



NDS4 – Disconnection by Electrical Workers

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SA Power Networks
www.sapowernetworks.com.au

ND-S4 – Disconnection of Services and Service Fuses by Electrical Workers

The SA Power Networks' ND-S4 Network Directive sets out the minimum responsibilities to ensure full WHS compliance for granting permission for external Registered Electrical Contractors (REC) to gain access to SA Power Networks asset and disconnect supply to a customer's installation.

Scope

The Directive is applied by authorised SA Power Networks personnel to grant permission for a Registered Electrical Contractor (REC) to disconnect supply to a customer's installation to enable the REC to work safely on the customer's installation and for the removal of certain un-metered services.

A REC is not authorised under any circumstances to reinstate service fuses to reconnect supply to a customer's installation.

For the purpose of this Directive access is limited to customer installations rated at 100 amps or less and the service fuses are located in situations indicated below.

Authority may be given for the disconnection and removal of un-metered equipment such as public lights, parking meters and telephone boxes.

Authority may be given for the SA Power Networks seal to be broken and/or the service fuse removed in order to disconnect supply for emergency repairs to the customer's installation. Only SA Power Networks can perform the reconnection of supply.

Any granting of authority is valid for a single connection point and only for the day and time requested.

The authority given is subject to the fuse being withdrawn by an Electrical Worker with an unrestricted electrical workers license. The Electrical worker must provide their license number, validity date and reason for the disconnection. A valid Certificate of Compliance is required to be provided to the attending SA Power Networks connection officer for the reconnection.

Authority to temporarily disconnect supply to a customer's installation for planned work will only be granted when the REC has an existing Form A (Service/Meter Alteration) job lodged with SA Power Networks and an appointment has been made for SA Power Networks site attendance for that specific customer's installation.

To obtain approval from SA Power Networks to remove LV service fuses for planned work the licensed REC must contact the Builders & Contractors Line, (B&C) on 1300 650 014 during business hours prior to SA Power Networks scheduled site attendance. The REC will need to:

1. confirm which job (REX number) they are seeking approval to disconnect supply for,
2. provide the B&C Operator with:
 - a. The REC's full name,
 - b. Business name
 - c. REC license number

- d. Identify how the property is serviced to determine if it meets one of the approved servicing conditions
- e. The REC requesting approval must be the REC nominated on the Form A application

B&C Operators can only give permission to a REC to perform a temporary disconnection when the service to the customer's installations is rated at 100amps or less and the service fuses are located:

- In a Over/Under fuse box on a pole;
- Service fuse box on the fascia or wall of the premises;
- 100A service fuse enclosure (i.e. grey metal box. These can be free standing in a garden / car park area above ground, or attached to a wall);
- Services fuses located on or in the customers meter box.

The following installations are excluded from this Directive and approval to perform a temporary disconnection will not be granted for service fuses in the following arrangements:

- Transformer enclosures;
- High Voltage installations;
- Service fuses on poles above 3.0 metres, (i.e. located at pole top, or adjacent to the LV cross arm or LV terminals of a pole mounted transformer);
- Any service fuses located in an underground pit or pillar;
- Service fuses protecting additional customers where those customers have not engaged the REC;
- Service fuses rated at >100 amps
- Service fuses where safe and unimpeded access is not available
- Service fuses where service mains are open wire construction, and,
- When the caller requesting to pull the service fuses cannot identify themselves as the REC indicated on the Form A application.

Prior to the B&C Operator giving authority for the caller (REC) to carry out the temporary disconnection the REC will be required to clearly state what the alteration work is they will be undertaking. If this does not align with the Form A requested works, permission will not be granted and the REC may be required to resubmit their Form A application to including the additional works

Where a verbal authority is provided the telephone conversation and information provided will be recorded electronically in the relevant SA Power Networks systems for future reference.

If approval cannot be granted the B&C Operator will advise the caller they do not have to approval to disconnect and this will also be recorded in the SA Power Networks systems.

In situations where emergency repairs, (i.e. damaged consumer mains, faulty main switch etc.) are required a REC can contact the SA Power Networks Faults & Emergency Line on 131366, to gain authority to remove the LV service fuses to make the installation safe. Authority to remove the services fuses in these situations will be subject to the same conditions as for planned work situations stated above.