

WELCOME TO THE CONNECTION PROCESS AT WEL NETWORKS

We'd like to give you a few pointers on how this process works, so you know what to expect.

Your key contacts throughout this process will be

- your **Account Manager** (through Quote and Design phases)
- your **Project Manager** (through Construction phase).

When you submit your application an Account Manager will contact you. They'll ask for background information about the work to be done.

Questions they're likely to ask are:

- Do you have any site plans?
- Are there any contractors involved in doing the work?
- Which electrician will be doing the work?
- What's your estimated connection date?
- Who's the bill payer – the contractor or the end customer?
- Would you like to attend the site visit with WEL?

When WEL has engaged a contractor to do the work, a Project Manager who will oversee construction will make contact with you.

HOW LONG DOES IT TAKE?

It depends on the complexity – all jobs are different and some take a few weeks while others require months of planning. Talk to your account manager about the specifics for your job. But in general:

Quote and Design – allow six to eight weeks

Construction – allow eight to twelve weeks



IMPORTANT INFORMATION

Providing as much relevant information at the start of the process, or replying promptly during the process as information is requested, will help ensure timeframes are minimised. Also, paying promptly will ensure we proceed instantly to the next step of the process.

Find out more about this process on our website www.wel.co.nz/get-connected

HOW MUCH DOES IT COST?

Your job will either be standard or non-standard, which affects the fees for the work.

STANDARD JOBS have a fixed fee, and meet the criteria of: the connection is residential, our electricity network exists outside the property, and the connection point is in the road reserve.



NON-STANDARD JOBS are all of those that don't meet these criteria. The fee is determined by the work and materials needed, and the electricity load requirement to connect you.



For more information on the difference between standard and non-standard work, refer to our [Capital Contribution Policy](#)