

Last updated: 09 Mar 2023

## Energy service orders

*Why things can go wrong with energy service orders and the rules and timeframes that apply to different types of electricity and gas service orders.*

### Reason things go wrong

Whether it's a connection to a new property or to an existing property, supply connection and disconnection involve a number of inter-related processes. Everything doesn't always go to plan.

Some of the reasons things go wrong:

- Communication problems between the retailer logging the request and the local distributor carrying it out.
- Insufficient notice given by the customer.
- Incorrect or incomplete paperwork and/or certificates.
- Meters not accessible.
- Safety concerns.
- The customer doesn't pay their required financial contribution to the works.
- Supply is not disconnected as the customer requested.

### Rules about service orders

Under the Energy Retail Code of Practice ([esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/energy-retail-code-practice](https://esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/energy-retail-code-practice)), for **Standard Retail Contracts**, the electricity or natural gas retailer with the obligation to arrange your connection must submit that request to your distributor no later than the next business day. **Market Retail Contracts** may have different timeframes.

### Need help?

#### 1800 500 509 (Freecall)

Monday to Friday between 8:30 am and 5:00 pm

#### Email & Web

Email us at [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
or visit [ewov.com.au](https://ewov.com.au)

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GPO Box 469, Melbourne, Victoria 3001

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## Electricity connections

Under the Electricity Distribution Code of Practice ([esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/electricity-distribution-code-practice](https://esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/electricity-distribution-code-practice)) your electricity distributor must use its best endeavours to energise an existing connection within one business day of receiving all the necessary information from your retailer (by 3pm). It must perform new electricity connections within 10 business days of receiving all necessary paperwork and certificates (usually from your electrician).

Also, it must disconnect supply at your request or at the request of your energy retailer.

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## Gas connections

Under the Gas Distribution System Code of Practice ([esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/gas-distribution-system-code-practice](https://www.esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/gas-distribution-system-code-practice)) your gas distributor must also use its best endeavours to energise an existing connection within one business day of receiving all the necessary information from your retailer (by 3pm).

Unless an earlier date is agreed, it has up to 20 business days to perform a new gas connection—from receiving all paperwork and certificates (usually from your plumber).

It must also disconnect your supply at your request, or at the request of your gas retailer.

More information: You'll find these codes on the Essential Services Commission's website: [esc.vic.gov.au/electricity-and-gas/electricity-and-gas-codes-guidelines-and-policies](https://www.esc.vic.gov.au/electricity-and-gas/electricity-and-gas-codes-guidelines-and-policies)

Need further help? If you're not satisfied with your electricity or gas company, contact it with your complaint. If you're not happy with its response, contact EWOV – we're here to help!

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