

# Operational Procedure: High Voltage: Customer Operational Training Requirements

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CEOP2238

## Before you begin ...

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- 2 DO NOT unlawfully disclose any restricted information in this document
  - To see how the law applies to you:
    - [Employee](#): Read your contract of employment with Essential Energy
    - [Contractor](#): Read your contract of engagement with Essential Energy
    - Sub-contractor: Read your contract with the contractor engaged by us
    - Accredited Service Providers: comply with Essential Energy policies, state acts and regulations.

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### Summary

This document outlines the entire process required to be undertaken to allow Essential Energy to provide training and consulting services designed to meet the requirements of Section 7 of the NSW service and Installation Rules.

### Positions and Responsibilities

Key positions	Responsibilities
Operation Standards and Procedures Unit	<a href="#">4.2</a> , <a href="#">4.3</a>
Operations Administration Officer	<a href="#">4.6</a> , <a href="#">4.7</a> , <a href="#">4.8</a> , <a href="#">4.9</a> , <a href="#">4.12</a> , <a href="#">4.13</a> , <a href="#">4.14</a>
Operations Compliance Officers	<a href="#">4.5</a> , <a href="#">4.10</a>

### Contacts John Mclean

Position	Extension number
Operations Standards / Procedures Manager	0266833221

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### 1 INTRODUCTION

The purpose of this procedure is to advise new and existing high voltage customers that Essential Energy offer training and consulting services designed to meet the requirement of Section 7 of the NSW Services and Installation Rules.

### 2 WHY THESE INSTRUCTIONS ARE IMPORTANT

These instructions are important to:

- Advise high voltage customers of training and consulting services provided by Essential Energy required under Section 7 of the NSW Service and Installation Rules
- Arrange training dates to meet Essential Energy training schedule
- For the invoicing of high voltage customer
- Provide accurate training records of attendees.

### 3 CHALLENGES

The challenges are to:

- Advise high voltage customers of their requirements under Section 7 of the NSW Service and Installation rules
- Co-ordinate and schedule high voltage customer requirements into the Essential Energy work schedule
- Maintain accurate records.

### 4 THE PROCEDURES

#### 4.1 Connection Agreement

Further details on connection agreements and supply contract can be obtained on the Essential Energy Website.

#### 4.2 New Customers and exiting customers

##### Operation Standards and Procedures Unit

Where high voltage customers contact Essential Energy for information regarding training, the enquiry should be forwarded to the Operations Standards and Procedures Unit who will forward the customer information pack.

#### 4.3 High voltage customer Requiring Training /Information

##### Operation Standards and Procedures Unit

High voltage customers requiring operational high voltage training will be sent a high voltage customer information pack which will be forwarded either by email or post. This pack contains the following information:

- Section 7 of the NSW Service and Installation Rules including attachments A and B
- Brochure indicating what services Essential Energy can offer to the high voltage customer.

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### 4.4 Training Equipment

All associated testing and operating equipment to be supplied by the high voltage customer.

### 4.5 Course Details

The course, Essential Energy high voltage customer safe working practices, is available as detailed below:

#### 4.5.1 Safe Work Practices Course for Access Permit Issuers and Recipients

##### Operations Compliance Officers

This course is generally carried out over two (2) days but may vary depending on the customer's requirements.

The course consists of the following:

- Access Permit issue and receipt
- Safe working practices
- De-energise and isolate
- Proving de-energised and earthing
- Work areas and Access Permits
- Energisation.

#### 4.5.2 Safe Work Practices Refresher Course

##### Operations Compliance Officers

This course is generally carried out over one (1) day but may vary depending on the customer's requirements and consists of a combination of practical and reassessment questions. A reassessment should be carried out periodically as set down by the high voltage customers Electrical Safety Rules. Courses detailed in section 4.5.1 above must be attained prior to application for the refresher course.

### 4.6 Advice from High voltage customer

##### Operations Administration Officer

On receipt of advice from the high voltage customer Essential Energy will send letter of offer and acceptance form to the high voltage customer.

### 4.7 Acceptance

##### Operations Administration Officer

Receive signed and dated acceptance form from high voltage customer and purchase order if applicable.

### 4.8 Training Schedule

##### Operations Administration Officer

The Operations Administration Officer is to liaise with Operations Compliance Officers regarding times, dates and locations for course.

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A confirmation letter of acceptance indicating the final location, time, dates and staff to be trained, along with the audit sheet is to be forwarded to high voltage customer.

### 4.9 Invoicing High voltage customer

#### Operations Administration Officer

The Operations Administration Officer is to arrange a request for sundry invoice and forward to Essential Energy Capital Billing Group.

### 4.10 Operational Training

#### Operations Compliance Officers

Operational training for the course shall be carried out in accordance with Essential Energy high voltage customer safe working practices training manuals. Training may be site specific and cover overhead, underground and substation switchgear.

### 4.11 Assessment

Following the completion of the course, participants shall complete a written assessment to demonstrate their competency.

### 4.12 Certification

#### Operations Administration Officer

A certificate ( UETTDRRFO9B, Apply access procedures to work on or near electrical network infrastructure) is issued by Essential Energy on the successful completion of all safe work practices courses.

### 4.13 Records

#### Operations Administration Officer

The Operations Administration Officer shall ensure that all relevant records are entered into a database and appropriate reports can be extracted as required. Details which will be required in the database are:

- ID Number
- Authorised personnel's first name
- Authorised personnel's last name
- Category of business
- Employer's name
- Location address
- Postal address
- Contact name
- Contact's phone number (office and mobile)
- Contact's fax number
- Contact's email address
- Other relevant details
- Substation number/s

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- Number of substations on site
- Essential Energy equipment details
- Company equipment details
- Correspondence details.
- Documentation issued to the company eg Access Permits, Switching Instruction etc
- Certificate details.

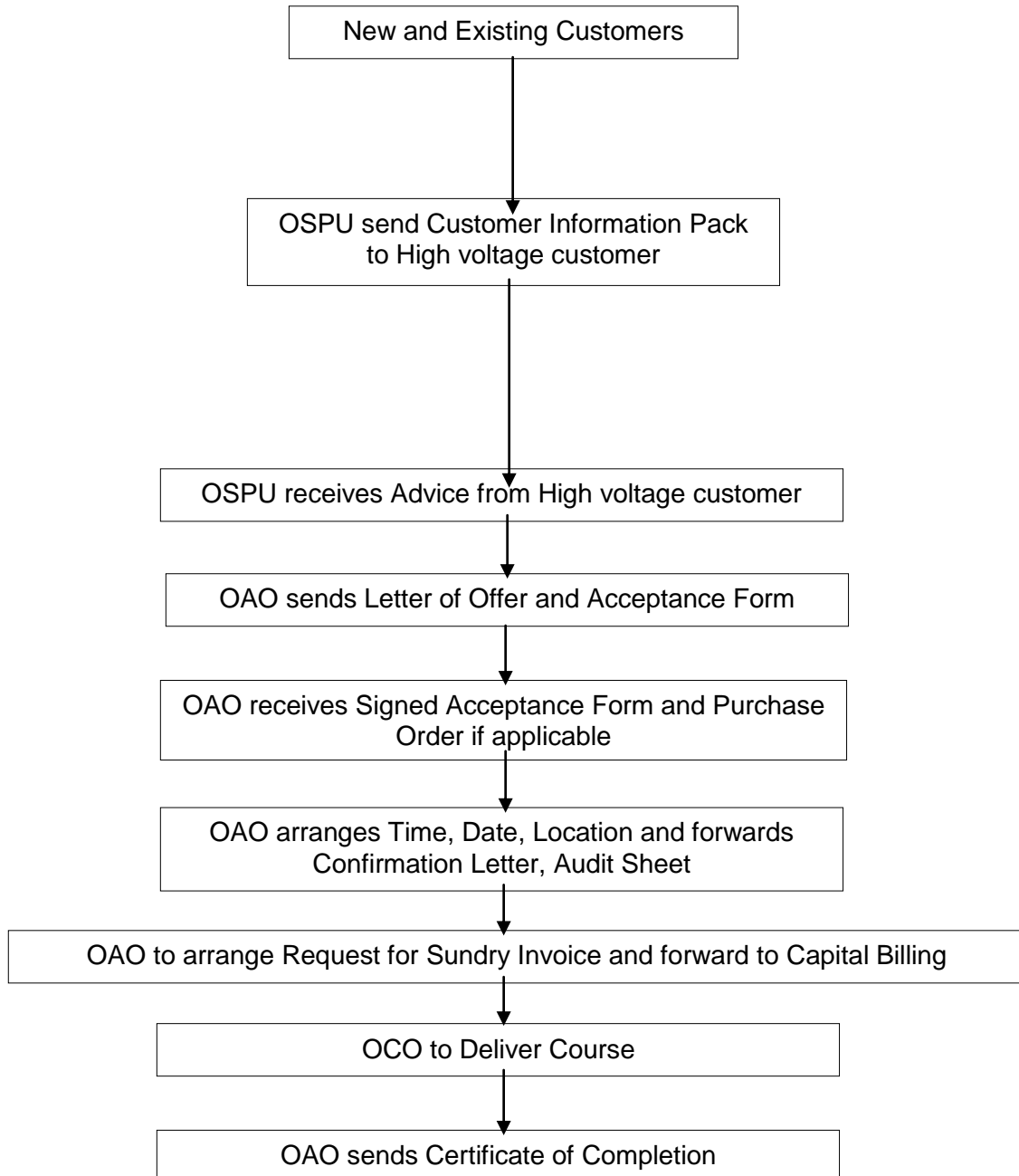
### 4.14 Refresher Course

#### Operations Administration Officer

Operations Administration Officer may forward a letter advising of requirements of refresher training and customer contact details form on a yearly basis.

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## 5 FLOWCHART – HIGH VOLTAGE CUSTOMER OPERATIONAL TRAINING PROCESS





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**6 REFERENCES**

CEOP8030 – Electrical Safety Rules

Essential Energy Website Connection Contract

Essential Energy Website Supply Contract

Essential Energy Call Centre Scriptor

NSW Service and Installation rules

**7 REVISIONS**

Issue Number	Section	Details of Changes in this Revision
2	1	Reword paragraph
	3.1	Reword paragraph
	3.2	Include exiting customers, contact information and training information
	3.3	Delete
	3.4	Delete Customer Detail From
	3.6.1	Include Recipients, changed training time from 4 days to generally 2 days
	3.6.2	Delete
	3.6.3	Remove reference 3.6.2
	3.7	Delete
	3.11	Change Finance Group to Capital Billing Group
	3.14	Reword and include on successful completion of course
	3.15	Include correspondence details, documentation details and certificate details. Delete last line
	Flowchart A	Flow chart updated to reflect changes in policy
	Entire document	Upgraded to New Plain English version
3	All	Update to rebrand to Essential Energy
4	4.12	Changed to reflect current training module