

1



Submit your application

Your electricity retailer submits the connection request. Your electrician (REC) will need to provide the necessary paperwork including the Electrical Work Request (EWR) and Certificate of Electrical Safety (CES)

2



We assess your application

Our CT Metering team will review the application and confirm supply availability with the Zinfra Project Manager for your area. Once approved, we'll allocate a National Meter Identifier (NMI), and your retailer will raise the necessary new connection service order and nominate a Contestable Meter Provider (MDP).

3



CTs are released

Once supply is confirmed, we ask our meter provider, Mondo, to release the Current Transformers (CTs). Mondo will notify your REC when they're ready for collection.

4



CTs installed on site

Your REC installs the CTs in the onsite chamber and confirms installation by emailing CTMetering@jemena.com.au.

5



Preliminary inspection

We'll arrange a site inspection with one of our Network Electrical Inspectors (NEI). This usually takes up to 5 business days.

6



CT meter installation

If the site passes inspection, we'll instruct Mondo to install the CT meter. This process can take up to 6 BD.

7



Energisation scheduled

Once the meter is installed and service orders are received from your retailer, we'll contact your electrician to schedule a truck appointment. If required, the Zinfra Project Manager for your region may organise an outage for safe completion of works.

8



You're connected!

On the scheduled date, our crew will attend the site to energise the meter and complete your connection.