

Section 5

Supply Application, Connection & Disconnection

Section 5 – Contents

		Page
5.1	Conditions of Supply	5-3
5.2	Negotiations for Obtaining / Altering an Electricity Supply and Warning Against Premature Expenditure	5-3
5.3	Typical Connection Process	5-4
5.4	Application for Supply	5-4
5.4.1	Applications	5-4
5.4.1.1	High Voltage Electrical Installations	5-4
5.4.1.2	Low Voltage Electrical Installations	5-4
(a)	New Electrical Installations	5-4
(b)	Existing Electrical Installations	5-5
5.4.1.3	Electrical Installations on Public Land	5-5
5.4.2	Subdivisions	5-5
5.4.3	Distributor Substation on Customer's Premises	5-5
5.5	Notification of Electrical Work	5-5
5.5.1	New Connections & Work not requiring an appointment	5-5
Table 5.1	Documents for Most Frequently Requested Work	5-6
5.5.2	Work requiring an appointment	5-7
5.5.3	Other Documentation	5-7
5.6	Charges	5-7
Form	Electrical Work Request (EWR)	5-8
Form	Field Works Order	5-9
Form	Application for Abolishment of Electrical Supply	5-10

5.1 Conditions of Supply

A Distributor's electricity contract or agreement applies to all electrical installations connected to a Distributor's electricity network. The contract or agreement specifies conditions for the supply of electricity from the network to the specific electrical installation.

The contract or agreement may be:

- an Electricity Supply Contract with a Retailer; and
- a specific electricity distribution connection agreement or contract; or
- a deemed electricity distribution contract.

And where applicable:

- an Extension Agreement with the Distributor; and/or
- an electricity distribution demand tariff agreement or contract

For example a specific electricity distribution connection agreement or contract and/or an extension agreement provides various agreed conditions for the connection of a particular electrical installation to the electricity network. These may include costs, responsibilities, type, capacity and point of supply, standards to be met, timeframe for provision of supply, etc.

Generic conditions of supply may or may not be included in the specific contract or agreement. These conditions are contained in legislation such as the Electricity Safety Act, the Electricity Industry Act and regulations, codes of practice and guidelines enabled by those Acts. For example compliance with the Distributor's "reasonable technical requirements", ie, these Service and Installation Rules, is a condition of supply specified by the Electricity Distribution Code.

5.2 Negotiations for Obtaining / Altering an Electricity Supply and Warning Against Premature Expenditure

Negotiations for the conditions for supply to a new electrical installation, or an addition or alteration to an existing electrical installation, or an additional load, including provision of a supply pit, should commence with the relevant Distributor as soon as the decision to proceed is made. Adequate written notice of the customer's proposed requirements should be submitted in accordance with clause 5.4 (Application for Supply) and clause 5.5 (Notification of Electrical Work) at the earliest opportunity possible and the customer should be prepared to meet costs involved.

Sufficient time must be allowed for the Distributor to plan, determine and negotiate appropriate supply arrangements.

No expense should be incurred by a prospective customer until negotiations for supply have been completed with the Distributor and advice received as to the conditions under which the Distributor would agree to the connection of the load and the provisions to be made by the customer for the electrical installation of the Distributor's equipment on the premises.

These conditions may affect the design of the project, such as the determination of the point and type of supply, the position of the metering and servicing equipment, the point of attachment of an aerial service cable or point of entry of an underground service cable, and the position of any substation on the premises.

5.3 Typical Connection Process

1. The Customer determines the supply requirement to suit their proposed electrical installation with their agent (eg, REC or electrical consultant).
2. Customer or Customer's Agent applies to Distributor for supply. Distributor requires advance notification of work required to be performed by the Distributor.
3. Distributor and Customer negotiate conditions for supply to the property.
4. Customer selects electricity Retailer and negotiates retail tariffs.
5. Customer Agent ascertains the electrical installations supply and metering requirements, completes electrical installation and provides Customer's Retailer with Electrical Work Request form, (available from Electricity Distributors), and the Certificate of Electrical Safety or CES procurement information.
6. Customer or Customers Agent applies to Retailer for connection.
7. Retailer's Meter Provider installs meters and requests Distributor to connect the electrical installation.
8. Distributor connects and energises electrical installation to supply.

5.4 Application for Supply

5.4.1 Applications

Customers with supply inquiries related to any electrical installation and customers requiring supply for the electrical installation types detailed in clauses 5.4.1.1 to 5.4.3 should contact the relevant Distributor detailed in Section 3 (Distributor Areas and Contact Details) as soon as a decision is made to proceed.

Applications for the proposed supply must be in a form acceptable to the relevant Distributor.

Supply will be negotiated following receipt of the application for supply.

5.4.1.1 High Voltage Electrical Installations

Applications are required for the following:

- Any new electrical installations including embedded generators and co-generators;
- Electrical installation alterations affecting supply protection arrangements; and
- Any changes effecting loading or contract conditions.

Refer to Section 9 High Voltage Electrical Installations for other requirements

5.4.1.2 Low Voltage Electrical Installations

Applications are required for the following:

(a) New Electrical Installations

- Where supply is not available;
- Where supply has not been negotiated and allocated;
- Where supply negotiated and allocated to a developer is less than the proposed loading;
- Where proposed loadings exceed the existing contract or agreement;
- Where the electrical installation is proposed to incorporate an embedded generator, grid connected inverter, co-generator, or alternate source of supply; and
- Any electrical installation proposed to be located or partially located in public land and/or on a Distributor's pole.

(b) Existing Electrical Installations

- Where a significant load increase is proposed;
- Where proposed loadings exceed the existing contract or agreement;
- Any proposed increased in load on a SWER distribution system;
- Where the electrical installation is proposed to incorporate an embedded generator, grid connected inverter, co-generator, or alternate source of supply;
- Where supply negotiated and allocated to a developer is less than the proposed loading; and
- Where extra phases or capacity to an electrical installation is required and/or proposed type of supply is not available.

5.4.1.3 Electrical Installations on Public Land

Applications are required for the following:

The relevant Distributor must be contacted prior to consolidating any proposal to install an electrical installation on public land or extending wiring and equipment from an electrical installation into or across public land.

Rules regarding acceptable arrangements may be referenced in Clause 7.8.4 (Private Electric Lines on Public Land).

5.4.2 Subdivisions

A copy of the proposed Plan of Subdivision should be submitted to the relevant Distributor during its planning stage or as soon as a decision to proceed is made.

Applicants should nominate proposed loadings for any proposed lots, and consider existing supply arrangements and the potential necessity for existing supply arrangements to be altered where applicable, prior to presenting any submission.

Rules regarding acceptable arrangements may be referenced in Clauses 7.8.8 (Subdivisions)

5.4.3 Distributor Substation on Customer's Premises

If, in the opinion of the Responsible Officer, a substation on the premises is necessary to provide a new or increased supply, the requirements will be detailed with the offer of specific conditions of supply.

5.5 Notification of Electrical Work**5.5.1 New Connections & Work not requiring an appointment**

Upon or prior to the electrical installation's completion, connection and/or alterations of the connection to supply is required, the customer, customer agent and/or Retailer is responsible to provide required notification and details of the work to the relevant Distributor.

The documentation should be submitted at the earliest opportunity as a delay in receiving this information may result in a delay of the work taking place at the desired time.

This notification is required so the Distributor is aware of the work details and for the Distributor to arrange to connect the work or alter their assets to suit the work performed at the appropriate time.

Documentation shall be submitted to the relevant Distributor for these purposes and the most frequently requested work is included in Table 5.1:

Table 5.1 Documents for Most Frequently Requested Work

Document	Availability & Submission	Submit For
Electrical Work Request* (EWR)	Available from Distributors and completed and submitted by the Customer Agent to the relevant Retailer or Distributor.	All work except abolishment's, eg: New Electrical Installations. Service Pit installation Existing Electrical Installations, alterations, additions involving network assets and/or significant additional load. Faults involving repairs by the customer or customer's agent where required by the relevant Distributor.
Copy of the Prescribed Certificate of Electrical Safety (CES)	Obtained from OCEI, completed by the REC or LEIW responsible for the work and licensed electrical inspector, and submitted by the appropriate Customers Agent to relevant Retailer or Distributor. Retailers forward document and/or information regarding CES procurement to relevant Distributor.	For all new electrical installations Alterations and additions to existing electrical installations and faults where offered by the customer's agent, and where required by the relevant Distributor.
Non-prescribed Certificate of Electrical Safety (CES) Details	Obtained from OCEI, completed by the REC or LEIW responsible for the work and submitted by the appropriate Customers Agent to relevant Retailer or Distributor. Retailers forward document and/or information regarding CES details procurement to relevant Distributor.	Alterations, Additions and Faults where required by the relevant Distributor.
Certified Evidence that an Installation is Safe To Reconnect, eg, EWR, CES or letter.	A LEIW or Licensed Electrical Inspector to the relevant Distributor.	Re-Connection of Electrical Installations with rectified Defects or Off Supply Over 12 Months.
Field Works Order*	Available from Distributors. Customer or Customer Agent requesting work to submit the completed document to Distributor prior to Distributor commencing requested work.	Where the Customer or Customer agent who requests Distributor work to take place re-assigns Distributor charges to another party.
Application for Abolishment of Electrical Supply*	Available from Distributors. Supply Connected: To be submitted by the customer to their Retailer. Retailer to submit request to relevant Distributor. Supply Not Connected: To be submitted by the customer or Customer's Agent to the relevant Distributor.	Electrical Installation: Where the applicant requests permanent removal of supply assets and Distributor's metering associated with the electrical installation. Occupancy: Where the applicant requires permanent removal of the Distributor's metering, and if applicable, supply assets.
Retailer's Service Order	Retailer service order that Retailers submit to the relevant Distributor.	In all cases where the Retailer requires the Distributor to perform work, eg: New electrical installations. Existing Electrical Installations including alterations, additions, faults, disconnections and reconnection, meter reads, alterations, repairs or faults.
* Blank copies of these documents are placed at the end of section 5 for your convenience. These documents may be copied, completed and submitted in accordance with this table.		

5.5.2 Work requiring an appointment

In addition to submission of documentation specified in Clause 5.5.1 (New Connections & Work not requiring an appointment), to avoid delays, the customer's agent should contact the relevant Retailer or Distributor at the earliest opportunity for an appointment where the installation work needs to be co-ordinated with the Distributor, eg, "truck appointments". Delays in receiving this information may result in impeding the work taking place at the desired time.

5.5.3 Other Documentation

Other documentation is required for work associated with less common connection work. Examples of such work include multiple occupancies, working near network assets, HV electrical installations (refer to Section 9 High Voltage Electrical Installations), relocation of network assets etc.

Details of documents required to be provided for these categories of work may be obtained from the relevant Distributor.

5.6 Charges

In addition to charges made by the Distributor for supply negotiated under Clause 5.4 (Application for Supply), a customer or customer agent will usually be required to pay a charge for customer initiated work carried out by a Distributor for the connection or alteration or additions involving Distributor assets and their installation.

Some examples of these charges include where:

- connection of supply is provided;
- alterations involving the existing service or metering equipment are requested;
- the service or metering equipment is considered by the Distributor to be special or additional;
- work is requested to be performed outside normal business hours; the customer or their agent fails to complete essential preparations or causes excessive delay after arrival of a service truck; and
- in the opinion of the Distributor, any alteration to the supply arrangements is required as a result of failure of the customer to comply with these Rules and the conditions under which the supply is made available.

Copies of many such charges can be referenced on Distributors and Essential Services Commission websites – see "references section" of this document. Details of charges should be determined and/or confirmed with the relevant Distributor prior to the work taking place.

The customer or customer agent shall, if requested, sign an agreement in a form acceptable to the Distributor, before the Distributor's work is commenced, and may be required to pay prior to commencement of the work.

ELECTRICAL WORK REQUEST

(Submit to responsible Retailer or Distribution Company for all work requiring Distribution Company involvement)

To:
(Retailer or Distribution Company)

WORK SITE ADDRESS: CUSTOMER: PHONE No.:
STREET NAME & No.: LOT No.:
SUBURB/LOCALITY: POSTCODE: MELWAY REF:

INSTALLATION: House Flat/Unit Shop Factory Farm Builders Pole Dual/Multi Occupancy
Private Overhead Line Hazardous Area H/V Office Other

TYPE OF WORK: ALTERATION / ADDITION Brief Work Description:
NEW INSTALLATION

SUPPLY CONNECTED: YES NO **ACCESS:** Premises Open Workmen on site Power Ind. Lock Other

SUPPLY REQUIRED: **OVERHEAD** Length of Service Cable (If Multiphase) metres
Note: Further details of installed equipment may need to be provided to, and the responsible Distribution Company may require confirmation of supply arrangements.

U/GROUND Pole to pit Has pit been installed Y N Is pit required? Y N
 URD Conversion O/Head to U/G

SUB STATION

NEW MAINS: NO. PHASES 1 2 3 **SIZE:** mm²

NEW MAX DEMAND: Amps per phase (Total Installation)

TERMINATION OTHER
FOLCB PIT PILLAR

METERING: EXISTING METER NUMBER/s **RETAILER (If Known)**

REQUIRED Domestic Commercial / Industrial Farm Other

No. Phases
Single Rate 24 Hour x 7 Days 1 2 3
Two Rate includes Off Peak options 1 2 3
With off peak hot water (Domestic only) 1 2 3 No. of Litres delivery Single or Twin Element
With off peak space heating may not be available 1 2 3 KW Rating/per phase
Climate Saver (Powercor only) from all Retailers 1 2 3
SIR Wiring Diagram page # Switching Service Required

Current Transformer Metering Max DemandAmps Other

TRUCK APPOINTMENT:
If a Service Truck is required can the Distribution Company complete the work without you being in attendance? Yes No
Note: Charges apply for Truck Appointments, cancellation or postponement of Truck Appointments or New Connection agreed time/date, and if work is not ready to be connected on the agreed time/date

If Truck Appointment is required, agreed time/date with Distribution Company: Date:/...../..... Time: am pm
I will accept all charges for the truck appointment I have provided a Field Works Order to defer the charges to another person
(Not all Distribution Companies accept a Field Works Order)

INSPECTION: Do you require the Dist. Company to Provide this Service? No Yes (Not all Distribution Companies provide this service)

The CES will be: Delivered to Office Provided at Appointment Available on site from ___ / ___ / ___ (date must be completed)

CES Number: **Licensed Electrical Inspector:** (if not Distribution Company)

Note: Prescribed work requires inspection and issue of a Certificate of Electrical Safety (CES)

I acknowledge that by submission of this notice the requirements of the relevant Distribution Company have been adhered to, and certify the electrical work this notice pertains to complies with the current Victorian Service and Installation Rules (SIR's) and Electrical Safety Regulations. I also acknowledge the initial connection of prescribed work will not be connected without a Certificate of Electrical Safety and that I am responsible for any associated Distribution Company charges unless a completed Field Works Order is submitted with this form to defer this responsibility to another person.

THIS NOTICE IS FOR PRELIMINARY ADVICE ONLY; AND I WILL SUBMIT FULLY COMPLETED COPY WHEN THE WORK IS COMPLETED AND READY FOR SUPPLY.

THE WORK WILL BE SAFE TO CONNECT ON: DATE:/...../..... OR at Completion of Truck Appointment

REGISTERED ELECTRICAL CONTRACTOR: **REC No.:**

REGISTERED ADDRESS: **PHONE No.:**
..... **FAX No.:**

RESPONSIBLE PERSON: (Please Print) **MOBILE No.:**

SIGNATURE: **DATE:**/...../.....

Privacy Statement: Information collected is for the purposes related to connection, provision and alteration of supply of electricity.
This information may be disclosed to your Electricity Retailer and relevant Distributor identified here: AGL Electricity - 131 245
Citipower Pty - 9297 6664 Powercor Australia Ltd - 132 206 TXU Networks - 1300 360 795 United Energy 1300 131 689

Field Works Order

Location of works

Customer / Occupier Name

Account or meter number (if known).....

Time works required: Day Date / / :am :pm

NOTE: Appointments must be confirmed with the Distribution Company

Description of works

Item No.	Work Required	Fee (\$)
TOTAL FEE PAYABLE		

Applicant Name of organisation.....

BLOCK LETTERS PLEASE Name of person requesting works

Position.....

Address.....

Telephone No.

I hereby request..... (the distribution company supplying the above premises) to undertake the works described above and agree to pay the account for same prior to the work taking place or within 30 days of issue.

I also understand and acknowledge that in the event of non payment of this account, the distribution company may refuse to perform further works I may request unless and until such account is settled.

Signature of Applicant

Postal Address for invoice:

Contractor involved.....

Telephone No.

Remarks

Payment Options: (Note: some Retailers or Distribution Companies may not accept credit card payment)

- Please invoice me directly:
- Please charge the following credit/debit card: Visa Bankcard Mastercard

Card Number: Card Expiry Date:

Card Holder's Name:

Signature:

Information collected is for the purpose related to connection, provision and alteration of supply of electricity. This information may be disclosed to Electricity Retailer and relevant Distributor identified here:

- AGL Electricity 131 245 Citipower Pty 9297 6664 Powercor Australia Ltd 132 206
- TXU Networks 1300 360 795 United Energy 1300 131 689

Application for Abolishment of Electrical Supply (VESI Form)

Note: The applicant requests the **permanent removal** of all metering and servicing associated with the property detailed below.

To ensure the prompt processing of your application please ensure all details requested are accurately completed. Incomplete applications will be returned to the applicant.

Site Details

Address of Electricity Supply to be abolished.

Site Access Details

Accurate site access details are critical to ensure the work can be carried out. In the event that the access arrangements provided are insufficient for the work to be completed a standard service truck fee will be charged to you to the visit.

Type of Service to be Abolished

- Overhead Underground cable supplies
 Multiple services to the site Substation direct supplies



If more than one service to the site exists please indicate which supply is to be removed.

Metering to be Abolished

Supplying accurate meter numbers assists us to identify the correct service to be abolished and reduces timeframes for works required.

Meter Number(s)

Preferred Date to be completed

The date requested represents the Applicants preferred date for abolishment of the service. The actual date the works will be completed is subject to the resources available and extent of the works required.

Applicant Details

Name (Company Name if applicable)

CAN/ARBN/Driver's License No

Address for Invoice (if applicable)

Telephone Number

Fax Number

Mobile Number

Applicants Authorised Signatory

Name (please print)

Privacy: This information is collected by your Distribution Company for the purpose of abolishing the electricity supply to your premises. Your Distribution Company may disclose this information to any other organisation for the purpose of abolishing your electricity supply. For more information on your Distribution Company's privacy policy and your right to access personal information, contact your relevant Distribution company identified here:

AGL Electricity 131 245

Citipower Pty 9297 6664

Powercor Australia Ltd 132 206

TXU Networks 1300 360 795

United Energy 1300 131 689

Return Fax Number

Enquiries

NOTE: If supply is connected this form must be submitted to the customer's Retailer.

If supply is not connected this form must be submitted to the relevant Distribution Company responsible for the supply address.