OCEAN REEF
RENEWABLE ENERGY
A ZENITH ENERGY COMPANY

Ocean Reef Renewable Energy (also known as Orre) is both the **Distributor and Retailer** of **electricity** for **Ocean Reef Marina.**

The way you **connect to power** in Ocean Reef Marina is slightly different. You **don't** go through Synergy and Western Power; you **go directly to Orre**.

And because Orre does everything from your connection to opening your account and providing you with all your support requirements, the process is actually **a lot easier**!

1

"I am about to build"

You need **Temporary Power Supply**

In order to build your new Premise, your Builder and Electrical Contractor will require Temporary Power Supply.

You will need to complete a **Temporary Power Supply Application** through our **website** under the main menu.

By completing this Application, you are requesting to have temporary power installed.

2

"I have finished building"

You need **Permanent Power Supply**

When your Premise has been built, you will need to establish your Permanent Power Supply.

You will need to complete a **Permanent Power Supply Application** through our **website** under the main menu.

By completing this Application, you are requesting to have permanent power installed.

“WHAT HAPPENS AFTER I SUBMIT MY POWER SUPPLY APPLICATION?”

1. **CONFIRMATION**: You will receive an Application Received confirmation email within 3 business days of submitting your Application.
2. **CONNECTION OFFER, INVOICE & ELECTRICITY SUPPLY AGREEMENT (ESA)**: For standard connections a Connection Offer (connection agreement), Invoice (connection cost) and ESA (agreement to open an electricity account) will be issued to you for review and signing. If you have a Non-Standard connection, the process may require a Design Invoice. *Note: In order to progress with your Application, full payment of the invoice(s) is required.*
3. **NOTICE OF COMPLETION**: Once invoice payment has been received, we check that your Electrical Contractor has submitted their Notice of Completion to us. Note: In order to progress with your Application, the Notice of Completion is required.
4. **APPLICATION APPROVED**: You will then receive an Application Approved confirmation email advising that we are commencing connection activities.
5. **CONNECTION ACTIVITIES**: Your Power Supply connection is now being actioned. This process can take up to 4 weeks to complete.
6. **APPLICATION COMPLETED**: You will receive an Application Completed confirmation email advising that your property is now connected.
7. **ORRE ELECTRICITY ACCOUNT ACTIVATED**: Your Orre electricity account will now be opened and activated. You will receive your Account Confirmation email and Introduction Pack within 1-2 months of your connection being completed.

NEED SUPPORT WITH YOUR APPLICATION?

Speak with the ORRE team if you have any questions about our application process. We are here to help!

Phone: 08 6186 9031
Email: CustomerService@OceanReefRenewableEnergy.com.au
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