

Connection and Reconnection Timeframes

Reconnection timeframes may vary depending on the location, time the request is received, availability of remote reconnection facilities, and the requirements of the relevant electricity distributor. Remote connections may take up to 48 hours to complete. HighFlow Energy will use best endeavours to have electricity supply restored as soon as reasonably practicable.

The following indicative reconnection timeframes apply, subject to distributor requirements and operational circumstances:

- Victoria: Same-day reconnection for requests received before 3:00 pm. Requests received after 3:00 pm will generally be completed by the next business day. Additional arrangements may apply for after-hours and remote reconnections.
- South Australia: Same-day reconnection may be available for requests received before 4:00 pm in metropolitan Adelaide. Different timeframes may apply to regional and remote areas.
- Queensland: Same-day reconnection may be available for requests received before 1:00 pm in metropolitan areas. Different timeframes may apply to regional, rural and remote areas.
- New South Wales: Same-day reconnection may be available for requests received before 3:00 pm. Requests received after this time may be completed on the next business day, subject to distributor arrangements.
- Australian Capital Territory : Reconnection requests received before 2:00 pm on a business day will generally be completed on the same business day. Requests received after 2:00 pm will generally be completed by the next business day, subject to distributor arrangements and operational requirements.

Business-day conditions: The above timeframes exclude weekends and public holidays unless an applicable after-hours or special reconnection service is available. Requests received outside applicable business hours, on weekends or on public holidays will generally be processed on the next business day, subject to the relevant distributor's operating arrangements.

These timeframes are indicative only and are not guaranteed. Actual reconnection may be affected by distributor operating hours, site accessibility, metering arrangements, safety requirements, and other circumstances beyond [Retailer Name]'s reasonable control. Where reconnection is dependent on the distributor or another service provider, HighFlow Energy will submit or coordinate the request as promptly as practicable and communicate any material delays to the customer.

For a customer whose electricity has been disconnected by HighFlow Energy, we will arrange reconnection if, within 10 business days of disconnection, the customer:

- Requests reconnection
- Rectifies the reason for the disconnection or makes an arrangement acceptable to HighFlow Energy
- Pays any applicable reconnection charge.

Once these requirements are met, we will initiate the request to the distributor for reconnection, or remotely reconnect the premises where permitted. The distributor then re-energises the premises in accordance with the applicable distributor service standards.

If you have further questions regarding your connection, please give us a call at 1300 650 849 and we will let you know how long until you can expect your power to be turned on.