

# Common connection scenarios and processes for electrical contractors

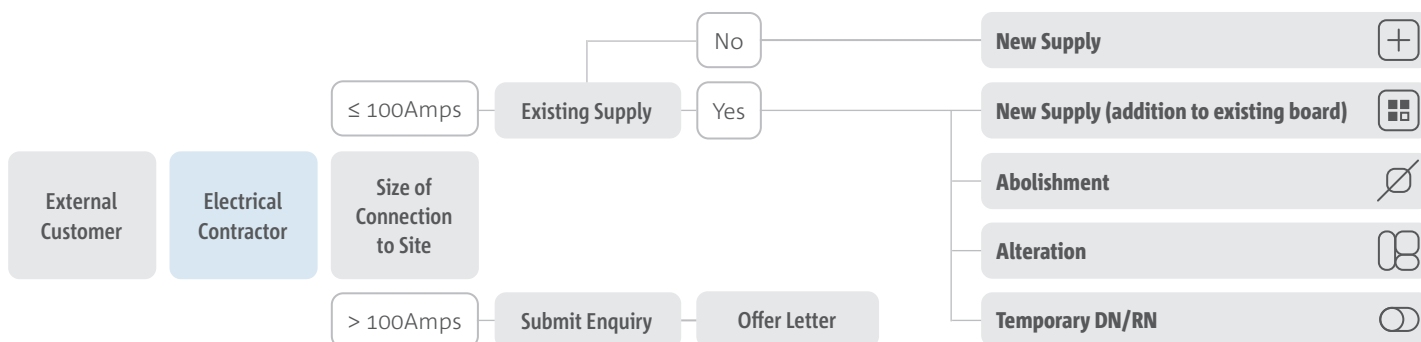
The purpose of this fact sheet is to provide clarity to all stakeholders on how to achieve a successful connection. It provides high level information on processes and indicates what the Registered Electrical Contractor needs to do to raise the most appropriate service request for the scenario.

April 2026

## Terms

<b>REC</b>	Registered Electrical Contractor	<b>B2B</b>	Business to Business
<b>REX</b>	SA Power Networks Registered Electricians Portal	<b>BTS</b>	Builders Temporary Supply
<b>Web form</b>	Website form at <a href="http://sapowernetworks.com.au">sapowernetworks.com.au</a>	<b>CMB</b>	Community Meter Board, or 'multi'
<b>DN</b>	Disconnection	<b>MP</b>	Metering Provider or Meter Provision
<b>RN</b>	Reconnection	<b>NMI</b>	National Meter Identification number
<b>DN/RN</b>	Disconnection/Reconnection	<b>SEG/MEG/LEG</b>	Small/Medium/Large Embedded Generation
		<b>SIR</b>	Service & Installation Rules

## Connection process and scenarios



### New Supply

#### New build with existing Builders Temporary Supply or previous meter/service (eg. knockdown-rebuild)

Electrician/Customer to request an **Abolishment** via the Retailer

Electrician to submit **New Service Provision** via the Portal

#### New build with no existing connection

Electrician to submit **New Service Provision** via the Portal

### New Supply (addition to existing board)

#### New tenant being added to existing community meter board with more than 1 customer/meter (known as a multi or CMB)

This is required when you are adding an additional meter to a shared board that was not provisioned for at the time of the board being energised.

If the board cannot be isolated without impacting other customers connected to same board, Electrician to submit an **Alteration** and **New Service Provision** via the Portal

If provisioning for all metering was present at time of energisation of CMB and SA Power Networks do not need to attend, contact the Retailer and provide them with the original REX number. The retailer will raise an **Allocate NMI** service order to SA Power Networks to create a NMI and initiate their meter installer (original REX will be used). If the original REX is not known, or SA Power Networks are required to attend, raise a new REX.

### Abolishment

Customer to Retailer – Removal of meter and service, unless service is required to supply remaining properties

- No Portal application required from Electrician (this will be raised by SA Power Networks)

#### Permanent removal of service and meter

Electrician/Customer to submit an **Abolishment** via the Retailer

#### If Builders Temporary Supply is on site for construction before new connection for permanent supply

Electrician/Customer to submit an **Abolishment** via the Retailer

#### If electricity is disconnected or last known retailer is unknown

If you are unable to find who the last known Retailer for the property is, you can contact SA Power Networks and we will assist where possible

### Temporary DN/RN

#### Facia replacement replacing in same position

If consumer mains are being handled in the facia replacement, it is likely that an electrician will be required.

Electrician to submit **Temporary DN/RN** via the Portal

### Alteration

#### Altering or moving meter panel

Electrician to submit an **Alteration** via the Portal if SA Power Networks are required to attend to disconnect and reconnect (from fused or unfused pit)

#### Upgrade to meter panel or increasing existing load (maximum demand increase)

Electrician to submit an **Alteration** via the Portal if SA Power Networks are required to attend to disconnect and reconnect (from fused or unfused pit)

#### Consolidating load from two NMIs to one – alteration required to combine load

Electrician/Customer to submit an **Abolishment** via the Retailer and an **Alteration** via the Portal

#### Relocation of consumer mains

Electrician to submit an **Alteration** via the Portal if SA Power Networks are required to attend to disconnect and reconnect (from fused or unfused pit)

#### SA Power Networks required to attend to disconnect supply for alteration if unfused or fused pit

Electrician to submit **Temporary DN/RN** via the Portal

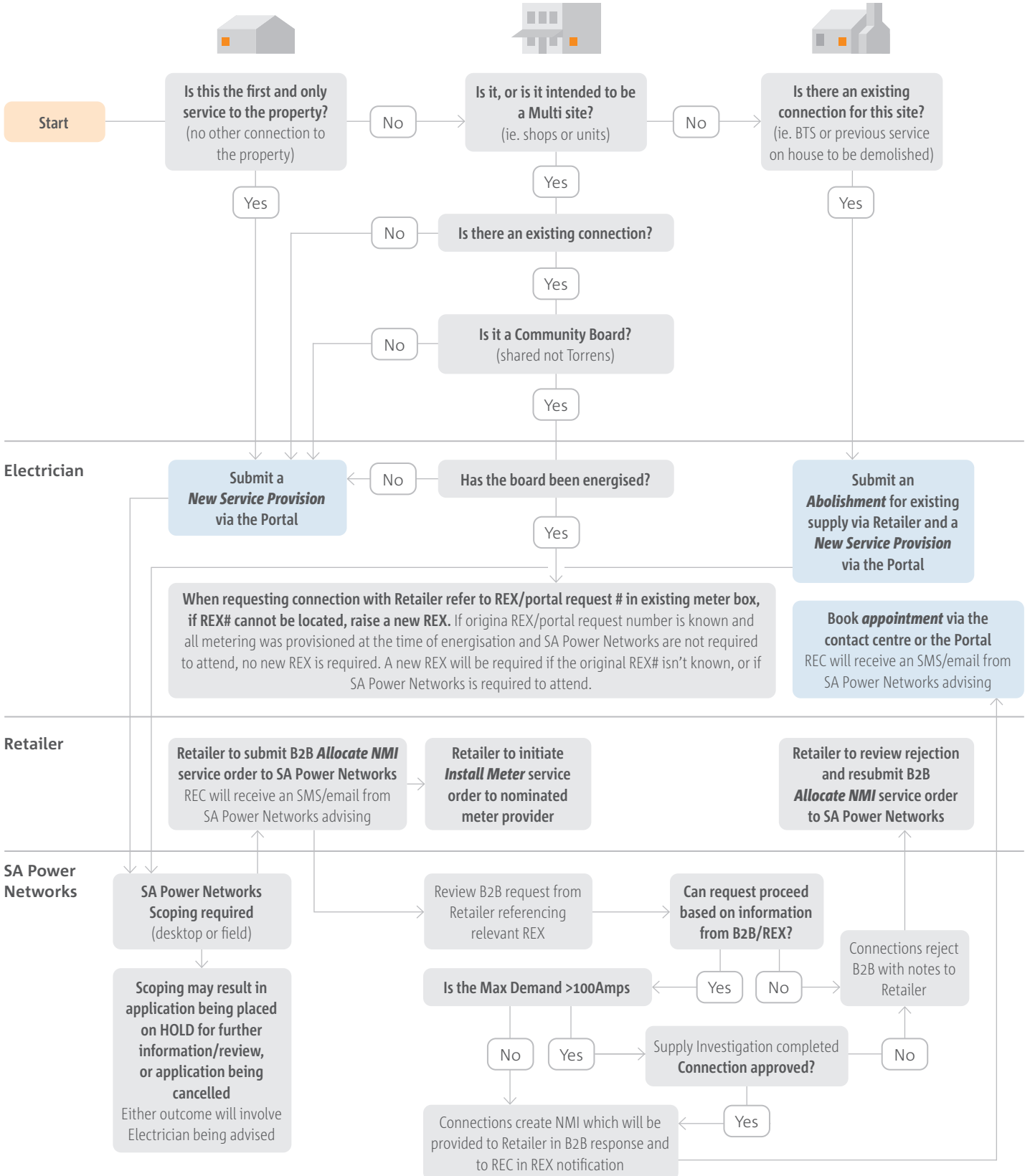
#### Replacing point of attachment only (raiser bracket)

Electrician to submit **Temporary DN/RN** via the Portal

## New Service Provision

To be submitted when a customer wants to establish a new connection to SA Power Network's Network. This can be a new service for a new house build, or an additional connection to a Multi site (ie. units that already have an existing connection and an electrician is adding a new customer to the existing board).

### Decision before submission

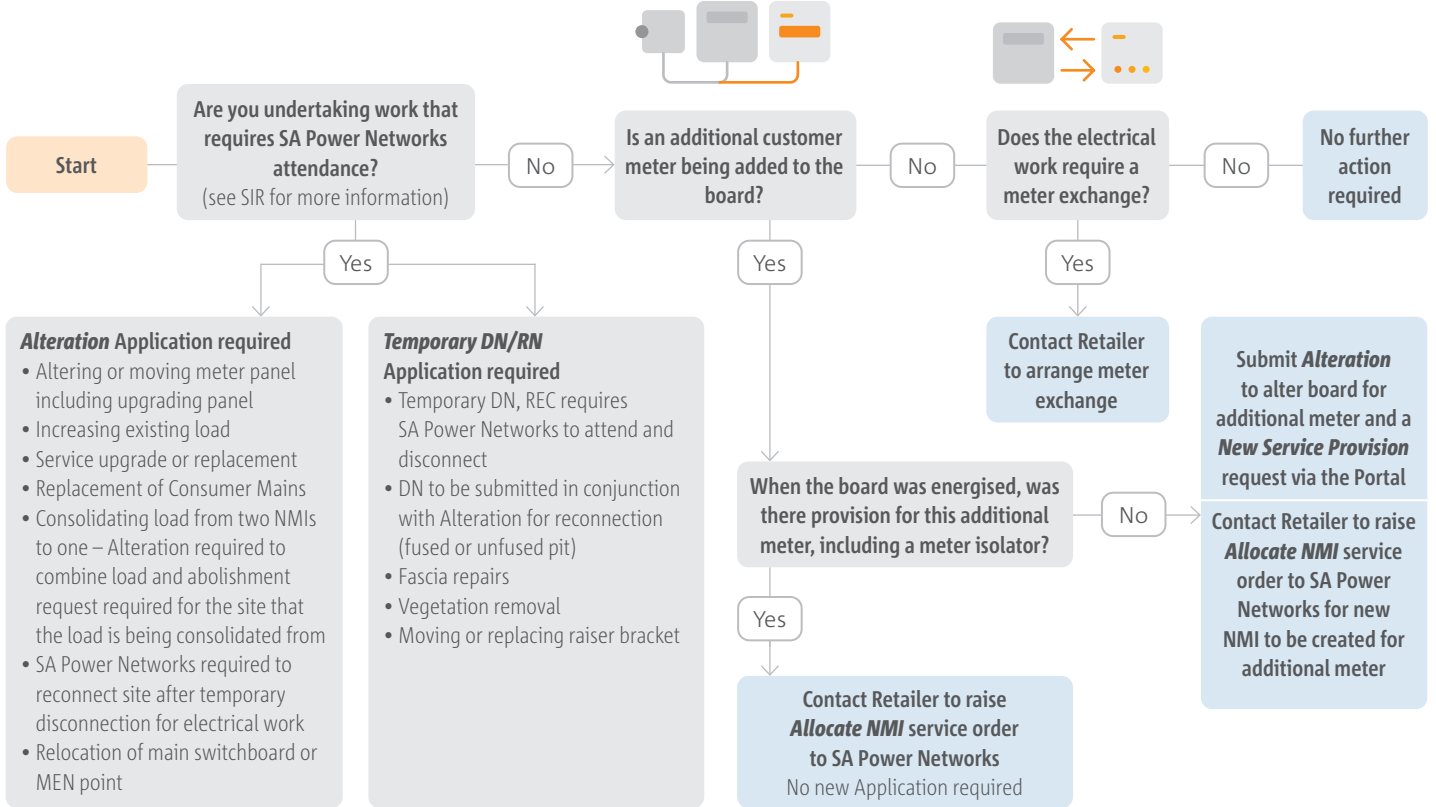


## Alteration of Service

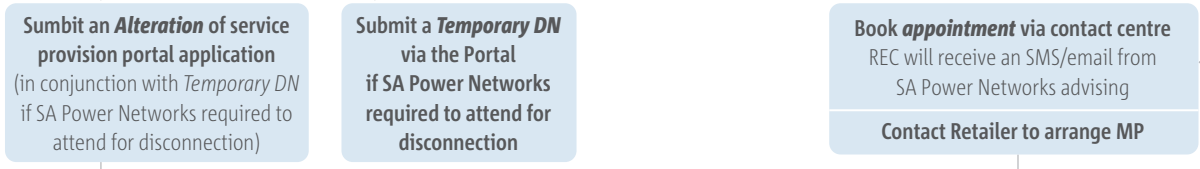
To be submitted when an existing installation requires an upgrade/modification to the Service and/or Metering Equipment.

**Note:** Under Metering Contestability, SA Power Networks will no longer be responsible for the provision of Metering Equipment. This responsibility will reside with the Meter Provider nominated by the Retailer.

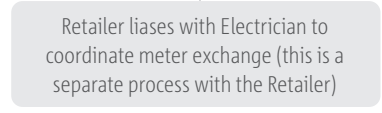
### Decision before submission



### Electrician



### Retailer



### SA Power Networks

