Northpower



Every new connection to the network must be assessed by Northpower to ensure it meets our technical and safety requirements. Sometimes additional work is required to enable your connection to occur.

Email customercare@northpower.com or visit our website, northpower.com to find out more.

How to get your power connected

1

Energy Retailer

- · Contact an Energy Retailer to set up your account
- · Your Energy Retailer will issue you a customer number

2

Connection Application

- Complete the online Connection Application form via the Northpower customer portal: northpower.com/forms/application-for-work
- · Pay the application fee online when you submit the form



Contact Northpower early in your project so your new connection can be reviewed. If there is need for further design or work, it's best to find out early.

3

Network Assessment

Northpower will assess your connection requirements and get back to you and your electrician within 10 working days of your application.

If there is a suitable connection available...

If further network design or work is required...



Connection approval

Northpower will approve your connection to the network and create an ICP for the new connection point. Contact your retailer to arrange metering and quote this ICP number. Northpower will also supply this ICP number to your Energy Retailer.



Network design & construction

Northpower will provide you with a quote if any work is required. Work can begin once you accept the quote and pay the invoice for this work.



4. Network Connection & Livening

When your connection is ready to proceed, contact your chosen retailer to arrange for metering to be installed by their contractors. This can be organised by you or your electrician.

Roles and responsibilities

- Customer (You)
- Energy Retailer
- Electrician
- Northpower Approved Livening Contractor

Customer contacts your chosen retailer to arrange for metering to be installed by their contractors. This can be organised by you or your electrician.

Electrician completes service cable installation and provides Certificate of Compliance documents.

Energy Retailer arranges provision of meter with Northpower Approved Livening Contractor.

Electrician advises
Northpower and Northpower
Approved Livening Contractor
that the connection is ready
for livening.

Northpower Contractor Installs meter, performs inspection and livens connection.

Northpower Approved Contractors

For a list of Northpower Approved Contractors and the works they are approved to undertake, refer to Northpower's website:

northpower.com/approved-contractors



Costs of connecting

If works on the network are required to enable your connection, your choice of contractor can provide a quote for these works.

The Northpower Approved Contractor will also advise you of the inspection and connection charges that you will need to pay to get a final inspection and connection to the network carried out.

Ownership of equipment

Northpower usually owns (and maintains) all of the equipment up to your boundary. Any equipment inside your boundary is usually owned and maintained by you.

Easements

Easements are generally required where lines supplying your connection go through a neighbouring property. Northpower will confirm any easement requirements with you during the Connection Application process.

Energy Retailer

Customers must enter into an agreement with an Energy Retailer to supply electricity to your connection. Your chosen Energy Retailer is part of the connection process, arranging for metering to be installed.

You can go to whatsmynumber.co.nz to assist you in deciding which retailer to choose.