

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 liveining)	Yes - Customer or their agent must apply via Powerco Connect	✓	X	X
Load Group Change (e.g. upgrade to existing supply)	Yes - Customer or their agent must apply via Powerco Connect	✓	X	X
Builders' Temporary Supply (BTS) connection	Yes – Customer or their agent must apply via Powerco Connect	✓	X	X
Convert BTS from temporary to permanent mains	Yes – Customer or their agent must apply via Powerco Connect	✓	X	X
Decommission (permanent disconnection of an electrical supply) – This involves disconnecting high or low-voltage lines, either underground or overhead. This process will also involve the customer's Retailer.	Yes – Customer or their agent must apply via Powerco Connect (Modify Connection option)	✓	X	X
Fibre connection to Powerco poles and maintenance of fibre on Powerco poles (e.g. Chorus or Tuatahi Fibre network)	No – Carried out by a contractor with Low Voltage Network Access	X	✓	X
Distributed generation installation (customer solar power, wind or liquid fuel power generator connected to the grid or with back-feed capability)	Yes - Customer or their agent must submit a Distributed Generation Application	✓	✓	✓ (except for testing at network point of supply)

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Network upgrades to support distributed generation installation (customer solar power, wind or liquid fuel power generator connect to the grid, or with back-feed capability)	Yes - Customer or their agent must apply via Powerco Connect		X	X
Meter change, installation and inspection (including pulling the fuse to energise or deenergise the customer) <i>If there is no internal isolation point for the metering contractor or electrician, this can be requested via the Temporary Isolation for Prescribed Electrical Work form: For electrician temporary isolation form</i>	No – Customer needs to contact their retailer for this request (Retailers are the meter owners)			X
Service line connection (connecting the Powerco side of the service line into the fuse)	Yes - 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) <i>The Retailer's metering contractor can do this work as no access to the Powerco network is required – Retailer to engage a qualified resource.</i>	No – Customer needs to contact their retailer for this request (Retailers are the meter owners)	X	X	

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Temporary Isolation of High Voltage Installations Customer to engage with Powerco's Primary, Secondary or Customer Delivery contractor to assist with submission of the relevant Network Access Planning Application (NAPA). Please request a quote from Powerco contractor for this work.	A NAPA application is required and must be submitted by a Powerco contractor within the appropriate lead times. Powerco Contractors		X	X
Temporary Isolation of Low Voltage Electrical Installations / Reconnect: Pulling the Powerco fuse for (as an example) painting the barge board or trimming trees	No - Customer needs to contact their retailer for this request. Powerco requires 24 hours' notice from the retailer		X	X
Temporary Isolation of Low Voltage Electrical Installations/Reconnect for <i>Prescribed Electrical Work (PEW)</i> (only for Low Voltage fuse isolation for a singular ICP (for example, work on a service main)	Yes – an LVNA contractor can provide a quote to do this work, or your electrician can submit a free request through the Powerco website using the link to the right. Powerco requires 3 working days' notice if using the temporary Isolation form	 For electrician temporary isolation form	 Please request a quote from a contractor with Low Voltage Network Access for this work.	X
Customer Meter Board Upgrade: Earthing, RCD installation etc.	No – Customer needs to engage with an electrician			

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Inspection: Issuance of Certificate of Compliance	<i>No – Customer to engage with Electrician or Electrical Inspector for Certificates</i>			
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	<i>No – Carried out by the streetlighting contractor with the relevant LV Network Access</i>			X
Streetlights: Faults (replacement of damaged streetlights e.g. car vs. pole) where access to Powerco streetlight fuse or relay is required	<i>No – if the fault lies within the Powerco network, the streetlight contractor will notify the council or council contractor. Powerco will attend the fault and make streetlight safe for the streetlight contractor to carry out their work</i>	 (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)	<i>Yes – customer/council or their agent must apply via Powerco Connect</i>		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 or Customer Delivery Contractor. Primary, Secondary and Customer Delivery Contractors are able to subcontract work to qualified resources.