



BEL NETWORK APPLICATION FOR CONNECTION OR ALTERATION

Status - Issued
Standard – BEL – 390F036
Version 3 – 1 May 2012

SITE WHERE WORK IS REQUIRED	
Address: _____	
Town: _____	
Title No: _____	
Lot No: _____ DP No: _____	
Property Name: _____	
Proposed Energy Trader: _____	

ELECTRICAL CONTRACTOR
Name: _____
Company: _____
Address: _____ _____
Phone: _____ Mobile: _____

TYPE OF CONNECTION
New Installation: Permanent Temp (<15days)
Joint Supplies: Join Together Separate Apart
Installation Re-Size: Increase Load Decrease of Load

DESCRIPTION OF INSTALLATION		
Domestic	Commercial	Subdivision (circle one)
House	Flat or Unit	Shop
Milking Shed	Workshop	Pump
Factory	Generator	Other _____

APPLICANT CONFIRMATION	
As the applicant I hereby approve the application details for connection or alteration to BEL Network.	
Signed: _____	Date: _____

APPLICANT DETAILS	
Full Name: _____	
Postal Address: _____ _____	
Phone: _____	Mobile: _____
Email: _____	

PROPERTY DETAILS	
Is this a proposed subdivision: Yes No (circle one)	
<i>If yes to the above, please provide "Consent Plan" showing all boundaries / easements before approval can be granted</i>	
On reverse of this form please sketch the location of your property If more space is required for complex installations please attach further drawings or information to this application	
Sketch on the reverse of this form: <input type="checkbox"/> (tick)	

ELECTRICAL REQUIREMENTS	
Capacity: _____	(Amps per phase)
No of Phases: _____	Max Demand: _____ (kW)
Service Main: Overhead Underground (circle one)	
Size: _____ Type: _____	
Motors: _____	Size: _____ Power Factor: _____
Other: _____	
<i>Detail all connected loads with capacities greater than 5kW.(e.g) welders, spa pools, kilns etc and motors with a full load rating greater than 1.5kW.</i>	

ENERGY TRADER		
(circle one)		
Contact	Genesis	Meridian
Pulse	Trustpower	

SKETCH LOCATION OF PROPERTY:

In addition to the location of electrical installation, and where the new electricity supply is required, please show property boundaries, road names, neighbors or other useful landmarks.

Include where available Buller Electricity's nearest pole or pillar box show the asset number which is normally attached to the pole or pillar. *(Providing this information will assist in progressing approval for connection or alteration)*

Pole Number:

Pillar Number:

COMPLAINTS ARISING FROM NETWORK APPLICATIONS FOR SERVICE OR ALTERATION OF SUPPLY

At Buller Electricity we are committed to providing our customers with a reliable electricity supply and a high level of service. Unfortunately, there may be occasions when you are unhappy with our service. If you are dissatisfied with our service relating to your application for connection or an alteration to an existing connection, let us know and we will try to resolve the issue quickly to everyone's satisfaction.

What happens when you make a complaint?

All complaints are acknowledged and the details are recorded in a database. The issues which have lead to the complaint are then investigated by the staff member best able to understand and resolve your problem. To help us understand the issues, we may seek further information from you during this process. Once the investigation is complete, we will discuss our findings with you.

Once we receive your formal complaint or notice of dispute, we have 20 working days to find out what went wrong and try to fix the problem, unless either party requests and is granted an extension of time to resolve the complaint or dispute . If after this period we have not reached an acceptable solution, you have the right to take the matter to the Electricity and Gas Complaints Commissioner.

Contact us

You may lodge a complaint with Buller Electricity in any form. Our staff can usually take care of your enquiry over the phone at - 03 788 8171, you can email us at - info@bullernetwork.co.nz, or call at our reception desk at Robertson Street, Westport, during normal office hours.

If your complaint is detailed, it can be useful to put your complaint in writing to:

Chief Executive Officer
Buller Electricity Limited
PO Box 243
Westport, 7866

Electricity and Gas Complaints Commissioner Scheme

The Electricity and Gas Complaints Commissioner provides a free and independent service which can review and further investigate the issues for you. They are able to make a ruling which is binding on us to settle the complaint.

Electricity and Gas Complaints Commissioner
Freepost 192682
PO Box 5875
Wellington

Freephone: 0800 22 33 40
Email: info@egcomplaints.co.nz
Website: www.egcomplaints.co.nz