



To all Registered Electrical Contractors

Full Retail Contestability (FRC) for Victorian electricity customers was introduced on 13 January 2002.

As foreshadowed in previous editions of "Tech Talk", all customers must now select and involve their electricity Retailer prior to initial connection. It is also important for the customer's Retailer to be involved where a change of meters, tariff/s or customer to an existing installation or occupancy is proposed.

To enable this to occur, it has been necessary to change the current connection process significantly. Therefore, the Powercor "Notification of Electrical Work Guidelines" sent to you in May 1999 is now obsolete, and the revised Connections Documentation and new Notification of Electrical Work processes contained in this document now apply. In some cases the EWR and CES must now be sent to the customer's Retailer.

To compliment the new processes, the Electrical Work Advice Notice (EWA) has been abolished, and the processes now require the Supply Proposal Request (SPR) to be used in lieu of the EWA for all supply availability purposes, including the installation of pits.

The purpose and availability of applicable documentation is detailed below, and further advice may be obtained from New Connections on 1300 360 410 and the Customer Call Centre 132206.

Please ensure that you advise your customers and employees of these important changes, as correct use of the documentation and processes will be critical in the provision of industry best service to our mutual customers.

Ken Greenway
CONNECTION STANDARDS MANAGER

CONNECTIONS DOCUMENTATION		
DOCUMENT	PURPOSE	AVAILABILITY
Supply Proposal Request (SPR)	Submit in all situations where supply is not or may not be available for proposed loads, eg: <ul style="list-style-type: none"> New Installations and Occupancies Supply Pits Increase of load in excess of 10% for installations with a maximum demand <100amps per phase and 25% for installations with a maximum demand 100≥ Amps per phase. 	Powercor <ul style="list-style-type: none"> Call Centre 13 22 06 www.powercor.com.au
Electrical Work Request (EWR)	Submit for all proposed electricity supply work involving Customers Installations. All new connections, ie: New Installations and Occupancies Existing installations & occupancies - All proposed: <ul style="list-style-type: none"> Alterations & Additions Meter and/or tariff changes 	Powercor <ul style="list-style-type: none"> Call Centre 13 22 06 New Connections 1300 360 410 Some Electricity Retailers
Field Works Order	Submit where costs charged by Powercor are required to be assigned to another party.	As per EWR – copies are included in EWR pad.

METERING

The introduction of Full Retail Contestability will lead to significant changes to customer metering and meter board wiring. Further advice will be provided when these changes are known.

POWERCOR NOTIFICATION OF ELECTRICAL WORK – PROCESSES

13 January 2002

To expedite electrical connections work, it is important that the notification of electrical work on customer installations is submitted to the correct organisation in an approved manner. Failure to do so may lead to connection delays or refusal to connect the electrical work to the distribution system.

SUPPLY AVAILABILITY	NEW CONNECTIONS	ALTERATIONS & ADDITIONS	FAULT WORK	OCCUPANCY CHANGE (Disconnection & Reconnection)
<ol style="list-style-type: none"> Customer/REC contacts Powercor on 13 22 06 to confirm and/or determine supply availability & costs. Powercor sends Supply Proposal Request to customer if supply arrangements are to be made. Customer returns completed Supply Proposal Request to the relevant Powercor address supplied on the form. Powercor <ul style="list-style-type: none"> Determines supply arrangements & costs Contacts and advises customer Customer advises action to be taken. 	<ol style="list-style-type: none"> Customer/REC contacts selected Retailer. (Licence list of electricity Retailers - Essential Services Commission web site www.esc.vic.gov.au or information line 1300 134 575) REC submits EWR & CES or CES availability arrangement* to selected Retailer. Retailer <ul style="list-style-type: none"> Organises tariffs and metering arrangements Submits connection request to Powercor Powercor <ul style="list-style-type: none"> Contacts REC if an appointment is required and/or programs the work Performs work (Energisation only takes place if CES, where applicable, has been received*) Advises Retailer Retailer bills Customer/REC for work. 	<ol style="list-style-type: none"> REC contacts customer's Retailer <i>if meters or tariff change is included in the work to be performed</i> - follow the "New Connections" process. <p style="text-align: center;">OTHERWISE <i>If meters or tariff change is not included in the work to be performed -</i></p> <ol style="list-style-type: none"> REC submits EWR & CES or CES availability arrangement* to Powercor: Facsimile 1800 062 242 or PO Box 185 Geelong 3220 Powercor <ul style="list-style-type: none"> Contacts REC if an appointment is required and/or programs the work Performs work (Energisation only takes place if CES, where applicable, has been received*) Bills REC for work (unless a completed Field Works Order assigning cost to another party is received with EWR) 	<ol style="list-style-type: none"> Customer/REC contacts Powercor on 13 24 12 and arranges for Powercor to attend. Powercor <ul style="list-style-type: none"> Attends and performs required work. (Where work has been performed on the customers installation, energisation only takes place if an EWR has been received*) Powercor <ul style="list-style-type: none"> connects/disconnects as requested advises Retailer Retailer bills customer. 	<ol style="list-style-type: none"> Customer contacts their selected Retailer. Retailer submits connection/disconnection request to Powercor.

* The CES copy, or EWR in the event of fault work, must be complete and may be handed to the Powercor personnel on site or left in a readily obtainable location such as behind the hinged meter panel, or otherwise secured beside the metering. If the CES copy, where applicable, was not previously received or is not provided on site, or in the event of fault work an EWR is not provided on site, energisation cannot take place and a wasted truck visit will be charged.

EWR – Electrical Work Request

CES – Certificate of Electrical Safety