

Customer work table



Customer work (type and general description)	Requirement to submit application to Powerco?	Performed by Primary, Secondary and Customer Delivery contractors ¹	Performed by contractor with Low Voltage Network Access ²	Performed by a qualified electrician
New connections (network upgrades / alteration to existing supply, new subdivision, new streetlight livening)	Yes, the customer or their agent must apply via Powerco Connect		X	X
Load Group Change (e.g. upgrade to existing supply)	Yes, the customer or their agent must apply via Powerco Connect		X	X
Builders' Temporary Supply (BTS) connection	Yes, the customer or their agent must apply via Powerco Connect		X	X
Convert BTS to permanent mains	Yes, the customer or their agent must apply via Powerco Connect		X	X
Decommission (permanent disconnection of an electrical connection)	Yes, the customer or their agent must apply via Powerco Connect		X	X
Fibre connection to Powerco poles and maintenance of fibre on Powerco poles (e.g. Chorus or Tuatahi Fibre network)	No	X		X
Distributed generation installation (customer solar power, wind or liquid fuel power generator connected to the grid or with back-feed capability)	Yes, the customer or their agent must apply via Powerco Connect			 (except for testing at network point of supply)

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Meter change, installation and inspection (including pulling the fuse to energise or deenergise the customer)	No			X
Service line connection (connecting the Powerco side of the service line into the fuse)	Yes, the customer or their agent must apply via Powerco Connect		X	X
Meter change: Upgrade or change out of existing meter at an existing connection point (no access to Powerco's network required)	No			
Safety disconnect / reconnect: Pulling the Powerco fuse for (as an example) painting the barge board or trimming trees <i>[via safety disconnect to be requested through Powerco website]</i>	Yes, safety disconnect to be requested through Powerco's website		X	X
Safety disconnect / reconnect (pulling the Powerco fuse for prescribed electrical work (for example, work on a service main)	No			X
Retailer requested disconnect/reconnect: (if engaged by Retailer for standard disconnections)	No			X
Customer Meter Board Upgrade: Earthing, RCD installation etc.	No			

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Inspection: Issuance of Certificate of Compliance	No	✓	✓	✓
Streetlight maintenance activities: e.g. Streetlight bulb changes, upgrades to existing streetlight connections (e.g. to LED arms) where access to Powerco streetlight fuse or relay is required	No	✓	✓	X
Streetlights: Faults (replacement of damaged streetlights e.g. car vs. pole) where access to Powerco streetlight fuse or relay is required	No, if fault is with Powerco network, the streetlight contractor notifies council's retailer	✓ (if fault determined to be on Powerco streetlight reticulation)	✓	X
Streetlights (new connections to the Powerco Network for additional streetlights and alterations to existing Powerco reticulation)	Yes, the customer / council or their agent must apply via Powerco Connect	✓	X	X

Notes to table:

1. Where the only option for a customer work category is for a Primary, Secondary and Customer Delivery Contractor; then this work must be completed by a Primary, Secondary and Contractor Delivery Contractor. Primary, Secondary and Customer Delivery Contractors are able to subcontract to work to qualified resources.
2. "Low Voltage Network Access" terms are under development. From 1 September 2025 contractors may apply for Low Voltage Network Access.

