

# ELECTRICAL CONTRACTOR UPDATE



## New SMS Notification Coming Soon

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We understand it's not always possible to stop work and take our calls when we ring to schedule appointments. We've listened to your feedback and will soon be sending you SMS notifications letting you know we're ready to book in a time. You can then call us when it suits you, and make appointments for one or multiple jobs in the same phone call, and minimise your work day interruptions.

Where you've requested an appointment, the SMS notification will be automatically sent to you as soon as we receive the work request from the Retailer. This means you'll know as soon as it's possible to make an appointment, speeding up the process and reducing any potential delays.

In instances where you don't need to attend but we require an appointment with the customer, we'll send the SMS notification directly to them. If you don't have your customer's mobile number don't worry, we'll call them on the phone number you've provided.

For quick access to appointment schedulers, call our Electrical Contractors Hotline on **1800 237 466** (Monday-Friday, 7.30am-5.30pm) and select **Option 2**, then **Option 1**.

## LV Current Transformer Ordering – Upcoming Changes

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Due to changes in the classification of metering equipment by the Australian Energy Regulator (AER), LV Current Transformers (CT) and associated equipment (test blocks and fuse assemblies)

will no longer be able to be supplied as an Alternative Control Service (ACS) where the charges are passed back to the customer/retailer.

This change in classification means that these items will now need to be purchased directly from our external sales team [SaleofMaterial01@energyq.com.au](mailto:SaleofMaterial01@energyq.com.au) or sourced from an electrical wholesaler.

Electrical Contractors and switchboard manufacturers will need to take this into account when quoting and pricing for CT installations and alterations. All externally purchased CTs must meet [Queensland Electricity Metering Manual \(QEMM\)](#) requirements and be supplied with current test certificates.

To comply with the changes, we'll be updating our current order form to an 'LV CT Metering Advice Form'. Key changes will be the removal of pickup/delivery location (collection to be organised with the external sales team) and the inclusion of a requirement to supply switchboard layout and single line diagrams for all installations.

The new process is expected to take effect in November 2018 when the new form will be available on the [Forms, Manuals and Standards](#) page of the Electrical Contractors section of our website. You can subscribe to our [Alert Service](#) to receive an email when this form or any other documents on the page are updated.

## Relay Installation Change

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We've changed our approach to installing relays, to help reduce delays in obtaining controlled load. If you arrive to do an initial connection, and the board already has the controlled load main switch installed, then the relay can be hung on the initial visit. For Alterations and Additions work, we require the wiring from the controlled load meter to the hot water system to be connected and in place, leaving an allowance for us to simply connect it into the relay when we attend site.

## Combination Fuse Switch Safety Alert

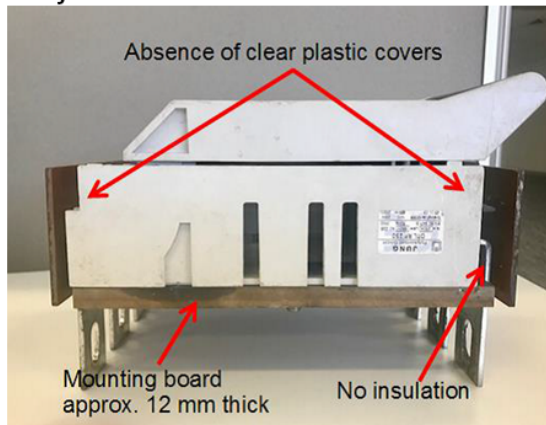
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For safety reasons please don't work in the vicinity of early version Stemar & Stemar / Jung type Combination Fuse Switch (CFS) units installed in UG pillars or customer installations.

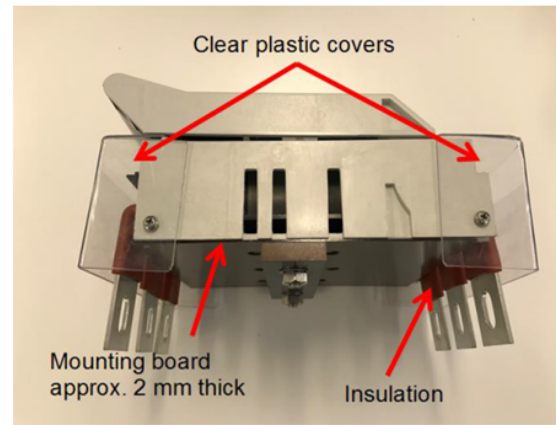
Early versions of these CFS units have shown evidence of moisture ingress near the switch moulding and the mounting board causing the insulation between phases to fail, or fragments of contact pressure circlips inadvertently bridging the gap between the phases, causing a phase-phase failure.

These units don't carry labels detailing version/model numbers, but can be identified by the following features:

### Early Version Unit



### Newer Version Unit



A replacement program for all early version CFS units is underway, with units being identified with the following stickers:

<b>CFS X</b>	CFS unit to be replaced
<b>CFS ✓</b>	CFS unit has been replaced

If you identify one of the earlier version units that hasn't been labelled please contact us.

## Change to Invoicing Third Parties

Third party billing (invoicing to electrical contractors, builders or other parties rather than the customer) for the below services was previously provided by us on the retailer's behalf. Due to upcoming system changes this will now be managed by the retailer.

There'll be no change to pricing for these services, you'll simply now receive the invoice from the retailer rather than Ergon Energy Network.

### Work now invoiced by retailers

#### Supply Service Works

- New Connection (Establish Supply)
- Connection Alteration (Supply Alteration)

#### Metering Service Works

- Install Controlled Load
- Reseal Device
- Exchange Meter
- Install meter

- Remove Meter
- Move Meter
- Meter Reconfiguration (Solar only)

## 230V Standard Reminder

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As communicated in our July 2018 issue, the Queensland Government amended the Queensland Electricity Regulation 2006 to mandate a change in LV voltage limits from 240/415 volts (+/-6%) to 230/400 volts (+10/-6%) across the state. This change takes effect from 27 October 2018. Further information can be found on our [website](#).

If you have any questions please email [230VTransition@energyq.com.au](mailto:230VTransition@energyq.com.au).

### 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)

