

# Tech Talk

## Connection Standards newsletter – June 2010

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### To all Registered Electrical Contractors

The aim of *Tech Talk* is to provide information to assist you and your employees in providing 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.



## Solar forums for RECs

CitiPower and Powercor have held a number of Solar Connection Forums in Melbourne and in a number of regional centres over the last few months. This has been in response to concern from within the industry on the requirements for solar inverter connection and the necessary metering that needs to be considered. The workshops have been conducted for Retailers, Installers and RECs as well as local Powercor and CitiPower employees. Workshop attendees were also given brief overviews of the Smart Meter roll out program and the 2010 electricity tariffs.

These forums have been well received with the presentation of the technical metering details together with the Customer and Retailer processes discussed. There are a number of further forums planned and any interested solar inverter installers, RECs or Retailers are welcome to attend. Call Paul Miller, Retailer Relations Coordinator on **9683 4464** or email [pmiller@powercor.com.au](mailto:pmiller@powercor.com.au) for an invitation or for further details of venues and dates.



## Smart Metering

As covered in previous issues of *Tech Talk*, CitiPower and Powercor's smart meter rollout has commenced and is progressing well. In this issue, we will explain some of the functions of Smart Meters.

Smart meter functionality was determined by the Department of Primary Industries.

The first two smart meter functionalities that will be activated are 30 minute interval reads and remote meter reading.

### 30 minute interval reads

In addition to the normal cumulative usage records that older style meters recorded, smart meters are designed and programmed to read electricity usage in 30 minute intervals. In simple terms this means that each 30 minutes the smart meter records and stores in its memory how much power is consumed. The meter's memory must store a minimum of 35 days of interval data. Each day will comprise 48 segments of usage data, and this data must be collected by CitiPower and Powercor every 24 hours. Once collected, the information is provided to relevant electricity market participants to assist in strategic decisions, for example: planning generation, network augmentation and tariff setting.

### Remote read function

As it is a requirement that the smart meters are read on a daily basis, they are designed to be read remotely. The data collected by the meter is read remotely over a wireless communications network. Once collected, the data is validated and then provided to the customer's electricity retailer and the Australian Energy Market Operator (AEMO).

Meters are also able to be read at the meter by the customer, just like the meters we have in our homes today.

More Smart Meter features and functionality will be explained in the next edition of *Tech Talk*.

For further information about smart meters and the CitiPower and Powercor smart meter rollout, please visit: [www.powercor.com.au/smartmeters](http://www.powercor.com.au/smartmeters) or [www.citipower.com.au/smartmeters](http://www.citipower.com.au/smartmeters)

# Proposed REC Listing for Smart Meter Program

With smart meters being rolled out by CitiPower and Powercor as part of the Victorian Government's mandated project, on occasion safety defects are identified on a customer's electrical installation. A defect notification is left at the customer's premises by the meter installation technician requesting that the customer arranges for a Registered Electrical Contractor (REC) to rectify the defects.

In general, most customers are able to engage a REC to rectify the defect. However in some instances, elderly customers or new residents in a region may have difficulty in accessing a local REC who is willing to undertake this type of work for them. To assist customers, CitiPower and Powercor propose to publish a list of RECs (REC List) who are willing to have their contact details made available to these customers.

The REC List would be mailed to customers together with defect notification letters. The REC List is not a recommendation or referral by CitiPower or Powercor.

## Privacy Policy – REC List

CitiPower and Powercor are bound by the Privacy Act 1988 (Cth). This privacy policy outlines the manner in which we collect and use your personal information when you email us with a request to be included on the REC List and provide us with your contact details.

We collect personal information for the purpose of compiling the REC List in relation to the smart meter project. We may provide customers with the REC



It will simply be a list of potential RECs together with their contact details. The REC List will be published in alphabetical order/by region and will be updated on a quarterly basis. Any customer wishing to contact a REC will have to contact the REC directly.

If you are a REC interested in this type of defect rectification work and would like to be included on the REC List, please contact us by emailing [RECListforcustomerdefects@powercor.com.au](mailto:RECListforcustomerdefects@powercor.com.au)

Your message **will need** to provide your REC Registration Number, trading name and full business and/or postal address (if different to business address), best contact telephone number, mobile phone number and facsimile number.

It is the responsibility of each REC to ensure the contact details provided to us are accurate and up to date. On request, RECs can be added to or removed from the list – with the updates issued in the next quarterly edition of the list – throughout the smart meter roll out program.

List where we identify a defect at their electrical installation. We will take reasonable steps to keep your personal information secure. You can access your personal information at any time on request, and you can request removal of your details by emailing us at [RECListforcustomerdefects@powercor.com.au](mailto:RECListforcustomerdefects@powercor.com.au)

We will comply with all reasonable requests to have inaccuracies corrected.

# Meter Wiring Diagrams available on our website

Following the Christmas edition of *Tech Talk*, we have issued Meter Wiring Diagrams to support the Victorian Service and Installation Rules (VSIRs) regarding the 2010 CitiPower and Powercor tariff changes. You can access all the diagrams and changes via our website:

[www.powercor.com.au/Powercor\\_Australia\\_Specific\\_Requirements](http://www.powercor.com.au/Powercor_Australia_Specific_Requirements)  
or find them under **Contractors & Suppliers > Service Installation Rules > Network Specific Requirements/CitiPower and Powercor Meter Wiring Diagrams.**



The Meter Wiring Diagrams provide details of the wiring of metering for “New Connections” and existing “Additions/Alterations” and “Tariff Change” customer installations, and comply with the CitiPower and Powercor tariff rules introduced in January 2010.

Those rules removed dedicated circuit load control tariffs such as CDS (CitiPower) and DD1, HW, CS (Powercor), and flat rate and other general power and light tariffs such as C1R, C2R (CitiPower) and D1, D2 (Powercor) for “New”, “Add/Alt” and “Tariff Change” installations, and require those installations to be connected to time-of-use tariffs such as C3R in the CitiPower network, or D3 in the Powercor network.

These diagrams are CitiPower and Powercor specific requirements over and above the Victorian Service and Installation Rules as previously advised in *Tech Talk*.

## NOTE:

the previous Climate Saver wiring diagrams on that site have been removed as that tariff is not available for New Connections, Adds/Alts including PFIT.

Although the diagrams are labelled as AMI (“smart”) meters, they apply to all installations regardless of use of smart meters or existing business as usual metering equipment.

Please refer to the **CitiPower** and **Powercor** website for further details.

## REC Self Service

CitiPower and Powercor are currently exploring the option of introducing a REC self service portal. The self service portal would provide the ability for RECs to lodge their Electrical Work Requests (EWRs) and accurately track work requests online. A REC self service portal has the potential to address some of the connection related issues that were highlighted in the recent REC survey conducted by CitiPower and Powercor. These included cycle time for connection, acknowledgement of when an EWR is received by the nominated retailer and distributor, and visibility of job progress.

We have started consulting with a number of RECs and will continue this process moving forward to ensure any solution provides a high level of usability. More information will be made available in the next edition of *Tech Talk*.

## Dedicated contact points for RECs

Why call the Contact Centre when you can send us an email direct and receive speedy service on-line?

Our Connections Technical Advisors are available via email and over the phone.

Send us a line on [cta.question@citipower.com.au](mailto:cta.question@citipower.com.au) or [cta.question@powercor.com.au](mailto:cta.question@powercor.com.au)

Depending on the time of enquiry we endeavour to respond on the same, or next business day.

We can also be contacted on our dedicated phone numbers:

CitiPower – **1300 132 894**  
Powercor – **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* emailed to you.

Please advise Tina Totikidis –  
Powerful Customer Service Coordinator, at  
[powerfulcustomerservice@powercor.com.au](mailto:powerfulcustomerservice@powercor.com.au)