

# New Connections

To connect your property to the electricity network, follow the steps below:

## 1 Customer -

Completes "Application for Network Connection" form and pays application fee

## 2 Top Energy -

Estimator reviews application and provides quote for the required work

*(generally 1 - 10 working days - Minor Works)*  
*(generally 1 - 20 working days - Major Works)*

## 3 Customer -

Accepts quote and makes payment

## 4 Top Energy -

Issues customer with ICP (Installation Control Point) number

*(generally 1 - 5 working days)*

Schedules quoted works to be carried out

*(generally 1 - 10 working days - Minor Works)*  
*(generally 1 - 20 working days - Major Works)*

## 5 Customer -

Contacts chosen Electricity Retailer to arrange for meter installation service request to be sent to Metering Services at Top Energy

## 6 Electricity Retailer -

Sends meter installation service request to Metering Services at Top Energy

*(generally 1 - 5 working days)*

## 7 Customer -

Arranges for their electrician to carry out internal wiring, meter box and service cable installation (if required). Notify Top Energy once complete, and then provide a "Certificate Of Compliance" (C.O.C.) and an "As Built" plan (if required)

## 8 Top Energy -

Metering Services at Top Energy contacts electrician to confirm installation is wired and ready for livening, then schedules Electrical Inspector to install the meter, inspect and liven for installation.

### IMPORTANT NOTES:

1. Timeframes are an indication only and can vary depending on work load.
2. Minor Works are considered, but not limited to: Works required to connect a standard dwelling of which power is readily available at the property boundary.
3. Major Works are considered, but not limited to: Works required to connect a standard dwelling which requires a significant Network extension; or, large subdivision developments.