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# ELECTRICAL CONTRACTORS NEWSLETTER



Edition 17

December 2007

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## Private mains ran up Aurora Poles

We are still receiving a few jobs where Contractors are leaving underground mains cables at Aurora poles where they are not in Hose. To avoid any connection delays please ensure any cables to be installed on Aurora Poles are in Hose (PVC Corrugated whether sleeved or not will not be permitted).

In addition to this a number of issues commonly found are: No Saddles (or incorrect size saddles) Hose and or mains cable not long enough.

## Stratum Titled Developments

Much confusion seems to be around the connection of Strata developments. Even though these installations are strata titled they are still encompassed as one block of land and therefore are not permitted to have multiple points of supply to the network. In order to ensure power is connected in time for completion of the project it is imperative that contact be made with Aurora's Network Customer Team as early as possible in order for the best supply option to be made available.

Enquiries can be directed to 1300 13 7008.

## Fault Centre Contacts

Aurora is streamlining the fault process. In an endeavor to improve current communication practices, we are terminating the current 1800 638 925 number, and only keeping the single number, 132 004 for all faults and related issues. This new process will allow all information to be communicated through a single channel, making it possible to increase the speed and reliability of processing enquiries and actioning requests.

Thank you for your co-operation in helping us to continue to improve our processes.

**Don't forget, 132 004 for all fault enquiries!**

## Breaking of metering seals

A reminder that it is an offence to break an Aurora Metering Seal. Only Persons authorised by Aurora are able to remove seals.

Any meters found with broken seals should be reported to 6271 6648.

## Electrical Work Requests

The Electrical Works Request is the key communication between contractors and Aurora in terms of arranging metering and servicing work. On average six hundred papers are received statewide and processed by two admin staff every week in our Launceston office.

In order to ensure we can process these quickly and minimise delay to contractors and our customers it is imperative that all fields, where applicable, are completed on these forms. Missing information or illegible writing will cause delays.

Aurora and the contracting community have the same customer and the same desire to deliver on our promises. Accurate and readable EWR's will help us both deliver to our customers.

Please refer to the appendix of the Service and Installation Rules for guidance on how to correctly complete an Electrical Works Request. If your job involves an Aurora construction project could you please add the construction ID number to your EWR.

## Service and Installation Rules

The new Service and Installation Rules came into effect on October 1<sup>st</sup>, 2007. A review program and team has since been created to make sure the Rules are kept up to date and in line to any changes that occur within the industry. Manuals have been made available for purchase at a number of information sessions around the state since late August. If you haven't yet purchased a hard copy and wish to do so, log on to the website at [www.auroraenergy.com.au](http://www.auroraenergy.com.au) and follow the links to place your order.

## Tee-ups

When asking for tee-ups please be mindful that when Aurora Representatives arrive on site the job needs to be ready for our metering and servicing personnel. We realise that, in some instances, there may be extenuating circumstances, when the job cannot be ready.

However, just recently there have been several tee-ups arranged for 9:00am, but when our people have arrived on site they have had to wait around (up to 2 hours in one case) while the Electrical Contractor prepared the switchboard. In future, unless there are extenuating circumstances we will not be able to wait while the job is prepared. These holdups only delay other contractors and customers later in the day. Please keep this in mind when negotiating tee-up times.

When preparing for tee-ups electrical contractors are permitted to remove Aurora's service fuse in order to work safely on the customer's switchboard. However the fuse cannot be reinstalled by anyone other than Aurora Authorised Contractors or qualified Aurora personnel.

It has also been highlighted that some Electrical Contractors are unaware that Aurora **will** install new meter panels, provided by the customer, in instances where new mains are installed to existing switchboards. This will negate the need for some tee-ups.

## Technical Advice Line

The Technical Advice Line is proving to be a great success.

Contractors from all over the state are utilising this service and the communication lines are flowing very well. The general content and nature of the calls have been very pleasing with most Electrical Contractors referring to the Service and Installation Rules prior to calling.

We wish to reiterate that the advice line was designed to clarify situations not readily accessible in the Service and Installation Rules or where electrical contractors need processes defined. We would appreciate it if AS 3000 questions could be directed to the Inspection section.

### AS 3000 Issues

South	Miranda Ward	6208 7027
North	Diana Maney	6324 7671
	Helen Hill	
North West	Lisa Wood	6425 2940

It would also be appreciated if discretion could be used in quoting the technical advice line number to customers as this only ties up the line for electrical contractors.

You can contact the Technical Advice Line on 6271 6648 for metering and servicing.

## Meter Locations

If the location does not follow the guidelines in the Service and Installation Rules then it must be approved before connection. (Location commercial meters also come under these guidelines!)

## Complex Connections

**Please note:** Negotiations for an electrical supply should be made so that sufficient time is allowed for Aurora Energy to consider the application and if necessary alter the existing electricity supply arrangements. Arrangements are not formalised until Aurora Energy receives any costs applicable to the customer. Failure of the customer or the electrical contractor to comply with these requirements may result in Aurora Network refusing to supply the installation or any part thereof.

For enquiries regarding complex connections, please phone 1300 13 7008.

## Authorised Contractors

### Connecting Customers

Authorised Contractors are reminded that it is imperative that you check with Aurora **before** connecting a customer. Failure to do so will result in investigation into your Authorised status.

### Issuing of Meters

A reminder to Authorised Contractors that meters need to be fitted in a timely period. Meters should not be ordered until required, and in any case should be fitted within two weeks of ordering. Also EWR's with fitted meter details need to be submitted within two working days of completion of metering. Any unused meters you may have laying around should be returned to EMT.

### Auditing

Auditing of Authorised Contractors has been brought into line with our internal auditing and will commence soon. Any questions can be directed to the Technical Advice Line on 6271 6648.