Tech Talk

Connections News – September 2016

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To all Registered Electrical Contractors

The aim of this Tech Talk is to provide you and your employees with information that will help us to improve service for our customers. Please read the document and pass it on to your employees or associates for their information.

Introducing Online Electrical Work Requests (EWR) with eConnect

Soon, CitiPower and Powercor will launch online New Connections and Alterations via eConnect.

We are pleased to announce that **new connection and alteration requests will soon be coming on eConnect**. This will replace the existing paper-based Electrical Works Request (EWR) form with a wider range of services that will make submitting a connection request simpler and faster than ever. CitiPower and Powercor are also introducing a new **enquiry portal** which will improve the way you to submit and monitor enquiries.





How will the connection request process be improved?

Electricians will be able to submit connections request in minutes directly to CitiPower and Powercor via eConnect. You will be able to schedule a truck appointment and view the estimated fees before you submit the connection request.

Call to actions, such as *Collect CT*, may be assigned to you if you need to complete an activity to progress your connection request. You will be notified via your preferred method (SMS or email) of important updates such as if you have been assigned a call to action.

Once all required activities are performed at the scheduled appointment time, your connection request will be fulfilled.

What other changes can electricians expect?

Our new advanced enquiry portal will replace the old communication channels for an overall faster and more convenient service.

Through the new enquiry portal you will be able to submit enquiries to different groups including: Connections Technical Advisors (CTAs) and CitiPower and Powercor Connections Staff. You will be able to access all enquiry details whether they are open (awaiting response) or closed.

What's coming later in the year for RECs?

CitiPower and Powercor will continue to improve on the user experience on eConnect with further updates this year.

Later in 2016 Licensed Electricians will use eConnect to submit abolishment, multi premise and unmetered supply connection requests.

Further information

Register your eConnect account at econnect.portal.powercor.com.au/customer/

For assistance to register your eConnect account or to submit a connection request using eConnect please refer to the step-by-step instructions at <u>www.powercor.com.au/</u> <u>our-services/electricity-connections/econnect/.</u>

To provide feedback or request further information on eConnect, the connection request process, or upcoming functionality please email the team at <u>E2EConnections@powercor.com.au.</u>



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CitiPower and Powercor Connection Services

From 1 July 2016, customer connection services in Victoria must be provided in accordance with regulatory obligations under Chapter 5A of the National Electricity Rules (the **Rules**).

So what does this mean?

Connection services are now classified as:

- Basic connection services
- Standard connection services
- Negotiated connection services

Basic connection services

Basic connection services are provided to retail customers where the provision of the connection service does not require an upgrade to the network i.e. no augmentation.

Basic connections are typically:

- connection of residential dwellings and small commercial premises, including both temporary and permanent connections
- unmetered supply connections, such as traffic lights
- micro-embedded generator connections, such as inverter energy systems using solar, thermal or wind

These connections will typically require a basic, low voltage connection to our distribution network. It will not involve any augmentation including capacity or extension of the network. Where the connection service requested does not meet the criteria of a basic connection service, or where augmentation of the network is needed to provide the connection service, the connection service is a **negotiated connection service**. For example, the customer does not have a suitable supply point with sufficient network capacity at or near their property boundary and within 20 meters of their connection point

Basic connections generally involve a load of less than 25 kilo-volt amperes (**kVA**) (25kVA), or 100 amperes (**amps**) where no network augmentation is required.

For connections to a single phase substation or on a Single Wire Earth Return (**SWER**) line, the load must be less than 10kVA, or 40 amps.

A fixed Alternative Control Service charge will apply to basic connection services.

Standard connection services

Standard connection services are connection services other than basic connection services or negotiated connection services.

CitiPower and Powercor do not currently offer standard connection services but may do so in the future.

Negotiated connection services

Negotiated connection services are those that do not meet the criteria for a basic connection service. That is, the connection may be too large or complex, or require network augmentation. This may include, for example:

- connection of residential dwellings and small commercial premises requiring greater than 100 amps;
- micro-embedded generation requiring greater than 5kW per single phase connection and greater than 30kW for a three phase connection;
- embedded generation that is not micro-embedded generation
- high voltage, reserve capacity or dedicated assets;
- establishment of embedded networks; or
- real estate developments.

Negotiated connection services may also include connections where we construct the connection assets or the customer constructs and gifts the connection assets to us under our contestability framework, such as residential housing developments.

Summary of connection services

The following table provides an overview of the types of connection services available

I want to have a new connection or change an existing connection for	With a demand/ capacity of	This connection is typically a	
Residential premises or small commercial premises such as small shops	Less than 100 amps	Basic connection service	
(excluding SWER or single phase substation connections)	Greater than 100 amps	Negotiated connection service	
Temporary supply, e.g. for carrying out construction works or holding a special	Less than 100 amps	Basic connection service	
event (excluding SWER or single phase substation connections)	Greater than 100 amps	Negotiated connection service	
Residential premises, small commercial premises, temporary supply to a SWER line	Less than 40 amps	Basic connection service	
or single phase substation	Greater than 40 amps	Negotiated connection service	
Unmetered supply e.g. bus shelters	Less than 2 amps	Basic connection service	
Micro-embedded generator with pre- approval of exported capacity e.g. solar panels	With an inverter capacity of less than 5kW single phase, or less than 30kW for a three phase connection	Basic connection service	
	With an inverter capacity greater than 30kW for a three phase connection	Negotiated connection service	
Embedded generator that is not a micro- embedded generator e.g. thermal or wind generating systems	N/A	Negotiated connection service	
Multi-tenancy residential and/or commercial premises e.g. apartment building, shopping complex	N/A	Negotiated connection service	
New land subdivision/ real estate development	N/A	Negotiated connection service	

Offer and acceptance process

The new Rules introduce an 'offer and acceptance' process for basic and standard connection services. The 'offer and acceptance' process was previously only required for negotiated connection services.

Model Standing Offers (**MSO**) for basic connection services are published on our website.

When applying for a basic connection service, a customer or their agent, for example a Registered Electrical Contractor (**REC**), must accept the MSO before we can provide the connection service.

Where a customer does not require a written offer to be provided, the new connection or alteration request should be submitted via eConnect. Indicative fees for the connection request will be displayed at the time of submission. A connection request is formed when a eConnect application is accepted.

If the customer requests a written connection offer, the offer must be provided within 10 business days. Once the offer is accepted, the connection contract is formed (a non-expedited connection).

Details on how to apply for a basic connection service can be found on our website.

Ongoing supply

If you are a residential customer, a small business customer or a micro embedded generator, once your connection is established, we provide ongoing electricity supply to you according to the deemed electricity distribution contract we have with you.

The deemed electricity distribution contract is approved by the Essential Services Commission and has been published in the Victoria Government Gazette. You do not need to sign this contract.

Connection policy

The new Rules require us to prepare and publish a connection policy on our website.

The connection policy applies to connections requested after 1 July 2016 for new or modified connections and provides an outline of our connection services, when connection charges may be payable by customers and how those charges are calculated.

Find out more about our connection services and policy

Please check our website on a regular basis to access the latest information on our connection services.

https://citipower.com.au/our-services/electricity-connections/ https://powercor.com.au/our-services/electricity-connections/

Dedicated controlled load tariffs are **now available**

Dedicated controlled load tariffs are now available for use by residential and small commercial single phase CitiPower and Powercor customers.

What are controlled load tariffs?

Dedicated controlled load tariffs are an effective way for existing customers to access an off-peak boost for an electric boosted solar hot water service during winter, or to replace an aging gas hot water unit with an off-peak electric hot water unit or electric boosted solar hot water unit.

New single phase customers have the opportunity to select a dedicated circuit controlled load tariff for connecting an approved off-peak storage hot water service or the electric boost of a solar hot water system.

Access to the dedicated controlled load tariff is dependent on the installation of a two element meter.

How are dedicated controlled load tariffs metered?

One element is connected to the general light and power and all usage is measured according to the tariff the customer has with their retailer.

The other element is for the controlled load and all usage on this element if off-peak.

Solar customers

Existing single phase residential solar customers on a Standard Feed in Tariff (**SFIT**) or a retail market Feed in Tariff (**FIT**) can select a relevant tariff – refer to the tariff summary table on the following page.

Single and multi-phase Premium Feed in Tariff (**PFIT**) and Transitional Feed in Tariff (**TFIT**) customers can move to the relevant flexi-tariff with a single element contacting meter without surrendering their feed in tariffs if they wish to install an off-peak electric hot water service or an electric boosted solar hot water service.

Single phase solar customers on the PFIT or TFIT tariffs cannot access the dedicated circuit load control tariffs

without surrendering these existing feed in tariffs as these tariffs are single element net metering tariffs as defined by the relevant government regulations.

Hot Water Services Available

The single phase two element meter offers the ability for a twin element hot water service to access an automatic re- heat capability of the top heating element at the dedicated circuit controlled load tariff rate (i.e. off-peak).

Customers with single element hot water services can achieve the same outcome via the bottom element through pressing the boost button on the front of the meter.

Approved Hot Water Services

The dedicated circuit controlled load tariff and switching times are designed around the heating requirements of an 8 hour hot water storage unit, limited to a 30 amps resistive current rating, turned off and on in accordance with the applicable CitiPower and Powercor load control strategy.

Smaller storage hot water services (i.e. less than 8 hour heating times) will switch-off via their thermostats (as will an electric boosted solar hot water service) and, therefore, will operate satisfactorily on a two element meter and tariff.

Connection Status		CITIPOWER		POWERCOR		
(single phase customers only)	Segment	Primary Tariff	Load Control Tariff	Primary Tariff	Load Control Tariff	Tariff Type
New Connection & Addition / Alteration (access open Tariffs)	Residential	C1R	CDS	D1	DD1	Flat Rate and Controlled Load
		C1RB	CDSB			
		C13R	Not available	P13R	Not available	Flexitarrif (3 part ToU) *Use switching service
		C13RB				
	Small Commercial	C1GB	CDSB	ND1	DD1	Flat Rate Controlled
		C1G	CDS			
Existing Customers Addition / Alteration (on existing Primary Tariffs)	Residential	C1R	CDS	D1	DD1	Flat Rate Primary and Controlled Load
		C1RB	CDSB			
		C2R	OP	D2	OP	2 part ToU and controlled load
		C2RB	OP	D3	HW	
		C13R	Not available	P13R	Not available	Flexitariff (3 part ToU) *Use switching service
		C13RB				
	Small Commercial	C1GB	CDSB	ND1	DD1	Flat rate and Controlled Load
		C1G	CDS			

Note: These controlled load tariffs are not suitable, nor available, for use with heat pump technology hot water services or slab heating / heat bank equipment requiring an afternoon boost.

Tariff summary table

Frequently asked questions

Questions	Answer			
	A primary tariff is the charge for general power and light loads. There are different types of primary tariffs including flat rate and flexible time of use (TOU) tariffs.			
What is a controlled Tariff?	A controlled load tariff is a sub-tariff to a primary tariff. For example, for a single phase electric hot water service with a total load of less than 30 amperes, the switching times will occur between 11:00pm and 7:00am (times may vary depending on localised demand management activities).			
	For slab heating, typically switching times may vary depending on localised demand management activities but will generally occur between the 12:00am – 7:00am controlled load window with an afternoon boost between 1:00pm and 4:00pm which may occur during winter.			
Why is it limited to Single Phase customers?	Two element meters are only available in single phase metering.			
What do Multi Phase customers do?	Use a three phase contacting meter on a Flexi Tariff.			
Why is it being re-introduced?	Most new connection Hot Water Service (HWS) customers are currently being placed on a flat rate tariff (D1 or C1R) rather than a Flexitariff resulting in the HWS load not accessing an off-peak rate.			
What options do new single phase customers have?	Gas Hotwater customersCitiPower - C1R, (C1G) or C13R(Meter Type 10Mxx/011)Powercor - D1 (ND1) or P13R(Meter Type 10Mxx/011)Offpeak Storage Hotwater customersCitiPower - C1R, (C1G) or C13R(Meter Type 11Mxx/C11)Powercor - D1 (ND1) or P13R(Meter Type 11Mxx/C11)			
What options do new single phase customers have (Offpeak Storage Hotwater customers)?	CitiPower* - C1R, (C1G) or C13R(Meter Type 11Mxx/C11)Powercor - D1 (ND1) or P13R(Meter Type 11Mxx/C11)CitiPower - C1RCDS, (C1GCDS)(Meter Type 12Mxx/A22)Powercor - D1DD1 (ND1DD1)(Meter Type 12Mxx/A22)CitiPower* includes C1RB, C13RB and C1GB where relevant			
What is two element metering	 Two Element Metering was a Victorian development introduced with the "Winner Tariff" in the 1980's to replace traditional GD/Y8 "2 meter" & "time switch" installations. Only available in Single Phase Meters. Provided a Boost Tail for "New Dimension" top "dual" element Hot Water Systems (top element re-heat). Provided a Boost Button for bottom element Hot Water Systems (day/night switch). 			

Contacting a Connections **Technical Advisor**

Your local Connections Technical Advisor (CTA) for CitiPower/ Powercor can be found on our website at www.powercor.com.au. Just type in CTA in the search, this will provide you with the name of the CTA, which has been colour coded by region, as well as their direct phone numbers.

You can also email them at:

- cta.question@powercor.com.au
- cta.question@citipower.com.au
- For any other general enquiries you can call the dedicated REC hotline on
 - Powercor 1300 360 410
 - CitiPower 1300 132 894







Customers have a new online tool -

The Quick calculator is a new online tool that enables you and your customers to get a ball park estimate for many simple new supply and relocation requests and therefore budget more accurately.

How does the Quick Calculator work?

It's designed to provide an estimate for a new supply, move existing poles, service pits and streetlights. It will walk you through a series of simple questions that will help identify the type of services you require. Below is an example of a 'move supply' request.

- 1. Select which type of estimate you require.
- 2. The location of the property can be identified in four ways.
- Click on the asset, i.e. Pole that you would like to move and it will display the asset info. You can use the 'clear pin' or drag and drop the pin option if you wish to move it to another location.



"It's a great solution for electricians and their customers. They can get a quick estimate of costs and therefore make better informed decisions."

Adam Nason – CitiPower & Powercor Manager Customer Requests

The Quick Calculator is here!!

4. Once you've plugged in the responses it will provide you or your customers with an indicative cost estimate.



Coming soon - online applications

In addition to the Quick Calculator tool we will also be providing the facility for online applications. Once available, the online portal will support applications for:

- New or increased supply, or removing supply
- Moving our equipment
- Getting power to new estates
- Major and high voltage supply projects
- Council and VicRoads public lighting projects
- Unmetered supply requests
- · Solar, co-generation and battery storage requests

You or your customers can register with the portal to submit applications or enquiries. You will also be able to view and monitor the status of open applications, save applications to complete later and view your application history.

The online applications capability is in progress, and is expected to be available in quarter four.



Mid Span Connections!

CitiPower/ Powercor recently had a customer request a truck attend for a New Connection. On attending the property we found the REC expected the property to be serviced via an open Mid Span connection and we were unable to connect supply.

As a new connection, Open Mid Span connections are **no longer** practised.

Differing types of mid span connection are still available; however consultation with CitiPower/Powercor will be required to design a site specific solution. Customers or Registered Electrical Contractors (REC's) requiring this type of servicing are encouraged to contact CitiPower/ Powercor to discuss their requirements.

Requirements and types of aerial service connections are stipulated in the Service Installation rules clause requirements clause 7.4.4.





Open wire mid span servicing no longer on offer by CitiPower/ Powercor

An important note for installers of **AS/NZS 4777 inverters**

Time is running out for the connection of inverters compliant with AS 4777:2005 to the CitiPower and Powercor electricity network.

The new edition of AS/NZS 4777.2 2015 will come into effect after 9 October 2016.

Subject to exemptions as permitted by ESV (e.g. Specific exemption and SOLAR ALTERATIONS REQUIREMENTS August 2015) the following will apply;

1. Any application for a CES which utilises a 2005 approved inverter and indicates that the date of the completion of

work, by the Electrician after 9 October 2016 should be rejected by the Licensed Electrical Inspector.

- 2. If a CES provided to CitiPower or Powercor, which is associated with contracts or works to be undertaken, such as a Connection Agreement or meter change, and the Inverter is not listed on the Clean Energy Council list of approved inverters on the date of completion of work, the CES will also be rejected.
- Only inverters compliant with the 2015 edition of the AS/NZS 4777.2 Standard and listed on the Clean Energy Council list of Approved Inverters will be connected to the CitiPower or Powercor network.