

ELECTRICAL CONTRACTOR UPDATE



Requirements for an Authorised Person when working on the network

Please note: The exceptions made during the recent flood events in North Queensland have now ceased and business-as-usual activities have recommenced.

We'd like to remind contractors of the requirements of an Authorised Person working on the Ergon Network.

What an Authorised Person is allowed to do:

- Remove and replace LV service fuses when a customer's LV service line needs to be isolated to eliminate the exclusion zone around the LV service line, or to work on the customer's mains and/or switchboard
- Isolate a customer's LV service line at an underground service pillar or service pole by removing a fuse wedge(s) from a service line, in accordance with electricity industry practice i.e. from ground level using appropriate insulated tools, PPE and insulating mats
- In situations where the service fuse/circuit breaker isn't located at the supply end of the LV service, the Authorised Person needs to contact the electricity distributor to arrange for safety advice where elimination of exclusion zone around the LV service is required.
 - Ergon Network [137466](tel:137466)

Please note: Any control used by the Authorised Person to confirm isolation and ensure supply to the customer's installation isn't inadvertently re-energised, must comply with [sections 14 and 15 of the Electrical Safety Regulations 2013](#).

What an Authorised Person isn't allowed to do:

- Replace a blown LV service fuse/s after loss of supply to a customer's installation or to alter the Distribution Network overhead LV services
- Climb or work aloft on Distribution Network poles or assets.

For more information about becoming an Authorised Person or getting safety advice please call [13 74 66](tel:137466) or visit our [Authorised Persons webpage](#).

Do you want your contractor fees paid faster?

We've improved functionality in the [Electrical Partners Portal](#) to give you a faster turnaround time in paying your invoices. You can now submit your requests for reimbursement of your Contractor Fees in the Portal rather than sending your invoices via email ... it's the quickest way.

If you need any help with this, we've developed a User Guide and Video to assist you with this process. You can find these and other training materials on the [Portal Help](#) website page.

Safe Entry policy reminder

The Safe Entry policy came into effect on Monday 14 January 2019. This policy applies to all workers entering customer premises, whether they are registered as having dogs or not.

This is a reminder of the following policy points:

- No entry to customer premises where the dog/s cannot be confirmed as securely restrained
- Once the dog/s has been securely restrained, then entry may occur

Please note – a securely restrained dog is defined as:

- Placed securely in the house or other suitable location (i.e. placed inside the premises without a means of escape), or
- Placed securely in a fenced off area separated from the area where workers and contractors are required to perform work (i.e. locked behind a fence without means to escape), or
- Restrained by either a suitable rope or chain secured to a suitable anchor point away from the area where workers and contractors are required to perform work and ensures safe access (i.e. tied to a suitable anchor point)

For further information visit www.ergon.com.au/SafeEntry

The importance of accurate EWR information

Recently, we've noticed an increase in the number of jobs where the information contained on the EWR doesn't match how the site has been wired.

While best endeavours are taken to ensure the appropriate service is provided, if the EWR information isn't correct, there may be delays in completing the job.

EWR status improvements

We've made it easier on the Portal to see your current job status. You'll now be able to see at a glance how your EWR is progressing. Both the Metering Provider and Ergon statuses will be available. Review your preferred options to receive these notifications by SMS, email or not at all on the 'MyProfile' tab.

LV CT update

Don't forget that as of the 31st March 2019, LV CTs and associated equipment (test block and potential fuse assembly) will need to be purchased directly either through the external sales team or sourced from an Electrical Wholesaler.

We've changed the LV CT order forms to an [LV CT Advice form](#) which is available on the [Electrical Contractors webpage](#). Submission of the LV CT Advice form will need to be accompanied by a switchboard layout and single line diagram for all installations and collection of the equipment will need to be organised when purchasing the equipment.

We'll still supply LV CT equipment for orders received prior to the 31st March 2019 where an existing contract with the customer requires us to supply the equipment. However, we recommend that, where possible, you adopt the new process of purchasing the materials directly to assist with the transition.

If you've indicated for us to supply the LV CT equipment, please advise the delivery address for the LV CT equipment in the **Remarks Column**.

Note: CT's can be ordered as a direct purchase by emailing SaleofMaterial01@energyq.com.au or purchased direct from Electrical Wholesaler. CT's must meet minimum requirements specified in QEMM (Table 2.2) or as otherwise specified by the Metering Provider.		
I have an existing agreement with a customer and require the CT Kit to be supplied by Energex/Ergon <small>*Note that this option will only be available until 31st March 2019*</small>		<input checked="" type="checkbox"/> Yes
I confirm the Meter Panel will be located in an area compliant with QECM		<input checked="" type="checkbox"/> Yes
Remarks		
Contractor's Signature	Date	Drawings supplied <input checked="" type="checkbox"/> Yes

Coming soon - Electrical Contractor webinar

We'll be hosting a series of webinars for residential electrical contractors across Queensland. Each month our webinars aim to build awareness and understanding about compliance with legalities

and business procedures, connection issues and emerging technologies. We'll be launching our first webinar next month and will tailor future ones based on your feedback. If you have any topics you'd like included, please email your suggestions to externalpartnerships@energyq.com.au.

These sessions will run for approximately 30 minutes. If you'd like to attend the webinar on Wednesday, 13 March 2019 at 3.30pm, you can get in early and [register now](#). Places are limited so be quick.

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



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

