Welcome to another edition of our RELAY newsletter, which has been produced to provide information to Electrical Contractors across Ergon Energy’s distribution area.

**Stability of Builders’ Temporary Supply (BTS) poles**

Before a service line is attached to a BTS, it is necessary for an Ergon Energy Electrical Connection Officer to:
- check the BTS pole to ensure compliance with the design requirements; and
- undertake a rope test to ensure the BTS is safe to climb.

Many poles are found to be failing the rope test due to inadequate installation of the pole and associated supporting struts. As a result, the poles will not be connected and fees will be incurred for a later re-visit.

The *Electricity Connection and Metering Manual (ECMM)* drawings 887933-01 and 887934-01 provide typical construction and installation requirements.

Regardless of who installs the BTS pole, it is the responsibility of the Electrical Contractor who submits the Form A to ensure design and installation requirements are met.

**Grouping of Main Switches**

Contractors are urged to review the below ruling from the Electrical Safety Office in relation to identification of main switches in accordance with the requirements of SAA 3000/2007 Clause 2.3.3.4:

An arrangement with the “main switch light and power” mounted on the left hand end of the DIN rail, with the “main switch hot water” mounted on the right hand end of the DIN rail would not meet the requirements of Clause 2.3.3.4 (a) as the switches do not comply with “shall be readily distinguishable by means of grouping, colouring” etc. Clause 2.9.5.2 also requires the relationship of switches to the various sections of the installation to be marked.

If the prohibited arrangement detailed above is performed Ergon Energy Inspectorial staff have been directed to record a “minor defect” on a Form B unless:
- The “main switch light and power” and “main switch hot water” are grouped / mounted on the DIN rail adjacent to each other, AND
- The “main switch light and power” and “main switch hot water” are marked and readily distinguishable from other switchgear OR
- A double pole main switch is used to isolate the “light and power” and “hot water” and are marked accordingly.

Installations where Inverter Energy Systems (IES) are installed will require the Solar Supply Main Switch to adhere to the above requirements.

**Energy Advice**

Ergon Energy has an Energy Advisory Group which forms an integral part of the company’s National Contact Centre. The Energy Advisory Group has been established to provide advice to both Electrical Contractors and customers in relation to:
- Tariff selection;
- Running costs;
- Installation layout;
- Ergon Energy supply;
- Metering; and
- The Electricity Connection and Metering Manual.

Members of the group are electrically qualified, very approachable and can be contacted on 13 10 46.

**Tariff for Solar Water Heater**

When an electric storage hot water system is replaced with a solar system, the customer must be consulted to determine which eligible tariff they want the booster element connected to.

**Why?** Ergon Energy is receiving a high volume of complaints from customers after they have been billed for service fees on a controlled tariff for the solar booster, which has not been used in the billing period. Investigations have found that the contractor has connected the solar booster to the same tariff as the old storage heater without giving the customer the option to have the booster connected to the principal tariff for domestic customers (in most cases this will be tariff 11).

In many instances, the customer may prefer to have the booster connected to the principal tariff meter unless there are other loads connected to the controlled tariff.

If a customer advises that they do not require controlled tariff metering, the meter wiring shall be disconnected and terminated by the contractor and a Form A should be submitted to Ergon Energy to recover the metering equipment.

Standard charges may apply as per the Ergon Energy Distribution Service Price List.

You can check out more about Ergon Energy at www.ergon.com.au