

Guide to completing: Permanent Disconnection Application

Introduction

Why use this form

This form should be used if you wish to permanently disconnect single or multiple premises from the Ausgrid network.

The form contains these sections:

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- 5. Summary and Submission 8

IMPORTANT:

You will need to complete all mandatory fields in order to be able to submit the form. Providing incorrect or incomplete information will result in an invalid application; this will mean that you will have to complete a new application and pay an additional submission fee.

This form is designed to be completed by a Qualified Electrical Professional. To provide some of the answers to these questions you will need to consult an electrical contractor or Accredited Service provider (ASP) who may need to attend the site.

Form Symbols – What they mean

Reference Code

All Forms are identified by unique Reference Codes. Please keep a record of your application reference code. If you have enquiries about your application, we will require this number to assist you.

Reference Code : 0011613

Navigation through the form

The forms have been designed to assist you to quickly navigate and complete all the required information in a tabular step by step format.



1. Each section must be completed before moving onto the next step.
2. Complete sections are represented as a WHITE chevron with GREEN text.
3. Current section are represented as a BLUE chevron with WHITE text.
4. Next sections are represented as a WHITE chevron with GREY text.

Completing sections



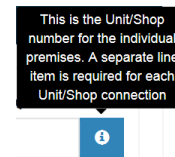
1. The process allows you to go BACK as required
2. You can SAVE & SHARE the application as you go, share the application link, return at any time and continue
3. As you complete a section, click NEXT to proceed

Mandatory Fields

1. Mandatory fields are identified with the use of *
2. Mandatory fields must be completed before proceeding
3. Non completed mandatory fields are shown as

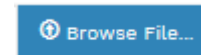
*Phase A

4. Tool tips and help are shown as

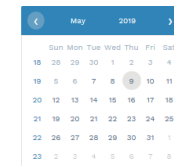


Useful buttons to help get things done

1. Duplicating a section
2. Add a new section
3. Browse to find file/s to upload and attach to your application



4. Calendar Icon Opens date picker



5. Checkbox
6. Radio button (select only one) Yes No
7. Drop Down selection – allows you to select from prepopulated list of options

Location Details

Permanent Disconnection

Reference Code : 0013004

Location Applicant Disconnection Details Summary and Payment Complete

Retailer 1		NMI	Meter Number 2	
Property Name		Property Type 3	*Land Title Type 4	
Floor Number	Unit/Shop Number	*Street Number/RMB	or *Lot Number	or *Lot/DP Number 5
*Street Name		Nearest Cross Street		
*Suburb	*Postcode	*Land Zoning 6		

Next



To disconnect multiple premises an option is available in Disconnection Details section of this form.

1. If you know who the Retailer is select the **company** details from the drop down menu.
2. If you have a **National Meter Identifier (NMI)** and a Meter Number enter these in the fields.
Note: The NMI can be found on the electricity bill.
3. Select the **Property Type** from the drop down menu for example: House, Unit, Shop etc.
4. Select the **Land Title Type** from the drop down menu for example Torrens, Strata, Community Title, Public or other.
5. Enter the **primary address** where the disconnection is required, this could be entered either as a Street/RMB Number, Lot Number or Lot/DP Number which can be found on the Development Application (DA) or council rate notice.
6. Select the **Land Zoning** from drop down menu for example: Urban, Rural or Other
Note: The Landing Zone information should auto populate with data from the NSW Government Planning Portal.

Applicant Details

Connection Applicant

*Title *First Name *Last Name 1

*Email Address *Confirm Email Address

Search by ABN, ACN Company Name ⓘ

*Phone Number ⓘ Other Number



Phone Number must be 10 characters with **NO** spaces



Note: The email address supplied for the Applicant will be utilised for ALL communication in relation to this Application. The Permission to disconnect emails will only be sent to the provided connection applicants email address.

This section calls for the connection **applicant details**.

1. Enter details of the connection **applicant**, the person making the application. YOUR details – i.e. the person lodging this form.
2. Enter the details of the person requesting the disconnection, this is the person who initiated the request for disconnection and has authority to make this request ie they are the owner / developer or person responsible for the premises.

Note: If you select Yes - you are advising that you are the Connection Applicant and the person of authority ie you are the property owner / developer or retail customer.

*Is the Connection Applicant requesting the disconnection? 2 Yes No

Who is Requesting the Disconnection

*Title *First Name *Last Name

Search by ABN, ACN Company Name ⓘ



The Company Name field will be pre-populated from the Australian Business Register (ABR) via the ABN lookup tool, if available.



Applicant Details

*Is the Connection Applicant performing the disconnection? Yes No

Who is Performing Disconnection

*Title *First Name *Last Name 1

Email Address Confirm Email Address *Phone Number Other Number

Search by ABN, ACN Company Name



Phone Number must be 10 characters with **NO** spaces

ASP or Electrical Contractor Licence Number

2

Back

Save & Share

Next

3

1. Enter the details of the person who will be performing the disconnection. The person undertaking the physical disconnection at the premises.
Note: If you select **Yes - you are advising that** you are the Connection Applicant and the person who will undertake the disconnection at the premises.
2. Enter the ASP Number or Licence Number of the person who will be undertaking the work to permanently disconnect the premises.
3. Click Next to proceed to Disconnection Details or Click Save & Share.

Note: If you select save and share you will be prompted to enter an email address, a link to this webform will be emailed. A saved webform remains valid for 60 days

Disconnection Details

Permanent Disconnection

Reference Code : 0013004

Location > Applicant > **Disconnection Details** > Summary and Payment > Complete

Permanent Disconnection

Disconnection Details

*Do you want to permanently disconnect more than one premises at this street address? Yes No

Comments

1

*Do you want to permanently disconnect more than one premises at this street address? Yes No

Enter the details for ALL premises you are requesting to be permanently disconnected at - Gardinia Street, Narwee, 2209

This form will allow you to request permanent disconnection for up to 20 premises. Additional forms will be needed if you are requesting more than 20 disconnections at the location. 2

*NMI Meter Number *Premises Usage

*Property Type Floor Number Unit/Shop Number

+ Add New

Total Number of Premises

1

Comments

Back Save & Share Next

1. Will you be disconnecting more than one premise at this location.

- If **No**, provide additional comments if required.

2. If you entered **Yes** in step 1, enter the details for all Premises which will be permanently disconnected.

Note: A maximum of 20 premises can be disconnected per application, if more premises require disconnection a new form will be required for the additional.

- Enter the **National Meter Identifier (NMI)**, you will find the NMI on the electricity bill for that property.

- Select the appropriate **Usage** for that premise from: Residential, Commercial or Industrial.

- Select the **Property Type** for that premise, for example: House, Unit, Shop etc.

- After completing all the mandatory and non mandatory fields, click next to proceed.



To enter additional premises click

+ Add New

Summary

Permanent Disconnection

Reference Code : 0013004

1. **Review** your application.
2. You will have the option to **Edit** information from this summary.
3. Click **Submit** to finalise the application.



Once you submit the application make note of the **Reference Code**, you will have the option to download a copy of the application in PDF for future reference.

Permanent Disconnection

LOCATION 1

Retailer
Agt
Land Title Type
Torrens
Street Number/RMB
39
Location Address
Gardinia Street, Narwee, 2209
Land Zoning
Urban

[Edit] 2

CONNECTION APPLICANT

Full Name
Miss Ima Owner
Email Address
Owner@gmail.com
Phone Number
0412123456
Is The Connection Applicant Requesting The Disconnection?
Yes
Is The Connection Applicant Performing The Disconnection?
No

WHO IS PERFORMING THE DISCONNECTION

Full Name
Miss Ima Asp
Email Address
ASP@gmail.com
Phone Number
0412987654

Authorise / Accreditation Number
Aen Number 123456789

DISCONNECTION DETAILS

Do You Want To Permanently Disconnect More Than One Premises At This Street Address?
Yes

Details of Premises being disconnected	NMI	Meter Number
Usage: Residential Type: Unit Unit/Shop: 9	4102000000	
Usage: Residential Type: Unit Unit/Shop: 10	4102000001	

Number Of Premises
2

[Edit] 2

Back Save & Share Download PDF Submit 3

Thank you!

Your Reference Code is:
0013004

This application has been successfully completed.

If you need help or more information, please refer to our [Frequently Asked Questions](#) or email us on datanorth@ausgrid.com.au

If you wish to download a PDF copy of the application, please download below.

Download PDF