

Connection Standards *Tech Talk*

January 2008

To all Registered Electrical Contractors:

The aim of this Tech Talk is to provide information to assist yourself, your employees and Powercor to provide an improved service to our mutual customers.

To achieve this you should read the document yourself and copy and/or pass it onto your employees for their information.

Please contact 13 22 06 and request to speak with a Connections Technical Advisor if you require further information or advice on any other connection standard.

Ken Greenway

CONNECTION STANDARDS MANAGER

CONTENTS	Page
CONNECTION PROCESSES ENHANCEMENT	1
TRUCK APPOINTMENT PROCESS ENHANCEMENT	2
SUPPLY ABOLISHMENT CHARGES	
UNAUTHORISED ASSET INTERFERENCE	
PROVISION OF MAINS BOX – POLE TYPE SUB-STATIONS	3
METERING	
Alternative Supplies	
Time of Use Synchronising Service	
SUPPLY & METERING PLANS	3
The Plan	4
Metering Considerations	
Supply Arrangements	
TECH TALK	

CONNECTION PROCESSES ENHANCEMENT

Powercor and CitiPower are pleased to announce the proposed development of enhancements to connection processes.

The proposed enhancements have been developed from comments and suggestions received from REC and NECA surveys and focus groups, and are designed to simplify and streamline processes in the current complex industry environment.

The enhancements proposed include the ability for Retailers & RECs to utilise the internet to enter and obtain data, and to track “real time” progress of their work requests by:

- RECs’ submission of a unique EWR for each work request (confirmation of the EWR receipt will be provided);
- Powercor & CitiPower forward the EWR electronically to the Customer’s Retailer of choice; and
- RECs booking Service Truck appointments on-line.

It is envisaged that these enhanced processes will provide a more streamlined process for RECs who access the internet to arrange their work with Powercor and CitiPower.

The current process of sending a EWR to the Retailer will run in conjunction with the new process. However this process will continue to have a greater reliance on the Retailer’s processes.

This project has been programmed for full implementation by 1 July 2008.

RECs who have current access to the internet and are interested in being involved with the project development are invited to express their interest by emailing their details to the email address below: EnhancedConnectionsProject@powercor.com.au

TRUCK APPOINTMENT PROCESS ENHANCEMENT

Powercor and CitiPower have introduced a tracking and compensation process for scheduled truck appointments. If the Powercor or CitiPower representatives arrive more than 15 minutes late for the agreed appointment time, a Guaranteed Service Level Payment of \$40.00 will be paid as compensation.

The tracking system requires the REC or Customer to sign the Service Order to confirm the arrival time of the Powercor or CitiPower representatives at the scheduled appointment.

The process also requires a Powercor or CitiPower representative to contact and liaise an alternative time with the REC or Customer prior to the scheduled truck appointment if it is identified that the scheduled appointment is unable to be met due to extenuating and unpredictable circumstances, such as storms, severe or inclement weather. Compensation is not applicable in this circumstance.

Powercor and CitiPower will continue to invoice the applicable standard service price approved by the Essential Services Commission and any other applicable fee to the Customer's Retailer. As the approved standard service price for a truck appointment is for 1 hour, additional fees may be charged where this is exceeded.

The implementation of the new internet truck appointment system in July 2008 will remove the need for this manual process.

SUPPLY ABOLISHMENT CHARGES

The current Service Truck Visit fee of \$170.20 is applicable for the non coincidental abolishment of supply during normal business hours.

RECs are advised they will be charged this fee where they submit the "Application for Abolishment of Electricity Supply" unless they have concurrently submitted a "Field Works Order" assigning the charges to another party. Where the request for abolishment is received via the Retailer, Powercor will invoice the Retailer.

UNAUTHORISED ASSET INTERFERENCE

Recent reports indicate that a few RECs are continuing to interfere with Powercor assets, particularly where metering and servicing alterations are taking place.

RECs and Electricians are reminded that Powercor can only permit workers authorised by the company to work on Powercor assets and unauthorised interference with network assets such as service cables, meters and seals is an offence.

Action will be taken where unauthorised interference is identified and court action and penalties may apply.

PROVISION OF MAINS BOX - POLE TYPE SUB-STATIONS

In some recent incidents RECs and Electricians have mistakenly terminated and/or intended to terminate customer's underground consumer mains into existing Powercor FOLCB and FSD on poles with pole type substations.

The Service & Installation Rules (SIR) is clear that customers must provide, install and maintain a service protection device (SPD) and consumer terminals, eg, a FOLCB or FSD in these situations. This applies whether or not a similar Powercor device is existing on the pole.

METERING

Alternative Supplies

A number of customers who have recently installed inverter systems have not been able to realise the full benefit of the system as the installer has not advised the installation to their Retailer or Powercor.

Supply requirements for the installation of inverter systems are detailed in the Service & Installation Rules (SIR) Clause 6.8.4. The SIR can be accessed on www.victoriansir.org.au.

Installers of these systems should always ensure the customer's Retailer is advised and an appointment is made with Powercor to fit the correct metering and be present at the time of commissioning the inverter system to check its correct operation.

Time of Use Synchronising Service

Application of the time of use synchronising service for customers with multiphase metering on network tariffs D3 and D3CS introduced in the July 2006 Tech Talk has been broadened to include all multiphase customers on "time of use "tariffs.

This service provides a 2 Amp maximum supply synchronised to energise a customer's load control relay at the change of rate to the off-peak period of the appropriate Powercor Network Tariff and de-energise at the end of that period. Current off-peak periods are from 11pm Friday to 7am Monday and 11pm to 7am Monday to Thursday inclusive.

As the hours of operation of this service may not be suitable for control of loads such as hot water and storage heating, RECs should check the suitability of this service with their customer prior to requesting the synchronising service. Requests for the service should be submitted through the customer's Retailer. Standard service charges apply and the customer's wiring arrangements must comply with Powercor's metering diagrams. The service charges and wiring diagrams may be accessed on the Powercor website www.powercor.com.au

SUPPLY & METERING PLANS

Some recent non-compliant multiple occupancy and commercial/industrial premise installations supply arrangements and meter locations with restricted access have required extensive rework to rectify the non-compliances prior to connection. This could have been avoided had:

- a) the design been correct in the first place (some designers appear to be unaware of the applicable Rules); and
- b) the supply and metering plans been submitted to Powercor for comment prior to commencement of the works (as specified by the SIR)

As RECS & Electricians installing supply and metering facilities are obliged to certify compliance with the Rules it is suggested they ensure plans of the proposed supply and metering arrangements are submitted and accepted by Powercor prior to commencement of the works on that section of the installation.

(Continued next page)

The Plan

The plan must show the location of the metered and un-metered mains and sub-mains and meter locations in relation to the main structural features and property boundaries, together with a schematic diagram indicating the proposed control, isolation and metering arrangements of the electrical installation and occupancies.

Metering Considerations

General requirements and considerations include the meter access to be safe, ready, convenient, and unhindered and meters to be located:

- To keep un-metered wiring as short as possible by installing meters as close to its supply point as practical;
- In a position as close as practical to the public entrance to the property or premises;
- In areas to eliminate the necessity to enter secured areas and rooms or areas that are not normally entered by visitors or available for public access; and
- In a group position within a common property or where all occupants have a common right of access in multiple occupancy installations.

Supply Arrangements

A schematic diagram indicating the proposed control, isolation and metering arrangements of the electrical installation and occupancies must be shown on the plan.

This must include the Point of Supply, and all equipment down stream of that point. This includes the proposed Service Protection Device, Supply Capacity Control Device/s, Switchboards etc.

TECH TALK

Tech Talk is published on an as needs basis with the aim of providing relevant information for Registered Electrical Contractors and Powercor to provide industry best practice service to our mutual customers.

About 2,000 copies of each edition are distributed and all editions are available on the Powercor website www.powercor.com.au

Please advise Cath Adams on Phone 03 9683 4495, Facsimile 03 9683 4399 or email cadams@powercor.com.au if:

- You are a Registered Electrical Contractor or associated industry participant who don't currently receive a copy of Tech Talk, but would like to;
- You currently receive Tech Talk and change your address;
- You would prefer to have your Tech Talk e-mailed to you.