

Getting Connected

What you need to do to get your electricity, gas and water connected will vary depending on your circumstances, mainly whether you are moving into an existing premise or a new building.

If you are moving into an existing premise and the physical connections are already in place for the electricity, gas and water, all you need to do is contact a supplier.

Please refer to our Fact Sheets:

- Choosing an energy supplier and contract
- Setting up energy and water accounts



Connecting a new building

If you are moving into a new building, it is likely that your builder or property developer and their contractors will arrange for the physical connection of the electricity, gas and water with the relevant distributors.

However, if this has not been done, you will need to contact the distributors to arrange for the connections from the distribution network in the street to the meter locations on the property:

- For electricity, SA Power Networks – 131 261 or visit www.sapowernetworks.com.au
- For gas, Australian Gas Networks – 1300 001 001 or visit www.maketheconnection.com.au
- For water, SA Water – 1300 650 950 or visit www.sawater.com.au

In the case of electricity and gas, you will also need to contact a supplier to arrange for a meter to be installed.

If the new property is in an already established residential area, the cost of the connection is likely to be small. For example, for electricity, this will form part of SA Power Networks' "Basic Connection Service" and be a fixed cost.

But if your property is in a rural area or requires special work, such as those in a new residential estate, the cost may be higher and you will likely have to negotiate with the distributor what this cost will be. You will also need to involve an electrical contractor or a gas fitter to determine your connection needs. SA Water requires a building plan at least 14 days before commencing work. You'll also need to be aware of any existing easements on the property.

While SA Water provides most of the water and sewerage services in South Australia, private suppliers and Councils provide water in some rural and remote areas, so if you are in a rural area, you may need to investigate this.

Changing a building

If you are planning to demolish or significantly modify an existing building, you may need to find out about the process for removing then reinstalling electricity, gas or water connections and meters.

For water connections, as with new buildings, you must provide SA Water with a building plan for your changes or extensions at least 14 days before commencing work.

Avoiding delays

Here are some tips for avoiding delays getting connected.

Submit the correct forms

Ensure you have the right forms and they're filled out correctly. Wrong information on your form can set you back several weeks.

Provide the correct, full address for connection

Sometimes connections are delayed because of mix-ups with addresses. Make sure your energy or water service supplier has the correct, full address of the property that requires connection. It's recommended that you use the council plan (or your council rates notice if available) to communicate the correct address.

Delays can also be caused when people give their current address details instead of the address where the new connection is required.

Planning

Allow enough time to have the site ready for connection works to begin. Consider things such as safety at the site, network upgrades, access to the site, the site's readiness for the distributor to complete works or any requirement for traffic control measures. Don't forget to allow time for the connection forms to be processed.

Unforeseen circumstances

Sometimes delays will be outside your control. Situations such as bad weather or work done by the contractor/gas fitter that doesn't meet the distributor's requirements can delay the process. Make sure your plans cover the possibility of these types of situations in extreme weather conditions (such as a heatwave).

For health reasons water supply cannot be disconnected, but your water supplier can restrict the water flow.

Water supply can't be restricted:

- when the supplier is undertaking debt recovery action against you
- where you are participating in the hardship program and you have applied for assistance with relevant agencies and are awaiting a decision
- for non-payment where the amount outstanding is less than the amount prescribed by the Essential Services Commission of South Australia
- if there is a total fire ban in place in your area.

Moving House

In many cases, you will be moving from one existing premise to another existing premise and you will need to arrange for disconnection of the electricity, gas and water with your suppliers at the property you are moving out of and reconnection of those services with your suppliers at the property you are moving into. Our Fact Sheets –

Choosing an energy supplier and contract and Setting up energy and water accounts – can help with this.

There are a few things to remember when moving house to make sure the process runs smoothly:

- Give at least three days notice, that way the disconnection and reconnection will go smoothly. You may be required to give a longer period of notice, talk to your supplier about what you need to do.
- You may be required to pay an early termination fee if your old contract is for a fixed term and cannot be transferred to your new address.
- If you are in a share house and the account is in your name, it is important to notify your supplier of your change of address and to arrange for one of the other occupants to take over responsibility for the account at your old address.
- If you are changing suppliers you will need to give at least two days notice.
- Even if you find that your new property is still connected when you move in, you still need to contact a supplier to set up your contract and account.
- If you don't cancel the contract, you may be charged for energy that is used at your old address after you have left.

If you paid a security deposit when you moved in and agreed to the contract, make sure it is refunded when you move out and cancel the contract.