

# JEMENA END TO END CONNECTION PROCESS

## MAKING SUPPLY AVAILABLE

## GETTING CONNECTED

## FAQS

1

### SUBMIT A NEW APPLICATION

Applications are made via the Jemena Online Distribution Portal.



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### PAY THE APPLICATION FEE

The Application Fee covers any costs for Jemena to provide you with a offer for works.



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### OFFER PROVIDED FOR WORKS

Jemena will generate an offer for the works which is presented to you in the portal.



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### ACCEPT AND PAY WORKS OFFER

The offer can be accepted and paid for via the Jemena portal.



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### WORKS ARE SCHEDULED

A construction date is typically communicated within 6-8 weeks.



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### CONSTRUCTION COMPLETED

Typically completed within 12-20 weeks.



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### SUPPLY IS NOW AVAILABLE

Supply is made available to your property. You are now ready to connect!



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### INSTALL CT'S

Your Electrician can order and install the Current Transformers (CT's) via Mondo.



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### SUBMIT NEW CONNECTION

Electrician submits the New Connection Service Order via your retailer of choice.



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### CONNECTION DATE BOOKED

You are typically contacted within 2-4 Business to book the next available Truck Appointment



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### SITE INSPECTION

JEN Compliance complete a Preliminary Site Inspection of your electrical installation.



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### YOU ARE CONNECTED!

Jemena crews attend your site and complete the connection. Electricity can now be used!



## IMPORTANT INFORMATION

### ● SITE ACCESS

Jemena requires 24 hour, clear and unhindered access to the metering location in order to complete your connection.

### ● WASTED TRUCK VISITS

Should there be any site access issues or issues with your installation, Jemena may not complete the connection and charge a Wasted Truck Visit fee.

### ● SITE INSPECTIONS

Any non-conformances identified on site during the Site Inspection must be rectified to proceed with a connection.



### WHAT IS THE TIMEFRAME?

Timeframes can vary base on the size and complexity of your request, however **typical end to end timeframe can be 4 to 6 Months.**

### WHAT IS THE APPLICATION FEE FOR?

The application fee covers any costs incurred to prepare an offer for works. This includes **Site Survey, Scoping & Designs.**

### WHEN WILL I HAVE A CONNECTION DATE?

Connection dates will become available during the construction stages of **Making Supply Available.** When you are ready to connect, your electrician will book the connection date.

### HOW MUCH DOES IT COST?

Costing can vary depending on the size and solution identified. You can access the **Jemena Price Estimator tool** on Jemena's website.

### WHY IS THE RETAILER REQUIRED?

Your retailer is the **billing authority.** Jemena is not able to turn on your meter until your billing agreement is setup with your retailer.

### WHO DO I CONTACT FOR HELP?

JEN NETWORK CONNECTIONS

[NETWORKCONNECTIONS@JEMENA.COM.AU](mailto:NETWORKCONNECTIONS@JEMENA.COM.AU)



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