

## CUSTOMER / ELECTRICIAN

## ENERGY RETAILER

## MAINPOWER NEW ZEALAND

**Customer / Electrician** notifies MainPower New Zealand for power connection form or accesses an application form via [www.mainpower.co.nz](http://www.mainpower.co.nz)

Notification can be provided at any time during building process.  
MainPower New Zealand Ph: 03 311 8300  
Fax: 03 313 4300

**Customer** confirms connection details (verbally)

**Retailer** contacts customer directly to verify details (by phone)

**Retailer** issues service request to MainPower

**Electrician** provides Certificate of Compliance to MainPower Inspectors

**MainPower** processes application form (requires 5 working days)

**MainPower** issues Installation Control Point (ICP number specific to this connection)

**MainPower** informs Retailer of power connection

**MainPower** inspectors obtain both the service request and MainPower approval form

**MainPower** inspectors live and meter supply (requires 2-3 working days)

**Retailers**

Contact Energy	Ph: 0800 80 9000
Meridian Energy	Ph: 0800 496 496
Genesis Energy	Ph: 0800 155 010
TrustPower	Ph: 0800 87 87 87
Mercury Energy	Ph 0800 101 810

**PLEASE NOTE: COMPLETE PROCESS TAKES A MINIMUM OF 15 WORKING DAYS**