



# Connecting in South Australia

## Who is the distributor?

SA Power Networks - they run the power to the properties in South Australia. Agents/movers can't choose this, as it's set by geographical region.

## Same Day Connections

We need to speak with the customer prior to 11am AEST/AEDT on the day the connection is required.

## Who are the retailers?

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

## Remote Connections

Depending on the type of meter, and how it was previously disconnected, we may be able to arrange a remote connection. Our representatives will check this when processing everything.

## Gas Meter Installs

When a house is being built, one of the final steps is installing a gas meter. This is usually left until someone is about to move into the home. In SA, gas meter installs are the responsibility of the person moving into the property to arrange. We can assist your movers with arranging a gas meter installation.

## Access Requirements

Regardless whether power is currently on or off, SA Power Networks may need to view the main switch at the property at their discretion. If the mains switch is inside, access to the property will need to be provided and our representative will confirm if this is required. The customer can ask for a courtesy call 30 minutes prior to technician arrival.

## Need more help?

Email [info@directconnect.com.au](mailto:info@directconnect.com.au) or call us on 1300 558 169  
Monday to Friday 8am to 8pm Saturday 9am to 5pm (AEST/AEDT)