

# ELECTRICAL CONTRACTOR UPDATE



## Have you ever included the wrong Retailer details on an EWR?

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We've improved the Electrical Work Request (EWR) functionality within our systems.

Previously, when submitting an EWR, if an incorrect retailer was nominated to cancel the EWR and submit a new one with the correct retailer details.

From today, Monday 16 November 2020, you will be able to contact us on 13 74 66 to update the retailer component of the EWR. Once we have the necessary EWR number, we can then update the retailer field on your behalf to trigger a notification and request to the correct retailer and allow the job to proceed.

## Solar Diverters between Tariffs are not permitted

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We would like to remind you that generating systems can only be connected to a single tariff as per Clause 2.13.3 (c) of the [Queensland Electricity Connection Manual \(QECM\)](#).

A generating system cannot be enabled to connect and supply equipment which is supplied by an alternative tariff. Similarly, equipment connected to a controlled load tariff cannot be connected to an alternative tariff.

These are devices known by industry as solar diverters, that can allow for switching of either loads or generating systems between tariffs. If these devices are found to be connected at a

premise and set up to allow switching between tariffs, a Form 3 will be issued.

## Low Voltage Current Transformer Drawings

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To minimise disruption and financial impact to your business we recommend that Low Voltage (LV) Current Transformer (CT) metering installation designs be submitted for approval prior to switchboard manufacture. Rectifying any issues at the design stage is a far less costly undertaking than having to make changes after switchboard manufacture or installation.

Please also be aware that it is a requirement to have the switchboard designs approved before connection.

You may seek approval by submitting the following three items at a minimum to [metering.drawings@energyq.com.au](mailto:metering.drawings@energyq.com.au) :

1. [LV CT Metering Advice Form](#)
2. Single Line Diagram (SLD)
3. Switchboard layout drawing

Be sure to reference on the LV CT Metering Advice form the Connection Application (CX), Work Request (WR)/Project Number or Electrical Work Request (EWR) number that is relevant to the form.

Once submitted, drawings are assessed for accuracy against relevant manuals, standards and legislation. Further information may be requested following this assessment.

Please note: that at a minimum, a single line diagram must be submitted for any change to an existing CT switchboard. For example, an addition of a whole current NMI to an existing CT installation. However, a “like for like” switchboard change over with no additional load will still require the submission of all three documents noted above.

## Reminder < 30kV Capacity and Export Limits

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When submitting a connection application, please ensure the maximum capacity and export per phase is in accordance with 4.3.1.1 of STNW1170. This will help ensure that your application can proceed without unnecessary delay. The maximum aggregate system capacity covered by the [Standard for Small IES Connections \(STNW1170\)](#) is 10kVA per phase.

It is also a requirement that any Embedded Generation Systems with a multiphase network connection shall meet phase balance requirements from Section 4.3.1.4 of STNW1170.

## Supply Abolishment Reminder

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We would like to remind you that supply abolishment's do not de-energise any Distributor overhead electric lines, underground assets or transformers. When we complete a supply abolishment, we only disconnect the customers overhead service line or underground consumer mains (as requested) and the revenue metering.

The Distributor (service line and ripple receiver) and the Meter Provider's metering equipment is removed from the customers installation based on the request information. It is the responsibility of an electrical contractor to adhere to their own Safe Work Practices and "test before you touch" any electrical assets.

## Contact Details

420 Finders St,  
Townsville, Qld 4810  
Electrical Contractors Hotline [1800 237 466](tel:1800237466)  
Network General Enquiries [13 74 66](tel:137466)  
7:00am to 5.30pm Monday to Friday  
[networkenquiries@ergon.com.au](mailto:networkenquiries@ergon.com.au)



## About Electrical Contractor Update

This newsletter will keep you informed about what's happening in the industry and any changes to compliance, rulings and legislation.

[www.ergon.com.au](http://www.ergon.com.au)

