



Electrical Contractor Handbook

Effective from 2 September 2019

Version 1.2

SA Power Networks

www.sapowernetworks.com.au

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Section 1: Introduction

Documents Purpose

The Australian Energy Market Commission (AEMC) is implementing regulatory changes under the 'Power of Choice' program including rule changes relating to Metering Competition.

For the most part in South Australia, we (SA Power Networks), have been responsible for installing, maintaining and reading meters.

From 1 December 2017, this is changing.

This handbook has been developed for Electrical Contractors to assist with the efficient operation of the contestable market in South Australia. Its purpose is to ensure consistent understanding between SA Power Networks and Registered Electrical Contractors (REC).

Within this document, we are providing you with information regarding the changes in responsibilities and how these will affect the procedures listed in the scope. Below is an overview of these changes.

Section 2: Scope

The scope of this document includes the following processes that are changing from 1 December 2017 and will affect Electrical Contractors working in the South Australian jurisdiction.

- New Service Provision
- Alteration of Service Provision
- Abolishment of Service Provision
- SEG/PV Meter Exchanges
- Customer Requested Temporary DN/RN.

For more information on the 'Power of Choice' program, visit AEMO at

<http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Power-of-Choice>



Metering Contestability Responsibility Matrix				
		Service Provision	Connection/Energisation	Metering
New Service Provision	SA Power Networks	Y	Y	N
	Retailer	N	N	Y
Alteration of Service Provision	SA Power Networks	Y	Y	N
	Retailer	N	N	Y
PV Metering (Exist Installation)	SA Power Networks	N/A	N/A	N
	Retailer	N/A	N/A	Y

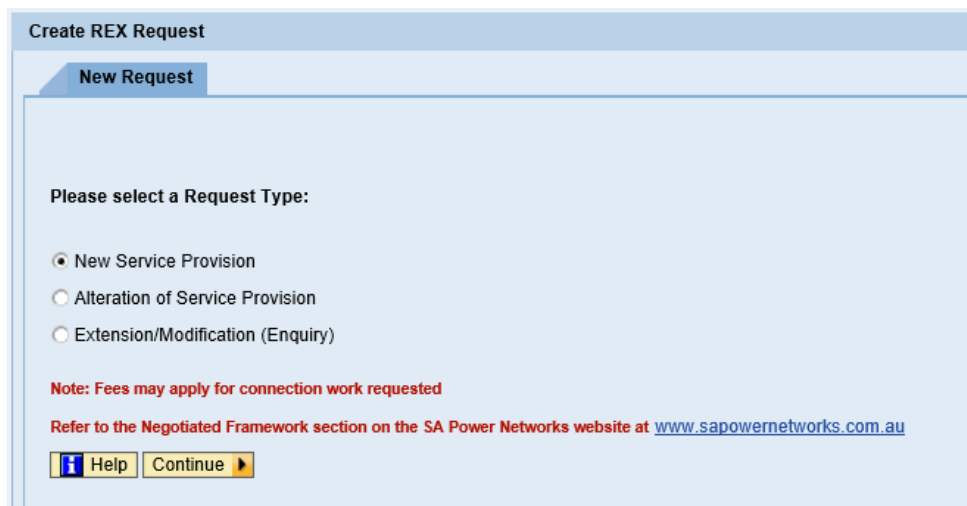


The REX Portal

The REX system allows users to create, book, monitor or cancel various kinds of low voltage electrical work. The following Job Types can be requested through the Portal:

- **New Service Provision:** The installation of a new service at a site
- **Alteration of Service Provision:** A change in service at an existing installation
- **Extension Modification:** This application type is for an enquiry for an extension or modification to the Network for a new connection or an upgrade of an existing connection.

Create Rex Request



The screenshot shows a web form titled 'Create REX Request'. Below the title is a tab labeled 'New Request'. The main content area contains the text 'Please select a Request Type:' followed by three radio button options: 'New Service Provision' (which is selected), 'Alteration of Service Provision', and 'Extension/Modification (Enquiry)'. Below these options is a red note: 'Note: Fees may apply for connection work requested'. Underneath the note is a red instruction: 'Refer to the Negotiated Framework section on the SA Power Networks website at www.sapowernetworks.com.au'. At the bottom of the form are two buttons: 'Help' with a question mark icon and 'Continue' with a right-pointing arrow icon.

For more information on using the REX Portal, please refer to **REX: An External Guide for Electrical Contractors**.

For a step-by-step guide on how to fill out a request, please refer to the SA Power Networks website:

https://www.sapowernetworks.com.au/centric/industry/contractors_and_designers/rex_home.jsp

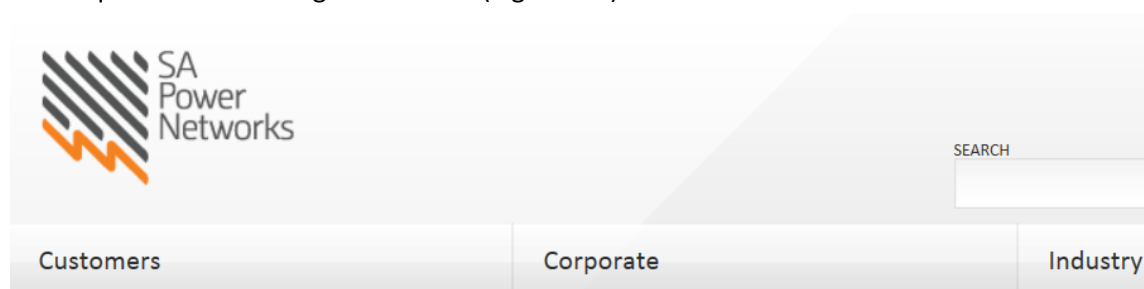


Online Web Form

Electrical Contractors who do not have access to REX, can lodge the following applications via the Online Web Form which can be accessed from the SA Power Networks website at

https://www.sapowernetworks.com.au/centric/industry/contractors_and_designers/contractor_for_ms_and_guides.jsp

- Apply for a new service provision
- Apply for an alteration of service provision
- Request for temporary disconnection/reconnection of supply
- Request quotation for security lighting
- Request quotation for network extension/modification
- Request for low voltage line covers (Tiger Tails).



Connections, Alterations & Disconnections

I would like to:

Apply for a new service provision

Apply for an alteration of service provision

Request for temporary disconnection/reconnection of supply

Request quotation for security lighting

Request quotation for network extension/modification

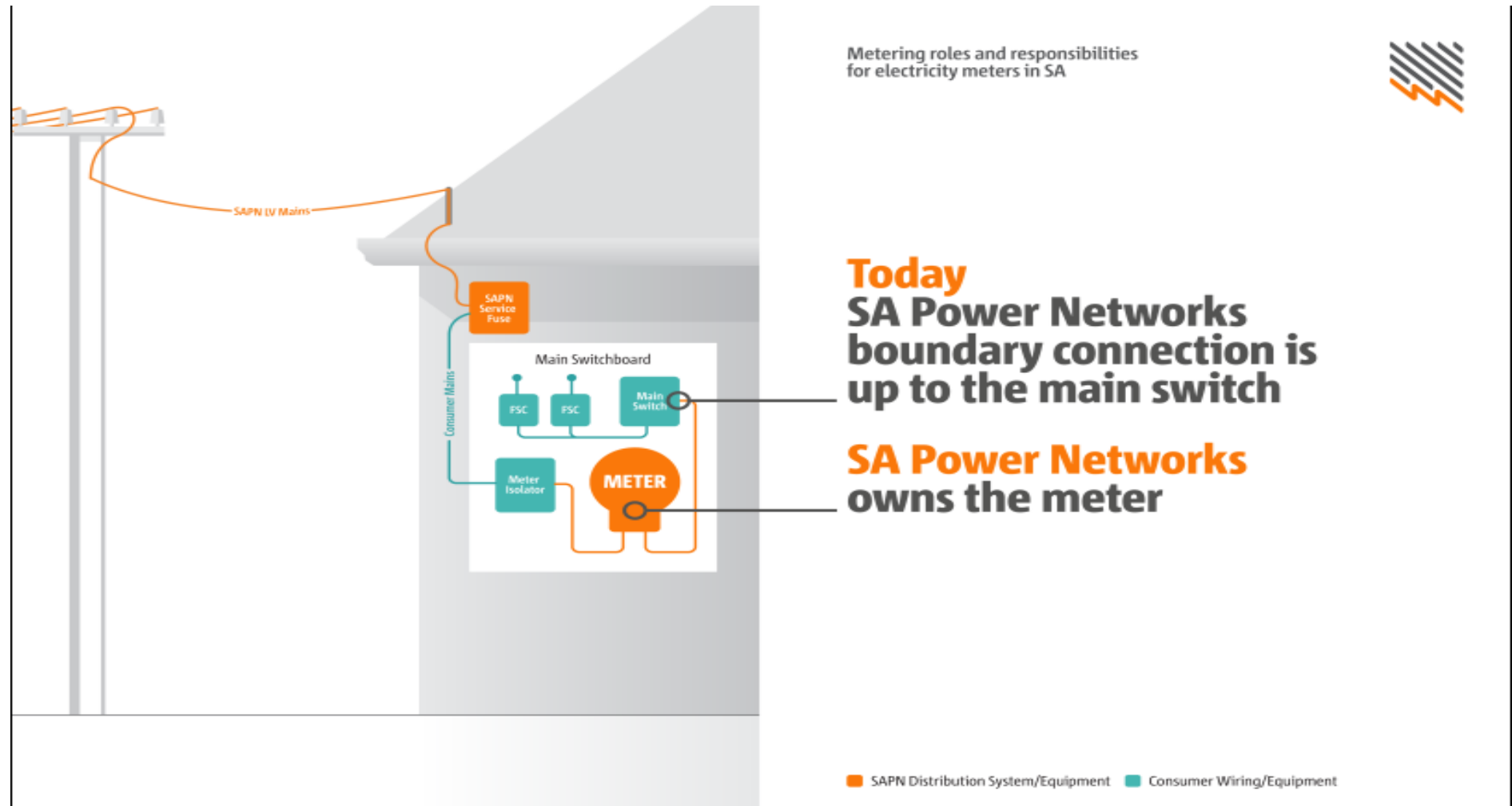
Request for low voltage line covers (Tiger Tails)

Continue

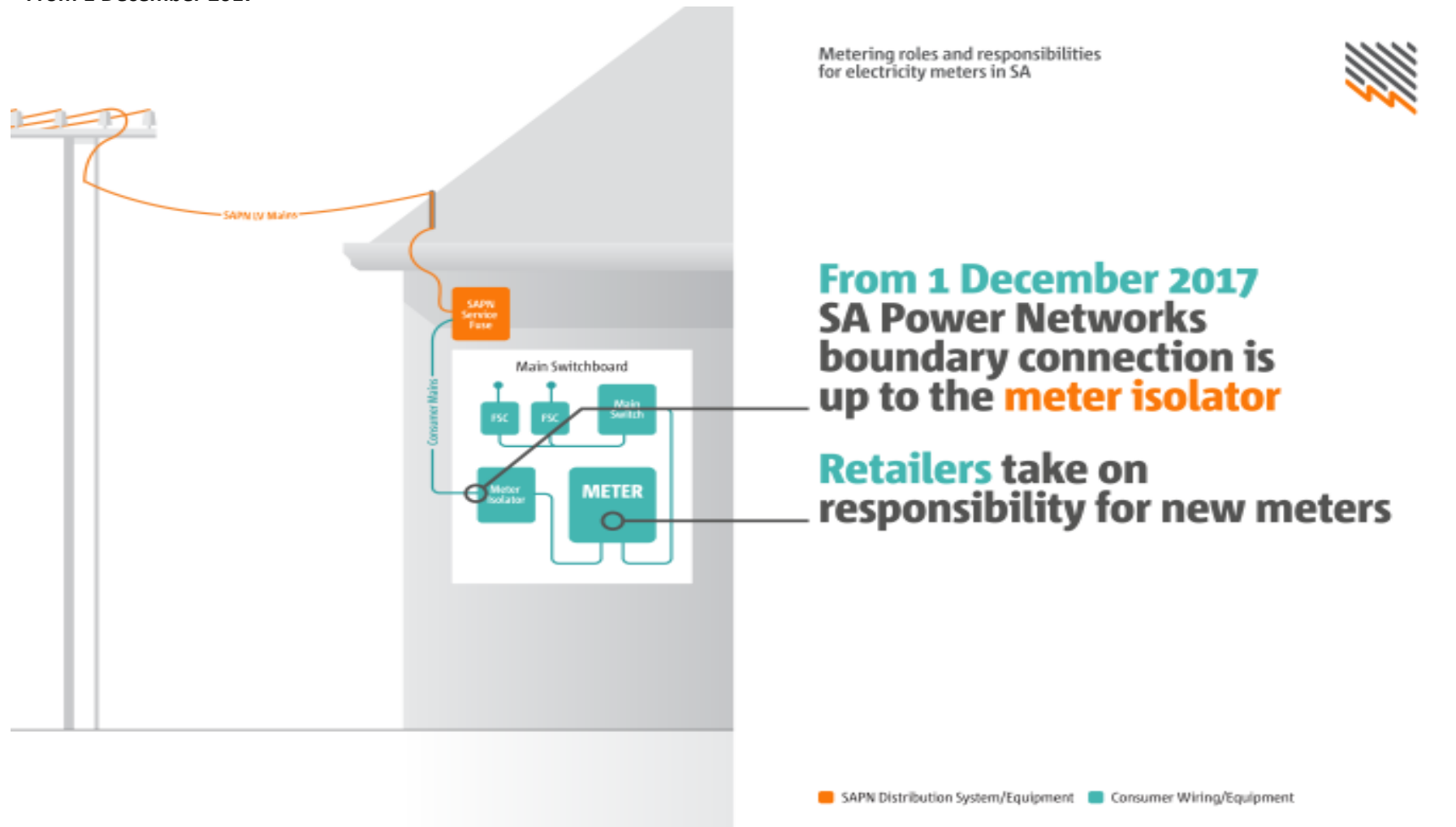


Section 3: Processes that will change from 1st December 2017

Before 1 December 2017



From 1 December 2017



Section 4: New Service Provision

(Formally known as New Connection)

A New Service Provision is typically a new installation (never connected to the distribution network before) that requires a new supply connection and metering equipment to be installed and connected to the distribution network.

From 1 December 2017, SA Power Networks will no longer be responsible for the provision of metering equipment. This responsibility will reside with the Meter Provider who will be nominated by the Retailer.

Process Overview

See [Appendix 1](#).

All new Service Provisions will require the REC to adhere to the steps below:

REC Responsibilities

- For ALL new Service Provisions, the REC MUST complete a 'New Service Provision' request with SA Power Networks either via the REX portal or the Online Web Form available on the SA Power Networks website. This is regardless of whether the SA Power Networks service provision is existing (e.g. (un)fused pit, ground level transformer). Please note that you must be registered and authorised by SA Power Networks to use the REX portal.
- REC's must ensure the Postal Address & Supply Address on the 'New Service Provision' request are different.
- A Job Reference Number will be provided to the REC once the New Service Provision application has been successfully submitted. It is important to retain this number (REX job number) for future reference.
- REC's must advise the customer to contact their Retailer for the agreed ongoing energy contract and required metering for the site, which the Retailer will use to initiate the 'Allocate NMI' process. Ensure that the customer knows the REX job number as the Retailer will require this as a reference number.
- REC's are not required on site for the energisation of a New Service Provision. REC's can have the site ready prior to, or on the morning of the appointment and leave the Certificate of Compliance in the meter box for collection. The bookings for SA Power Networks attendance will be made 'Anytime Day' i.e. no attendance time.



SA Power Networks Responsibilities

- SA Power Networks will provide either SMS and/or email communications to the REC at key stages of the process to advise of status, charges, service point location and/or action required.
- SA Power Networks will provide email communication to the Retailers at key stages of the process to inform them of the status and/or action required.
- SA Power Networks will scope the request for completeness and accuracy to determine the servicing arrangements required, based on the information provided.
- SA Power Networks will notify the REC via SMS and/or email when an energisation booking can be made with SA Power Networks. The booking can be made through REX or by phoning the Builders and Contractors line on 1300 650 014.
- SA Power Networks will send an invoice to the REC/Customer one day after the scheduled date of booking. If SA Power Networks infrastructure is not ready, the REC/Customer will not be billed until it is ready.
- At the time of energisation, SA Power Networks will ensure the New Service Provision is installed and/or the installation is energised to the line side of the meter isolator.
- An SA Power Networks Officer will test and energise to the line side of the meter isolator ONLY and sight/collect the Certificate of Compliance (COC/ECC) from the responsible REC for that portion of the installation, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
- SA Power Networks may undertake the new Service Provision works prior to the energisation appointment or no later than the time of the energisation appointment.
- If the metering equipment has been installed and connected to the meter isolator at the time of, or prior to the energisation conducted by SA Power Networks, the load tail(s) will be removed from the meter isolator, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
- At the time of energisation, the SA Power Networks Officer will seal the meter isolator in the 'off' position and place a tag at the meter isolator advising that the installation has been energised to the meter isolator. For multi-metered boards, SA Power Networks will energise all meter isolators and seal + tag.
- At the time of energisation, the SA Power Networks Officer will place a sticker on the meter panel with the SA Power Networks Job Reference Number (REX job Number) for future reference.
- If the SA Power Networks Officer determines upstream augmentation to the Network is required, the New Service Provision request will be placed on 'hold' temporarily while this process can be completed. An SA Power Networks Officer will advise the REC/Customer if this is required. This may require a formal letter of offer and/or additional costs.
- Once energised, SA Power Networks will notify the associated Retailer, via the agreed method in SA that metering can now be installed.

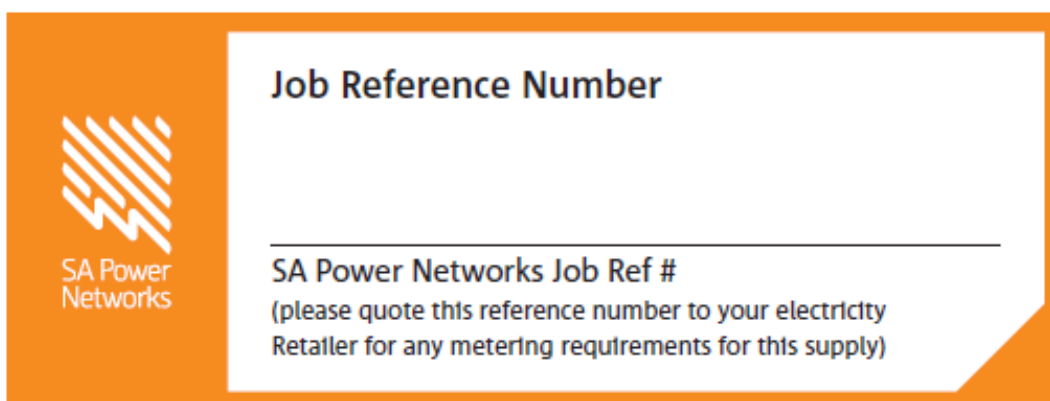


Important information


- SA Power Networks will NOT provide, install or energise metering equipment. The responsibility for metering resides with the customer's chosen Retailer.
- SA Power Networks will NOT be responsible for coordinating the metering provision at the installation, this will be the responsibility of the REC and Retailer.
- If the installation has a small embedded generator (SEG) planned, the SEG/PV approval process must be completed and a SEG approval number must be provided by SA Power Networks prior to the connection of the SEG to the SA Power Networks distribution system.
- Installations that are non-compliant at the time of energisation will not be connected to the distribution network and the REC will be required to rectify the installation and may need to re-book with SA Power Networks for the energisation to be completed.
- If the metering equipment has been installed and connected to the meter isolator at the time of energisation conducted by SA Power Networks, the load tail(s) will be removed from the meter isolator, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).


Stickers and Tags

'Job Reference Number' Sticker



'Site Energised' Tag





WARNING

ELECTRICITY IS CONNECTED TO THESE PREMISES

DATE: / /

☐ **Contact your electricity RETAILER**

This installation has been energised to the Meter Isolator. This Isolator/Main Switch must remain off until metering is installed. Please contact your electricity Retailer for any metering requirements.


☐ **Contact your ELECTRICIAN**

Supply has been (re)connected to the Meter Isolator and as a safety precaution this Isolator/Main Switch has been secured in the off position. Please contact your electrician who can remove the tag and ensure this installation is safe to be energised.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



'Site Energised' Sticker




DANGER

ELECTRICITY SUPPLY TO THESE PREMISES IS CONNECTED

This installation has been energised to the meter isolator. Please contact your electricity Retailer for any metering requirements.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



DATE: / /

Section 4a: Multi New Service Provision

A New Service Provision is a new installation that has not been previously connected to the Distribution Network. It requires a connection of service to the network and metering equipment to be installed.

A Multi New Service Provision is where the REC is constructing multiple connections; however, supply is provided via a single service provision with metering to be in a common location.

Under Metering Contestability, SA Power Networks is no longer responsible for the provision of metering equipment. This responsibility will reside with the Metering Coordinator / Meter Provider nominated by the Retailer.

Process Overview

The process overview diagram for a Multi New Service Provision is the same as the standard New Service Provision per [Appendix 1](#).

Despite there being multiple end customers / connections SA Power Networks is only providing a single service provision and therefore only requires the REC to submit on REX or Webform application.

We will not accept multiple applications if there is a single service provision with multiple metered connections.

During the application process, the REC is asked to specify how many 'metered connections' are required and a 'Nominated Retailer'. The Nominated Retailer will have full visibility of the application in our REX system and will receive the associated notifications generated by REX.

Any subsequent retailer/s will only be provided with visibility to the REX application and notifications **once** an Allocate NMI Service Order has been processed by SA Power Networks.

Retailers do not require visibility of the REX application in order to raise an Allocate NMI Service Order to SA Power Networks.

REC Responsibilities

- For ALL new Service Provisions, the REC MUST complete a 'New Service Provision' request with SA Power Networks either via the REX portal or the Online Web Form available on the SA Power Networks website. This is regardless of whether the SA Power Networks service provision is existing (e.g. (un)fused pit, ground level transformer). Please note that you must be registered and authorised by SA Power Networks to use the REX portal.
- REC's must ensure the Postal Address & Supply Address on the 'New Service Provision' request are different.
- A Job Reference Number will be provided to the REC once the New Service Provision application has been successfully submitted. It is important to retain this number (REX job number) for future reference.
- REC's must advise the customer to contact their Retailer for the agreed ongoing energy contract and required metering for the site, which the Retailer will use to initiate the 'Allocate NMI' process. Ensure that the customer knows the REX job number as the Retailer will require this as a reference number.
- REC's are not required on site for the energisation of a New Service Provision. REC's can have the site ready prior to, or on the morning of the appointment and leave the Certificate of



Compliance in the meter box for collection. The bookings for SA Power Networks attendance will be made 'Anytime Day' i.e. no attendance time.

- REC's are only permitted to lodge one REX application or Webform per Service Provision.

SA Power Networks Responsibilities

- SA Power Networks will provide either SMS and/or email communications to the REC at key stages of the process to advise of status, charges, service point location and/or action required.
- SA Power Networks will provide email communication to the Retailers at key stages of the process to inform them of the status and/or action required.
- SA Power Networks will scope the request for completeness and accuracy to determine the servicing arrangements required, based on the information provided.
- SA Power Networks will notify the REC via SMS and/or email when an energisation booking can be made with SA Power Networks. The booking can be made through REX or by phoning the Builders and Contractors line on 1300 650 014.
- SA Power Networks will send an invoice to the REC/Customer one day after the scheduled date of booking. If SA Power Networks infrastructure is not ready, the REC/Customer will not be billed until it is ready.
- At the time of energisation, SA Power Networks will ensure the New Service Provision is installed and/or the installation is energised to the line side of the meter isolator.
- An SA Power Networks Officer will test and energise to the line side of the meter isolator ONLY and sight/collect the Certificate of Compliance (COC/ECC) from the responsible REC for that portion of the installation, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
- SA Power Networks may undertake the new Service Provision works prior to the energisation appointment or no later than the time of the energisation appointment.
- If the metering equipment has been installed and connected to the meter isolator at the time of, or prior to the energisation conducted by SA Power Networks, the load tail(s) will be removed from the meter isolator, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
- At the time of energisation, the SA Power Networks Officer will seal the meter isolator in the 'off' position and place a tag at the meter isolator advising that the installation has been energised to the meter isolator. For multi-metered boards, SA Power Networks will energise all meter isolators and seal + tag.
- At the time of energisation, the SA Power Networks Officer will place a sticker on the meter panel with the SA Power Networks Job Reference Number (REX job Number) for future reference.
- If the SA Power Networks Officer determines upstream augmentation to the Network is required, the New Service Provision request will be placed on 'hold' temporarily while this process can be completed. An SA Power Networks Officer will advise the REC/Customer if this is required. This may require a formal letter of offer and/or additional costs.
- Once energised, SA Power Networks will notify the associated Retailer, via the agreed method in SA that metering can now be installed.

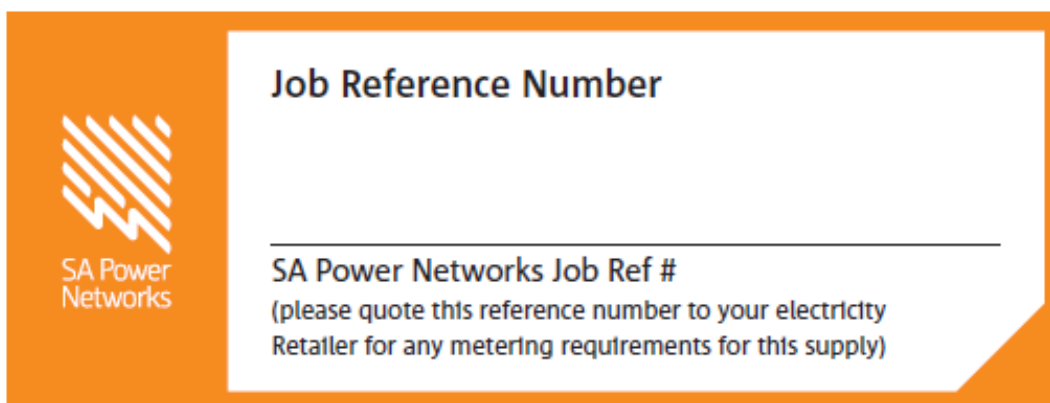


Important information


- SA Power Networks will NOT provide, install or energise metering equipment. The responsibility for metering resides with the customer's chosen Retailer.
- SA Power Networks will NOT be responsible for coordinating the metering provision at the installation, this will be the responsibility of the REC and Retailer.
- If the installation has a small embedded generator (SEG) planned, the SEG/PV approval process must be completed and a SEG approval number must be provided by SA Power Networks prior to the connection of the SEG to the SA Power Networks distribution system.
- Installations that are non-compliant at the time of energisation will not be connected to the distribution network and the REC will be required to rectify the installation and may need to re-book with SA Power Networks for the energisation to be completed.
- If the metering equipment has been installed and connected to the meter isolator at the time of energisation conducted by SA Power Networks, the load tail(s) will be removed from the meter isolator, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).


Stickers and Tags

'Job Reference Number' Sticker



'Site Energised' Tag





WARNING

ELECTRICITY IS CONNECTED TO THESE PREMISES

DATE: ____ / ____ / ____

☐ **Contact your electricity RETAILER**

This installation has been energised to the Meter Isolator. This Isolator/Main Switch must remain off until metering is installed. Please contact your electricity Retailer for any metering requirements.


☐ **Contact your ELECTRICIAN**

Supply has been (re)connected to the Meter Isolator and as a safety precaution this Isolator/Main Switch has been secured in the off position. Please contact your electrician who can remove the tag and ensure this installation is safe to be energised.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



'Site Energised' Sticker




DANGER

ELECTRICITY SUPPLY TO THESE PREMISES IS CONNECTED

This installation has been energised to the meter isolator. Please contact your electricity Retailer for any metering requirements.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



DATE: ____ / ____ / ____



Section 5: Alteration of Service Provision

(Formally known as Additions and Alterations)

An Alteration occurs where an existing installation is being modified or upgraded in such a manner that the SA Power Networks Service Provision and/or metering equipment require modification.

Some examples of this are:

- Upgrading consumer mains from single phase to multi-phase;
- Upgrading/Altering the Service Provision type (e.g. Overhead to Underground);
- Shifting the Service Provision (e.g. relocating Overhead Service Provision attachment);
- Moving and/or Upgrading the metering equipment/metering enclosure; or
- Combinations of the above.

From 1 December 2017, SA Power Networks will no longer be responsible for the provision of metering equipment. This responsibility will reside with the Meter Provider who will be nominated by the Retailer.

Process Overview

See [Appendix 2](#)

Any alterations to installations with either SA Power Networks Type 5/6 or Retailer metering equipment will require the REC to adhere to the steps below:

REC Responsibilities

- For ALL Alterations, the REC/Customer should complete an 'Alteration of Service Provision' Request with SA Power Networks, either via the REX portal or the Online Web Form available on the SA Power Networks website. Please note that you must be registered and authorised by SA Power Networks to use REX.
- A Job Reference Number will be provided to the REC once the New Service Provision application has been successfully submitted. It is important to retain this number (REX job number) for future reference.
- The REC should contact the customer's Retailer as soon as possible after making the 'Alteration of Service Provision' request with SA Power Networks to request an 'Alteration of Metering'. This will allow the Retailer sufficient time to make arrangements with their Meter Provider for any alteration of metering that is required.

SA Power Networks Responsibilities

- SA Power Networks will determine if the existing Service Provision is suitable or requires upgrading/replacing.
- SA Power Networks will provide either SMS and/or email communication to the REC/Customer at key stages of the process to inform them of the status and/or action required.
- SA Power Networks will provide email communication to the Retailers at key stages of the process to inform them of the status and/or action required.
- SA Power Networks will assess the 'Alteration of Service Provision' request and advise the REC either:



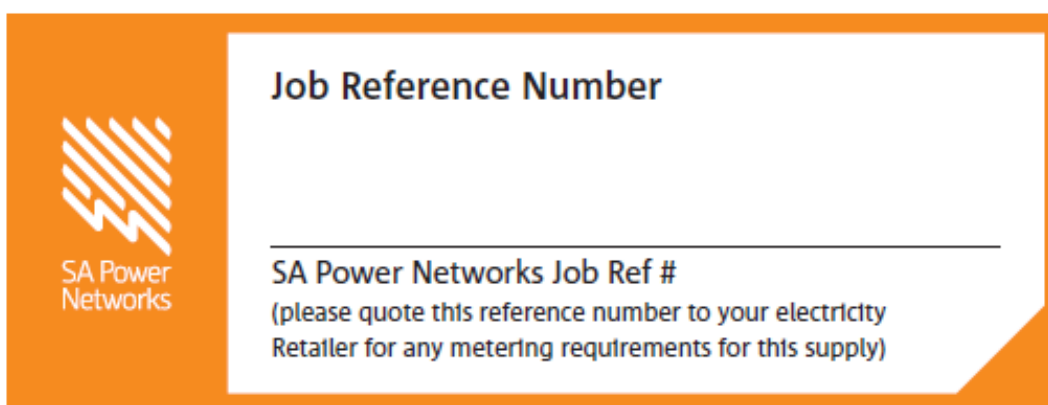
1. The existing SA Power Networks Service Provision is adequate and no work is to be performed by SA Power Networks – REC can coordinate metering equipment directly with the customers Retailer; or
 2. The existing SA Power Networks Service Provision requires upgrading/replacing – REC should continue to follow steps below:
- ‘Alteration of Service Provision’ request details, including charges, will be provided to the REC/Customer.
 - SA Power Networks will notify the REC via SMS and/or email when an energisation booking can be made with SA Power Networks. The booking can be made through the REX portal or by phoning the Builders and Contractors line on 1300 650 014.
 - At the time of energisation, SA Power Networks will ensure the Alteration of Service Provision is installed and/or the installation is energised to the line side of the meter isolator.
 - An SA Power Networks Officer will test and connect to the line side of the meter isolator ONLY and sight/collect the Certificate of Compliance (COC/ECC) from the responsible REC for that portion of the installation, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
 - SA Power Networks may undertake the ‘Alteration of Service Provision’ works prior to the energisation appointment or no later than the time of the energisation appointment.
 - At the time of energisation, the SA Power Networks Officer will seal the meter isolator in the ‘off’ position and place a tag at the meter isolator advising the installation has been energised to the meter isolator. For multi-metered boards, SA Power Networks will energise all meter isolators and seal + tag.
 - At the time of energisation, the SA Power Networks Officer will place a sticker on the meter panel with the SA Power Networks job reference number (REX job number) for any future reference.
 - If the SA Power Networks Officer determines upstream augmentation to the Network is required, the Alteration of Service Provision request will be placed on ‘hold’ temporarily whilst this process can be completed. An SA Power Networks officer will advise the REC/customer if this is required. This may require a formal letter of offer and/or additional costs.

Important information


- Existing SA Power Networks Type 5 and 6 metering will NOT be 'moved/reused' when an alteration is triggered at an installation. All SA Power Networks metering equipment will require replacement by the nominated Meter Provider.
- SA Power Networks will NOT provide, install or energise metering equipment. The responsibility for metering resides with the chosen Retailer.
- SA Power Networks will NOT be responsible for coordinating the metering provision at the installation, this will be the responsibility of the REC and Retailer.
- If the metering equipment has been installed and connected to the meter isolator at the time of energisation conducted by SA Power Networks, the load tail(s) will be removed from the meter isolator, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
- Installations that are non-compliant at the time of energisation will not be connected to the distribution network and the REC will be required to rectify the installation and may need to re-book with SA Power Networks for the energisation to be completed.
- Retailers may be unable to attend on the appointment date agreed between the REC & SA Power Networks. In these circumstances, Retailers should notify SA Power Networks who will reschedule an appointment with the REC.
- If a Retailer's Meter Provider fails to attend on the agreed appointment date coordinated by the REC and SA Power Networks, Retailers are able to request a 'Bypass' via the process detailed in the Retailer & Meter Services Provider Handbook.
- If the installation has a small embedded generator (SEG) planned, the SEG/PV approval process must be completed by the Retailer and a SEG approval number must be provided by SA Power Networks prior to the connection to the SA Power Networks distribution system.


Stickers and Tags

Job Reference Number' Sticker



'Site Energised' Tag





WARNING

ELECTRICITY IS CONNECTED TO THESE PREMISES

DATE: ____ / ____ / ____

☐ **Contact your electricity RETAILER**

This installation has been energised to the Meter Isolator. This Isolator/Main Switch must remain off until metering is installed. Please contact your electricity Retailer for any metering requirements.


☐ **Contact your ELECTRICIAN**

Supply has been (re)connected to the Meter Isolator and as a safety precaution this Isolator/Main Switch has been secured in the off position. Please contact your electrician who can remove the tag and ensure this installation is safe to be energised.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



'Site Energised' Sticker




DANGER

ELECTRICITY SUPPLY TO THESE PREMISES IS CONNECTED

This installation has been energised to the meter isolator.

Please contact your electricity Retailer for any metering requirements.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



DATE: ____ / ____ / ____

Section 5a: Multi Alteration of Service Provision

Description

An Alteration of Service Provision is an existing installation that requires an upgrade/modification to the Service Provision and/or Metering Equipment.

A Multi Alteration of Service Provision is where the REC is performing an alteration at a site and there are multiple meters in a communal board supplying multiple properties (i.e. a unit complex) which **will be affected by the work conducted**.

Some examples of this are:

- Replacement of the meter panel;
- Upgrading/Altering the Service Provision type (e.g. Overhead to Underground);
- Shifting the Service Provision (e.g. relocating Overhead Service Provision attachment);
- Moving and/or Upgrading the metering equipment/metering enclosure; or
- Combinations of the above.

Under Metering Contestability, SA Power Networks is no longer responsible for the provision of metering equipment. This responsibility will reside with the Meter Provider who is nominated by the Retailer.

This process is only applicable for jobs which are deemed a Complex Meter Exchange as defined by the AEMC whereby the work is initiated by the REC via SA Power Networks.

Process Overview

The process overview diagram for a Multi Alteration of Service Provision is the same as the standard Alteration of Service Provision detailed in [Appendix 2](#).

SA Power Networks only requires the REC to lodge one REX application for the alteration of the single service provision where this service provision supplies multiple connections / meters (e.g. the unit complex).

As part of this application, the REC can only nominate a single NMI linked to the work at the site and therefore, the Retailer associated to this Nominated NMI will be the only Retailer who will be able to receive formal REX notifications and gain visibility of the associated work within REX.

SA Power Networks is unable to accept multiple applications if there is a single service provision with multiple metered connections.

To assist other Retailers who require visibility and need to be involved in the work at this site, SA Power Networks will use best endeavours to manually notify and provide information to throughout the alteration process.

The information SA Power Networks provides will be similar content as they would have received if this was provided via REX.

REC Responsibilities

- For ALL Alterations, the REC/Customer should complete an 'Alteration of Service Provision' Request with SA Power Networks, either via the REX portal or the Online Web Form available on the SA Power Networks website. Please note that you must be registered and authorised by SA Power Networks to use REX.
- When lodging the REX application for a Multi Alteration of Service Provision, the REC should include the property numbers, meter numbers / NMI's of the other sites which **will be affected by the work conducted**. See example below.
- REC's are only permitted to lodge one REX application or Webform per Service Provision.
- A Job Reference Number will be provided to the REC once the New Service Provision application has been successfully submitted. It is important to retain this number (REX job number) for future reference.

SA Power Networks Responsibilities

- SA Power Networks will determine if the existing Service Provision is suitable or requires upgrading/replacing.
- SA Power Networks will provide either SMS and/or email communication to the REC/Customer at key stages of the process to inform them of the status and/or action required.
- SA Power Networks will provide email communication to the Retailers at key stages of the process to inform them of the status and/or action required.
- SA Power Networks will assess the 'Alteration of Service Provision' request and advise the REC either:
 3. The existing SA Power Networks Service Provision is adequate and no work is to be performed by SA Power Networks – REC can coordinate metering equipment directly with the customers Retailer; or
 4. The existing SA Power Networks Service Provision requires upgrading/replacing – REC should continue to follow steps below:
- 'Alteration of Service Provision' request details, including charges, will be provided to the REC/Customer.
- SA Power Networks will notify the REC via SMS and/or email when an energisation booking can be made with SA Power Networks. The booking can be made through the REX portal or by phoning the Builders and Contractors line on 1300 650 014.
- At the time of energisation, SA Power Networks will ensure the Alteration of Service Provision is installed and/or the installation is energised to the line side of the meter isolator.
- An SA Power Networks Officer will test and connect to the line side of the meter isolator ONLY and sight/collect the Certificate of Compliance (COC/ECC) from the responsible REC for that portion of the installation, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
- SA Power Networks may undertake the 'Alteration of Service Provision' works prior to the energisation appointment or no later than the time of the energisation appointment.
- At the time of energisation, the SA Power Networks Officer will seal the meter isolator in the 'off' position and place a tag at the meter isolator advising the installation has been energised to the meter isolator. For multi-metered boards, SA Power Networks will energise all meter isolators and seal + tag.



- At the time of energisation, the SA Power Networks Officer will place a sticker on the meter panel with the SA Power Networks job reference number (REX job number) for any future reference.
- If the SA Power Networks Officer determines upstream augmentation to the Network is required, the Alteration of Service Provision request will be placed on 'hold' temporarily whilst this process can be completed. An SA Power Networks officer will advise the REC/customer if this is required. This may require a formal letter of offer and/or additional costs.

Important information

- Existing SA Power Networks Type 5 and 6 metering will NOT be 'moved/reused' when an alteration is triggered at an installation. All SA Power Networks metering equipment will require replacement by the nominated Meter Provider.
- SA Power Networks will NOT provide, install or energise metering equipment. The responsibility for metering resides with the chosen Retailer.
- SA Power Networks will NOT be responsible for coordinating the metering provision at the installation, this will be the responsibility of the REC and Retailer.
- If the metering equipment has been installed and connected to the meter isolator at the time of energisation conducted by SA Power Networks, the load tail(s) will be removed from the meter isolator, (SA Power Networks will not energise nor take responsibility beyond the meter isolator).
- Installations that are non-compliant at the time of energisation will not be connected to the distribution network and the REC will be required to rectify the installation and may need to re-book with SA Power Networks for the energisation to be completed.
- Retailers may be unable to attend on the appointment date agreed between the REC & SA Power Networks. In these circumstances, Retailers should notify SA Power Networks who will reschedule an appointment with the REC.
- If a Retailer's Meter Provider fails to attend on the agreed appointment date coordinated by the REC and SA Power Networks, Retailers are able to request a 'Bypass' via the process detailed in the Retailer & Meter Services Provider Handbook.
- If the installation has a small embedded generator (SEG) planned, the SEG/PV approval process must be completed by the Retailer and a SEG approval number must be provided by SA Power Networks prior to the connection to the SA Power Networks distribution system.



Example of REX/Webform entry for Multi Alteration

Scenario: Alteration raised in either REX or WebForm for a group of units and the request is raised against the communal lighting meter for 1 Brown Street, Adelaide 5001. This alteration will impact four other properties, being units 1-4.

Information Required: Registered Electrical Contractor enters number of units and meter numbers (NMI's as well if possible) as per the example below in the "Comments / Notes" field.

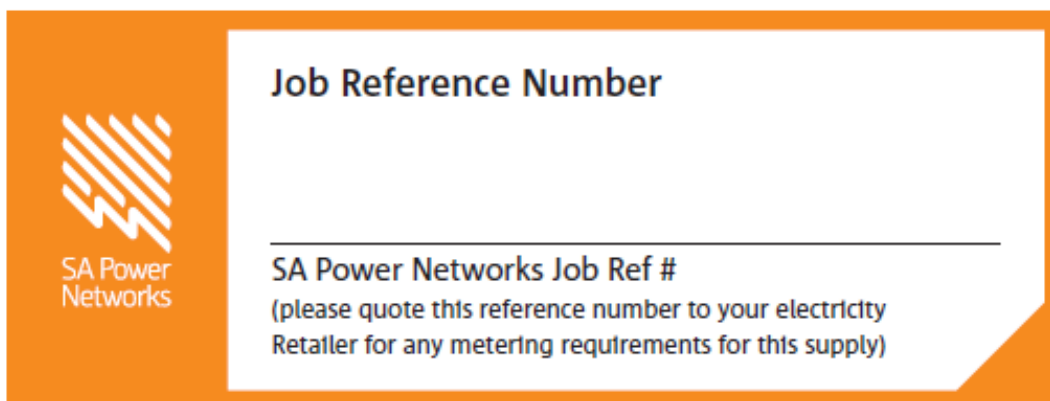
REX Entry:

Comments / Notes
Multi Occupancy Alteration Other units affected Unit 1 - Meter 123456 Unit 2 - unknown Unit 3 - Meter 345678 Unit 4 - Meter 567890


In doing the above, SA Power Networks is immediately aware of the other units affected and can commence providing notification to the associated retailers.


Stickers and Tags

Job Reference Number' Sticker



'Site Energised' Tag





WARNING

ELECTRICITY IS CONNECTED TO THESE PREMISES

DATE: ____ / ____ / ____

☐ **Contact your electricity RETAILER**

This installation has been energised to the Meter Isolator. This Isolator/Main Switch must remain off until metering is installed. Please contact your electricity Retailer for any metering requirements.


☐ **Contact your ELECTRICIAN**

Supply has been (re)connected to the Meter Isolator and as a safety precaution this Isolator/Main Switch has been secured in the off position. Please contact your electrician who can remove the tag and ensure this installation is safe to be energised.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



'Site Energised' Sticker




DANGER

ELECTRICITY SUPPLY TO THESE PREMISES IS CONNECTED

This installation has been energised to the meter isolator.

Please contact your electricity Retailer for any metering requirements.

Unauthorised interference with security seals or electricity supply is prohibited under section 85 of the (SA) Electricity Act 1996.



DATE: ____ / ____ / ____



Section 6: SEG/PV Meter Exchanges

A SEG/PV meter exchange (bi-directional metering (import/export) occurs where an existing installation has had a small embedded generator (SEG) installed and the existing metering equipment requires modification.

From 1 December 2017, SA Power Networks will no longer be responsible for the provision of metering equipment for SEG/PV. This responsibility will reside with the nominated Meter Provider.

Customers can then engage their Retailer for metering once the SEG approval is granted.

Any SEG/PV meter exchange will require the REC/Installer to adhere to the steps below:

REC Responsibilities

- The REC/Installer MUST continue to request and gain approval from SA Power Networks for the SEG prior to connection to the distribution network (via the customer's installation).
- The REC should contact the Retailer as soon as they have gained approval from SA Power Networks for the SEG.
- Once approval is granted, the REC/Installer can request the metering equipment via the Retailer.
- The REC/Installer or Customer MUST provide the SEG Approval number to their Retailer.

Retailer Responsibilities

- The Retailer will discuss and agree with the REC about the required metering, any associated costs and the relevant timing. Then they must validate the SEG approval number prior to coordinating a meter exchange.
- If the Retailer is unable to complete the meter installation due to the configuration of the network, Retailers can raise a Supply Service Works – Temporary Isolation Service Order in which SA Power Networks will isolate supply, on an agreed appointment date. Refer to Section 4 of SA Power Networks' Retailer & Meter Services Provider Handbook.

SA Power Networks Responsibilities

- SA Power Networks will continue to provide the 'Approval Request' function via the 'Small Embedded Generator' request form on their website.
- SA Power Networks will provide a SEG approval number if the request is approved; or update the REC if further information/investigation is required.

Important Information

- Existing SA Power Networks Type 5 and 6 metering will NOT be 'reused or reconfigured' when an approved SEG/PV is installed and the existing metering requires an upgrade/reconfiguration.
- SA Power Networks will NOT provide, install or energise metering equipment. The responsibility for metering resides with the chosen Retailer.
- SA Power Networks will NOT be responsible for coordinating the metering provision at the installation, this will be the responsibility of the REC and Retailer.



Section 7: Abolishment of Service Provision

An Abolishment of Service Provision is a request to permanently abolish the supply and metering provision at a given supply point. It also includes the decommissioning of the NMI and it typically occurs where a property is being demolished. Under Metering Contestability, SA Power Networks will not be responsible for the removal of metering equipment that does not belong to SA Power Networks. This responsibility will reside with the Meter Provider who will be nominated by the Retailer.

From 1 December 2017, a REC can no longer request an Abolishment via the REX Portal. All requests for Abolishment must take place by contacting the relevant Retailer who will initiate the process. If a REC/Customer doesn't know who the Retailer is, they can contact SA Power Networks and they will inform them of the name of their Retailer.

Process Overview

See [Appendix 3](#)

All Abolishment of Service Provision requests will require the REC to adhere to the steps below:

REC Responsibilities

- The REC will lodge the 'Abolishment of Service Provision' request by contacting the current Retailer to initiate the process. When contacting the Retailer, please ensure that the Retailer makes the REC the contact point on the Service Order
- The REC must provide their contact details – SMS/email, when requesting the Retailer to initiate the process
- When the REC receives the 'Ready for Appointment' notification, they can make an appointment for the work to be performed. This can be done via the REX Portal or by ringing the Builders and Contractors line on 1300 650 014.

Retailer Responsibilities

- Refer to Section 3 of SA Power Networks' Retailer & Meter Services Provider Handbook.
- Once the Retailer has been contacted by the REC, they will initiate the Abolishment process via the approved B2B method as follows:

For Retailer meters:

- Retailers will send a Service Order to their nominated Meter Provider and an Abolishment Supply Request to SA Power Networks.

For SA Power Network meters:

- Retailers will send a Service Order to SA Power Networks to 'Abolish Supply/Meter'.
- Ensure that the contact details of the REC (SMS/email), are included in the B2B Service Order.

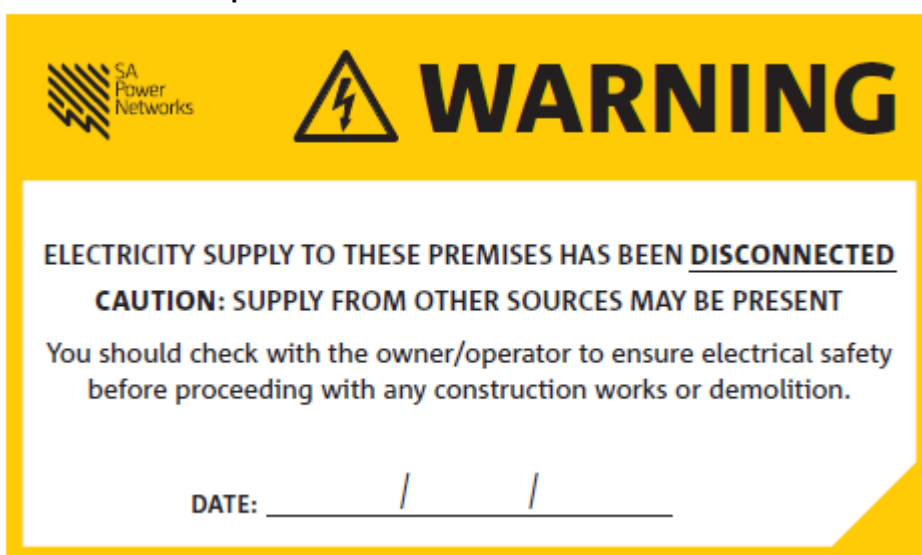


SA Power Networks Responsibilities


- SA Power Networks will no longer accept Abolishment requests directly from the REC; all Abolishment requests will need to be lodged via the responsible Retailer (current FRMP).
- SA Power Networks will receive and process the approved B2B request from the responsible Retailer.
- SA Power Networks will scope the Abolishment request and may reject the request if there is incomplete or missing information.
- The REC will be notified via their chosen method of contact as specified in the Service Order, when a booking can be made with SA Power Networks to complete the Abolishment work.
- SA Power Networks will complete work to remove the service and/or metering equipment only where it is SA Power Networks metering equipment.
- SA Power Networks will not remove Retailer metering equipment. This is the responsibility of the Meter Provider.
- SA Power Networks will charge an Abolishment fee via the Retailer.

Stickers and Tags

Abolishment Completed



Abolishment Not Completed

	
ELECTRICITY SUPPLY TO THESE PREMISES IS <u>STILL CONNECTED</u>	
You should check with the owner/operator to ensure electrical safety before proceeding with any construction works or demolition.	
Any queries please telephone Builders & Contractors Line on 1300 650 014	
	DATE: / /

Section 8: Customer Requested Temporary DN/RN

A Temporary DN/RN is a temporary isolation of supply to an installation for minor work which does not require a Certificate of Compliance (COC) to be collected; (i.e. replacement of fascia board, early isolation to an installation in conjunction with an Alteration of Service Provision request).

Process Overview

See [Appendix 4](#)

All customer requested temporary DN/RN will require the REC to adhere to the steps below:

REC Responsibilities

- The REC MUST complete a 'Temporary Disconnection/Reconnection of Supply' request with SA Power Networks via the Online Web Form, available on the SA Power Networks website.
- A Job Reference Number will be provided to the REC once the request has been successfully submitted. It is important to retain this number for future reference.
- When the REC receives the 'Ready for Appointment' notification, they can make an appointment for the work to be performed. This can be done via the REX Portal or by ringing the Builders and Contractors Call Centre on 1300 650 014.

Online Web Form

I would like to:

Apply for a new service provision

Apply for an alteration of service provision

Request for temporary disconnection/reconnection of supply

Request quotation for security lighting

Request quotation for network extension/modification

Request for low voltage line covers (Tiger Tails)

Continue

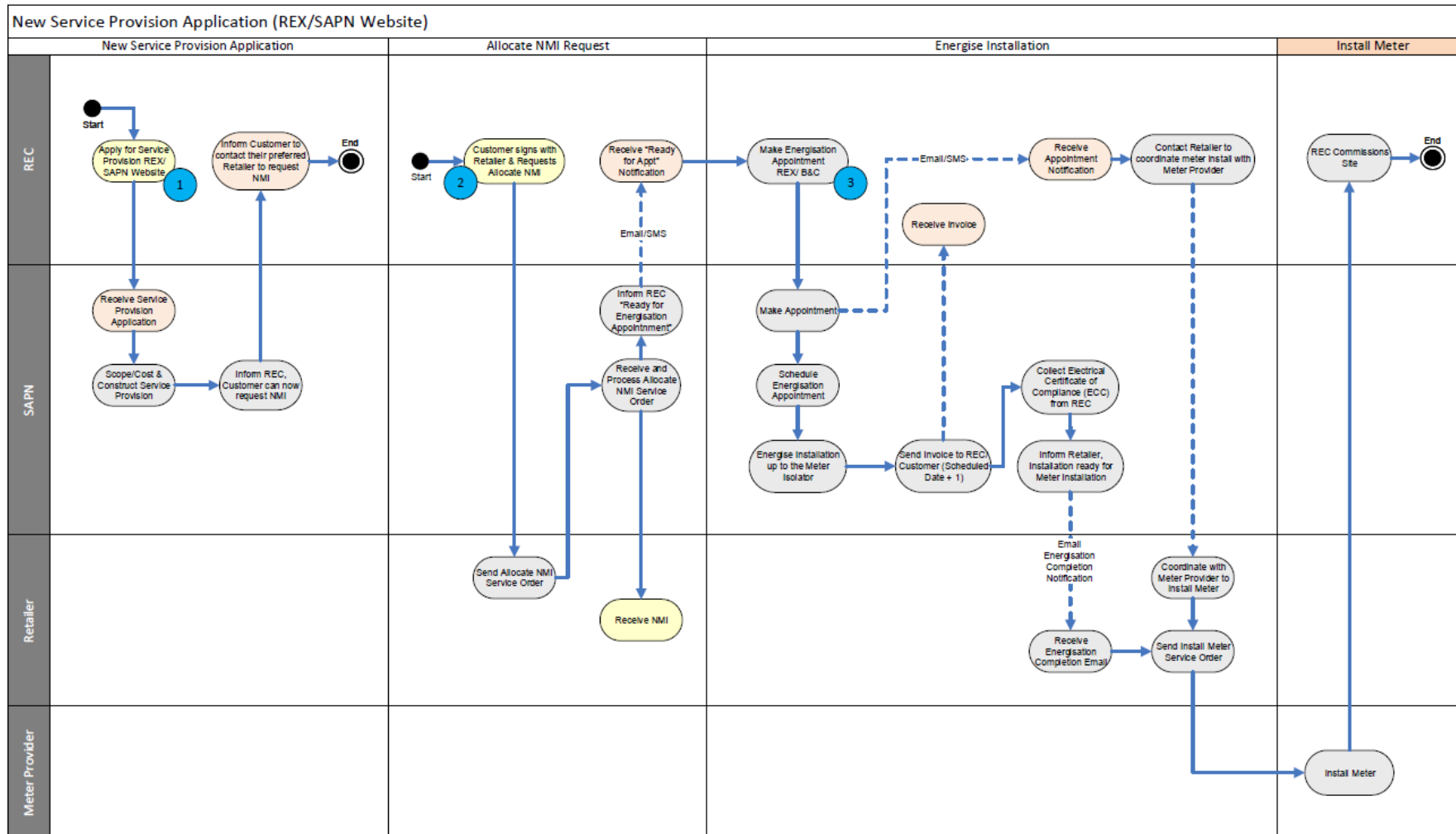


SA Power Networks Responsibilities

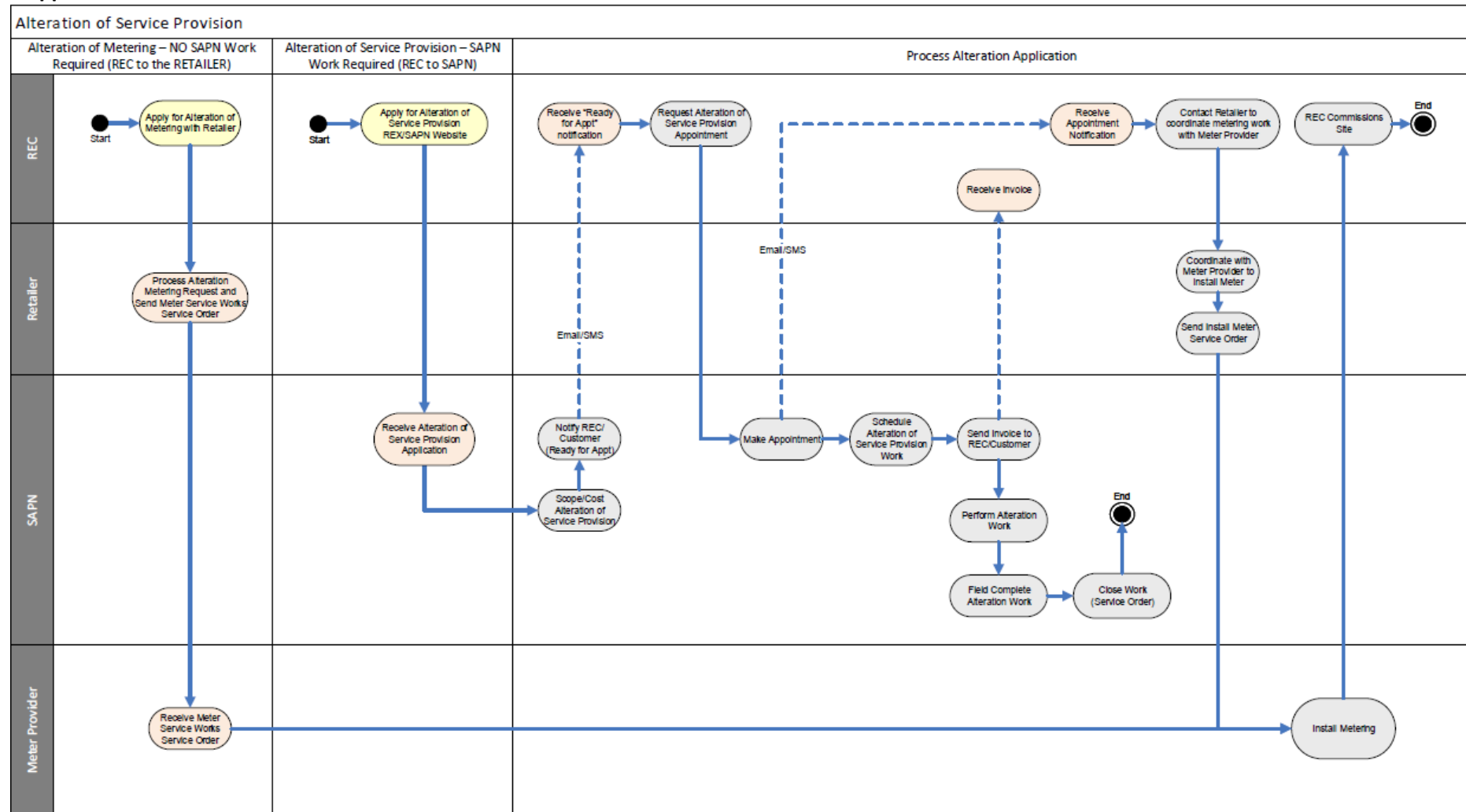
- SA Power Networks will issue the REC with a Job Reference Number once the application has been lodged via the Online Web Form available on the SA Power Networks website.
- SA Power Networks will provide via SMS and/or email communications to the REC/Customer at key stages of the process to inform the REC/Customer of the status and/or action required including any charges.
- SA Power Networks will notify the REC via SMS and/or email when a booking can be made to complete the temporary DN/RN work.



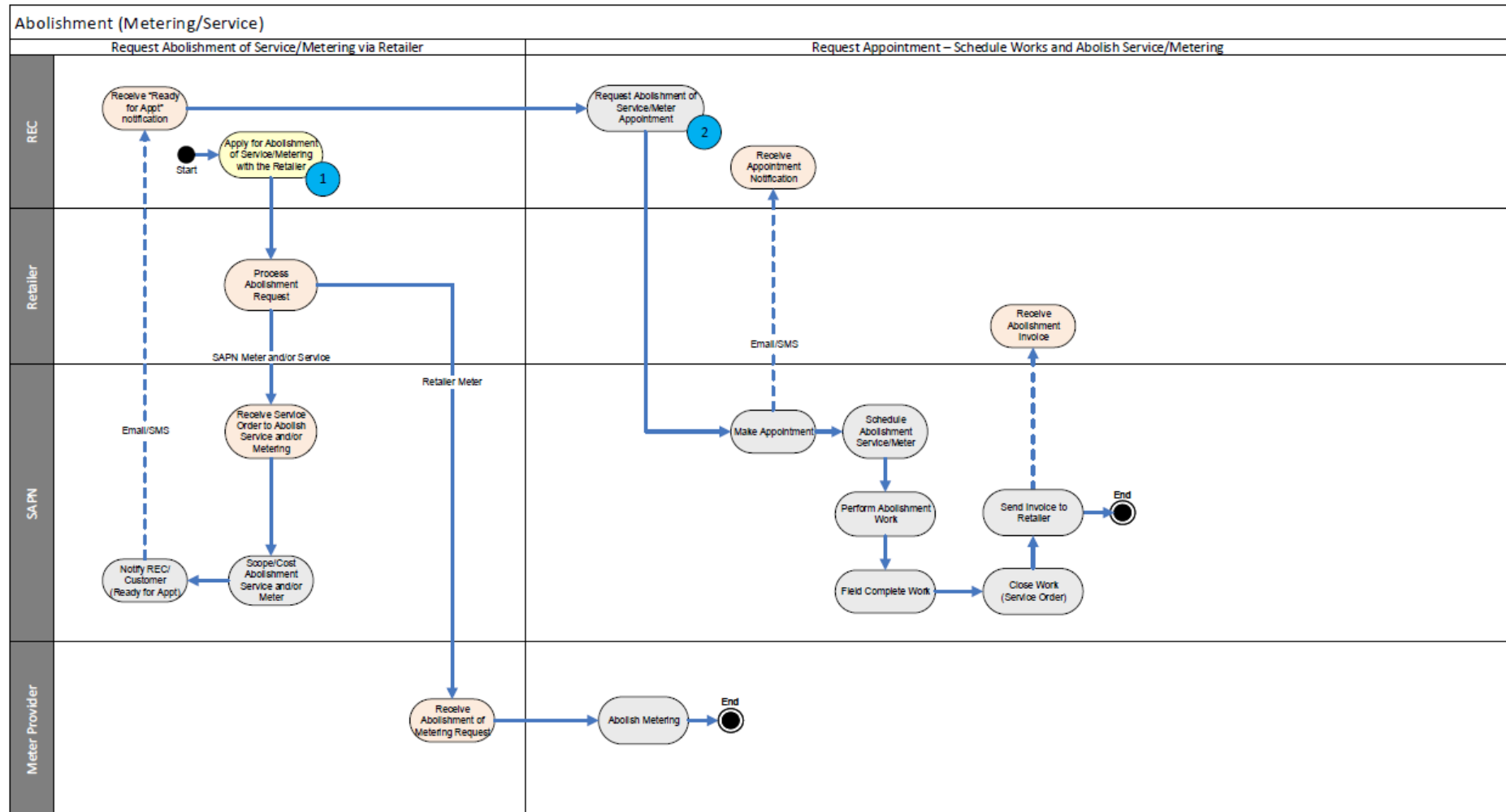
Appendix 1: New Service Provision Application



Appendix 2: Alteration of Service Provision



Appendix 3: Abolishment of Service Provision



Appendix 4: Customer Initiated Temp DN/RN

