



# Small Market New Connection (Greenfield) Form

Once completed, please email this form to [smesales@shellenergy.com.au](mailto:smesales@shellenergy.com.au)

Customer Details (All customers to complete)			
Customer/Company Name			
ABN/ACN			
Parent Account Number		Customer/Site Reference	
<input type="checkbox"/> Billing and Contact details are per parent account OR <input type="checkbox"/> Billing and Contact details are provided below			

New Connection Details (All customers to complete)			
Expected New Connection Date:		NMI (Ausgrid and Energex only)	
Site Type (optional) e.g school, street light, BBQ etc			
Address (include Lot and DP numbers for ACT/NSW new connections)			
Metering Required:	<input type="checkbox"/> Current Transformer	<input type="checkbox"/> Whole Current	
Average Daily Load (kWh)		Max Demand	
Please note that the allocation of your tariff by your distributor will be dependent on the Max Demand and Average Daily Load (ADL) provided by you and your electrician. If you do not know your ADL, a default ADL will be applied which may affect the tariff allocated.			

Additional New Connection Details (ACT/NSW customers only to complete)			
Supply Phases	<input type="checkbox"/> Single Phase	<input type="checkbox"/> Two Phase	<input type="checkbox"/> Three Phase
Installation type	<input type="checkbox"/> Underground	<input type="checkbox"/> Overhead	
	<input type="checkbox"/> Underground to overhead mains	<input type="checkbox"/> Overhead to underground mains	
	<input type="checkbox"/> Transformer overhead	<input type="checkbox"/> Transformer ground level	
Registered Electrical Contractor (REC) details:			
Business Name		REC ID No.	
First Name		Last Name	
Phone		Mobile	

Checklist		
QLD (Energex customers only):	<input type="checkbox"/>	An Electrical Works Request (EWR) has been submitted via the Energex portal, and I have provided the EWR reference number in the field below:
SA customers only:	<input type="checkbox"/>	A Form A has been submitted via the SA Power Networks portal, and I have provided the Form A reference number in the field below:
TAS customers only:	<input type="checkbox"/>	I have attached a copy of the Electrical Works Request
VIC (Citipower/Powercor customers only):	<input type="checkbox"/>	An initial application has been submitted in the eConnect portal, and I have provided the CR reference number below:
VIC (Jemena/Ausnet/United Energy customers only):	<input type="checkbox"/>	I have attached a copy of the Electrical Works Request and Certificate of Electrical Safety if required.

Billing Details (only complete if different to Parent Account)	
Billing Email Address	
Postal Address (for notices only)	

Contact Details (only complete if different to Parent Account)				
Primary Contact				
Salutation		First Name		Last Name
Job Title		Business Phone		Mobile
Fax		Email		
Billing/Accounts Payable Contact				
Salutation		First Name		Last Name
Job Title		Business Phone		Mobile
Fax		Email		
Secondary Contact				
Salutation		First Name		Last Name
Job Title		Business Phone		Mobile
Fax		Email		
Outage Contact				
Salutation		First Name		Last Name
Job Title		Business Phone		Mobile
Fax		Email		
Outage postal address				

### Direct Metering Agreement

Is this site covered by an existing Direct Metering Agreement (DMA)?

Yes  No

If yes, please confirm the metering provider. If you do not have a DMA, our standard metering costs will apply, and we will confirm these once the meter is active. Other fees and charges may apply under the terms of your Retail Electricity Agreement.

Metering Coordinator:

### Meter installation time (applies to ACT, NSW, QLD, SA, TAS only)

Retailers are required to perform a meter installation for a new connection by a date agreed with the small customer or within six business days if no timing can be agreed.

To assist with scheduling your new connection, please select your preferred option:

Option 1 Meter to be installed on an agreed date. If this option is selected, the Metering Coordinator will contact you within 2 business days to arrange a suitable time.

Option 2 Meter to be installed within 6 Business Days of connection service being complete.

Note: Meter installation timing is subject to site being safe, accessible and ready for required installation works and the connection service being complete. If meter installation is not able to be completed due to the site not being safe, accessible or otherwise suitable for the installation, we may pass through any charges we incur to you.

Note: The above does not apply to customers in Victoria.

### Authorisation (All customers to complete)

I accept all costs associated with the works requested

Yes  No

These costs will be the fees and charges passed through to you from the distributor and/or metering provider who undertakes the installation, and will vary depending on the meter type, works required and time of installation taken. Speak to your electrician for a guide of what the cost may be.

By completing and returning this form to us, you are agreeing to the site being subject to the terms of your agreement with us and the transfer of the site to Shell Energy.

Authorised by:

Customer's authorised representative

Print Name

Position

Date

### Life Support

Does a person residing or intending to reside at the customer's premises requires life support equipment? To register for Life Support, please contact us by emailing us at [lifesupport@shellenergy.com.au](mailto:lifesupport@shellenergy.com.au). In the meantime, if you wish to review important life support information, please visit the life support page on our website ([www.shellenergy.com.au/life-support/](http://www.shellenergy.com.au/life-support/)). If you have life support equipment fuelled by gas you must also inform your gas retailer.

### Information about our Privacy Policy

We collect information on this form for the purpose of providing the services related to your electricity supply at the site address. Shell Energy will disclose this information to the distributor and other entities who provide services related to your electricity supply. We handle your personal information in accordance with our privacy policy at [shellenergy.com.au/privacy](http://shellenergy.com.au/privacy). The head office of Shell Energy Retail Pty Ltd is Level 30, 275 George Street, Brisbane Qld 4000. Contact details are telephone **+61 7 3020 5100**, facsimile +61 7 3220 6110.