

Type 9 - Street Furniture Connection Request



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Purpose

This Work Instruction outlines the process for submitting a **Type 9 - Street Furniture Connection Request** in eConnect. It ensures that connection requests are completed accurately and consistently in line with Victorian SIR Type 9 requirements.

Scope

This Work Instruction applies to:

- Registered Electrical Contractors (REC)
- Licensed Electrical Workers (LEW)

Some examples of Type 9 Connections are:

- Traffic signals
- Bus shelters
- EV chargers
- Telecommunications equipment

Before You Start

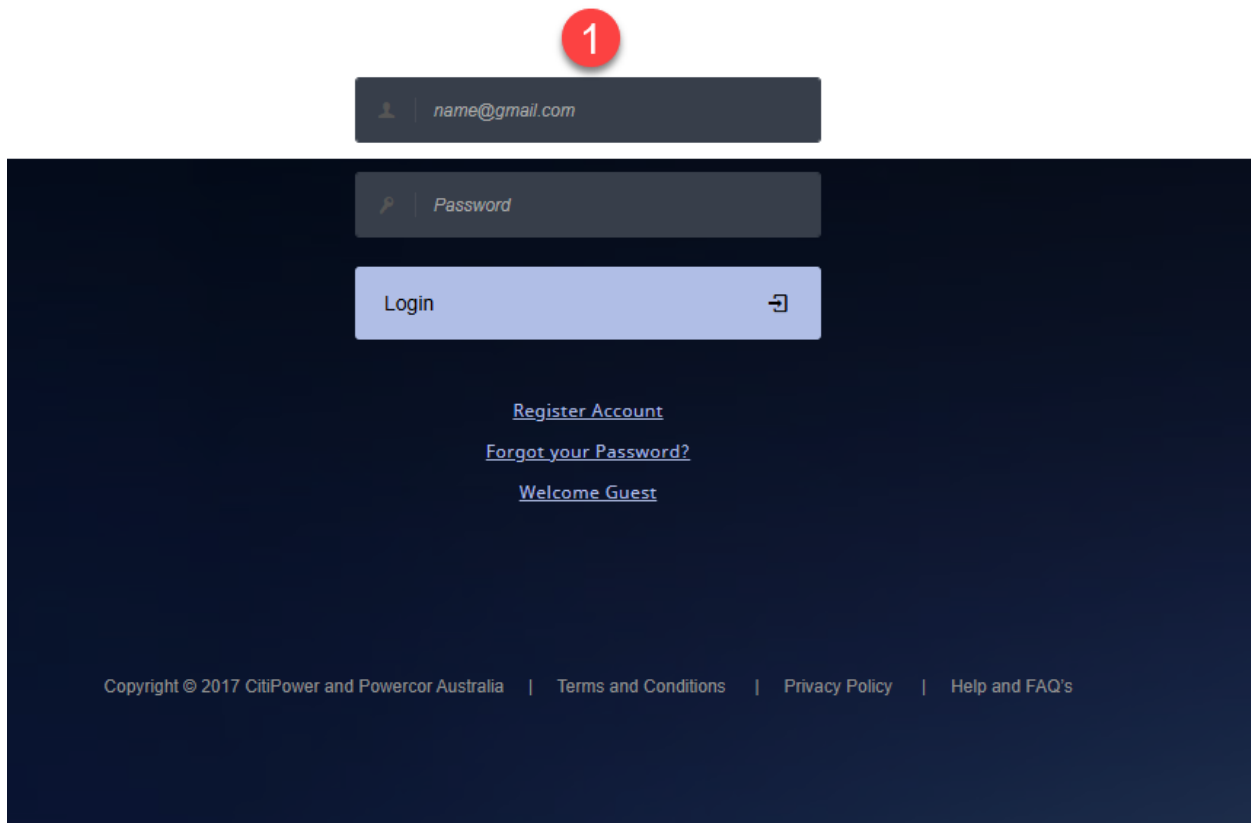
Ensure you have the following information available:

- Site address details
- Electrical load (amps / demand)
- Installation details (phases, supply type)
- Supporting documentation (if required)

Work Instructions

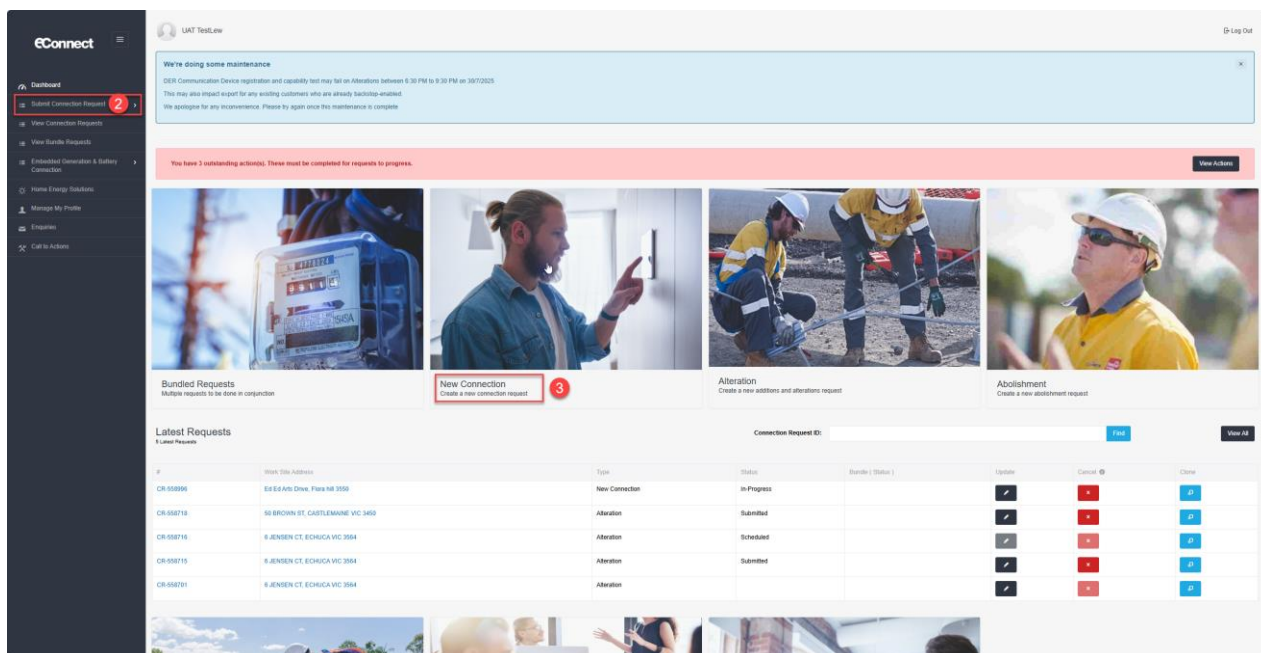
1. Initiate a New Connection Request

1. Log in to **eConnect**



The login page features a dark blue background. At the top, a red circle with the number '1' is positioned above the email input field. The email field contains 'name@gmail.com'. Below it is a password field with a key icon and the placeholder text 'Password'. A light blue 'Login' button with a right-pointing arrow is located below the password field. Underneath the login button are three links: 'Register Account', 'Forgot your Password?', and 'Welcome Guest'. At the bottom, a footer contains the copyright notice 'Copyright © 2017 CitiPower and Powercor Australia' followed by links for 'Terms and Conditions', 'Privacy Policy', and 'Help and FAQ's'.

2. Select **New Connections** from either:
 - Home page tile, or
 - Left-hand navigation menu.
3. Select **Submit Connection Request** → **New Connection**.



The dashboard shows a sidebar on the left with a red box around 'Submit Connection Request' and a red circle with the number '2'. The main content area has a blue maintenance banner at the top. Below it is a red banner stating 'You have 3 outstanding actions'. The dashboard is divided into four tiles: 'Bundled Requests', 'New Connection' (with a red circle and number '3'), 'Alteration', and 'Abolishment'. Below these tiles is a 'Latest Requests' table.

ID	Work Site Address	Type	Status	Bundle (Status)	Location	Cancel	Clone
CR-855996	83 EA AVE Drive, Plaza NR 3558	New Connection	In Progress				
CR-855713	50 BROWN ST, CASTLEMAINE VIC 3468	Alteration	Submitted				
CR-855716	8 JENSEN CT, ECHUCA VIC 3584	Alteration	Scheduled				
CR-855715	8 JENSEN CT, ECHUCA VIC 3584	Alteration	Submitted				
CR-855701	8 JENSEN CT, ECHUCA VIC 3584	Alteration					

4. Select Type 9 – Street Furniture

We're doing some maintenance

DER Communication Device registration and capability test may fail on Alterations between 6:30 PM to 9:30 PM on 30/7/2025. This may also impact export for any existing customers who are already backstop-enabled. We apologise for any inconvenience. Please try again once this maintenance is complete.

Dashboard / New Connection Request

New Connection Request

What type of Connection Request would you like to create?

Important Notice: A basic connection service is a routine new connection for less than 100 amps or alteration service which involves no extension or upgrade to our electricity network. The eConnect process for requests under 100 amps allows for an expedited basic connection service including energisation. Our Model Standing Offer or the Generation Agreement only set the terms and conditions for the provision of the basic connection service. Please [click here](#) for our Model Standing Offer or the Generation Agreement. Should the site not be ready for CIPower and Powercor installation and/or servicing work, you may incur a Field Visit fee. This includes being being available to the property for larger estates please refer to the developer or contact the Customer Projects area.

Any Connection of a micro embedded generator including batteries is made under the terms and conditions of the Model Standing Offer or the Generation Agreement [click here](#). Any investors installed must comply with this MSO or the Generation Agreement and be a smart investor on the Clean Energy Council Approved Grid Connected Inverter Kit.

The key requirements being that the micro embedded generator must be installed at or below the Approved Capacity as per pre-approval with Victorian net-net and net-net selling applied. The customer must seek our pre-approval in writing prior to altering the installed capacity of any micro embedded generator capacity or export limit amount.

Please note: It is the responsibility of the installer to inform the micro embedded generator owner of the above requirements.

Do you want to find out more about type 9 street furniture? [click here](#)

Single Premise

Unmetered Supply

4 Type 9 - Street Furniture

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2. Enter Work Requirement Details (Type 9) Electricity Details

2.1. Installation Type

1. Select the appropriate Installation Type

We're doing some maintenance

DER Communication Device registration and capability test may fail on Alterations between 6:30 PM to 9:30 PM on 30/7/2025. This may also impact export for any existing customers who are already backstop-enabled. We apologise for any inconvenience. Please try again once this maintenance is complete.

Dashboard / New Connection Request / Type 9 - Street Furniture

Type 9 - Street Furniture

Work Requirements

Electricity Details

Please Note: If this request requires an LV isolation, the appointment will be made in consultation with CIPower/Powercor after the site inspection is complete. There is a 15+ business days lead time for these appointments.

Installation Type Please Select

Connection Voltage Please Select

What is the required number of phases? Please Select

Maximum demand (for single installation) Please Select

Supply limited to (for single installation) Please Select

Is metering incorporated inside the customers appliance? Please Select

Is this a High Voltage connection request? Please Select

Does this installation require floor heating controlled load? Please Select

Size of the main Please Select

Customer Asset id Please Select

Supply required Please select

Termination point Please select

Definitions for Supply Required field below

Overhead - Electricity poles in street, property connects to our network through overhead service cable

Underground - Electricity poles in street, property connects to our network through underground cable

UBO - No electricity poles in street, property connects to our network through underground cable

*Incorrect selection may cause delays and/or result in a failed field visit**

2.2. Metering Configuration

1. Select **Yes** or **No** : “Is the metering incorporated in the customer’s appliance?”

Is metering incorporated inside the customers appliance?

☒ Yes
☐ No

Response	Outcome
Yes	CT Collection Not Required
No	If 3-phase > 100 Amps or above a Call to Action will be triggered for collection of CTs.

2.3. Customer Asset ID

1. Enter the **Customer Asset ID** (mandatory free text field)

1

Customer Asset Id

Definition for Supply Required field below
Overhead – Electricity poles in street, property connects to our network through overhead service cable.
Underground – Electricity poles in street, property connects to our network through underground cable.
URD – NO electricity poles in street, property connects to our network through underground cable
Incorrect selection may cause delays and/or result in a failed field visit

2.4. Additional Details

1. Review the **Additional Details** Section:

- **Meter Position:** Default = Permanent
- **Residential Premise:** Default = No

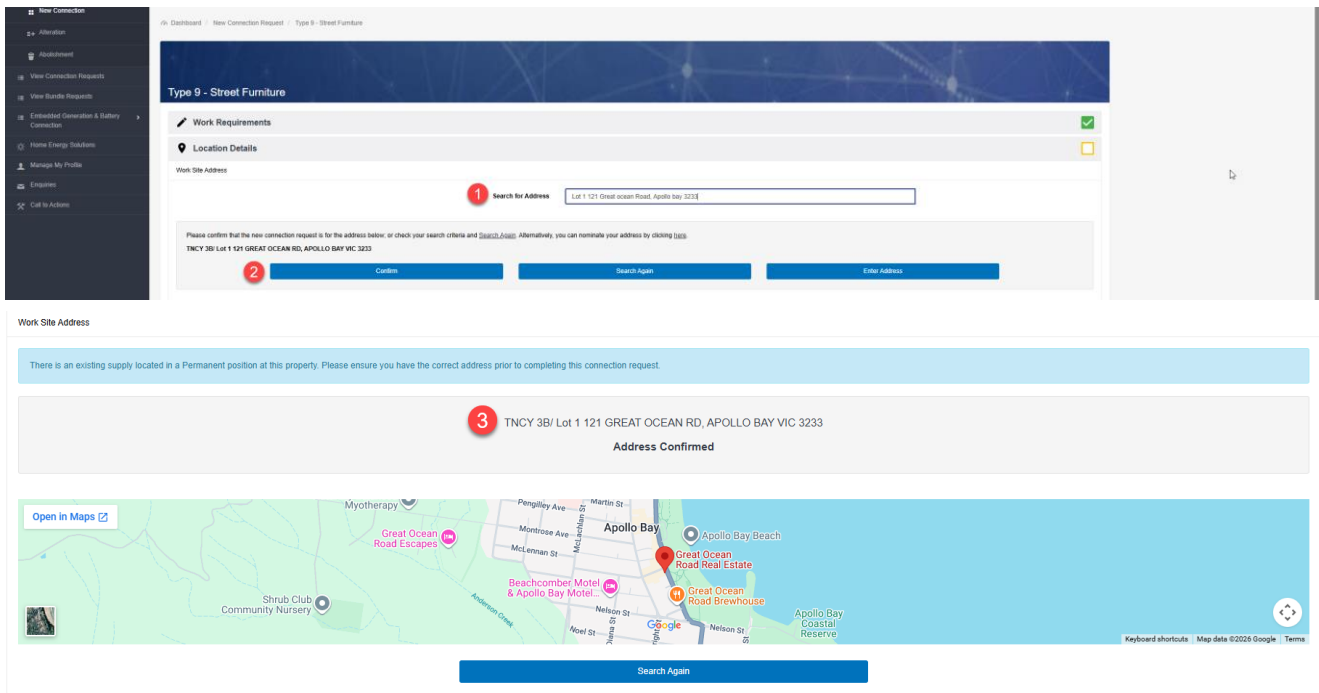
These values are **system controlled** and cannot be changed:

Meter position ☒ Permanent

Is this a residential premise? ☒ No

3. Enter Location Details

1. Open **Location Details**.
2. Search and confirm the installation address .
3. Confirm completion (green tick indicator ).



Work Site Address

There is an existing supply located in a Permanent position at this property. Please ensure you have the correct address prior to completing this connection request.

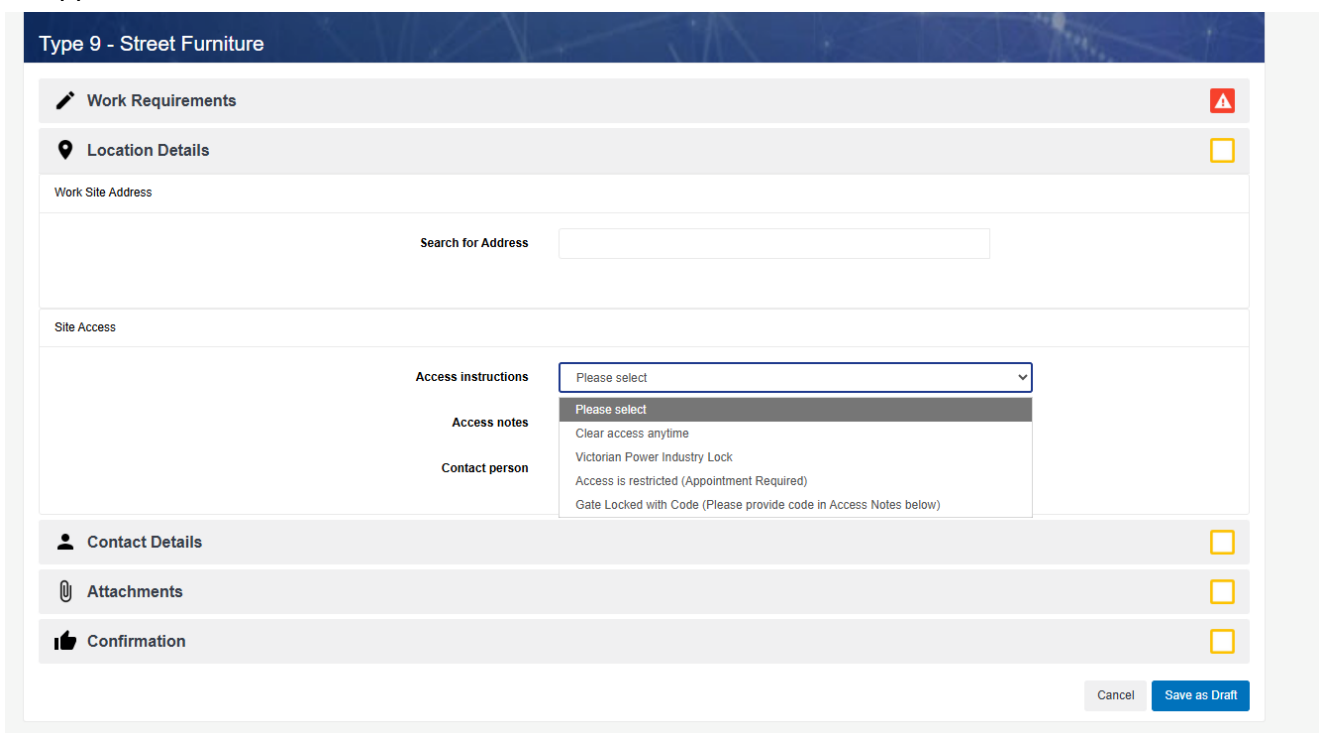
TNCY 3B/ Lot 1 121 GREAT OCEAN RD, APOLLO BAY VIC 3233

Address Confirmed

Search Again

3.1. Access Instructions

If you require an appointment please select “**Access is restricted**”, all other options are non appointments:



Type 9 - Street Furniture

Work Requirements

Location Details

Work Site Address

Search for Address

Site Access

Access instructions

Access notes

Contact person

Contact Details

Attachments

Confirmation

Cancel Save as Draft

4. Enter Contact Details

1. Open **Contact Details** section

Enter:

- Retailer details (**mandatory**).
- Customer contact details.
- REC / LEW details (auto-populated where applicable).

The screenshot shows a web form titled 'Contact Details' with a green checkmark icon in the top right corner. The form is divided into several sections, each with a header and a corresponding icon: 'Location Details' (location pin), 'Contact Details' (person), 'Retailer Details' (retailer), 'Customer Details' (customer), 'Licensed Electrical Inspector (LEI) Details' (LEI), 'Licensed Electrical Worker (LEW) Details' (LEW), and 'Registered Electrical Contractor (REC) Details' (REC). The form contains various input fields and dropdown menus. Red numbered circles (1-6) highlight specific areas: 1. 'Search for Retailer' dropdown menu. 2. 'AGL' dropdown menu. 3. 'Customer name', 'Customer phone', and 'Customer email (optional)' input fields. 4. 'LEI name (optional)' and 'LEI phone (optional)' input fields. 5. 'Electrical License Number' input field with a 'Search' button. 6. 'REC number' input field with a 'Search' button. The form also includes fields for 'LEW name', 'LEW phone', 'LEW email', and 'LEW preferred contact method' (radio buttons for email, sms, both).

5. Add Attachments

1. Open **Attachments** section:

2. Upload required documents, such as:

- **Certificate of Electrical Safety (CES)**
- **Technical drawings**
- **Photos**
- **Maps**

Type 9 - Street Furniture

- Work Requirements ☒
- Location Details ☒
- Contact Details ☒
- Attachments ☐ 1

Certificate of Electrical Safety (CES) Details

How will you provide the CES ☒ Attachment ☐ Left On-Site

CES Number

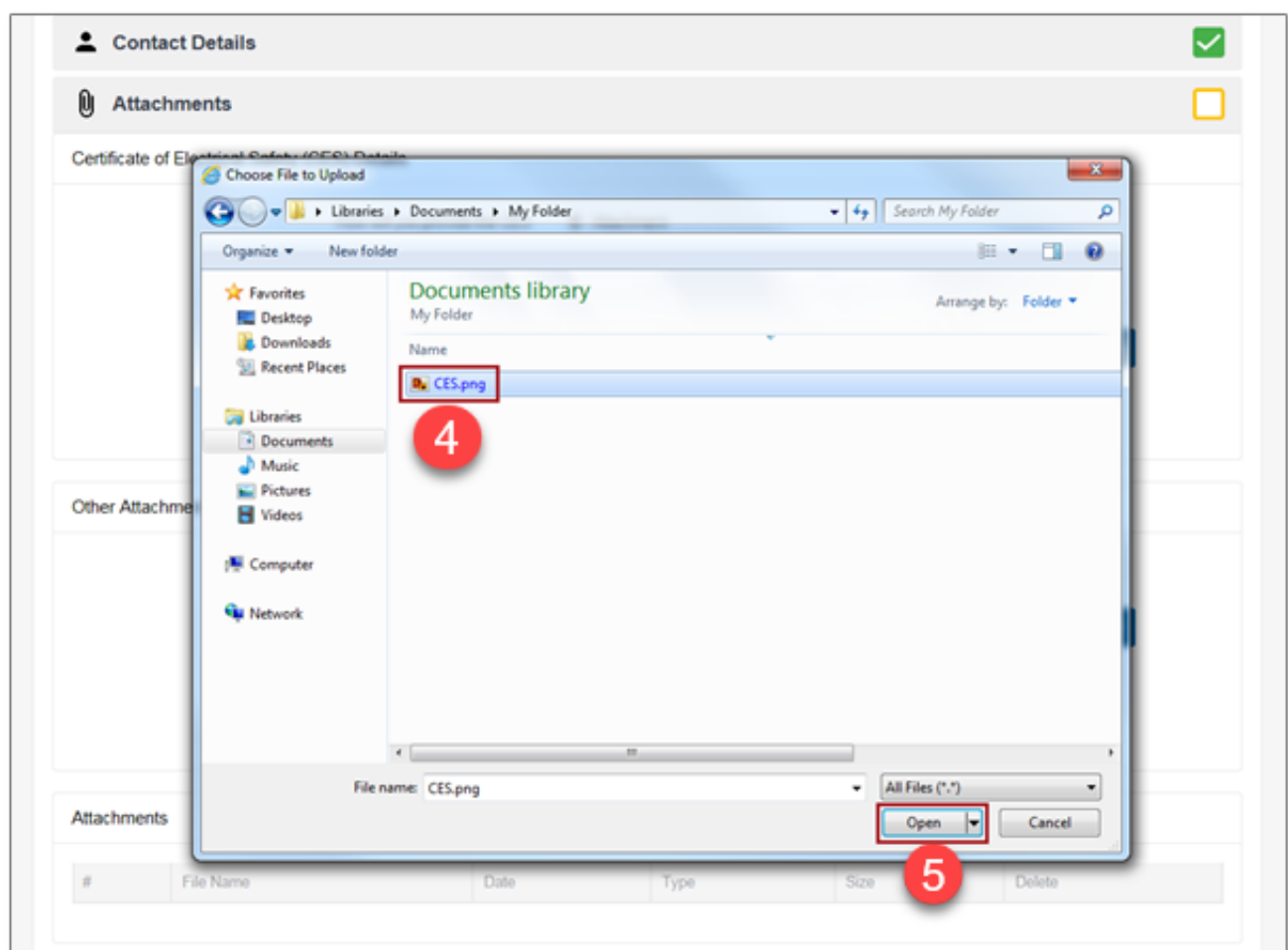
Upload CES No file chosen 2

Other Attachments

Document Type

Attach file No file chosen 3

Comments



✎ 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

6

📎 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

7

Attach file

Choose File

Photo of site.png

Attach

Comments

This shows the layout of the site.

8

Attachments

#	File Name	Date	Type	Size	Delete
---	-----------	------	------	------	--------

6. Review and Submit

1. Open **Confirmation** section

2. Review:

- Application summary
- Indicative charges (if applicable)
- Terms and Conditions

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Work Requirements ✓

Location Details ✓

Contact Details ✓

Attachments ✓

Confirmation ☐

Indicative Fees
Fees are based on CitiPower and Powercor charges

Description	Amount
	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. The indicative fee for this Connection Request could not be displayed at this time. For more information on our Connection Services fees please refer to the [Electricity Connections](#) pages of our CitiPower and Powercor website.

Responsible Payer

Retailer Name: Neighbourhood Energy

Retailer Number:

ABN :

3. Accept Terms and Conditions

4. Select **Submit**

Responsible Payer

Retailer Name:

Retailer Number:

ABN :

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

Submit

7. Save as Draft (Optional)

1. Select **Save as Draft** at any stage to complete later:

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 [Model Standing Offer](#) or [Generation Agreement](#), and 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 the Important Fee Information. Additionally, by ticking the checkbox below, you (on behalf of the customer) consent to us remotely correcting your solar inverter settings to comply with Australian standards, if it is possible to do so.

Privacy Notice

CitiPower and Powercor are committed to protecting your privacy. We collect, use and share personal information from you to enable us to deliver the services that you are requesting. You may be lodging this request on someone else's behalf. If you provide us with personal information about these people, you must inform them you have provided their information to us. Without this information, we (and our service providers) may not be able to deliver the services you require. For more information about how we collect, use and disclose personal information, please refer to our Privacy Policy which can be found [here](#). For further information, please contact us on [1300 381 191](tel:1300381191) or email us at info@powercor.com.au.

☒ I accept the Terms and Conditions

Submit

Cancel

Save as Draft

8. Key Notes:

- Customer Asset ID is mandatory.
- Meter position and residential status are locked.
- CT collection depends on appliance metering configuration.
- Aligns with Victorian SIR Type 9 requirements – [Click here for more Information](#)