



VICTORIAN SERVICE & INSTALLATION RULES MANAGEMENT COMMITTEE

The purpose of this guideline is to assist Electricity Retailers and REC's of the accurate information that is required on a Electrical Work Request Form from Electrical Contractors to allow service connection work to be carried out. The standard Victorian Electricity Supply Industry (VESI) Forms can be located at the Victorian Service & Installation Rules (SIR) website and can be downloaded from www.victoriansir.org.au.

Retailer: <input style="width: 100%;" type="text"/> Service Order#: <input style="width: 100%;" type="text"/> NMI: <input style="width: 100%;" type="text"/> <small>Retailer Use Only</small>	PLEASE PRINT	
Application for service – Electrical Works Request (EWR) for new and existing installations Send completed form by email or mail to Retailer: <input style="width: 100%;" type="text"/> or Distributor: <input style="width: 100%;" type="text"/>		
I acknowledge the requirements of the relevant Distribution Company have been adhered to and certify the electrical work complies with the Victorian Service & Installation Rules and the Electricity Safety Act and Regulations. I also acknowledge the initial connection will not be connected without a Prescribed Certificate of Electrical Safety and that I am responsible for any associated Distribution Company charges unless the Retailer has accepted all charges.		
Work site address Customer or business name <input style="width: 100%;" type="text"/> Ph # / Mb #: <input style="width: 100%;" type="text"/>		
Site Type: Factory <input type="checkbox"/> Suite <input type="checkbox"/> Tenancy <input type="checkbox"/> Shop <input type="checkbox"/> Other: <input style="width: 100%;" type="text"/>		
Unit / Floor / Shop <input style="width: 100%;" type="text"/> Street number <input style="width: 100%;" type="text"/> Street Name <input style="width: 100%;" type="text"/>		
Lot <input style="width: 100%;" type="text"/> Suburb <input style="width: 100%;" type="text"/> Existing meter number <input style="width: 100%;" type="text"/>		
Has contact been made with Projects Group? Yes <input type="checkbox"/> No <input type="checkbox"/> Project number <input style="width: 100%;" type="text"/>		
Name of person at Distributors Projects Group to contact <input style="width: 100%;" type="text"/>		
Description of All Works (including coincidental works taking place) (PLEASE PRINT) <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> CES No. <input style="width: 100%;" type="text"/>		
Work requirements		
Premise type Commercial / Industrial <input type="checkbox"/> Residential <input type="checkbox"/> Unmetered Supply <input type="checkbox"/> Builders Supply Pole (BSP) <input type="checkbox"/> Builders Supply in the Permanent Position <input type="checkbox"/> Private Cables on Public Land Y <input type="checkbox"/> N <input type="checkbox"/> Is EPV required? Y <input type="checkbox"/> N <input type="checkbox"/> Is Traffic Control req? Y <input type="checkbox"/> N <input type="checkbox"/>	Connection type New <input type="checkbox"/> Alteration <input type="checkbox"/> Private Overhead <input type="checkbox"/> Embedded Network <input type="checkbox"/> Solar Panel <input style="width: 100%;" type="text"/> kW Inverter <input style="width: 100%;" type="text"/> kW Alternative supply <input style="width: 100%;" type="text"/>	Supply Required Overhead <input type="checkbox"/> Length of Overhead Cable <input style="width: 100%;" type="text"/> Approximate meters Underground <input type="checkbox"/> Pole to pit <input type="checkbox"/> Has pit been installed? Y <input type="checkbox"/> N <input type="checkbox"/> O/H to U/G Conversion <input type="checkbox"/> URD <input type="checkbox"/> (if pit has not been installed please contact the Distribution Company) Substation <input type="checkbox"/> NEW MAINS: NO. PHASES 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> SIZE <input style="width: 100%;" type="text"/> mm MAX DEMAND Installation Existing <input style="width: 100%;" type="text"/> New <input style="width: 100%;" type="text"/> Amps per phase MAX DEMAND OF TOTAL SITE <input style="width: 100%;" type="text"/> Amps per phase Is SCCD installed Y <input type="checkbox"/> N <input type="checkbox"/> Amps <input style="width: 100%;" type="text"/>
Number of premises Single premise <input type="checkbox"/> Multiple premises <input type="checkbox"/> Number of units <input style="width: 100%;" type="text"/>	Metering requirements Meter Phases: 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> Hot Water <input type="checkbox"/> Floor Heating <input type="checkbox"/> CT metering <input type="checkbox"/> Other (specify) <input style="width: 100%;" type="text"/>	Truck appointment: Do you require a truck appointment: Y <input type="checkbox"/> N <input type="checkbox"/> Appointments are not necessarily supplied for all requests, unless you are required to complete work in conjunction with the Distribution Company. Note CES needs to be supplied at time of appointment LEI Name <input style="width: 100%;" type="text"/> Acceptance of charges for the truck appt: Retailer <input type="checkbox"/> Field Works Order <input type="checkbox"/> REC <input type="checkbox"/>
Termination: Group Metering <input type="checkbox"/> Pillar <input type="checkbox"/> Substation <input type="checkbox"/> FOLCB <input type="checkbox"/> Pt <input type="checkbox"/>	Embedded Network Parent <input type="checkbox"/> Child <input type="checkbox"/> Additional Notes <input style="width: 100%;" type="text"/>	Access: To meter position & switchboard <input type="checkbox"/> VPI Lock <input type="checkbox"/> Access Notes: <input style="width: 100%;" type="text"/>
THE WORK WILL BE SAFE TO CONNECT ON: DATE: <input style="width: 100%;" type="text"/> OR at Completion of Truck Appointment <input type="checkbox"/>		
REGISTERED ELECTRICAL CONTRACTOR <input style="width: 100%;" type="text"/> REC No: <input style="width: 100%;" type="text"/>		
REGISTERED ADDRESS <input style="width: 100%;" type="text"/> PHONE No: <input style="width: 100%;" type="text"/>		
RESPONSIBLE PERSON: (Please Print) <input style="width: 100%;" type="text"/> MOBILE No: <input style="width: 100%;" type="text"/>		
SIGNATURE: <input style="width: 100%;" type="text"/> EMAIL: <input style="width: 100%;" type="text"/>		
DATE: <input style="width: 100%;" type="text"/>		
<small>The Distribution Companies listed below comply with the Australian Privacy Principles applied under the Privacy Act 1988 and any other applicable laws that protect your privacy. Please refer to the relevant Distribution Companies website for more information on their Privacy Policies.</small>		
<small>AusNet Services – 1300 360 795 Citipower Pty – 1300 132 894 Jemena – 1300 131 871 Powercor Australia Ltd – 1300 360 410 United Energy – 1300 131 689</small>		

Version 7 October 2014

Copy of an Electrical Works Request Form

Electrical Work Request (EWR) User Guide – October 2016 (v 2)



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Electrical Work Request (EWR) – completing an application for connection / alteration for new and existing installations.

A correctly completed EWR Form must be sent to the customer’s electricity Retailer for processing and action. The Victorian Distribution Companies cannot undertake connection activities for applicants unless authorised by the applicant’s electricity Retailer. Incorrectly completed EWR’s or EWR’s that do not contain enough information will not be accepted.

The EWR Form must be submitted to the relevant Retailer or Distribution Company prior to the connection work taking place for:

- all new installations or occupancy connections
- all alterations and additions to existing installations or occupancies which require Distribution Company involvement (eg. metering alterations, connections of new consumers mains etc)
- where the work may affect the distribution network, network assets or metering at the installation including changes to the customers tariff.

Retailer name – Enter the name of the Electricity Retailer the customer has an agreement with. There must be an agreement with a Retailer for the work to be submitted.

National Metering Identifier ‘NMI’ is a unique national identifier that relates to the metering installation at a customer’s premises.

Work site address and customer or business name

Work site address

Customer or business name Ph # / Mb #

The information provided in this section identifies the geographical location of the property to be connected, or is presently connected to the electricity network. This information is required for all work that requires Distribution company involvement.

Mandatory Field. Nominates the customer name the electricity account will be established under or has an established agreement with a Retailer. The customers business hours contact phone number is an optional field if known and assists the Retailer to contact the customer for any reason to ensure the Service Order is not voided.

Site Type

Site Type: Factory Suite Tenancy Shop Other:

Mandatory field. Select one installation type box or specify in “Other”.

Unit / Lot / Street name and number

Unit / Floor / Shop Street number Street Name

Mandatory field. When entering unit number, street number must also be provided. Street name and number must be provided including unit, lot and suburb fields. The Post Code can be included at the end of the street name section.



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Work requirements

Premise type

Premise type		
Commercial / Industrial		<input type="checkbox"/>
Residential		<input type="checkbox"/>
Unmetered Supply		<input type="checkbox"/>
Builders Supply Pole (BSP)		<input type="checkbox"/>
Builders Supply in the Permanent Position		<input type="checkbox"/>
Private Cables on		
Public Land	Y <input type="checkbox"/>	N <input type="checkbox"/>
Is EPV required?	Y <input type="checkbox"/>	N <input type="checkbox"/>
Is Traffic Control req?	Y <input type="checkbox"/>	N <input type="checkbox"/>

Mandatory field. Select the single premise type box.

Requests for Builders Supplies for multiple occupancies in a permanent position. The practice of naming a temporary supply (eg 1/18 William Street) at a multiple occupancy site will not be accepted in grouped metered situations. Ensure you submit the paperwork to the electricity Retailer requesting a “Temporary Supply”. When the multiple occupancies are ready to be metered, submit the paperwork for each individual occupancy. Following the installation of all occupancies metering, the “Temporary Supply” meter is removed at no cost when the last occupancy is connected. An additional abolishment charge may apply if the “Temporary Supply” meter is not removed coincidentally with the final new connection, unless setup as the public lighting meter.

Builders Supply Pole (BSP) – Builders supply not in a permanent position.

Builders Supply in the Permanent Position – Builders supply in a permanent position.

The Private Cables on Public Land, EPV and Traffic Control required fields are optional. Traffic control is required when an overhead service crosses a major road. Mark this field if the Distributor may be required to install a new service across a road with medium and high traffic.

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Connection type

Connection type

New

Alteration

Private Overhead

Embedded Network

Solar Panel kW

Inverter kW

Alternative supply

The information provided in this section relates to the type of service connection required to connect the applicant's electrical installation to the distribution network.

Mandatory field. Select the single connection type box to indicate the service connection type that's required for a new supply application or to an existing electrical installation and provide the total combined kW rating of all solar generating and alternative supplies in this field.

Supply required

Supply Required

Overhead Length of Overhead Cable Approximate meters

Underground

Pole to pit Has pit been installed? Y N O/H to U/G Conversion

URD (if pit has not been installed please contact the Distribution Company)

Substation NEW MAINS: NO. PHASES 1 2 3 SIZE mm

MAX DEMAND Installation Existing New Amps per phase

MAX DEMAND of TOTAL SITE Amps per phase

Is SCCD Installed Y N Amps

The information provided in this section enables the Victorian Distributors to determine if the electricity power demands for the proposed installation can be supplied from that part of the network.

Mandatory field. Select the supply required type box.

Service Phasing - Mandatory field. Tick one of the checkboxes to indicate the number of electrical phases required for the installation including the cable size. Note: If the site is a unit development with single phase occupancies in a grouped meter enclosure and a three phase supply provided, please ensure the single phase box is ticked in the 'metering requirements' field.

Maximum Demand - The electrical maximum demand for the installation must be calculated in accordance with Australian Standards AS/NZ3000 and shown as amps per phase.

Optional fields in this section include length of overhead cable if known in metres.

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Number of premises

Number of premises	
Single premise	<input type="checkbox"/>
Multiple premises	<input type="checkbox"/>
Number of units	<input type="text"/>

Mandatory field. Select the number of occupancies involved.

Metering requirements

Metering requirements	
Meter Phases:	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>
	Hot Water <input type="checkbox"/> Floor Heating <input type="checkbox"/>
CT metering	<input type="checkbox"/>
Other (specify)	<input type="text"/>

The information in this section relates to the type of energy metering required for the installation.

Mandatory field. Tick one of the check boxes to indicate the number of electrical phases required for the installation. Solar installations can be included in 'other' field.

Termination

Termination:	
Group Metering	<input type="checkbox"/>
Pillar	<input type="checkbox"/>
Substation	<input type="checkbox"/>
FOLCB	<input type="checkbox"/>
Pit	<input type="checkbox"/>

Mandatory field. The REC / customer selects and provides a suitable connection facility for the installation and termination of the consumer's mains. Note: You may need to select more than one check box.

Embedded network

Embedded Network	
Parent	<input type="checkbox"/>
Child	<input type="checkbox"/>
Additional Notes	<input type="text"/>

Embedded networks are likely to be found in shopping centres, high-rise and/or broad-acre residential developments and commercial/industrial parks. For further information, refer to SIR Clause 8.10.3.



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Truck appointment

Truck appointment:

Do you require a truck appointment: Y N

Appointments are not necessarily supplied for all requests, unless you are required to complete work in conjunction with the Distribution Company.

Note: CES needs to be supplied at time of appointment

LEI Name

Acceptance of charges for the truck appt:

Retailer Field Works Order REC

As indicated in SIR Clause 4.5.2 and to avoid connection 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. Delays in receiving this information may result in impeding the work taking place at the desired time.

A Retailer is required to provide a completed and signed CES to the Distributor to enable a Service Order to be created for a new connection. This ensures the connection is ready to be connected when the Distribution Company representatives attend. If the CES is not available, it’s generally accepted that a truck appointment will be required to ensure that a CES is available when the Distribution Company representatives attend. Failure to have a CES on site may result in a wasted truck fee being applied.

Access

Access: To meter position & switchboard VPI Lock Access Notes:

As indicated in SIR Clause 5.5, a customer must provide the Distributor’s representatives at all times a safe, convenient and unimpeded access to their equipment in accordance with these Rules and the Electricity Distribution Code for any purposes associated with the supply, metering or billing of electricity, inspection and/or testing of the customer’s electrical installation including connection, disconnection or reconnection of supply.

Information regarding Victorian Power Industry (VPI) Locks can be located in SIR Clause 5.6.2.



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Registered Electrical Contractor

THE WORK WILL BE SAFE TO CONNECT ON: DATE: <input type="text"/> / <input type="text"/> / <input type="text"/> OR at Completion of Truck Appointment <input type="checkbox"/>	
REGISTERED ELECTRICAL CONTRACTOR <input type="text"/>	REC No: <input type="text"/>
REGISTERED ADDRESS <input type="text"/>	PHONE No: <input type="text"/>
<input type="text"/>	MOBILE No: <input type="text"/>
RESPONSIBLE PERSON: (Please Print) <input type="text"/>	EMAIL: <input type="text"/>
SIGNATURE: <input type="text"/>	DATE: <input type="text"/> / <input type="text"/> / <input type="text"/>
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The information provided in this section must accurately identify the registered electrical contractor that will be responsible for completing the electrical works associated with the application. Where more than one registered electrical contractor has been engaged to carry out works under the one application the contractor responsible for the principal, (main), works should be identified. Electrical contractor details are not required for an Abolishment, (permanent removal), of Electricity Supply application.

Registered Electrical Contractor and Licence Number. Mandatory Field.

All registered electrical contractors must be qualified and hold a licence from Energy Safe Victoria to carry out electrical work in Victoria.

Registered Address. Mandatory Field.

Mobile Telephone. Mandatory field if business telephone number not provided. Enables the Retailer or Distributor to contact the electrical contractor directly.

Signature. The EWR form can be signed by the customer or their nominated authorised agent / representative.

The person responsible for performing the electrical installation work shall notify the relevant Distributor of the type of electrical work at the earliest opportunity. Failure to provide notification may lead to connection delays and/or refusal to connect. Further information regarding the most frequently requested VESI work forms can be located in Table 4.5-1 of the SIR.

Please note: Citipower and Powercor have introduced a connection portal that replaced the paper based Electrical Works Request Form for submitting a new connection or alteration request.

Jemena: As of January 2018, all connection and alteration requests (eg. Electrical Works Request) must be submitted via the Jemena connection portal.