

RELAY

News for Electrical Contractors

Issue 27 · June 2016



NETWORK

Redundant meters

If you conduct work at a customer's property which results in an electricity meter no longer being required e.g. you may remove an appliance from an economy tariff meter, please make sure you disconnect the meter, terminate the wiring and leave the meter fixed to the metering panel. Then submit a Form A so we can inspect the work and recover the meter.

And remember, all tariffs still required at the property should be listed on the Form A and a note made in the comments section about any tariffs to be removed. Please note it's important to advise us about any tariffs no longer required so customers won't continue to be charged service/supply charges for these tariffs.

Metering work and inspections

If you're working on a customer's meter board and you need a meter to be moved, removed, changed over or a new one installed, please remember that this work can only be done by the Approved Metering Provider of the customer's Retailer. For the majority of customers in regional Queensland that's us.

Also, any customer-initiated work that involves metering changes may attract a fee. If you nominate this fee to be charged to the customer, please make sure they are aware prior to commencing any work and submitting a Form A.

More information on prices and product codes in our supply area for Alternative Control Services (ACS), including customer-initiated metering work, is available on our website in the Contractors & industry section under Electrical contractors and Price List for Alternative Control Services. Please note the fees we charge are approved by the Australian Energy Regulator (AER).

EV charging points

Electric Vehicles (EVs) are growing in popularity so you may start to receive requests to set up EV charging points for customers at their homes and businesses. Connecting a charging point to a volume control load (economy tariff) is a great idea but remember if you do this it must be hardwired. A charging point must also comply with the relevant Australian Standards and the Queensland Electricity Connection and Metering Manual (QECMM) sections 4.2.5, 6.3 and 6.5. The QECMM is available on our website in the Contractors & industry section under Electrical contractors and Forms, manuals & standards.

Required spacing for meters

If you're doing work on a customer's meter box that requires us to install a new meter, please make sure you allow sufficient space in the meter box for the meter.

For a complete list of spacing requirements for our meters have a look at Table 7.1 in the Queensland Electricity Connection and Metering Manual. You'll find it at ergon.com.au under Contractors & industry, Electrical contractors and Forms, manuals & standards.

Meter and Distribution Load Control Device Details	Height (mm)	Width (mm)	Depth (mm)	Approx. Weight (kg)
Single Phase Meter	255	150	130	1.5
Polyphase Meter	285	180	135	2.1
Distribution load control device	190	110	110	0.5
Metering Isolation Link	90	45		

Temporary Builder's Supply in remote communities

If you're installing a Temporary Builder's Supply for a customer in a remote community where a card operated meter will be installed, please make sure you install a plug-in meter base. We also require the installation of an isolation link on the network side of the card operated meter.

Card operated meters are used in remote communities in Far North Queensland and the majority of isolated generation sites in the Torres Strait Islands.

For more information please refer to clause 6.3.1 of the QLD Electricity Connection and Metering Manual (QECMM) at ergon.com.au under Contractors & industry, Electrical contractors and Forms, manuals & standards.

Electrical Contractors Hotline

Remember the best way to communicate with us is via the Electrical Contractors Hotline. It's for your exclusive use!

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

1800 237 466

Network
general enquiries
13 74 66
7.00am - 6.30pm Monday to Friday

ergon.com.au

Faults only
13 22 96
24 hours a day,
7 days a week

Life-Threatening
Emergencies
000 (Triple zero)
or **13 16 70**
24 hours a day, 7 days a week

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