



## Welcome to the 11th edition of Jemena Asset Management's Industry Bulletin *Update*

The purpose of this newsletter is to ensure Registered Electrical Contractors have the latest information from Jemena Asset Management and to:

- Raise the profile of industry issues
- Clarify connection procedures
- Provide guidance for metering and changes as they occur, and
- Promote awareness of the Victorian Service & Installation Rules (SIR).

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*Update* is published by the Jemena Asset Management, Field Practices Department to relay pertinent information to Electrical Contractors performing electrical installation work within the United Energy Distribution (UED) area of supply.

UED is the company licensed by the Victorian government to distribute electricity in the south eastern suburbs of Melbourne and the Mornington Peninsula. Jemena Asset Management has been contracted by UED to manage the electricity network, and is therefore responsible for the operation and maintenance of the electricity assets in this area.

If you are changing your mailing address or have any comments or questions about the content of *Update*, please write and forward to: Fax (03) 8551 7997.

## INTRODUCING JEMENA

**From 4th August, 2008 the Alinta brand disappeared and became Jemena Asset Management. Under the recent sale agreement with Babcock and Brown Power, our new owners, Singapore Power International, had a legal obligation to rebrand the company by 31st August, 2008.**

Our new brand is more than just a name and logo. It will help ensure that how we do things is valued just as much as what we do. It is a brand that acknowledges the legacy of the past while embracing our vision, our people and our obligations to the community in which we live. We are confident that we have chosen a brand that reflects those values, behaviours and capabilities.

Jemena is a leading infrastructure service provider; managing over \$8 billion of gas pipelines and electricity networks across Australia. As both an asset manager and owner, we have a strong focus on optimising our core business through building on our staff capabilities and expertise to continue to deliver excellence in operational solutions.

In addition to this, we're leveraging our considerable capabilities in infrastructure management and development to springboard into new growth markets, such as recycled water and wind farms.

One example is the recent announcement that AquaNet Sydney Pty Limited, part of the Jemena group, and Veolia Water Australia have signed a contract with Sydney Water to build a \$100 million plant and pipeline scheme that will provide major industrial customers in western Sydney with recycled water.

Construction of what will be Australia's first privately owned recycled water system will begin by early 2009.



Jemena



UNITED ENERGY  
Distribution

## Jemena Asset Management Contact Numbers for direct New Connection requests.

### Location:

321 Ferntree Gully Road  
Mount Waverley VIC 3149

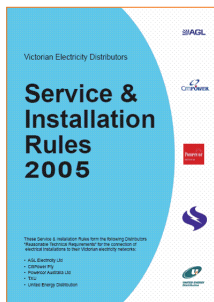
### Mailing address:

Jemena New Connections  
Locked Bag 7000  
Mount Waverley VIC 3149  
Telephone 1300 131 689  
Facsimile 1300 131 684

The number for reporting Faults (defects, isolations, re-connection after a defect, or any problem relating to failure of supply) is 132 099.

The e-mail address is [recnew@ue.com.au](mailto:recnew@ue.com.au)

## The Service & Installation Rules



The Service & Installation Rules form the major part of “reasonable technical requirements” for the five Victorian Electricity Distributors licensed by the Victorian Government to distribute electricity – Jemena Electricity Network (ex AGL), CitiPower, Powercor Australia, SP-AusNet and United Energy Distribution (UED), as referred to within the Electricity Distribution Code. The Code is applied under the

Electricity Industry Act and is administrated by the Essential Services Commission (ESC). It:

- Applies to all installations connected to the above distribution companies’ networks; and
- The Code effectively requires distributors to have such Rules, and for customers and Distributors to comply with the Code and these Rules.

The Rules can be viewed at the SIR website [www.victoriansir.org.au](http://www.victoriansir.org.au)



## SIR Enquiry Contact Numbers

For any questions relating to Service & Installation Rules interpretations or clarifications please contact our representatives between 8:00AM and 10:00AM Monday to Friday as follows:

Clayton	8551 7250
Mornington	5970 2210
Burwood	9834 3900



## New Jemena Asset Management Operations Centre - Clayton

**The new Jemena Asset Management operations centre located at 610 Heatherton Road, near the Tootal Road intersection, was selected after much deliberation to meet our current business objectives and future planning.**

The move to the old “Sara Lee” site enabled the consolidation of the Keysborough and Moorabbin operation centres. It reflects our aim to streamline our business processes and to make the most effective use of our resources.

**Jemena Asset Management’s office at 321 Ferntree Gully Road, Mount Waverley, will continue to operate for all New Connection enquiries.**



## Institute of Electrical Inspectors

The IEI is a member of the International Association of Electrical Inspectors.

Contact: Vic Secretary, Roy Sands

ACN 000 049 276, ABN 31 000 049 276

Victorian Division

P.O. Box 309

Mount Waverley, Vic. 3149

[www.iei.org.au](http://www.iei.org.au) email: [ieivic@hotmail.com](mailto:ieivic@hotmail.com)

## Multiple Occupancy Installations Certificates of Electricity Safety

As described within the most recent edition of ESV's *energysafe* publication, ESV provides clarification on the correct use of Certificates of Electricity Safety for prescribed electrical installation work for multiple occupancy installations advising that a prescribed certificate is required for the individual address of each and every installation. In the case of an installation containing multiple individual occupancies, the address for each individual occupancy requires its own prescribed certificate to be issued.

The example from the article states that if there was a subdivision containing six units, it may require up to seven prescribed certificates to be issued if there was a public lighting account. Jemena Asset Management new connections staff will therefore be asking for the individual prescribed certificate for each individual occupancy.



## Christmas Trading

The Christmas period is historically a busy time for many companies and Jemena Asset Management is no exception with one of our busiest areas being that of our new connections team. Normally we can connect a new customer within ten (10) business days or less upon receipt of all the correct paperwork from the customer's Retailer. However, this time frame becomes more difficult to achieve around this time of the year due to the increased number of connection requests.

To ensure connection requests are completed prior to Christmas, it is essential that all paperwork is submitted at the earliest opportunity. Please be advised that all new connection requests must be received from a Retailer by Friday 12th December 2008 to enable connection prior to Christmas.

## REC's "over running" Service Truck Appointment Time Frames

**REC's are reminded that truck appointments are for a total of 60 minutes only. To assist us to accurately schedule truck appointments, it would be appreciated that you advise our New Connections staff if the appointment time may, or will, exceed one hour at the time the appointment is arranged.**

An 'Additional Attendance Charge' or an 'After Hours Charge' maybe applied in those situations where a service truck has been to the site and has to return to complete works that have been delayed due to the fault of the REC.

It is suggested that in many instances work planning can be arranged by the REC to minimise the service truck time at appointments.

By suggesting better work planning by REC's prior to truck appointments does not encourage...

### Unauthorised Interference with Distributors Electrical Assets

There continues to be instances of REC's interfering with United Energy Distribution assets such as service cables, meters, time switches and fuses prior to truck appointments.

As indicated within Clause 2.13 of the SIR, only persons formally authorised are permitted to work on these assets. Where unauthorised interference has occurred, or is suspected to

have occurred, it's our obligation to notify ESV of the infringement that contravenes Section 46 - Damage and Interference, of the Electricity Safety (Network Assets) Regulations 1999 which states:

46. Damage and interference

(1) A person must not attach aerial lines or other cable systems to a network asset.

Penalty: 20 penalty units.

(2) A person must not damage, deface or interfere with:

(a) a network asset; or

(b) a seal or lock protecting or affixed to a network asset; or

(c) a sign erected by a network operator relating to a network asset; so as to, or be likely to, cause risk to persons or damage to property.

Penalty: 20 penalty units.

## Electricity Safety Regulations & SIR Revision

**The Electricity Safety (Network Assets) and (Installations) Regulations 1999 are presently under revision as they "sunset" in 2009 and will be available for public comment after legislative approval.**

The Network Asset Regulations provide for the safe generation, transmission, distribution and supply of electricity whilst the Installation Regulations provide for the registration of electrical contractors, the licensing of electrical workers, safety standards for electrical installations and electrical workers, and testing certification of electrical installation work.

Any alterations to regulatory requirements will be aligned in a SIR revision to strive and achieve consistency for the benefit of the end user. The changes to the SIR will be circulated to a wide range of people, companies and organisations involved in the Victorian Electrical Supply Industry who are required to use these Rules as part of their work.

Time frames for the SIR revision are dependant upon the legislative process and therefore are unable to be confirmed at the time of publication. ESV foreshadowed in a recent *energysafe* publication that these new regulations may come into force in April next year.

# Frequently Asked Questions

- Q. What is your new company name and how is it pronounced?**
- A.** Our company name is Jemena. It's pronounced Jem-e-na, with soft vowel sounds, e.g., Jem – e (as in “egg”) – na (as in “banana”). Jemena is an aboriginal name that means to hear, to listen and to think.
- Q. Why did you choose this name?**
- A.** Jemena became the clear choice for our new name when we realised that hearing, listening and thinking play a major role in all areas of our work. We can't be successful unless we hear what our clients, communities and staff are saying. We have to listen to their needs with open and active minds, and we have to think of innovative, creative and cost effective ways to deliver the very best solutions.
- Q. How can I find a list of all the Energy Retailers?**
- A.** There are numerous Energy Retailers for customers to choose from and a fact sheet can be obtained from the Essential Services Commission website [www.esc.vic.gov.au](http://www.esc.vic.gov.au)
- Q. What switching services does United Energy Distribution provide for new three phase connections when dedicated off peak loads have been requested?**
- A.** United Energy Distribution has re-opened the LVDED tariff offering a controlled electric water service and/or storage space heating. The controlled off peak period is 1.00AM to 7.00AM EST daily but please note there is no afternoon boost offered.
- The metering will consist of two basic meters and a 2 pole time switch (Rated at 30amps).
- Q. Will Jemena or its contractors provide a mid-span supply for a new connection or alteration where servicing requirements can't be achieved from a pole to avoid a property crossing of the adjacent property?**
- A.** No, Jemena will not connect a mid-span overhead service cable. If the statutory overhead service heights cannot be maintained or a property boundary crossing exists, the only option will be the installation of an underground service cable.
- Q. How do I get the electricity supply disconnected to a property being demolished?**
- A.** Applications for the disconnection and abolishment of supply to a premise about to be demolished will only be accepted by submitting an abolishment request form. A copy can be found in the SIR. This request should be initiated through the customer's Retailer, as active accounts cannot be abolished without the Retailer's consent, as a final bill must be generated.

## Helpful Information & Contact Numbers

The National Electrical and Communications Association (NECA) is the national voice of the electrotechnology contracting industry. NECA is the only association that represents the interests of electrical and communications contractors Australia-wide, from employers and business people to technicians.

NECA arranges numerous “information nights” through out the year where Distribution Companies and Retailer representatives provide an overview and clarification of processes and to answer common questions from the trade.

Search their website: [www.neca.asn.au](http://www.neca.asn.au) for information or alternatively Rod Lovett from the Victorian branch can be contacted on (03) 9645 5533.

Further information can be found at the Jemena / United Energy web site [www.ue.com.au](http://www.ue.com.au) including Standard Service prices as approved by the Essential Services Commission, previous editions of Update, Jemena /United Energy Metering Diagrams including Co-Generation Metering Diagrams. Additional information can also be found at [www.jemena.com.au](http://www.jemena.com.au)

The Energy Safe Victoria (ESV) website, which has recently been enhanced, is another location for the latest energy industry news [www.esv.vic.gov.au](http://www.esv.vic.gov.au) or alternatively they can be contacted as follows:

Telephone: (03) 9203 9700

Facsimile: (03) 9686 2197

Email: [info@esv.vic.gov.au](mailto:info@esv.vic.gov.au)

Energy Safe Victoria is Victoria's statutory independent electricity, gas and pipeline safety and technical regulator.

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