



## Still Time to Join – Smart Meter REC Listing

If you have not yet registered with us to feature in the REC Listing for the AMI Smart Meter Program, there is still time to do so!

The REC Listing is used to assist customers who may need the services of a REC to assess and rectify defects in customers' electrical installations identified by smart meter installation technicians.

Many RECs have already responded to our invitation to join the listing, which is growing with each issue of *Tech Talk*.

As Powercor extends the smart meter roll-out to new areas such as Ararat, Hamilton, Horsham, Portland and Warrnambool over the coming months, we would like as many RECs as possible from those areas to join the listing.

Those wishing to do work in defect rectification and who have not yet expressed interest with CitiPower and Powercor are invited to do so by emailing us at **RECListforcustomerdefects@powercor.com.au**

You will need to provide your REC registration number, trading name and full business address, and best contact telephone number.

Remember, it is the responsibility of each REC to ensure that the contact details provided are accurate and up to date. At any stage during the Smart Meter Program – on request in writing – RECs can be added or removed from the list.



### Privacy Policy – REC Listing

CitiPower and Powercor are bound by the Privacy Act 1988 (Cth). This privacy policy outlines the manner in which we collect and use the personal information and contact details that you email us when requesting to be included in the REC Listing.

We collect personal information for the purpose of compiling the REC Listing in relation to the Smart Meter Program. We may provide customers with the REC Listing where we identify a defect in 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** We will comply with all reasonable requests to have inaccuracies corrected.

## Smart Metering Remote Energisation Coming Soon!

The CitiPower and Powercor AMI Program is developing an approach to the Smart Meter Remote Energisation Service.

We are currently preparing for the introduction of remote re-energisation and de-energisation capability and services. The remote energisation service works by sending a remote command that closes or opens a supply contactor built into the smart meter, preventing or allowing electricity consumption at a customer site. Remote energisation will allow CitiPower and Powercor to prevent or resume electricity consumption without a site visit to pull or reinsert a fuse.

The introduction of remote energisation has important

safety considerations and impacts for RECs. CitiPower and Powercor will conduct a series of presentations for RECs during July and August 2011, which will cover the safety and site impacts of remote energisation work. Presentations will be held at various venues located around the CitiPower and Powercor regions. Invitations to these workshops will soon be issued to RECs.

We strongly recommend RECs attend these important sessions on the remote energisation capability in order to keep abreast of process changes and to maintain safe working practises.

In the meantime here are a few important facts for RECs on remote energisation.

## Remote de-energisation does not isolate electrical supply

When a smart meter is remotely de-energised, the supply contactor built into the smart meter is open, breaking the electrical circuit and preventing electrical consumption beyond the smart meter. As the fuse is still inserted, the site is still live and supply is not electrically isolated. RECs should therefore not assume that a remotely de-energised site is isolated for the purpose of electrical safety.

## Smart meter auto disconnect feature

If a smart meter is remotely energised and load is detected on the meter, the meter will auto-disconnect. The auto disconnect feature in smart meters is not a Residual Current Device (RCD) and will not protect against electric shock. It is a load detection mechanism for preventing re-energisation and is not as fast or sensitive as the RCD.

## Remote energisation capability is not appropriate for sites where:

- There are Life Support customers
- Supply has been off for longer than 12 months
- Electrical works are being performed
- Abolishment is requested
- New connections, additions or alterations
- Current Transformer (CT) smart meters.

For these sites, RECs should request that CitiPower and Powercor isolate supply as per current processes.

# Now Available – Remote SFiT or PFiT Configurations

On 30 May 2011 the remote configuration of smart meters to Standard Feed-in Tariff (SFiT) or Premium Feed-in Tariff (PFiT) commenced.

Remote conversion of an existing smart meter is the process where a solar SFiT or PFiT outcome is configured remotely via the smart meter communications mesh network. This process will allow an existing smart meter to record 30 minute interval data in a bi-directional mode for energy exported to the grid (i.e. enabling the B data stream).

As the configuration process can be completed remotely, a site visit is no longer required in most instances. In conjunction CitiPower and Powercor has reviewed and reduced the associated fee to better reflect the cost of this remote activity. The new fee is \$31.60 (GST inclusive).

This fee only refers to remote configuration and costs will vary for a site visit.

For costs please refer to Service Fees via [www.citipower.com.au](http://www.citipower.com.au) or [www.powercor.com.au](http://www.powercor.com.au)

Remote configuration to SFiT or PFiT is only applicable for sites where:

- Smart meters are operational on the communications mesh network
- Valid requests are received via a retailer
- Existing metering is suitable for the SFiT or PFiT outcome.

The following are sites that do not meet the remote configuration criteria and will require a site visit for additional metering work:

- Sites with two element meters, or multiple meters
- Dedicated circuits, e.g. hot water, climate saver, slab heating/heat bank
- Sites without a smart meter moving to solar – a smart meter will be installed as a bi-directional meter.

# REConnect EWRs on-line



Managing your customers' connections just got easier – introducing REConnect.

CitiPower and Powercor Australia will be launching the Electrical Works Request (EWR) self-service portal in August. This means you will be able to lodge your EWR on-line.

REConnect is currently in its final testing phase, and was developed with the advice of RECs to ensure it meets their needs, and those of retailers and distributors alike.

Some of the benefits that REConnect offers RECs include:

- A simple registration process
- A unique log on for security
- The ability to create EWR templates
- The ability to attach Certificate of Electrical Safety (CES) to the EWR for submission

- The ability to submit and view status 24 hours a day, 7 days a week
- The ability to trace all jobs
- You can view an anticipated connection date
- It reduces time chasing jobs with retailers and DBs
- Offers a more streamlined EWR process
- Reduces storage on your systems
- You can receive SMS or email updates on jobs.

There will be training sessions provided to all RECs in various locations. If you would like to express an interest in attending the training, or have any questions in relation to REConnect, please email us at

**REConnect@citipower.com.au** or  
**REConnect@powercor.com.au**

## 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** or **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**