

Things to know before submitting

All NMIs being converted to a bulk metered connection will need to be abolished

Before transitioning to a bulk metered connection, the customer/consultant for the bulk metered connection must ensure that **all** customers whose connection will be affected by the conversion to a bulk metered connection have consented to the change and have requested a supply abolishment via their retailer.

Note: If there is a customer that does not agree to abolish their supply, then the bulk metered conversion will not be possible. All customers within the premises/complex connected via the same service line, must have agreed to the change in connection arrangement.

A list of all the affected NMIs will also need to be included as an attachment to the new connection application for the new bulk metered connection NMI, which can be done using the [Bulk Meter Conversion Request Form](#).

Life support arrangements

An Exempt Network Operator (as referred to in the “Electricity Network Service Provider – Registration Exemption Guideline” published by the Australian Energy Regulator) and parent connection point retailer are responsible for ensuring any life support customers within the embedded network are registered against the NMI for the bulk metered connection point in accordance with the applicable requirements. When considering how to migrate customers to a bulk metered connection, please be aware that a distribution network service provider is not permitted to de-energise a premise (and abolish the NMI for the connection point) while the premise is registered as requiring life support equipment. Consequently, there may be delays where a premise is registered as requiring life support while the applicable regulatory requirements are satisfied.

Please note, that where life support equipment will still be installed within a bulk metered connection this **must** be advised to the retailer at the bulk metering connection (i.e. parent connection point).

How to submit a Bulk Metered New Connection

Submitting a New Connection Connect Application

Refer to [Portal Help](#) page for documents that can provide information and directions for using the Portal, such as:

- [Connect Application & Enquiry User Guide](#)

Connection Applications can be submitted via the [Electrical Partners Portal](#) through MyCONNECT, as shown below, or the [Customer Self Service Portal](#) ([Apply Now](#)):

The screenshot displays the 'Electrical Partners Portal' interface. At the top, it says 'Perimeter UAT Environment' and 'Welcome Chris Wegert | Sign out'. The Energen logo is on the left. A navigation bar includes 'MyHome', 'MyProfile', 'MyEWR', 'MyMEG', 'MyEnquiry', 'MyCONNECT', 'Links', 'Reference', and 'Support'. A search bar is on the right. Below the navigation bar, there are sections for 'New Alerts' (stating 'You currently have no new alerts.'), 'EWR' (with a link to 'EWR Power User'), and 'EWR Quick Links' (including 'New Permanent Supply Solar Install <30Kw'). A dropdown menu is open over the 'MyCONNECT' link, listing options: 'New - Permanent', 'New - TBS', 'Change - Permanent', 'Change - TBS', 'New EG <= 30kW', and 'Change EG <= 30kW'. Below this is the 'Service Selection' section. It asks to 'Select the CONNECT Service Type required' and has three dropdown menus. The first is 'New Connection', the second is 'Permanent Supply', and the third is empty. A green checkmark icon is next to the text 'A CONNECT application is required' and 'Click Next to continue.'. Below this is an 'Important!' note: 'If any of the following are true, you will need to submit an Enquiry first: - Embedded Generation > 30kVA - Load Applications that require a Max Demand > 1400 Amps/phase and/or High Voltage (For anything over 1400 Amps per phase, applicants should submit a Large Customer Connection) - Where an extension to the Energen Network is required'. At the bottom right, there are 'Cancel' and 'Next >>' buttons.

When entering the Premises/Address Search section of the application, if a NMI has not yet been created for the bulk metered connection you can select the 'NMI creation required' option as shown below:

Premises/Address Search

Search by [NMI](#), [Meter Number](#), [Address](#) or [Lot and Plan](#)

Unable to find the premises? [Manually enter a new premises.](#)

No Results Found!

Having problems locating a premises?

If the request is for an existing NMI, please check the address you are searching for OR try a search using the meter number, by selecting the search again button. If the request is for a New Connection, you will need to create a NMI by selecting the NMI creation required button.

[Search Again](#) [NMI creation required](#)

Attaching NMI Supply Abolishment list to Connect Application

At the end of the Connection Application there is an 'Attachments' section where the Bulk Meter Conversion Request Form can be included that lists the supply abolishment NMIs.

Attachments

Tag

You currently have no attachments.

Once the Connection Application for the new bulk metered connection has been submitted a Connection Offer will be sent for acceptance along with any applicable fees.

Once the Connection Offer has been accepted and the fee paid, an Electrical Work Request (EWR) will need to be submitted to the retailer for the bulk metered connection in order to initiate the new connection.

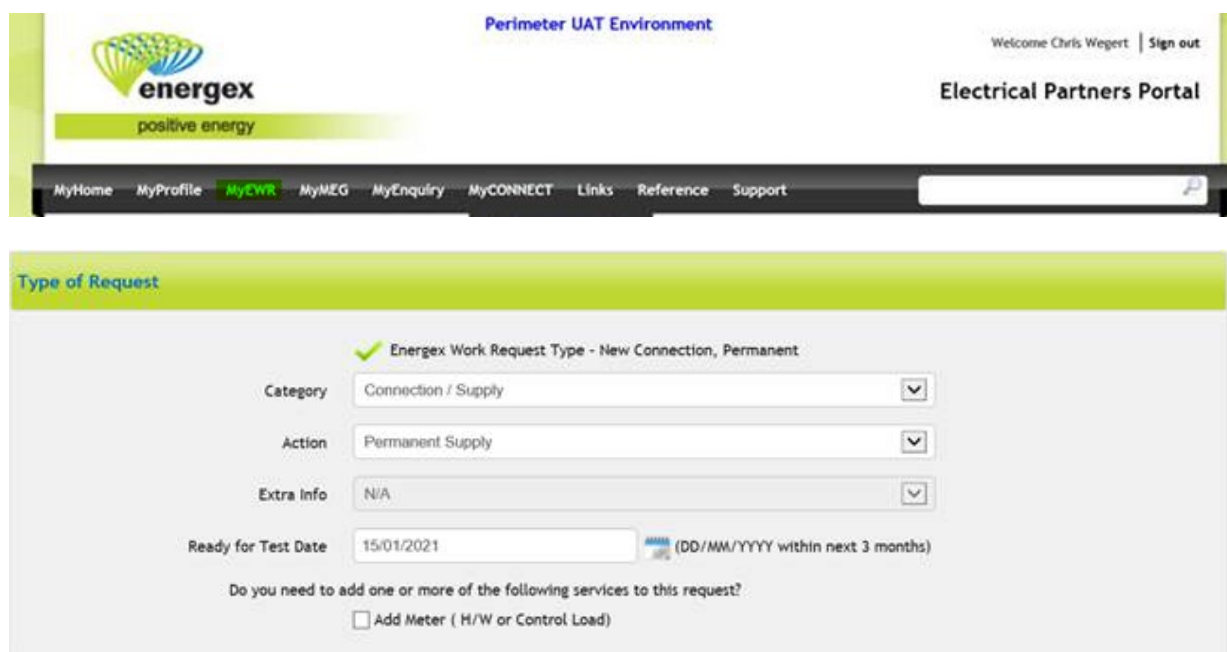
New Connection Electrical Work Request (EWR)

Submitting a New Connection EWR

Refer to [Portal Help](#) page for documents that can provide information and directions for using the Portal.

EWRs must be submitted by an Electrical Contractor for the bulk metered connection, which can be done via the [Electrical Partners Portal](#) through MyEWR, as shown below. User guides to assist can also be found in this Portal.

Please Note: The Electrical Contractor is required to nominate the selected retailer for the new bulk metered supply connection on the EWR.



The screenshot displays the 'Electrical Partners Portal' interface. At the top, it says 'Perimeter UAT Environment' and 'Welcome Chris Wegert | Sign out'. The Energex logo is on the left, and 'Electrical Partners Portal' is on the right. A navigation bar includes 'MyHome', 'MyProfile', 'MyEWR', 'MyMEG', 'MyEnquiry', 'MyCONNECT', 'Links', 'Reference', and 'Support'. Below this is a search bar. The main content area is titled 'Type of Request' and contains a form with the following fields:

- Category: Energex Work Request Type - New Connection, Permanent (checked)
- Category dropdown: Connection / Supply
- Action dropdown: Permanent Supply
- Extra Info dropdown: N/A
- Ready for Test Date: 15/01/2021 (with a calendar icon and text '(DD/MM/YYYY within next 3 months)')
- Do you need to add one or more of the following services to this request?
 - Add Meter (H/W or Control Load)

Connection

After receiving the EWR, the nominated retailer for the new bulk metered supply connection will submit a service order request for the permanent new connection to Energex.

At this stage Energex will verify that a supply abolishment has been received for each NMI to be incorporated under the bulk metered connection and that there are no other circumstances that may prevent those NMIs from being de-energised and abolished (e.g. premises registered as having life support equipment).

Please Note: It is the responsibility of the **consultant** to ensure that the customers for **all** affected NMIs have requested a supply abolishment via the customer's current retailer.

Energex will then coordinate the new connection of the bulk metered supply NMI and supply abolishment of the existing NMIs to ensure both happen on the same day.

Timeframes

- **Offer sent:** If the Connect Application is Basic timeframes are 10 business days. For a Negotiated Connect Application the timeframe is within 65 business days.
- **Offer Accepted (able to Submit EWR):** 2 Business Days from acceptance being received.
- **Time for new NMI creation:** The NMI will usually be available within 2 business days after Connect is submitted. This can vary if the Connect Agreement is not Basic Expedited. Timeframes will be longer if it is a Negotiated Connect Agreement, requiring assessment or where over 100 amps per phase (limits different in rural areas or SWER).