



## ***To all Registered Electrical Contractors***

Welcome to our second edition of "Tech Talk".

Topics for this edition include Fixed Charges For Service Truck Appointments, Service Fuse Removal & Reinsertion, Locking of Construction Site Meter Panel Service Fuses, Contestable Customer Processes and Service Cable Clearances.

Our aim is to provide up to date information on supply matters to enable both you and Powercor to provide our mutual customers with industry best service standards.

To achieve this aim it is suggested you note this information and pass it on to your employees.

**Ken Greenway**  
**CONNECTION STANDARDS MANAGER**

### ***FIXED CHARGES FOR SERVICE TRUCK APPOINTMENTS***

A list of Powercor current fixed service prices is attached. Although they are presently being reviewed and are expected to change later this year, except for inclusion of the GST, the current charges have not changed since they were introduced in July 1997.

Please note the Service Truck appointment charge is for attendance of the Service Truck and crew of **up to one hour** from the time of the appointment. **Additional charges will apply where the time spent at the appointment exceeds one hour.**

It is suggested that in many instances work planning can be arranged to minimise the Service Truck time at appointments, thus avoiding charges in excess of the appointment charge.

To assist Powercor in more accurate scheduling of service trucks and to provide improved service, it would be appreciated if you would advise that the appointment time may or will exceed one hour at the time the appointment is arranged.

It should also be remembered that wasted truck visit charges will apply where you have made arrangements for a service truck visit, but the work cannot be completed because the Certificate of Safety or EWR was not available, and/or the work was not ready etc.

Accounts for services provided will continue to be forwarded to the REC or person requesting the work unless a correctly completed Field Works Order assigning the charge to a third party is received prior to the appointment.

## ***SERVICE FUSE REMOVAL & REINSERTION***

Further to my initial advice in the December edition of "Tech Talk", all eligible licence holders were sent a copy of the new industry Code of Practice.

Reports to date indicate that access to remove and reinsert specified service fuses is of great benefit to electricians, as it improves their ability to work safely and enables them to provide better service to our mutual customers.

However, it has also been reported that some electricians are working outside the conditions of the *Code*. Reports of this include interference with Powercor equipment such as meters and service cables, accessing locked pillars to remove fuses, operation of fuses outside the scope of the *Code*, and not notifying Powercor of the disconnection and re-connection.

There is also a perception by some that the *Code* provides the right for electricians to shift, interfere and/or disconnect Powercor metering. As previously advised, this is not the case, and only persons authorised by Powercor are permitted to work on Powercor metering and equipment.

All licensed persons are reminded that to work outside the conditions provided by the *Code* or to interfere with any Powercor asset will generally be a breach of industry regulations, and that action will be taken where this is detected.

### ***LOCKING OF CONSTRUCTION SITE METER PANEL SERVICE FUSES***

The requirement to fit devices secured with a Victorian Power Industry lock to meter panel fuses on construction sites prior to their connection from 2 April 2001 was communicated to you in the March "Tech Talk" bulletin. Construction site installations include Builder Supply Poles and Builders Supplies in a Permanent Position.

Since the release of the March "Tech Talk" it has been clarified with the OCEI that construction sites on premises which are permanently occupied by persons other than the construction company are not subject to this requirement.

The Office of the Chief Electrical Inspector issued new "Conditions of Supply" for construction sites containing this requirement following industry consultation and concern.

This concern was a result of widespread unauthorised interference with the fuses. Dangerous practices caused hazardous situations by breaking seals, removing fuse carriers and bridging the fuse base contacts with wire or exposing them to contact. Removing fuse carriers from existing customers and reinserting them in others has left many bonafide customers without supply and with the problem of having to arrange a new fuse carrier and reconnection.

The new conditions require the fitting of "acceptable devices" to prevent unauthorised interference with the fuse. The B&R SFPLK1 (for 1 fuse) and SFPLK3 (for 2 or 3 fuses) service fuse padlocking kits and Clipsal 230DRAV-SEC Security Cover (for Clipsal Series 230 meter boxes) are acceptable devices for securing the service fuses, provided they are fitted with a Victorian Power Industry (VPI) Padlock. The locks are available from most locksmiths and hardware stores.

You are reminded that connection of supply will NOT take place unless all meter panel fuses on all new construction sites are fitted with one of these devices and locked with a VPI lock prior to connection.

### **CONTESTABLE CUSTOMERS CONNECTION PROCESS**

As advised in the December “Tech Talk” all customers consuming more than 40MWh/yr are now able to choose their own retailer.

Although the criteria is variable, typical contestable customers in this group have an annual electricity bill in excess of \$5000 and/or a 3 phase demand of greater than 60 amps per phase. This means that some small manufacturers and supermarkets, and larger restaurants, fast food outlets, wineries, farms, professional service firms and similar customers, and all larger customers are now eligible to choose their own retailer.

Unfortunately, there have been delays in connecting customers who have not selected a retailer by their required connection date. As the retailer is responsible for arranging the installation of the metering, Powercor cannot connect the installation to supply until the meters are installed.

Failure by the customer to select a retailer prior to the required connection time will almost certainly result in connection delays.

Customers who have negotiated supply with Powercor will have been advised when they are contestable and eligible to select a retailer of their choice. Alternatively, you may have submitted this information to Powercor New Connections on your Electrical Work Advice (EWA) or an Electrical Work Request (EWR).

Where you are aware that this has not occurred, you will assist in avoiding delays to the connection of these customers if you were to advise the customer well before the required connection time of their eligibility and need to choose their electricity retailer. The customer should then select their retailer and notify Powercor.

If customers are uncertain as to their contestable status, they should contact Powercor New Connections on 1300 360410 for advice.

### **SERVICE CABLE CLEARANCES**

The December edition of “Tech Talk” advised of the new increased *minimum* clearances of 4.6m for service cables installed over driveways and ground traversable by vehicles, and acceptable methods to achieve this.

The new *minimum* clearance applies to all new connections and alterations to existing premises that require a replacement service cable to be installed.

Unfortunately, in some cases RECs have not provided a suitable point of attachment on the property to achieve this, and this has resulted in connection delays and inconvenience to all concerned.

To avoid this you are encouraged to ensure a suitable point of attachment is provided to at least enable the *minimum* clearances to be achieved and maintained.

If in doubt of your ability to provide a suitable point of attachment to meet the new clearances, you should contact the ECA Inspectors listed in the December “Tech Talk” for advice.

## POWERCOR STANDARD SERVICE PRICES

Item No	Service	Normal Hours (\$) GST Inclusive	After Hours (\$) GST Inclusive
<b>1.0</b>	<b>Connection</b>		
1.1.1	New Connection – Residential*	\$186.69	\$362.69
1.1.2	New Premises - Non Residential	\$274.57	\$395.57
1.2.1	Existing Premises - Reconnection	\$21.97	\$159.47
1.2.1	Existing Premises - Customer Transfer	\$21.97	\$159.47
<b>2.0</b>	<b>Field Officer visits</b>		
2.1	Collect Overdue Accounts	\$21.98	NA
2.2	Reconnect After Disconnection for Non Payment	\$49.44	\$159.45
2.3	Adjust Time Switch – Tariff Change	\$21.97	NA
2.4	Fuse Removal/Insertion for Electrical Contractor Per Visit	\$21.97	\$159.47
2.5	Special Meter Reading	\$21.97	\$159.47
2.6	Underground Cable Location	\$60.42	\$296.92
<b>3.0</b>	<b>Service Truck Visit</b>		
3	Service Truck Visit - Planned Work And Unplanned Work for Faults On Customer Installation	\$170.20	\$340.70
3.3	Service Truck Visit - Wasted Visit	\$142.75	\$142.75
<b>5.0</b>	<b>Low Voltage Meter Conversion</b>		
5.1	Low Voltage Meter Conversion - To Winner (New Installation)	\$285.99	NA
5.2.1	Low Voltage Meter Conversion - To Winner (Existing Installation) Domestic	\$516.69	\$879.69
5.2	Low Voltage Meter Conversion – To Time Of Use (Existing Installation) Commercial / Farm	\$676.13	\$1017.13
5.3	Installation Of 5 Day Electric Time Switch	\$313.24	\$664.76
<b>6.0</b>	<b>Meter Equipment Test</b>		
6.1	Single Phase	\$170.12	NA
6.2	Single Phase - Each Additional Meter	\$65.81	NA
6.3	Multi-Phase	\$252.51	NA
6.4	Multi-Phase - Each Additional Meter	\$87.73	NA
<b>7.0</b>	<b>Provision of Switching Service</b>	\$53.55	As Quoted
<b>8.0</b>	<b>Provision of Service Fuses - Fuse Switch Disconnecter</b>		
8.1	160A 4 Pole	\$404.67	As Quoted
8.2	400A 3 Pole	\$758.87	As Quoted
8.3	400A 4 Pole	\$885.37	As Quoted
8.4	Hinged Fuses: 300A Group Of 3	\$417.74	As Quoted
<b>9.0</b>	<b>Elective Underground Servicing</b>		
9.1	Supply Up To 100A (Existing Installations)	\$572.57	As Quoted
9.2	Supply Between 100A - 170A (Existing Installations)	\$707.83	As Quoted
<b>10.0</b>	<b>Provision of Load Profile</b>		
10.1	Provision of Load Profile to CT Metering - Install and Provide One Load Profile.	\$455.70	As Quoted
10.2	Provision of Load Profile to CT Metering - For Each Additional Load Profile	\$307.83	As Quoted
11	Load Profile Print Out From Existing Metering	\$75.70	NA
<b>12.0</b>	<b>Temporary Cover</b>		
12.1	Temporary Cover Of LV Mains - 2 Wire Cover	\$461.26	\$648.26
12.2	Temporary Cover Of LV Mains - All Wire Cover	\$626.02	\$879.02
12.3	Material Rental For Each Additional Month - 2 Wire Cover	\$38.50	NA
12.4	Material Rental For Each Additional Month - All Wire Cover	\$82.50	NA
12.5	Temporary Cover For LV Mains - Service Cable	\$296.51	\$417.51
12.6	Material Rental For Each Additional Month - Service Cable	\$9.90	NA
<b>13</b>	<b>Miscellaneous</b>		
13.1.0	Interest Rate On Security Deposit & Outstanding Electricity Accounts	NA	NA
13.2.0	Dishonoured Cheque	\$15.39	NA
13.3.0	Dishonoured Direct Debit	\$8.79	NA
13.4	Copy Of Supply & Sale Code	\$2.20	NA
14.1	Service Cable Pulled Down By HL - Single Phase	\$245.80	\$377.79
14.2	Service Cable Pulled Down By HL - Multi Phase	\$372.73	\$493.73

Please note\* - The New Connection - Residential (\$186.69) charge also applies to a Builders Supply Permanent Domestic Location (Partial Supply), and any Builders Supply Pole.