



RELAY

A newsletter for
Electrical Contractors
December 2012, No.14

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

CORRECT BRIDGING PROCEDURE FOR FAULTY HOT WATER RELAYS

Electrical contractors who attend to cold water complaints and find the relay is faulty are expected to bridge out the faulty relay so that the customer will have hot water until Ergon Energy is able to replace it.

The following procedure should be used for installations with ripple control receivers.

- Break the seal on the relay terminal cover and bridge out the line and load terminals. Remember: bridging hot water load to the principal tariff is not permitted.

The following procedure should be used for installations in non-ripple areas with two-element (integrated) meters with no ripple control receiver.

- Break the seal on the meter terminal cover and relocate the hot water load cable to terminal No.5 (far right terminal).

It is the Electrical Contractor's responsibility to notify Ergon Energy not later than COB the next business day after the seal is broken for bridging purposes.

How to help avoid delays with those invoices

The fax number to send invoices for bridged relays has changed.

The new fax number is 07 4932 7261. Please amend your records with this updated fax number to avoid unnecessary delays in getting your invoices paid.

OVERHEAD SERVICES REMINDER

A number of Dangerous Electrical Events have been recorded following contractor work on and around overhead services. Electrical contractors should be aware of their responsibilities as per the Queensland Electricity Connection and Metering Manual (QECMM).

5.3.1 Working on or near the Distributor's Assets

It is the responsibility of the electrical contractor to obtain permission to work on or near the distributor's assets. (Electrical Safety Regulation 2002). Examples where authorisation is required include, work on or near the point of attachment, accessing standard underground pillars or work at the low voltage end of a distribution transformer. Information on the requirements for becoming an authorised person can be obtained from the distributor's call centre. (Refer to page 1 for contact details).

5.4. Overhead Service Lines

The distributor shall determine the point of origin, the route, the point of attachment and the facilities required for the attachment and connection of the service line. The customer or their electrical contractor shall consult the distributor prior to planning the installation. (Refer to service clearance details in Drawings ECMM 5.1 and 5.2). Only a person authorised by the distributor, shall install and connect an overhead service line to the customer's installation. The distributor will not erect or connect a service line that crosses an adjacent property or premises.

TARIFF PROMOTION

Ergon Energy is offering customers up to \$100 cash back when they change their hot water system from Tariff 11 to Tariff 31 or 33, or when they connect a new hot water system in a new property to Tariff 31 or 33.

The tariff changes or new connections must be made between 1 October 2012 and 30 June 2013, and the offer is not available for tariff changes between Tariff 31 and 33.

Full details about the offer including terms and conditions can be found on the Ergon Energy website – www.ergon.com.au

MAINS-NEUTRAL SWITCH WARNING

Ergon Energy connection officers have in recent months reported a number of incidents involving electrical contractors connecting the consumer's mains neutral conductor through generator changeover switches such as the Hager SF263 and SF463.

Contractors are reminded that AS3000 CI 2.3.2.1.1 prohibits the switching of the consumer's mains neutral in any instance. Guidance on where switching of submain neutrals is permitted or required can be obtained from AS3000 CI 7.3 and AS3010 (Electrical Installations – Generating Sets).

Switching of consumer's mains neutrals is classified as a Dangerous Electrical Event and will be reported to the Electrical Safety Office.

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 Relay representative via the following email addresses.

Far North: david.dehnen@ergon.com.au
Northern: vince.prasser@ergon.com.au
Central: crm.central@ergon.com.au
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RECESS POPULAR AS SESSIONS ROLL OUT ACROSS QUEENSLAND

The latest round of RECESS sessions for electrical contractors attracted good attendances - particularly in the smaller centres.

"We have had a great start, with 27 attendees in Mount Isa, 65 in Townsville, 47 in Cairns, 35 in Innisfail and 18 in Atherton," said RECESS project manager, Greg Dwyer.

"Popular questions from the floor referred to Inverter Energy Systems and associated connections topics."

Greg said discussions with attendees consistently reflected a very strong desire by contractors for RECESS to continue in its current 90-minute, bi-annual format. Ergon Energy electrical connection officers, advance connection officers, and customer service officers attended sessions helping out with their expertise.

In addition to the information packs provided, a short movie was shown at RECESS that informed the audience of the www.yourpowerqld.com.au website. More information about RECESS is available at the RECESS home page at www.ergon.com.au. RECESS enquiries can be made to Greg Dwyer, on 07 3228 2751.



IS YOUR MANUAL UP TO DATE?

The Queensland Electricity Connection and Metering Manual (QECMM) contains important information including mandatory requirements for electrical contractors.

It is recommended that you carry a current copy of the QECMM at all times to allow easy reference when required. Ergon Energy Connection Officers report a number of contractors stating that their copy is 'at home', 'back at the workshop' or is found to be outdated.

Having the manual handy may avoid inconveniencing your customer and incurring a wasted truck visit or being charged a re-test fee of \$316.30 plus GST.

What you can do

Check to see you have Version 7 of the Queensland Electricity Connection and Metering Manual (QECMM). If you need to update your manual you can [download a PDF version](#) from the Ergon Energy website. Also check out the QR Code below.



Get those manuals

Scan the QR code with your smartphone and bookmark the webpage that has the latest manuals for download.

Reading this Relay online? [Click here!](#)

NOTE ASBESTOS IN SWITCHBOARDS

Did you know that making a note in Form A about the presence of asbestos in switchboards can save time?

There's an additional information section in the form that electrical contractors can use to note the presence of asbestos in switchboards.

Doing this will alert Ergon Energy so crews can be fully prepared when they arrive at a scheduled appointment, or attend any planned jobs.

Be sure to check out the June 2012 edition of **Relay**, where asbestos identification and obligations were outlined.

Go to the Contractors and Suppliers page at www.ergon.com.au and click on the Information and Publications link.



Reading this online? Click the image at the right and read the June newsletter

Get mobile this summer

Ergon Energy's emergency information is at hand.

Grab your smartphone, go to www.ergon.com.au/mobile and get the shortcut.

