

New residential connections



New connections in residential areas

Western Power is responsible for the connection of new buildings or properties to the electricity network. All new connections to the Western Power network will be served by underground power, regardless of whether there is overhead or underground network in your area.

Underground connections are required if you are:

- demolishing and re-building
- building on a vacant lot
- sub-dividing
- upgrading your supply.

There are four steps that need to be completed in order to establish a new standard supply connection.

- 1** You must complete a domestic supply application form available at westernpower.com.au or on request by calling 13 10 87.
- 2** Western Power will contact you and arrange a time to install a supply point. In most cases this will consist of an underground cable from the nearest pole in the street to a green dome, just inside the front boundary of your property. In some cases, the connection may be to the dome on an adjoining property.
- 3** You will be required to set up an account with your energy retailer.
- 4** After Western Power has completed the installation to the dome, you will need to appoint a licensed electrical contractor to install a cable between the dome and your meter box / property. This licensed contractor may then energise the new connection.

What is a standard supply?

Western Power defines standard supply at 240 V single-phase or 415 V three-phase as:

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

Connections falling outside of the above parameters are non-standard connections. Non standard connections also include:

- strata developments
- sub-divisions over 3 lots
- unusually large homes, or those running heavy-duty or three-phase equipment.

How do I connect a non-standard supply?

For non-standard connections Western Power recommends that you speak with an electrical contractor or consultant who will determine your needs. Your electrical contractor or consultant can then complete an online design and quotation application form.

For more information please contact us on 13 10 87 or at enquiry@westernpower.com.au.

For more technical queries relating to a submission or an existing project, you can email land.development.design@westernpower.com.au.

Useful references

Energy Safety

www.commerce.wa.gov.au/energysafety

Office of Energy

www.energy.wa.gov.au

Synergy

www.synergy.net.au

Important: The Electricity (Licensing) Regulations 1991 provide that electrical contracting work may only be carried out by persons with the appropriate electrical licence, as issued by the Electrical Licensing Board of Western Australia.



Contact information

Faults & emergencies, power interruptions, 13 13 51
estimated restoration times (24 hrs)

General enquiries 13 10 87
(7am - 5pm Monday to Friday)

enquiry@westernpower.com.au
westernpower.com.au



Interpreter services

Telephone Interpreter Services

13 14 50

TTY users
(speech or hearing impaired only)

1800 13 13 51

363 Wellington Street Perth WA 6000
GPO Box L921 Perth WA 6842



This information is available in alternative formats on request.

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