



NETWORK MANAGEMENT PLAN

- > **Customer Installation Safety Plan**
- > **Chapter 2**

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ENQUIRIES: PLEASE CONTACT 13 23 91

DOCUMENT NUMBER: CEOP8004 – ISSUE 8 – 23 SEPTEMBER 2013

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TABLE OF CONTENTS

1	INTRODUCTION	4
2	ESSENTIAL ENERGY'S NETWORK.....	4
	2.1 Role of Electrical Contractors	4
	2.2 Role of Essential Energy.....	5
3	REPORTING	6
4	AUDIT REQUIREMENTS.....	6
5	RISK MANAGEMENT STRATEGY	6
6	INSTALLATION WORK.....	7
	6.1 Installation Work Generally	7
	6.2 Installation Work Deemed Hazardous	7
	6.3 Service and Metering Equipment (Level 2 Contestable Works)	7
	6.4 High Voltage Customer Installations.....	7
	6.5 Work to be Tested.....	8
	6.6 Certificate of Compliance Electrical Work (CCEW)	8
	6.7 Notification of Service Work (NOSW)	8
	6.8 Customer's Responsibility.....	9
7	INSPECTION/TEST BY ESSENTIAL ENERGY	9
	7.1 Level of Inspection/Test	10
	7.2 Reconnection of Installations Previously Disconnected	10
	7.3 Competencies	10
	7.4 Audit Inspections.....	10
8	SAFETY BREACHES.....	11
	8.1 Non-Compliance Work.....	11
9	CORRECTIVE ACTION	11
	9.1 When such action may be taken.....	11
	9.2 Forms of Corrective Action used	12
	9.3 Unqualified or Unlicensed Persons.....	12
10	KEY TERMS AND DEFINITIONS	13
11	REFERENCES	14
12	REVISIONS	15

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1 INTRODUCTION

The Customer Installation Safety Plan ensures the provision of safe electrical installations for connection to Essential Energy's transmission and distribution system and the safe connection of such installations. In doing this Essential Energy shall provide a safe working environment for its employees, service providers, contractors, customers and the general public.

Subject to safety outcomes, amendments to this Customer Installation Safety Plan may be introduced from time to time.

This Customer Installation Safety Plan is intended to meet the requirements of the New South Wales - Electricity Supply (Safety and Network Management) Regulation 2008 and acknowledges the Queensland Electricity Regulation 2006 with respect to Essential Energy distributing electricity into its Queensland franchise area namely: Texas, Inglewood, Goondiwindi and Mungindi. Where the installation work takes place in the Queensland franchise area, the level of involvement of all stakeholders must meet the requirements of the Queensland Electricity Act and any Regulations endorsed by that Act.

Only persons appropriately authorised by the Queensland Department of Industrial Relations are eligible to carry out inspection/test of customers installations in the Queensland franchise area.

Electrical Contractors must register with the Electrical Licensing Board in Queensland prior to commencing installation work in the franchise area.

The Victorian Electricity Safety (Installations) Regulation 2009 has been adopted by this plan when considering Essential Energy's Victorian Franchise area.

The plan lists the minimum requirements considered necessary for Essential Energy to maintain or improve the existing safety standards for electrical installation work relating to a consumer's installation.

This plan does not apply to electrical installations that take supply at or above sub transmission voltages greater than or equal to 132,000 volts nominal, but the plan does apply to customer owned and operated high voltage installations.

2 ESSENTIAL ENERGY'S NETWORK

2.1 Role of Electrical Contractors

Essential Energy's Customer Installation Safety Plan impinges upon installing contractors in its area of supply by:

- > Requiring all electrical installation work to be tested to confirm safety and satisfactory operation prior to connection to supply (refer clause 0 - Work to be tested)
- > Requiring that the Electrical Contractor provides a written test report of their work to the customer and Essential Energy; by way of a Certificate of Compliance – Electrical Work form (CCEW)
- > Requiring Authorised Service Providers to notify Essential Energy by way of Notification of Service Work form (NOSW) when completing contract connection services for customers
- > Clarifying issues of responsibility and accountability for electrical installation work
- > Allowing installation work to be connected to supply by the installing electrical contractor
- > Eliminating errors and improving the quality of installation work through an inspection program
- > Complementing laws relating to the licensing function, enabling disciplinary action for safety breaches.

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2.2 Role of Essential Energy

Essential Energy through this Customer Installation Safety Plan will:

- > Sample the standard of electrical work and confirm appropriate testing procedures have been implemented by the installing Electrical Contractor/s
- > Maintain an inspection program to meet documented safety outcomes
- > Achieve more efficient/effective connection of installation work to supply while maintaining established safety records
- > Function in an environment where the responsibilities of all parties are clear.

Essential Energy in implementing this plan will utilise the following resources:

- > Register of Electrical Contractors generated by the NSW Office of Fair Trading
This register contains current licensing information relating to the licence type and the status (i.e. current, expired or cancelled) of each registered electrical contractor licensed to operate in NSW
- > Essential Energy's Web Form Manager
This internet based register contains for each Electrical Contractor/Service Provider, information relating to the number of CCEW and NOSW forms submitted, the number of safety breaches, the number of inspections/tests completed and details of any disciplinary action taken.
The register will provide a history of the Electrical Contractors'/Service Providers' performance and this history will determine the level of inspection /test instigated by Essential Energy's personnel. Electrical inspection/tests will be conducted in accordance with Essential Energy's procedure CEOP2103 - Customers' Electrical Installations: Testing and Inspection
- > Communication
Where required Essential Energy will communicate policy and product changes to Electrical Contractors'/Service Providers' performing installation work, and or service work in Essential Energy's area of supply.
Communication mediums may be in the form of but not limited to correspondence, seminars and/or tool box meetings.
- > Skills Maintenance Workshops
Used internally to provide information and training for Essential Energy staff who, as part of their daily activities assume an installation inspection/test role
- > The Responsible Manager
The Group Manager Network Quality Assurance will review the systems and procedures that support this Customer Installation Safety Plan.

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3 REPORTING

The statistical data obtained from systems deployed by Essential Energy will be collated into the Network Performance Report. The report will consist of:

- > Number of Certificates of Compliance – Electrical Work (CCEW) received
- > Number of Notifications of Service Work (NOSW) received
- > Number of inspections performed by Essential Energy
- > Inspection findings
- > Number of audits performed
- > Audit findings
- > Electric shock investigations on customers' installations
- > Disciplinary action taken.

Web Form Manager provides visibility of the above report criteria and this detail can be accessed internally at any time by the respective stakeholders.

The minimum performance indicator will be the level of safety breaches (defects), which will be compared to historical data to assess the effectiveness of the Plan.

The inspection results will be reported annually in the Electricity Network Performance Report subject to the Director General's requirements.

Where required, an Electrical Advice EAA 9/1999 form will be used for reports to the NSW Office of Fair Trading with regards to:

- > Electrical shocks
- > Flash burns
- > Falls from elevated positions associated with work on electrical apparatus.

Essential Energy's Annual Report will include information relative to this Customer Installation Safety Plan.

4 AUDIT REQUIREMENTS

Should an audit of the Network Management Plan Chapters 1-4 be required by the Director General under Clause 15 of the Electricity Supply (Safety and Network Management) Regulation 2008 Essential Energy will agree with the Director General on a suitable independent auditor to undertake the audit function.

5 RISK MANAGEMENT STRATEGY

Such strategy will directly align with the Code of Practice for Installation Safety Management by:

- > Identifying risks and implementing cost effective risk management actions
- > Assessment of data from a quality safety measurement system
- > Assessment of the consequences of the system
- > A periodic review
- > A corrective action arrangement.

The strategy will ensure that installation work as executed will comply with the appropriate Australian Standards and the Service and Installation Rules of NSW and maintain or improve the general safety levels within the electricity industry.

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6 INSTALLATION WORK

6.1 Installation Work Generally

The installation, testing, connection and notification of installation work by electrical contractors will meet the conditions of the Electricity (Consumers Safety) Regulation 2006 and the general principals of this Customer Installation Safety Plan.

A person must not connect any installation work to the electricity supply unless testing and inspection activities prove compliance with the:

- > Wiring Rules – AS/NZS 3000 and supporting standards
- > The Service and Installation Rules of New South Wales.

The following installation work must not be connected to the supply unless the individual carrying out the work has been appropriately authorised by Essential Energy and/or possesses formal training with respect to the task undertaken:

- > Consumer's mains and main switchboard , or
- > Installations forming part of the consumer's high voltage installation, or
- > Installations in environments classified as hazardous areas by relevant Australian Standards (Refer 6.2 below).

6.2 Installation Work Deemed Hazardous

All installation work in areas deemed hazardous, must be completed and certified by experienced personnel whose training has included instruction on the various types of protection and installation practices, relevant rules and regulations and on the general principals of area classification (Refer AS2381.1:2005 as per Section 11).

Provided the person has reason to believe that it is safe to do so, installation work may be temporarily connected to the supply for the purpose of testing only.

6.3 Service and Metering Equipment (Level 2 Contestable Works)

For the purpose of this Customer Installation Safety Plan, a customer's installation includes the installation of service mains and metering equipment by Accredited Service Providers with appropriate Level 2 Authorisation. Authorisation is subject to compliance with the Code of Practice for Contestable Works.

6.4 High Voltage Customer Installations

As well as complying with the requirements of the Wiring Rules AS/NZS-3000 and the Service and Installation Rules of NSW , the individual or entity wishing to become a high voltage customer must first furnish to Essential Energy the relevant proposals, plans, design and equipment specifications. HV customers should also refer to the requirements as outlined in CEOP8079 – Connection Guidelines for High Voltage Customers and Embedded Generators.

Where the high voltage installation forms part of a mining operation, the relevant mining acts and regulations must be addressed prior to any acceptance of the installation by Essential Energy.

Prior to energising new work, alteration or additional loads, test certificates are to be submitted to Essential Energy, verifying suitability and compliance in meeting the appropriate requirements for which the equipment is to be used.

Equipment and materials used for high voltage installations shall meet the requirements of the Code of Practice - Electrical Transmission and Distribution Asset Management and its support documents.

Section 7 of the NSW Service and Installation Rules is of particular importance for high voltage customer installations.

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6.5 Work to be tested

All electrical installation work must be tested to verify compliance with the Wiring Rules AS/NZS3000, Service and Installation Rules of NSW and relevant Standards, before being permanently connected to the supply. This is the responsibility of the installing Electrical Contractor/Accredited Service Provider.

The test methods adopted must adhere to the Electrical Installation Testing Guidelines offered in AS/NZS3017, using instruments with a proven accuracy and which are periodically checked to ensure they remain operational and safe.

Test results shall ensure all the outcomes specified in Clause 1.8 of AS/NZS3000 – The Wiring Rules are established.

Only those persons who hold a licence or certificate issued under the Home Building Act 1989 which entitles the licence holder to perform that class of work without supervision may engage in the testing process.

6.6 Certificate of Compliance Electrical Work (CCEW)

In accordance with the Electricity Consumers Safety Regulation 2006 notification of electrical work to Essential Energy shall be made within 14 days of the work's having been completed and tested. The particulars must:

- > Be in a written form (CCEW) or via Web Form Manager
- > Identify the person who actually completed the work, the installing contractor (if any) in whose employment that person completed the work, and any other installing contractor who completed the work through a partner or subcontractor; and
- > Be signed by the person notifying the particulars.

Note: CCEW forms are available for purchase from Electrical Wholesalers.

Particulars of work and test results which do not have to be notified relates only to the disconnection, reconnection, replacement or repair of:

- > Appliances, switches, lighting points or socket outlets without an increase in their number or the electrical load imposed by them, or
- > Switchgear or switchboard equipment (so long as any such replacement equipment has the appropriate current and performance ratings), or
- > Wiring or switchboard wiring (so long as any such replacement wiring has the appropriate current, insulation and performance ratings).

6.7 Notification of Service Work (NOSW)

Authorised Service Providers must notify Essential Energy within 48 hours of completing service work. Particulars will be submitted electronically using Essential Energy's Web Form Manager portal.

The person performing the connection work must first test and/or verify the installation to be free of defects, prior to energising.

Connection without completely testing the installation can only be effected if the Authorised Person has met with and have in their keeping the original CCEW from the installing Electrical Contractor.

The Authorised Person is then responsible for the lodgement of both notices concurrently.

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6.8 Customer's Responsibility

It is the responsibility of all customers to maintain their electrical installation so that they remain safe and efficient. The Electricity (Consumer Safety) Act 2004 No 4 (Section 32) states:

1. A responsible person for an electrical installation in a place must, to the best of the person's ability and knowledge, ensure that such parts of the electrical installation as may be prescribed by the regulations are maintained in accordance with the regulations while the electrical installation remains connected to the source of supply of electricity.
2. In this section, responsible person, in relation to an electrical installation in a place, means:
 - (a) the occupier of the place, or
 - (b) if there is no occupier, any owner of the place.

The Electricity (Consumer Safety) Regulations states in section 36:
Maintenance of electrical installations: section 32 of Act

For the purposes of section 32 (1) of the Act:

- (a) all parts of an electrical installation are prescribed, and
- (b) the following requirements apply to the maintenance of all parts of an electrical installation, that is, they must be maintained so as to ensure that:
 - (i) the safe and satisfactory operation of the installation is not impaired by interference, damage, ageing or wear,
 - (ii) the live parts of the installation remain properly insulated, or protected, against inadvertent contact with any person,
 - (iii) the earthing system for the installation operates effectively,
 - (iv) the installation is not used in a manner that exceeds the operating limits imposed by its design or installation,
 - (v) the installation does not become a significant potential cause of fire for the environment surrounding the installation.

7 INSPECTION/TEST BY ESSENTIAL ENERGY

After a satisfactory history of work notified is captured in Web Form Manager, an automated inspection/test program will be initiated. Unless directed otherwise the frequency of testing will be nominally one of every five notices submitted.

The level and frequency of inspection/test may vary subject to the grading of each Electrical Contractor/Accredited Service Provider. Grading's will be assigned according to the level of activity and any breaches which result in disciplinary outcomes as a result of the activities. Grading's will be categorised "A", "B" and "C" with "A" being the preferred/superior allocation.

An Electrical Contractor / Service Provider will not be considered for a grade higher than C, unless at least 5 notifications have been received within the previous 12 months.

Where an inspection/test is deemed necessary it will be carried out in accordance with Essential Energy's Procedural Guideline CEOP2103 - Customers Electrical Installation: Testing and Inspection.

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7.1 Level of Inspection/Test

Inspections may be carried out during construction and may be instigated without receipt of formal notification from the Electrical Contractor/Accredited Service Provider. Such a program may be initiated locally.

The frequency and level of inspections/test will be based on a grading system using the guidelines in the following table:

Table 1 Inspection rate subject to Grade

Grade	Inspection Rate
A	5% = 1 of 20 Notices
B	20% = 1 of 5 Notices
C	50% = 1 of 2 Notices

7.2 Reconnection of Installations Previously Disconnected

If an installation has been disconnected from the supply, for whatever reason, and the premises are unoccupied for any period of time, the installation must be visually inspected throughout, to ascertain if any defects are present, before such an installation can be re-energised.

Note: This clause refers to installations that have been physically disconnected from the network, i.e. the service has been removed. It does not impinge on the disconnection and reconnection of premises for the purpose of a tenancy changeover.

7.3 Competencies

Essential Energy personnel that assume an inspection role as part of their daily activities shall be Licensed Electricians (Qualified Supervisors) with an appropriate level of competency in installation work based on a sound knowledge of the Wiring Rules AS/NZS 3000 and respective Regulations.

7.4 Audit Inspections

To measure the effectiveness of the Installation Inspection Program, audit inspections will be carried out to observe that legislative requirements have been met with regard to electrical installations, installing Contractors/Accredited Service Providers and the inspection/test function.

The frequency of the audits will be at a level which contributes to maintaining or exceeding existing minimum safety outcomes.

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8 SAFETY BREACHES

8.1 Non-Compliance Work

If an inspection/test reveals that installation work as notified is found not to comply with the rules in force at the time of the new work being undertaken, a written notice will be given to the installing electrical contractor within seven days of the inspection. The notice will specify the area of non-compliance and the time period within which the non-compliance must be rectified. A copy of the notice will also be given to the owner of the installation involved. A second Notification of Electrical Work form is required to indicate when the breach/es has/have been rectified.

A re-inspection may or may not be required depending on the nature of the original findings.

A re-inspection fee, if required will be charged with a minimum cost being equivalent to one hours labour in accordance with the Australian Energy Regulators (AER) “NSW distribution determination 2009-2010 to 2013-2014”.

An installation containing major safety breaches will not be connected to the distribution network or, if already connected, the part that contains the defect will be disconnected, by Essential Energy if necessary, to render the installation safe.

9 CORRECTIVE ACTION

Corrective action is action taken to remedy non-compliance with this plan. It may include action against contractors, employees or individuals. This may be in the form of advice or disciplinary measures. Corrective action may involve amending procedures or systems that have become inappropriate or inadequate.

9.1 When such action may be taken

Corrective action will be necessary but not limited to the following situations:

- > Defective or unsafe installation work
- > Unsafe work practices in performing installation work
- > Failure to notify Essential Energy of work completed
- > Unauthorised connections to the supply network
- > Failure to carry out required tests
- > Failure to rectify breaches when notified
- > Failure to reconcile outstanding fees/charges
- > Work performed by unqualified persons
- > Interference with metering equipment or the bypassing thereof.

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9.2 Forms of Corrective Action used

The action taken will depend on the seriousness of the non-compliance, or the frequency of non-compliances. Records of Electrical Contractors'/Accredited Service Providers' work history will be used in the investigation. The action taken could be in the form of but not limited to:

- > A verbal or written warning
- > A lowering of the grade assigned to an Electrical Contractor/Accredited Service Provider for the purposes of audit inspections
- > Recommendation for skills maintenance
- > A formal interview or counselling which may involve representatives from the NSW Office of Fair Trading or other Regulatory entity
- > Suspension or cancellation of authorisation specifically granted by Essential Energy to connect work to the supply or, recommendation for suspension or cancellation of accreditation by the accrediting body
- > Report of the non-compliance to other NSW electricity distributors
- > Report of the non-compliance to the licensing section of the NSW Office of Fair Trading or other responsible body for their action such as prosecution in a local or district court; and
- > Increasing public awareness relating to a specific incident. This will be in the form of input into the Public Electrical Safety Awareness Plan.

In cases where disciplinary action is recommended against a person, that person will be notified and offered the right of reply prior to carrying out the action. Where necessary or appropriate the customer concerned will also be informed of the non-compliance and the action taken.

9.3 Unqualified or Unlicensed Persons

Unqualified or unlicensed persons reported for performing electrical contracting work in breach of the Home Building Act, will be referred directly to the NSW Office of Fair Trading or other relevant body and the customer advised of the responsibility to use only appropriately licensed personnel.

Licensing matters as a result of electrical work in the Queensland franchise area will be directed to the Department of Industrial Relations, through the Electrical Licensing Board in that state.

In Victoria, licensing matters shall be directed to the Essential Services Commission through the Office of the Chief Electrical Inspector.

10 KEY TERMS AND DEFINITIONS

In this document the following terms have the meanings, as listed below:

Accredited Service Provider: Refers to companies/sole traders who have gained accreditation through the Department of Trade and Investment, Regional Infrastructure and Services allowing them to perform contestable works.

Audit: An examination of the process to ensure compliance with the Customer Installation Safety Plan.

CCEW: “Certificate of Compliance – Electrical Work” form, as published by the National Electrical Contractors’ Association - NSW Chapter or its equivalent.

Code of Practice: Code of Practice for Installation Safety Management.

Consumer’s Installation: All electric wires, cables, appliances, fittings, insulators and apparatus installed in, on, under or over any land or premises and used for, or for purposes incidental to, the conveyance, measurement, control or use of electricity supplied (or intended to be supplied) by an electricity distributor, but does not include:

- > An electricity supply main or service line, meter or apparatus, the property of an electricity distributor or retail supplier and used solely for the conveyance, measurement or control of electricity supplied to any land or premises; or
- > Movable electrical equipment (see definition).

Contestable Works: Those works for which customers may chose the provider of the services in accordance with the Electricity Supply Act 1995.

Consumer’s Mains: Those cables between the Point of Supply and the main switchboard.

Electrical Contractor: A firm or person who holds an electrical contractors licence issued by the Offices of Fair Trading in NSW, Queensland and Consumer Affairs Victoria.

Dangerous: Posing a risk to life, health or property.

Electrical Installation: means any fixed appliances, wires, fittings, apparatus or other electrical equipment used for (or for purposes incidental to) the conveyance, control and use of electricity in a particular place, but does not include any of the following:

- a subject to any regulation made under subsection (4) - any electrical equipment used, or intended for use, in the generation, transmission or distribution of electricity that is:
 - i owned or used by an electricity supply authority, or
 - ii located in a place that is owned or occupied by such an authority,
- b any electrical article connected to, and extending or situated beyond, any electrical outlet socket,
- c any electrical equipment in or about a mine,
- d any electrical equipment operating at not more than 50 volts alternating current or 120 volts ripple free direct current,
- e any other electrical equipment, or class of electrical equipment, prescribed by the regulations.

Electrical Installation Work: The work of installing, adding to, altering, disconnecting, reconnecting or replacing an electrical installation.

Electrical Wiring Work: means the actual physical work of installing, repairing, altering, removing or adding to an electrical installation or the supervising of that work.

Hazardous Area: An area in which an explosive atmosphere is present, or may be expected to be present, in quantities such as to require special precautions for the construction, installation and use of electrical equipment.

Inspection: A careful visual examination.

Installing Contractor: An electrical contractor who carries out installation work or tests (whether himself or herself or through any partner, subcontractor or employee) whether or not for fee, gain or reward.

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Main Switchboard: A switchboard from which the supply to the whole installation can be controlled.

Safety Breaches: Are regarded as those departures from the Wiring Rules which are dangerous to life, health or property. Refer to the Installation Safety Management Code of Practice for detail.

Moveable Electrical Equipment means:

- a any electrical appliance or apparatus (including its associated wires and fittings) connected to, or designed for connection to, an outlet socket of:
 - i a consumer's installation, or
 - ii a moveable dwelling (within the meaning of the Local Government Act 1993),
- b a moveable dwelling (within the meaning of the Local Government Act 1993) connected to, or designed for connection to, an outlet socket of a consumer's installation,

but does not include any appliance or apparatus connected to an outlet socket by means of wiring which is fixed in position externally to the appliance or apparatus itself.

NOSW: "Notification of Service Work" form (CEOF6003), to be completed by the Authorised Service Provider to notify the distributor of completed Level 2 Contestable Work. NOSW forms are supplied by Essential Energy.

Point of Common Coupling: Means the point on a distribution system, electrically nearest to a particular load, at which other loads are, or could be, connected. **Note:** Point of Common Coupling was formally known as Connection Point

Point of Supply (Connection Point): Means the junction of an Electricity Distributors' conductors with consumer's mains. **Note:** Point of Supply is also known as Connection Point. Supply: Refers to the supply of electricity.

Test: The use of appropriate instruments to verify compliance.

Wiring Rules: Australian/New Zealand Wiring Rules Standard AS/NZS3000, Electrical Installations (as amended)

11 REFERENCES

CEOF6003 – Notification of Service Work (NOSW)

CEOP2103 – Testing and Inspection of Customers' Electrical Installations

CEOP8079 – Connection Guidelines for High Voltage Customers and Embedded Generators

CEOP8029 – Network Management Plan Chapter 1 – Network Safety and Reliability

CEOP8005 – Network Management Plan Chapter 3 – Public Electrical Safety Awareness Plan

CEOP8022 – Network Management Plan Chapter 4 – Bush Fire Risk Management Plan

CEOF9106 – Standard Form Customer Connection Contract

Electricity Supply Act 1995 (NSW)

Electricity (Consumer Safety) ACT 2004 (NSW)

Electricity Supply (Safety and Network Management) Regulation 2008 (NSW)

Home Building Act 1989 (NSW)

Local Government Act 1993 (NSW)

Work Health and Safety Regulation 2011 (NSW)

Service and Installation Rules of NSW

Code of Practice Installation Safety Management (Department of Industry and Investment, Regional Infrastructure and Services)

Code of Practice: Transmission and Distribution Asset Management (Department of Industry and Investment, Regional Infrastructure and Services.)

UNCLASSIFIED

Code of Practice: New South Wales Service and Installation Rules (Department of Industry and Investment, Regional Infrastructure and Services.)

Code of Practice: Contestable Works (Department of Industry and Investment, Regional Infrastructure and Services.)

Australian/New Zealand Wiring Rules – AS/NZS 3000:2007

Electrical Equipment for Explosive Atmospheres – AS/NZS 2381.1:2005 (as amended)

Electrical installations - Verification Guidelines – AS/NZS 3017:2007

Electricity Act 1994 (Qld)

Electricity Regulation 2006 (Qld)

Electricity Safety (Installations) Regulation 2009 (Vic)

12 REVISIONS

Revision	Section	Details of Changes in this Revision
1		Original Issue
2	Various	Reference to Electricity Supply (Safety & Network Management) Regulation 2002 Reference to Victorian and Queensland Regulation Reference to procedure CEP2103 Clarification of levels of inspection
3	All	Update to new EE template
4	All	To comply with updated Electricity Supply (Safety and Network Management) Regulation 2008
5	All	To comply with updated Electricity Supply (Safety and Network Management) Regulation.
7	Whole document	Updated in-line with Essential Energy branding requirements.
8	Whole document	Update to template