



Get connected – *newly built premises*

USE THIS FACT SHEET IF YOU:

- if you are building a new premise and
- need to get electricity, gas or water connected
- want to avoid delays

If you're building a new premise, it is important to begin the process to get your utilities connected as soon as possible to avoid delays.

If you are well informed, prepared and factor the connection time period into your building plans, the process will hopefully run smoothly and on time.

Energy and Water Ombudsman Queensland can assist with delays in connection.

ELECTRICITY AND GAS CONNECTIONS

In order for a new connection to occur, the following steps must take place.

1. Check there is existing energy supply

If there is electricity or gas supply available, you will need to lodge an application for supply with your retailer.

Contact your electricity or gas distributor for further information if you don't have an existing energy supply.

If you are thinking of purchasing a property in a rural area or new residential estate that does not already have utilities connected, you should find out who is responsible for the connection costs, and how much those costs are likely to be.

You also need to contact your electrical contractor/gas fitter to determine your connection needs.

2. Establish an electricity or gas account with a retailer

To open an account, choose a retailer and a market or standard contract.

Once your account has been established, your retailer will submit a service order to the energy distributor to commence your connection.

3. Electrical contractor/gas fitter

Your contractor/fitter needs to submit a 'Form 2' to the energy distributor to commence your connection.

4. Energy distributor

Your energy distributor will receive and match the service order from your retailer and the Form 2 from your contractor/fitter to commence field work to connect your supply.

Allow up to three weeks from your distributor receiving both forms for the connection to be completed.



WATER AND WASTEWATER CONNECTIONS

If you are a customer in south east Queensland who receives water services from a distributor-retailer, the following steps must take place for new connections. Customers outside this area should contact their local council.

1. Check there is existing water/wastewater supply

Contact your local distributor-retailer to find out if there are water services already available to your property.

- Allconnex – phone 1300 000 928
- Queensland Urban Utilities – phone 13 26 57
- Unitywater – phone 5431 8333

2. Lodge an application form

You will need to submit an application to start proceedings and pay a fee. Your distributor-retailer will inform you of any other requirements.

Once your form has been received, work can begin. Allow up to three weeks for the connection to be completed.

AVOIDING DELAYS

Here are some tips to avoid delays with your new connection:

Submit the correct forms

Ensure you have the right forms and they are filled out correctly. Incorrect information on your form can set you back several weeks.

Provide the correct, full address for connection

Sometimes delays in connection occur because of mix ups with addresses. Make sure that your retailer has the correct, full address of the property that requires connection. It is recommended that you use the council plan to get the correct address. Delays are also caused when people give their current address details instead of the address where the new connection is required.

Planning

Plan for and allow time to ensure the building site is ready for the connection works to occur. Consider things such as safety at the site, network upgrades that might be required, access to the site, the site is ready for the distributor to complete works, or traffic control measures might be required.

Don't forget to allow time for the connection forms to be processed.

Unforeseen circumstances

Sometimes delays will be outside of your control, like bad weather or the work done by the contractor/fitter does not meet the distributor's requirements.

TIPS FOR RESOLVING COMPLAINTS

- 1 If you have any problems with your energy or water company, contact them first and explain your situation. Keep records of letters, names, times and dates.
- 2 If the call centre staff can't help you, ask to speak to a supervisor.
- 3 If the problem is still not fixed, contact EWOQ to make a complaint.

ABOUT EWOQ

Energy and Water Ombudsman Queensland (EWOQ) is a free, fair and independent dispute resolution service for residential and small business energy customers across Queensland and water customers in south east Queensland.

