Terms and conditions applicable to installing EVSE on a primary tariff via Network Device

Part of Energy Queensland

Audio Frequency Load Control receiver connections

Purpose

Requirements for the connection of loads such as dedicated electric vehicle chargers which are referred to as Electric Vehicle Supply Equipment (EVSE) can be found in the Queensland Electricity Connection Manual (QECM)[1]. The QECM states (clause 5.8) that, where a customer's electrical installation is 100 A per phase or less, and a load, such as dedicated electric vehicle charger (referred to as Electric Vehicle Supply Equipment EVSE), is installed at a premise that is either:

- greater than 20 A single phase; or
- 40 A three-phase,

that load must be under Active Device Management.

The term "Active Device Management" refers to the ability for the local Distribution Network Service Provider (DNSP), being either Ergon Energy Network or Energex, to control the operation of electrical equipment, through various mechanisms and on a temporary basis, in order to manage demand on the electricity network for the benefit of all customers.

To ensure customers can comply with this QECM requirement and, at the same time, have the ability to:

- utilise their on-site solar generation to offset their home charging; and/or
- access time of use charging under a primary tariff (refer to customer's electricity retailer tariff options),

customers can request the installation of a network device that controls electricity supply to the EVSE on the primary tariff.

Eligibility

This basic active device management solution is only applicable in areas serviced by our standard load control signalling technology. As a general guide, Ergon Energy's Network's isolated communities, the Single Wire Earth Return (SWER) network and some other fringe of grid areas do not have this capability. We have developed a search tool where you can check eligibility using a premises National Metering Identifier (NMI) – your NMI is found on your electricity bill. – see link below.

Requesting Basic Active Device Management via network device

Eligible Customers can request *Active Device Management* by engaging their electricity contractor to:

- carry out the necessary wiring at their premise; and
- submit an Electricity Work Request through the relevant DNSP contractor portal.

We will then attend the premise to install and connect the network device. There is no charge for the supply and installation of the network device.

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[1] Queensland Electricity Connection Manual Service and Installation Rules Version 4 Effective date 21/02/2024 available at www.energex.com.au/contractors/electrical-contractors/queensland-electricity-connection-manual-qecm or www.ergon.com.au/network/contractors/electrical-contractors/queensland-electricity-connection-manual-qecm

Supply availability

Electricity supply to the EVSE will be available for a minimum period of 18 hours per day. Times when supply is available may be subject to variation at our absolute discretion but, as a general guide, when supply interruptions do occur, these are typically during the late afternoon / early evening peak and only when the network is under stress. In emergency conditions and as an alternative to removing all supply, we reserve the right to control the EVSE load for periods in excess of the times stated.

Customers will be responsible for installing any relevant timers or control equipment if they wish to ensure that the appliance does not operate during any tariff peak charging periods, where applicable. For any enquiries regarding actual supply availability being less than the minimum period of 18 hours per day, please phone Energex on 131 253 or Ergon Energy Network on 137 466.

Metering

Any applicable customer can access this EVSE solution under a primary tariff, regardless of metering type. It is a customer's responsibility to provide suitable space and housing for the required associated equipment to enable a connection via Active Device Management in line with the appropriate regulated requirements.

Technical Wiring requirements

- The premise must be already wired in accordance with the QECM requirements at the time of requesting the installation of the network device and must comply with jurisdictional metering requirements.
- The EVSE must be hard wired only.
- The equipment to be connected under *Basic Active Device Management* must be suitable to be controlled through an interface with the standard network device (load control relay), supplied by us.
- Where a contactor is required, it shall be supplied by the customer.
- Where a site is deemed not suitable for the installation of the network device (i.e. switchboard / meter box is not compatible with relevant standards / requirements), the customer will be responsible for undertaking any rectification works required.

Costs

Any costs associated with preparing the customer’s premise for the installation, or later removal, of the necessary load control relay, or any other alteration required, is the responsibility of the customer.

Further information

To check a site’s eligibility for Basic Active Device Management using a NMI, visit www.ergon.com.au/evse or www.energex.com.au/evse

An alternative approach for Active Device Management is available through dynamic management of the EVSE, connecting the device to our utility server. For more information on this option, visit www.ergon.com.au/evse or www.energex.com.au/evse