

**Q&A**  
*connected*

 **PowerNet**

How to get  
an electrical  
connection  
with PowerNet



## What you need to do to get connected:

If you are building a new house, commercial building, planning a dairy farm conversion, shifting or demolishing a building, or upgrading your existing power connection, you will need to make arrangements with PowerNet.

If you are moving into an existing property and want to get the power turned on, all arrangements will be made through your electricity retailer.

## Getting connected:

Prior to providing a new power connection to any property we must be satisfied the connection can be made safely and without affecting the delivery of electricity to existing customers.

PowerNet must ensure sufficient capacity exists to accommodate the load of the new connection and the electrical configuration is suitable.

This process is relatively simple but it is important to plan ahead if you need your power on by a certain date.

**Remember:** Contact us early to begin the process and allow time to assess key matters.

## Before you can be connected to our network we need:

An online Installation Connection Application must be completed for all new connections or alterations to existing connections.

This form must indicate your electricity retailer required capacity and include a site plan (so we can be sure of where you want your connection) and your authorisation. This can be completed by your nominated electrician.

For large non-residential connections (i.e. greater than 100kVA) a capacity guarantee may also be required. It is also very important to let us know as soon as possible as long lead ordering of materials may be required.

*If you have any queries contact our customer project team on 03 211 1899 during business hours.*

**Q:** How do I get a connection underway?

**A:** *It is best to first discuss with your electrician how and what your connection will be. We recommend working with your electrician to complete the Installation Connection Application.*

**Q:** Will I be charged for a new power connection?

**A:** *All new connections have a connection fee to cover processing the application. There may also be charges if significant work is required on our electricity network to provide your power connection (e.g. a new piece of line along the road). You will be given a quote for any charges, over the connection fee, before any work begins. Your acceptance and a deposit is required for the application to proceed.*

**Q:** How much is the charge likely to be?

**A:** *The connection fee is a set amount. Contact our customer connections team for the present fee. The charge for line work for the connection is calculated case by case and is based on the estimated costs for the work on the network.*

**Q:** Do I have to pay all the network costs?

**A:** *No, PowerNet can contribute towards the new power connections up to a certain value, depending on the type of connection. Therefore the final charge is individually calculated for each new customer connection. In many cases the linework can be completed within the amount of the PowerNet contribution and there will be no charges for the linework.*

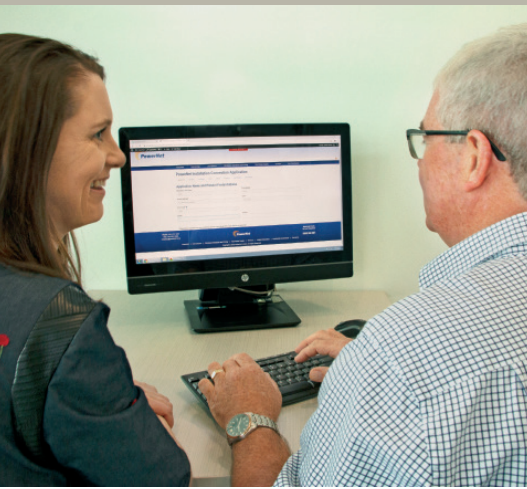
**Q:** When do I have to pay the charges?

**A:** *If there is only a connection fee, it is charged once the connection has been completed. If there are charges for linework, a deposit is required on acceptance of the quote, and the balance on completion.*

# Customer or Electrician

# PowerNet

# Energy Retailer



Customer submits completed online application form to PowerNet

PowerNet evaluates, designs and prices connection

Customer accepts quote

PowerNet provides quote to customer

Customer arranges account with retailer

Connection work issued to field staff. Customer's nominated energy retailer notified

Retailer arranges account with customer

Electrician installs customer mains ready to connect

Field staff carry out linework

Customer and retailer arrange metering. *Customer to check with their retailer.*

Customer has electricity

Connect customer's mains to network

Electricity meter is installed

Electricity is switched on ready for customer to use





For more information on your power supply, visit  
[www.powernet.co.nz](http://www.powernet.co.nz)



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# Customer Project Managers

Our Customer Project Managers can help you with new connections. Each has a specific area for the jobs they handle.

This is mainly for practical reasons relating to field visits, but can help them recognise further “new” enquiries for an existing connection already under action. It is a reasonably rare occurrence, but it does happen!

If you need to talk to the team about your connection, please ring and make an appointment on 03 211 1899

## Southland



Blair Bernard



Ron Faulkner



Steve Galog



Neville Kerslake



Fraser Neil

## Otago



Barry Anderson



Shane Cochrane



Graeme Hills



David Steele

## Queenstown/Wanaka



Philip Chittock



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