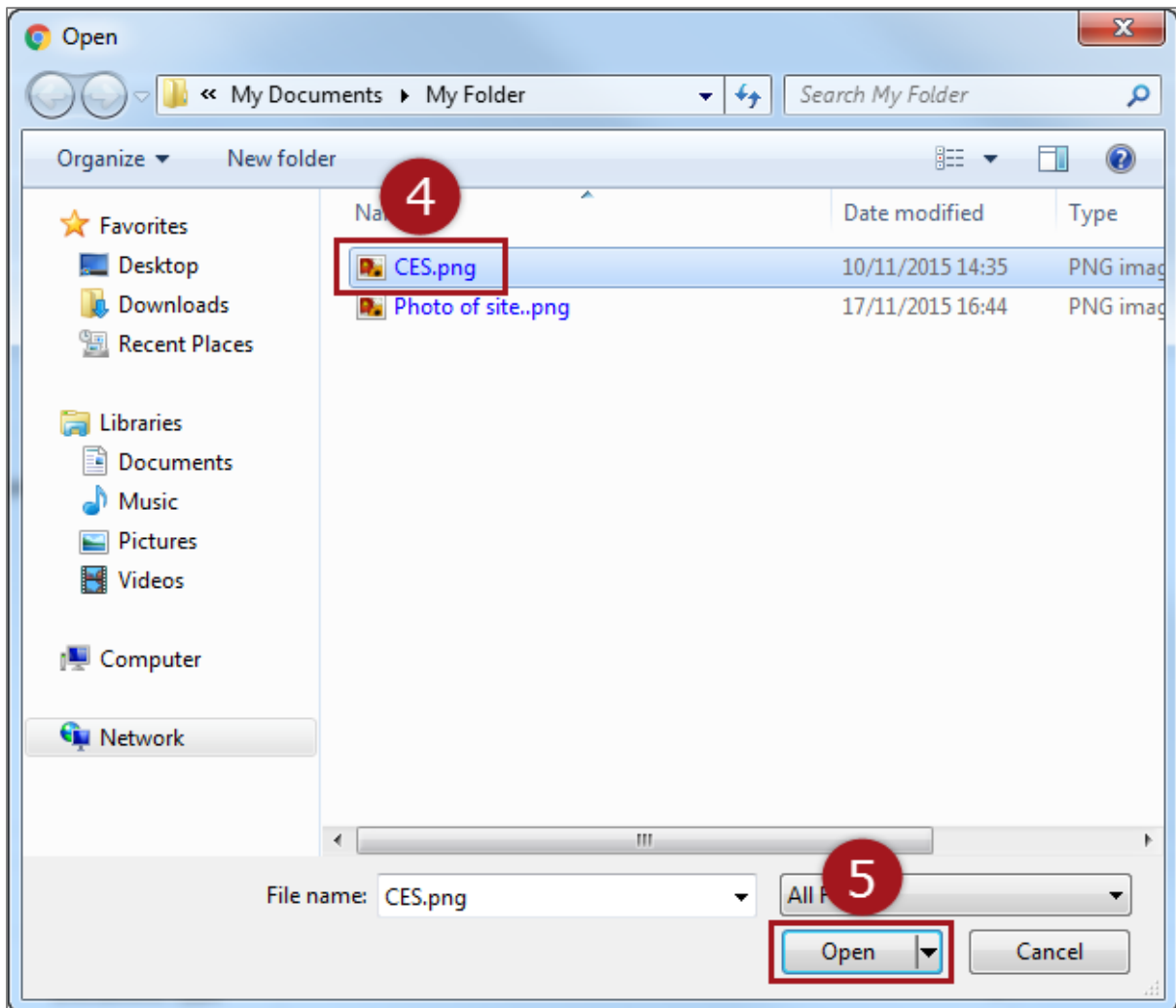
Please ensure you upload/attach the correct CES for the request. An incorrect CES will result in delays.



Step 4 Find and select your CES file from the pop up window.

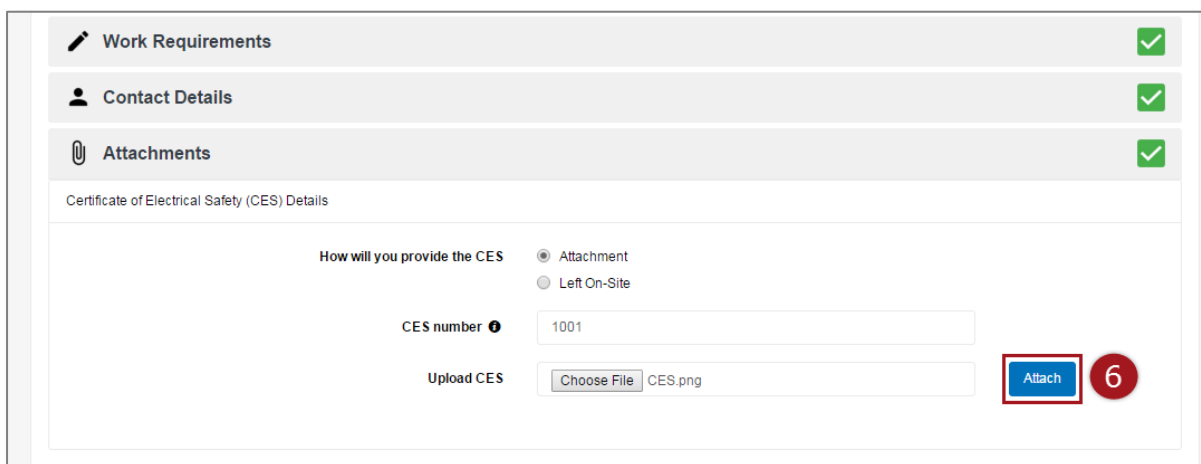
Note: Please make sure the CES file is of adequate quality so the document is legible.

Step 5 Select "Open".



Step 6

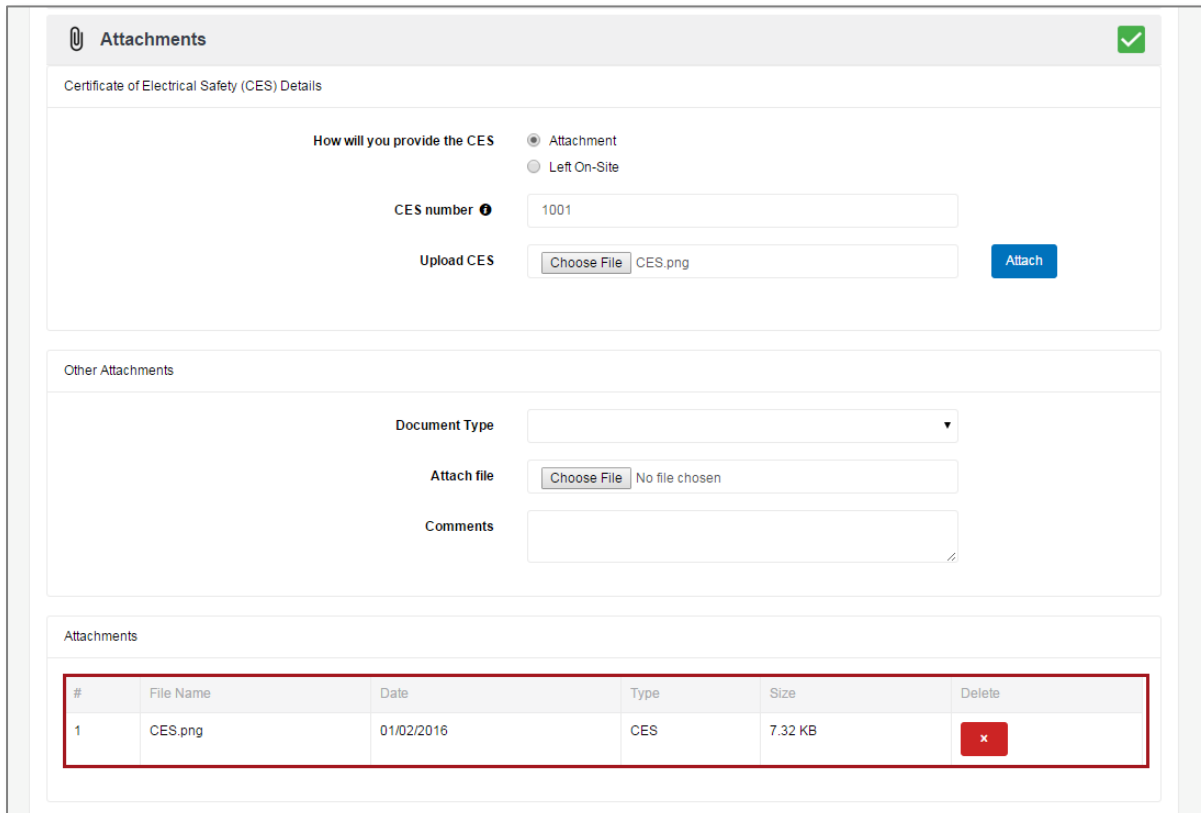
Important Step: To add the attachment to the Connection Request, select **"Attach"**.



The screenshot shows the 'Attachments' section of a web application. At the top, there are three tabs: 'Work Requirements', 'Contact Details', and 'Attachments', each with a green checkmark. Below the 'Attachments' tab, the section is titled 'Certificate of Electrical Safety (CES) Details'. It contains two radio buttons for 'How will you provide the CES': 'Attachment' (selected) and 'Left On-Site'. Below these, there is a text input field for 'CES number' with the value '1001'. To the right of this field is an 'Upload CES' section with a 'Choose File' button and the text 'CES.png'. To the right of the 'Upload CES' section is a blue 'Attach' button, which is highlighted with a red box and a red circle with the number 6 next to it.

If the attachment has successfully been added to the Connection Request, it will appear at the bottom of the page.

To delete it select the red cross icon  next to the attachment.



The screenshot shows the 'Attachments' section of a web application. At the top, there is a tab labeled 'Attachments' with a green checkmark. Below the tab, the section is titled 'Certificate of Electrical Safety (CES) Details'. It contains two radio buttons for 'How will you provide the CES': 'Attachment' (selected) and 'Left On-Site'. Below these, there is a text input field for 'CES number' with the value '1001'. To the right of this field is an 'Upload CES' section with a 'Choose File' button and the text 'CES.png'. To the right of the 'Upload CES' section is a blue 'Attach' button. Below the 'Attach' button, there is a section titled 'Other Attachments' with a 'Document Type' dropdown menu, an 'Attach file' section with a 'Choose File' button and the text 'No file chosen', and a 'Comments' text area. At the bottom, there is a table titled 'Attachments' with the following data:

#	File Name	Date	Type	Size	Delete
1	CES.png	01/02/2016	CES	7.32 KB	

Step 7

To assist the progress of your Alteration Request, you may want to add another attachment. Example, in rural areas, a map can assist the crew find the property.

Select the "Document" from a drop-down list, the following options are available:

1. Photo
2. Technical Drawings
3. Map
4. Other

Step 8

Enter any comments to accompany or describe the attachment.

Step 9

To attach a file repeat [Steps 3-6](#) above.

The screenshot shows a web form titled "Other Attachments". It contains three main sections: "Document Type", "Attach file", and "Comments".

- Document Type:** A dropdown menu with "Photo" selected. A red circle with the number 7 is next to it.
- Attach file:** A section with a "Choose File" button, a text input field containing "Photo of site.png", and a blue "Attach" button. A red circle with the number 9 is next to the "Attach" button.
- Comments:** A text area with the text "This shows a photo of the site". A red circle with the number 8 is next to it.

Red boxes highlight the "Document Type" dropdown, the "Attach file" section, and the "Comments" text area.

If the attachments have successfully been added to the Alteration Request, they will appear at the bottom of the page.

To delete them select the red cross icon  next to the attachment.

Location Details

Work Requirements

Contact Details

Attachments

Certificate of Electrical Safety (CES) Details

How will you provide the CES

☒ Attachment
☐ Left On-Site

CES number
1001

Upload CES

Choose File
CES.png

Attach

Other Attachments

Document Type
Photo

Attach file

Choose File
Photo of site.png

Attach

Comments
This shows a photo of the site

Attachments

#	File Name	Date	Type	Size	Delete
1	CES.png	01/02/2016	CES	7.32 KB	
2	Photo of site.png	01/02/2016	Photo	13.99 KB	

Section 6: Confirmation and Set Appointment.

Step 1 Select the "Confirmation" grey banner.

Note: There should be a green tick icon in the "Work Requirements", "Location Details", "Contact Details" and "Attachments" banners.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

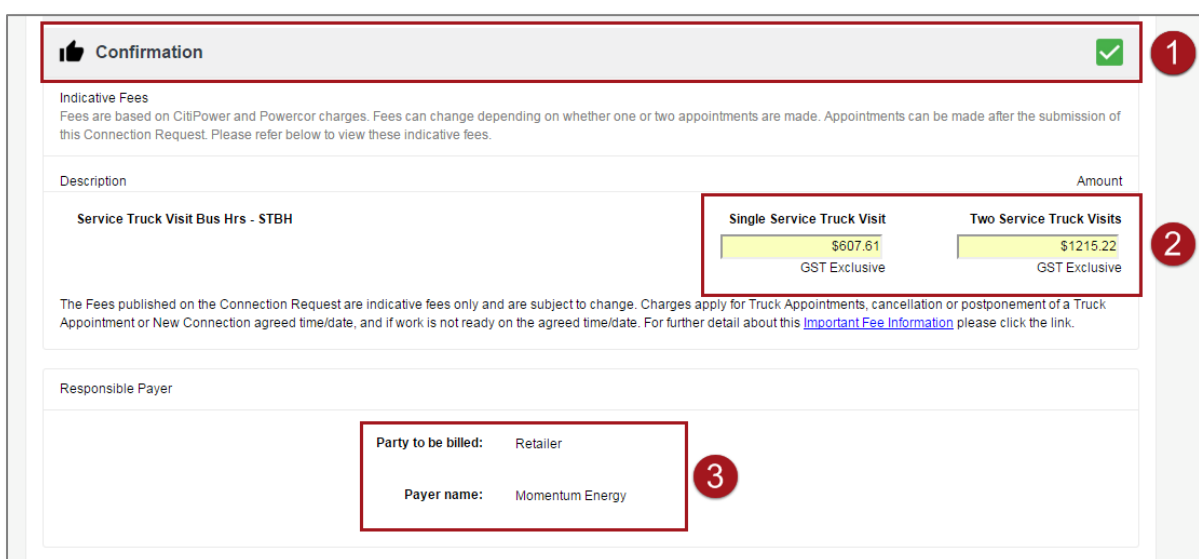
Step 2 Note any indicative fees on the right-hand-side of the page.

This includes a product name and code for the charges.

Note: Fees are based on CitiPower and Powercor charges. Fees can change depending on whether one or two appointments are made or if there is a requirement to install Current Transformer (CT) metering. Appointments can be made after the submission of this Connection Request.

For further information on fees, select the "Important Fee Information" link. Information regarding fee is also available on the CitiPower and Powercor website www.powercor.com.au.

Step3 The "Party to be billed" will be auto-populated based on what was selected in the "Contacts" banner.



Confirmation 

Indicative Fees
Fees are based on CitiPower and Powercor charges. Fees can change depending on whether one or two appointments are made. Appointments can be made after the submission of this Connection Request. Please refer below to view these indicative fees.

Description	Amount				
Service Truck Visit Bus Hrs - STBH	<table border="1"><thead><tr><th>Single Service Truck Visit</th><th>Two Service Truck Visits</th></tr></thead><tbody><tr><td>\$607.61 GST Exclusive</td><td>\$1215.22 GST Exclusive</td></tr></tbody></table>	Single Service Truck Visit	Two Service Truck Visits	\$607.61 GST Exclusive	\$1215.22 GST Exclusive
Single Service Truck Visit	Two Service Truck Visits				
\$607.61 GST Exclusive	\$1215.22 GST Exclusive				

The Fees published on the Connection Request are indicative fees only and are subject to change. Charges apply for Truck Appointments, cancellation or postponement of a Truck Appointment or New Connection agreed time/date, and if work is not ready on the agreed time/date. For further detail about this [Important Fee Information](#) please click the link.

Responsible Payer

Party to be billed: Retailer

Payer name: Momentum Energy

Step 4 Read the "Terms and Conditions".

If you are willing to accept these terms, tick the "I accept Terms and Conditions" box.

If you are **not** willing to accept these terms, you cannot submit an Alteration Request.

Note: The "Submit" button will only appear once the check box "I accept Terms and Conditions" has been selected.

Step 5 Select "Submit" to complete the request.

Once you submit the Alteration Request you may be prompted to schedule an appointment. This must be completed for the Connection Request to proceed.

For steps on how to make an appointment, [Step 6](#).

Note: If you require an appointment and also require CT metering you will be able to book an appointment once the CT is ready to be collected from the depot. We will contact you in due course to arrange this via email or SMS (as per your preferred contact method) nominated in your profile.

There is no need to make an appointment for Solar Installation only Alterations Requests.

Responsible Payer

Party to be billed: Retailer

Payer name: Momentum Energy

Terms and Conditions

Application for service - Electrical Work Request (EWR) for new and existing installations

I acknowledge and confirm that the requirements of **CitiPower and Powercor** have been adhered to and certify that the electrical work complies with the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge that the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated **CitiPower and Powercor** charges unless I have deferred responsibility to another person or to a Retailer. Where I have deferred responsibility to another person or to a Retailer, I acknowledge that they will be contacted to accept these charges before work is commenced. Payment of these charges is required within 30 days.

All information that I have provided to **CitiPower and Powercor** in connection with this Application is true and accurate.

By ticking the checkbox below, I declare that I have read, understood and accept the terms and conditions outlined above and confirm I have read, understood and accept important information Fee information.

☒ I accept the Terms and Conditions **4**

5 Submit

Upon submission you will either proceed to the appointment page or return to the Dashboard and you will see the following confirmation message on the bottom left-hand corner of the screen.

You will see the Alteration Request at the top of the list of latest connection requests.

You will be emailed a summary of your Alteration Request details including a link to the Alteration Request Detail page where you may track the progress of your request.

The screenshot shows the eConnect dashboard for user Jonny Brown. At the top, a pink banner states: "You have 6 outstanding action(s). These must be completed for requests to progress." with a "View Actions" button. Below this are three cards: "New Connections" (lightbulb icon), "Alterations" (blue wireframe house icon), and "Abolishments" (silhouettes of workers icon). The "Latest Requests" section features a search bar and a table of requests. The first row, CR-08023, is highlighted with a red border. A green notification box at the bottom left says: "Your alteration connection request CR-08023 has been successfully submitted".

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-08023	189 WILLINGHAMS RD, FRAMLINGHAM VIC 3265	Alteration	Submitted			
CR-08022		Alteration	Draft			
CR-08020	2402 HOPKINS HWY, PURNIM VIC 3278	Alteration	Submitted			
CR-07947	121 THE SISTERS RD, GARVOC VIC 3265	Alteration	Submitted			
CR-07859	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			

Step 6

Depending on the type of Alteration Request you are submitting, you may be asked to select how many appointments you would like to schedule.

Select one or two appointments then select "Next".

Note: Scheduling two appointments may incur charges.

If you select one appointment. Please note that if the crew arrive on site and it's clear the job cannot be completed in one appointment, the truck will drive away, a wasted truck visit fee may apply and you will be required to book a new appointment(s). If you think the job will require two appointments please book two appointments

The screenshot shows a web form titled 'Appointment' with a blue header. Below the header, there is a section 'Book an appointment' with the subtext 'Select appointment type'. The main question is 'How many appointments would you like to schedule.' There are two radio button options: 'One Appointment' and 'Two Appointments'. The 'Two Appointments' option is selected, indicated by a filled radio button and a red circle with the number '6' next to it. Below the 'Two Appointments' option, there is a small note: '*May incur extra charges'. A blue 'Next' button is located at the bottom right of the form.

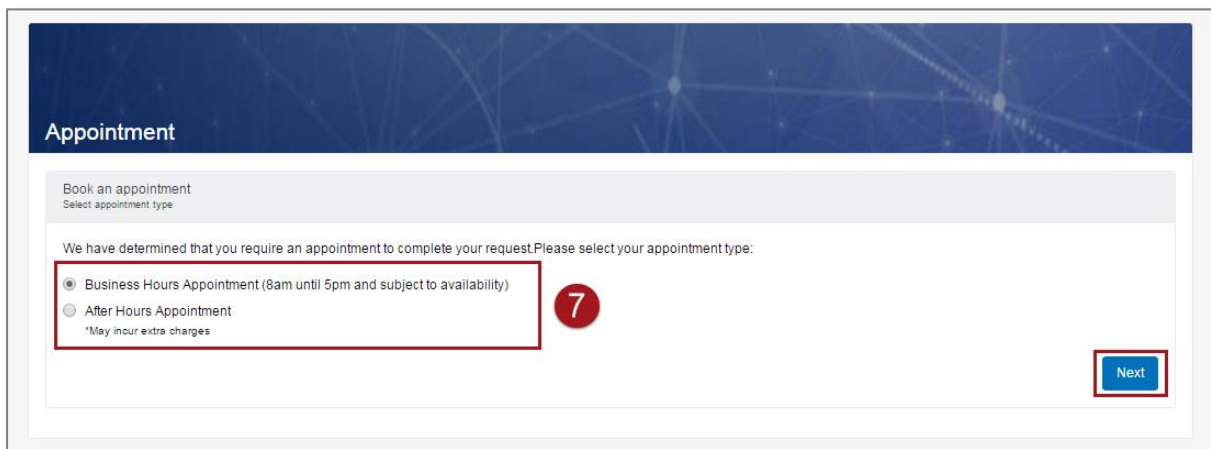
Step 7

Select the type of appointment you would like, and then select "Next".

If you answered "After Hours Appointment", please proceed to [Step 11](#).

Note: Selecting After Hours Appointment indicates your preference for the work to be undertaken outside of the hours 8:00am – 5:00pm Monday to Friday. This request will be subject to approval and will incur additional costs.

You must complete the request to lock in the appointment.



Appointment

Book an appointment
Select appointment type

We have determined that you require an appointment to complete your request. Please select your appointment type:

☒ Business Hours Appointment (8am until 5pm and subject to availability)

☐ After Hours Appointment
*May incur extra charges

7

Next

Step 8

Select the date and time for your preferred time for the appointment, then select "Confirm".

If you are only scheduling one appointment proceed to [Step 10](#).

Note: Your appointment time will be within two hours of the start time chosen. You will not be able to book an appointment within 5 days of the current date.

Appointment

Create an appointment
Select time of appointment

Please note this appointment timeslot is indicative only. The truck may arrive on site any time within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

March 2016							»
Su	Mo	Tu	We	Th	Fr	Sa	
28	29	1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	31	1	2	
3	4	5	6	7	8	9	

10:30 AM

11:30 AM

12:30 PM

1:30 PM

2:30 PM

8

Back

Confirm

Step 9

Select the date and time for your preferred time for your second appointment, then select "Confirm".

Note: Your appointment time will be within two hours of the start time chosen. You will not be able to book an appointment within 5 days of the current date

Appointment

Create an appointment
Select time of appointment

First appointment is added successfully. Please add second appointment.

Please note this appointment timeslot is indicative only. The truck may arrive on site any time within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

March 2016						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

12:30 PM
1:30 PM
2:30 PM

Back Confirm

Step 10

You will receive the following message confirming your appointment(s) date and time. If this is correct select "Finish".

Alternatively, select "Change your appointment" to choose another date/time.

Appointment

Appointment - Confirmation

You have successfully created your appointment. Please note, this appointment timeslot is indicative only. The truck arrive on site anytime within two hours after the time selected. Exact arrival time will be confirmed at least a day prior to the appointment and you will be notified via email and/or SMS.

12:30 PM
March 10, 2016
Business Hours Appt
Change your appointment

2:30 PM
March 10, 2016
Business Hours Appt
Change your appointment

Finish

Upon confirmation you will receive the following confirmation message.

The truck may arrive within two hours after the time select.

CitiPower and Powercor will contact you 1 business day prior to your appointment to confirm the time.

eConnect

Dashboard

Submit Connection Request

View Connection Requests

Solar Pre-Approvals

Manage My Profile

Enquiries

Call to Actions

Jonny Brown

Log Out

You have 7 outstanding action(s). These must be completed for requests to progress.

View Actions



New Connections

Create a new connection request



Alterations

Create a new additions and alterations request



Abolishments

Create a new abolishment request

Coming Soon

Latest Requests

5 Latest Requests

Connection Request ID:

Find

View All

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06068	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			
CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	In-Progress			
CR-05934	89 Fish Drive MELBOURNE 3000	New Connection	Submitted			
CR-05849		Alteration	Draft			
CR-05845	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	Submitted			

Thank you! You have successfully completed your Book Appointment Call to Action for CR-06545



Warning: HARD COPIES OF THIS DOCUMENT MAY NOT BE THE LATEST VERSION. The most up-to-date document is located on the Intranet.

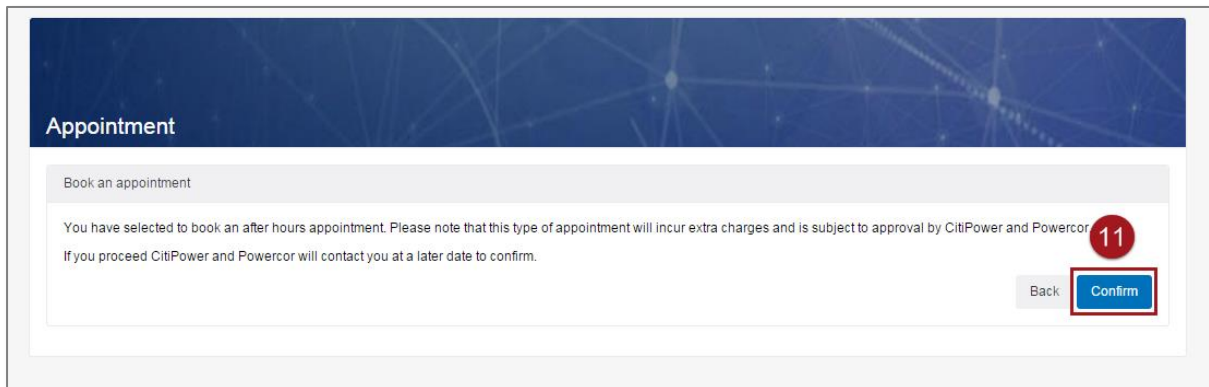
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Step 11

You will receive the following message confirming your request for an after hours appointment. You will incur extra charges for this appointment. To finish, select "Confirm".

Alternatively, select "Back" to select an appointment during business hours.

CitiPower and Powercor will contact you to confirm eligibility as well as date and time for the appointment.



Appointment

Book an appointment

You have selected to book an after hours appointment. Please note that this type of appointment will incur extra charges and is subject to approval by CitiPower and Powercor. If you proceed CitiPower and Powercor will contact you at a later date to confirm.

Back Confirm

Upon confirmation a confirmation message will appear on the screen.

CitiPower and Powercor will contact you to confirm you appointment time.

EConnect Jonny Brown Log Out

You have 7 outstanding action(s). These must be completed for requests to progress. [View Actions](#)

New Connections
Create a new connection request

Alterations
Create a new additions and alterations request

Abolishments
Create a new abolishment request

Coming Soon

Latest Requests
5 Latest Requests

Connection Request ID: [Find](#) [View All](#)

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-06068	64 STONEHOUSES RD, GARVOC VIC 3265	Alteration	Submitted			
CR-05949	84 EDWARDS RD, MAIDEN GULLY VIC 3551	Alteration	In-Progress			
CR-05934	89 Fish Drive MELBOURNE 3000	New Connection	Submitted			
CR-05849		Alteration	Draft			
CR-05845	290 BRYAN O'LYNN RD, PURNIM VIC 3278	Alteration	Submitted			

Thank you! You have successfully completed your Book Appointment Call to Action for CR-06545.