

EnergyConnect portal supported requests

Factsheet

August 2025

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).