

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.