

Tech Talk

Connection Standards newsletter – September 2008

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To all Registered Electrical Contractors

The aim of this *Tech Talk* is to provide information to assist you, your employees, CitiPower 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.

Working near CitiPower and Powercor assets

Excavating Deeper than 300mm – Dial Before You Dig!

You must contact the free *Dial Before You Dig* service prior to undertaking any excavation works deeper than 300mm. This may include excavating, laying drains, building fences, working underground etc.

Dial Before You Dig will notify their member organisations (gas, water, power etc) of your enquiry.

Customers must allow five working days to receive plans in the mail, and two days to receive plans via email.

Note: not all underground asset owners are members of *Dial Before You Dig*, see further information on their website.

Dial Before You Dig Contacts:

Phone: **1100** Fax: **1300 652 077**

Web: **www.dialbeforeyoudig.com.au**

Working Near Electrical Assets

Customers working in the vicinity of CitiPower or Powercor assets must apply for a site visit prior to commencing any works.

A representative will attend your work site, assess the proposed works and advise you if a permit to work in the *No Go Zone* is required.

Applications for permission to work in the vicinity of CitiPower or Powercor assets must be made in writing, and the easiest way to do this is via our websites :

www.powercor.com.au/Contractors_%26_Suppliers/Online_Permits/Site_Visit/

www.citipower.com.au/Contractors_%26_Suppliers/Online_Permits/Site_Visit/

Customers who do not have access to internet can call:

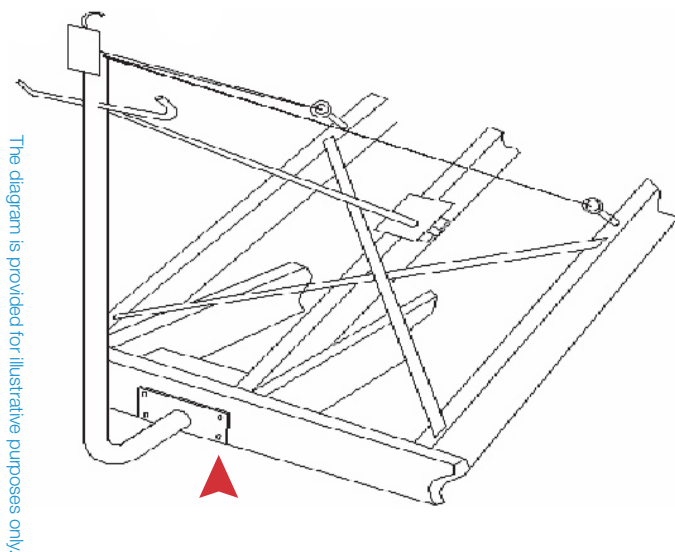
CitiPower – **1300 132 894** or Powercor – **1300 360 410**

and a Customer Service Advisor will be available to help.

Customers must allow five working days for application to be processed.

Service and Installation Rules 2005 revision

The Victorian Service and Installation Rules Management Committee members are currently undertaking a revision of the 2005 version of the Victorian Service and Installation Rules. The committee aims to complete the revision and launch the revised document in 2009.



The diagram is provided for illustrative purposes only.

Service raiser bracket installation

It has become apparent through the CitiPower and Powercor audit system that some installers of service raiser brackets are using fixing screws of a type that is inferior to the type recommended by the bracket manufacturer.

Coach Bolts or Coach Screws must be used, Tech Screws are not acceptable.

In order to avoid unnecessary delays in the connection of the electricity supply at premises, it is essential installers of these brackets follow the manufacturer's installation instructions.

CitiPower – temporary isolation of supply



Planned Work

Customers or RECs may request an isolated supply while electrical work, landscaping or tree-logging and the like is underway.

This service is offered to RECs who wish to undertake work on portions of the electrical installation beyond their control, such as the main switchboard, the consumer's mains, un-metered circuits, and so on.

The *No Go Zone* initiative can assist in situations where the work may impact on the electricity network – for example during tree-logging, erection of scaffolding and the use of plant and machinery.

Further information regarding *No Go Zone* is available on www.citipower.com.au/Contractors_-_No_Go_Zones/ or www.powercor.com.au/Contractors_-_No_Go_Zones/

Electrical or Non-Electrical Work

The Customer or REC needs to speak to a CitiPower inspector for the area – call 1300 132 894 to be directed to an inspector. There is no need to contact an inspector if a service truck visit is required, which RECs can book on line.

Fees apply but the inspector will be able to advise the customer of specifics. A customer service advisor can also provide advice on charges.

Business hours charges (7.30am-4.30pm) – \$143.90 for the first 15 mins. An additional charge of \$31.90 for each 15 min period applies thereafter.

After hours charges (all other times) – \$351.50 for the first 15 mins. An additional charge of \$40.25 for each 15 min period thereafter. These are standard service truck visit charges.

All prices are current at time of publication



Powercor – temporary isolation of supply

When the work does not involve a tariff change or provision of an additional tariff (e.g. Climatesaver, storage hot water, or grid connected small scale embedded generator), a Registered Electrical Contractor must complete the EWR form, available at www.powercor.com.au and send it to Powercor.

Where the work undertaken involves a tariff change or provision of an additional tariff, the REC must submit the EWR to the customer’s electricity retailer.

When electrical work is not involved, for example tree clearing work, the customer or REC needs to contact Powercor on 1300 360 410 and a customer service advisor will assist.

Charges for a service truck visit during business hours (8am-5pm) – \$170.20 each hour the truck is in attendance. Charges for a service truck visit after 5pm, weekends/public holidays – \$340.70.

Customer installation defects

Customers have a requirement under the Electricity Distribution Code to ensure their electrical installation complies with the Code and is maintained in a safe condition.

This includes providing and maintaining on the customer’s premises any facility required to protect the distributor’s equipment.

If the distributor becomes aware of a customer failure to comply with the Code, the company must write to the customer informing them of the details of the non compliance, what actions the customer should take to rectify the defect, and the time period within which the actions should be completed.

CitiPower and Powercor have recently introduced a revised process to manage customer installation defects.

Managed within the Customer Compliance group, this will provide a central contact point for customers and Registered Electrical Contractors.

Customers are advised to contact their REC to rectify defects. The Customer Compliance group will then follow up any outstanding defects with the customer. Once rectified, the REC should advise the Compliance team of the repairs.

Customer installation defects will normally fall in one of the following categories:

Customer Installation	Connection facility compromised
	Consumer mains protection
	Exposed live metal
	Installation wiring not compliant
Customer Interference	Interference with network assets

Meter Box	Access is obstructed
	Items added to meter panel
	Mechanical or moisture damage to meter panel
	Overheating of meter panel
	Meter enclosure compromised
	Environmental hazard (asbestos deterioration)
	Switchboard, mechanical, heat or moisture damage
Point of Attachment	Overheating of FOLCB/FSD
	FOLCB/FSD adrift or cover missing
	Not assessable
	Service not adequately supported
	Raiser bracket or service hook loose/damaged
Service	Regulation height non compliant
	Vegetation in direct contact with the service
	Minimum clearance not maintained from vegetation
	Rubbing on structure

Dedicated phone number for RECs

Many RECs are unaware that CitiPower and Powercor now have dedicated phone numbers for you to contact us. These special phone numbers were set up as a direct response to feedback received from RECs.

For **CitiPower** the dedicated REC phone number is **1300 132 894**

For **Powercor** the dedicated REC phone number is **1300 360 410**

Tech Talk

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

Contact us if

- You are a registered electrical contractor or associated industry participant and you don't currently receive a copy of *Tech Talk*, but would like to
- You currently receive *Tech Talk* and will change or have changed your address
- You would prefer to have *Tech Talk* e-mailed to you.

Please advise **Sam Mavraganis** on 03 9683 4495, Facsimile 03 9683 4499 or email smavraganis@powercor.com.au