

Origin Connect – Raise a new request and change it



Raise a new request

1. Log in at originenergy.com.au/connect to display Origin Connect home. If you have any in-progress and historical requests, you'll see them here in order of most to least recent.
2. Click **+ New request** to display the New connection request screen.

New connection request

Use this form to request an electricity or natural gas connection in ACT, NSW, QLD, SA or VIC.

To complete this form you will need:
- contact and license details of key contractors
- government work certifications
- signed account creation form for the end customer

Request details

Requesting company

Property location

Australian Capital Territory

South Wales

Queensland

Victoria

Western Australia

Energy type

Click these headings to navigate quickly to sections in the online form. Headings turn red when you click **Submit** if there are errors.

3. Follow the prompts to complete the form. The fields that display depend on the state and type of energy you choose.
4. Click **Submit**. The Origin Connect home page displays your new request at the top of the list with a status of **In Progress**. You'll get status alerts when the job changes.

ID OC100512

Unit 4

43 Sample Boulevard

Sample VIC 3191

Electricity

Permanent

Created 11/04/2019

Updated 11/04/2019

IN PROGRESS

Hints and tips

Raise a new request

- If you need electricity and natural gas for a **single property**, you'll raise a request for each fuel type.
- If your customer is going to be the energy account holder, download the **Request for a new energy account** form from Origin Connect and ask them to complete and sign it. Next, upload it into your new connections request. Or you can be the energy account holder until you close your account, or close and transfer the site to your customer.

Add an electrician or plumber

- Adding electricians, plumbers and site supervisors automatically saves them for you to select for future requests.

Quick links

Log in: originenergy.com.au/connect
Info: originenergy.com.au/buildingindustry
Help & support by email:
OriginConnectHelp@originenergy.com.au

Origin Connect – Raise a new request and change it



Change a request – add an attachment or send a message

1. Log in at originenergy.com.au/connect to display a list of your in-progress and historical requests.

The screenshot shows the Origin Connect web interface. On the left, there is a 'Requests' list with four items. The first item, 'Unit 4 43 Sample Boulevard Sample VIC 3191', is highlighted with a yellow box and has a red box around the 'Close or transfer' button. A callout box points to the search and filter icons at the top of the list, stating: 'You can search for or filter the requests list too. Click these buttons to explore, or read the Origin Connect – Search and filter requests quick reference guide for more info.' The 'Details' view for the selected request shows fields for Request ID, Energy type, Connection type, Status, Requesting company, Origin Account Number, National Metering Identifier, Meter Service Order Number, and Supply Service Order Number. On the right, the 'Messages' section shows a thread with a 'Thank you.' message and a message from Kevin T, Origin, dated 29 Nov 11:38 am, which says: 'Thank you for uploading the Customer Consent Form. However, it needs to be resubmitted as it's incomplete and requires amendment. Please make sure that the postal details is also filled.' At the bottom of the messages section, there is an 'Enter message' field, a 'Send' button, and a '+ Upload file' button.

2. Click the request you want to alter or add more information to.

3. Make any of the following changes or send a message:

- To upload an item like a form or site plan, click **+ Upload file**, browse for and choose your file, then click **Upload**. You'll see the uploaded item noted in your Messages list.
- To send a message, type your comment or question in the **Enter message** field and click **Send**. You'll see your message in the Messages thread.
- To close and transfer your account, click **Close and transfer**. Read the **Origin Connect – Close your energy account, or close & transfer it** quick reference guide for details.

Hints and tips

Things you can do in this screen

- **Upload items to a request**, like electrical paperwork and certificates, Request for a new energy account forms, site plans, gas quotes and more.
- **Send messages**. Click the request you want to ask about, enter a message and click **Send**. You'll see all messages for a request in the same place, in the same order you've sent and received them. Read the **Origin Connect – Check request & message status, and send messages** quick reference guide for more details.
- **Close your energy account** and arrange a final read and disconnection, or **close and transfer the energy account** for the site to your customer.

What we can do for you

Send us a message via Origin Connect or give us a call if you want to:

- cancel a request
- fix a data entry error or delete a duplicate request
- change your company or contact details
- add staff and other parties like extra electricians and plumbers to your account, or remove people from your account.