



Get Connected Steps & FAQs

1. Send in a connection application to NISL

When consent is approved...

2. Contact the retailer to raise the metering job.
3. Booking the job using our online booking system <https://nisl.co.nz/book-your-job/>

FAQs

Why are customer's details required?

- The customer's details are sent to the retailer by Aurora when the consent is approved. These are then matched up with the account holder's details. The consent cannot be submitted without name, email, address, and phone.

Will Aurora tell me where to connect to?

- No. Part of processing the consent is ensuring there is a suitable point of supply. If there is more than one option, you will be asked to indicate which one you intend to use. A plan will be drafted to accompany applications for new connections – this is available on request if needed.

What is the difference between "Temporary" and "Temporary on Permanent Mains"?

- Temporary BTS's are on a temporary mains cable that will be replaced with the permanent connection. Temp on perm is when the mains cable will be used for the permanent connection. (either by join, or coiled out of the way etc)

Why is it important?

- Aurora will contribute to the cost of ONE connection to the supply point. With Temp on Perm there is only one service connection which will be covered by Aurora. If a temporary mains is used or the perm mains cannot not be used for the perm connection, there will be an addition service connection fee

Why is the address so important?

- The exact location is important, to ensure there is a point of supply and to show Aurora where you intend to connect on the plan that accompanies the consent application.
- The most accurate is the Legal Description. This is most commonly the Lot and DP number *e.g., lot 5 DP 401000*. For older bits of land this could be section, block, and survey *district e.g., Sec 2 Block XI Cardrona Valley SD*
- I have access to authoritative land information if there are any questions or problems, especially for places where an address has not been assigned yet.

What is a metering job?

- That is the authorisation from the retailer to connect a meter on an ICP and contains info such as meter type, tariffs etc

Why do I (or the customer) have to ring the retailer?

- Retailers are all different, but most do not act on the consent notification for various reasons. By contacting the retailer directly, it lessens the chance of hold ups or metering jobs being cancelled. This can happen if the retailer cannot contact the account holder, if the customer has not set up an account or if the retailer rejects the request to connect (bad credit or wrong retailer etc). Some will not release a metering job until they are notified the job is ready to connect.
- Some retailers will only deal with the account holder, (usually the smaller ones) some are happy to talk to the electrician and some will talk to the electrician with permission of the account holder.
- Some retailers do not do new connections. At the moment, that includes:
 - Flick
 - Switch (Slingshot, Orcon)
 - Electric Kiwi
 - Energy Club

How do I book an inspector for my job?

- Our online booking system is the most efficient way to book your job. <https://nisl.co.nz/book-your-job/> this ensures that all the information required to book the job is received. This may seem a repeat of the information asked for on the consent application but there is also a lot more detail asked for most important – the date the job will be ready for the inspector.
- You are also welcome to call into the office directly
- Alison is the only one who books jobs in to avoid double ups or lost bookings etc (and she knows what she's doing more than me)
- Please plan ahead – we are very busy and are usually booked up 3-4 weeks in advance.

I have a pole top supply point - what do I do?

- If the point of supply is a pole top, this will need to involve a lines company – please indicate if you wish this to be quoted first or if you have a preferred company.