



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Getting connected

How to get your electricity, gas and water connected depends on whether you are moving into an existing building or a new building.

Existing buildings

If you are moving into an existing building that already has the physical connections in place, the only thing you need to do is contact a provider.

Before you choose a provider, read our fact sheets:

- *Contracts – what providers must do*
- *Contracts – how to choose a provider*
- *Opening energy and water accounts.*

New buildings

With physical connections in place

If you are moving into a new building, it is likely that your builder or property developer has arranged the physical connections for electricity, gas and water.

If they have, all you need to do is contact a provider.

Before you choose a provider, read our fact sheets:

- *Contracts – what providers must do*
- *Contracts – how to choose a provider*
- *Opening energy and water accounts.*

Without physical connections in place

If there are no physical connections in place, you will need to contact the distributors to arrange this.

For electricity

Contact SA Power Networks – 131 261 or visit www.sapowernetworks.com.au

For gas

Contact Australian Gas Networks – 1300 001 001 or visit www.maketheconnection.com.au

For water

Contact SA Water – 1300 650 950 or visit www.sawater.com.au

Other steps – electricity and gas

You will also need to ask an electrical contractor or a gas fitter to work out what electricity or gas connections you need.

Other steps – water

SA Water provides water and sewerage services for most of South Australia.

Private providers and councils provide water in some rural and remote areas.

Find out who your provider is and give them the information they need to connect you.

SA Water will ask you for:

- a site plan and photographs
- details of where any easements are on your property.

SA Water will assess your completed application within 20 business days.

Costs

If the new property is in an established residential area, the cost of the connection is likely to be low.

If your property is in a new residential estate or a rural area, the cost is likely to be higher.

Changing a building

If you are demolishing or modifying an existing building, you will need to follow the correct process for removing and reinstalling electricity, gas or water connections and meters.

For example, for water connections, SA Water will ask you for:

- a site plan and photographs
- details of where any easements are on your property.

SA Water will assess your application within 20 business days.

Avoiding connection delays

To avoid your connection being delayed:

- use good contractors and gas fitters so your physical connections are correct
- submit the correct forms
- give the correct address for connection
- allow time for the provider to process your forms
- make sure the access to your site is safe so connection works can begin.

It is a good idea to use the council plan or rates notice when giving your address so you can be sure it is correct.

Unforeseen circumstances

Be prepared for something to happen that you can't control.

Connections can be delayed because of extreme weather or because your contractor or gas fitter did not meet the distributor's specifications.

If the electricity has been disconnected for more than 12 months, you will need to contact a licensed electrician for a Certificate of Compliance.

Moving House

When you are moving from one existing house to another, you will need to:

- close your account at your old house
- open an account at your new house.

For help, read our fact sheets about:

- *Opening energy and water accounts.*
- *Contracts – what providers must do*
- *Contracts – how to choose a provider*

To make sure the process goes smoothly:

- find out how much notice your energy provider needs
- give them the notice they need or at least 3 days' notice.

Disconnecting your old house

You might have to pay an early termination fee if you break your contract when you leave. See our fact sheet about contracts and talk to your provider.

If you don't cancel the contract at your old address, the provider could charge you for energy that is used after you've left.

If you paid a security deposit when you moved in and signed a contract, make sure your energy provider refunds it when you move out and cancel your contract.

See our fact sheet about refunds.

Share houses

If you are in a share house and the account is in your name, you must contact your energy provider to close your account and give them your new address.

One of the other occupants must then contact a provider to open a new energy account for that house.

Connecting your new house

You must contact a provider to set up a new account for your new house, even if you find electricity or gas is already connected when you get there.