



RELAY

A newsletter for Electrical Contractors
Special Edition, November 2011, No 11

Welcome to another edition of our RELAY newsletter, which has been produced to provide information to Electrical Contractors across Ergon Energy's distribution area.

Connect your pool to an
economy tariff
and get up to
\$350
cash back*

You'll
SAVE
a bomb!

Save a Bomb!

Tariff 33 cash back offer

As you might be aware, pool owners can now connect their pool pump to Tariff 33 via a standard power point that is wired back to the home's switchboard.

Up to \$350 cash back now available*

To support this change, Ergon Energy is offering customers up to **\$350 cash back** to connect their pool pump to Tariff 33. This offer is available from 1 September 2011 until 31 March 2012.

How the cash back offer works

When you connect a customer's pool pump to Tariff 33, please provide them with a tax receipt for the work as you normally would. Your tax receipt should clearly detail the work done to connect the pool pump to Tariff 33. It should also include the customer's name and address and your licence number.

The customer then needs to go online to ergon.com.au/saveabomb to apply for up to \$350 cash back.

The offer is not available as a point-of-sale discount, nor is it payable directly to electrical contractors.

If you'd like more information, go to ergon.com.au/saveabomb

**Customers must own or occupy a residence within the Ergon Energy electricity distribution network area. For full terms and conditions visit ergon.com.au/saveabomb*

Go to the Contractors & Suppliers section at ergon.com.au to access information, download forms, register for alerts, and much more.



Q&As – connecting pool pumps to Tariff 33

Q. What has changed with connecting pool pumps to Tariff 33?

A. On 1 July 2011, new laws were introduced which allow pool filtration and sanitation systems to be connected to Tariff 33 via a socket outlet, removing the requirement for hardwiring. Licensed electrical contractors should read the latest version of the Queensland Electricity Connection and Metering Manual for details.

Q. Can a double socket outlet be used for Tariff 33, leaving a spare socket for other equipment?

A. No. Only pool filtration and associated sanitation systems can be connected via a socket outlet. Unless there are two systems currently active at the premises in the same location, a single socket outlet must be used. Any other equipment supplied by Tariff 33 must be permanently connected.

Q. Are there any labelling requirements for supplying Tariff 33 through a socket outlet?

A. Socket outlets must be labelled 'controlled supply' as specified in the Queensland Electricity Connection and Metering Manual (QECMM).

Q. Is a Form A required if Tariff 33 is already connected at the premises?

A. Most tariff additions and alterations will require a Form A to be submitted. The only exception is where the premises has appliances other than hot water already connected to Tariff 33 and the combined load on the existing relay will not exceed 20A. In circumstances where the requirements are not clear, please submit a Form A.

Q. Why make this change for pool systems only?

A. Tariff 33 was devised primarily for electric hot water systems. Like hot water systems, swimming pool pumps use a lot of electricity and do not need power 24 hours 7 days a week. Swimming pool pumps typically need to run for four-to-eight hours per day. So it makes sense to run pool pumps on Tariff 33.

Q. What pool equipment does the change apply to?

A. The change to the conditions for connecting to Tariff 33 refers to pool filtration and associated sanitation systems, which include pool pumps, pool filters, chlorinators and chlorine dispensing units. Features such as lights and fountains, etc. connected to Tariff 33 still need to be hardwired. Alternatively, they can remain connected to Tariff 11, which offers a constant supply of electricity.

Q. Is it unsanitary to use a pool during times when the supply from Tariff 33 is switched off, for example when a party is being held during the afternoon?

A. Queensland Health does not have concerns with pool filtration systems being switched off for set periods, or with pool filtration systems being switched off when pools are in use (assuming they are operated for the minimum recommended times outside these hours). Ergon Energy has undertaken trials of pools on load control with no adverse health issues reported.

Many pool owners throughout Queensland have already been receiving the benefit of Tariff 33 via a hardwired connection now for many years and Ergon Energy has not received water quality complaints from these customers.

Q. How will pool pumps timer be affected by the power switching off?

A. Customers with an analogue timer who choose to wire a pool pump to Tariff 33 usually have mains powered timers fitted to the switchboard thereby eliminating any timer/battery problems or issues. Generally digital timers have battery back-up to support their timers when power is not available and so should manage to maintain their time. Customers are advised to check with their pool supply shop or manufacturer before connecting to Tariff 33.

Q. Can the Tariff 33 socket outlet be used for appliances other than pool filtration equipment?

A. Only pool filtration and associated sanitation equipment is allowed to be connected to the designated Tariff 33 socket outlet. Supply can be interrupted for up to six hours a day.

Q. Can people use an extension cord to connect other appliances in the home to the Tariff 33 socket outlet?

A. This would not be compliant with the conditions for accessing Tariff 33 under the tariff schedule in the Queensland Government Gazette.

Q. Can people who have their pool pump plugged into the Tariff 33 socket outlet plug it into a Tariff 11 socket outlet during times Tariff 33 is switched off?

A. Customers connecting their pool pump to Tariff 33 must comply with the conditions for accessing Tariff 33 under the tariff schedule in the Queensland Government Gazette.

Q. Why isn't this change being made to allow the same access for Tariff 31?

A. Tariff 31 only provides electricity supply for a minimum of eight hours a day, generally between the hours of 10 p.m. and 7 a.m. This may not be enough operating time to provide sufficient pool filtration.

Q. Will the change apply to pools at schools, hotels or other commercial premises?

A. No. This change applies only to domestic installations of pool filtration equipment.

Q. Does this change introduce any electrocution risks?

A. There will be no more risk than with any current complying poolside installation. It is the licensed electrician's responsibility to ensure the socket outlet is installed in accordance with AS3000 (e.g. type, position, protection, suitable marking/identification).

Have your say

If you have any enquiries about the information contained in this newsletter or topics you would like to see included in future editions please contact your regional representative:

Central: crm.central@ergon.com.au

Northern: vince.prasser@ergon.com.au

Far North: david.dehnen@ergon.com.au

Southern: robert.rafter@ergon.com.au

Alternatively, you can phone our National Contact Centre on 13 10 46. When asked for information about your call, say CONTRACTOR ENQUIRY and your call will be directed to the appropriate person.