

Index of Ausgrid documents for

Getting connected to the electricity network



For more information

Call Ausgrid on 13 15 25.

www.ausgrid.com.au

ES Index/0511





It's the responsibility of the user of this document to ensure that only the current version is being used.

Ausgrid may amend this document at any time.

DOCUMENT & AMENDMENT HISTORY

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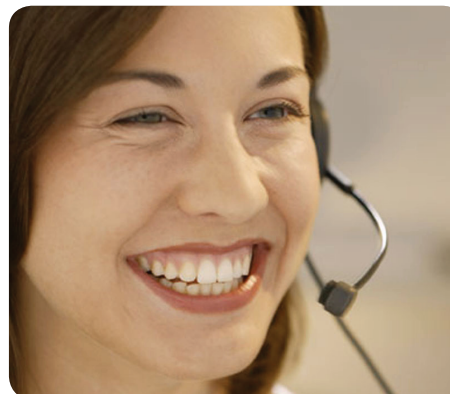
This document and the documents referenced in it, can be freely downloaded from Ausgrid's website at www.ausgrid.com.au

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1. How do I connect to the electricity network or increase the capacity of my existing connection?

Arranging for electricity supply or an increase in an existing supply requires careful consideration by a number of parties before a connection to the electricity network can occur. Depending on the size, location and additional electrical load required, our electricity network may also need to be extended or upgraded to increase its capacity. The process of getting connected is outlined in the Ausgrid document ES1 *Customer Connection Information*.

Customers are required to fund certain works which are required to enable new or upgraded connections to the electricity network. These works funded by the customer are called Contestable Works.

■ Refer to Ausgrid document ES1 *Customer Connection Information*.

2. Who can perform these works?

Contestable Works on our electricity network can be carried out by accredited (and authorised) service providers. Accreditation is a state-wide qualification managed by the NSW Department of Trade & Investment, Regional Infrastructure & Services (DTIRIS). A list of independent Accredited Service Providers (ASPs) can be obtained from the DTIRIS website (www.dtiris.nsw.gov.au/energy/electricity/network-connections/contestable).

There are three levels of accreditation namely:

- **ASP Level 1 – Construction of transmission and distribution works** e.g. the installation of high voltage and low voltage distribution cables and substations.
- **ASP Level 2 – Installation of service lines and metering and disconnection and reconnection of installations** e.g. installation of overhead and underground service lines and some metering equipment, the disconnection and reconnection of supply to carry out work on an installation and energising new installations.
- **ASP Level 3 – Design of transmission and distribution works** e.g. the design and preparation of plans for the proposed overhead and/or underground transmission and distribution works (for construction by an ASP Level 1).

Ausgrid grants authorisation in writing to persons to carry out Contestable Works on or near its network. Authorisation, along with other suitable checks, aims to ensure that any work performed is carried out in accordance with the appropriate technical and safety standards and rules.

■ Refer to Ausgrid document [ES 4 Service Provider Authorisation for more information.](#)

3. How do I get started?

A Customer (or person authorised to act on a Customer's behalf) who wishes to establish or upgrade a connection should make an application in accordance with Ausgrid document ES 1 *Customer Connection Information*. ES 1 outlines the procedures (and conditions) associated with connecting or upgrading the connection of electrical installations to Ausgrid's network and includes an Application for Connection form.

■ Refer to Ausgrid document [ES 1 Customer Connection Information.](#)

NOTE: If the new or upgraded connection involves Contestable Works that will need to be undertaken by an ASP Level 1, there are additional requirements and processes that will need to occur. Please refer to Section 5 "What happens when the Contestable Works require an ASP Level 1?" for more detail.

4. Metering requirements

Ausgrid document ES 3 *Metering Installations* outlines Ausgrid's revenue metering requirements for customers' electrical installations within the Ausgrid distribution area.

■ Refer to Ausgrid document [ES 3 Metering Installations.](#)

5. What happens when the Contestable Works require an ASP Level 1?

Ausgrid document ES 10 *Requirements for Electricity Connection to Developments* outlines the additional requirements for the provision of electrical connection to the Ausgrid network involving Contestable Works where the services of an ASP Level 1 are required. For a summary of the main steps involved in the process of establishing such a connection to the electricity network, refer to Appendix E of Ausgrid document ES 10.

■ Refer to Ausgrid document [ES 10 Requirements for Electricity Connection to Developments.](#)



Ausgrid will determine the extent of the Contestable Works that are required to be funded by the Customer. Ausgrid also determines the form of construction to be used (e.g. overhead or underground construction). There are some circumstances where connection works (which would otherwise be contestable) can only be carried out by Ausgrid and in such circumstances these works are also funded by Ausgrid.

Ausgrid document ES8 *Capital Contributions and Asset Relocation Works Guidelines* details the principles for determining the responsibility for costs associated with connecting electricity to a development.

■ Refer to Ausgrid document [ES 8 Capital Contributions and Asset Relocation Works Guidelines.](#)

There are certain services, called monopoly services, associated with the Contestable Works that only Ausgrid can carry out. Examples are the provision of design information, design checking and certification, inspection of works and the like. The Australian Energy Regulator (AER) regulates the fees charged for these services. Details of each of the monopoly services and their associated fees are outlined in Ausgrid publication ES5 *Charges for Network Miscellaneous and Monopoly Services and Emergency Recoverable Works*.

■ Refer to Ausgrid document [ES 5 Charges for Network Miscellaneous & Monopoly Services & Emergency Recoverable Works.](#)

An agreement with Ausgrid is required to enable the Customer/Developer to procure, and the ASP Level 1 to effect the carrying out of the Contestable Works (and other works by agreement). This Agreement takes the form of Ausgrid document ES 9, which includes provisions such as:

- payment of Warranty Bonds
- the provision of Leases and Easements
- payment of costs and applicable fees to Ausgrid, and
- obligations of the parties prior to commencing and during the establishment of the Contestable Works.

■ Refer to Ausgrid document [ES 9 Agreement for the Connection of Developments.](#)

6. Other general requirements

All electrical connections to Ausgrid's network are provided under the terms and conditions of Ausgrid's Standard Form Customer Connection Contract (SFCCC). Ausgrid's SFCCC defines the legal relationship between Ausgrid and its network connected customers, as required by the NSW Electricity Supply Act and Electricity Supply (General) Regulation. The contract commences on acceptance by Ausgrid of a completed Application for Connection form to the Ausgrid network. A copy is available on the Ausgrid website.

■ Refer to Ausgrid document [Standard Form Customer Connection Contract.](#)

7. Other available information

Details of Ausgrid's network prices are available in Ausgrid document ES 7 *Application of Network Use of System Charges* and associated Network Price List.

NOTE: These charges are applied to retailers who in turn recover these charges and their own energy supply charges from the customer.

Ausgrid document *Electricity Network Operation Standards* describes Ausgrid's objectives that impact on

the characteristics of the electricity supplied through the network. This document also aims to explain why the electricity has particular characteristics and to provide tips on how you can protect your electrical installation, electrical equipment and appliances connected to our electricity network from the potential problems that unprotected equipment can suffer.

■ Refer to Ausgrid documents *ES 7 Application of Network Use of System Charges and Electricity Network Operation Standards*.



8. Dispute resolution

A Customer, as defined in Ausgrid's SFCCC, may apply for a review of any of Ausgrid's decisions relating to any matter arising under that Contract or any other matter prescribed by the Electricity Supply Act and the Electricity Supply (General) Regulation as amended from time to time. The process for this review is detailed in Attachment 3 of the Contract.

Additional dispute resolution procedures are available to ASPs and electrical contractors for disputes arising from corrective or disciplinary actions taken by Ausgrid under the Ausgrid Service Provider Authorisation scheme (as detailed in publications ES 4 and ES 1).

Resolution of disputes between the Developer and any ASP or subcontractor or third party in relation to the design or construction of the Contestable Works is the responsibility of the Developer.

Copies of all the above Ausgrid documents are freely available from Ausgrid's website www.ausgrid.com.au.

Information on any issues raised in these documents may be discussed at a local Customer Operations office or by telephoning Ausgrid on **13 15 25**.