

















United Energy - EV customer journey

	Step 1 – Preliminary Site feasibility		Step 2 – Power offer and Licencing		Step 3 – Permit to work		Step 4 – Build and energisation	
Journey step	 Submission of Customer preferred sites	 Distributor completes feasibility checks	 Site confirmed, customer submits power and licence request	 Inputs received and licence issued	 Request for Permit to work and prepare for site build	 No Go Zone assesses application and issues permit	 Site built and application for energisation	 Energisation
Touch point	Day 1	+ 7 days	TBC by customer	+ 20 days	TBC by customer	+ 20 days	TBC by customer	+ 15 Days
Inputs + Outputs	 Customer submits excel sheet containing preferred site information (address, pole numbers, GPS co-ordinates, and preferred charger pole orientation).	 Distributor to completes assessment determining if customers preferred pole is suitable for EV installation and whether power is available onsite. Excel sheet is emailed back to customer.	 Customer applies for a supply offer and a FAA licence to install the charger	 Distributor reviews site, completes required checks, issues licencing and power offer. Distributor sets up billing and where applicable issues invoicing to customer. Customer is used power offer and formal licence.	 Customer applies for No Go Zone Permit to work in the vicinity of electrical assets. Customer prepares for site build.	 No Go Zone reviews application and certificates of staff onsite. No Go Zone issues permit to work in the vicinity of electrical assets	 Customer builds site. Customer's Registered Electrical Contractor applies for electricity energisation by submitting request in MyEnergy and including licence and supply offer.	 Connections team reviews application, Retailer submits service orders, Electrical Inspector inspects site components and then issues job to crews for connection and installation of the electrical meter.
Submission location	<ul style="list-style-type: none"> Submissions enquiry's can be sent to facilitiesaccess@ue.com.au United Energy applications to be submitted at https://www.unitedenergy.com.au/general-enquiry/ 		<p>Licencing approval timeframe is subject to all required information being included in the application.</p> <ul style="list-style-type: none"> United Energy applications to be submitted at https://www.unitedenergy.com.au/general-enquiry/ 		<p>No Go Zone Permit to work approval timeframe is subject to all required information being included in the application.</p> <ul style="list-style-type: none"> United Energy applications to be submitted at https://myenergy.ue.com.au/s/login/ 		<p>Connection of electricity is subject to electrical inspection. Connections to be applied via portal:</p> <ul style="list-style-type: none"> United Energy applications to be submitted at https://myenergy.ue.com.au/s/login/ 	

Each site is required to follow the above sequencing in the correct order unless the pole is not owned by United Energy then licencing shall be skipped..

EV Charger Application Process

Step 1 - Feasibility

What Happens?

Feasibility is the first step in the process designed to provide customers with a preliminary check that the site and pole is suitable for use. Upon submission of potential sites, the distributor assesses candidate sites against agreements standards and guidelines to determine if the proposed location can house an EV charger. The Distributor also completes a preliminary check of onsite distribution assets to determine if there is an adequate power supply available.

Action, Requirements and General Information

Upon receiving the feasibility spreadsheet, the distributor will perform a high-level assessment of the poles suitability to house the EV charger and supply availability. Multiple pole candidates may be submitted, however, primary and back up sites should be labelled accordingly.

Submissions should be made in MS Excel format and include the following information:

1. Pole number (identified by label on front of pole).
2. Nearest site address
3. GPS Co-ordinates
4. Preferred orientation of device.

Site feasibility success is subject to the criteria set by internal standards, VESI Shared use of poles code, VESI Service and Installation Rules and the EV charger customer site selection guidelines.

The distributor will review the primary site and any secondary sites to ensure:

- The location, and the pole is suitable for the EV charger.
- The pole has an adequate available power.
- The orientation of the charger provides safe access for our crews.

The distributor will provide a response outlining suitable sites where EV chargers are able to be installed.

United Energy applications to be submitted by lodging an enquiry at <https://www.unitedenergy.com.au/general-enquiry/> and then changing the general enquiries drop down box to 'Facilities Access Agreement' and then inputting all required information.

Screenshot of application submission area below. Please note that this will also apply for lodging a request for a licence

The screenshot shows the 'myEnergy' portal interface. At the top, there is a search bar with the text 'Looking for something specific?'. Below this are four main service tiles: 'Submit feedback, complaint or a claim', 'Apply for a permit' (highlighted with a red box), 'Connection services (including solar)', and 'Report a faulty streetlight'. Below the tiles, there is a 'Reason for enquiry*' dropdown menu with 'Facilities Access Agreement' selected. Below that is a 'Your details' section with a 'Your full name*' input field. To the right, there is an information icon and a section titled 'Take control with myEnergy' with a list of tasks.

Please note – Standard timeframe for licence processing is 7 business days from submission of a complete application.

EV Charger Application Process

Step 2 - Licencing

What Happens?

Customer applies for a licence to install assets on the distribution pole. The application is assessed by the distributor and executed in line with the Master Facilities Access Agreement.

Action, Requirements and General Information

All Facility Access Agreement (FAA) applications for licenses should be submitted via the following links:

- United Energy applications to be submitted at <https://www.unitedenergy.com.au/general-enquiry/>, the Facilities Access Agreement should be selected from the drop-down menu.

The below documentation must be contained within annexure 2 section of the licence :

- Utility Pack /Redline drawings of charger
- Details of clearances to any other assets on the pole.
- Details of the attachment methods and any brackets.
- Single line drawings of all electrical components.
- A design sheet detailing required labelling and signage.

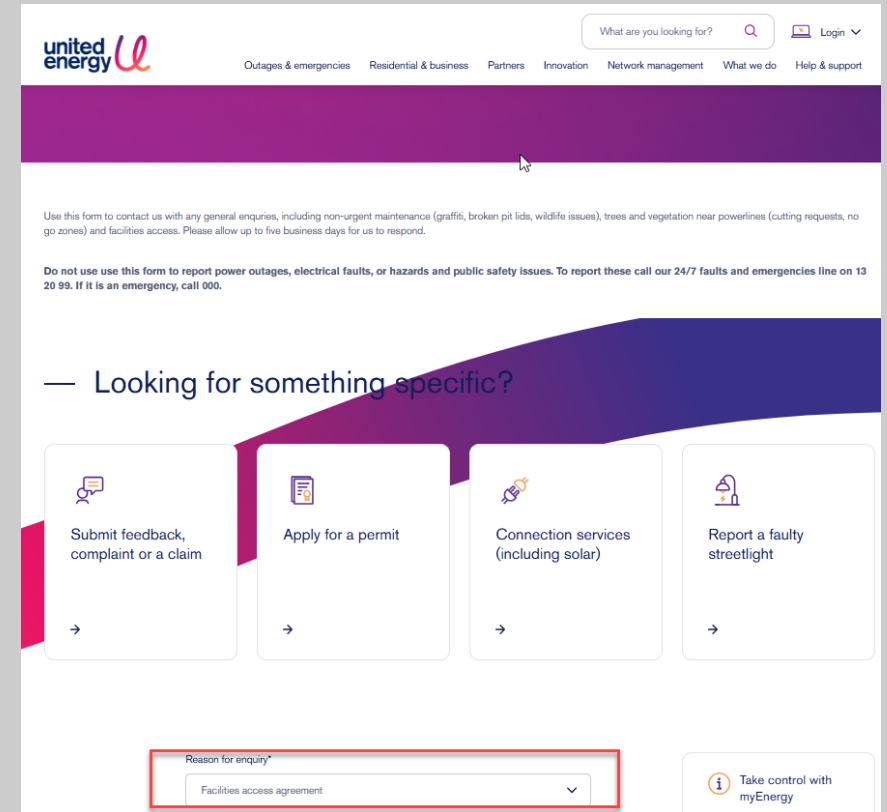
Upon review of these sites, a unique license number will be allocated, the customer will then receive a completed licence and access offer. The customer must execute and return the licence in line with the requirements of their Master Facilities Access Agreement. The Facilities Access Licence: will bind your EV charger to the Master Facilities Access Agreement and is required for all sites. Upon execution of a licence any applicable charges will be raised via invoice.

A template of the licence can be found in your Master Facilities Access Agreement.

United Energy applications to be submitted by lodging an enquiry at <https://www.unitedenergy.com.au/general-enquiry/> and then changing the general enquiries drop down box to 'Facilities Access Agreement' and inputting all required information. Screenshot of application submission area referenced in Step 1 - Feasibility.

Successful completion of a Facilities Access Licence grants the customer rights to install an EV charger on the selected pole. This licence is bound to the Master Facilities Access Agreement and is critical to ensuring that the site becomes connected.

Please note – Standard timeframe for licence processing is 20 business days from submission of a complete application.



EV Charger Application Process

Step 3 - No Go Zone - Permit to work

What Happens?

The EV Charger build team applies for a permit to work in the vicinity of electrical assets. Our No Go Zone teams assess the application, work zone and work methods to determine the site can be built safely and adequate distance is maintained between people, plant and the electricity assets. Once a permit to work is issued, crews may begin attaching assets to the distribution pole.

Action, Requirements and General information

Before you start work near a distributors overhead or underground network, you may need a permit to work detailing the conditions and methods you must adhere to in order to carry out your work safely and comply with Worksafe and ESV regulations. An application needs to be submitted anytime your above-ground works are within 6.4m of distribution assets, or your underground works are within 2m of distribution assets

Before applying you should have the following in place.

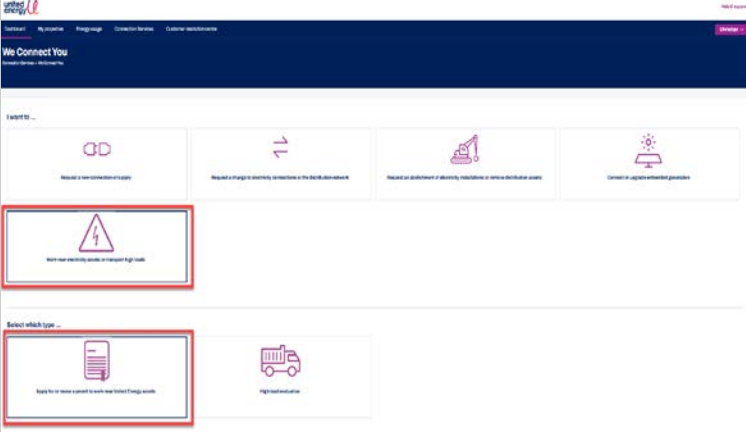
- SWMS
- JSA
- Traffic management procedure
- Permit to install mains cables in public space or a relevant exemption.

Permit to work requests can be made by lodging an application at the following links:

- United Energy applications to be submitted at <https://myenergy.ue.com.au/s/login/>

Timeframe: Please be aware that this application may be subject to a fee. The permit to work (if granted) will be issued approx. 30 days from payment.

United Energy applications to be submitted by lodging an enquiry at <https://myenergy.ue.com.au/> and then selecting, 'New application' then "Work Near electrical assets and " Apply for or renew a permit to work near United Energy assets' Screenshot of United Energy application submission area below.



After the permit has been issued: When you are operating equipment near our electricity assets, our permits detail the conditions and methods you must adhere to in order to carry out the proposed work on site safely. If a permit to work is granted, you will be responsible for ensuring that a copy of this permit is always on site in either digital or hard copy form. You will also be responsible for ensuring that all members of your work crews are briefed on the conditions of the permit to work.

Please note – Standard timeframe for licence processing is 20 business days from submission of a complete application.



EV Charger Application Process

Step 4 - Energisation

What Happens?

The final step in the process is to energise the EV charger. Majority of these process steps will be handled by your Registered Electrical Contractor (REC). Upon submission of the energisation request, we will liaise with your electricity retailer, our inspectors and crews to energise the site and install any metering required.

Action, Requirements and General Information

Before you lodge an energisation request, the EV operator should contact their preferred retailer to establish an account and then ensure their Registered Electrical Contractor is aware of the retailer account number as this will be needed to complete the electricity connection application.

Lodging a request for meter installation and energisation.

After your Registered Electrical Contractor has completed installing the charger and its associated electrical components, they must obtain a Prescribed Certificate of Electrical Safety (PCES).

Your Registered Electrical Contractor can then apply for energisation by lodging a request via our online portals and including the supply offer, licence, PCES and an underground cable drawing (PRV).

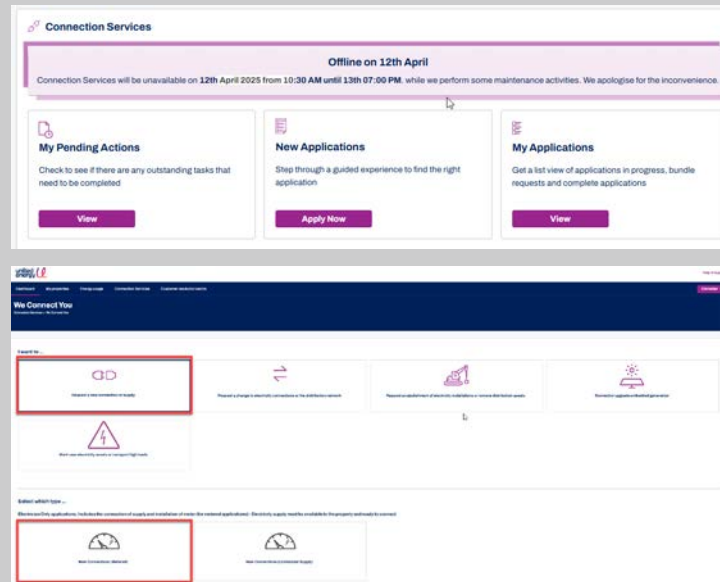
Once the application is submitted our teams will reach out to the nominated electricity retailer and request that they submit the required retailer service orders for a meter and energisation. The electricity retailer will then submit the required service orders, which our team will process and dispatch a Licenced Electrical Inspector to the site for review.

If the site is free from non-conformances, the Licenced Electrical Inspector will release the service order to our crews for installation of the meter and energisation.

- United Energy applications to be submitted at <https://myenergy.ue.com.au/s/login/>

Helpful tip: To ensure the connection address is correct and matches across all documentation and PCES – copy the address over from the Supply Offer as a typical address for a electricity pole is written as O/S 25 JOHN ST, MELBOURNE.

Applying for connection in United Energy is as simple as logging into <https://myenergy.ue.com.au/s/login/> and selecting the 'New Application' tile. From here select the 'New connection (metered)' tile and complete all required fields.



Please note – Standard timeframe for connection processing is 15 business days from submission of a complete application and receiving all applicable service orders from your preferred electricity retailer.