

ELECTRICAL CONTRACTOR UPDATE



Steel property pole requirements

Recently, we've seen an increase in steel property poles being installed that don't meet design requirements outlined in section 5.4.2 of the [Queensland Electricity Connection Manual \(QECM\)](#).

You're welcome to use other designs that have [Registered Professional Engineer of Queensland \(RPEQ\)](#) certification as long as you have a copy of the RPEQ certificate that can be attached for approval by the distributor connection officer prior to connecting supply.

All the information is provided in the [QECM design specifications](#).

LV CT update

The new process for LV CT ordering came into effect on 31 March 2019. This means we're no longer able to supply LV CTs and associated equipment.

We appreciate that this is a major change within the industry and acknowledge and understand that there may be some confusion regarding the process to obtain equipment, the requirement to provide switchboard drawings/single line diagrams for prior approval and the appropriate points of contact within Ergon Network.

The information below is intended to address some of the questions and concerns identified since full implementation at the end of March:

- The change of process has been driven by the re-classification of 'Metering Equipment' by the Australian Energy Regulator (AER) to become a contestable activity within the Queensland Electricity Market. This means the distribution business(s) (Ergon Network and Energex) are no longer able to supply metering equipment. Previously the supply of LV CTs by the distributor meant that the cost of the equipment was passed onto the customer via their electricity charges. These charges are no longer applied by us due to the reclassification.
- The LV CT Advice Form, single line diagram and switchboard layout are required to be sent to MeteringDrawings@energyq.com.au for review and approval by the Ergon Network Customer Technical Support Officers. This allows for any non-compliant installation designs to be addressed and resolved prior to progressing with an Electrical Work Request (EWR) and potentially avoiding wasted site visits. Note that this form is intended for internal use and isn't forwarded or used outside of the internal approval process.
- The average drawing review and approval timeframe is approximately 7 business days. The Customer Technical Support Officers are your point of contact for any drawing approval and technical queries. They can be contacted on email at MeteringDrawings@energyq.com.au or by phone on the contractor hotline [1800 237 466](tel:1800237466)
- CTs and associated equipment can be sourced from an electrical wholesaler and must meet the minimum requirements specified in [Queensland Electricity Metering Manual \(QEMM\)](#) (Table 2.2) or as otherwise specified by the metering provider.
- To assist with this transition, Energy Queensland's external sales team will maintain stock for direct purchase and will continue to assist electrical wholesalers enabling them to supply the relevant equipment. Energy Queensland's external sales team can be contacted at SaleofMaterial01@energyq.com.au to assist with any purchasing question or enquiries. Note that stocks supplied via the external sales team are only available for collection from major warehouses and will require approximately 14 days (subject to availability) to process before collection.

We thank you for your patience during the transition. Questions of feedback regarding the overall change to process can be submitted by emailing CQE@energyq.com.au.

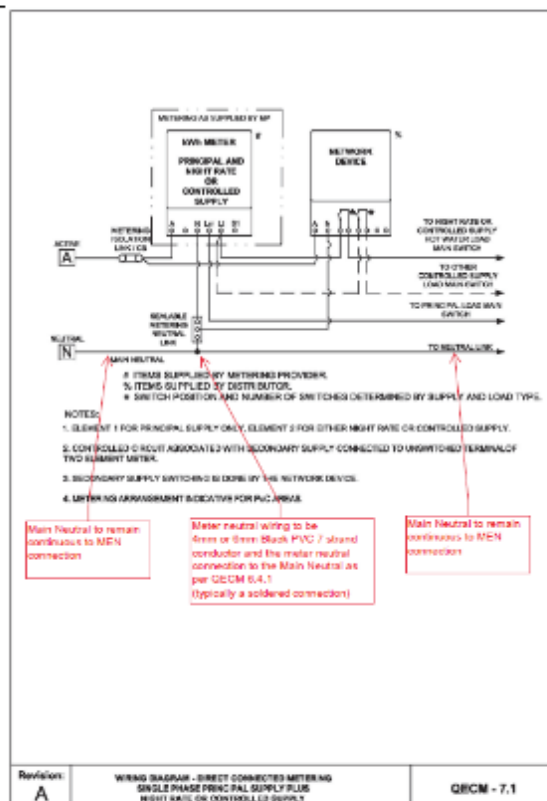
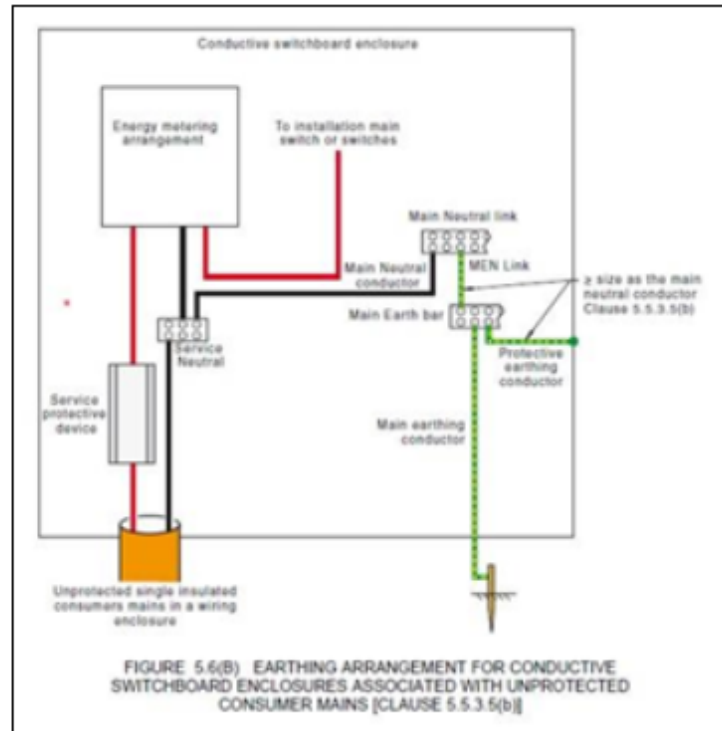
Important reminder about the Metering Neutral connection to the Main Neutral

We have seen an increase in consumer's Mains Neutral being wired directly to the Metering Neutral link rather than remaining unbroken to the MEN connection/Main Neutral Link at the main switchboard. This practice has resulted in electric shocks and has the potential of severe electrical hazards being present at customer premises.

There is an increasing trend to wire switchboards to allow for unprotected consumer mains, as per *AS3000 Figure 5.6*. Please note - This is commonly used in New South Wales, however this practice should only be used in Queensland if there is no primary fuse at the pole/fascia or pillar as per *AS3000 Figure 2.1*.

Please refer to the QECM 6.4.1 for the approved connection method for the Meter Neutral to the Main Neutral. Refer to the drawing with mark ups QECM 7.1 indicating the recommended metering neutral wiring practice.

If you have any queries or require more information in relation to this, please contact the Electrical Contractor's Hotline [1800 237 466](tel:1800237466) and press option 1 for further technical assistance.



EsiTrain for external training

As of 1 July 2019, EsiTrain has become the official external training provider for the delivery of all Energex and Ergon Network non-accredited training for persons who want to work on or near the Energex and Ergon Network electricity networks.

EsiTrain has been delivering Energex electricity network related training, from its Rocklea training facility, since 1995.

From now, EsiTrain will provide all of Ergon Network's electricity network related non-accredited external training as well. EsiTrain will initially begin delivering training from the following Ergon Network training facilities - Toowoomba, Maryborough, Rockhampton, Mackay, Townsville and Cairns. Alternative training locations will be explored upon request.

EsiTrain is in the process of aligning the current Energex and Ergon Network training nomination systems and processes to ensure a single state-wide process is available. All nominations for training, for both companies will be managed through a new [EsiTrain website](#). The website provides details of the courses currently scheduled at all of the major training locations, as well as training course prerequisites and EsiTrain contact details.

The website also provides the option to book into multiple courses (Online and Face to Face) and provides all training related details for each course. A standard training costing model is being introduced across Queensland for all training, delivered by EsiTrain.

All Online training courses will be charged at \$60 + GST per person, per course.

All scheduled Face to Face, in classroom training, will be charged at \$540 + GST per person, per course. *(Minimum course class size conditions apply + additional charges will apply for customers requesting non-scheduled Face to Face training).*

Please use the below contacts for all your future EsiTrain training enquiries:

- EsiTrain Administration - admin@esitrain.com.au
- Course Bookings - bookings@esitrain.com.au
- Phone - [\(07\) 3664 5700](tel:0736645700) (Option 1 - Course Bookings, Option 2 - Administration)

2019 Energy Academy sessions

Thank you to those who were able to join us at the recent Energy Academy sessions. We had a really great turnout to all our sessions and we appreciate your time and the feedback we received on improving the way we work together.

In case you missed these sessions, or you'd like more information, the session presentations are [now available on our website](#).

A gentle reminder - if you haven't already filled out [our survey](#) we'd love to hear how you thought the sessions went, to help us improve future events. We want to make sure that the information covered in the Energy Academy session is as relevant and useful for you as possible. This survey should only take 3-5 minutes to complete, and we'd really appreciate hearing from you.

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.

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