

Connecting your new home to power

A simple guide to your connection journey

Getting power to your new home is one of the milestones that makes it all feel real. We're here to get you connected safely and reliably.

This guide explains what to expect during your connection journey, what we'll do, what you'll need to do and things that can affect how long it takes.

Your connection journey

Step 1: Apply for your connection

What we'll do

- Review your connection application.
- Check that we have everything we need to progress it.
- Let you or your nominated representative know once your application is accepted.
- Issue a design fee (where applicable) if you choose to proceed.

What you'll need to do

- Submit your application through the Western Power website, or have your builder or representative submit it for you.
- Include all the required documents to avoid delays.
- Pay the design fee (if applicable) so we can start designing your connection.

Step 2: Receive your design and quote

Once we've received your design fee, we'll prepare the electrical design needed to connect your home to the network.

What we'll do

- Design the right network connection for your property.
- Prepare and issue your connection quote.

What you'll need to do

- Review and accept your quote within 60 days.
- Pay your quote within 30 days of accepting it.

We can only move to the next stage once your quote has been accepted and we've received payment.

Step 3: We plan your connection

When everything is approved, we get ready to build.

What we'll do

- Assess site conditions.
- Coordinate materials, crews, and scheduling.
- Plan the safest and most efficient way to complete your connection.

What you'll need to do

- Respond promptly if we need additional information.
- Keep working with your builder so your site remains on track.

Step 4: We build, and connect your electricity

This is where we complete the network works needed to connect your property.

What we'll do

- Schedule your construction works.
- Install or upgrade the electricity infrastructure your connection needs.
- Complete your network connection once all requirements have been met.

Before we can connect your home

Your connection can only be completed once:

- your site is ready for connection
- all required payments have been received
- any necessary approvals are finalised
- private electrical work is completed and certified, where required.

You'll receive an "Are You Ready?" email to help confirm your property is ready before connection takes place.



Who does what?

Connecting a new home takes several people working together.

Western Power:	You:	Your builder or representative:
Designs your network connection	Approves quotes and makes payments	Coordinates your building works
Plans and delivers network infrastructure	Responds to information requests	Submits information where authorised
Coordinates connection works	Ensures the site is ready	Works with your electrician to prepare the property
Keeps you informed throughout the process		

What can affect your connection timeframe

Every property is different. Most connections follow a similar path, but some things can affect how long yours takes.



Things you can help manage

- Returning requested information promptly.
- Accepting your quote within the required timeframe.
- Making payments on time.
- Having your site ready when we ask.
- Working closely with your builder and electrician.



Things outside everyone's control

- Local government or environmental approvals.
- Underground services or unexpected site conditions.
- Difficult ground conditions such as rock.
- Severe weather events.
- Material availability or supply chain delays.

If anything changes, we'll let you know and work with you to limit impact wherever we can.



How we'll support you

We want your connection journey to be as straightforward as possible.

Throughout your project, we'll:

- coordinate with your builder and other parties where needed
- help identify and resolve issues that may impact your connection
- be available to answer your questions along the way.

Western Power

General enquiries **13 10 87** | Emergencies **13 13 51**
 TTY **1800 13 13 51** | TIS **13 14 50**
 363 Wellington Street Perth 6000
westernpower.com.au



How you can help keep your project on track

You can help us deliver your connection smoothly by:

- submitting complete information with your application
- responding promptly to requests for information
- accepting quotes and making payments within the required timeframes
- working with your builder so your property is ready when required
- staying across updates throughout your connection journey.

Our commitment to you

Connecting your home to the electricity network is an important milestone, and we're committed to making the experience as simple, transparent, and supportive as possible.

Working together and staying engaged throughout each stage of the process is the best way to keep your connection moving.

