

Reconnecting to our network after flooding



To get your power back on after your property has been flooded

Our field crews may disconnect your premises to ensure your power is only restored once it's safe to do so. They will leave a Field Information Card detailing the following steps.

1. You must engage a licensed electrical contractor to carry out a safety and compliance inspection.
2. When your contractor has completed the inspection, they will log a *Certificate of Compliance for Electrical Work* (CCEW) with us and leave a copy with you. This will allow us to schedule crews to restore your supply.
3. **Once you have the CCEW, call Essential Energy on 13 20 80 to have your power restored.**
 - > If your electrical contractor is a Level 2 Accredited Service Provider (ASP), they may be able to restore power to your property. Please note this will depend on the results of their safety inspection and any necessary repairs.
 - > If your electrical contractor is NOT a Level 2 ASP, you may choose to employ a Level 2 ASP to reconnect your property once your electrical contractor has inspected and safety certified your property
 - A list of Level 2 ASPs is available from the NSW Government Energy Saver website at:

energysaver.nsw.gov.au/get-energy-smart/dealing-energy-providers/installing-or-altering-your-electricity-service

- > Your Level 2 ASP will submit a *Notification of Service Work* to Essential Energy once your property has had power restored
 - If you are unable to find a Level 2 ASP following completion of a safety and compliance inspection, please contact us to have power restored
 - Essential Energy will then restore power to your property
 - We will waive the normal reconnection fee for flood-affected customers we restore.

You will need to pay the electrical contractor for the safety and compliance inspection and power restoration by the Level 2 ASP.

Essential Energy will reimburse the costs for reconnection only (not safety inspections or electrical repairs) up to \$350. **Alternatively, Essential Energy will pay the Level 2 ASP you engage directly to reconnect flood-affected premises once they have completed the reconnection.**



Images from Port Macquarie floods, 2021

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To claim your reimbursement:

- > Email connection.enquiries@essentialenergy.com.au to begin your claim
- > They will email you a *New Vendor Information form* which you will need to complete
- > Then email connection.enquiries@essentialenergy.com.au and provide the following documents:
 - Copy of the *Certificate of Compliance for Electrical Work (CCEW)*
 - Itemised invoice from the Level 2 ASP for the reconnection process
 - Completed *New Vendor Information form*, to enable us to process your reimbursement.
- > The Customer Contact Centre will provide you with a Case Number by return email. Please keep this number as your reference
- > Once approved, we will process your reimbursement of up to \$350 to pay for the Level 2 ASP reconnection fee
- > Remember, if your premises have been inundated by water, you will need to arrange for a qualified electrician to visually inspect and test your supply, and an Authorised Level 2 Service Provider (ASP) to reconnect your supply. Your electrician may also be an ASP. You can find a list of local ASPs at energysaver.nsw.gov.au/get-energy-smart/dealing-energy-providers/installing-or-altering-your-electricity-service. Please call us on **13 20 80** if you can't contact an ASP to provide this service
- > Do not plug in or use any appliances that have been in the flood water until they have been checked by a qualified electrician
- > Call Essential Energy on **13 20 80** before turning the power on if the structure has been inundated by flood waters.

If your home was completely destroyed by the floods and you will be rebuilding:

Essential Energy will contribute \$600 toward supporting you to reconnect to our network. You have two years to apply for this contribution.

1. Your ASP will need to contact us to submit a *New Connection Application* on your behalf when you are ready to rebuild
 - Select new 'Rural New Connection' to ensure we identify you as a flood-affected customer
 - Add to the notes on the form that you are a 'flood-affected customer'.
2. Essential Energy will send you or your ASP an *Offer to Connect*
 - This will also confirm our \$600 contribution.
3. Accept the *Offer to Connect*
4. To receive your \$600 contribution, email connection.enquiries@essentialenergy.com.au and provide:
 - Paid tax invoice from your Level 2 ASP
 - Completed *New Vendor Information form*, to enable us to process your payment.

Please note for any customers facing financial stress or hardship can contact our Customer Contact centre to discuss what options may be available.

