

Connecting to the electricity network

Bushfire-affected areas

Due to the unprecedented damage to the electricity network caused by both the North Coast and South East NSW bushfires during 2019/2020, for the next two years, Essential Energy is waiving the normal connection fee and offering customers, whose property was affected by fire, a rebate towards the cost of restoring service mains.

If power supply connection to your home or business premises has been damaged or destroyed by bushfire, you should contact an appropriately qualified electrical contractor – an Accredited Service Provider (ASP) – to help you through the reconnection process. A list of ASPs is available on the [Energy NSW website \(energysaver.nsw.gov.au\)](http://energysaver.nsw.gov.au).

The process for reconnecting your property to the network is as follows:

Step by step connection process:

- > The customer engages the services of an appropriately qualified Level 2 ASP.
- > The customer or ASP submits an Application for Low Voltage Connection, stating that the application is for a 'Rural New Connection' (even if the connection is for an urban area), noting in the comments that this is for a bushfire-affected customer
- > Essential Energy will assess the application and connection prior to the bushfire event and determine an appropriate costing on a 'like for like' replacement basis – the offer and a reimbursement form will be sent to the customer.
- > The customer will sign the offer and send back to Essential Energy
- > The ASP will carry out the work to replace the connection to Essential Energy's network
- > The customer will pay the ASPs invoice for the works.
- > The customer then has the ability to submit the paid invoice and reimbursement form to Essential Energy for reimbursement

If you or your ASP need technical information about connecting to the electricity network, contact Essential Energy on 13 23 91.

Further information is available at essentialenergy.com.au/our-network/connecting-to-the-network