

# FAQ's

## MyConnect's Frequently Asked Questions



### 1 Who does MyConnect work with?

AGL, ActewAGL, Origin, EnergyAustralia, Nectr, Momentum Energy, Synergy, Telstra, Optus, Dodo, TPG, iPrimus, Foxtel, CHU, MyMoovers.

### 2 What's the latest time I can organise my electricity and/or gas?

The latest time an electricity or gas company can receive a request to connect power is midday for a next day connection. In certain areas we can arrange same day connections.

### 3 When can I expect to be contacted?

We guarantee we can contact you by the end of the next business day.

### 4 What happens after I submit an online request for connection?

Once we receive your submission, we will give you a call to confirm your details and the utilities that you wish to connect. We will then contact our partners to process your requests.

### 5 Why do I need to provide my personal information?

MyConnect will ask for your ID number, date of birth etc. We do not disclose any personal information about our customers for purposes other than arranging their connection, and we need to obtain your consent to do so. This information is required to fulfill the service request. All personal information disclosure complies with the Australian Privacy Principles under the Privacy Act 1988.

### 6 How do I find my electricity and/or gas meter?

There needs to be clear access to your meters on the day of your connection. Your meter will differ depending on the style of your property. If you live in an apartment, unit or townhouse, it is likely that all of the meters are located in one central area. In older unit blocks there may just be one meter for all the properties. In a house, the electricity and gas meter is usually near the front door or round the side of the house.

### 7 What if I need to change my connection details?

This is easily done. Please call us on 1300 854 478.

### 8 What if I have a billing enquiry?

If you have a billing enquiry, please contact us direct on 1300 854 478.

### 9 How is this service free?

We receive a fee for every connection we make with one of our partners. This does not affect the price you pay to them.

### 10 How do I get connected?

To begin the process, you can either fill out an online connection form and let us call you, or you can call us on 1300 854 478 between 9am—6pm weekdays and 10am—3pm on Saturdays.