

# Tech Talk

Connection Standards newsletter – December 2010

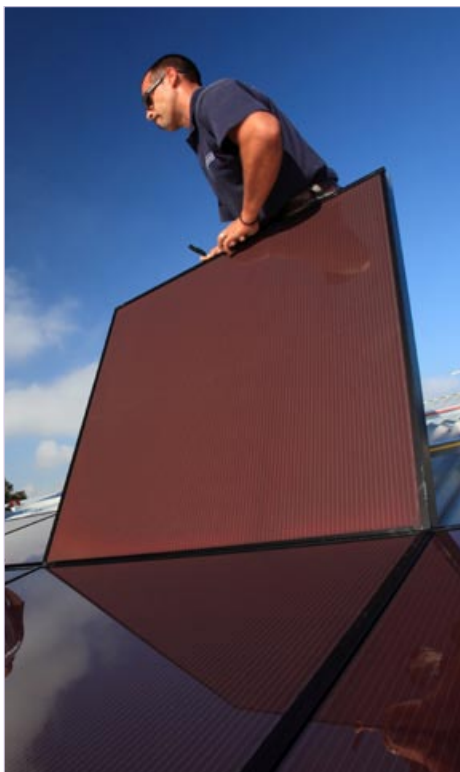
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## To all Registered Electrical Contractors

The aim of this *Tech Talk* is to provide information to assist you, your employees, CitiPower and Powercor to provide an improved service to our mutual customers.

To achieve this you should read the document yourself and copy and/or pass it onto your employees for their information.



## Solar Forums Conducted for RECs

In the last edition of *Tech Talk* we advised that CitiPower and Powercor was conducting Solar Connection Forums in Melbourne and in a number of regional centres over the ensuing months. These were held in response to concern from within the industry about the requirements for solar inverter connection and the necessary metering that needs to be considered.

The information sessions addressed a range of topics including:

- A comprehensive overview of the smart meter roll-out
- An overview of CitiPower and Powercor's Network Tariff Policy
- A discussion on metering basics including gross versus net, and two element versus one element
- A detailed discussion on solar installations including an introduction to issues, paybacks under PFIT and comparisons to SFIT, metering and wiring issues, and metering wiring diagrams
- The solar installation process
- Customer issues, advice and service
- An introduction to the CitiPower and Powercor website and related links to information.

The feedback from attendees was overwhelmingly positive, with the majority of RECs thanking us for keeping them in the loop and hoping they would see more such interaction in the future. We were pleased to be able to advise that we are looking at conducting similar information forums on a range of topics on an as-required basis, and we'll keep you informed of these via *Tech Talk* – watch this space.

More information on solar metering can be found on our website,

**[www.powercor.com.au](http://www.powercor.com.au)** or **[www.citipower.com.au](http://www.citipower.com.au)**





## Smart Electricity Meter

## Installations in Bendigo West and Surrounds

### Victoria's smart meter replacement program

CitiPower and Powercor Australia will be replacing almost one million manually read electricity meters with new smart meters over the next four years, as part of a Victorian Government program. When these smart meters are fully operational, you will start to see a range of innovations and products that will improve your service and help you to better understand and manage your power consumption.

### The role of electricity distributors

We are the company that owns and maintains the poles, wires and equipment that deliver your electricity. We also manage your electricity meter.

### Smart meter installations in your area

We'll be visiting your area soon to install smart meters. If you are scheduled to have a smart meter installed at this stage, you will receive a series of letters from the Victorian Government and us before your meter is replaced. These letters will tell you when our installers will visit and what is required of you. Generally, we will require clear access to your meter. Note that it is both dangerous and an offence to interfere with your electricity meter.

You can learn more about Victoria's smart metering program at [www.citipower.com.au/smartmeters](http://www.citipower.com.au/smartmeters) or [www.powercor.com.au/smartmeters](http://www.powercor.com.au/smartmeters)



This map is indicative only, illustrating the approximate deployment area over a six month period.



# Smart Metering Update

The deployment of smart metering continues across CitiPower and Powercor and by the end of this year over 240,000 meters will have been installed.

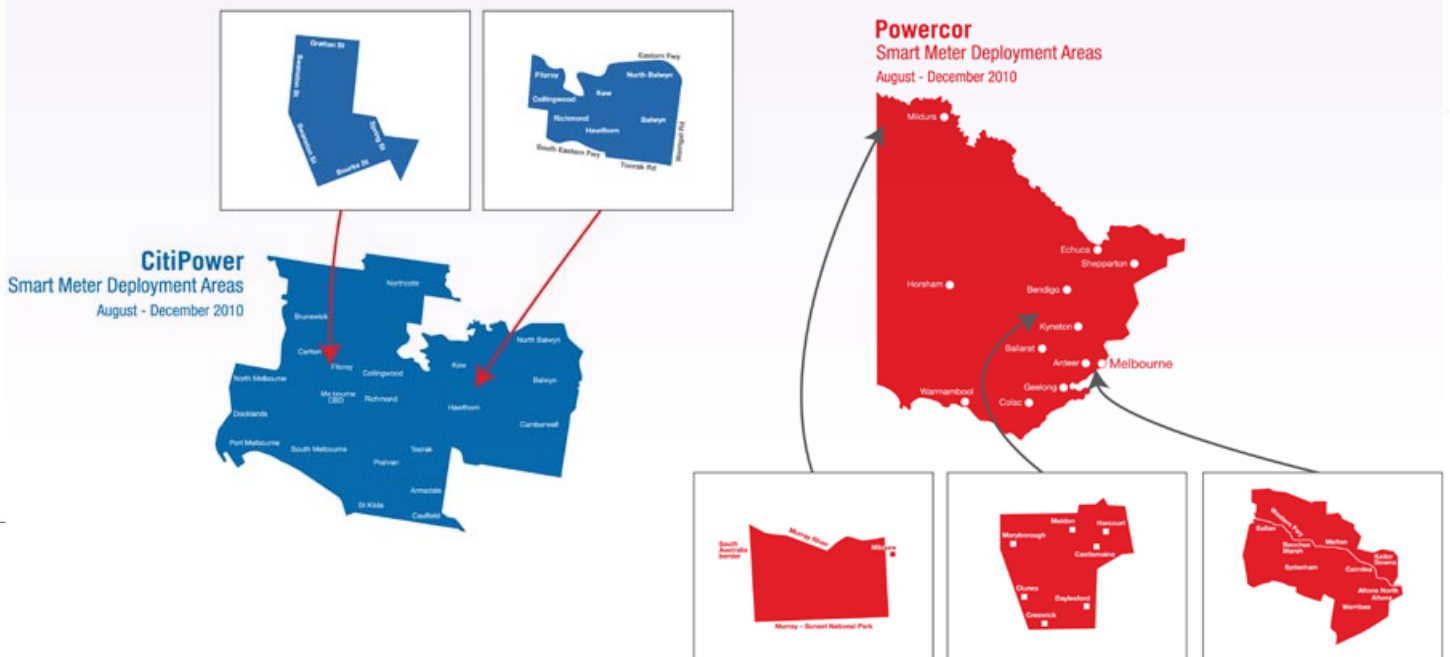
Most of these meters are being installed via a dedicated roll-out program that focuses on nominated areas before moving on to other areas. However, CitiPower and Powercor has also been introducing smart meters into the "business as usual" environment – where smart meters are often being installed at the time of new connections and additions/alterations.

This has been progressing sequentially on a geographical basis and from mid-December all areas – from Melbourne to Mildura – will have transitioned to using smart meters. Accordingly, your customers will now be receiving a smart meter whenever you submit your EWR.

Where a truck appointment is requested to alter existing metering, RECs need to tick the Interval meter box on the EWR if requesting a time of use tariff. Otherwise the existing metering will be used.

This is particularly relevant if the REC is considering downsizing the meter panel from its current dimensions. Wiring diagrams can be found at:

[www.powercor.com.au/Powercor\\_Australia\\_Specific\\_Requirements/](http://www.powercor.com.au/Powercor_Australia_Specific_Requirements/)



## REC Listing for Smart Metering Program

A REC Listing has been published recently to assist customers who may need the services of a REC to assess and rectify customer installation defects identified by smart meter installation technicians attending their premises.

A number of RECs have already agreed to be part of the listing. Thank you to those willing participants.

Our objective now is to expand that listing to assist customers in a wider selection of postcodes across Victoria. Those RECs interested in rectifying customer installation defects who have not yet registered their interest with CitiPower and Powercor are invited to do so in an email to **RECListforcustomerdefects@powercor.com.au**

You will need to provide your REC registration number, trading name and full business and/or postal address if it is different to your business address, best contact telephone number, mobile phone and facsimile number.

It is the responsibility of each REC to ensure the contact details provided to us are accurate and up to date.

On request, RECs can be added or removed from the list at any stage during the course of the smart meter roll-out program.



### Privacy Policy – REC Listing

CitiPower and Powercor is bound by the Privacy Act 1988 (Cth). This privacy policy outlines the manner in which we collect and use your personal information when you email us with a request to be included on the REC Listing and provide us with your contact details.

We collect personal information for the purpose of compiling the REC Listing in relation to the smart meter project. We may provide customers with the REC Listing where we identify a defect at their electrical installation. We will take reasonable steps to keep your personal information secure. You can access your personal information at any time on request, and you can request removal of your details by emailing us at **RECListforcustomerdefects@powercor.com.au**

We will comply with all reasonable requests to have inaccuracies corrected.

## REC Self-Service Gets Green Light

In a recent addition of *Tech Talk* we discussed the introduction of a REC Self Service Portal which would enable RECs to lodge their Electrical Works Requests online. Provision of this service would deliver significant benefits to RECs, including improved cycle time for connection, and visibility of job progress.

We are pleased to advise that approval has now been received for the REC Portal project to be implemented. Work has commenced on the online Electrical Works Request (EWR) design. Critical to this stage of the project are the following criteria. Firstly, the EWR must be simple

to navigate and the mandatory data requirements need to be clear to the user.

Secondly, the data capture rules must ensure that the job will proceed once received by CitiPower and Powercor Connection Services, subject to supply availability. This will reduce rework and associated connection delays that can sometimes occur with handwritten EWRs.

The project will commence REC engagement activities in the near future. In the interim, if you have any questions or feedback please email **connservpro@powercor.com.au**



## Changes to Excluded Service Charges

Alternative Control Services, which used to be known as Excluded Service charges will change from 1 January 2011.

It is the first time since privatisation of the Victorian electricity sector in 1993 that the regulator has undertaken a comprehensive review of these rates for CitiPower and Powercor or any Victorian distributor.

As a result, Excluded Service charges have been renamed “Alternative Control Service” charges and these are now split into fixed fee services and services charged on a labour rate plus materials to be known as Quoted Services.

Alternative Control Services have been brought in line with the actual cost of delivering the services. Customers

will see reduced charges for some services and increases in others. For example, reconnection charges have reduced, service truck visits have increased and supply abolishment fees are treated as Quoted Services.

There has also been a practical alignment of these services between the CitiPower and Powercor businesses.

RECs should note that work orders raised in 2010 will be subject to 2010 charges.

Once approval is received by the AER an updated schedule and further information on Alternative Control Services will be published in mid-December at [www.powercor.com.au](http://www.powercor.com.au) and [www.citipower.com.au](http://www.citipower.com.au)

Alternative Control Services - Fee Based Services	Powercor Proposed 2011 Charges GST Excl	CitiPower Proposed 2011 Charges GST Excl
Meter Accuracy Test - single phase (BH)	\$324.03	\$316.69
Meter Accuracy Test - single phase (AH)	\$355.58	\$347.13
Meter Accuracy Test - Single phase additional meter (BH)	\$132.29	\$141.40
Meter Accuracy Test - multi phase (BH)	\$414.95	\$414.37
Meter Accuracy Test - multi phase (AH)	\$456.36	\$455.35
Meter Accuracy Test - Multi phase additional meter (BH)	\$223.58	\$243.49

Alternative Control Services - Fee Based Services	Powercor Proposed 2011 Charges GST Excl	CitiPower Proposed 2011 Charges GST Excl
Meter Accuracy Test - CT (BH)	\$406.75	\$404.80
Meter Accuracy Test - CT (AH)	\$447.27	\$444.75
Re-test of type 5 & 6 metering installations for first tier customers with annual consumption greater than 160MWh BH	\$318.89	\$311.09
Re-test of type 5 & 6 metering installations for first tier customers with annual consumption greater than 160MWh AH	\$352.14	\$343.30
Meter Investigation Test (BH)	\$256.95	\$244.53
Meter Investigation Test (AH)	\$281.25	\$267.20
Reconnections (incl Customer Transfer) BH	\$18.19	\$12.90
Reconnections (same day) BH	\$28.76	\$16.17
Reconnections (incl Customer Transfer) AH	\$75.53	\$55.06
Disconnection (BH only)	\$19.25	\$13.07
Special reading BH	\$15.27	\$10.00
Service Truck Visit BH	\$402.60	\$367.82
Service Truck Visit AH	\$447.57	\$404.37
Wasted Truck Visit BH	\$215.23	\$232.21
Wasted Truck Visit AH	\$237.71	\$255.86
Reserve Feeder - Subtransmission - \$ per KVA	\$0.80	\$1.47
Reserve Feeder - High Voltage - \$ per KVA	\$4.10	\$3.03
Reserve Feeder - Low Voltage - \$ per KVA	\$14.86	\$7.49
New Connections Responsible for metering		
Single phase BH	\$335.39	\$367.63
Single phase AH	\$360.82	\$391.79
Multi phase DC BH	\$437.87	\$453.98
Multi phase DC AH	\$463.28	\$478.15
Multi phase CT BH	\$1,810.18	\$1,986.02
Multi phase CT AH	\$1,968.18	\$2,159.32
New Connections Not Responsible for metering		
Single phase BH	\$276.13	\$308.37
Single phase AH	\$301.56	\$332.53
Multi phase DC BH	\$378.61	\$394.73
Multi phase DC AH	\$404.03	\$418.89
Multi phase CT BH	\$1,750.93	\$1,926.77
Multi phase CT AH	\$1,908.92	\$2,100.07
Solar PV Conn - Single phase BH (unit cost)	\$206.44	\$223.55
Solar PV Conn - Single phase AH (unit cost)	\$220.57	\$239.46

Alternative Control Services - Quoted Services Labour Rates	Powercor Proposed 2011 Charges GST Excl	CitiPower Proposed 2011 Charges GST Excl
General line worker (including a vehicle) BH	\$111.79	\$119.60
General line worker (including a vehicle) AH	\$123.90	\$132.50
Design/survey (including a vehicle) BH	\$106.33	\$113.77
Design/survey (including a vehicle) AH	\$125.29	\$133.99
Administration	\$46.60	\$49.18

### Types of Quoted Services

Rearrangement of network assets at customer request, excluding alternation and relocation of existing public lighting assets

Supply enhancement at customer request

Emergency recoverable works

Auditing of design and construction

Specification and design enquiry fees

Elective underground service where an existing overhead service exists

Damage to overhead service cables caused by high load vehicles

High load escorts

covering low voltage mains for safety reasons

Routine connections

Supply abolishment

After hours truck by appointment

## Update on CitiPower and Powercor 2011 Open Tariffs

CitiPower and Powercor submitted its 2011 network tariff pricing proposals to the Australian Energy Regulator (AER) on 22 November and while those proposals are not yet ratified it is expected final approval will be delivered around mid-December.

Those proposals list the open tariffs for residential and small business to be the 5 day Time of Use tariffs. These are “D3” (and “D2DK”) in Powercor, and “C3R” and “C3RB” in CitiPower – for residential customers, and “ND5” (and “D2DK”) in Powercor, and “C3G” and “C3GB” in CitiPower – for non-residential customers, and PFIT in both network areas.

Those details can be viewed on the AER website at: [www.aer.gov.au/content/index.phtml?itemId=741349](http://www.aer.gov.au/content/index.phtml?itemId=741349)

**Note 1:** Appendix B contains details on tariff eligibility.

**Note 2:** This information is preliminary advice pending AER approval.

**Note 3:** “New Connection” and “Adds/Alt” customers can only access the open tariffs.

Subject to final approval by the AER, CitiPower and Powercor 2011 tariffs are intended to be published in mid-December at:

[www.powercor.com.au/Electricity\\_Networks/Powercor\\_Network/Powercor\\_-\\_Network\\_Tariffs/](http://www.powercor.com.au/Electricity_Networks/Powercor_Network/Powercor_-_Network_Tariffs/) and

[www.citipower.com.au/Electricity\\_Networks/CitiPower\\_Network/CitiPower\\_-\\_Network\\_Tariffs/](http://www.citipower.com.au/Electricity_Networks/CitiPower_Network/CitiPower_-_Network_Tariffs/)

Updated fact sheets for customers on “Going Solar” and “2011 Tariff Changes” are also intended to be published in mid-December at:

[www.powercor.com.au/Latest\\_News/\\_77/](http://www.powercor.com.au/Latest_News/_77/)

# 2011 Tariff impact on CitiPower and Powercor Metering



CitiPower and Powercor has been progressively introducing the use of Smart Meters as the default meter for all New Connections and Adds/Alts work and that transition will be fully implemented by the end of 2010. The pending 2011 open tariffs reflect the intentions previously advised in the December 2009 *Tech Talk* once Smart Meters were made available.

The Meter Wiring Diagrams issued and advised in the June 2010 *Tech Talk* remain applicable in both CitiPower and Powercor for New and Adds/Alt work and all the proposed 2011 open tariffs, including PFIT, and are available at:

[www.powercor.com.au/docs/pdf/Contractors%20and%20Suppliers/CP%20PAL%20Meter%20Wiring%20Diagrams.pdf](http://www.powercor.com.au/docs/pdf/Contractors%20and%20Suppliers/CP%20PAL%20Meter%20Wiring%20Diagrams.pdf)

There remains confusion as to the availability of Smart Meters with load switching for approved single phase 30A off-peak storage hot water units and those arrangements are as listed in the text contained within the Meter Wiring Diagrams, and as previously described in the December 2009 *Tech Talk* which can be accessed at: [www.powercor.com.au/Contractors\\_%26\\_Suppliers/Powercor\\_Techtalk\\_Newsletters/](http://www.powercor.com.au/Contractors_%26_Suppliers/Powercor_Techtalk_Newsletters/)

**Note:** Existing customers receiving a Smart Meter as part of the CitiPower and Powercor Smart Meter Rollout will retain all existing tariffs including dedicated circuit and load control tariffs, and the Smart Metering installation will maintain all existing load control capabilities.

## Premium Feed in Tariff (PFIT) and Metering

The December 2009 *Tech Talk* and the Metering Wiring Diagrams referred to above also provide details on the metering arrangements for PFIT PV installations.

Further information for customers and installers in connecting embedded generation to the CitiPower and Powercor networks is available at:

[www.powercor.com.au/Electricity\\_Networks/CitiPower\\_Network/CitiPower\\_-\\_Connections/](http://www.powercor.com.au/Electricity_Networks/CitiPower_Network/CitiPower_-_Connections/) and

[www.citipower.com.au/Electricity\\_Networks/CitiPower\\_Network/CitiPower\\_-\\_Connections/](http://www.citipower.com.au/Electricity_Networks/CitiPower_Network/CitiPower_-_Connections/)

### Dedicated contact points for RECs

Why call the Contact Centre when you can send us an email direct and receive speedy service on-line?

Our Connections Technical Advisors are available via email and over the phone.

Send us a line on [cta.question@citipower.com.au](mailto:cta.question@citipower.com.au) or [cta.question@powercor.com.au](mailto:cta.question@powercor.com.au)

Depending on the time of enquiry we endeavour to respond on the same, or next business day.

We can also be contacted on our dedicated phone numbers:

CitiPower – 1300 132 894

Powercor – 1300 360 410

### Tech Talk

*Tech Talk* is published on a needs basis with the aim of providing relevant information for Registered Electrical Contractors as part of CitiPower and Powercor's commitment to provide industry best practice service to our mutual customers.

#### Contact us if

- You are a Registered Electrical Contractor or associated industry participant and you don't currently receive a copy of *Tech Talk*, but would like to
- You currently receive *Tech Talk* and will change, or have changed, your address
- You would prefer to have *Tech Talk* emailed to you.

Please advise Tina Totikidis – Powerful Customer Service Coordinator, at [powerfulcustomerservice@powercor.com.au](mailto:powerfulcustomerservice@powercor.com.au)