



# RELAY

A newsletter for Electrical Contractors

December 2011, No. 12

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

## Broken metering seals

Ergon Energy has an obligation under the National Electricity Rules to seal our metering equipment. This ensures the integrity and security of metering and control equipment.

Electrical contractors can remove the terminal cover/metering isolation link seals provided notification is given to Ergon Energy either before or, as soon as practicable, after the event.



Recent inspections on over 3,000 residential installations have revealed 14 per cent have broken or removed metering equipment seals.

If you break or remove a seal, either on a metering isolation link, meter, or a relay, it must be reported to Ergon Energy on a Form A. Not reporting a broken seal is an offence.

National Electricity Rules state the installation and maintenance of metering installations must only be carried out by a metering provider. A metering provider is a person who has been accredited and registered by the Australian Energy Market Operator.

Penalties apply, under section 58 of the National Electricity Law, of up to \$100,000 for body corporate and \$20,000 for individuals for non-compliance.

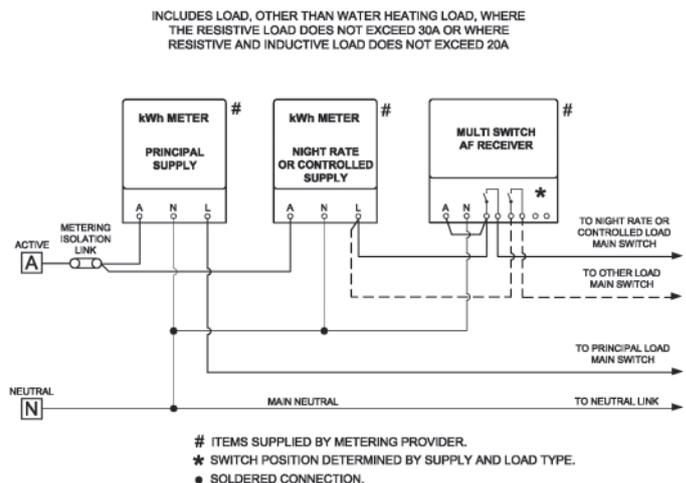
For further information refer to the Australian Energy Market Commission website: [www.aemc.gov.au](http://www.aemc.gov.au) or clause 2.4 of the Queensland Electricity Connection and Metering manual.

## Tariff 33 connection requirements

Loads connected to Tariff 33 are divided into two different categories - hot water and 'other load'.

These two load categories need to be controlled on different channels. When dual channel control is required the electrical contractor needs to provide separate load wiring from the relay switches to the main switches for each channel.

In existing installations where sub mains are installed from the main switchboard to a distribution board, other loads can be connected to controlled supply at the distribution board. However, it will be switched at the same time as the hot water supply. Refer to drawing 8.2 and clause 8.2.1 of the Queensland Electricity Connection and Metering manual.



## Tariff 33 off-peak loads

Tariff 33 is an economy tariff where electricity supply is available for a minimum of 18 hours each day during time periods set by Ergon Energy. It gives Ergon Energy the control needed to reduce the load on the electricity network during peak times.

When deciding to use this tariff, contractors are reminded that power is normally off at peak times and is unsuitable for loads that either require energy all day or need to be on call.

In accordance with the Queensland Government Gazette requirements, this tariff can be applied to applicable

storage water heaters (including solar, electric and heat pump water heaters) and other applicable, permanently connected equipment.

Swimming pool filters used only for the purposes of filtration and associated sanitation can now be connected to Tariff 33 via a standard single socket outlet labelled 'controlled supply' to make equipment servicing easier. This removes the requirement for hardwiring. All other pool equipment, including spas, on the same circuit will still need to be hardwired to Tariff 33.



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## Installing a contactor for Tariff 33 loads

Where resistive load exceeds 30 amps or a combination of resistive and inductive load exceeds 20 amps, a suitable rated contactor needs to be installed. Refer to drawing 8.8 and clause 8.3.1 of the Queensland Electricity Connection and Metering manual.

## Metering isolation links

It is not necessary to install a metering isolation link where existing installations have Tariff 33 metering already connected that requires an additional AF receiver channel for 'other load'.

Electrical contractors will need to provide space for an additional meter and install a metering isolation link where existing installations with Tariff 31 connected require installation of an additional AF receiver channel for Tariff 33.

A metering isolation link needs to be provided for all customer requests that involve additional whole current meters to be installed.

## NQ load management

Over 2,000 relays have been replaced as part of a project underway to separate hot water and 'other loads' onto separate switches in North Queensland. The project involves more than 23,500 homes and is due to be completed in the next six months.

This project will allow Ergon Energy to better manage the hot water load on Tariff 33 and help keep the cost of electricity down for our customers.

## Contractor fee submissions

Ergon Energy will reimburse two types of electrical contractor call out fees.

The first is when a customer has no hot water and Ergon Energy's control relay is identified as the fault.

The second is when a customer experiences a loss of power supply and an electrical contractor attends and finds the fault is located on Ergon Energy's distribution network.

Contractors must advise Ergon Energy of the fault and obtain a service order or fault call number. This number should be quoted on the invoice.

Please submit your invoices to [claims@ergon.com.au](mailto:claims@ergon.com.au), fax: 4932 7261, or mail: PO Box 308, Rockhampton Qld 4700.

## New enclosures approved for North Queensland

Two new B&R meter enclosures have been approved by Ergon Energy for use by electrical contractors – the Q60 enclosure with meter panel and switchboard, and the Q41 enclosure with meter panel only.



These have been designed for use in 'rock block' type construction sites and both enclosures are sized to fit the North Queensland concrete block format without the need for cutting.

The Q41 enclosure is only approved for use on single phase installations as there is insufficient width dimension to mount a polyphase and single phase meter in the available meter panel width.

## Leaving a switchboard

Electrical contractors are asked to ensure that the main switchboard wiring is correct when finishing a job. Please ensure that the main neutral is connected to the main neutral link, the main earth conductor is connected to the main earth link, and the switchboard is earthed and M.E.N. connection is left intact after testing.

Failure to ensure the switchboard is left in an electrically safe condition will result in the incident being reported to the Electrical Safety Office as a Dangerous Electrical Event.

## Connecting circuits

To ensure correct metering of our customers' electricity load, electrical contractors will need to make sure that any additional circuit connections are made on the load side of revenue metering.

## Form A and solar applications

The electrical contractors section of our website contains up-to-date versions of our Form A and solar application forms.

All solar requests are required to be submitted on the most recent version (version 10) and electrical contractors are asked to regularly check the website to make sure you have the most recent version.

## 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](mailto:crm.central@ergon.com.au)  
**Northern:** [vince.prasser@ergon.com.au](mailto:vince.prasser@ergon.com.au)  
**Far North:** [david.dehnen@ergon.com.au](mailto:david.dehnen@ergon.com.au)  
**Southern:** [robert.rafter@ergon.com.au](mailto: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.