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# ELECTRICAL CONTRACTORS NEWSLETTER



Edition 19

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## New Supplies

As some of you may be aware, complex connections or upgrades can take a considerable time to plan, negotiate and construct. If you are unsure what qualifies as a complex connection please make yourself familiar with section 2.3.2 of the Service and Installation Rules. Customers need to be advised to register the job as soon as is practicably possible. Early notification can negate a lot of heartache for the customer and will ensure that the final connection can be made more quickly. To register a job or to find out more information regarding complex connections please call our friendly New Supply Team on 1300 137 008.

## Sub-Standard Electrical work

Recently, we became aware of an electrician who performed substandard electrical work, and he also performed work on Aurora's assets for which he was not authorised. Work that was performed was:

- Time switch and meter for tariff 61 removed, location unknown.
- Incorrect termination configuration of main neutral connections.
- Service bracket had been re-fastened with roofing screws.
- The new mains were too short for drip loops.
- Seals were missing from equipment.

Please be reminded that all electrical work that is performed shall comply with Australian Standards and where required, comply with Aurora's requirements as well. Failure to comply may lead to prosecution for interference to Aurora's assets and Electrical Standards and Safety may also take action.

Please ensure you contact Aurora if you are unsure about anything. It is much better to ask before interfering with our assets. All electricians have a duty of care to ensure that when they are carrying out electrical work they meet the minimum installation requirements and they don't interfere with assets that they are not authorised to touch.

## Advice Requests

In the past, it has been common practice for Electrical Contractors to submit EWR's to Aurora to request advice/information on a wide range of matters relating to connections. Some examples of this are:

- Point of attachment advice
- Crossover pole requests
- Metering advice
- System capacity checks
- Distribution (Pole & Wire) extensions or upgrades.

From now on, the following process for Contractors will need to be followed:

- If the connection work is classed as a complex connection, follow the requirements of the New Supply article at the beginning of the newsletter. Any enquiry to do with that connection can then be made by contacting Aurora Network on 1300 137 008
- If the supply is not classed as a complex connection, eg a Point of Attachment or meter position at an existing supply (under 100 amps per phase), then Contractors are requested to refer to information contained in the Service & Installation Rules.
- If the information and requirements in the Service & Installation Rules do not answer your enquiry, contractors must call the Technical Advice line on 1300 137 008. Our Technical team will then inform you on the steps and information required to resolve the enquiry.

**As from the date of this circular, Aurora will not be actioning any EWR submitted for technical advice requirements.**

## New Installations

**A Reminder to contractors – If there is no customer agreement, there is no work done.**

Recently a letter was circulated to all Electrical Contractors outlining requirements for a new connection. Remember we can't fit any meters without a customer agreement being in place.

## CT Metering

Please note that Installations with CT meter provisions **are not** to be livened up without first having the CT Meter installed.

## Website

The Aurora Energy website is a great tool for accessing information which is important to your job. Via this website you are able to do the following:

- View copies of the Contractors newsletters
- Obtain copies of forms
- View and Order hard copies of the Service and Installation rules
- Ask Technical Questions
- Access links that will take you to The Wiring Rules and The Office of Electricity, Standards and Safety.

The address is [www.auroraenergy.com.au](http://www.auroraenergy.com.au)

From the Homepage, select the Powerline Network tab and then choose Service and Installation Rules to access these services.

## Living Document

The Service and Installation Rules are a living document and undergoing constant review. If you have any suggestions could you please submit them via the Contact Us link on the Service and Installation Rules page of the website.

## Lot numbers on Subdivisions

A correction to the article printed in Newsletter Edition 18. Lot numbers are not acceptable; it must be the street address. Refer to the Service and Installation Rules clause 2.3.3.

## Authorised Contractors

### Connecting Customers

Sadly there have been a number of instances where Authorised Contractors have connected installations on behalf of other Electrical Contractors. Some of these connections should never have been done due to faults. Authorised Contractors need to be aware that if they connect a job, even just doing the metering, they have an obligation to ensure the work is compliant to AS3000 and Aurora Service and Installation Rules. Authorised Contractors are representatives of Aurora Energy and shouldn't connect anything that Aurora staff wouldn't. Those Authorised Contractors who do not know the difference between a compliant and non-compliant installation will be removed from the scheme.

### Authorised Contractor Review

Aurora Energy is currently undertaking a comprehensive review of the Authorised Contractors Scheme. This review has come about due to many reasons, these include:

- Changes brought about by the introduction of the National Electricity Market.
- Aurora Energy's requirements that anyone (including Authorised Contractors) working on their assets comply to the same requirements.
- A more "user-friendly" scheme was required for all including the Authorised Contractor, the Customer and Aurora Energy.

Regular updates will be provided through this newsletter.