

Energisation and Re-energisation Timeframes

When can we disconnect?

Subject to APA satisfying the requirements in the relevant energy laws, APA may disconnect a customer's premises in various circumstances.

Where we must reconnect

In the case of a small customer, APA must arrange for reconnection of the premises, if within 10 business days of the premises being disconnected:

- a. the customer's retailer has asked for the disconnection and APA is asked by the customer's retailer to reconnect the premises; or
- b. in other circumstances – if:
 - i. the customer ask APA to arrange for reconnection of the premises; and
 - ii. the customer rectifies the matter that led to the disconnection; and
 - iii. the customer pays any reconnection charge.

Timeframe for reconnection

In the case of a small customer, and at the time of the request for reconnection:

- a. the customer or the customer's retailer has made arrangements for payment of the relevant reconnection charge and;
- b. the customer has complied with APA's' requirements under the relevant energy laws; and
- c. the necessary infrastructure to reconnect the premises remains in place; and
- d. the customer has provided safe and unhindered access to the premise,

APA must reconnect the premises within two business days unless the customer requests a later time.