



Connecting in Queensland

Who is the distributor?

Energex - they run the power to the properties in South East Queensland. Agents/movers can't choose this, as it's set by geographical region.

Who are the retailers?

We work with AGL, Origin and Red Energy for electricity & gas. They are all market-leading retailers who can take care of billing for the properties in South East Queensland.

Ergon Area

Unfortunately we do not service this area.

Power not on at all?

A visual inspection is required. This means a technician will need access to the whole property. Someone will need to be on site for this. A key can be left, preferably in the meter box however the property must be completely empty of all belongings and loose items, or the technician will not enter at all. There are two appointment time frames:
Morning 8am - 12pm
Afternoon 1pm to 6pm.

Same Day Connections

We need to speak with the customer prior to 11am AEST/AEDT on the day the connection is required and the only option would be 1pm- 6pm appointment.

Need more help?

Email info@directconnect.com.au or call us on 1300 558 169

Monday to Friday 8am to 8pm Saturday 9am to 5pm (AEST/AEDT)