

Vector Connections Journey Guide

August 2026



Is my connection simple or complex?

The type of connection you're applying for will determine how much work is involved. While every application follows the same five steps, the timeframe, cost and design requirements can vary. These are examples only. We'll confirm whether your application is a simple or a complex connection once we've reviewed your application.

Simple

A simple connection generally requires minimal design work and limited assessment of the existing network.

Examples typically include:

- A single new connection or a capacity increase of less than 100A.
- Up to and including 10 residential connections within a single development.
- Projects requiring only low-voltage work and where Vector equipment is not installed on private property.

Complex

A complex application requires additional technical assessment to determine the most appropriate network solution.

This may include engineering design, network studies, site-specific assessments or additional approvals, which can increase the overall delivery timeframe.

Examples typically include:

- A single connection or a capacity increase of more than 100A.
- More than 10 residential connections within a single development.
- Projects requiring a new or upgraded transformer.
- Projects requiring an easement or other property-related.

Connection steps



Connection steps for Simple connections



Enquire & Discuss

1

Understand your connection options, timeframes and costs with our online information or call 0508 832 867. We recommend talking to your electrician or contractor first so you can choose the right connection for your project.

Start with our **Simple Connection Supply Point** page and **Electricity FAQs**, to help plan your connection. If your development is near existing electricity lines or equipment, check the required safe distances under **NZEC P34** before progressing your plans.

Apply & Explore

2

Complete your application **online**, or ask your contractor to apply on your behalf. We complete a review of your application within three days, and may request more information.

Pay the assessment fee within 20 working days so we can continue processing your service request.

Design & Approve

3

If required, our service providers will prepare a site-specific design and provide you with a quote.

Review and approve the proposed plan, costs and quote letter, then pay your quote so we can schedule the work.

You will usually receive a quote within 10 working days for a simple connection. Please pay within 35 working days before the quote expires.

Deliver & Build

4

Once you've accepted the quote and payment has been received, our service provider will deliver the agreed solution.

Your electrician will complete the service cable installation work required for your connection.

For subdivisions, we'll issue a Completion Certificate once our work has been completed and tested.

Work begins after you accept and pay the quote with connection generally completed within 40 working days.

Connect & Complete

5

When you are ready, apply **here** to connect your new supply.

We'll provide your ICP number and notify your preferred retailer within 3 working days.

You or your electrician can contact your retailer for metering to be installed (by their contractors) and livening by an **authorised inspector**.

Connection steps for Complex connections



Enquire & Discuss

1

Understand your options, the process, timelines and application costs with our online information (e.g., website FAQs and resources) and/or your contractor (e.g., builder, electrician or approved contractor whose costs you will pay).

Start with our **Complex Connection Supply Point** page and our **Electricity FAQs**.



Apply & Explore

2

Complete your application **online** or ask your contractor to apply on your behalf.

Then we'll

1. review your application within 5 working days and let you know if we need any more information
2. provide an indicative cost within 15 working days. If you'd prefer to speed up the process, you can choose to skip the indicative cost and proceed directly to detailed design
3. if you proceed to detailed design, we'll send you a design fee invoice. Once the fee is paid, we'll engage our service provider's design team to begin the detailed design for your project



Design & Approve

3

We'll work with you and our service provider to design the best solution for your connection. Depending on your project this may include:

1. site meetings
2. network approval
3. detailed engineering studies if applicable
4. detailed design
5. works agreement and customer terms acceptance
6. invoicing and payment

Complex projects may take longer because they often require additional design, approvals or engineering work. We'll keep you updated throughout the process.



Deliver & Build

4

Once you've accepted the agreement and made payment, we'll schedule construction to begin within 40 working days. Our approved service provider will build, test and connect the agreed network assets.

If you're completing a subdivision, we'll email you a Certificate of Completion, which you can forward to Auckland Council for your 224C subdivision certificate.

Your electrician will also complete work required past the Vector point of supply.



Connect & Complete

5

When you are ready to connect, apply **here**. We will provide your ICP number/s and notify your preferred retailer within 3 working days.

You or your electrician can contact your retailer for metering to be installed (by their contractors) and livening by an **authorised inspector**.

Before your connection is complete, we may need some final testing or documentation. If this applies to your project, we'll let you know what is required.