

How to Request a New or Increased Supply – Type 9 Street Furniture

This article outlines how to request a new or increased supply for Type 9 Street Furniture using the **Connection Services in myEnergy**.

Before you commence the application process, make sure you have reviewed the **How to sign into and navigate myEnergy** video or instruction.

1. Apply Now

From the **Dashboard** or the **Connection Services** tab, select **Apply Now**.

The screenshot shows the myEnergy dashboard for user Rogan REC. The navigation bar includes 'Dashboard', 'Connection Services', and 'Customer resolution centre'. The main content area is titled 'Hello Rogan REC, welcome to your dashboard'. Under the 'Connection Services' section, there are three cards: 'My Pending Actions' with a 'View' button, 'New Applications' with an 'Apply Now' button (highlighted with a red box), and 'My Applications' with a 'View' button. Below these cards is another 'My Pending Actions' section with a message: 'Your Application will be placed on hold awaiting completion of the required action.' At the bottom, there is a table with the following headers: Application No., Action, Type, Site Location, and Date Notified.

Application No.	Action	Type	Site Location	Date Notified
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2. Selecting the Correct Type

From the **I want to ...** screen, select the tile to **Request a new connection or supply** or **Request a change to electricity connections or the distribution network** and then scroll down and select **New and Increased Supply** below.

You can raise a request for either a new or increased supply by following either tile.

I want to ...

 Request a new connection or supply	 Request a change to electricity connections or the distribution network
 Request multiple services for a single site	 Work near electricity assets or transport high loads

3. Select New Connections (Type 9 – Street Furniture)

Select which type ...

Electrician Only applications. Includes the connection of supply and installation of meter (for metered applications) - Electricity supply must be available to the property and ready to connect

 New Connections (Metered)	 New Connections (Unmetered Supply)	 New Connections (Type 9 - Street Furniture)
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Apply for a Negotiated Connection Offer These applications are to request an offer to provide new infrastructure to enable a new or altered supply. (This does not include the connection of supply and installation of meter which can only be applied for by an Electrician on the above tiles) If you are seeking confirmation of supply availability, please submit an online [enquiry](#).

New Connections (Type 9 - Street Furniture) is an electrical works request for a connection of an approved Type 9 metered device

[Home Page](#) [Get Started](#)

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 listed under **Key information required**, then click **Get Started Now**. You can also make note of the **Next steps** which are listed.

If you need more information about **Type 9 Street Furniture**, click on the hyperlink that indicates “**Click here**”.

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

4. Things to know before submitting your request

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 will be 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.

5. Submitting your application

5.1. Enter Site and Work Details

Under **Location Details** you can provide the site address by entering the address directly. Regardless of the method, ensure that the details are correct.

Location Details

Work Site Address

Please enter the site address where the work needs to be completed.


* Address Line 1
122 Albert Street

Address Line 2 (optional)

* Suburb/Town
(Start typing Suburb or Postcode then select from list)

Mornington

Mornington (3931)

 Suburb or postcode not listed? Location may not be within the United Energy service area

You can also enter the **site access details**, ensuring the correct site address is selected from the dropdown menu.

Please include:

- Any **relevant access notes** (e.g. entry instructions, restrictions)
- **Site contact details** for coordination

Make sure to complete all **mandatory fields**, and indicate if:

- A **truck appointment is required**
- A specific **date and time need to be scheduled**, particularly where there are site access constraints

Site Access Details

* Access Instructions

Error: Access Instructions is required.

Access Notes

Site Contact First Name

Site Contact Last Name

Site Contact Mobile No.

* Do you require a truck appointment?

Yes No

Scroll down and provide any site contact details if required, then click **Continue**.

5.2. Enter Work Requirements

Under **Supply Required Section**: enter all relevant information based on the type of request being submitted:

- Select the correct **installation type** (e.g. EV Charger)
- Enter the **Customer Asset ID** (if available)
- Confirm the required **number of phases** for both metering and mains
- Input the **maximum demand per phase (Amps)**
- Indicate if there are **multiple tenancies or group metering**
- Provide the **site maximum demand per phase**
- Enter the **main switch size and main size (mm)**
- Confirm whether **metering is incorporated into the customer’s appliance**
- Indicate whether the request is for a **High Voltage connection**

Ensure all mandatory fields are completed accurately before submission.

Work Requirements

Supply Required

* What type of Installation is required?

Customer Asset ID ⓘ

* What are the required number of phases for the metering?
 Single Phase Two Phase Three Phase

* What are the required number of phases for the mains? ⓘ
 Single Phase Two Phase Three Phase

* Maximum demand per phase (Amps)? ⓘ

* Are there multiple tenancies at this site and/or group metering?
 Yes No

* Site Maximum Demand per phase (Amps) ⓘ

* Supply capacity control device / main switch size? ⓘ

* What is the size of the main? (mm)

* Is Metering incorporated inside the customer's appliance?
 Yes No

* Is this a High Voltage connection request?
 Yes No

The following fields will **default to “No”** and do not require changes unless specifically needed:

- **Is this an Embedded Network?**
- **Does this installation require hot water controlled load?**
- **Does this installation require floor heating controlled load?**

Is this an Embedded Network?

Yes No

Does this installation require hot water controlled load?

Yes No

Does this installation require floor heating controlled load?

Yes No

Under **Supply Details**, complete the following fields based on the site requirements:

- Select the appropriate **type of supply** (e.g. Overhead or Underground)
- Enter the **length of the service cable (in metres)**
- Confirm the **point of supply type required**
- Indicate whether the **mains are located on public land**
- Provide a clear **description of works**, outlining what is required at the site

The following fields will **default automatically** and do not need to be changed unless the request specifically requires otherwise:

- **Meter position type** – defaults to **Permanent**
- **Premise type** – defaults to **Commercial**

*What type of supply is required for this Site?

Overhead ▼

*Length of overhead service cable (m)

16

*Point of supply type required

Overhead ▼

*Are the mains on public land?

Yes No

Description of works ⓘ

*What type of meter position is required on site?

Permanent Temporary Supply or BTS

*Is this a residential or commercial premise? ⓘ

Residential Commercial

Related Project Application No. ⓘ

Save as Draft

5.3. Enter Contact Details

In this section you will be asked to provide **Contact Details**. This will populate with information from your account, but you will still be required to enter some additional information for billing purposes.

Ensure you provide details for any field marked with a red asterisk.

Contact Details

Retailer Details

*Retailer Name

Customer Details

*First Name

*Last Name

*Mobile No. or Phone No

Error: Mobile No. or Phone No is required.

*Email

*Preferred contact method

Email SMS Both

Complete all required details, then select **Continue**.

Address Line 1

Address Line 2

Suburb/Town

Postcode

Save as Draft

Previous

Under **Contact Details**, ensure all information for both the **Registered Electrical Contractor (REC)** and **Licensed Electrical Worker (LEW)** is entered accurately.

- Complete all required REC fields, including:
 - REC Number
 - First Name and Last Name

- Contact Phone Number
- Email Address
- Preferred Contact Method
- Enter the **LEW Electrical License Number** in the required field and use the search function if needed to validate details.

Ensure all information is correct, as this will be used for communication and job coordination.

Contact Details

Registered Electrical Contractor (REC) Details

REC Number

First Name [!]

Last Name [!]

Mobile No. or Phone No.

Email

Preferred Contact Method

Licensed Electrical Worker (LEW) Details

* LEW Electrical License Number

5.4. Provide Attachments

Under **Attachments**, complete the **Certificate of Electrical Safety (CES) Details** section as follows:

- Select how the CES will be provided:
 - **Attachment** (preferred), or
 - **Left On-Site** (only if applicable)
- Enter the **CES Number** in the required field
- Upload the **CES document** by selecting *Upload Files* or dragging and dropping the file
- Add any relevant **comments** if required
- Indicate whether you need to **add another CES** (select “Yes” if multiple certificates apply)

5.5. Other Attachments

- Select the appropriate **Document Type** if additional supporting documents need to be included

Attachments

Certificate of Electrical Safety (CES) Details

*How will you provide the CES? ⓘ

Attachment Left On-Site

*CES Number ⓘ

e.g. A12xxxxxxxx

*Upload CES ⓘ

Or drop files

CES NO [] .pdf

Comments

[]

Do you want to add another CES?

Yes No

Other Attachments

Document Type

[]

[Save as Draft](#)

Once these have been uploaded, click **Continue**.

5.6. Confirmation – Indicative Fees

At the **Confirmation** stage, review the **Indicative Fees** provided by the system.

- Confirm the **Retailer Name** is correct (e.g. AGL)
- Review the **description of fees** and corresponding **amount** displayed
- Note that all fees shown are **indicative only** and are **GST exclusive**

Important:

- Fees are based on current network charges and **may be subject to change**
- Additional charges may apply for **cancellations, postponements, or if the site is not ready** at the agreed time

No input is required in this section—this is for **review and confirmation only** before submission.

Confirmation

Indicative Fees

Notes: Fees are based on United Energy charges

Retailer Name

AGL

Description of Indicative Fees

Amount

New Connection Single Phase Business Hours -



s:

GST Exclusive

The Fees published on the Connection Application are indicative fees only and are subject to change. Charges apply for cancellation or postponement of a New Connection agreed time/date, and if work is not ready on agreed time/date. For further detail about this [Important Fee Information](#), please click the link.

Once you have provided this information, and reviewed the **Terms and Conditions** provided, check the box and then select **Submit**.

TERMS AND CONDITIONS

Application for Service - Electrical Work Request (EWR) for New and Existing Installations

I acknowledge and confirm that the requirements of United Energy have been adhered to and certify that the electrical work complies with the [Model Standing Offer](#) or [Generation Deed](#), and the Victorian Service & Installation Rules and the Electrical Safety Act and Regulations. I also acknowledge that the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated United Energy charges unless I have deferred responsibility to another person or to a Retailer. Where I have deferred responsibility to another person or to a Retailer, 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 that I have provided to United Energy in connection with this Application is true and accurate.

By ticking the checkbox below, I declare that I have read, understood and accept the Terms and Conditions outlined above and confirm I have read, understood and accept the [Important Fee Information](#).

Privacy Notice

United Energy are committed to protecting your privacy. We collect, use and share personal information from you to enable us to deliver the services that you are requesting. You may be lodging this request on someone else's behalf. If you provide us with personal information about these people, you must inform them you have provided their information to us. Without this information, we (and our service providers) may not be able to deliver the services you require. For more information about how we collect, use and disclose personal information, please refer to 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.

I agree to the Terms and Conditions

Save as Draft

Previous

Submit

6. Application complete

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



Now the application has been completed, click **My Applications** to view all draft, submitted and completed applications. Your successful application will now appear under **Completed, Cancelled and Projects** with the status **Preparation**.

Dashboard My properties Energy usage Connection Services Customer resolution centre							
In Progress							
Status	Bundle No.	Application No.	Type	Site Location	Date	Clone	Cancel
Preparation		UECR-224326	New Connection	86, Mordialice, 3195	12/05/2026	Clone	Cancel

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 additional contacts provided as part of the application.