

ELECTRICAL CONTRACTOR UPDATE



Safe Entry Policy

Following a significant number of injuries caused by entering premises where dogs are unrestrained, we have reviewed the hazards and risks associated with this work practice.

Our review also included an analysis of our current safe work procedures, which allowed entry to premises with unrestrained dogs, as well as broader industry safe systems of work.

Accordingly, we have developed new work practices to better address risks associated with this type of work which apply to Ergon Energy Network staff members and contractors who complete customer service work and meter reading activities.

What are the changes?

The following policy comes into effect on **Monday 14 January 2019** and must apply to all workers when entering customer premises, whether they are registered as having dogs or not.

- No entry to a customer premise where a dog/s cannot be confirmed as securely restrained
- Once the dog/s has been confirmed as securely restrained, entry may occur.

What does securely restrained mean?

Securely restrained is defined as, the dog is:

- Placed securely in the house or other suitable location (i.e. placed inside the premises without a means of escape); or
- Placed securely in a fenced off area separated from the area where workers and contractors are required to perform work (i.e. locked behind a fence without means to escape); or
- Restrained by either a suitable rope or chain secured to a suitable anchor point away from the area where workers and contractors are required to perform work and ensures safe access (i.e. tied to a suitable anchor point).

Limitations

The “No Entry” policy may not apply if:

- A life threatening situation exists that requires immediate response
- A natural disaster has occurred that requires “making safe” and/or power supply restoration
- Other unplanned emergency work is required where the customer cannot be notified of the requirement to restrain their dog/s before entry
- Dog/s are free roaming in the public domain
- Dog/s are capable of crossing property boundaries.

For more information visit ergon.com.au/safeentry.

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



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

