New SMS Notification Coming Soon

We understand it's not always possible to stop work and take our calls when we ring to schedule appointments. We've listened to your feedback and will soon be sending you SMS notifications letting you know we're ready to book in a time. You can then call us when it suits you, and make appointments for one or multiple jobs in the same phone call, and minimise your work day interruptions.

Where you have requested an appointment, the SMS notification will be automatically sent to you as soon as we receive the work request from the Retailer, so you'll know as soon as it's possible to make an appointment, speeding up the process and reducing any potential delays.

In instances where you don't need to attend but we require an appointment with the customer, we will send the SMS notification directly to them. If you don't have your customer’s mobile number don't worry, we will call them on the phone number you've provided.

For quick access to appointment schedulers, call our Electrical Contractors Hotline on 1800 237 466 (Monday–Friday, 7.30am-5.30pm) and select Option 2, then Option 1.

Power Quality Testing for LV Connections

Based on feedback from industry we have reviewed our power quality testing requirements for the Standard for Connection of Embedded Generating Systems (>30 kW to 1,500 kW) to a Distributor’s LV Network (STNW1174).
Feedback indicated that the 7 day monitoring window required under SA/SNZ TR IEC 61000.3.14 was challenging and costly. Therefore, when you are required to undertake power quality compliance testing for EG systems connecting under STNW1174, the new requirements are as follows:

The period of observation should be 3 days (and shall be minimum 48 hours) for power quality data under normal operating conditions.

- One day of this period shall be without the Embedded Generating (EG) unit operating. Alternatively, two instances when the EG unit is not operating, totalling 24 hours.
- The data shall capture two repeated cycles from a lowest output to a maximum output and back to the lowest. The two operating cycles shall total a minimum of 24 hours. The operating range expected would typically be 10-90% of the approved maximum output of the EG unit.

For connections with an aggregate capacity greater than 200kW, where the above conditions could not be captured, the observation period shall be extended up to 7 days.

All parameters shall be observed in 10 minute intervals for the entire observation period. If requested, logged data shall be forwarded to the Distributor in a timely manner, preferably in a Microsoft Excel file (CSV file format).

The equipment used for data measurement purposes shall comply with the relevant standards listed below.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Relevant Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Methods for measurement and interpretation of results</td>
<td>AS/NZS 61000.3.30</td>
</tr>
<tr>
<td>Class of measurement</td>
<td>Class A of AS/NZS 61000.3.30</td>
</tr>
<tr>
<td>Voltage, Amps, Freq, Power Factor, kV, kVA, kVAR</td>
<td>AS/NZS 61000.3.30</td>
</tr>
<tr>
<td>Sample rate</td>
<td>AS/NZS 61000.4.7</td>
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<tr>
<td>Total harmonic distortion &amp; harmonics</td>
<td>AS/NZS 61000.4.7</td>
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<td>Flicker</td>
<td>AS/NZS 61000.4.15</td>
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<tr>
<td>Voltage and current unbalance</td>
<td>AS/NZS 61000.3.30</td>
</tr>
</tbody>
</table>

For technical enquiries please email tech.enquiries@ergon.com.au.

**Protection Device Compliance**

As per Section 7.1.1 of the Ergon Energy and Energex Joint Standard for Connection of Embedded Generating Systems (>30 kW to 1,500 kW) to a Distributor’s LV Network (STNW1174):

“Protection equipment shall operate the Isolation Device either directly or through interposing equipment. Such protection equipment and any interposing equipment shall have certified compliance with the following:

- IEC 60255-1 Common requirements
- IEC 60255-26 EMC requirements
- IEC 60255-27 Product safety requirements
- IEC 60255-127 Functional requirements for over/under voltage protection, and
For EG systems requiring power limiting protection as per Section 7.4.7:

- IEC 60255-132 Functional requirements for over/under power protection.

**IEC60255-127 exemption extension to 31 December 2018**

We previously issued an exemption for protection equipment to comply with IEC60255-127 given the difficulty of sourcing relays with certified compliance to IEC60255-127 at the time. This exemption is extended until 31 December 2018, after which time it will be withdrawn. Devices installed after 31 December 2018 shall require certified compliance to IEC60255-127.

**IEC60255-132 to replace IEC60255-12**

IEC 60255-12 has been replaced by IEC 60255-132 and we have updated the LV standard (STNW1174) to reflect this. IEC 60255-132 compliance is only required for non-IES systems. Devices that have certified compliance to either IEC 60255-12 or IEC 60255-132 can be installed until 31 December 2018. Devices installed after 31 December 2018 will require certified compliance to IEC 60255-132.

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**44c FiT Rule Changes**

The Queensland Government recently passed an amendment to the Electricity Act which will result in changes to the rules around maintaining eligibility for the 44c Feed-in Tariff (FiT). As previously communicated, these changes are retrospective to 15 February 2018. For further information please refer to the Queensland Government Solar Bonus Scheme website.

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