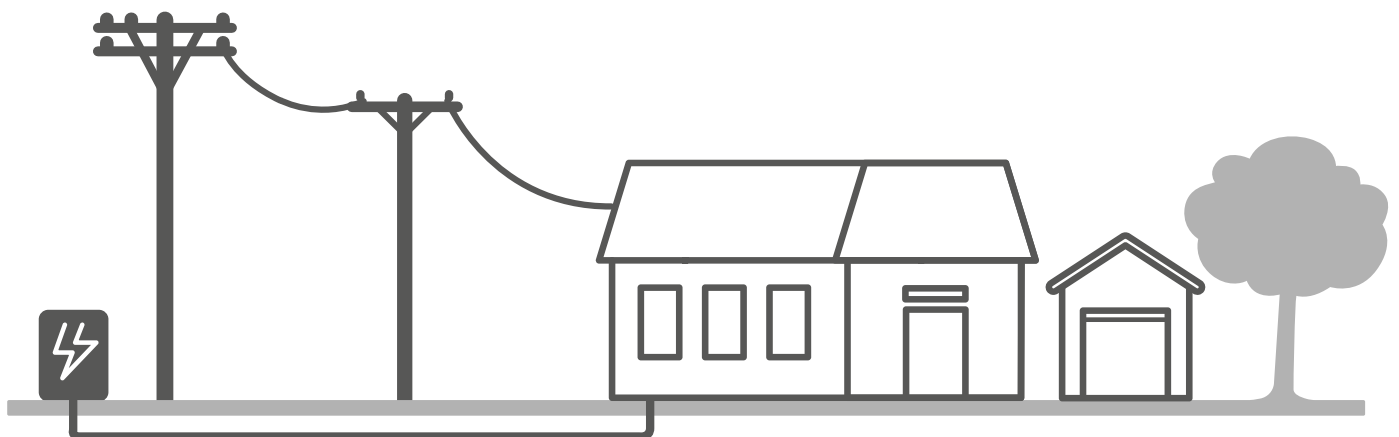


# Customer Guide: Getting power connected

Every new connection to the network needs to be assessed by Northpower to ensure that it meets our technical and safety requirements, and to determine if any additional work is required to enable your connection to occur.

Further information can be obtained from Northpower's Customer Care Team at: [customercare@northpower.com](mailto:customercare@northpower.com) or on our website at [northpower.com](http://northpower.com)



# Customer Guide:

## Getting power connected

Contact Northpower early in your project so that your new connection can be reviewed and if there is any need for further design/works, these can be discussed with you so there are no surprises later.

***A summary of the 3 stages in the process are:***

### 1 Connection Application & Network Assessment

- Complete the online Connection Application form: Northpower's website: **[northpower.com/forms/application-for-work](http://northpower.com/forms/application-for-work)**
- Northpower will assess your connection requirements, and get back to you within 10 working days of your application, and let you know if:
  - there is a suitable connection available and you can proceed, OR
  - further network design and work is required to enable your connection to proceed.
- When you are able to proceed, Northpower will issue you with an ICP number. You can call your retailer to arrange metering and quote this ICP number. Northpower will also supply this ICP number to your retailer.

### 2 Network Design & Construction (where required)

- If further network design/works is required, these will be quoted to you by Northpower Contracting and you will need to contribute to the costs of these works. Once you have accepted the quote and paid, the work can begin.

### 3 Network Connection & Livening:

- Construction of your service may (private cable / line) can be done by your electrician.
- When your connection is ready to proceed, organise with your chosen retailer for metering to be installed by their metering contractors. This can be organised by you or your electrician.  
*Note some meter installers are also able to inspect, connect and liven to the network - for a list please see our website.*
- Your electrician will certify your service main and also organise for the connection to be inspected and livened to the network. This can only be done by a Northpower Approved Contractor.

## Northpower Approved Contractors

For a list of Northpower Approved Contractors and the works they are approved to undertake, refer to Northpower's website: **[northpower.com/approved-contractors](http://northpower.com/approved-contractors)**

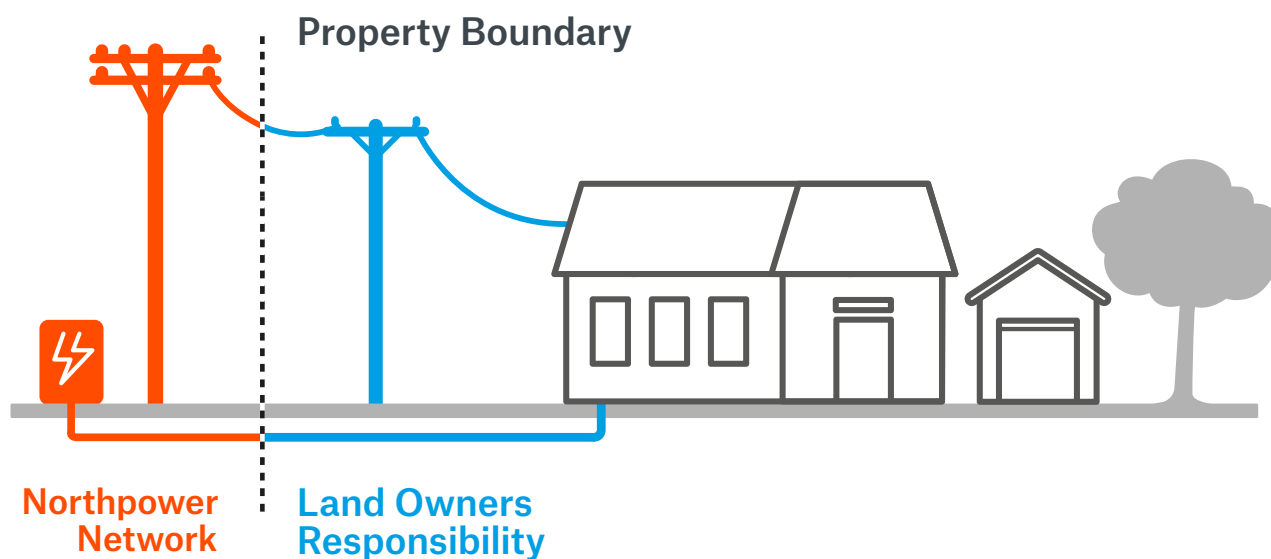
## Costs of connecting

If works on the network are required to enable your connection, you will receive a quote for these works. This will outline any financial contribution that Northpower will make to your connection, and the amount you are required to pay to the Northpower Contractor. You are responsible for all other costs and works not involving the Northpower network.

The Northpower Approved Contractor will also advise you of the inspection and connection changes that you will need to pay to get a final inspection and connection to the network carried out.

## Ownership of equipment

Northpower usually owns (and maintains) all of the equipment up to the your boundary. Any equipment inside the customer's boundary is usually owned and maintained by the customer.



## Easements

Easements are generally required where lines supplying your connection go through a neighbouring property. Northpower will confirm any easement requirements with you during the Connection Application process.

## Electricity Retailer

Customers must enter into an agreement with an Electricity Retailer to supply electricity to your connection. Your chosen Electricity Retailer is also part of the connection process, arranging for metering to be installed.

You can go to [whatsmynumber.co.nz](http://whatsmynumber.co.nz) to assist you in deciding which retailer to choose.

# Customer Guide:

## Connection process - who does what

### Connection Application & Network Assessment



### Who does what?

Customer & Electrician      Approved Contractor's      Energy Retailer      Northpower

