

Electricity – commercial, industrial & rural connections



A commercial or industrial connection is defined as a three phase connection fused over 100A (69kVA) or a connection with a dedicated transformer. We will work with you to provide a solution to your electricity requirements and you will be assigned a project manager who will be your point of contact throughout the project.

Residential connections in rural areas, although often smaller than 100amps, are usually more complex and therefore do not fit the standard residential connection process. A dedicated project manager will not be assigned to a rural connection but the timelines and process outlined below are applicable.

If you already have an electricity connection to your property boundary but need to change the level of supply, then your request will be classified as an upgrade or downgrade - in the Auckland, Manukau and Papakura council areas call 09 529 8444. In the Waitakere, North Shore and Rodney council areas please contact your electricity retailer.

How do I apply?

To get a commercial or industrial connection you need to do the following:

- Talk to an electrical consultant to determine your accurate requirements which will help us understand and develop your network connection requirements.
- Then call 09 529 8444 or apply online.

For a rural residential connection call 09 529 8444 or [apply online](#).

How much will it cost?

To connect between your property boundary and Vector's network

We are responsible for connecting its electricity network to the *boundary* of your property. We will quote on all electricity connections on a Price On Application (POA) approach. Costs will vary widely depending on the work required, the equipment and labour used and the testing of the supply to make sure it is safe.

Factors that will contribute to the cost of your connections are:

- The distance between your property boundary and our existing network (i.e. how far you are from the nearest power pole and transformer).
- What connection capacity you require to meet your energy needs.
- The type of soil the connection needs to be laid in – specifically whether or not rock is present which is harder to dig through.
- Whether our existing network needs to be reinforced to provide electricity to you.
- Additional costs imposed by councils or for legal property reasons such as traffic management, road opening charges and easements and consents.

To connect between your property boundary and your meter

You will need to talk to your electrician or builder about the cost of connecting between your property boundary and your electricity meter.

To liven your connection

You will need to talk to your electricity retailer about any costs associated with livening your connection.

Ongoing line charges

Ongoing line charges are a separate cost from the upfront cost to connect to our network. You may be assessed for non-standard ongoing line charges to cover the cost of your new connection over time if you fit any of the following criteria:

- You require $\geq 1\text{MVA}$ supply
- You have a connection with an irregular consumption profile (i.e. sports ground flood lighting)

How long will it take?

How long does it take to get a quote?

The length of time varies depending on the job's complexity. Generally, you can expect a quote to take 4-6 weeks

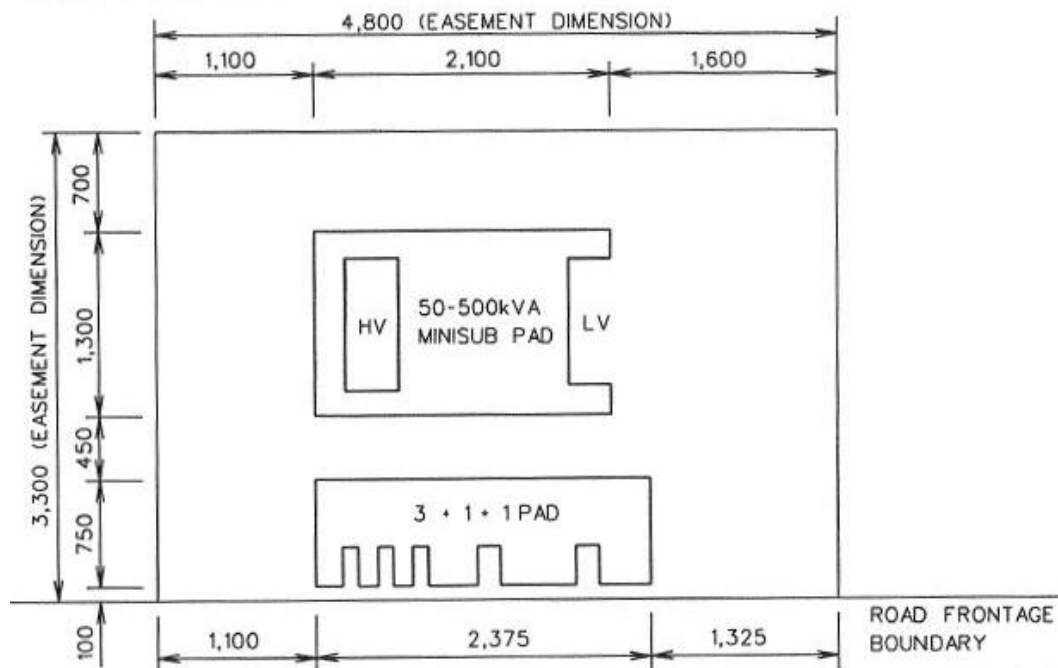
How long does it take to get connected?

Once you have accepted the terms of our quote and made payment it will generally take 4 -6 weeks for the work to be scheduled and completed. Some factors that can affect the length of time it takes to complete your connection are the availability of equipment and work crews, as well as the time it takes to obtain council permits and finalising easements. If it is going to take longer than 4-6 weeks we will let you know.

Electricity connection process

Step	Process
1. Once your electrician has determined your requirements, either they or you need to submit a request for supply to Vector	You can apply online or phone 09 529 8444. Our call centre staff will log a job and provide you with a reference number.
2. Vector will provide a quotation	We will use the information you provide to check whether your capacity requirements can be met by a standard connection to our network. If a non-standard connection is required you will be advised and may need to provide additional information.
3. Sign quotation and provide payment	Payment is required before any work can commence. For standard connections the quotation will be valid for 90 days. For non-standard connections the quotation will be valid for 30 days.
4. Arrange the easements and consents you are responsible for	If you are legally required to obtain any easements or consents for the works, you will need to provide us with copies before network construction can begin. We will advise on the quote if this is required.
5. Vector will obtain equipment, maps and plans required	We will obtain any maps, plans, permits and consents that are required, except those easements and consents indicated in your quote which you are responsible for. We are reliant on council processing times, and these can take up to 4 weeks and push out the construction start date. If a Transit Service Agreement is required by the council, the delay may take longer than 4 weeks.
6. Vector will schedule a start date for construction with you	We will contact you to arrange a date for construction of the electricity network connection.
7. Vector will connect your property boundary to our electricity network	We will build the connection between your property boundary and our existing network. For standard connections, construction will take less than 2 weeks from scheduling. For non-standard connections, we will be able to advise you of expected timeframes once the job is approved.
8. Arrange for your electrician to connect your supply to the pillar or pit at your boundary	You will need to arrange with your electrician the installation of the service cable/line from your house to our connection at your boundary. This is known as a service line and as the property owner you own and are responsible for this line . The cost for this work will be separate from our quotation.
9. Arrange livening of your supply with an electricity retailer	Livening can occur once your electrician has finished the wiring on your property. You should allow a minimum of 2 working days for livening to be completed. Your electricity retailer will advise if there are any costs involved.

Please note - if you want a dedicated transformer, you will need to reserve a suitable area on your property, as detailed below:



Standard Policies for Low Voltage Connections

Vector's Northern Network (North Shore City Council, Waitakere City Council, Rodney District Council)

All new low voltage connections to Vector's Northern network are underground connections and the cost of the connection is covered by the person making the request.

- Ideally, each new connection will be by way of an underground pit installed on the boundary. However, a pillar may be used when there is no kerb or channelling (normally in rural areas).
- There are no overhead low voltage pole top connections permitted.
- Underground to overhead pole top connections (without the installation of a pit or pillar on the boundary) can only be used where the pole is 1 meter or less from the boundary with the service cable installed directly across at 90 degrees to the boundary line. All cables in the berm shall be installed by Vector and recorded on GIS (Vector's mapping system). The cable in the berm will be owned by Vector, within the private property the cable shall be owned by customer.
- The above rules apply irrespective if the installation is in a rural or urban area.

Please note that to connect a service cable to pits the cable needs to be double-insulated, non-

Vector's Auckland Network (Auckland City Council, Manukau City Council and parts of Papakura District Council)

All new low voltage connections to Vector's Northern network are underground connections and the cost of the connection is covered by the person making the request.

- Ideally, each new connection will be by way of an underground pit installed on the boundary. However, a pillar may be used when there is no kerb or channelling (normally in rural areas).
- There are no underground to overhead pole top connections without the installation of a pit or pillar on the property boundary or direct overhead pole top connections anywhere on the Auckland network with the exception of Waiheke Island. On Waiheke a pole top connection can be performed where there is a current pole installed (in fit condition) and where there is no kerb or channelling as long as no aerial trespass is caused. New poles can not be installed to support new connections, nor will we upgrade a pole to take a new connection.
- All cables in the berm shall be installed by Vector and recorded on GIS. The cable in the berm will be owned by Vector, within the private property the cable shall be owned by customer.

Please note that to connect a service cable to pits the cable needs to be Double-insulated, non-screen cable manufactured in accordance with AS4026 - 1992.