

Applying for an upgrade or a new connection to the distribution network



Under the new electricity market operating in Western Australia, Western Power and electricity retailers now have separate roles.

Electricity retailers

Electricity retailers are responsible for managing electricity accounts. They set up accounts for new connections, close down accounts once they are finalised (prior to disconnection or demolition) and send out electricity bills.

Retailers also arrange for disconnections and the removal of electrical supply if you are moving house, or need a temporary disconnection.

Western Power

As the transporter of electricity in the south west of WA, Western Power provides access to its electricity network to allow generators, retailers and consumers to transport electricity from one location to another.

Western Power is responsible for physically connecting / disconnecting a new building or existing property to the electricity network. It handles all Preliminary and Completion Notices, Design and Quotation Application (DQA) and Network Services forms. It also prepares estimates, designs and quotes for projects that exceed the 63 ampere (A) single-phase or 32 A three-phase standard supply limits.

Western Power also prepares quotes for works associated with disconnections or the removal of electrical supply if the supply is greater than 63 A single-phase or 32 A three-phase, or if there is a Western Power cable entering the property to the point of attachment.

If this is the case, or if you are unsure, please contact Western Power. These demolitions may require the removal of Western Power equipment, so please notify Western Power as early as possible. This work may take several weeks.

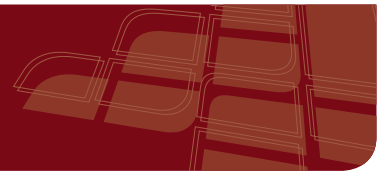
It is important to ensure that the electrical contractor sends a Preliminary Notice to Western Power before any electrical work commences on a project requiring a new connection. In this way, Western Power can identify at an early stage whether or not the project will exceed the standard supply limits. Please ensure that the correct After Diversity Maximum Demand (ADMD) value, consumer mains size and Design Quotation Management (DQM) project number are supplied on the notice.

Western Power defines standard supply at 240 V single-phase or 440 V three-phase as:

- 63 ampere (A) single-phase (Perth metropolitan and major regional centres¹)
- 32 A single-phase (rural areas)
- 32 A per phase for three-phase
- a maximum consumer mains size of 35mm²

If the project is found to exceed these limits, Western Power will require a DQA form to be completed and submitted online at for priority processing.

¹ Albany, Bunbury, Geraldton, Kalgoorlie.



When the DQA form is submitted online, a receipt number and web link is automatically generated to enable the progress of the job to be tracked. Once a DQA form is received and all customer information is provided, Western Power aims to provide a cost estimate within an average of ten working days subject to the complexity of the project.

Submitting the Preliminary Notice and DQA form before starting work minimises the potential for unexpected costs or delays.

A Network Services form is required by Western Power before work starts if there is a requirement for:

- a temporary builders supply (overhead)
- an upgrade of an existing overhead connection (this usually requires conversion to an underground connection, however in some circumstances it may be possible to retain the overhead supply)
- an upgrade of underground service (single to three-phase)
- connection of an underground consumer mains
- a disconnection or reconnection (overhead service lead or underground service)



Documentation and further information

For all enquiries please call **13 10 87**.

For more information on new connections and upgrades, please visit Western Power's website www.westernpower.com.au

Application forms are also available on the Western Power website.

Related fact sheets

- Connecting to the distribution network: estimate and design stages
- New commercial connections
- New connections in existing residential areas
- New connections in new residential subdivisions
- Power supply upgrades for residential or commercial premises

The information provided here is to be used as a guide only.