




















EnergyConnect portal supported requests


Factsheet

AusNet

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This quick guide illustrates which service requests and applications are managed in EnergyConnect and which still need to be raised via retailers.

		Raise via EnergyConnect	Raise via retailer
Elec 	Establish supply <ul style="list-style-type: none"> Allocate NMI Establish temporary supply Establish temporary in permanent Establish permanent supply 		
	Supply alteration <ul style="list-style-type: none"> Temporary isolation Temporary isolation-group supply Exchange meter Install meter 		
	Supply abolishment <ul style="list-style-type: none"> Remove meter 		
	Major connections <ul style="list-style-type: none"> Large load connections above 10MW Generation connections above 1.5MW (includes solar, wind, hydro and battery storage) 		
	Other electricity requests <ul style="list-style-type: none"> Meter reconfiguration (non-solar) Meter investigation-Inspect Meter investigation-meter test Reseal device 		
Gas 	All gas service requests		
Solar 	Solar applications <ul style="list-style-type: none"> Pre-approval Post-installation (DER - distributed energy resource) 		
	Solar metering service order <ul style="list-style-type: none"> Meter reconfiguration (solar) 		

 Standard **solar meter reconfigurations** still need to be raised via retailers, however **if alteration works or a truck appointment is needed, an EnergyConnect application should be raised** (e.g. for meter consolidation or upgrade).