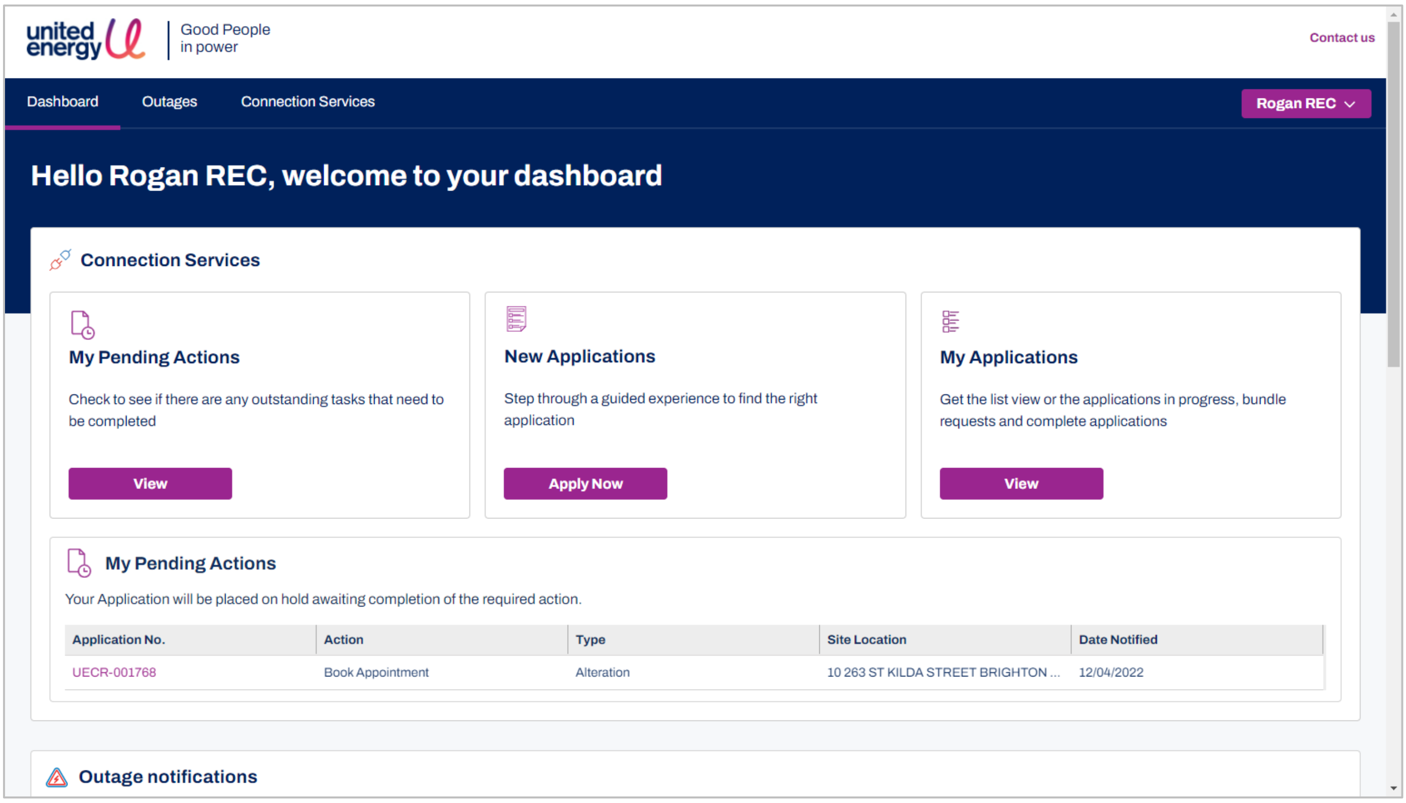
How to request an underground electricity supply

This instruction steps you through how to apply for underground electricity supply (pit) using **Connection Services** in **myEnergy**.

The instructions in this document will allow you to request a new connection or supply; however, the steps will vary for other applications, and they depend on the application type selected.

1. Start a new application

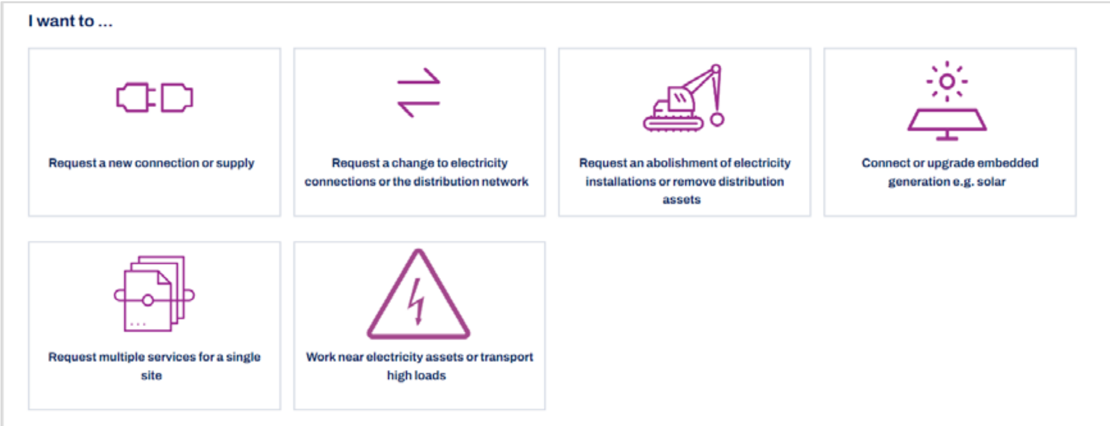
From the **Dashboard** or the **Connection Services** tab select **Apply Now** from the **New Applications** section under **Connection Services**.

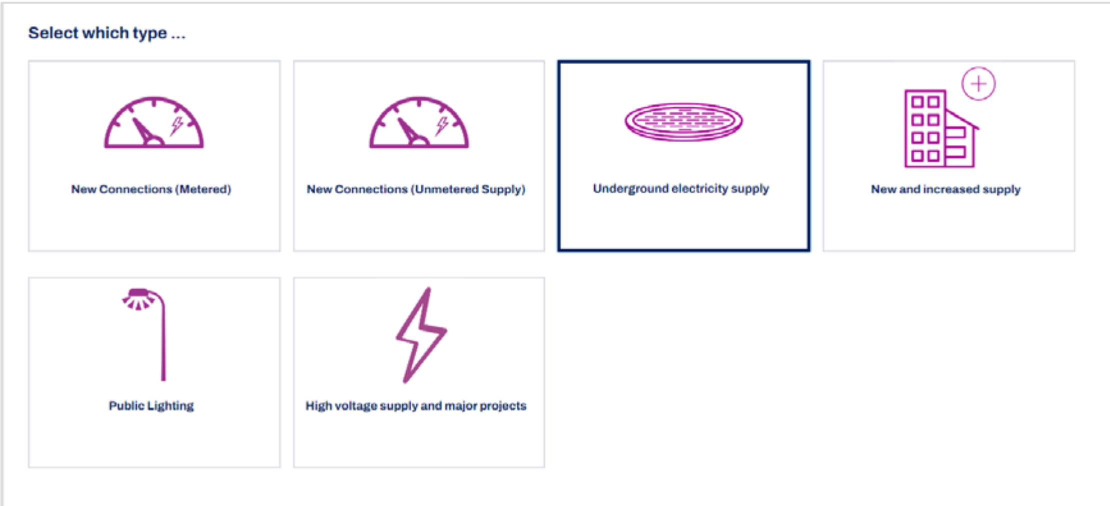


2. Select Application Type

From the **I want to …** screen, select the tile containing the application you wish to submit – in this case **Request a new connection or supply**. Then select the specific type of application using the tiles below – in this case **Underground electricity supply**.

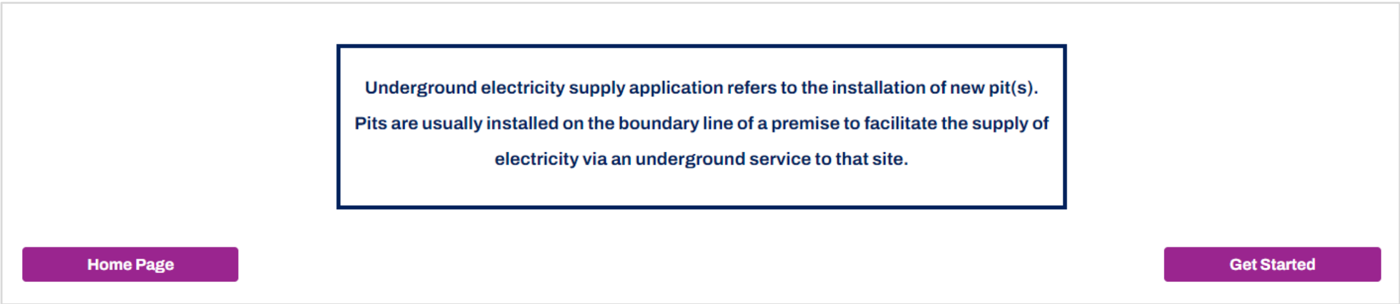
REC view:



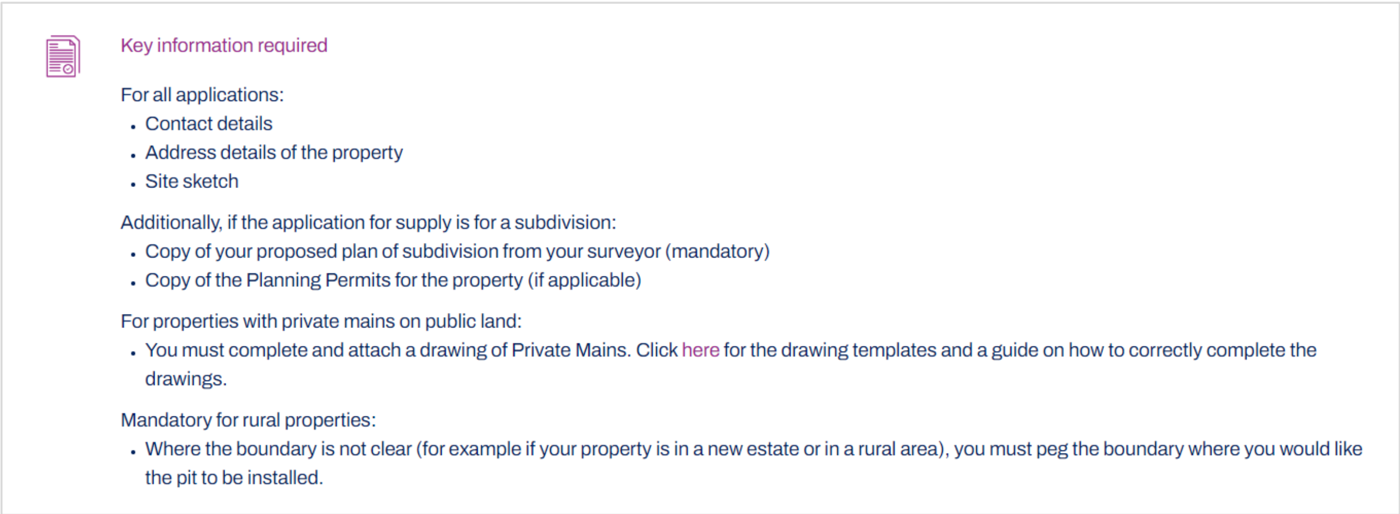


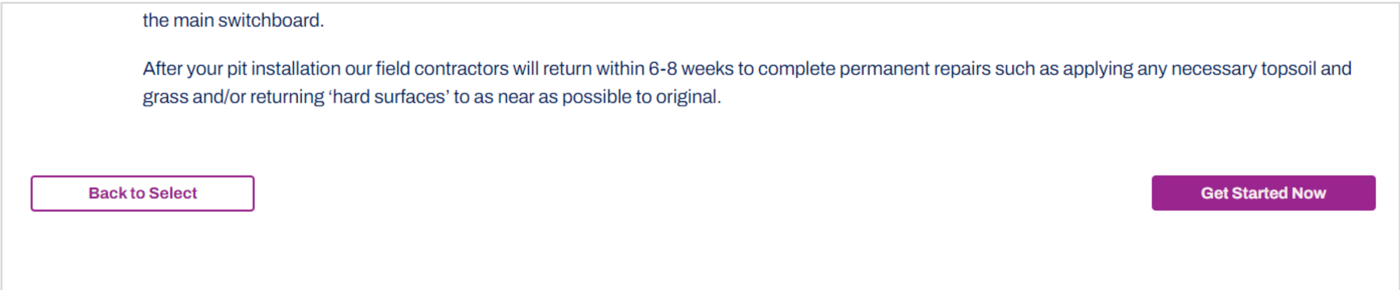
Customer view:

Once you have made your selection, a description of the application type displays. Verify that the application description you've been given is correct, then click **Get Started.**



Important: Before you commence completing the application, make sure you have all the details and supporting documentation listed under **Key information required**, then click **Get Started Now.**





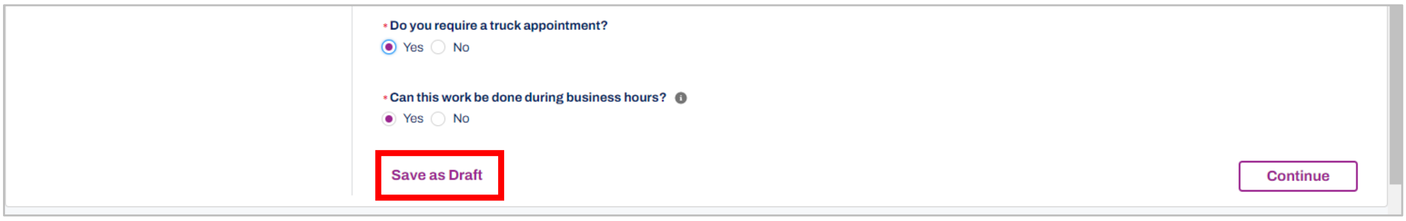
If you have selected the incorrect application type you can return to the application selection screen by clicking on the **Back to Select** button.

3. Submitting the Application

Once you start an application, the steps will be listed on the left-hand side of the screen. As you move through each step, your progress will be highlighted.

All mandatory fields marked with a red asterisk (*) will need to be completed before you are allowed to progress.

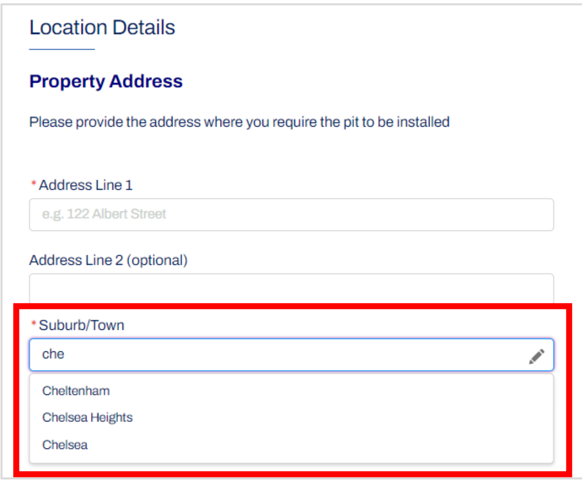
You will be able to save the application as a draft at any stage of the application by scrolling to the bottom of the screen and selecting **Save as Draft**. This will save the application where you leave it and allow you to return and complete it within **7 days** before it is deleted.



You can discard the application at any time by clicking the **Dashboard** link in the navigation bar at the top left of the page.

3.1. Enter Location Details

Start by completing the **Property Address** details in the fields provided, as follows:



1. Enter the street address in **Address Line 1**.
2. Start typing the suburb name in the **Suburb/Town** field and suggestions will be provided to you. Select a suburb from the dropdown.

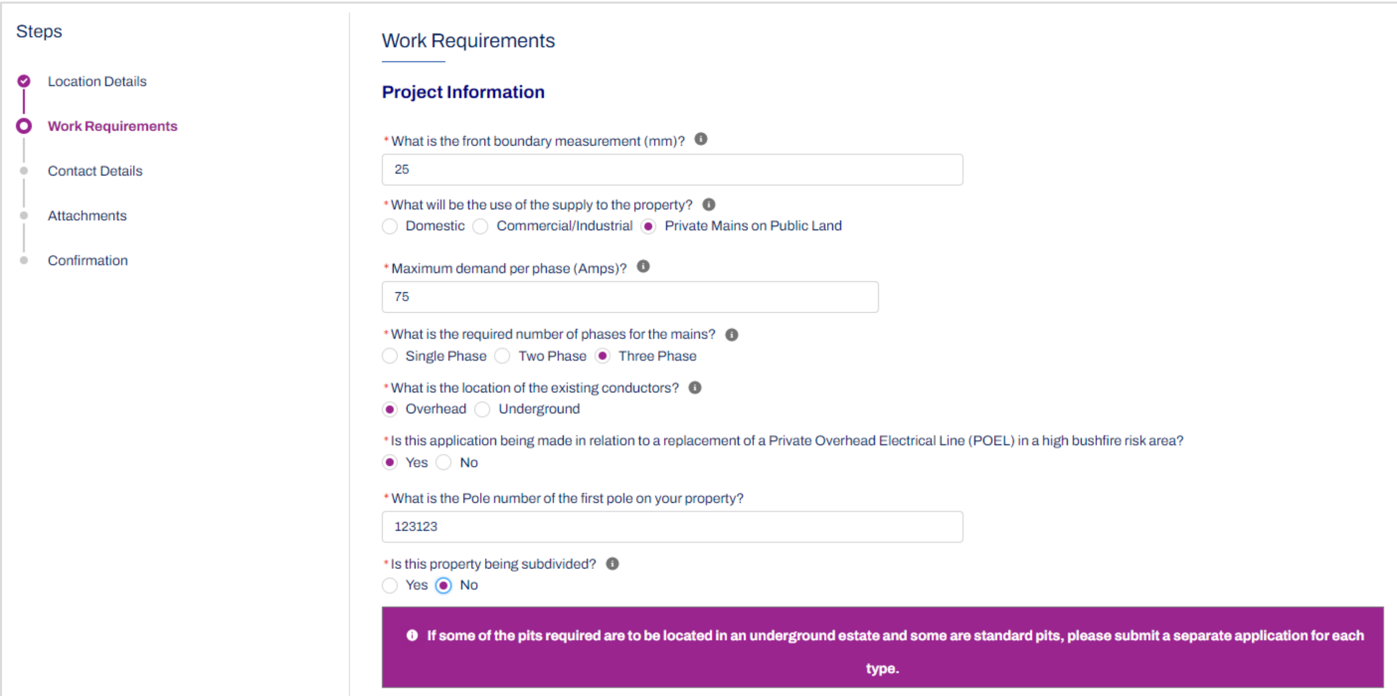
3. Type ‘3’ in **Postcode** and a postcode corresponding to the suburb entered in the previous step, will display in the dropdown. Click the postcode to select it from the dropdown.

Note: You must ensure that you select the suburb and postcode from the dropdown menu, as the system will not allow you to type the address in and click **Continue,** the suburb and postcode need to be selected from the dropdown to proceed. This ensures that the chosen location is in the United Energy service area.

3.2. Enter Work Requirements

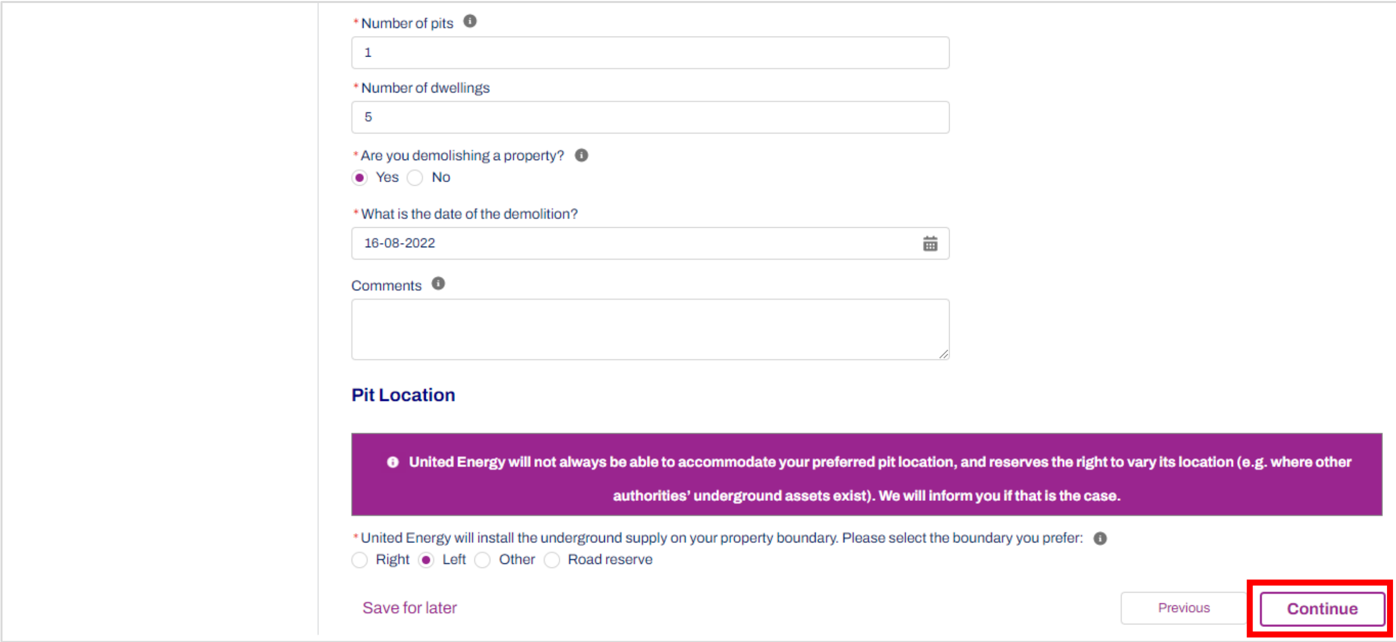
Enter the application details under the **Work Requirements** field or select the required information if the field has a dropdown box. Use the tool tips (information icon) to the right of these fields to be provided with further information and instruction on each.

Note: Certain fields will change depending on who is logged in (REC vs. non-REC), and attachments that become mandatory will depend on the options selected.



Note: Use of supply to the property of **Private Mains on Public Land** should only be used by government authorities, such as VicRoads, South East Water, local councils, etc.

- If the option **Private Mains on Public Land** is selected, then a drawing of the mains will become a mandatory attachment.
- If the application is being made in relation to a replacement of a Private Overhead Electrical Line in a HBRA, the form will require an asset number for the first pole on the property.
- If the application marks the property as being subdivided, then a plan of the subdivision will become a mandatory attachment.
- If you are demolishing a property, a demolition date will become mandatory.



Note: The boundary option of **Road Reserve** should only be used by government authorities, such as VicRoads, South East Water, local councils, etc.

Once you have provided all the requested information, review the details to ensure that they are corrected and then click **Continue.**

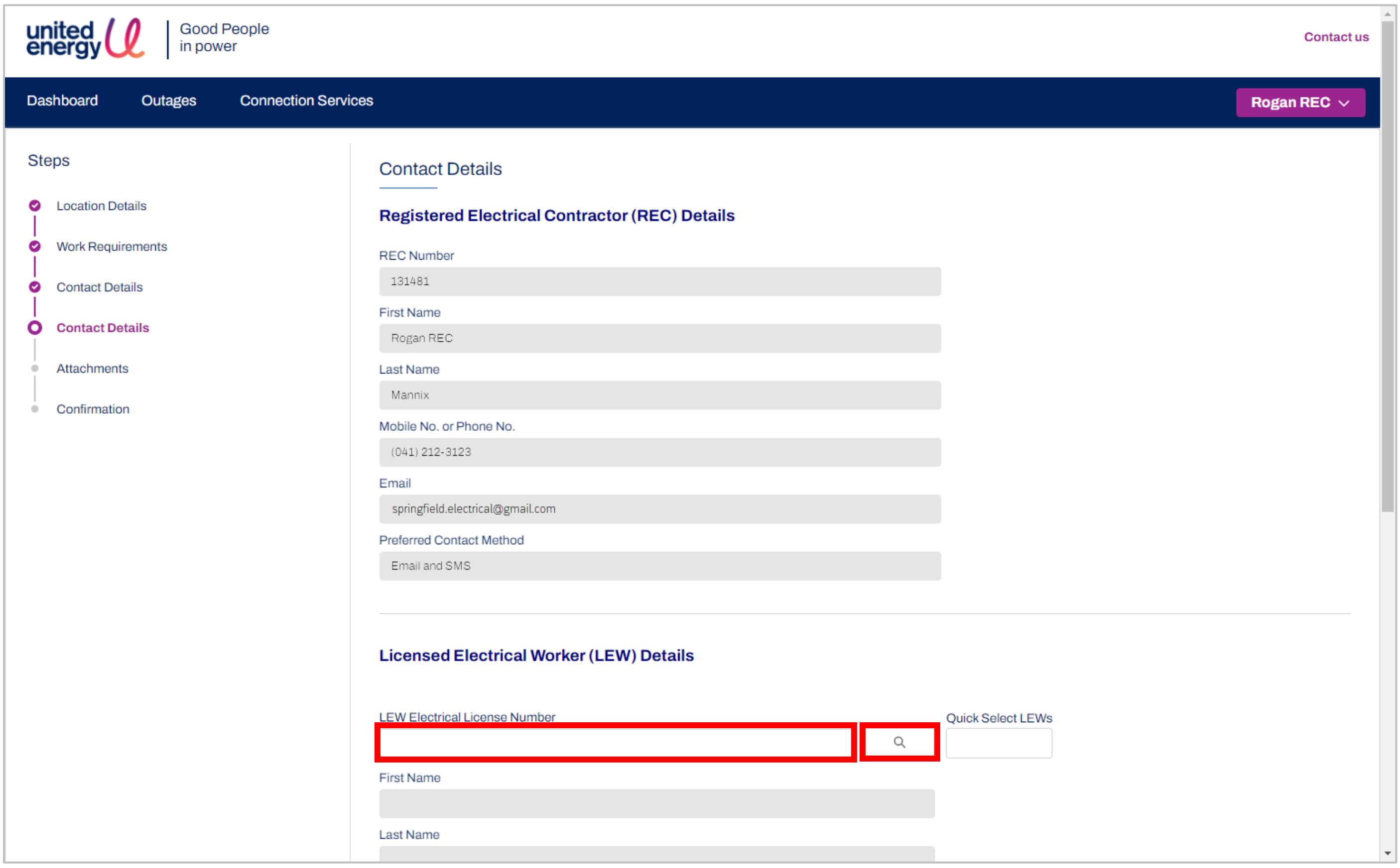
3.3. Enter Contact Details

Information presented in this section will vary depending on if the applicant is logged in as an REC or a non-REC.

Logged in as an REC

Ensure that the REC details are accurate in the pre-populated fields below, these will be filled with information you provided upon registering your account.

Note: These detailed cannot be updated from this form. You will need to update them in your profile.

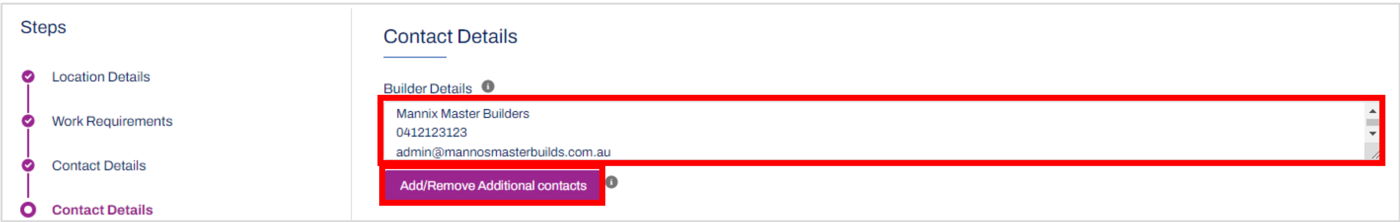


If you are submitting this application on behalf of a LEW, you can assign a LEW which has been linked to your REC account by entering the LEW number and clicking the magnifying glass next to the **Quick Select LEWs** field.

For LEWs submitting this application, this process will swap – LEW details will be populated and an REC number must be selected.

Once you have verified all information is correct, click **Continue**.

In the next screen, you can include builder details and add additional contacts. Provide the builder details in the free text field, and if additional contacts are required click **Add/Remove additional contacts**.

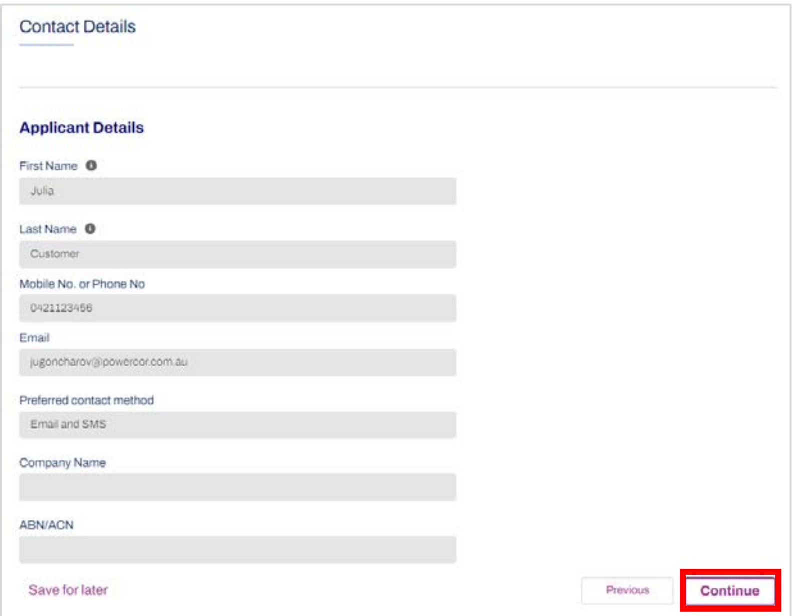


Additional contacts are specific contacts you wish to keep notified about the progress of the application, so you must enter their information accurately.

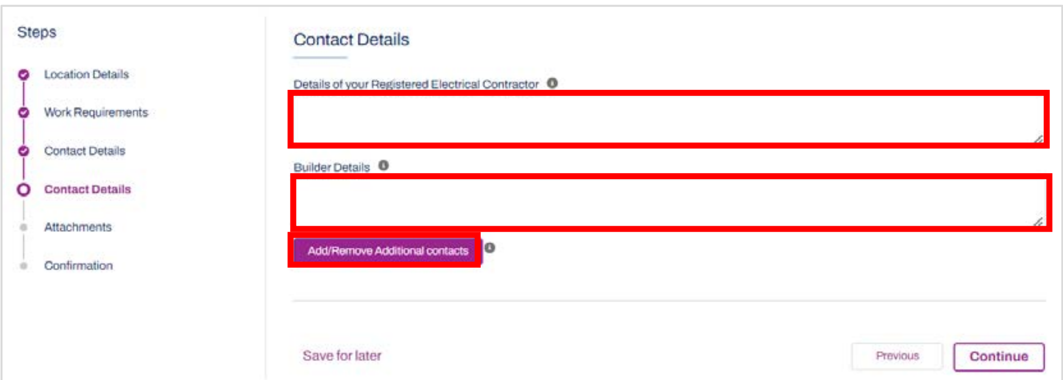
Logged in as a non-REC

Ensure that your details are accurate in the pre-populated fields below, these will be filled with information you provided upon registering your account.

Note: These detailed cannot be updated from this form. You will need to update them in your profile.



Once you have verified all information is correct, click **Continue**.



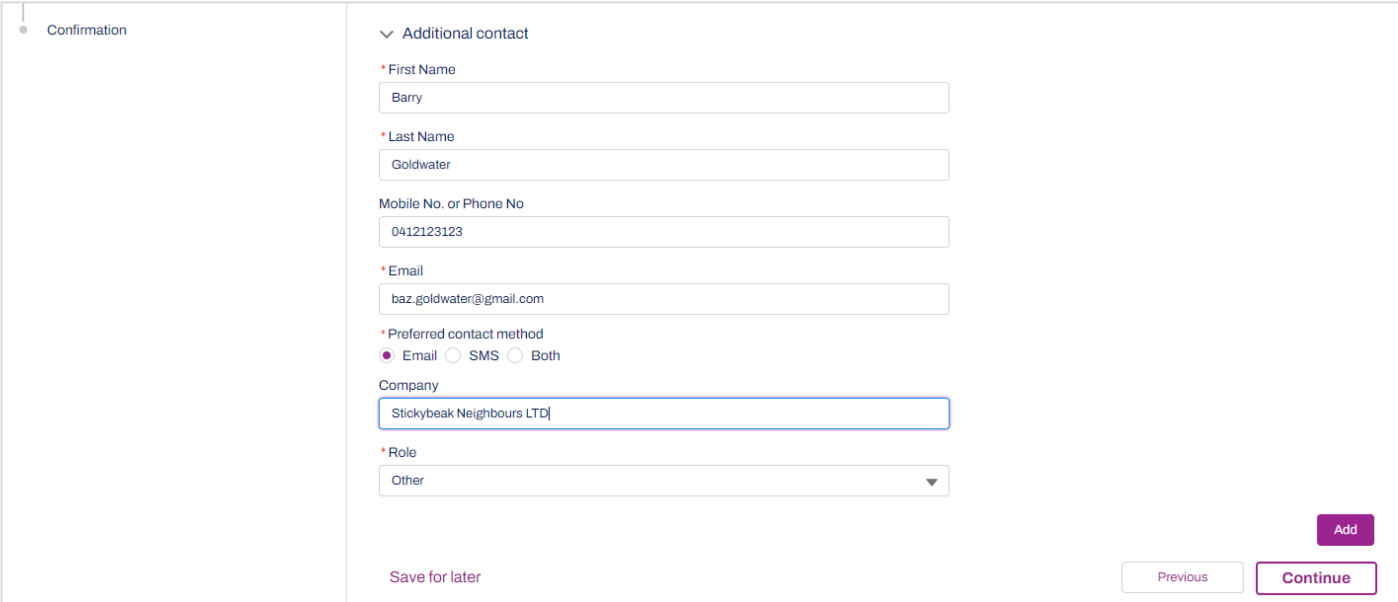
Note: If you have selected that you are applying as a 'Builder', the **Builder Details** field will not display.

Additional Contacts

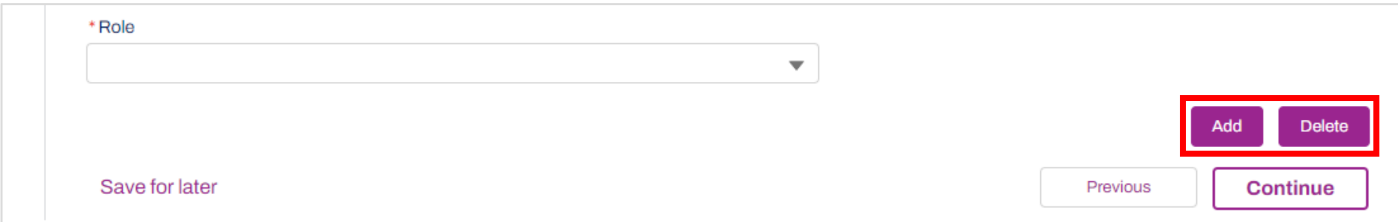
People entered in this section would receive notifications about the progress in the processing of this application, including application submission and pit installation, using the method selected below.

If they register in myEnergy Portal, they would be able to see the application details and status, the same way as you would.

You can add up to 3 additional contacts.



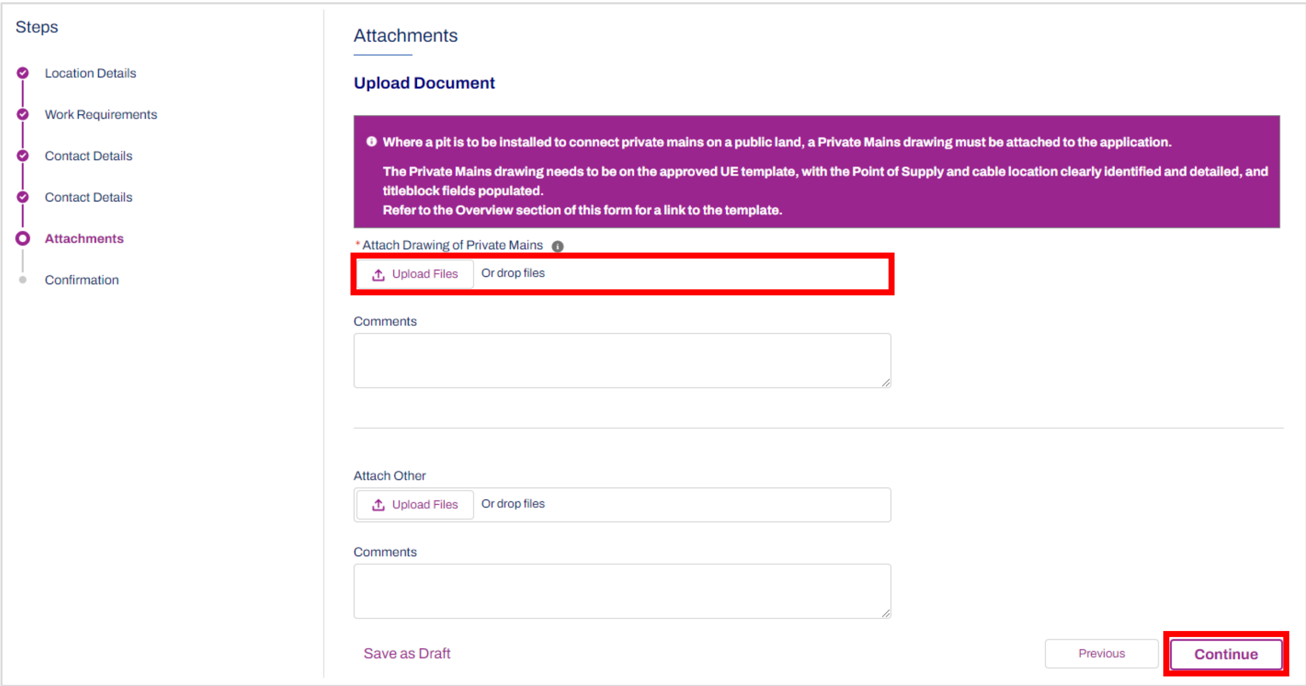
For each contact you will need to click the **Add** button in the bottom right, and to remove these contacts individually you can click **Delete**. To remove the **Additional Contact** section entirely, click **Add/Remove additional contacts** again.



Once complete, click **Continue**.

3.4. Attachments

Here you will be asked to provide any mandatory attachments based on your selections in the **Work Requirements** section. Simply drag and drop the file into the field provided, or click **Upload Files** and select the file from your computer or device.



Upload any other documents relevant to the application in the **Attach Other** section (if applicable), then click **Continue.**

3.5. Confirmation

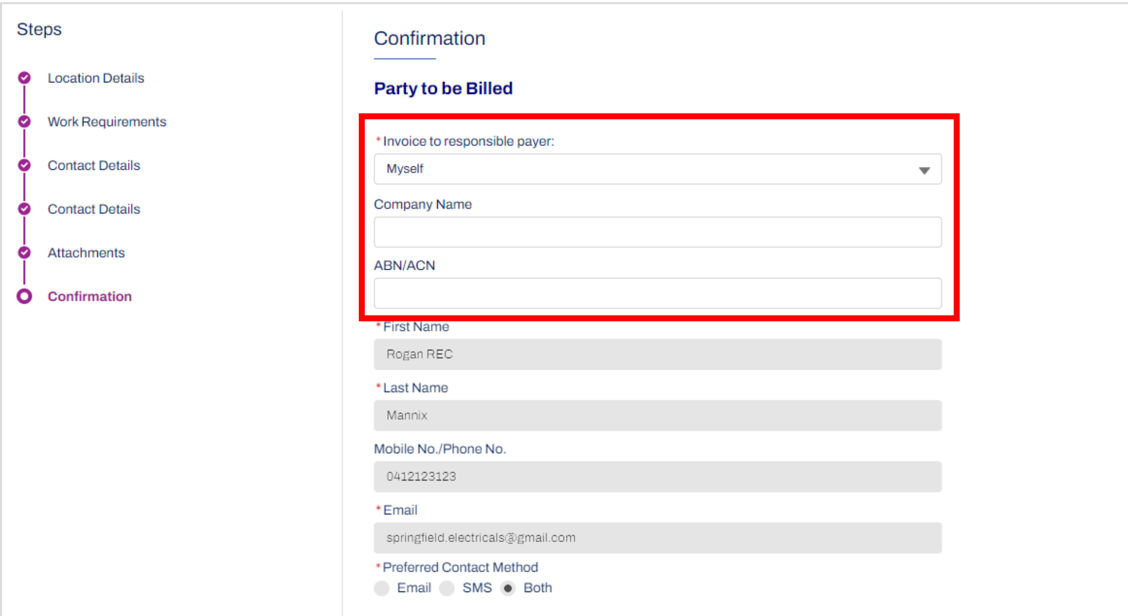
The **Confirmation** section will ask you to specify the party to be billed, and provide you with a fee chargeable (where possible) and terms and conditions applicable to the application.

Party to be Billed

You can elect to pay for the application yourself or nominate another person/business to pay for the application.

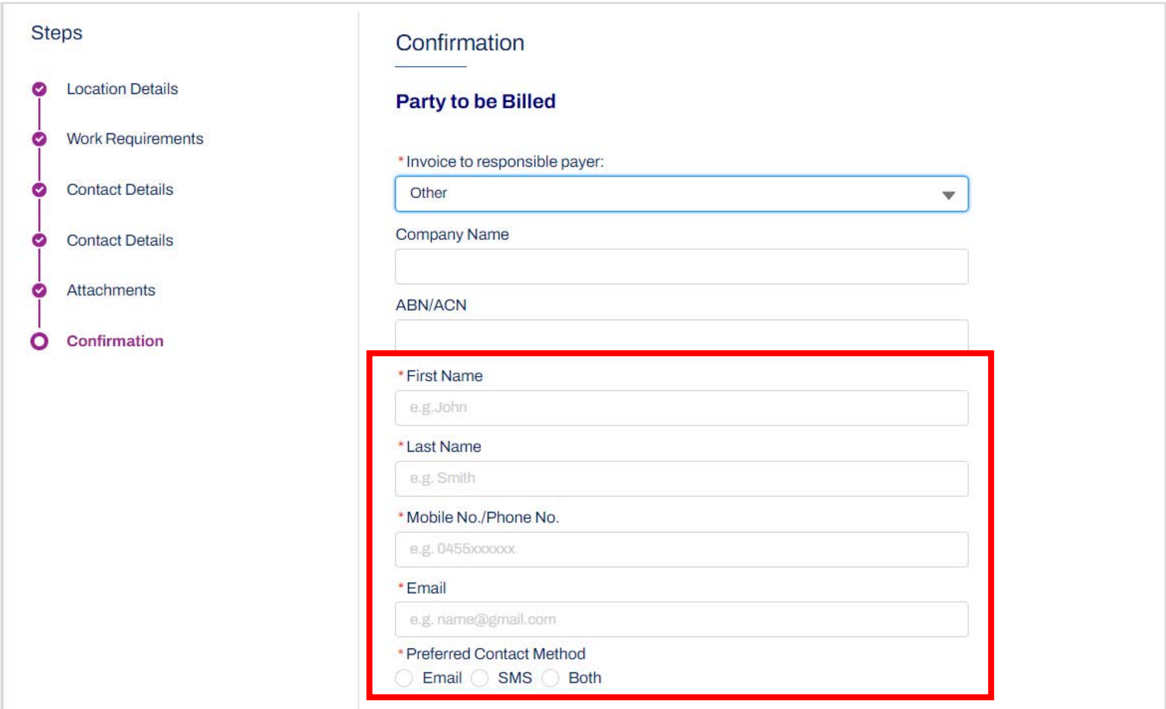
Paying for the installation yourself

If you have selected yourself to be the Party to be Billed, your details will display, based on your profile, with a few optional fields to be completed.



Delegating payment to someone else

If the payment has been delegated, the selected Party to be Billed will receive notifications about the progress of this application, such is submission of application and pit installation, as well a request to pay for the application.
Please ask the person whom you have nominated to be the Party to be Billed to register on the myEnergy portal, as this would allow them to pay for the application directly via the portal, and to see the progress in the status of the application. The Party to be Billed will also receive reminders if the payment has not been made in time.
Important Note: Where the payment of the application fee has been delegated to another person, only this person would be able to see the invoice in the myEnergy portal. They must register on the portal with exactly the same details as provided on the application (i.e. First Name, Last Name, and email) to be able to see the invoice.



Charges

You will also be provided an indicative amount based on the options you have selected in the **Work Requirements** section of the form, or you will be informed that a price cannot be provided upon application as it is pending a review of the details.

Charges are available

Where an indicative amount has been provided, please review the amount and read the details of the Negotiated Connection Contract, as upon submission, it will form a legal binding contract with United Energy to carry out the work and provide you with the terms and the conditions pertaining to the installation and the charges.

united energy

Description of works | **Charges**

Installation of 1 Pole to Pit for 3 Dwellings | **$2,180.00** **GST Exclusive**

Note: A variation of quotation costs may apply if the information is incorrect, or where new information is provided. Upon acceptance of the Price, an Invoice will be issued to you in 1-3 business days.

The fees published on the Underground Supply Application are indicative only and are subject to change. Charges may apply for cancellation of this application. The charges represent the customer contribution in accordance with AER (Australian Energy Regulator) Guideline 14.

TERMS AND CONDITIONS

I confirm that I am responsible for any associated United Energy charges unless I have deferred responsibility to another person. Where I have deferred responsibility to another person, I confirm the responsible person is aware of this application and has agreed to pay the Charges. I acknowledge that they will be contacted for payment of these Charges before work is commenced. Payment of these charges is required within 30 days.

All information I have provided to United Energy in connection with this application is true and accurate.

Please read United Energy's Negotiated Connection Contract before ticking the below checkbox.

Privacy Notification – Collection of personal information

We collect personal information from you to enable us to deliver the services that you are requesting. If we do not collect this personal information, we may not be able to deliver the services you require. We collect, use and disclose your personal information as per our Privacy Policy which can be found here. For further information, please contact us on 1300 131 689 or email us at info@ue.com.au.

By ticking this checkbox:

☐ I acknowledge I have read, understood, and accept the above Terms and Conditions and the Negotiated Connection Contract and agree to be legally bound by them.

Save as Draft | Previous | **Submit**

Charges are not available

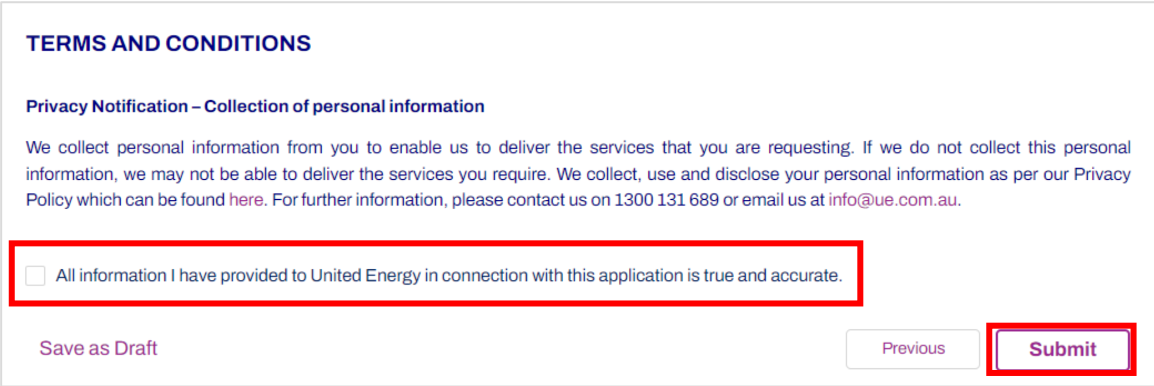
Where the application needs further review by United Energy and an indicative amount has not been provided, you as the applicant and all the additional contacts will receive a notification that your application has been received. You would be able to see your application under **My Applications**. Once a charge has been established, you will receive a request to review and accept the charge and the Negotiated Connection Contract.

Description of works | **Charges**

Installation of 1 Pole to Pit for 5 Dwellings | **Pending Application Review**

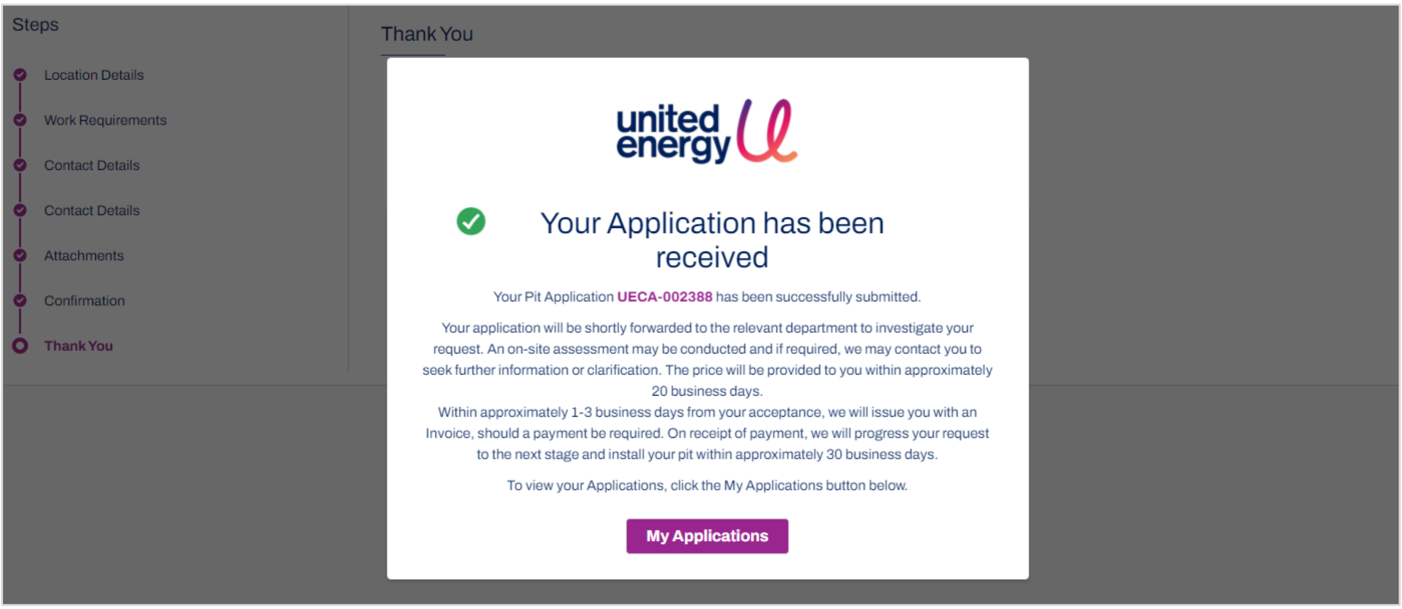
Based on the information provided on the form, we are not able to provide you with a quote at this moment. Your application will be forwarded to the relevant department and a price will be provided to you soon.

Check the box confirming that all information provided is true and accurate, then click **Submit**.



4. Application Complete

Upon submitting the application, it will be received, and an application number is generated e.g., UECA-012345



Now the application has been completed, click **My Applications** to view all draft, submitted and completed applications. From there you can navigate to the **Dashboard**, **Outages**, or **Connections Services** from the top left menu options, or sign out.

You will receive a notification (email, SMS or both) that the application has been submitted, as will any other contact provided, using the information and contact preferences entered in the **Contact Details** section of the application.