

Aurora Approved Locks & Locksmiths

Please find below a list of locksmiths across Tasmania who sell Aurora Approved locks. Aurora field personnel carry the Master Keys of all Aurora Approved Locks.

Aurora Approved locks include XPT and Lockwood style locks for gates, meter boxes and doors. T-Handle locks with L&F and M&T locks are also available for meter boxes.

Southern Locksmiths

Sorell Locksmiths – Shop 1, 5 Fitzroy St, Sorell
Ph: 6265 1883

Executive Mobile Locksmiths – Mobile Service
Ph: 0417 090 717

LocTec Tasmania – 52 Main Rd, Moonah
Ph: 6278 2805

Smithlocks – 149 Main Rd, Moonah
Ph: 6228 6300

Tasman Key Services – 240 Murray St, Hobart
Ph: 6234 8150

Tasmanian Locksmiths – 115 Harrington St, Hobart
Ph: 6234 3727

Jackson Lock Shops – 123 Murray St, Hobart
Ph: 6234 2555

Northern Locksmiths

Jackson Lock Shops – 231 Wellington St, Launceston
Ph: 6331 7644

Premier Locksmiths – 5 Northcote St, Invermay
Ph: 6331 2624 or 1800 620 965

North Western Locksmiths

Direct Locksmiths – Shop 2, 23 Alexandra Rd, Ulverstone
Ph: 6425 6667

Lockworx Tas – 55 Oldaker St, Devonport
Ph: 6423 3229 or 0407 278 863

Jackson Lock Shops – 49 Wilmot St, Burnie
Ph: 6431 6022

Fixing of Meter Panels to Cleats

Recently an incident has occurred at a customer's property, where a meter panel fell down from the meter box when the door was opened. 15mm screws had been used to fix the panel back to the cleats, which was found to be the reason for the panel falling initially.

This is a very timely reminder to ensure you use 30mm screws when fixing the meter panel back to the cleats. This will ensure we don't have a repeat incident, or a more serious incident.

Tee Ups

The Service Connections Group performs on average 11,000 metering and servicing jobs for Aurora's customers state wide each year.

All of these tasks are completed under a customer charter. This means we have a defined period of time to perform the work (i.e. 10 days for non tee-up jobs, and 15 days for tee-ups.)

Of the 11,000 tasks completed a year, 3,500 of these are tee-ups. Recently, a review of tee-ups versus productivity and cost has been undertaken, and the findings of this indicate that approximately 65% of the tee ups are not actually required.

This causes a substantial hit on our ability to complete your work in a reasonable time. The reasons are many and varied, but include a lack of clarity or understanding about what work actually requires a tee-up and work that does not.

We have found that we would be able to perform 3 jobs that do not require a tee-up in the same time required to complete 2 tee-ups. This would enable us to be more efficient and provide a greater level of service for you and your customer.

The Energy Regulator endorsed Aurora charging for tee-ups in 2008/2009, however this has not been implemented as yet. Our preference is to work with you in finding ways to reduce the need for any tee-up, prior to this being implemented.

At the Trade Nights in September and October, we will be discussing processes and technical solutions to avoid tee-ups, and ask that you provide us with your ideas at these forums.

Updating Contact Details

Have you missed out on important information that Aurora Energy has sent lately? Are you a recently licensed contractor? If so, it could mean that our records are not up to date with your current details, or that some of those details are missing. Update or confirm your contact details by sending an email to:

serviceandinstallationrules@auroraenergy.com.au

Or, alternatively, use the feedback form on the Aurora Energy website, on the same page as the Service and Installation Rules.



New EWRs

As most of you would be aware, Aurora has introduced new EWR booklets. If you haven't seen them and are still using the old version, you can pick up new booklets via the following wholesalers:

Southern Wholesalers

Auslec - Derwent Park

AWM Electrical - North Hobart

D&W Electrical - Mornington, Kingston & Hobart

Electricians Shed - North Hobart

Middendorp Electrical Co – Moonah

Rexel Australia – Moonah & North Hobart

Northern Wholesalers

D&W Electrical – Invermay

Middendorp Electrical Co – Invermay

Rexel Australia – Launceston & Bell Bay

North Western Wholesalers

Lawrence & Hanson – Devonport

AWM Electrical – Burnie

D&W Electrical – Devonport

Rexel Australia – Burnie & Devonport

As well as new EWR booklets, there is also a new fax number for the lodgement of these forms. Please fax completed EWRs to **1300 132 009**.

For details on how to fill out the new EWR, please visit our website www.auroraenergy.com.au, click on the Powerline Networks button and access the Service and Installation Rules page. Details on how to fill out an EWR are an appendix of this document.

An EWR only needs to be submitted when you require Aurora to complete work. EWRs are now accepted electronically, and can be emailed to ewr.lodgement@auroraenergy.com.au. This drawer is checked regularly throughout the day.

When submitting an EWR, please ensure that the Metering Details section is filled out correctly, which includes the Method, Type, and Solar Connection details if any. Missing or unclear information means delays to your customer.

Please ensure that your customer has signed an agreement with a retailer when lodging EWRs, as this can cause an unnecessary delay to your job.

If your job requires a PEAS Form, please submit this form completed with your EWR.

Technical Advice Requests

In the past, it has been common practice for Electrical Contractors to submit EWRs to Aurora to request advice or information on a wide range of matters relating to connections. Some examples of this are:

- Point of Attachment advice
- Cross over pole requests
- Metering advice
- System Capacity checks
- Distribution (Pole and Wire) extensions and upgrades

The following process for contractors needs to be followed:

- If the connection work is classed as a complex connection, follow the requirements of the Service & Installation Rules. Any enquiry to do with that connection can then be made by contacting Aurora Network on 1300 137 008.
- If the supply is not classed as a complex connection, e.g. Point of Attachment or meter position at an existing supply (under 100 amps per phase), the contractors are requested to refer to information contained in the Service & Installation Rules.
- If the information and requirements in the Service & Installation Rules do not answer your enquiry, contractors must call the Technical Advice Line on **6271 6448** between the hours of 7am & 4pm, Monday to Friday. Our Technical team will then inform you on the steps and information required to resolve the enquiry.

Aurora will not be actioning any EWR submitted for Technical Advice requirements.

Service & Installation Rules

The Service & Installation Rules is a living document and is updated on a regular basis, as listed at the beginning of the document. Please ensure that you have the latest copy. The latest version is available online at www.auroraenergy.com.au, click on the "Powerline Network" button, then click on the heading "Service Installation Rules for Contractors".

have your say

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