



# Form A User Guide

Version 4.0

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**SA Power Networks**  
[www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

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## Completing an Application for Connection/Alteration and Removal of Supply (Form A)

Completed and signed Form A applications must be sent to your retailer for processing and action. SA Power Networks can not undertake connection works for applicants unless authorised by the applicant's electricity retailer.

SA Power Networks fees may apply for connection work requested. Visit the [Negotiating Framework](#) page at SA Power Networks website.

**\*Make sure you select an application type at the top of the Form A page before completing the form.**

Application Type	Section to be completed before submitting
New Electricity Supply	Sections 1-6 mandatory
Alteration of Service /Meter	Sections 1-6 mandatory
PV Metering Installation	Sections 1- 6 mandatory
Public/CLER Lighting (Connect Only)	Sections 1-6 mandatory
Abolishment of Electricity Supply, (permanent removal of supply)	Sections 1-2 mandatory

### Formal Offer Request

- Optional field. Check this box only if a Customer elects to receive a formal offer for a connection service. The majority of connection work undertaken by SA Power Networks can usually follow a streamlined **expedited** process where Customers require and agree to a Basic Connection Service. Refer to Section 2A of the application form for more information.
- Applicants should be aware that by checking this field the completion of a connection service could be delayed by up to 3 months and incur additional costs while a formal offer is being prepared and a Customer's acceptance is received.

### Application Type

- Mandatory field. Select an application type appropriate for the principal work being undertaken

### Section 1: Installation Details

*The information provided in this section identifies the geographical location of the property to be connected or is presently connected to the electricity network. This information is required for all connection application types.*

#### Installation Type

- Mandatory field. Check one installation type box



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Unit/Lot/St No.

- Mandatory Field. When entering Unit number, street number must also be entered. Only use lot number when street number not known.

Street Name

- Mandatory field. Street Name must be provided

Suburb/Town

- Mandatory field. Suburb or town name must be provided

Postcode

- Mandatory field. Postcode must be provided

Transformer Number

- Optional field. If an existing installation is in a fringe or rural area and currently supplied by a dedicated transformer this information will assist SA Power Networks to locate the property.

Feeder Number

- Optional field. Only required if a transformer number is provided.

Section Number

- Optional field. Required for fringe or rural areas where a street address can not be provided.

Hundred of

- Mandatory field if Section Number provided.

Nominated Retailer

- Mandatory field. A retailer must be nominated for all application types.

Meter Number

- Mandatory field for all connection applications other than a new supply application. This information will assist SA Power Networks to correctly identify customer's properties. Where more than one meter exists, identify the meter shown on the customer's energy account as the 'peak' meter.

National Market Identifier, (NMI)

- Mandatory field for all connection applications other than a new supply application. This information will assist SA Power Networks to correctly identify customer's properties.

## Section 2: Customer Details

*The information provided in this section should match the information held by the Retailer for existing installations. For new supply connection applications this information will be used by SA Power Networks and the applicant's Retailer to establish a connection and ongoing supply contract. This information is required for all connection application types.*

Surname/Given Name

- Mandatory field. Nominates the customer name the electricity account will be established under.

Business Name/ABN No.

- Optional information. Only required if electricity account is in a business name.

Postal Address Details

- Includes Unit; St. No.; Street Name / PO Box; Suburb/Town; Postcode fields
- Mandatory information for all New Electricity Supply, Abolishment of Electricity Supply and Public/CLER Lighting applications



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- Optional information for all Alteration of Service/Meter, or, PV Metering Installation applications if the postal address for correspondence is different to the installation address in section 1

#### Business Hours Telephone

- Mandatory field. Applicant must provide a customer's business hours contact phone number

#### Email address

- Mandatory field if a mobile telephone number not provided. Optional otherwise. Required to enable email messages critical to the Customer's connection request to be sent to the Customer, including the notification of any applicable standard fees for Basic Service Connection requests.

#### Mobile Telephone

- Mandatory field if an email address is not provided. Optional otherwise. Required to enable SMS messages critical to the Customer's connection request to be sent to the Customer, including the notification of any applicable standard fees for Basic Service Connection requests.

### Section 2A: Customer Acceptance

#### Date of Application

- Mandatory field. Date applicant signed application

#### Customers Signature

- Mandatory field. The application form can be signed by the Customer or their nominated authorised agent / representative.

#### Customer acknowledgement

- Customer acknowledgement that they have requested their Application to be expedited (unless they have indicated otherwise by checking the checkbox at the top of the page). That as an expedited Application, the Customer acknowledges that the terms contained in the relevant set, or sets, of SA Power Networks Basic Connection Service Terms are acceptable to them.
- If the Application is signed by someone other than the Customer, the signatory warrants that they have the authority to sign for the Customer.

### Section 3: Electrician

*The information provided in this section must accurately identify the registered electrical contractor that will be responsible for completing the electrical works associated with the application. Where more than one registered electrical contractor has been engaged to carry out works under the one application the contractor responsible for the principal, (main), works should be identified. Electrical contractor details are not required for an Abolishment, (permanent removal), of Electricity Supply application.*

#### Electrical Contractors Licence Number

- Mandatory Field. All electrical contractors must be qualified and hold a current licence from the Office of Consumer and Business Affairs to carry out electrical works in South Australia

#### Electrician's Business Name

- Mandatory field. Electrical contractors business trading name.

#### Contact Name

- Mandatory field. Name of the electrical contractor licence holder.



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#### Mobile Telephone

- Mandatory field if business telephone number not provided. Optional otherwise. Required to enable SMS messages critical to the applicants' connection request to be sent to the electrical contractor. Also required to enable SA Power Networks personnel to contact the electrical contractor directly in an emergency

#### Business Telephone

- Optional field. Business hours contact phone number

#### Email Address

- Mandatory field if mobile telephone number not provided. Optional otherwise. Required to enable email messages critical to the applicants' connection request to be sent to the electrical contractor

### **Section 4: Load Details**

*The information provided in this section enables SA Power Networks to determine if the electricity power demands for the proposed installation can be supplied from that part of the network.*

*This information is not required for an Abolishment, (permanent removal), of Electricity Supply application.*

#### Fixed Appliance Details

- Mandatory field, if there will be permanently wired fixed appliances such as motors, air conditioners, welding equipment, electric vehicle chargers, electric saunas etc that will be connected within the applicants installation. Leave blank if no fixed appliances. If there is insufficient room to list individual appliances in this box use the comments box.
- Show the total combined kW rating of all fixed appliances in this field.

#### Off Peak Loads

- Tick the appropriate check box to indicate the type of off peak equipment to be connected, if required. Please note SA Power Networks will only allow an off peak tariff for thermal storage loads such as hot water services and underfloor heating. Equipment such as Electric Vehicle Chargers, swimming pool pumps/filters, dishwashers, commercial ovens, light heat banks etc can not be connected to off peak metering.

#### Maximum Demand

- Mandatory field. The electrical maximum demand for the installation must be calculated in accordance with Australian Standards AS/NZ3000 and shown as amps per phase.

### **Section 5: Service**

*The information provide in this section relates to the type of service connection required to connect the applicants installation to the distribution network. This information is not required for an Abolishment, (permanent removal), of Electricity Supply application.*

#### New or Upgraded Service?

- Must select 'Yes' or 'No'
- Select 'No' for New Supply applications
- Select 'Yes' only if the type of service is to be changed, ie changing from Overhead to Underground, changing from 1 phase to multi phase.

#### Part of a Community/Strata installation?

- Must select 'Yes' or 'No'





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- Select 'Yes' only if the installation is part of a multi dwelling/building Community or Strata Titled development

#### Service Phasing

- Mandatory field. Tick one of the checkboxes to indicate the number of electrical phases required for the installation

#### Service Type

- Mandatory field. Tick one of the checkboxes to indicate the type of service connection to the network is required for a new supply application or is existing

### **Section 6: Metering**

*The information in this section relates to the type of energy metering required for the installation. All installations connected to the distribution network must be connected through an appropriate energy metering arrangement that correctly measures the energy flows being consumed, or generated where applicable, by the installation and be suitable for the distribution tariff(s) SA Power Networks have agreed to provide.*

#### New or Upgraded Meter(s)?

- Must select 'Yes' or 'No'
- Select 'Yes' for a new supply connection application
- Select 'Yes' for alteration applications if the service phasing is changing or additional metering is required due to a change tariff type, ie import/export, off peak HWS etc.
- Select 'No' for alteration applications if the proposed work does not include the activities mentioned in point above.

#### Use Existing Meter(s)?

- Optional field. Only use for alteration of service/meter applications where the electrical contractor believes there will be no change to the metering or meter position of the existing installation. Please note it will be at the discretion of SA Power Networks personnel to determine if existing meters presently connected to the installation will be suitable for reuse or not. SA Power Networks reserves the right to make the final decision on the suitability of meters to be reused.

#### Meter Phasing

- Mandatory field. Tick one of the checkboxes to indicate the number of electrical phases required for the installation. This will generally align with the Service Phasing requirements

#### Type of Metering

- Mandatory field. Tick one of the checkboxes to indicate the metering category required for the installation connection. SA Power Networks' default position is that all connection points to the network are metered.
  - Basic (Type 6) is a SA Power Networks general purpose manually read basic meter used for domestic and small business/commercial customers where the maximum demand for the installation is <100A per phase.
  - Interval (Type 5) is a SA Power Networks standard manually read interval CT meter primarily for small business/commercial customers where the maximum demand is >100A per phase and up to 160MWh pa
  - Interval (Type 1-4) is a remotely read interval meter for customer loads of 0 to >100GWh pa.
  - Un-metered (Type 7) In special circumstances SA Power Networks will allow an un-metered supply connection where a load is too small (<5 amps) to register on a meter or where metering would be impractical, or where a customer



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applies to have the load connected as un-metered. SA Power Networks is not under any obligation to accept an un-metered load until its suitability is established. In considering the suitability of a load for un-metered tariff SA Power Networks must be satisfied that the electrical usage can be accurately estimated and that the load will not vary.

Meter Sub Type(s)

- Mandatory field. Tick one or more of the checkboxes to indicate the metering appropriate for the energy tariff required for the installation connection

PV SEG Approval Reference No.

- Mandatory field if and import/export meter is being requested. To obtain a SEG approval number an application for approval to connect a Small Embedded Generator to the SA Power Networks distribution network must be obtained prior to submitting an application to a customer's retailer. Refer to SA Power Networks' website at [Installing a solar PV system](#)

Is SA Power Networks the meter provider?

- Optional field. Not required for basic, Interval (Type 5) and unmetered connections
- Must select either 'Yes' or 'No' if Interval (Type 1-4) required. If 'No' name of meter provider must be provided.

Name of meter provider

- Mandatory field if SA Power Networks is not the meter provider

Is the meter position to be altered?

- Mandatory field. Must select either 'Yes' or 'No'

Are consumer mains being replaced?

- Mandatory field. Must select either 'Yes' or 'No'

If SA Power Networks has done prior work to supply a connection point, please provide job number

- Where SA Power Networks has completed other infrastructure work to providing a connection point to the network in relation to this connection application it is recommended that applicants provide the SA Power Networks project reference number for that project. This will assist SA Power Networks to review any previous works undertaken towards a connection point and ensure connection charges are correctly applied and connection works are scheduled appropriately

Comments

- Optional field

