

# Changes to the customer connections process

From 1 July 2020 the way power connection applications are processed will change. This will make it easier for you to connect to our network. The changes are explained below.

## Power connections website

We have updated our [Power Connections webpage](#). You can now access application forms, process information, model standing offers and connection charges information.

## Connection classifications

We have introduced four connection classifications/processes. The process to follow will depend on your connection needs.

Connection classifications	Description
Basic connections	Residential, small business and small commercial customers*
Negotiated connections	Real-estate developers or commercial customers (including medium and large commercial embedded generator customers)*
Large generator connections	Embedded generators greater than 2MW connecting to the distribution network
Transmission connections	Commercial customers connecting at 66kV and above to the transmission network

\* Please refer to our [Power Connections webpage](#) for more information on connection classifications

## Application forms, commissioning sheet and enquiry forms

New application forms should be completed for the connection classifications above. For solar PV and battery energy storage applications, an application form, commissioning sheet and Certificate of Compliance are required. The commissioning sheet replaces the Embedded Generation Notice. These are available on the [Power Connections webpage](#).

Connection form	Description
Basic connection application form	All basic connections
Negotiated connection application form	All negotiated connections
Commissioning sheet	All basic and negotiated embedded generator connections
Large connection enquiry form	Large commercial embedded generator* connections, and all connections to the transmission network

\* Please refer to our [Power Connections webpage](#) for more information on connection classifications

## Centralised email account

Please email all general connection enquiries and application forms to [connect.me@powerwater.com.au](mailto:connect.me@powerwater.com.au).

## Process timeframes

Depending on the type of connection you are applying for, there may be changes to the timeframes for our interactions. Some of these changes are to align with the new Northern Territory National Electricity Rules. For example, the provision of a connection offer for a negotiated connection should be within 65 business day (best endeavours), and customer acceptance of the offer should be within 20 business days.

For updated information on timeframes for embedded generation connections, please refer to our [Solar power and battery energy storage systems webpage](#).

## Annual pricing changes

Please refer to the [2022-23 Alternative Control Services fee based price list](#) for the latest connection fees.

For more information on our connections processes, please refer to the [Power Connections webpage](#). If you have any questions please contact us at [connect.me@powerwater.com.au](mailto:connect.me@powerwater.com.au), or call our Customer Service Centre on 1800 245 092.

July 2022 | D2020/ 271188

Email [connect.me@powerwater.com.au](mailto:connect.me@powerwater.com.au)  
Phone 1800 245 092

  @PowerWaterCorp

  
powerwater.com.au