

HOW TO GET THE SERVICEMAINS CONNECTED

1. The installing Electrical Contractor will need to advise Buller Electricity at least 5 working days before the mains are ready to be connected to Buller Electricity's network.
2. It may take up to 15 working days to obtain consents from councils and obstruction clearances from other underground service utilities before trenching can begin in respect of connections that require trenching in the road reserve.

LIVENING THE INSTALLATION

1. The installation will be livened when the servicemain is connected, the metering installed, all Buller Electricity endorsements complied with and the electrical compliance completed.
2. Buller Electricity may be advised when the installation is ready to liven by either the electrical contractor or the energy retailer. If Buller Electricity is aware that livening is required and that all matters are in place, Buller Electricity will forward livening instructions to its authorised contractor.
3. Only a Buller Electricity authorised contractor can work on Buller Electricity's network.
4. Buller Electricity will advise the customer and the Electricity Retailer that the installation has been livened.

TEMPORARY CONNECTIONS, ALTERATIONS AND DISCONNECTIONS SPECIFIC INFORMATION

TEMPORARY CONNECTIONS

1. Buller Electricity cannot guarantee that a supply will be available for temporary connections. You will be advised in writing if Buller Electricity does not have a Network Connection Point (NCP) available.
2. If a NCP is required for a permanent connection and Buller Electricity does not have reticulation near the site, planning for establishing a NCP can be made at the temporary connections stage.
3. All costs to connect and establish a temporary connection are payable by the person making the request.

ALTERATIONS TO A NETWORK SUPPLY

Installation charges that are classed as alterations to supply are:

- Any load increase requiring new mains
- Single phase to three phase upgrade
- Single phase to two phase upgrade
- Two phase to three phase upgrade
- Underground conversion
- Any load increases over 20KW

PERMANENT DISCONNECTIONS

Situations that require a disconnection of servicemains including: Demolitions, building removals and site alterations.

Adequate time should be allowed in order for Buller Electricity to organise the disconnection.

Buller Electricity must receive confirmation from the consumer's Electricity Retailer before permanent disconnection can proceed.



HOW TO CONNECT to the BULLER ELECTRICITY NETWORK



Buller Electricity Limited

**Robertson Street
P O Box 243
Westport 7866
New Zealand**

**Telephone: 03 788 8171
Facsimile: 03 788 8191
Email: info@bullernetwork.co.nz**

HOW A CONSUMER CONNECTS TO BULLER ELECTRICITY'S NETWORK

CHOOSE AN ELECTRICIAN

In consultation with your Electrical Contractor complete the chosen Electricity Retailer's and Buller Electricity's Application Forms and return to Buller Electricity.

BULLER ELECTRICITY will advise of the cost to connect.

ON ACCEPTANCE of the cost Buller Electricity advises Electrical Contractor to proceed with work.

ELECTRICAL CONTRACTOR advises Buller Electricity that installation is ready to connect.

BULLER ELECTRICITY issues permission to your Electrical Contractor to connect POWER.

Buller Electricity can provide an Electrical Contractor should the Consumer require this service. Contact us on 03 788 8171

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SHARING THE RESPONSIBILITIES

CONSUMER'S RESPONSIBILITIES

The consumer must have a contract with an Energy Retailer

The Consumer must engage the services of an Electrical Contractor

ELECTRICAL CONTRACTORS RESPONSIBILITIES

The Electrical Contractor must furnish a completed Application for Connection (Refer Page 3)

The installation of the service-main and other electrical work (Refer Page 4)

Sizing of the service-main to suit demand and voltage criteria

Provision of space for metering and load control equipment required by the Energy Retailer and BEL

Provision of a Certificate of Compliance for the service-main and the installation

BULLER ELECTRICITY NETWORK

RESPONSIBILITIES

Buller Electricity is responsible for providing an appropriate supply in terms of voltage, connection, polarity and correct fusing to suit the connection at the Network Connection Point (NCP).

ELECTRICITY RETAILER'S RESPONSIBILITIES

To provide and install metering

To receive and pay the network charges

If you are dissatisfied with any aspect of our service Buller Electricity operates a free Complaint process. Buller Electricity is a member of the Electricity and Gas Complaints Commissioner scheme, which all complaints can be referred to in the event that a complaint is not resolved within 20 days. Further information can be found on www.bullerelectricity.co.nz or by contacting Buller Electricity Limited on 03 788 8171

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HOW AN ELECTRICAL CONTRACTOR APPLIES FOR A NEW CONNECTION

1. Applications are required for all new connections, alterations, temporary connections and permanent disconnections and must be lodged using the application form. Application forms are available at Buller Electricity located at Robertson Street or by emailing info@bullernetwork.co.nz or from the Electricity Retailer.
2. On the forms all consumer panels **must** be filled in completely and with adequate details to enable Buller Electricity to process the application.
3. It is vital that complete site information is provided in order to locate exactly where the connection is required.
4. If inadequate information is received, applications may be returned which will result in delays.
5. It is important to estimate accurately the maximum demand in kW and record in the space provided on the application form. This should reflect the actual demand and not the calculated listed equipment load. Diversity should be allowed for.
6. Your estimated connection date will help us to be ready for your connection.

Allow 15 working days for Buller Electricity to approve your connection.

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