

Electrical Contractor Update

Issue 41 · February 2018



NETWORK

We've changed the name!

You may have noticed we changed the name of this newsletter from RELAY to Electrical Contractor Update! That's all that has changed and this newsletter is still all about keeping you informed on what's happening in the electricity industry and any changes to compliance, rulings and legislation.

Unsecured wiring is unsafe!

To ensure your safety and that of other electrical contractors and our staff, please make sure all electrical wiring in switchboards is secured in accordance with AS3000.

We have come across a number of switchboards where the electrical wiring has not been secured properly and is unsafe. When electrical wiring is not secured there is a risk that wires can be pinched or damaged when the switchboard is opened and closed. And this can result in property damage, or worse shock and an injury to someone.



Replacing Mains Connection Box

Please remember, only a registered Ergon Energy Authorised Person is permitted to de-energise an installation via the pole fuse, which must be done before replacing a Mains Connection Box. If you replace a defective, burnt out or a damaged mains connection box, a Form A must be submitted as soon as practical after the change to notify us to inspect the job as we may need to re-establish or install a service neutral bond at the point of attachment.

Please make sure you conduct correct testing procedures when consumer mains are reconnected back to a service line, as per the *Electrical Safety Regulation 2013*. Note you are not permitted to replace a blown service fuse to re-energise the customer, remove a service line from the existing point of attachment or move a service to another location.

If one of our circuit breakers/fuses is on the property pole or fascia, then you are required to submit a Form A requesting an appointment so we can relocate the service disconnection point allowing the mains box to be replaced.

To move a disconnection point to the Distributor's pole or to request a mains box inspection, complete a Form A - **Category:** Connection/Supply and **Action:** Primary Fuse Upgrade. **(Please add comments to the Form A regarding the work required and call the customer's electricity Retailer to inform them so incorrect fees are not applied).**

If we attended the premise on a fault call and disconnected supply, you must not reinstall our fuse. This can only be reinstated by us after you lodge a Form A - **Category:** Rectify a Form B, **Sub-Category:** Connection/Supply and **Action:** Primary fuse Upgrade.

Electrical Contractors Hotline
7.30am to 4pm Monday to Friday

1800 237 466

Requesting a Second Point of Supply

If you would like to request a Second Point of Supply, you need to apply for dispensation from the requirements of the **QECMM** Clauses 5.6 (urban) or 5.7 (non-urban).

To do this please complete a *Detailed Enquiry form* under *My Connects* in the **Electrical Partners Portal** requesting an additional service. If you get a response after submitting this form saying supply is available, this does not constitute approval for the Second Point of Supply. You also need to email metering.drawings@ergon.com.au, indicating the Detail Enquiry reference number and a list of all the reasons for the additional service.

We'll contact you as soon as we have concluded our investigation.

Updated Metering Neutral Links rule

All new whole current installations now require a metering neutral link fitted even where there is no controlled load tariff.

For existing installations, where direct connected meters are installed on an existing single customer installation, for supply and/or tariff changes, additional tariffs (e.g. controlled supply tariff) or installation of a MEGU (e.g. solar PV system), a metering neutral link shall be installed and connected as per the requirements of Clause 6.7.3 of the **QECMM**.

Moving Meters

When altering the location of meters to a new meter panel (in the same position or an alternate location) the electricity Retailer's Meter Provider must attend the site to move the metering equipment. When moving an existing enclosure and/or the meter panel to a new location, using the same meters, the electricity Retailer's Meter Provider must attend to inspect the work **before** the switchboard can be re-energised.

Ergon Energy Retail customers can have their existing Type 6 meters moved to a new meter panel if the meters are suitable for the required load, phases and tariffs. With multiphase single NMI installations you must have all phases on the primary tariff if you want to move existing Type 6 meters to a new meter panel. So, an existing premise with three phase supply must have a polyphase meter or 3 x single phase meters on the primary tariff. Two phases on the primary tariff and the third phase on a controlled load is not an accepted combination.

The customer may request new Type 4 meters for their new metering location and if so this should be noted on the Form A. If one meter on a NMI needs to change to Type 4 metering then all meters for that NMI must change to Type 4 metering. Combinations of Type 4 and Type 6 meters on a NMI are not permitted.

Metering locks required

Where we agree to meters being installed in an area which may be locked for security reasons, or where meters may be subject to vandalism, a "metering lock" must be purchased and used. This will ensure we continue to have access to the meters. You are not permitted to install your own private lock. Metering locks can be purchased from API Locksmiths (Queensland Locksmiths) by phone 1800 233 333 or online at queenslandlocksmiths.com.au.

After installing a metering lock please make sure tenants continue to have access to the meter panel. If we are requested to open a metering lock for tenant access, a call out fee will be charged to the customer. Also, metering locks cannot be used on a garage door, veranda door or similar doors that provide access to private areas.

Network
general enquiries
13 74 66
7.00am - 6.30pm Monday to Friday

ergon.com.au

Faults only
13 22 96
24 hours a day,
7 days a week

Life-Threatening
Emergencies
000 (Triple zero)
or **13 16 70**
24 hours a day, 7 days a week

Ergon Energy Corporation Limited ABN 50 087 646 062



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