

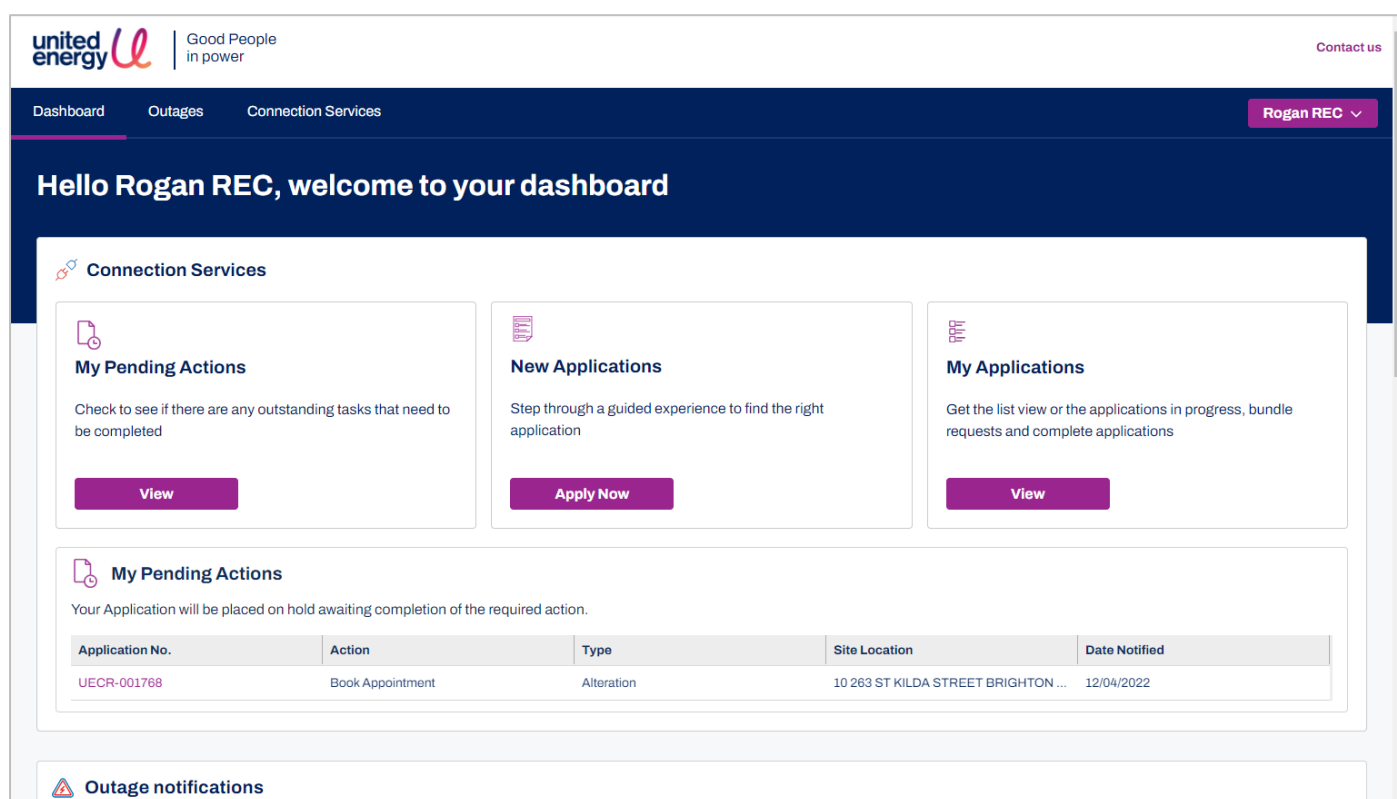
# How to request an underground electricity supply

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**.

The screenshot shows the myEnergy dashboard for a user named Rogan REC. The top navigation bar includes "Dashboard", "Outages", and "Connection Services", with "Connection Services" being the active tab. A "Contact us" link is in the top right. Below the navigation bar, a welcome message "Hello Rogan REC, welcome to your dashboard" is displayed. The main content area is titled "Connection Services" and contains three cards: "My Pending Actions" (with a "View" button), "New Applications" (with an "Apply Now" button), and "My Applications" (with a "View" button). Below these cards, there is a section for "My Pending Actions" which states "Your Application will be placed on hold awaiting completion of the required action." and contains a table with one row of application data. At the bottom, there is a section for "Outage notifications".






Application No.	Action	Type	Site Location	Date Notified
UECR-001768	Book Appointment	Alteration	10 263 ST KILDA STREET BRIGHTON ...	12/04/2022

## 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:*

**I want to ...**






 Request a new connection or supply	 Request a change to electricity connections or the distribution network	 Request an abolishment of electricity installations or remove distribution assets	 Connect or upgrade embedded generation e.g. solar
 Request multiple services for a single site	 Work near electricity assets or transport high loads		

**Select which type ...**

 New Connections (Metered)	 New Connections (Unmetered Supply)	 <b>Underground electricity supply</b>	 New and increased supply
 Public Lighting	 High voltage supply and major projects		

*Customer view:*

**I want to ...**

 Request a new connection or supply	 Request a change to electricity connections or the distribution network	 Request an abolishment of electricity installations or remove distribution assets	 Connect or upgrade embedded generation
 Work near electricity assets or transport high loads			

Select which type ...


 Underground electricity supply	 New and increased supply	 Public Lighting	 High voltage supply and major projects
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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**.

Underground electricity supply application refers to the installation of new pit(s).  
Pits are usually installed on the boundary line of a premise to facilitate the supply of electricity via an underground service to that site.

[Home Page](#)[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**.

**Key information required**

For all applications:

- Contact details
- Address details of the property
- Site sketch

Additionally, if the application for supply is for a subdivision:

- Copy of your proposed plan of subdivision from your surveyor (mandatory)
- Copy of the Planning Permits for the property (if applicable)

For properties with private mains on public land:

- You must complete and attach a drawing of Private Mains. Click [here](#) for the drawing templates and a guide on how to correctly complete the drawings.

Mandatory for rural properties:

- Where the boundary is not clear (for example if your property is in a new estate or in a rural area), you must peg the boundary where you would like the pit to be installed.

the main switchboard.

After your pit installation our field contractors will return within 6-8 weeks to complete permanent repairs such as applying any necessary topsoil and grass and/or returning 'hard surfaces' to as near as possible to original.

[Back to Select](#)[Get Started Now](#)

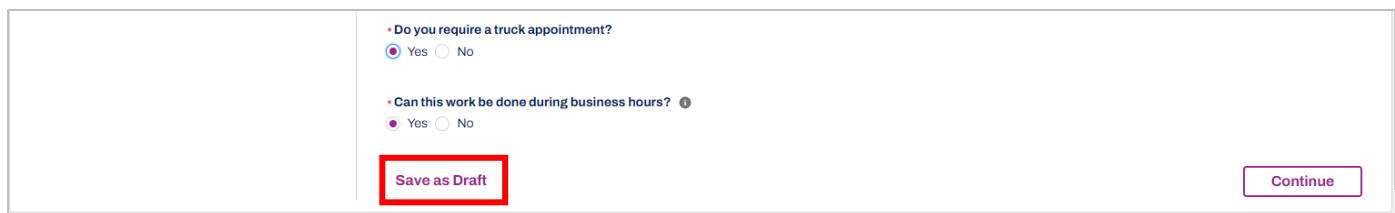
If you have selected the incorrect application type you can return to the application selection screen by clicking on the **Back to Select** button.

### 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.

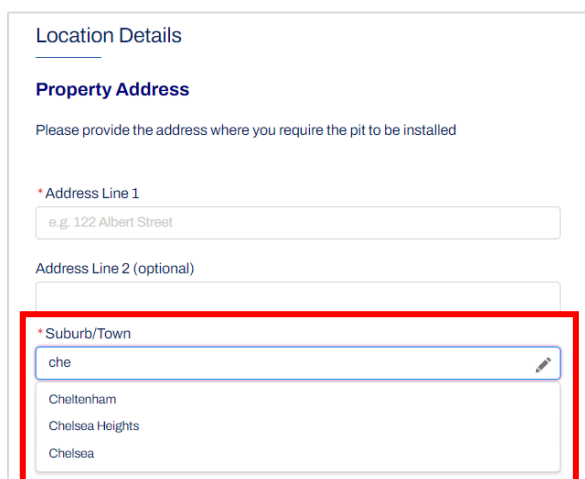
You will be able to save the application as a draft at any stage of the application by scrolling to the bottom of the screen and selecting **Save as Draft**. This will save the application where you leave it and allow you to return and complete it within **7 days** before it is deleted.



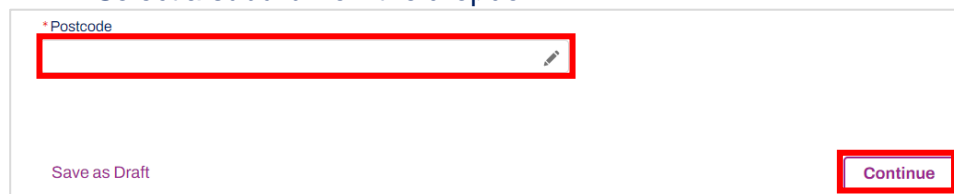
You can discard the application at any time by clicking the **Dashboard** link in the navigation bar at the top left of the page.

#### 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.



- 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.

Steps

- Location Details
- Work Requirements**
- Contact Details
- Attachments
- Confirmation

### Work Requirements

#### Project Information

\*What is the front boundary measurement (mm)? ⓘ

\*What will be the use of the supply to the property? ⓘ

☐ Domestic
 ☐ Commercial/Industrial
 ☒ Private Mains on Public Land

\*Maximum demand per phase (Amps)? ⓘ

\*What is the required number of phases for the mains? ⓘ

☐ Single Phase
 ☐ Two Phase
 ☒ Three Phase

\*What is the location of the existing conductors? ⓘ

☒ Overhead
 ☐ Underground

\*Is this application being made in relation to a replacement of a Private Overhead Electrical Line (POEL) in a high bushfire risk area?

☒ Yes
 ☐ No

\*What is the Pole number of the first pole on your property?

\*Is this property being subdivided? ⓘ

☐ Yes
 ☒ No

ⓘ If some of the pits required are to be located in an underground estate and some are standard pits, please submit a separate application for each type.

**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**.

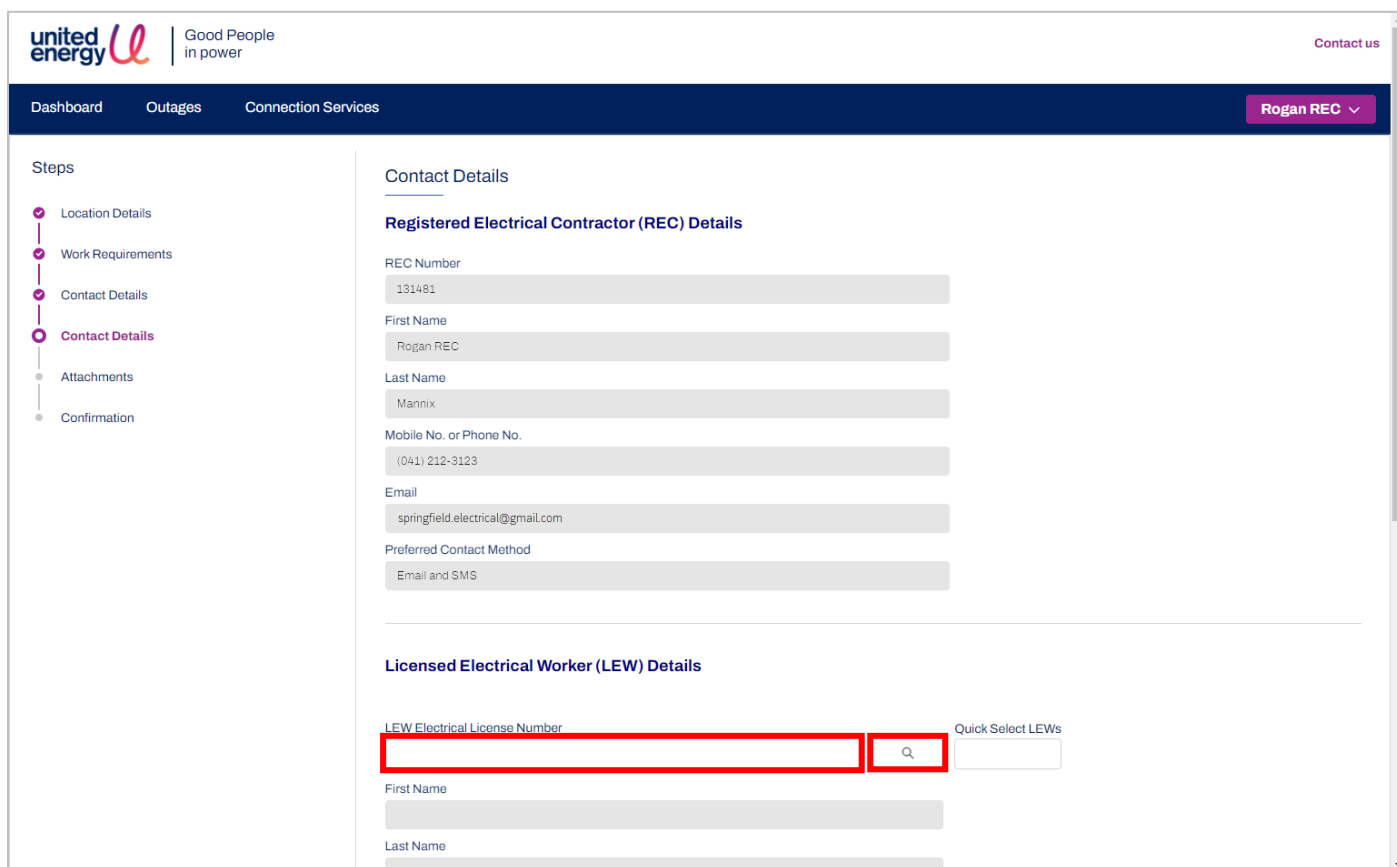
### 3.3. Enter Contact Details

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 details cannot be updated from this form. You will need to update them in your profile.



The screenshot shows the 'Contact Details' form for a Registered Electrical Contractor (REC). The form is part of a multi-step process, with 'Contact Details' being the current step. The form is pre-populated with the following information:

- REC Number:** 131481
- First Name:** Rogan REC
- Last Name:** Mannix
- Mobile No. or Phone No.:** (041) 212-3123
- Email:** springfield.electrical@gmail.com
- Preferred Contact Method:** Email and SMS

Below the REC details, there is a section for 'Licensed Electrical Worker (LEW) Details'. This section includes a 'LEW Electrical License Number' field, which is highlighted with a red box. To the right of this field is a 'Quick Select LEWs' button, also highlighted with a red box. Below these fields are 'First Name' and 'Last Name' fields, which are currently empty.

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**.



The screenshot shows the bottom of the 'Contact Details' form. It includes a 'Preferred Contact Method' field, which is currently empty. Below this field are two buttons: 'Save as Draft' and 'Continue'. The 'Continue' button is highlighted with a red box.

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**.



**Steps**

- Location Details
- Work Requirements
- Contact Details
- Contact Details**

**Contact Details**

**Builder Details**

Mannix Master Builders  
0412123123  
admin@mannosmasterbuilds.com.au

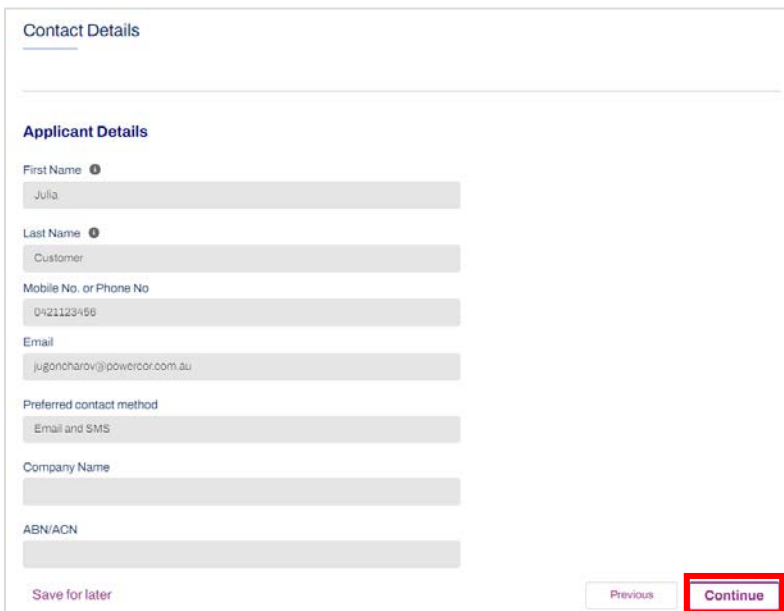
**Add/Remove Additional contacts**

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.



**Contact Details**

**Applicant Details**

First Name  
Julia

Last Name  
Customer

Mobile No. or Phone No  
0421123456

Email  
j.goncharov@powercor.com.au

Preferred contact method  
Email and SMS

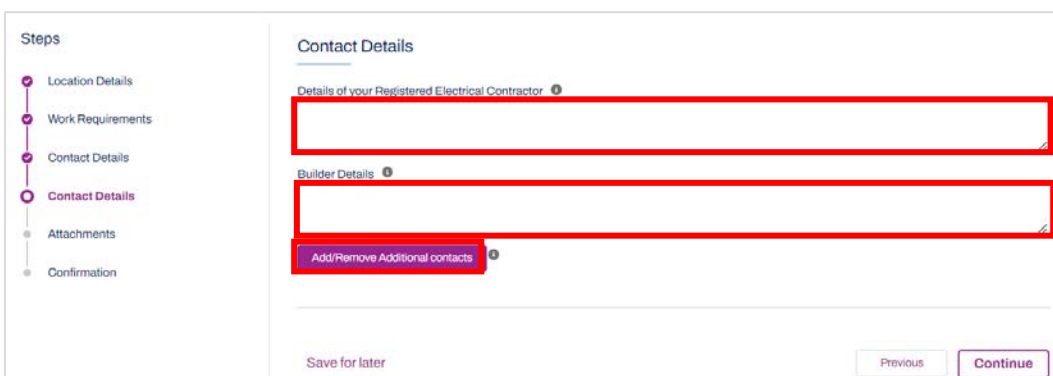
Company Name

ABN/ACN

Save for later

Previous **Continue**

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



**Steps**

- Location Details
- Work Requirements
- Contact Details
- Contact Details**
- Attachments
- Confirmation

**Contact Details**

**Details of your Registered Electrical Contractor**

**Builder Details**

**Add/Remove Additional contacts**

Save for later

Previous **Continue**

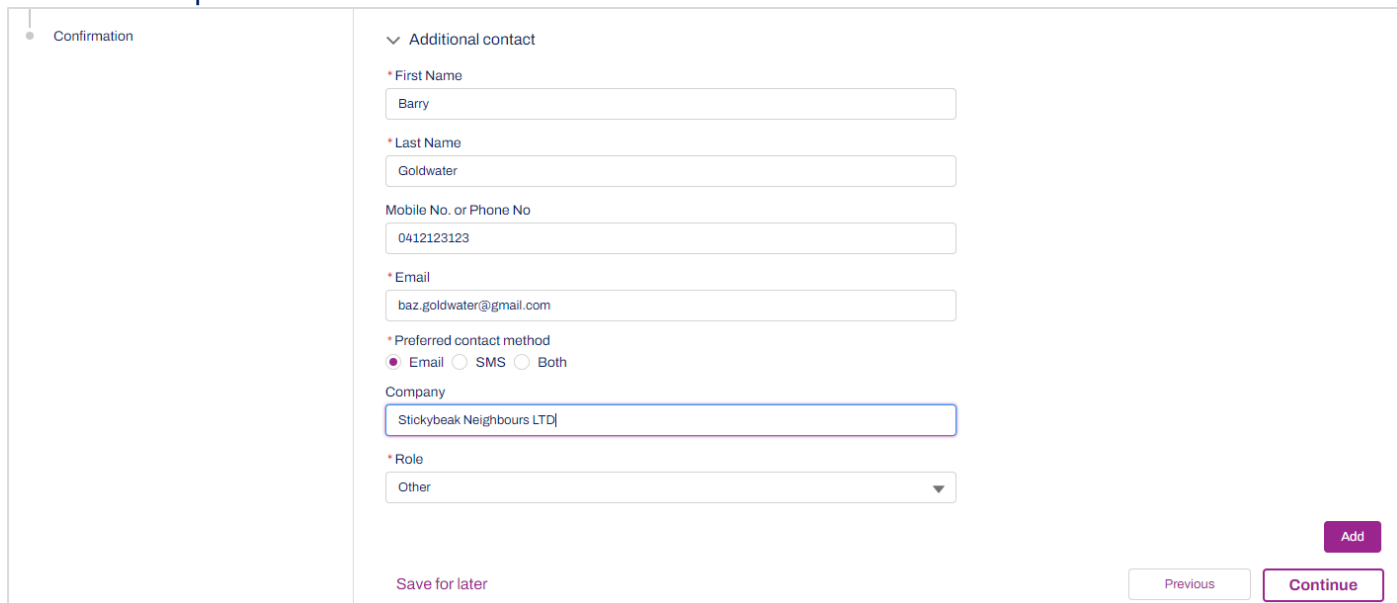
**Note:** If you have selected that you are applying as a 'Builder', the **Builder Details** field will not display.



### 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.



Confirmation

Additional contact

\* First Name  
Barry

\* Last Name  
Goldwater

Mobile No. or Phone No  
0412123123

\* Email  
baz.goldwater@gmail.com

\* Preferred contact method  
☒ Email ☐ SMS ☐ Both

Company  
Stickybeak Neighbours LTD

\* Role  
Other

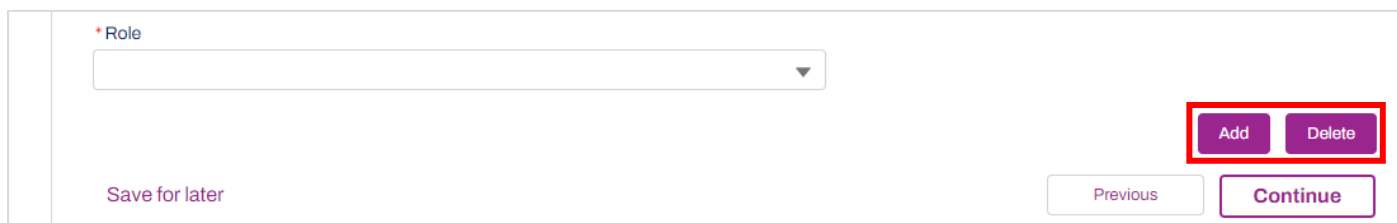
Save for later

Previous

Continue

Add

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.



\* Role

Save for later

Previous

Continue

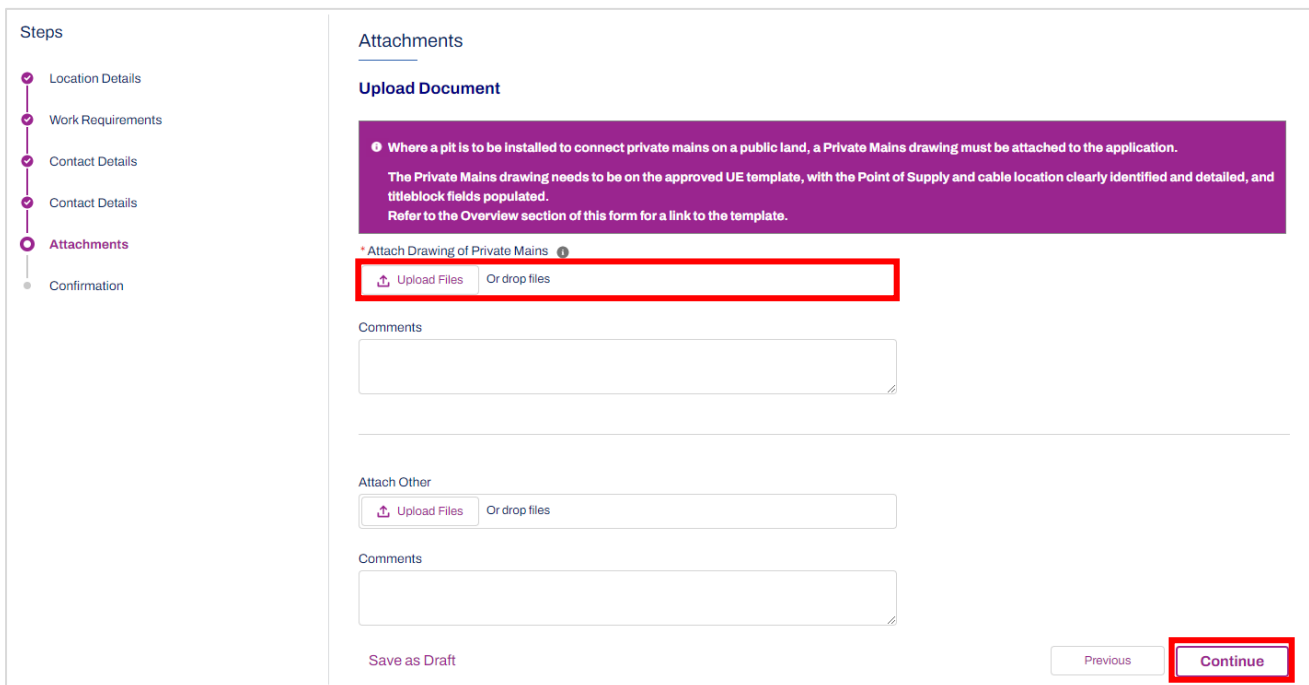
Add

Delete

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.



The screenshot shows the 'Attachments' section of a web form. On the left is a 'Steps' sidebar with a vertical list of steps: Location Details, Work Requirements, Contact Details, Contact Details, Attachments (highlighted with a red circle), and Confirmation. The main content area is titled 'Attachments' and has a sub-header 'Upload Document'. A purple informational box contains the following text: 'Where a pit is to be installed to connect private mains on a public land, a Private Mains drawing must be attached to the application. The Private Mains drawing needs to be on the approved UE template, with the Point of Supply and cable location clearly identified and detailed, and titleblock fields populated. Refer to the Overview section of this form for a link to the template.' Below this, a red-bordered box highlights the 'Attach Drawing of Private Mains' section, which includes an 'Upload Files' button and the text 'Or drop files'. Underneath is a 'Comments' text area. Further down is the 'Attach Other' section, also with an 'Upload Files' button and 'Or drop files' text, followed by another 'Comments' text area. At the bottom left is a 'Save as Draft' link. At the bottom right are two buttons: 'Previous' and 'Continue', with the 'Continue' button highlighted by a red border.

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

### 3.5. Confirmation

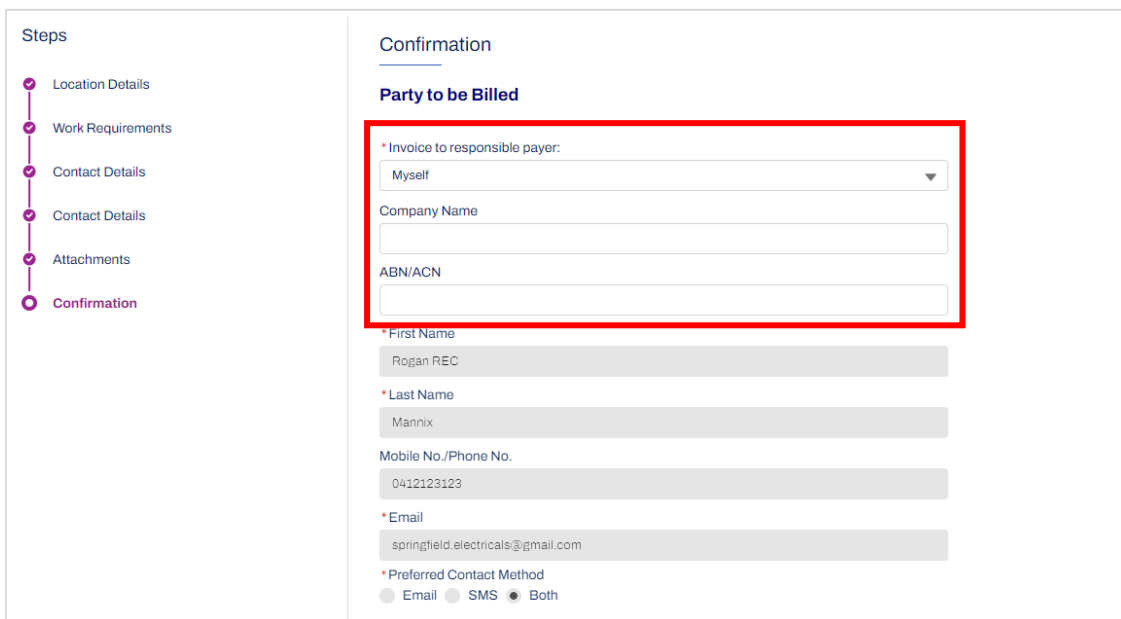
The **Confirmation** section will ask you to specify the party to be billed, and provide you with a fee chargeable (where possible) and terms and conditions applicable to the application.

#### *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.



**Steps**

- Location Details
- Work Requirements
- Contact Details
- Contact Details
- Attachments
- Confirmation**

**Confirmation**

**Party to be Billed**

\* Invoice to responsible payer:  
 Myself

Company Name

ABN/ACN

\* First Name  
 Rogan REC

\* Last Name  
 Mannix

Mobile No./Phone No.  
 0412123123

\* Email  
 springfield.electricals@gmail.com

\* Preferred Contact Method  
☐ Email ☐ SMS ☒ Both

#### *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 as 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.

Steps

✓ Location Details

✓ Work Requirements

✓ Contact Details

✓ Contact Details

✓ Attachments

○ Confirmation

Confirmation

Party to be Billed

\* Invoice to responsible payer:

Other

Company Name

ABN/ACN

\* First Name

e.g. John

\* Last Name

e.g. Smith

\* Mobile No./Phone No.

e.g. 0455xxxxxx

\* Email

e.g. name@gmail.com

\* Preferred Contact Method

☐ Email

☐ SMS

☐ Both

## 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.

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.

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**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](mailto: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**.

TERMS AND CONDITIONS

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](mailto:info@ue.com.au).

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

Save as Draft

Previous

Submit


## 4. Application Complete


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

Steps

- Location Details
- Work Requirements
- Contact Details
- Contact Details
- Attachments
- Confirmation
- Thank You

Thank You





Your Application has been received

Your Pit Application **UECA-002388** has been successfully submitted.

Your application will be shortly forwarded to the relevant department to investigate your request. An on-site assessment may be conducted and if required, we may contact you to seek further information or clarification. The price will be provided to you within approximately 20 business days.

Within approximately 1-3 business days from your acceptance, we will issue you with an invoice, should a payment be required. On receipt of payment, we will progress your request to the next stage and install your pit within approximately 30 business days.

To view your Applications, click the My Applications button below.

My Applications

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.