

Northpower



Customer Guide

Get your power connected

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



Roles and responsibilities

● Customer (You) ● Energy Retailer ● Electrician ● Northpower Approved Living 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 Living Contractor.

Electrician advises Northpower and Northpower Approved Living Contractor that the connection is ready for living.

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.