

JEMENA END TO END CONNECTION PROCESS

MAKING SUPPLY AVAILABLE

GETTING CONNECTED

FAQS

1

SUBMIT A NEW APPLICATION

Applications are made via the Jemena Online Distribution Portal.



2

PAY THE APPLICATION FEE

The Application Fee covers any costs for Jemena to provide you with a offer for works.



3

OFFER PROVIDED FOR WORKS

Jemena will generate an offer for the works which is presented to you in the portal.



4

ACCEPT AND PAY WORKS OFFER

The offer can be accepted and paid for via the Jemena portal.



5

WORKS ARE SCHEDULED

A construction date is typically communicated within 6-8 weeks.



6

CONSTRUCTION COMPLETED

Typically completed within 12-20 weeks.



7

SUPPLY IS NOW AVAILABLE

Supply is made available to your property. You are now ready to connect!



8

INSTALL CT'S

Your Electrician can order and install the Current Transformers (CT's) via Mondo.



9

SUBMIT NEW CONNECTION

Electrician submits the New Connection Service Order via your retailer of choice.



10

CONNECTION DATE BOOKED

You are typically contacted within 2-4 Business to book the next available Truck Appointment



11

SITE INSPECTION

JEN Compliance complete a Preliminary Site Inspection of your electrical installation.



12

YOU ARE CONNECTED!

Jemena crews attend your site and complete the connection. Electricity can now be used!



IMPORTANT INFORMATION

● SITE ACCESS

Jemena requires 24 hour, clear and unhindered access to the metering location in order to complete your connection.

● WASTED TRUCK VISITS

Should there be any site access issues or issues with your installation, Jemena may not complete the connection and charge a Wasted Truck Visit fee.

● SITE INSPECTIONS

Any non-conformances identified on site during the Site Inspection must be rectified to proceed with a connection.



WHAT IS THE TIMEFRAME?

Timeframes can vary base on the size and complexity of your request, however **typical end to end timeframe can be 4 to 6 Months.**

WHAT IS THE APPLICATION FEE FOR?

The application fee covers any costs incurred to prepare an offer for works. This includes **Site Survey, Scoping & Designs.**

WHEN WILL I HAVE A CONNECTION DATE?

Connection dates will become available during the construction stages of **Making Supply Available.** When you are ready to connect, your electrician will book the connection date.

HOW MUCH DOES IT COST?

Costing can vary depending on the size and solution identified. You can access the **Jemena Price Estimator tool** on Jemena's website.

WHY IS THE RETAILER REQUIRED?

Your retailer is the **billing authority.** Jemena is not able to turn on your meter until your billing agreement is setup with your retailer.

WHO DO I CONTACT FOR HELP?

JEN NETWORK CONNECTIONS

NETWORK.CONNECTIONS@JEMENA.COM.AU



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