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Customer Installation Safety Plan

2005 - 2010

July 2005



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1 Introduction

1.1 Purpose of the plan

The Electricity Supply (Safety and Network Management) Regulation 2002 (the Regulation) requires all Network Operators to develop and implement the following plans:

- (a) Network Management Plan;
- (b) Customer Installation Safety Plan;
- (c) Public Electrical Safety Awareness Plan; and
- (d) Bush Fire Risk Management Plan¹.

In developing and implementing this Customer Installation Safety Plan, Integral Energy will take account of the following Codes of Practice:

- (e) Electricity Association of NSW Code of Practice - Installation Safety Management, December 1997; and
- (f) Electricity Association of NSW Code of Practice - Service and Installation Rules, March 1999.

1.2 Objectives

The objectives of this plan are to ensure:

- (a) The safety of all customer electrical installations within the Integral Energy franchise area;
- (b) The safe connection of customers' electrical installations to Integral Energy's distribution or transmission network;
- (c) The compliance of customer electrical installations with all Acts, Regulations, Codes, Policies and Standards as specified in this plan.



1.3 Scope

The Customer Installation Safety Plan applies to all customer installations within Integral's franchise area, except for electrical installations that take supply at or above 132,000 volts. The Plan also applies to contestable service work.

Integral's franchise area covers 24,500 square kilometres over Sydney's Greater West, Blue Mountains, Greater Lithgow City and Rylstone Shire, the Illawarra and Southern Highlands regions.

Customer installations include all electrical wiring and systems from within a customer's premises to the Point of Supply.

The plan applies to all customers and their electrical contractors, all Integral Energy employees, Authorised Persons working for contractors or Accredited Service Providers (ASPs), and Authorised Persons working for a Meter Provider, when working on a customer's installation.

¹ All of these plans have been developed and implemented by Integral Energy and the latest versions of each of these plans are available on the Integral Energy website – www.integral.com.au

1.4 Compliance with Acts, Regulations, Codes and Standards

The following Acts, Regulations, Codes of Practice and standards are applicable to all customer installations within the Integral Energy franchise area:

- New South Wales Service and Installation Rules ;
- AS/ NZS 3000 – Wiring Rules;
- AS/ NZS 3017 – Electrical Installations – Testing and inspection guidelines;
- All other Australian Standards relating to Electrical Installations;
- The Electricity Supply Act 1995
- Electricity Safety (Electrical Installations) Regulation 1998;
- Electricity Safety Act 1945;
- Electricity (Consumer Safety) Act 2004;
- Electricity Safety (Safety Equipment) Regulation 1999;
- Home Building Act 1989;
- Integral Energy’s Level 2 Authorised Service Provider’s Manual;
- Integral Energy company policy 9.6.1 – Network Connection;
- Integral Energy Standard Form Customer Connection Contract (including the General Terms and Conditions for Electricity Supply);
- Integral Energy Standard Form Connection Contract for Connection Points with Exempt Generation;
- This Customer Installation Safety Plan.

Note: It is the responsibility of the owner, contractor or ASP to comply with the latest version or amendment of the above documents. The dates shown for each of the documents above were the latest versions as at the time of printing this plan.

1.5 Governance procedures for this plan

The Customer Installation Safety Plan will be made available to all stakeholders who are likely to be involved in its implementation. This will include customers, Electrical Contractors, Accredited Service Providers, manufacturers, suppliers and staff. The Plan will also be available on the Integral Energy website – www.integral.com.au.

All requests for the plan or information on the contents should be directed to:

Postal address:

Integral Energy
Network Review & Compliance Branch
PO Box 6366,
Blacktown. NSW. 2148.

DX 8148, Blacktown.

Telephone: 131 081

The controlled copy of the Plan will be kept at our principle office being:

Integral Energy
51 Huntingwood Drive,
HUNTINGWOOD. NSW. 2148.

This plan will be updated as and when required. It will be approved by the Chief Executive Officer on behalf of the Integral Energy Board of Directors, prior to lodgement with the Department of Energy, Utilities and Sustainability (DEUS). Once approved by DEUS, copies of the latest version of the plan will be made available as required.

1.6 Reporting procedures for this plan

Reporting on the application and implementation of this plan will be through the annual Electricity Network Performance Report (ENPR). This report is submitted to DEUS each year in October and a copy of the report is available on the Integral Energy website.

2 Authorisations

To carry out the works covered by this plan, Electrical Contractors, Accredited Service Providers and Authorised Persons must be fully licensed, accredited and authorised as detailed below.

2.1 Electrical Contractors

Electrical Contractors are licensed under the Home Building Act. The licenses are administered by the Office of Fair Trading NSW. The minimum qualifications² for an electrical contractor are:

- (a) Completion of the Electrical Trade Course through the NSW Technical and Further Education (TAFE) Commission, or the Electro Technology training packages – System Electrician (or equivalent); PLUS
- (b) Trade recognition through the Vocational Training Tribunal; PLUS
- (c) Evidence of practical experience which must include a minimum 12 months electrical wiring installation work in residential, commercial and/or industrial situations (either during or after apprenticeship).

Details of the Electrical Contractors licensing scheme can be found on the OFT website – www.fairtrading.nsw.gov.au.

2.2 Accredited Service Providers

The Electricity Supply Act 1995 (Section 31) and the Electricity Supply (General) Regulation 2001 (Part 10) provide the framework for introducing competition into the previously monopolistic areas of design and construction of electricity works. Under Section 25 of the Act, customers are required to fund works required to enable new or expanded connections to the electricity network. These connection works are contestable and the customer may appoint a Service Provider to carry out the works.

At all times, the Service Provider will need to be accredited to undertake the type of work proposed. That accreditation, along with the systems of notification, testing and auditing of the works discussed in this plan, seeks to ensure that all work is designed, constructed and installed to provide for the efficient, reliable and safe operation of the completed works.

Service Providers are accredited by the Department of Energy, Utilities and Sustainability (DEUS). Integral Energy is also an Accredited Service Provider (ASP). Before an ASP can work in Integral's franchise area for the first time, they must submit their Safety Operating Plan to Integral's Installations Auditor for approval.

Service Providers who work on Service Mains and Metering Assets must be accredited at Level 2 and work within the categories shown in the table below. More information on the Service Provider accreditation scheme can be found on the DEUS website – www.deus.nsw.gov.au.

	Type of Work	Category	Assessment
Level 2	Construction and/or installation of service mains and the point of supply, including metering services.	1. Disconnection & Reconnection 2. U/G Service Mains 3. O/H Service Mains 4. Metering & energising new installations	<ul style="list-style-type: none"> • Qualifications and training • Equipment • Insurance

² The OFT may accept other qualifications in issuing an Electrical Contractors License.

2.3 Authorised Persons

Any persons performing work under this Plan, on or near Integral Energy's electrical network, must be authorised by Integral Energy to carry out such works. In order to carry out level 2 service work as detailed in the section above, all persons must be authorised to perform that work.

Authorisations are based on a defined scope of works. This scope of work is detailed in the person's authorisation card issued by Integral Energy. Authorised Persons are not allowed to work outside their scope of work as defined by their authorisation. Disciplinary action will be taken against any Authorised Person found to be non-compliant (ie. working outside their defined scope of works or for breaches of OH&S requirements).

The authorisations are issued by the Integral Energy Training Group. All training and authorisation is governed by Integral Energy's Company Policy 9.1.3 – Authorisations and by the Training Group's Business Management System Handbook.

All individual's requesting an Integral Energy authorisation must comply with the following minimum requirements:

- (a) Appropriate qualifications to meet the authorisation type requested.
- (b) Electrical Safety Training with currency maintained every 12 months. This to include:
 - Resuscitation;
 - Integral Energy Electrical Safety Guidelines assessment;
 - Release from live apparatus rescue (low voltage);
 - High voltage rescue discussion.
- (c) Safety Rescue competency assessments as appropriate to the authorisation with currency maintained every 12 months. The following rescue options must be considered:
 - Pole top rescue from a platform or ladder or descender link;
 - Elevated Work Platform (CDD) and basket rescue;
 - Pit rescue;
 - Fire blanket rescue;
 - Confined space rescue;
 - Transformer/scaffolding rescue;
 - Tower rescue;
 - Other rescues as determined as appropriate.
- (d) WorkCover Induction for Construction Work - general course.

2.4 Customer Safety Officers

Inspections of electrical installation work covered by this plan will be carried out by Integral Energy's Customer Safety Officers (CSO). These CSOs are suitably qualified and experienced persons who have received the necessary training from Integral Energy.

Integral Energy provides ongoing training for it's Customer Safety Officer's. The Customer Installation process is supported by internal policies, procedures and forms which are regularly reviewed.

3 Conditions for the connection of Customer Installations

All electrical installation work carried out within the Integral Energy franchise area must comply with all Acts, Regulations, Codes and Standards as listed in Section 1.4 of this Plan.

Integral Energy will not approve the connection of any installation work to its electrical network, unless it is compliant with the AS/NZS 3000 (Wiring Rules), other relevant Australian Standards, and the New South Wales Service and Installation Rules, and its safe operation has been established by tests that are detailed in this Plan. Integral has an audit regime in place to ensure compliance with all Standards, Codes of Practice, and our own policies and standards.

3.1 Design of Electrical Installations

The design of all Customer Installations must comply with the Wiring Rules, the Service and Installation Rules, Integral Energy's Standard Form Connections Contract and all other relevant AS/NZS standards.

If the service is to exceed 100 Amps at the main switchboard, the switchboard design must be submitted to Integral's Customer Safety Office for review and approval prior to the installation work starting.

3.2 Connection of completed installation work

The following installation work shall not be connected to the supply without prior permission from Integral Energy:

- (a) Consumer's mains and main switchboard, (unless the work consists only of repairs to the consumers' mains, or main switchboard);
- (b) Installations that form part of the customer's high voltage installation;
- (c) Installations in environments classified as hazardous areas by relevant Australian Standards;
- (d) All increase in load and new connections in non-urban areas, rural, villages, townships, and where no supply is available to the site;
- (e) New connection or additional capacity of generating systems;
- (f) New connections/ additional load in residential, industrial/ commercial, utilities, local council projects, including multiple occupancy for loads and temporary builders' supply, where the loads are greater than:
 - Single Phase > 100A;
 - Three Phase > 63A (43KVA).

Subject to the above, permission is granted by Integral Energy to:

- (g) An Authorised Person, who is authorised by Integral Energy to perform Level 2 Contestable Service Work within Integral Energy's franchise area.
- (h) An Electrical Contractor, to connect to supply work associated with alterations or additions to an existing installation, including submains and final subcircuits originating at a switchboard.

All applications for the connection of load need to be made on Integral Energy's form FPJ 4096 – Application for Connection of Load.

The testing, connection and notification of Customer Installation work and Level 2 Contestable Service Work will be in accordance with the requirements of this Plan.

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 the work.

No customer installations can be connected to the electrical network unless a meter has been installed by an ASP, Integral Energy, or by an accredited Metering Provider, except for unmetered supplies where approval is required prior to connection.

3.3 Installations at or above 11,000 volts

Customers supplied by Integral Energy at or above 11,000 volts should be aware of the requirement to comply with the conditions outlined in Integral Energy's procedure NCB 0411 - Establishment of High Voltage Switching and Operating Protocol with High Voltage Customers.

The protocol covers such issues as:

- Ownership boundaries and responsibilities;
- Maximum agreed demands;
- Customer property access requirements for Integral Energy staff;
- Qualification and training requirements of customer HV operating staff;
- Obligations with respect to pre-bushfire season inspection and defect rectification.

The customer will provide Integral Energy with:

- (a) A single line diagram of the HV installation;
- (b) A 24-hour list of contact personnel;
- (c) A copy of their Safety Operating Plan, which shall refer to the management of the high voltage installation.

The above items need to be regularly reviewed and updates provided to Integral Energy as and when changes have been made.

The high voltage installation shall be inspected for safety, particularly in regard to isolation and earthing facilities.

The customer shall provide to Integral Energy, notification of all fatal and non-fatal accidents and incidents, which involve electric shock.

The customer is required to submit a NOEW for all work performed on their electrical installation.

The operating protocol is reviewed on a regular basis, and additionally the customer is required to advise Integral Energy whenever there are changes to the authorised operating staff.

Company Policy 9.6.6 – Metering Assets, states that customers are responsible for the ownership, maintenance and testing of HV metering (current and voltage) transformers. Integral Energy must approve the results of measurement tests, performed on HV metering transformers, prior to their connection to the IE electrical network.

Code compliant metering must be provided at an agreed HV metering point and is to be in accordance with the requirements of the relevant Market Operation Rule. A NOSW form is to be submitted to Integral Energy for all service / metering work which is undertaken at these locations.

4 Maintenance and safety aspects

4.1 Responsibilities of Customers

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:

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.

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.*

4.2 Management of Asbestos in Metering Installations

Older electrical cupboards and switchboards may include electrical mounting boards that contain asbestos. The asbestos is typically chrysotile (white asbestos) and is bonded into the matrix of the material. In some installations, the internal face of the cabinet may also be lined with asbestos cement (AC) sheet or with asbestos millboard (a soft white cardboard type material that contains asbestos).

Any dust encountered inside the cabinets of pre-1988 installations should be assumed to be contaminated with asbestos (asbestos boards may have been removed).

For information on the assessment and management of metering and electrical installations that may contain asbestos, see the publications available on the WorkCover website – www.workcover.nsw.gov.au.

The photographs below show typical domestic metering installations that may contain asbestos. This first photo shows an installation with an asbestos-based electrical backing board. The second photograph shows a typical domestic meter box. Although the metering equipment is mounted onto a timber board, the internal faces of the cabinet are lined with asbestos millboard.



5 Testing and Approval of Customer Installations

All electrical installations and Level 2 contestable service work, before being permanently connected to the supply, must be tested to ensure it complies to the requirements of this plan. All work must receive the appropriate approvals, as stipulated in this plan, before permanent connection to Integral's electricity network is permitted.

The tests must be carried out using test equipment of an approved standard³, which are periodically checked to ensure they remain operational and safe.

Tests on customer installation work must be carried out by persons who hold a license or certificate issued under the Home Building Act 1989 which entitles the license holder to perform that class of work without supervision.

An authorisation card for Level 2 Contestable Service Work, issued by Integral Energy, is the minimum requirement for testing Service Work. All tests are to be conducted as stipulated in the Integral Energy Level 2 Service Provider Manual.

- ◆ The mandatory tests for Customer Installation work will ensure:
 - (a) That there is earth continuity and that the earth resistance is safe;
 - (b) That the insulation resistance is safe;
 - (c) That polarity is correct;
 - (d) That there is no transposition of earthing and neutral conductors;
 - (e) That there is no short circuit between conductors;
 - (f) That there is no intermix between conductors of different circuits;
 - (g) That switchboard equipment is correctly marked to indicate:
 - the corresponding active and neutral connections for each circuit;
 - the relationship of the equipment to the various sections of the installation work.
 - (h) That the installation work will operate in the manner intended by the parties who agreed or arranged for it to be carried out.

- ◆ Additional tests shall be carried out when necessary, including:
 - (i) Fault-loop impedance;
 - (j) Verification of operation of residual current device.

³ The AS/ NZS standard applicable to individual testing equipment.

6 Notification of work

Within 14 days of the completion of any electrical work, the contractor will supply to the owner of the installation on which the work was done, and to Integral Energy, a Notification of Electrical Work (NOEW) form giving particulars of the work and indication of the tests completed. The form must identify the certifying contractor and the person who tested the work.

Within 2 days of the completion of any service work, the Accredited Service Provider will supply to Integral Energy, a Notification of Service Work (NOSW) form giving particulars of the work and an indication of the tests completed. The form shall identify and give details of the Authorised Person who completed and tested the work, and the Accredited Service Provider who employed the person to complete the work.

If the details of the works completed are not notified to Integral Energy in accordance with this Plan, disciplinary action against the Electrical Contractor, the Authorised Person and/or the ASP can be instigated, in accordance with section 7.2 of this plan.

If Integral Energy detects that electrical work or service work has been carried out without the proper notification of such work, contact will be made with the customer to determine the person(s) who carried out the work. Disciplinary action will be taken against the offending person(s) and a full audit of the work will be carried out.

Particulars of any electrical installation work and tests are not required where the work consists only of the disconnection, reconnection or replacement of appliances, switches, lighting points or socket outlets without an increase in their number or the electrical load imposed by them.

A NOSW form must be submitted to Integral Energy for all metering and Level 2 Contestable Service Work.

Metering Providers who carry out any work within Integral Energy's franchise area must provide the appropriate notification as specified in this plan.

Level 2 ASPs, including Metering Providers, must obtain a Meter Removal Number from Integral Energy (by phoning 9853 6636) before removing any meter from service. This Meter Removal Number must be included in notification forms forwarded to Integral Energy at the completion of the work.

Integral Energy will support any industry initiatives to promote to customers the obligation of Electrical Contractors and the Level 2 Accredited Service Providers, to notify of electrical installation work and Level 2 Contestable Service Work by providing the appropriate documentation as specified in this plan.

7 Inspections and Auditing

Integral Energy will carry out inspections and audits of selected new installations, additions, alterations to existing installations and Level 2 Contestable Service Work for compliance with this Plan and the relevant Codes, Regulations and Standards.

The inspection will consist of a visual examination where access is available to check compliance with the rules and workmanship, and may include sufficient testing to verify that the Electrical Contractor and/or Accredited Service Provider has performed the appropriate tests.

The inspection process for a Customer's Installation and Level 2 Contestable Service Work is documented in accordance with Integral Energy's internal policies and procedures. The major document governing customer installation inspections is:

- NBS 5008 – Auditing, Inspecting and Testing of Customer Electrical Installations.

Integral Energy will monitor and internally audit the Inspection Program and ensure regular audits of Authorised Persons working on customers' electrical installations.

The level of inspection/ audit for Electrical Contractors for alterations and additions to customers' installations, will be determined from the Contractors' work history with Integral Energy, the number of completed jobs, and the number of and degree of safety breaches reported for that contractor. Integral Energy will endeavour to inspect ALL new Customer Installations.

7.1 Remedy of work containing safety breaches

Action will be taken if an inspection reveals that installation work does not comply with this Plan and the relevant Codes, Regulations and Standards.

The Electrical Contractor or Accredited Service Provider rectifying the defects must submit, in the case of electrical work, a NOEW form, or in the case of service work, a NOSW form, indicating that the defects have been rectified. **All** defective work will be re-inspected when notified.

If a person obstructs, or does not permit, an inspection of installation work as notified, supply may be disconnected to part or all of the Customer's Installation on which the work was done, until the inspection is completed.

A person must not connect to Integral Energy's electrical network, any part of an electrical installation where Integral Energy has disconnected the part, or refused to give permission to connect the part, until permission has been granted for that connection.

7.2 Disciplinary Action

Disciplinary action will be initiated where Electrical Contractors or Authorised Persons are reported for breaches of this Plan.

Disciplinary action will be instigated for, but not limited to, the following breaches:

- Defective or unsafe installation work;
- Unsafe work practices in performing installation work;
- Failure to notify Integral Energy of work completed;
- Unauthorised connections to Integral Energy's electrical network;
- Failure to carry out the required tests;
- Failure to rectify breaches when notified;
- Work performed by unqualified persons; and
- Failure to reconcile outstanding fees and charges.

The level of disciplinary action will be influenced by:

- Type of non-conformance;
- The ASP's and Authorised Person's previous defect record;
- The Authorised Person's disciplinary record, as maintained by Integral Energy;
- The potential of the incident to cause personal harm or property damage.

The types of disciplinary actions taken by Integral Energy may include:

- A verbal or written warning;
- A lowering of the grade assigned to an Electrical Contractor or ASP for the purpose of audit inspections as described in section 7 above;
- A formal interview or counselling;
- Suspension or cancellation of the authorisation granted by Integral Energy and/or recommendation for suspension or cancellation of accreditation by DEUS or the OFT;
- Report of the non-compliance to other NSW electricity distributors.

In the event that unlicensed persons are reported for undertaking electrical installation work, or otherwise in breach of the Home Building Act 1989, the offending person will be referred directly to the OFT for action pursuant to the Act.

7.3 Home Electrical Safety Inspections

Integral Energy offers residential customers within their franchise area, an electrical safety inspection of their premises, carried out by qualified and authorised inspectors. The customer is charged a service fee and the inspectors provide a thorough written report on the inspection. This work can also be carried out by licensed electrical contractors.

Inspections are made on all electrical wiring; metering equipment, permanently installed appliances (such as stoves, hot water systems, etc), earthing systems, power points and other electrical fixtures. If any dangerous wiring or equipment has been identified during the inspection, it will be made safe or isolated.

Details of the Home Electrical Safety Inspections can be found on the Integral Energy website or by phoning 131 081.

8 Electrical Shocks and Accidents

Integral Energy will respond to every report of an electrical shock or accident as a priority call out. An Integral Energy officer will attend the site of the shock or accident to assess the problem.

If the problem is found to be in the Integral Energy network it will be referred to the relevant specialist area and rectified as a matter of priority. Integral Energy will continue to treat the problem as a priority until a solution can be found.

If the problem is found to be in the customer's electrical system, the installation will be made safe and the customer will be advised to engage an Accredited Service Provider or an Electrical Contractor, as appropriate.

Making the installation safe may require isolating the electricity supply to the affected property or part of the property. Every effort will be made to maintain supply, however safety is the highest priority.

All Electrical Accidents are reported to the Office of Fair Trading on forms provided by the OFT. Serious Electrical Accidents associated with Integral Energy's electrical network are also reported to DEUS through the SENI system.

All Electrical Shocks and Accidents are reported annually through the Electricity Network Performance Report (ENPR). These reports are available on the Integral Energy website and from DEUS.



9 Appendix A – Glossary of Terms

ASP	An Accredited Service Provider. References to an ASP in this plan relate to a Level 2 ASP unless otherwise stated.
Audit Inspection	An inspection of Level 2 Contestable Service Work to ensure compliance with this Customer Installation Safety Plan.
Authorised Person	An individual working for an Accredited Service Provider or Meter Provider and authorised in writing by Integral Energy to undertake works on or near IE's electricity network.
Customer Installation	Customer installation includes electric wire cables, appliances, installation fittings, insulators and apparatus on the load side of the point of supply. Customers installation does not include a distributor's electricity supply main or service line, meter, or apparatus, which is used to convey, measure or control electricity supplied to any land or premises.
Consumer's Mains	Means a line between the point of supply and the main switchboard.
Customer Safety Officer	A person suitably trained and qualified to carry out inspections of electrical installations and Level 2 Contestable Service Work.
Contestable Service	Means a service which may legally be provided by persons other than Integral Energy.
Dangerous	Posing a risk to persons, livestock and property.
DEUS	Department of Energy, Utilities & Sustainability.
Electrical Accidents	Means an accident: (a) in which electricity is involved; and (b) As a consequence of which a person or livestock dies or suffers permanent disability, is hospitalised, receives treatment from a health care professional or is unable to attend work for any period of time.
High Voltage Installation	An installation at which the electricity supply is supplied at a voltage in excess of 1000 volts.

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.
Installation Work	The work of installing, repairing, altering, removing or adding to a customer's electrical installation, or the product of that work.
Level 2 Contestable Service Work	Level 2 Contestable Service Work is work that is carried out by an Authorised Person on or near Integral Energy's low voltage network, which includes: <ul style="list-style-type: none"> ■ Disconnection/ reconnection; ■ Underground service mains; ■ Overhead service mains; ■ Metering and energising new installations.
Metering Provider	A person who meets the requirements of the National Electricity Code and has been accredited by and is registered with NEMMCO.
NEMMCO	National Electricity Market Management Company Limited – the company which operates and administers the market in accordance with the National Electricity Code.
NOEW	Notification of Electrical Work form (preprinted forms are available from Electrical Wholesalers).
NOSW	Notification of Service Work form (FPJ 4503) published by Integral Energy.
Point of Supply	The junction of the electricity distributors' conductors with the consumer's mains.
SENI	Serious Electrical Network Incident. A reporting system for DEUS, using a specific form to report on Electrical Accidents and other network incidents.
Service Mains	Service Mains can be categorised into Overhead and Underground Service Mains: <ul style="list-style-type: none"> ■ Overhead service mains - overhead or aerial conductors, operating at a voltage not exceeding 600/1000 volts, between the distribution system and the point of supply; ■ Underground service mains - underground cables and their enclosure, operating at a voltage not exceeding 600/1000volts, between the electricity distributor's distribution mains and a customer's point of supply.

