



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.

**Check with your Builder.*

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 INVOICE:** For standard Residential connections a Connection Invoice will be issued. This is the cost of your Power Supply connection. 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 (contracted by your Builder) 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

Website: oceanreefrenewableenergy.com.au

CONNECTION COSTS

When you are building a new home and require connection to electricity, there are **standard setup costs** that apply, regardless of the electricity distributor. These costs apply to all connection types and augmentations.

Connection costs encompass the physical **connection** to the electrical infrastructure, the **installation** of a meter to monitor electricity usage, and **inspection** processes to ensure the connection is safe and complies with regulatory standards.

Orre issues a **Connection Invoice** to the Applicant who has submitted the Power Supply Application. For transparency, our **Fees and Charges** can be viewed on our website anytime.

Costs are required upfront in order to pass the payment onto the contractors, to complete the work you've requested. The entirety of our connection costs are directly allocated to the contractors and activities required to complete the connection. We do not generate any profit from the connection process.

We understand that building a home comes with many costs, and this is why it is important to **plan ahead** so there is nothing unexpected. If you have any further questions, please call our friendly Customer Service Team.

Please Note:

- Connection costs cannot be negotiated as they cover the costs associated with the connection activities. We do not make any profit from the connection process.
- We regularly review fees and charges for improvement opportunities.
- At current, all connection invoices are required to be paid by bank transfer. We are reviewing the possibility of additional payment methods for the future.
- Orre's connection costs may vary from other distributors as the requirements, and contractor arrangements do differ.