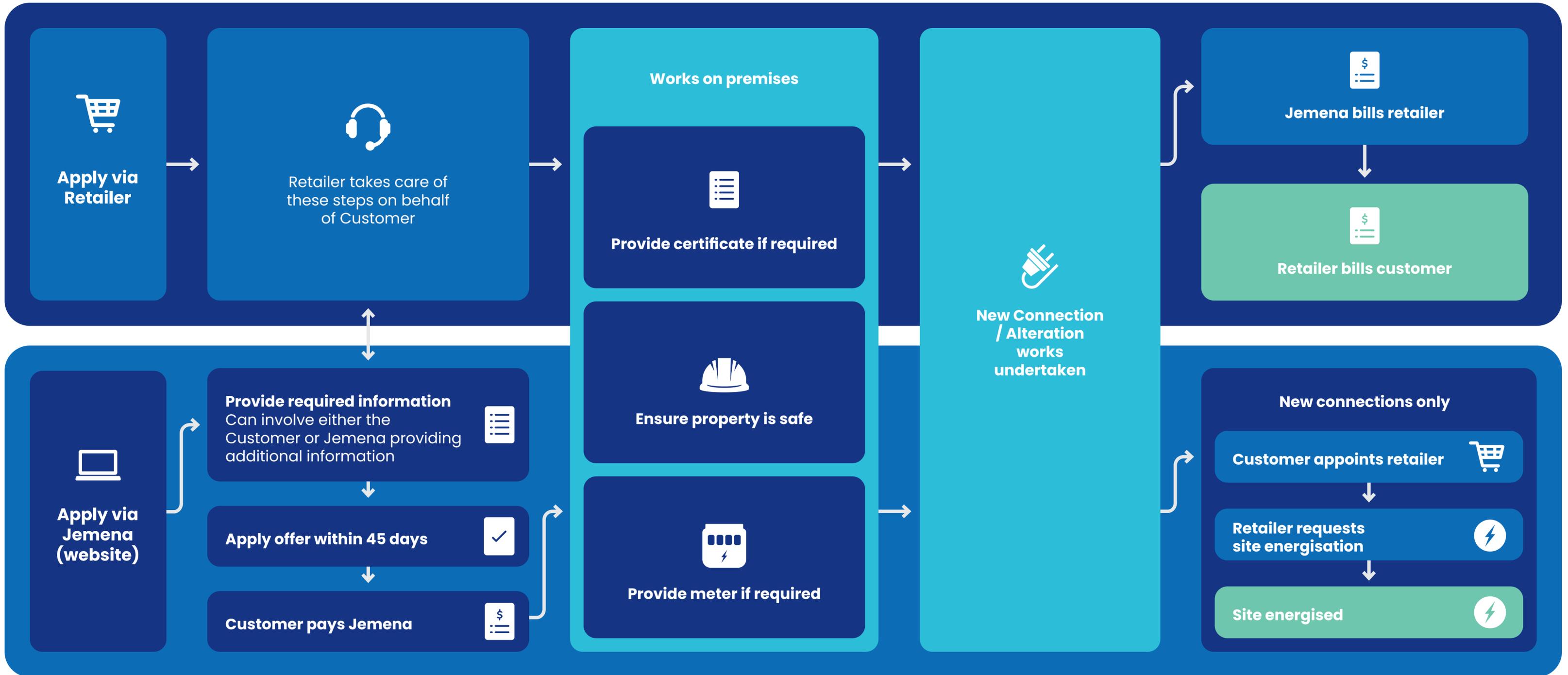




Basic Connections Process





Negotiated Connections Process

Making supply available



- 1 Submit a new application**
Applications are made via the jemena online distribution portal.
- 2 Pay the application fee**
The application fee covers any costs for jemena to provide you with a offer for works.
- 3 Offer provided for works**
Jemena will generate an offer for the works which is presented to you in the portal.
- 4 Accept and pay works offer**
The offer can be accepted and paid for via the jemena portal.
- 5 Works are scheduled**
A construction date is typically communicated within 6-8 weeks.
- 6 Construction completed**
Typically completed within 12-20 weeks.
- 7 Supply is now available**
Supply is made available to your property. You are now ready to connect!

Getting connected



- 8 Install CT's**
Your electrician can order and install the current transformers (ct's) via mondo.
- 9 Submit new connection**
Electrician submits the new connection service order via your retailer of choice.
- 10 Connection date booked**
You are typically contacted within 2-4 business to book the next available truck appointment
- 11 Site inspection**
Jen compliance complete a preliminary site inspection of your electrical installation.
- 12 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.

FAQs

- 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
1300 131 871