



WORK INSTRUCTION

Submit an Enquiry to CitiPower and Powercor in eConnect as a Registered User.

<Document Id.>

Purpose

This work instruction describes the steps that are required for a Registered Electrical Contactor (REC), Licenced Electrical Worker (LEW) or Non-Electrician to submit an enquiry to CitiPower and Powercor via eConnect.

Task Detail: Submit an Enquiry to CitiPower and Powercor in eConnect as a Registered User.

Step 1a After logging in to eConnect, select "Enquiries" to submit an enquiry.

Then proceed to [Step 3](#).

Note: You can select the picture or the text.

Step 1b Alternatively, select "Enquiries" on the left-hand side menu.

The screenshot displays the eConnect dashboard for a user named Jonny Brown. The left-hand side menu is visible, with 'Enquiries' highlighted in red. The main content area features three cards: 'New Connections' (lightbulb icon), 'Alterations' (blue wireframe house icon), and 'Abolishments' (silhouettes of workers). Below these is a 'Latest Requests' table with columns for #, Work Site Address, Type, Status, Update, Cancel, and Clone. A red circle with '1b' is next to the table header, and a red circle with '1a' is next to the row for 'Test REC, MYOLA 3551'. At the bottom, there are three more cards: 'Solar Pre-Approvals' (solar panels), 'Enquiries' (question mark icon, highlighted with a red box), and 'Help' (hands reaching out). A search bar for 'Connection Request ID' is also present.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-01129	51 STANFORD ST, SUNSHINE VIC 3020	New Connection	Draft			
CR-01128	51 STANFORD ST, SUNSHINE VIC 3020	New Connection	In-Progress			
CR-01114	269 HOGANS RD, HOPPERS CROSSING VIC 3029	New Connection	Submitted			
CR-01110	215 THE SISTERS RD, GARVOC VIC 3265	Alteration	Submitted			
CR-01107	Test REC, MYOLA 3551	Connection	Scheduled			

Step 1c

On the Connection Request Detail page you can submit an enquiry by selecting "Enquiry" on the right-hand side.

Then proceed to [Step 3.](#)

CR-01691

Expand All

Summary

Request Status

Submitted In Progress Scheduled Completed

Request Progress Submitted

Request on Hold Waiting for Retailer action

Request Detail

Request Type New Connection

Request Sub-Type Single Premise

Address 51 STANFORD ST, SUNSHINE VIC 3020

Submission Date 05/07/2016

Target Completion Date

Update

Appointment

Enquiry

Print

Email

Clone

Cancel CR

Back

Step 2

On the Enquiries page select "Submit Enquiry" on the right-hand side.

Enquiries

Find Show All

Show 10 entries

#	Date Submitted	Enquiry Type	Enquiry Sub Type	Status	Worksite Address
161418	20/05/2016	Technical Advice	Technical/SIR Advice	Submitted	
161412	20/05/2016	Technical Advice	Technical/SIR Advice	Submitted	
161387	20/05/2016	NMI Standing Data Enquiry	Address Update	Submitted	186-188 FRANKLIN STREET, MELBOURNE VIC 3000
154807	20/04/2016	Technical Advice	Technical/SIR Advice	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278
154765	19/04/2016	Technical Advice	Technical/SIR Advice	Submitted	250 KOROIT STREET, WARRNAMBOOL VIC 3280
154677	19/04/2016	Technical Advice	Technical/SIR Advice	Submitted	215 STONEHOUSES ROAD, GARVOC VIC 3265

Showing 1 to 6 of 6 entries

< Previous 1 Next >

Step 3 Select an answer to “Does this enquiry relate to a property?”

If you selected Yes continue.
If you selected No, proceed to [Step 6](#).

Step 4 To nominate the property address you may enter one of the following:

1. Connection Request ID (CR-XXXXX)

Note: This search will return a list of results that match the information you enter.

2. National Metering Identifier (NMI)

Note: NMI must be 11 characters and can be found on the top of the customer’s electricity bill.

3. Meter Number

Note: The meter number can be found on the customer’s electricity bill or on the front of the meter

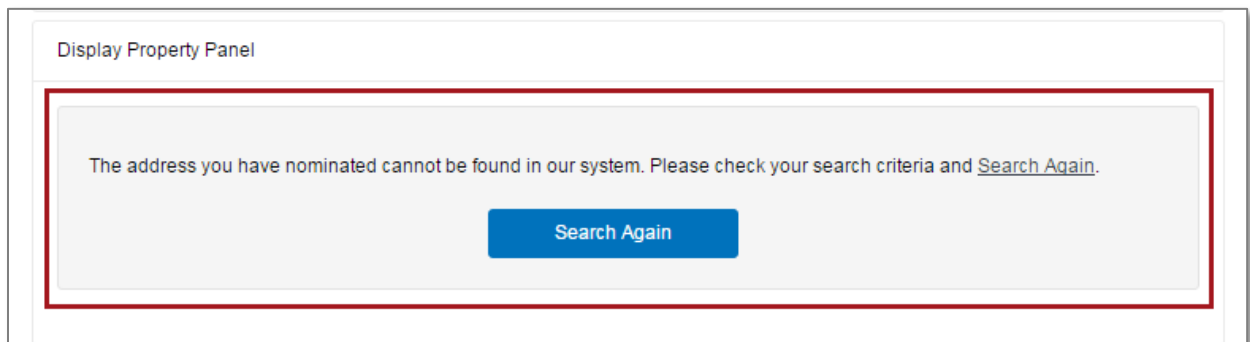
4. Property address

Note: This search will return a list of results that match the information you enter.

Once you have entered the details, select the search icon.



The following error message will appear if the search does not match any property, check your data and search again. If search using an address is still unsuccessful, use the NMI or meter number.

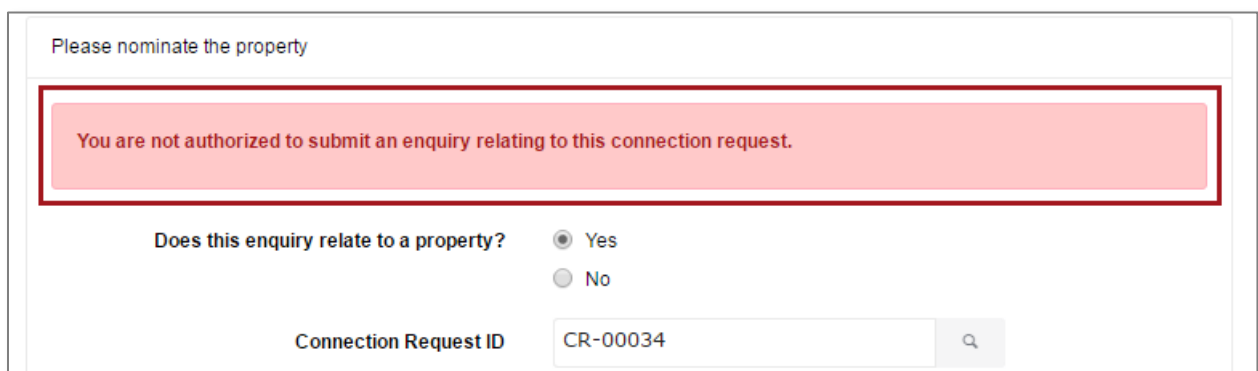


Display Property Panel

The address you have nominated cannot be found in our system. Please check your search criteria and [Search Again](#).

Search Again

The following error message will appear if you are not authorised to submit an enquiry relating to this Connection Request. You must be the Registered Electrical Contractor (REC) or the Licenced Electrical Work (LEW) that has been nominated on the Connection Request.



Please nominate the property

You are not authorized to submit an enquiry relating to this connection request.

Does this enquiry relate to a property?

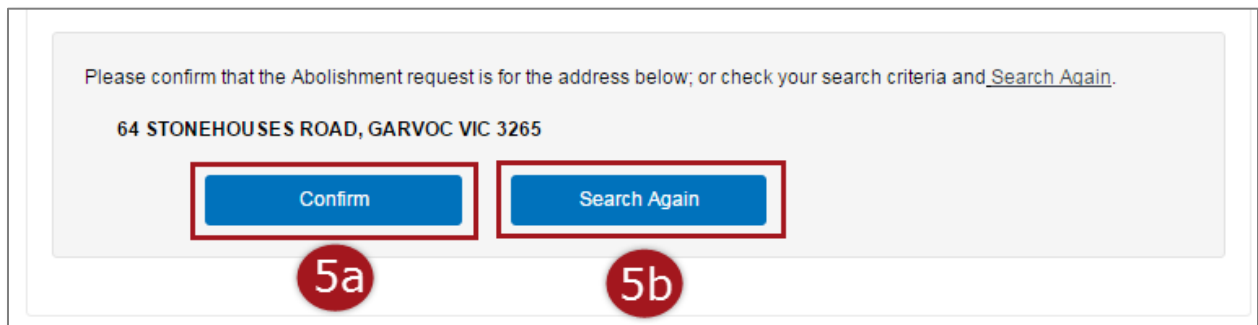
Yes

No

Connection Request ID

Step 5a Check the address that's displayed and if it's correct, select "Confirm".

Step 5b If the address displayed is incorrect and you wish to search by a different Connection Request ID/NMI/Meter Number or there is a mistake in the data you entered, select "Search Again" and return to **Step 3**.



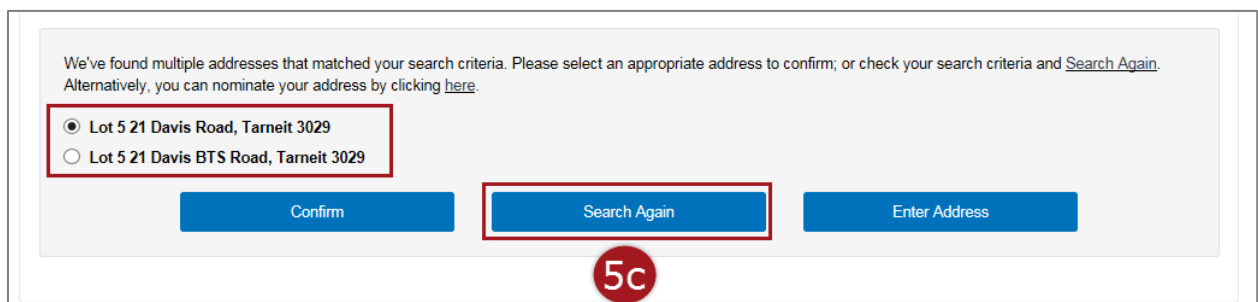
Please confirm that the Abolishment request is for the address below; or check your search criteria and [Search Again](#).

64 STONEHOUSES ROAD, GARVOC VIC 3265

5a 5b

The screenshot shows a confirmation screen with a light gray background. At the top, there is a text prompt: "Please confirm that the Abolishment request is for the address below; or check your search criteria and [Search Again](#)." Below this, the address "64 STONEHOUSES ROAD, GARVOC VIC 3265" is displayed. Underneath the address are two blue buttons: "Confirm" and "Search Again". Both buttons are enclosed in a red rectangular box. Below the "Confirm" button is a red circle containing the white text "5a", and below the "Search Again" button is a red circle containing the white text "5b".

Step 5c If multiple addresses are found, select the appropriate address and select "Confirm". Do this by clicking on or selecting the radio button next to the address.




We've found multiple addresses that matched your search criteria. Please select an appropriate address to confirm; or check your search criteria and [Search Again](#). Alternatively, you can nominate your address by clicking [here](#).


Lot 5 21 Davis Road, Tarneit 3029
 Lot 5 21 Davis BTS Road, Tarneit 3029

5c

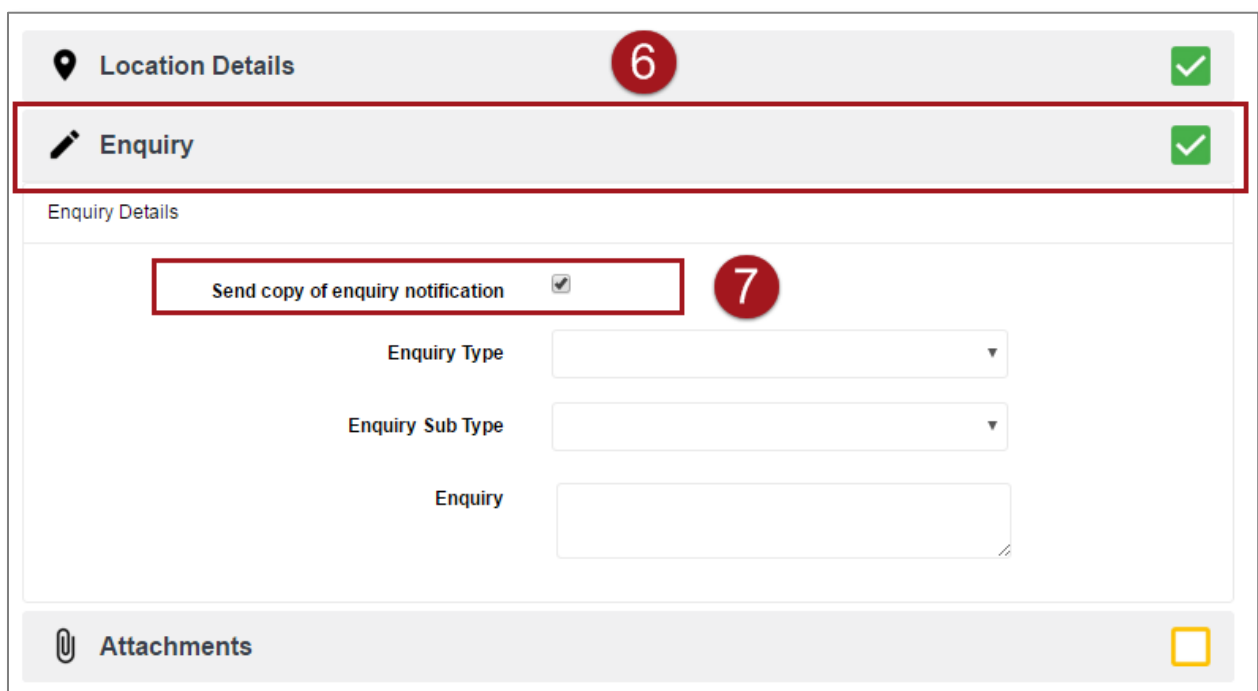
The screenshot shows a screen with a light gray background. At the top, there is a text prompt: "We've found multiple addresses that matched your search criteria. Please select an appropriate address to confirm; or check your search criteria and [Search Again](#). Alternatively, you can nominate your address by clicking [here](#)." Below this, there are two radio button options: "Lot 5 21 Davis Road, Tarneit 3029" (which is selected) and "Lot 5 21 Davis BTS Road, Tarneit 3029". Below the radio buttons are three blue buttons: "Confirm", "Search Again", and "Enter Address". The "Search Again" button is enclosed in a red rectangular box. Below the "Search Again" button is a red circle containing the white text "5c".

Step 6 Select the "Enquiry" grey banner.

Note: There should be a green tick icon  in the "Location Details" banner.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 7 Select the "Acknowledgement email required?" box to receive an email with your enquiry details to your nominated address.



The screenshot shows a web form with three main sections: "Location Details", "Enquiry", and "Attachments".

- Location Details:** A grey banner with a location pin icon, the text "Location Details", a red circle with the number "6", and a green checkmark icon.
- Enquiry:** A grey banner with a pencil icon, the text "Enquiry", and a green checkmark icon. This banner is highlighted with a red border.
- Enquiry Details:** A white area containing:
 - A checkbox labeled "Send copy of enquiry notification" with a checkmark, highlighted with a red border and a red circle with the number "7".
 - A dropdown menu labeled "Enquiry Type".
 - A dropdown menu labeled "Enquiry Sub Type".
 - A text input field labeled "Enquiry".
- Attachments:** A grey banner with a paperclip icon, the text "Attachments", and a yellow square icon.

Step 8

Select the "Enquiry Type" from the drop-down list out of the following options:

1. NMI Standing Data Enquiry

Select this if you wish to request a service address update.

2. Technical Advice

Select this if you wish to request technical advice from a Connections Technical Advisor (CTA) or a Licenced Electrical Inspector (LEI).

3. Process Enquiry

Select this if your enquiry is about the process for a Connection Request (New Connection, Abolishment, and Alteration) or a Solar Pre-Approval.

4. Connection Request Query

Select this if your enquiry is related to an invoice or a current, completed or cancelled Connection Request.

Note: If you select NMI Standing Data Enquiry, you must attach a rates notice.

Step 9

Select the "Enquiry Sub Type" from the drop-down list. The options available will be dependent on your selection in the previous step.

Step 10


Enter the details of your enquiry.


If you would like to add an attachment to aid your enquiry continue to [Step 11](#).

Otherwise, proceed to [Step 17](#).

The screenshot shows a web form for creating an enquiry. At the top, there are two sections: "Location Details" with a location pin icon and a green checkmark, and "Enquiry" with a pencil icon and a green checkmark. Below these is the "Enquiry Details" section. It contains a checkbox for "Send copy of enquiry notification" which is checked. There are three main input fields, each with a red circular step indicator to its right: 1. "Enquiry Type" with a dropdown menu showing "Connections Request query" and step indicator 8. 2. "Enquiry Sub Type" with a dropdown menu showing "Invoice enquiry" and step indicator 9. 3. "Enquiry" with a text area containing the text "How do I can the payer of the invoice from me, the REC to the Retailer for CR-000031?" and step indicator 10. At the bottom of the form is an "Attachments" section with a paperclip icon and an empty yellow box.

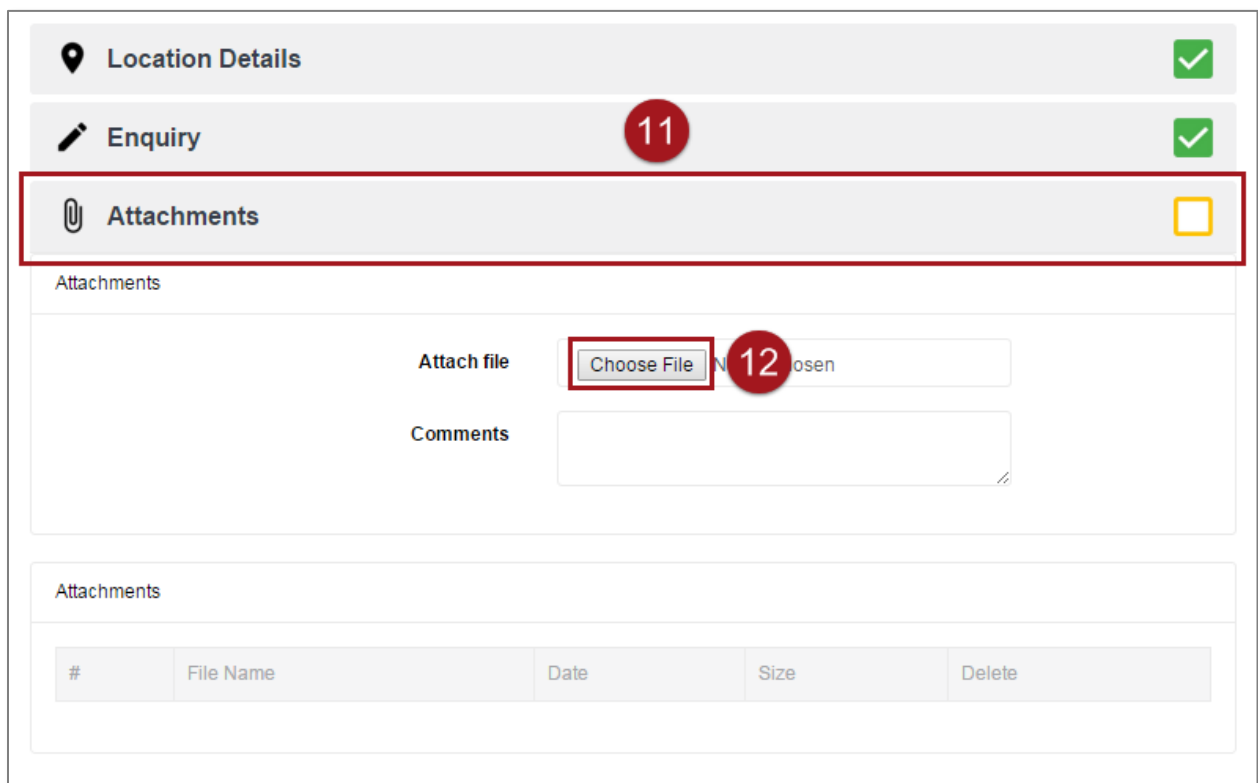
Step 11 Select the "Attachments" grey banner.

Note: There should be a green tick icon  in the "Location Details" and "Enquiry" banners.

A red error icon  will appear on the grey banner if you have not completed the section or the data you have entered has a mistake. Review the section of the form if this icon appears.

Step 12 To attach a file, select "Choose File".

Please ensure you upload/attach the correct file relating to the enquiry.



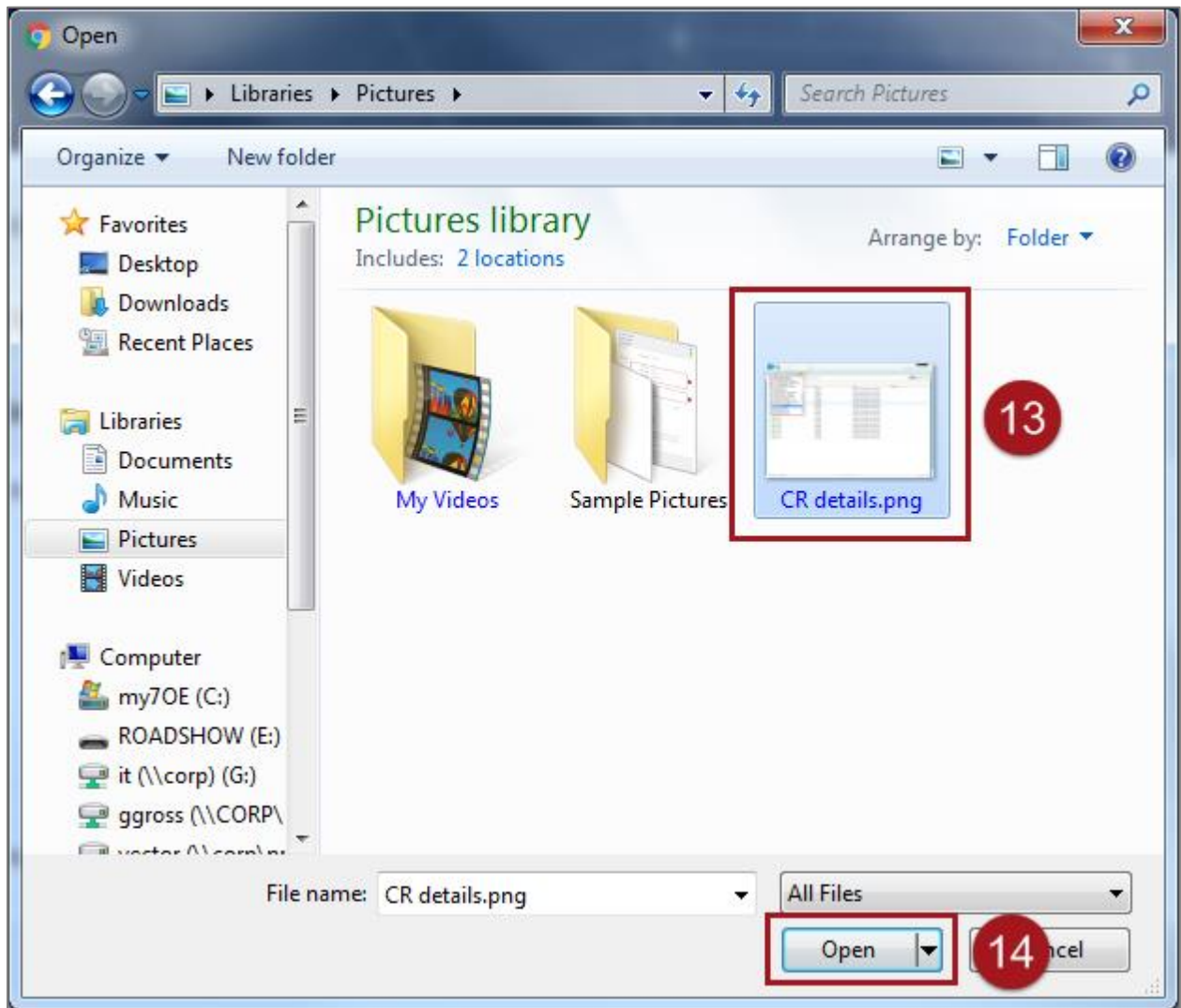
The screenshot shows a web form with three main sections: "Location Details", "Enquiry", and "Attachments". Each section has a grey banner with an icon and a status icon. "Location Details" has a location pin icon and a green checkmark. "Enquiry" has a pencil icon, a green checkmark, and a red circle with the number 11. "Attachments" has a paperclip icon, a yellow error icon, and is highlighted with a red border. Below the "Attachments" banner, there is a section titled "Attachments" with a text input field for "Comments" and a "Choose File" button. The "Choose File" button is highlighted with a red box and a red circle with the number 12. Below this section, there is another "Attachments" section with a table. The table has five columns: "#", "File Name", "Date", "Size", and "Delete".

#	File Name	Date	Size	Delete
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Step 13 Find and select your file from the pop up window.

Note: Attachments cannot be larger than 6MB. Please make sure the file is of adequate quality so the document is legible.

Step 14 Select "Open".



Step 15 Enter comments to describe your attachment.

Step 16 **Important Step:** To add the attachment to the Enquiry, select **"Attach"**.


Attachments

Attachments

Attach file CR details.png 16

Comments 15

If the attachment has successfully been added to the Enquiry, it will appear at the bottom of the page.

To delete it select the red cross icon  next to the attachment.


Attachments

Attachments

Attach file No file chosen

Comments

Attachments

#	File Name	Date	Size	Delete
1	CR details.png	18/04/2016	161.28 KB	

Step 17 To complete your enquiry select "Submit".

Note: We will endeavour to respond to your enquiry via email in a timely manner.

The screenshot shows a form with three sections: 'Location Details', 'Enquiry', and 'Attachments'. Each section has a green checkmark icon on the right. A red circle with the number '17' is positioned over the 'Attachments' section. At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red rectangular box.

Upon completion a confirmation message will appear on the bottom left-hand corner of the screen. Use the enquiry number to follow up your enquiry if necessary.

You will receive an email to your nominated address confirming the submission of your enquiry if you requested to receive one.

The screenshot displays the eConnect user interface for Jonny Brown. On the left is a dark navigation sidebar with the eConnect logo and menu items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, Enquiries, and Call to Actions. The main content area shows the user's profile and three request cards: New Connections, Alterations, and Abolishments. Below these is a 'Latest Requests' section with a search bar and a table of five requests. At the bottom, there are three more cards: Solar Pre-Approvals, Enquiries, and Help. A green confirmation message is overlaid on the bottom left.

Latest Requests Table:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00047	South Main, MELBOURNE 3000	New Connection	Submitted			
CR-00042	250 KORODIT STREET, WARRNAMBOOL VIC 3280	Alteration	Draft			
CR-00045	145 RAILWAY AVENUE, WERRIBEE VIC 3030	Alteration	Submitted			
CR-00044	145 RAILWAY AVENUE, WERRIBEE VIC 3030	Alteration	Draft			
CR-00043	145 RAILWAY AVENUE, WERRIBEE VIC 3030	Alteration	Draft			

Confirmation Message:
 ✓ Your Enquiry 154656 has been successfully submitted. We will respond via email.