

# CT METERING NEW CONNECTIONS PROCESS

## JEMENA CT METER Less than 152 amps

Jemena is responsible for the installation of the meter

## CONTESTABLE METER Greater than 152 amps

Customer's chosen Meter Provider is responsible for the installation of the meter

## FAQs

1

### ARRANGE INSTALLATION OF CTs

Electrician to

- Order the CTs via Mondo.
- Collect the CTs from Mondo.
- Install CTs at site

2

### SUBMIT APPLICATION VIA YOUR RETAILER

New Connection Applications are made via the retailer of your choice along with required paperwork submitted by an Electrician

3

### ASSESS THE APPLICATION

Jemena will assess the application and ensure that all the information provided is complete and accurate.

4

### SITE INSPECTION

Jemena will contact the Electrician to confirm CTs are installed Jemena Compliance team will complete the preliminary site assessment prior to the meter installation to ensure the site is safe and compliant once the Supply Service Works and Metering Service works orders are received from the retailer

5

### INSTALL THE METER

Jemena will liaise with Mondo to complete the meter installation.

6

### ENERGISATION DATE BOOKED

Mondo provides the Metering Sheet to Jemena. The Jemena CT officer will contact the Electrician to schedule the next available appointment for meter energisation

7

### YOU ARE CONNECTED

Jemena crews attend the site to energise the meter

1

### ENGAGE A METER PROVIDER

Electrician to Contact the customer chosen retailer to appoint a meter provider

2

### ARRANGE INSTALLATION OF CTs

Electrician to

- Order the CTs via customer's meter provider.
- Collect the CTs via customer's meter provider.
- Install the CTs via customer's meter provider

Note: HV connections will also require VTs to be installed

3

### SUBMIT APPLICATION VIA YOUR RETAILER

New Connection Applications are made via the retailer of your choice along with required paperwork submitted by an Electrician

4

### ASSESS THE APPLICATION

Jemena will assess the application and ensure that all the information provided is complete and accurate.

5

### METER INSTALLED CONFIRMATION

Meter provider will send the Notice of Metering Works (Metering Sheet) as a confirmation of the completed Meter Installation to Jemena

6

### ENERGISATION DATE BOOKED

Jemena CT officer will contact the Electrician to schedule the next available appointment for meter energisation

7

### SITE INSPECTION

Jemena Compliance team will complete a preliminary site assessment prior to the scheduled appointment to ensure the site is safe and compliant for energisation

8

### YOU ARE CONNECTED

Jemena crews will attend the site to energise the meter

### Timeframes

Timeframes can vary based on the size and complexity of your request, however typical end to end timeframe can be 4-6 weeks.

### Why can't Jemena install Contestable meter?

Jemena does not hold a market license to be able to provide contestable meter solutions.

### What is the best time to submit a retailer new connection application?

Applications should not be submitted until the CTs have been collected and installed. This will ensure the retailer orders are not received prematurely and subsequently rejected.

Note: If your connection also involves a Jemena Supply Project, retailer service orders must only be 4 weeks prior to your desired practical completion date.

### Whom to contact to collect/install CTs

For Meters:-

Less than 152amps, contact [CTMetering@jemena.com.au](mailto:CTMetering@jemena.com.au)  
Greater than 152 amps, contact your Meter Provider or retailer if a meter provider has not been appointed

### When can I book the connection date?

Jemena CT Officer will contact you to book an appointment once we have received the confirmation the Meter has been installed

### Who do I contact?

Jemena CT Metering team can be contacted at [CTMetering@jemena.com.au](mailto:CTMetering@jemena.com.au)

## IMPORTANT INFORMATION

### • SITE READY

Site should have Jemena/Contestable meter installed to arrange a connection date

### • SITE INSPECTION

Any non conformances or safety issues identified during inspection will need to be rectified to avoid the wasted visit or reschedule of appointment

### • JEMENA OPERATORS AND ADDITIONAL CREWS FOR ENERGISATION

There are circumstances where a separate Jemena Portal Application will be required to support the energisation activities. These include connections from following :-

- o Kiosk Sub stations.
- o Indoor Sub stations.
- o Pole Sub stations.
- o LV Pillars.
- o HV Switches.