

# Customer Installation Safety Plan

## CEOP8004

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**CONTENTS**

<b>1.0 PURPOSE</b>	<b>3</b>
<b>1.1 Audience</b>	<b>3</b>
<b>1.1.1 Role of Electrical Contractors</b>	<b>3</b>
<b>1.1.2 Role of Essential Energy</b>	<b>4</b>
<b>2.0 ACTIONS</b>	<b>5</b>
<b>2.1 Reporting</b>	<b>5</b>
<b>2.2 Audit Requirements</b>	<b>5</b>
<b>2.3 Risk Management Strategy</b>	<b>5</b>
<b>2.4 Installation Work</b>	<b>6</b>
<b>2.4.1 Installation Work Generally</b>	<b>6</b>
<b>2.4.2 Installation Work Deemed Hazardous</b>	<b>6</b>
<b>2.4.3 Service Equipment (Level 2 Contestable Works)</b>	<b>6</b>
<b>2.4.4 High Voltage Customer Installations</b>	<b>7</b>
<b>2.4.5 Work to be Tested.</b>	<b>7</b>
<b>2.4.6 Certificate of Compliance Electrical Work (CCEW)</b>	<b>7</b>
<b>2.4.7 Notification of Service Work (NOSW)</b>	<b>8</b>
<b>2.4.8 Customer's Responsibility</b>	<b>8</b>
<b>2.5 Inspection by Essential Energy</b>	<b>9</b>
<b>2.5.1 Level of Inspection/Test</b>	<b>9</b>
<b>2.5.2 Reconnection of Installations Previously Disconnected</b>	<b>9</b>
<b>2.5.3 Competencies</b>	<b>9</b>
<b>2.5.4 Audit Inspections</b>	<b>9</b>
<b>2.6 Safety Breaches</b>	<b>10</b>
<b>2.6.1 Non-Compliance Work</b>	<b>10</b>
<b>2.7 Corrective Action</b>	<b>10</b>
<b>2.7.1 When Such Action may be taken.</b>	<b>10</b>
<b>2.7.2 Forms of Corrective Action Used.</b>	<b>10</b>
<b>2.7.3 Unqualified or Unlicensed Persons</b>	<b>11</b>
<b>3.0 AUTHORITIES AND RESPONSIBILITIES</b>	<b>11</b>
<b>4.0 DEFINITIONS</b>	<b>11</b>
<b>5.0 REFERENCES</b>	<b>14</b>
<b>6.0 RECORDKEEPING</b>	<b>15</b>
<b>7.0 REVISIONS</b>	<b>15</b>



## 1.0 PURPOSE

This 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, and acknowledges the Queensland Electricity Regulation with respect to Essential Energy distributing electricity into its Queensland franchise area namely: Texas, Inglewood, Goondiwindi and Mungindi. Where 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 conduct 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 has been adopted by this Plan when considering Essential Energy's Victorian Franchise area.

This Customer Installation Safety 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 Customer Installation Safety 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.

## 1.1 Audience

This document is intended for use by external contractors: Level 1 ASPs, Level 2 ASPs, Level 3 ASPs and electrical contractors engaged in Contestable Works on Essential Energy's distribution network, as well as all company employees such as executives, managers and other staff members.

### 1.1.1 Role of Electrical Contractors

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

- The requirement that all electrical installation work is to be tested to confirm safety and satisfactory operation prior to connection to supply (Refer section [2.4.5](#));
- The requirement that ASPs and electrical contractors are to submit the CCEW via the BCNSW eCert portal and the Notice of Service Work (NoSW) via Essential Connections. An Intent to Connect (ITC) must be submitted prior to any connection or installation works where the works require an approved Connection Offer;



- Clarification of issues, 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, and enabling disciplinary action for safety breaches; and
- Ensuring that conditions imposed by Essential Energy are met.

### 1.1.2 *Role of Essential Energy*

Essential Energy will:

- Sample the standard of electrical work and confirm appropriate testing procedures have been implemented by installing ASP's and Electrical Contractor/s;
- Maintain an inspection program to meet documented safety outcomes;
- Achieve efficient and effective connection of installation work to supply while maintaining established safety records; and
- 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 Building Commission NSW

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 internal and external secure data collection systems

These internet-based registers contain each Electrical Contractor/Authorised Service Providers, information relating to the number of CCEW and NOSW forms submitted, the number of safety breaches, the number of inspections completed, and details of any disciplinary action taken.

These registers provide a history of the Electrical Contractors'/Authorised Service Providers' performance and this history will determine the level of inspection ratios conducted by Essential Energy. Electrical inspections 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 toolbox 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-role.



- The Responsible Manager

The Manager Network Assurance will review the systems and procedures that support this Customer Installation Safety Plan.

## 2.0 ACTIONS

### 2.1 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 L2 ASP Project assessments performed and outcomes;
- Audit findings;
- Electric shock investigations on customers' installations; and
- Disciplinary action taken.

Essential Energy secured data systems provide 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.

If there is a serious injury or illness, a death or dangerous incident, the Person Conducting a place of Business Undertaking (PCBU) must report it to NSW Safe Work immediately as an urgent investigation may be needed.

### 2.2 Audit Requirements

Should an audit of the Network Management Plans be required by the Secretary under Clause 11 of the Electricity Supply (Safety and Network Management) Regulation 2014, Essential Energy will agree with the Secretary on a suitable independent auditor to undertake the audit function.

### 2.3 Risk Management Strategy

Such strategy will directly align with the relevant Network Safety Management Regulations and relevant Essential Energy policies-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; and



- A corrective action arrangement.

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

## **2.4 Installation Work**

### **2.4.1 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 2015 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 other relevant Australian standards; and
- The Service and Installation Rules of New South Wales.

The following installation work must not be connected to the supply unless the individual energising the installation has been appropriately authorised by Essential Energy and 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 section **2.4.2**), or
- Polarity and neutral identification testing must be completed by Level 2 ASPs in accordance with Australian Standard AS4741 Testing of connections to low voltage electricity networks or CEOP2018 Polarity and Neutral Identification: Testing

### **2.4.2 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 to the AS/NZS 60079 series).

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.

### **2.4.3 Service 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 service equipment by Accredited Service Providers with appropriate Level 2 Accreditation and Authorisation. Authorisation is subject to compliance with the Division Procedure: Contestable Works Guidelines (CEOP2015)



#### **2.4.4 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 Branch Procedure: Connection Process Guideline CEOP8079.

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.

#### **2.4.5 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 other 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.

#### **2.4.6 Certificate of Compliance Electrical Work (CCEW)**

In accordance with the Gas and Electricity (Consumer Safety) Regulation 2018 notification of electrical work to Essential Energy shall be made within 7 days of the work's having been completed and tested. The particulars must:

- Be submitted to via the BCNSW eCert portal for digital provision directly to Essential Energy;
- Identify the person who 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 who conducted the testing.

Work and test results which do not have to be notified relates only to:

- Repair or replacement of equipment that does not alter the electrical loading, method of electrical protection, system of earthing or physical location of the switchboard or equipment being repaired or replaced.

#### **2.4.7 Notification of Service Work (NOSW)**

Authorised Service Providers must notify Essential Energy within 48 hours of completing service work. NOSW forms must be submitted electronically via the Essential Connections 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 required to meet with and received a copy of the CCEW from the installing Electrical Contractor.

#### **2.4.8 Customer's Responsibility**

It is the responsibility of all customers to maintain their electrical installation so that they remain safe and efficient. Gas and Electricity (Consumer Safety) Act 2017 No 15 states:

1. A person responsible for an electrical installation or a gas installation at a place must, to the best of the person's ability and knowledge, ensure that any parts of the installation that are prescribed by the regulations for the purposes of this section are maintained in accordance with the regulations while the installation remains connected to the source of the supply of electricity or gas.
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 Gas and Electricity (Consumer Safety) Regulation 2018 states in Part 13:

#### **69 Maintenance of electrical and gas installations:**

For the purposes of section 35 (1) of the Act:

1. All parts of an electrical installation or a gas installation are prescribed.
2. All parts of an electrical installation, or a gas installation while it is connected to the supply of gas, must be maintained so as to ensure that—
  - (a) the safe and satisfactory operation of the installation is not impaired by interference, damage, ageing or wear, and
  - (b) the installation is not used in a manner that exceeds the operating limits imposed by its design or installation, and
  - (c) the installation does not become a significant potential cause of fire for the environment surrounding the installation, and
  - (d) in the case of an electrical installation—



- (i) the live parts of the installation remain properly insulated, or protected, against inadvertent contact with any person, and
- (ii) the earthing system for the installation operates effectively, and

## 2.5 Inspection by Essential Energy

After a satisfactory history of work notified is captured, an automated inspection program will be initiated. The frequency of inspection will be determined on a risk based approach.

The level and frequency of inspection may vary subject to the performance of each Electrical Contractor/Accredited Service Provider.

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

### 2.5.1 Level of Inspection/Test

Inspections may be conducted 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.

### 2.5.2 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.

Any installations shall not be reconnected to the network without evidence of a Certificate Compliance Electrical Work (CCEW) completed stating that the customer's installation is fit for supply.

CCEWs should be submitted via the BCNSW eCert portal.

**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.

### 2.5.3 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.

### 2.5.4 Audit Inspections

To measure the effectiveness of the Installation Inspection Program, audit inspections will be conducted 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.



## 2.6 Safety Breaches

### 2.6.1 Non-Compliance Work

If an inspection/test reveals that installation work as notified is found not to be non-compliant with the rules in force at the time of the new work being undertaken, a notice will be sent to the installing ASP &/or 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 provided to the owner of the installation involved. A follow up Notification of Service Work (NoSW) and / or Certificate of Compliance for Electrical Work (CCEW) is required to indicate when the breach/es has/have been rectified.

A desk top audit maybe carried out in lieu of a field reinspection, depending on the nature of the original findings and information provided by the ASP &/or electrical contractor with the rectification notice.

A re-inspection fee, if required will be charged at a cost being equivalent to and in accordance with the Australian Energy Regulators (AER).

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

## 2.7 Corrective Action

Corrective action is action taken to remedy non-compliance with this plan. It may include action against authorised service providers, 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 redundant or inadequate.

### 2.7.1 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 conduct required tests;
- Failure to rectify breaches when notified;
- Failure to reconcile outstanding fees/charges;
- Work performed by unqualified persons; and
- Interference with service equipment or the bypassing thereof.

### 2.7.2 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;
- Recommendation for skills maintenance;
- A formal interview or counselling which may involve representatives from the Building Commission NSW, NSW Climate and Energy Action 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 Building Commission NSW, NSW Climate and Energy Action 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 conducting the action. Where necessary or appropriate the customer concerned will also be informed of the non-compliance and the action taken.

### 2.7.3 *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 Building Commission NSW 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 **Electrical Safety Office** in that state.

In Victoria, licensing matters shall be directed to **Energy Safe Victoria**

## 3.0 AUTHORITIES AND RESPONSIBILITIES

POSITION / TITLE	RESPONSIBILITY
Network Assurance Supervisor	Reviewing this document
Manager Network Assurance	Approving and Ownership this document

## 4.0 DEFINITIONS

### Accredited Service Provider (ASP)

An individual or company accredited by the relevant Accrediting Department under the NSW ASP Scheme to carry out Contestable Works services in NSW

### Audit

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

### 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, generation 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

Under the Electricity Supply Act 1995, connection customer/proponents are required to fund certain works which are required to enable new or expanded connection to the electricity network. The connection customer/proponents choose an Accredited Service Provider to carry out these works.

## Consumer's Mains

Those cables between the connection point and the main switchboard.

## Electrical Contractor

A firm or person who holds an electrical contractors licence issued by the Building Commission of NSW, Queensland Electrical safety office and Energy Safe Victoria.

## Dangerous

Posing a risk to life, health, or property.

## Electrical Installation

As defined in the Gas and Electricity (Consumer Safety) Act 2017 means any fixed appliances, wires, fittings, apparatus, or other electrical equipment used for (or for purposes incidental to) the conveyance, control, private generation, 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.

## Hazardous / Explosive 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 examination performed by Essential Energy on works carried out by electrical contractors and connection works carried out by a Level 2 ASP to ensure compliance with standards and policies. Inspections may be conducted during and/or after the completion of construction and connection

## Installing Contractor

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

## Main Switchboard

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

## Safety Breaches

Are regarded as those departures from the Rules and Legislation that are dangerous to life, health, or property.

## 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.

## 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.

## Connection Point

The junction where the distribution system is connected, by means of a connection device, to the customer's installation

## Test

The use of appropriate instruments to verify compliance.

## Wiring Rules

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



**5.0 REFERENCES****INTERNAL**[CEOP2015](#) - Contestable Works Guidelines (Terms and Conditions for Contestable Works)[CEOP2018](#) - Polarity Identification & Neutral Integrity: Testing[CEOP2103](#) - Customer's Electrical Installation: Testing & Inspection[CEOP8079](#) - Branch Procedure: Connection Process Guideline**EXTERNAL***Electricity Supply Act 1995 (NSW)**Electricity Supply (Safety and Network Management) Regulation 2014 (NSW)*

Australian Standards, the Service and Installation Rules of NSW

*Electricity (Consumers Safety) Regulation 2015**Electricity Safety (General) Regulations 2019*

Australian/New Zealand Wiring Rules – AS/NZS 3000

AS/NZS 60079 Explosive Atmospheres - series

AS/NZS 3017 Electrical installations - Verification by inspection and testing

Code of Practice - Electrical Transmission and Distribution Asset Management

NSW Code of Practice | WHS (Mines) Legislation

*Work Health and Safety Regulation 2011 (NSW)*

New South Wales. Department of Industry, Skills and Regional Development

New South Wales Service and Installation Rules

Department of Industry, Skills and Regional Development

*Home Building Act 1989 (NSW)**Gas and Electricity (Consumer Safety) Act 2017**Gas and Electricity (Consumer Safety) Regulation 2018**Local Government Act 1993 (NSW)**Electricity Act 1994 (Qld)**Queensland Electricity Regulation**Victorian Electricity Safety (Installations) Regulation*

**6.0 RECORDKEEPING**

TYPE OF RECORD	STORAGE LOCATION	RETENTION PERIOD
<i>Nil Entry</i>		<a href="#">Records Management Toolkit</a>

\* The following retention periods are subject to change eg if the records are required for legal matters or legislative changes. Before disposal, retention periods should be checked and authorised by the 'Records Management Team'.

**7.0 REVISIONS**

ISSUE NO.	SECTION	DETAILS OF CHANGES IN THIS REVISION	CHANGE RISK IMPACT?
1		Original Issue	n/a
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	Low
3	All	Update to new EE template	Low
4	All	To comply with updated Electricity Supply (Safety and Network Management) Regulation 2008	Medium
5	All	To comply with updated Electricity Supply (Safety and Network Management) Regulation.	Medium
7	All	Updated in-line with Essential Energy branding requirements.	Low
8	All	Update to template	Low
9	All	Annual review and update	Low
10	3	NSW Government Fair Trading – Electrical Accident Report EAA-9/2014	Low
11	All	Removal of references to Fair Trading NSW Annual review and update Update to current brand style guide and template	Low
	Appendix	Removed	