Jemena Electricity Networks (Vic) Ltd

Contestable Works Guideline

ELE-999-GL-EL-013

Jemena
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Table of Contents

List of tables

List of figures

Glossary

accreditation	The fulfilment of required qualifications.
accredited provider	A consultant or contractor whom holds accreditation to provide JEN design, project management or construction services
as-built documentation	Drawings reflecting the state of assets or equipment once they are constructed.
brownfield	As described in Section 9.4.
capital contribution	A payment to JEN as defined in the *Jemena Electricity Networks (Vic) Ltd Connection Policy*
commissioning	The act of bringing assets into their intended operation.
Connection Contract	A negotiated connection or underground development contract.
connection works	Works prescribed under a connection contract.
contestability options	As specified in Section 4.1.
contestable works	Services which can be undertaken by a customer
Crown Land	Land owned by the State or Commonwealth Government.
customer	An applicant for a connection service of one of the following categories: (a) retail customer; (b) retailer or other person acting on behalf of a retail customer; and (c) real estate developer. May also refer to an applicant for a network alteration service or any other consumer of JEN services.
dispensation	An exemption from a rule or usual requirement.
easement	A right held by someone to use land belonging to someone else for a specific purpose.
energy retailer	A company that buys electricity from the DNSP and sells it to the consumer.
Field Technical Change	A change to equipment, systems or processes in relation to works carried out on site.
greenfield	As described in Section 9.3.
handover	The provision of assets to the DNSP.
interconnection	The official connection of new assets to the existing JEN distribution network.
JEN Responsible Officer	The appointed project manager specified in an offer for works provided by JEN.
limit of works	The designated boundary of a work area, usually the title boundary of a development.
Local Governing Authority	An elected body that manages public services, infrastructure, and local laws for a specific geographic area (like a city, town, or shire).
main switchboard	A central control hub for an electrical system, can be used as a supply point.
metering equipment	The equipment housed within a property to monitor electricity consumption for retail and billing purposes.
negotiated connection	As defined in the *Jemena Electricity Networks (Vic) Ltd Connection Policy*.
Network Access	Access to work on or near the distribution network.
network asset alteration	A service involving alteration of existing JEN assets.
non-contestable	Services which can only be undertaken by JEN.
pillar	A junction point that can be used as a supply point.

planned interruption	A scheduled shutdown of electricity supply affecting one or more customers.
premises connection asset	The equipment connecting the supply point to a dwelling inside a property, usually refers to the metering equipment.
public lighting	street lighting as required by Council or the Roads Corporation, usually inside a road reserve.
Principal Contractor	As defined in the *Occupational Health and Safety Regulations 2017 (Vic)* or as updated.
Referral Authorities	As described in a council/town planning permit's conditions.
Registered Electrical Contractor	A business or individual licensed by Energy Safe Victoria.
road reserves	Public land usually used for transportation, utility services and drainage.
skill category	An area of work as listed in Section 8.1.
substation	Equipment usually owned by the DNSP used to reduce HV power to a suitable voltage to supply customers in an area.
supply point	A point marking where electrical supply from the DNSP originates.
tie-in	The act of interconnection.
voltage drops	The reduction in electrical voltage caused by resistance within an electrical circuit.
zone substation	Equipment usually owned by the DNSP used to reduce transmission power to a suitable voltage to distribute to a large area.

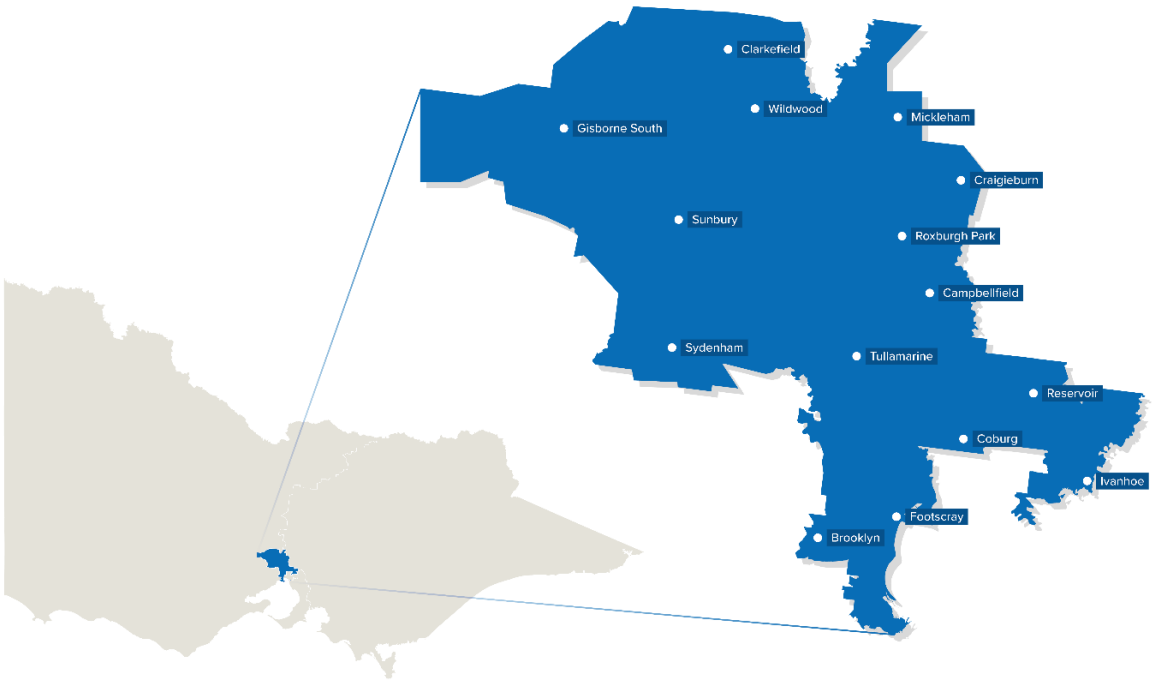
Abbreviations

ABN	Australian Business Number
ACC	Authority to Commence Construction
CIK	Contribution In-Kind
D&C	Design and Construction
DNSP	Distribution Network Service Provider
DSP	Design Service Provider
ECMS	Enterprise Content Management System
ESI	Electricity Supply Industry
ESV	Energy Safe Victoria's
GST	Goods & Services Tax
HSE	Health, Safety and Environment
ITP	Inspection Test Plans
JEN	Jemena Electricity Networks (Vic) Ltd
MSB	Main Switchboard
NGZ	No Go Zone
OH	Overhead
OH&S	Occupational Health and Safety
PL	Public Lighting
PM2	Project Manager – Option 2
RPEV	Registered Professional Engineer in Victoria
RTU	Remote Terminal Unit
SAP	Systems, Applications and Products in Data Processing
SCADA	Supervisory Control and Data Acquisition
SECV	State Electricity Commission of Victoria
SiD	Safety In Design
SoC	Statement of Compliance
SWMS	Safety Work Method Statement
UG	Underground
URD	Underground Residential Development

Overview

Jemena Electricity Networks (Vic) Ltd (**JEN**) owns and operates the electricity network that safely, reliably and affordably services over 370,000 homes and businesses across Northwest Melbourne — from Mickleham to Footscray, and Gisborne South to Ivanhoe (see Figure 1–1). We also own, maintain and read the meters for basic connections that allow electricity retailers to bill our customers for their electricity usage, and provide them with information to help them better manage this usage. Our customers, stakeholders and community depend on our service performance every day to enhance their lifestyle and support their businesses.

Figure 1–1: Map of JEN distribution area



1. Introduction

This document has been prepared to ensure that JEN is providing a safe, reliable and secure network in accordance with its regulatory requirements. JEN is committed to safety and quality of the network and thus aims to benefit customer using the network whilst balancing the risk to JEN.

This document provides guidance for those tasks which are **contestable** (versus non-contestable) when a **customer** has elected to undertake the contestable works (under JEN's Connection Policy[1]). JEN's Connection Policy states that the design and construction of connection assets, network extensions and real estate developments are considered contestable works. This also applies to certain network asset alteration services.

1.1 Who Should Read This Document?

All customers seeking to:

- connect to JEN;
- upgrade or alter an existing connection;
- relocate an existing JEN asset; and
- undertake the contestable activities.

1.2 Related Information

This document should be read in conjunction with the following references. JEN or any **accredited provider** may make internal references available upon request.

1.2.1 Internal References

Table 1–1: Internal References

Document Number	Document Title
ELE CL PO 0001	Jemena Electricity Networks (Vic) Ltd 2021-26 Connection Policy[1]
ELE-999-OM-DN-002	Underground Residential Distribution Design (formerly JEN MA 0150)
ELE-999-GL-EL-014	Accountabilities of a PM2
JAA HSE WI 0003	Implement Safe Design
JAA HSE PR 0061	Safety in Design
ELE PR 2510 RF 06	Safety in Design Checklist
ELE-999-SP-EL-001	Approved Materials List
ELE-999-PR-EL-006	Development and Utilisation of One-Off Non-Standard Designs and Materials on the JEN
ELE-999-FM-CUS-0001	Jemena Authority to Commence Construction - Pre-Requisites
ELE-999-FM-CUS-0002	Jemena Authority to Commence Construction

[1] https://www.jemena.com.au/siteassets/asset-folder/documents/electricity/jemena-electricity-networks-connection-policy.pdf

1.2.2 External References

Table 1–2: External References

Document Title
Electricity Safety Act 1998
Electricity Safety (General) Regulations 2019
Electricity Safety (Network Asset) Regulations 2019
Energy Safety Legislation Amendment Act 2020
Electricity Safety Rules for the VESI Distribution Networks (The Green Book)
VESI Skills and training
Occupational Health and Safety Regulations 2017 (Vic) (or as updated)
Essential Services Commission Electricity Distribution Code of Practice

2. Electricity Safety Framework

2.1 Legislation

The primary legislation that regulates electrical safety in Victoria is the *Electricity Safety Act 1998 (**the Act**)*. The Act takes a comprehensive approach to promote end-to-end safety when dealing with electricity. Section 46 of the Act specifies the persons that are permitted to install electric lines on public land with;

A person may install or cause to be installed, an electric line on public if the electric line is installed by or on behalf of:

- *a person who is the holder of a licence under Section 19 of the Electricity Industry Act 2000, for the purposes of carrying out activities authorised under the licence*
- *a person who is exempted under the Electricity Industry Act 2000 from holding a licence under Section 19 of that Act, for the purposes of carrying out activities authorised to be carried out under the terms of the exemption*
- *the Victorian Rail Track or the V/Line Corporation*
- *the Roads Corporation*
- *a municipal council*
- *Energy Safe Victoria.*

The Essential Services Commission grants Jemena Electricity Networks (Vic) Ltd a licence to distribute or supply electricity on the terms and conditions set out in the Licence.

Part 6 of the *Electricity Safety (General) Regulations 2019* relates to protected installations and protected supply networks with *Regulations 603-619* prescribing clearances required to be maintained from protected infrastructure. Furthermore, *Regulation 602 Application of Part—protected supply networks* advises that;

A person may do any thing in relation to a protected supply network that is otherwise prohibited by regulations 603 to 619 if—

a) the person does that thing with the written permission of the owner or operator of the protected supply network and complies with any conditions imposed by the owner or operator in giving the permission; or

b) the person—

i) is employed or engaged by the owner or operator of a protected supply network; and

ii) is authorised by the owner or operator to do that thing in relation to its protected supply network.

2.2 Line-worker Licensing

The Victorian Government established the licensing regime for line workers through the introduction of the *Energy Safety Legislation Amendment Act 2020.*

During the remaking of the regulations in 2020, line work was prescribed as work on overhead transmission, distribution, and traction networks, along with certain types of cable jointing work. It was further decided that the minimum qualification for a cable jointer's line worker licence would be a Certificate III in ESI Power Systems-Distribution Cable Jointing, or equivalent and a new licence category was created – Line worker Licence Class-C (Cable Jointing).

In 1999, the Order in Council provided an exemption from the Act, that is, workers undertaking **URD** cable jointing on greenfield estates were exempt from being a licensed electrician. This exemption had the effect of exempting cable jointing work in URD networks on greenfield estates from licensing requirements.

However, this exemption from the ACT was removed when the Order in Council was remade in 2020 as it was no longer required for its initial purpose.

3. Victorian Electricity Supply Industry (VESI) Requirements

Access to the JEN network is provided in accordance with the VESI networks standards and practices and is governed by the requirements of the *Electrical Safety Rules for the VESI Distribution Networks (The Green Book)*.

3.1 Victorian Electrical Distribution Network (VEDN)

Jemena is a VEDN committee member which is responsible for accrediting auditors, trainers, and contractors who are involved in the installation of underground electrical infrastructure. Examples of these works where VEDN **accreditation** is required include:

- Pit, pipe and trenching;
- Installation of bedding sand, and backfill;
- Installation of marker tape and cover slabs;
- Kiosk substation site construction – excavation and slab;
- HV & LV underground cable hauling;
- Installation of earthing systems; and
- Worksite auditor civil

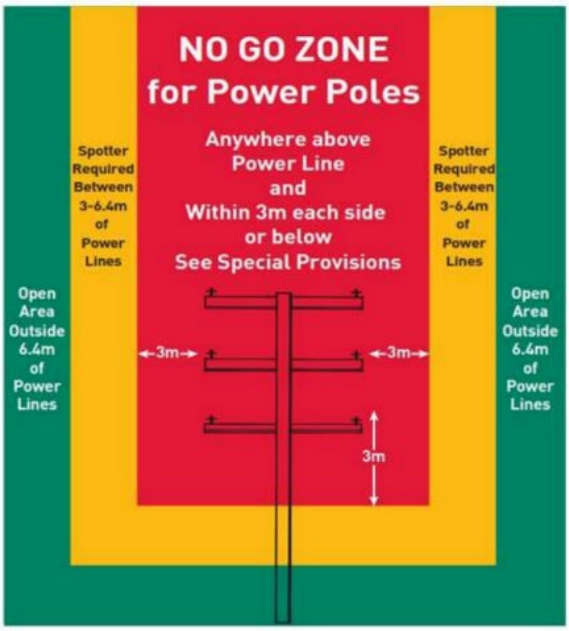
VEDN accreditation requirements for **Greenfield** and **Brownfield** sites are further detailed in Section 8.

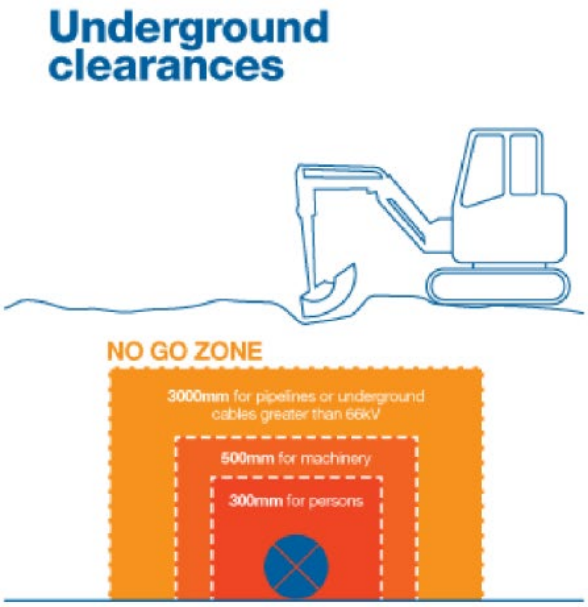
3.2 No Go Zones

Works performed by non-Electricity Supply Industry (**ESI**) employees (i.e. road workers, construction industry, etc.) near JEN assets must be performed according to Energy Safe Victoria's (**ESV**) No Go Zone (**NGZ**) Rules.

A person is prohibited from working within the red area of a NGZ (see Figure 2–1), without first obtaining written permission from the network operator (Permit to Work). The image below is a sample only and reference shall be made to the complete guideline which provides guidance for network operators when applying the NGZ rules.

Figure 2–1: No Go Zones





The NGZ concept was introduced in response to a number of incidents related to contacting power lines by persons not under the control of Network Operators, and the need to have uniform arrangements for work carried out within a NGZ.

To assist Network Operators achieve these requirements, the VESI NGZ committee has established a guideline document. The original Guidelines were developed in consultation with WorkSafe Victoria, ESV, unions, employers and representatives from the electricity industry and subsequently updated in 2007. These guidelines are for the use of VESI NGZ assessors and are prohibited from circulation beyond VESI companies.

Following this consultation process, the distances where written permission of the Network Operator is necessary have, in some cases, been altered from the distances specified in the *Electricity Safety (Network Asset) Regulations 2019*. This has taken into consideration clearances defined in other legislative and regulatory frameworks such as the Occupational Health & Safety Act, Regulations, Codes and Australian Standards.

3.3 Spotters

The NGZ rules refer to the requirement for Spotters (safety observers) when undertaking work within 6.4m of Distribution assets and 10m of Transmission assets. A Spotter shall have completed training endorsed by ESV and be registered with ESV. Spotters undertake training at the expiry of each three-year registration period and will be advised of any changes in the NGZ rules.

Where a Spotter is to be used, the Third Party must ensure they are properly inducted into all site safety procedures including the relevant Safety Work Method Statement (**SWMS**). The Spotter must remain at the task for the entire time the earthmoving equipment is required to operate in accordance with the SWMS. The Spotter may only observe for one item of operating earthmoving equipment at any time. The Spotter must also carefully position themselves so they can monitor the distance between the equipment and the lines and must provide early and effective warning to the earthmoving equipment operator of any potential encroachment on the NGZ.

3.4 Exclusions

Activities not covered under the VESI NGZ committee's guideline include, but are not limited to:

- Work performed by persons working for or under the control of a Network Operator;
- Vegetation pruning work near power lines that are performed under existing *Regulation 45 (2) of Electricity Safety (Network Assets) Regulations 2019*;
- Work performed by others deemed to comply with the "safe system of work" as defined in the WorkSafe Victoria Framework for Undertaking Work near Overhead & Underground Assets;
- Work undertaken by persons working for or under the control of the owner of a railway or tramway systems; and
- Emergency works where the Network Operator is managing the electricity safety requirements on site and/or when assisting emergency services exercising their powers under the Emergency Management Act.

The assessment of sites for NGZ enquiries relating to the JEN is managed by JEN. For further information, please visit www.jemena.com.au.

4. Contestable Works Policy

Under the Essential Services Commission (**ESC**) Electricity Distribution Code of Practice (**EDCoP**), distributors must call for tenders for any construction works if it proposes to augment its distribution network in connection with its provision the following services (the contestable services):

- a connection service requested by a connection application
- undergrounding
- services to other distributors such as power transfer capability services and
- public lighting services.

In keeping with its objectives to inform customers of their rights with regard to access to the distribution network, JEN offers a number of contestability or tendering options. These options are intended to provide the customer with the opportunity to assess and choose the most practical and economical solution for their needs.

JEN offers are based on prices obtained from its service provider and their expert knowledge. However, where customers prefer to benchmark such prices, this guideline informs customers of the options available to test JEN's prices against what is available in the market for **negotiated connection**, **public lighting** or **network asset alteration** services.

4.1 Contestability Options

As part of making their application with JEN, where the application requirements determine a **capital contribution** will need to be made, a customer will need to elect one of the following **contestability options**:

- **Option 1a** – JEN undertake the design and construction of the works; or
- **Option 1b** – JEN undertake the design, but JEN conducts a tender process for the construction works on behalf of the customer. JEN will provide the customer with an estimate of the cost of conducting the tender process and seek agreement before commencing the tender process; or
- **Option 2a** – JEN undertake the design and the customer elects to undertake the construction works themselves, provided the works are performed to JEN's construction standards and by accredited providers; or
- **Option 2b** – The customer elects to undertake the design and construction works themselves, provided design and construction works are performed to JEN's technical and construction standards and by accredited providers.

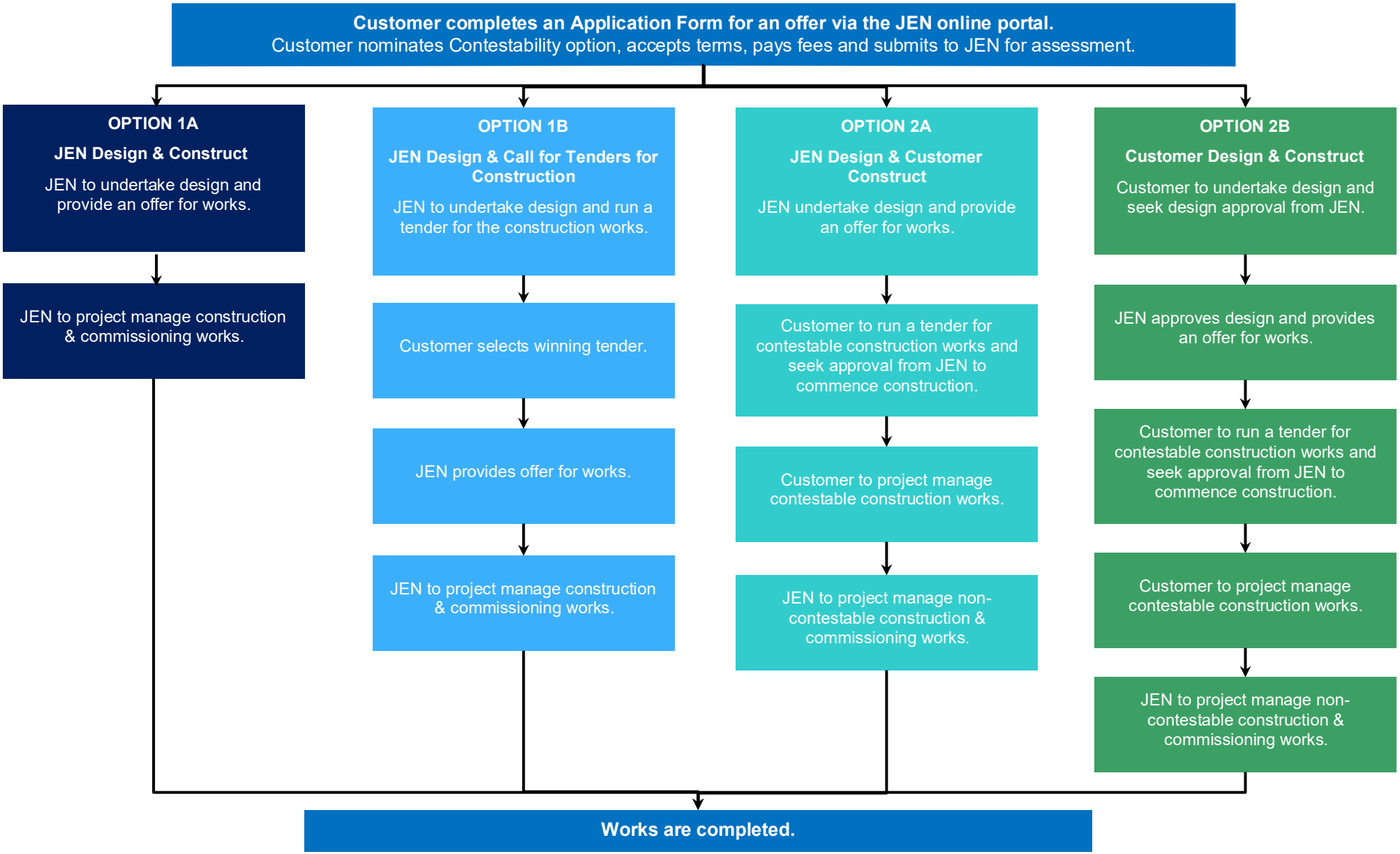
When a customer has elected an Option 2 arrangement, as described above, JEN may provide a list of recently accredited providers on request to assist the customer with their tendering process. Please see Figure 3–1 for high-level steps for each contestability option.

It's important to note that to be eligible for any contestable connection works in JEN, a customer must:

- Hold a registered Australian Business Number (**ABN**)
- Be registered for Goods & Services Tax (**GST**) under the same registered ABN

Customers that do not have both are not eligible to undertake contestable connection works in JEN.

Figure 3–1: High-Level Steps for Contestability Options



4.2 Responsibilities

This section summarises the general responsibilities and requirements for the electrical works in relation to the contestability options which apply uniformly across JEN's distribution network.

4.2.1 Responsibilities for when JEN Designs or Constructs

Under these arrangements, JEN may be responsible for the provision of design only or both design and construction of all civil and electrical works including the **interconnection** with JEN's network. JEN's responsibilities generally include:

- Design of all works.
- Construction of all works.
- Determining the specifications and standards for the design and construction of the electrical works.
- Establishing a quality system that provides effective project control including the control of activities undertaken by contractors and subcontractors.
- Completing all required audits of the electrical works.
- Holding and providing quality assurance, accreditation of contractors, and insurance and warranties for its works.

The customer remains responsible for the payment of fees and charges for the electrical works determined by JEN.

4.2.2 Responsibilities for Customer Design and Customer Construct (Turnkey) Options

Under these arrangements, the customer may be responsible for the provision of design and/or construction of the civil and electrical works required up to the point of interconnection with JEN's network. In undertaking the works, the customer shall be responsible for meeting all relevant legislation and regulatory requirements as well as the requirements set out in this guideline and of other relevant authorities. The customer's responsibilities generally include:

- Engaging a Project Manager – Option 2 (**PM2**) to manage and coordinate the electrical works.
- Design and/or construction of all works, where relevant.
- The appointment of JEN accredited providers who will undertake the design and construction of the electrical works.
- The supply of all materials to JEN's specifications and standards.
- Establishing a quality system that provides effective project control including the control of activities undertaken by contractors and subcontractors
- Holding appropriate insurance and provide a warranty for the works.
- Complying with JEN's standards and specifications.

JEN is responsible for project managing non-contestable construction & commissioning works.

4.3 Contestable vs. Non-contestable Works

This section outlines which activities or works are classified as contestable or non-contestable when providing contestable services as defined under clause 5.2.1 of the EDCoP**.** To clarify, the customer cannot selectively undertake portions of the contestable works. If the customer chooses to proceed with design, responsibility for all

contestable design services rests entirely with the customer; similarly, this applies to contestable construction activities. At a high level, JEN defines:

- Non-contestable work as work that can only be undertaken by JEN; and
- Contestable work as work that can be undertaken by the customer.

Table 2–1 to Table 2–3 outlines the contestable and non-contestable works for network zone substation, distribution substation and sub-transmission and high-low voltage overhead and underground works.

4.3.1 Network Zone Substation

Table 2–1: Network Zone Substation Works[2]

Non-Contestable	Contestable
Project Management	
Project Management of Non-Contestable Components. Construction Management of Non-Contestable Components.	Project Management of Contestable Components. Construction management of Contestable Components. **HSE** Management of Contestable Components. Quality Management of Contestable Components.
Design	
Project Functional Scope of Works including Responsibility Matrix. Detailed design for works at adjacent substations (if impacted). Review design documents and drawings. Participate in Safety in Design (**SiD**) processes. Review of network modelling. Review of earthing study. Review of protection studies. Make available standard/template drawings to the Approved Designer for construction of gifted assets. Provision of network data for studies. Document management and storage into Enterprise Content Management System (**ECMS)** and Drawbridge. Enter equipment detail into JEN's systems.	Facilitate network studies. Detailed design. Undertake SiD process. Protection studies. Earthing design including necessary site tests. As-Builts.
Materials	
Provision of equipment requirements and specifications. Attendance to Factory Acceptance Testing (if required). Approval of materials.	Procurement of materials.
Construction	
Plan and execute field switching and outage coordination. Earth grid inspection. Implement protection settings. Review and input into commissioning plan. Works at adjacent substations. Review and acceptance of Inspection Test Plans (**ITP**).	Civil Works. Erection of primary plant equipment. Installation of earth grid. Secondary wiring. Site Drawing Mark-ups. Pre-commissioning tests.

[2] This table clarifies what works (within the contestable services as per the EDCoP) can be done by accredited providers.

Non-Contestable	Contestable
Review and acceptance of 'as built' test reports. Auditing. Site walk through. Development of operational document (subject to point of connection).	Completion of ITPs. Submit outage requests.
SCADA Communications	
Supervisory Control and Data Acquisition (**SCADA**) and Remote Terminal Unit (**RTU**) design, development, software installation and commissioning.	Nil
Testing & Commissioning	
Final tie-in into the network. Review and acceptance of pre-commissioning test reports. Oversight of commissioning of new equipment. Final commissioning of equipment, protection and operation.	Development of commissioning plan. Testing of new assets.

4.3.2 Distribution Indoor Substation (22kV/11kV/6.6kV)

Table 2–2: Distribution Substation Works[3]

Non-Contestable	Contestable
Project Management	
Project Management of Non-Contestable Components. Construction Management of Non-Contestable Components.	Project Management of Contestable Components. Construction management of Contestable Components. HSE Management of Contestable Components. Quality Management of Contestable Components.
Design	
Project Functional Scope of Works including Responsibility Matrix. Detailed design for works at adjacent substations (if impacted). Review the detailed design documents and drawings. Participate in SiD processes. Review of network modelling. Review of earthing study. Review protection studies. Review cable modelling (if required) Make available standard/template drawings to the Approved Designer for construction of gifted assets. Provision of network data for studies. Document management and storage into ECMS and drawbridge.	Facilitate network studies. Detailed design. Undertake SiD process. Protection studies. Earthing design including necessary site tests. As-Builts. Cable modelling (if required).

[3] This table clarifies what works (within the contestable services as per the EDCoP) can be done by accredited providers.

Non-Contestable	Contestable
Detail entered into Systems, Applications and Products in Data Processing (**SAP**) (Asset Management System).	
Materials	
Provision of equipment requirements and specifications. Attendance to Factory Acceptance Testing (if required). Approval of materials.	Procurement of materials.
Construction	
Plan and execute field switching and outage coordination. Earth grid inspection. Implement protection settings. Works at adjacent existing substations Review and acceptance of ITPs' Review and acceptance of 'as built' test reports. Auditing. Site walk through. Development of operational document (subject to point of connection).	Civil works. Cable hauling and terminations. Overhead works. Detailing. Submit outage requests.
SCADA Communications	
Supervisory Control and Data Acquisition (SCADA) and RTU design, development, software installation and commissioning.	Nil
Testing & Commissioning	
Final tie-in into the network. Review and acceptance of pre-commissioning test reports. Oversight of commissioning of new equipment. Final commissioning of equipment, protection and operation.	Development of commissioning plan. Testing of new assets.

4.3.3 Sub-transmission and High/Low Voltage Overhead and Underground Works (Inc. Kiosk, Ground and Pole Substations)

Table 2–3: Sub-Transmission and High-Low Voltage Overhead and Underground Works[4]

Non-Contestable	Contestable
Project Management	
Project Management of Non-Contestable Components. Construction Management of Non-Contestable Components.	Project Management of Contestable Components. Construction management of Contestable Components. HSE Management of Contestable Components. Quality Management of Contestable Components.
Design	
Project Functional Scope of Works including Responsibility Matrix. Approval of route.	Facilitate network studies. Surveys. Detailed design.

[4] This table clarifies what works (within the contestable services as per the EDCoP) can be done by accredited providers.

Non-Contestable	Contestable
Detailed design for works at adjacent substations (if impacted). Review Detailed drawings. Participate in SiD processes. Review of network modelling. Review of earthing study. Review of protection studies. Review cable modelling (if required). Review cable modelling (if required) Review of Circuit Data Sheets and/or any other drawings. Make available standard/template drawings to the Approved Designer for construction of gifted assets. Provision of network data for studies. Document management and storage into ECMS and drawbridge. Enter equipment detail into JEN's systems.	Undertake SiD process. Protection studies. Earthing design including necessary site tests. As-Builts. Cable modelling (if required). Circuit Data Sheets.
Materials	
Provision of equipment requirements and specifications. Attendance to Factory Acceptance Testing (if required). Approval of materials	Procurement of materials.
Construction	
Plan and execute field switching and outage coordination. Earth grid inspection. Implement protection settings Works at adjacent existing substations. Review and acceptance of ITPs. Review and acceptance of 'as built' test reports. Auditing. Site walk through. Development of operational document (subject to point of connection).	Civil works. Cable hauling and terminations. Overhead works. Detailing. Submit outage requests. Crossing with other utility / services. Removing decommissioned assets.
SCADA Communications	
Supervisory Control and Data Acquisition (SCADA) and RTU design, development, software installation and commissioning.	Nil
Testing & Commissioning	
Final tie-in into the network. Decommissioning of assets. Review and acceptance of pre-commissioning test reports. Oversight of commissioning of new equipment. Final commissioning of equipment, protection and operation at adjacent sites.	Development of commissioning plan. Testing of new assets.

5. Occupational Health and Safety (OH&S)

5.1 Principal Contractor

When a customer has elected to undertake the design and construction works themselves through the connection or network alternation application, JEN will appoint the customer named in the application as the **Principal Contractor** for the duration of the Design and Construction (**D&C**) Works. The customer must comply with the obligations imposed on a Principal Contractor as set out in *part 5.1* of the *Occupational Health and Safety Regulations 2017 (Vic)* (or as updated).

5.2 OH&S Compliance

The customer must:

- comply with all of the OH&S Requirements, including as a Principal Contractor in relation to the D&C Works;
- undertake the performance of the services in a manner which ensures that JEN is not in breach of any of the OH&S requirements;
- comply with directions on occupational health and safety issued by any relevant government agency; and
- take all steps necessary to protect the safety of JEN and JEN's agents from risks to safety caused by performing the services.

5.3 OH&S Reporting

The customer must:

- provide a report of any incident (including medically treated injuries, lost time injuries, incidents without injuries, first aid incidents and near miss incidents) or accident that occurs during the performance of the services following the incident, whether or not the incident or accident resulted in injury or damage; and
- immediately notify JEN of any incident (including a near miss incident) or accident that occurs during the performance of the services that is required to be notified to a government agency in accordance with OH&S requirements and which involves the contractor or any responsible party.

5.4 JEN Personnel and Contractors

To ensure health and safety at work sites, JEN will ensure that:

- its agents have in place and observe adequate health and safety procedures and the work they are engaged by JEN to perform on the work sites will be performed by them in a safe manner in compliance with OH&S requirements;
- its agents are suitably qualified, trained and experienced to perform the work in a safe and competent manner and hold necessary authorisations required for the performance of the work;
- any plant and equipment used by JEN and its agents when performing work on the work sites in the performance of such work is safe and without risks to health; and
- its agents have a current construction induction card.

5.5 Insurances

The customer and its agents must have appropriate professional indemnity and public liability insurance to cover for damage against third party property and/or personal injury. The customer and its agents may also take insurance against major rectification works required as a result of failure to meet contractual specification or major failure.

The following are Insurance Certificates expectations:

- $20 million Public Liability
- Workers Compensation Certificate of Currency
- $10 million Professional Indemnity Insurance (Design or Project Management Services Only)

6. Design

A customer may elect to undertake the contestable design component of a project. Where this option is taken, the customer is responsible for the provision of a design in accordance with JEN standards. The design must also be produced by an appropriately JEN accredited provider also known as a Design Service Provider (**DSP**).

6.1 Responsibilities

The DSP is responsible for maintaining required design qualifications, undertaking the design of the electrical works, producing a design to JEN standards and maintaining accountability for the design works. Design requirements will generally be based on the required performance of the network in conjunction with the requirements of the works requested by the customer. At a high-level, design services may include but are not limited to:

- High Voltage cable routes;
- High Voltage switching arrangements;
- Placement of **substations**;
- Public lighting to conform with municipal authority / VicRoads requirements;
- Arrangement of low voltage circuits (including the calculation of **voltage drops**;
- Procurement and establishment of appropriate easements and reserves; and
- Preparation of a design drawing incorporating the details above.

Contestable designs may be submitted by the customer along with their JEN application. JEN will then undergo a design review process and provide a stamp of satisfaction where appropriate. It's important to note that endorsement of the design will not relinquish the customer/DSP of accountability. Should any design issues transpire amidst project delivery, the customer/DSP will be accountable for resolution in their capacity.

6.2 Accreditation Process

6.2.1 Criteria – Company Level

DSPs seeking to gain accreditation shall provide JEN with the following essential information:

- Duly filled Application Form
- Evidence of an internal design quality governance system
- Supporting documentation for each individual seeking approval to undertake JEN design.

6.2.2 Criteria – Individual Level

Whether a DSP is seeking new accreditation or is already JEN accredited and wishes to add new personnel, the following supporting documentation is required for JEN to review and provide permission for each individual to undertake JEN design:

- Qualifications and Credentials:
  - Electrical Engineer Qualification or Degree;
  - Design Reviewers need to be a Registered Professional Engineer in Victoria (**RPEV**) with a minimum 5 years' experience in the electricity industry;

- Ex-State Electricity Commission of Victoria (**SECV**) designers without an Electrical Engineering Degree but with demonstrated vast design work experience in the electricity industry may be considered subject to a reference check.

- Demonstrated experience and quality:

This is critical and contributes to JEN's confidence in the DSP to produce sound and constructible designs. Individuals must be able to demonstrate previous experience in the electrical distribution power industry with the following priority scale:

a) Previous work for JEN; or

b) Previous work with another Victorian Distribution Network Service Provider (**DNSP**); or

c) Previous work on another Australian DNSP.

6.2.3 Governance

All DSPs seeking to be approved to undertake JEN design shall have a thorough design governance process. Evidence of the design governance system must be demonstrated with the initial application. DSPs without a governance system will not be granted approval for their designs. The evidence may include, but is not limited to, the following:

- Internal design review and verification form or process
- Inclusion of requirements outlined in the *JEN Safety in Design Checklist (ELE PR 2510 RF 06)*
- The designer and reviewer are different people, and the person reviewing is qualified to do so as stated above with the minimum level of sufficient years of experience to perform the design check.

6.2.4 Review of Documentation

Any new DSP seeking accreditation will need to nominate the type of design services they wish to seek accreditation for. These are categorised as the following:

- Overhead (**OH**) Design
- Underground (**UG**) Design
- Underground Residential Development (**URD**) Design
- Public Lighting (**PL**) Design.

Upon receipt of all the requested documentation this review may take up to 20 business days. The purpose of this review is to understand the DSP's basic capabilities and verify that they can suitably carry out constructible designs on the JEN. If the outcome of the review is that JEN is satisfied of the DSP's capabilities, permission shall be granted to commence design work on the JEN.

6.2.5 Provision of Accreditation

Permission to carryout designs on the JEN is not an accreditation of the DSP. The DSP will be required to submit a number of completed designs for review where an internal rating system will also be utilised to substantiate the quality of each design. Once the following have been met at a minimum, the DSP may be granted accreditation and be added to JEN's list of accredited designers. A version of this list may be provided to JEN customers upon request:

- The successful approval of 3 separate design projects
- An overall rating which satisfies the minimum rating for accreditation.

7. Project Management

The customer's appointed project manager, also known as the Project Manager - Option 2 (**PM2**), is responsible for managing and coordinating the contestable works to ensure its successful execution and compliance with all relevant regulations and standards. The PM2 must have the necessary skills, experience, and qualifications to perform their duties and must deliver all works on the JEN to these requirements.

7.1 Actions & Responsibilities

All PM2s must understand and adhere to the requirements outlined in the *Accountabilities of a PM2 Guideline (ELE-999-GL-EL-014).* JEN reserves the right to suspend work on the basis of failing to meet requirements. At a high-level, these requirements include, but are not limited to:

- Holding the appropriate qualifications and experience, such as possessing a minimum Certificate IV in Project Management or equivalent.
- Ensuring adherence to JEN processes in relation to the contestable works, **handover** & **commissioning** requirements and contract terms.
- Administering prompt and clear communication and effective coordination between the relevant project stakeholders and works.
- Curating required information and documentation for relevant project stakeholders as required by JEN.
- Ensuring all OH&S and accreditation requirements are communicated and adhered to by the relevant project stakeholders.

8. Construction

JEN may provide a list of recently accredited construction providers to assist customers with their tendering process, however approval to construct must be obtained on a project-to-project basis.

8.1 Approval Process

It will be in the interest of all providers wishing to provide contestable services to customers to understand the pre-qualifications required to seek an Authority to Commence Construction (**ACC**) from JEN. Provision of authority will primarily be based on:

1. Documented evidence demonstrating capability in areas such as training, quality control and past performance.
2. Currency of all relevant training requirements for each **skill category** as required by both VESI and JEN. Please refer to Table 3–1 for training requirements for each skill category.

Table 3–1: Skill Category Requirements

Skill Category	VESI Requirements	JEN Requirements
Overhead Construction - Greenfield		
Overhead Line Works	N/A	N/A
Overhead Pole installation	N/A	N/A
Auditing / Detailing	N/A	N/A
Working around other Utilities	N/A	N/A
Outage Applications & PM	Technical Officer	JEN Induction
Overhead Construction - Brownfield		
Overhead Line Works	Lineworker Distribution	JEN Induction
Overhead Pole installation	Plant Operator (EAP)	JEN Induction
Overhead Pole removal	Plant Operator (EAP)	JEN Induction
Auditing / Detailing	Auditor General	JEN Induction
Working around other Utilities	Plant Operator, Comms Worker	JEN Induction
Outage Applications & PM	Technical Officer	JEN Induction
Underground Construction - Greenfield		
Cable Hauling	N/A	VEDN Trained
Cable Joining / Terminations	N/A	Cable Jointing Qualification
Auditing / Detailing	N/A	VEDN Auditor Trained
Working around other Utilities	N/A	VEDN Trained
Outage Applications & PM	Technical Officer	JEN Induction
Underground Construction - Brownfield		
Cable Hauling	Cable Hauler	JEN Induction
Cable Joining / Terminations	Cable Jointer	JEN Induction

Skill Category	VESI Requirements	JEN Requirements
Auditing / Detailing	Auditor Underground	JEN Induction
Working around other Utilities	Civil Worker	JEN Induction
Outage Applications & PM	Technical Officer	JEN Induction
Live cable works	Cable Jointer	JEN Induction

8.1.1 Training

To be considered for approval, providers will be required to demonstrate:

- the successful completion of training at an accredited training institution for the skill category (refer to *VESI Skills and Training* matrix at vesi.com.au) including refresher training; or
- knowledge and skills in the category where appropriate training is not available or the applicant is pre-qualified by significant work experience in the skill category. Assessment may be of interviews, practical demonstrations and testimonial evidence.

8.1.2 Quality Systems and Plans

The customer is required to have a quality system that provides effective control of all activities involved in the project and demonstrates compliance with the customer's contractual obligations for the conduct of the electrical works. A quality approach provides customers with the maximum flexibility possible in managing and coordinating the works. The role of JEN will essentially consist of surveillance and audit to ensure compliance with JEN construction standards. This is necessary because JEN is responsible for the safety and future maintenance of assets. The customer's quality systems should be based on *AS/NZS ISO 9001* and preferably be certified by an accredited third-party agency.

Where the customer does not have accreditation or an established quality system, then submission of a proposed quality system, a development plan and implementation program will be required. Approval may be given on this basis, following consideration of the customer's commitment to establishing quality system and demonstrated progress in this regard. Generally additional surveillance and audit by JEN will be required.

In all cases, the customer's quality system will require the approval of JEN on a project-to-project basis. Contractors and subcontractors will be required to have a quality system/plan. The extent of the quality system/plan must be appropriate for the complexity of the subcontracted activity and the level of integration with the customer's quality system. The contractors and subcontractors' quality system/plan will require the approval of JEN and to assist JEN in assessing these, they should be submitted for approval with the customer's quality system.

JEN will carry out surveillance of construction activities and audit the quality system, its implementation and documentation submitted. Auditing and surveillance by JEN will not relieve the customer of their responsibility regarding compliance with JEN's specifications. The customer is responsible for the identification and rectification of all non-conformances.

Additional surveillance and audits may be imposed if deficiency in the customer's quality system or undocumented non-conformance is detected and JEN may recover for these additional costs.

8.1.3 Past Performance

Consideration of the provider's past performance in the skill categories or other activities, including references and testimonials, will form an integral part of JEN's evaluation process.

JEN will monitor the past performance of providers through various measures, including but not limited to:

- Quality of construction works.
- Results of audits conducted during and after the completion of works.
- Accuracy and completeness of as-built documentation provided.
- Frequency and nature of dispensation requests submitted.

Providers with a history of non-compliance, substandard work, or inadequate documentation may be subject to review and additional scrutiny. At JEN's discretion, providers with non-compliant past performance records may not be accepted for future projects. JEN reserves the right to determine eligibility based on these assessments to ensure the maintenance of high-quality standards and adherence to guidelines.

Where acceptable training or sufficient skills can be demonstrated without satisfactory evidence of past performance, the provider may be approved, subject to additional auditing through the quality assurance processes.

8.1.4 Authority to Commence Construction (ACC)

Once JEN is satisfied that all pre-qualifications and requirements have been satisfactorily met, JEN will issue a duly signed "Authority to Commence Construction" certificate. The customer and its contractors must not commence any construction activities until this certification has been provided by JEN.

9. Land Requirements

9.1 Tenure

JEN's policy is to own land where **zone substations** or other major pieces of electrical infrastructure is housed; to hold registered leases for indoor substations; and to hold registered **easements** or leases for all other electrical assets installed within privately owned property.

Where easements and leases are required on land external to the customer to protect existing or newly installed electrical assets the customer is responsible for negotiating and obtaining those easements. For **Crown Land**, a license will need to be facilitated.

Details of the required easements, leases and reserves must be shown on the JEN approved electrical construction plan. JEN requires all necessary land tenure documents in place prior to any electrical works commencing.

9.1.1 Road Reserve

Electrical assets installed within **road reserves**, do not require specific land tenure arrangements as the Electricity Industry Act provides JEN with statutory rights which enable JEN the right to access the land to install and maintain the electrical assets. The customer must provide suitable tenure (easements, leases and reserves) free of all encumbrances for any JEN owned electrical asset to be installed for the required electrical supply, as may be reasonably required by JEN.

9.1.2 Easements

An easement creates/grants for JEN, full right and liberty to install electricity assets and other apparatus, appliances and protective coverings as may be required or desirable for the distribution of electricity; through land other than Crown Land or a Government Road, together with 24/7 unhindered access to the easement to maintain the electrical asset.

9.1.3 Lease Agreements

A lease creates/grants for JEN exclusive possession of the lease area and JEN may install in the lease area any electrical apparatus and related equipment and installations required. Leases are usually only required when JEN is installing an indoor substation.

9.2 Subdivisions

A Statement of Compliance (**SoC**) is an outcome of the Council planning process and is issued by the relevant **Local Governing Authority** once all requirements of a subdivision planning permit are met, and all of the '**Referral Authorities**' have consented to the release of SoC.

JEN, as a Referral Authority, has an obligation to ensure the requesting party of SoC has satisfied all conditions JEN requires to provide its consent. These requirements include all JEN assets in the vicinity of the site are compliant, all land tenure for assets on the property are established and the property has met all JEN requirements for safe and compliant handover of assets and connection to JEN's electricity network.

JEN typically provides its consent upon the completion of a successful '**tie-in**' and energisation of any electricity supply required for the site or development. This is best practice to avoid scenarios where properties are settled, and JEN customers are submitting applications for electricity connections prior to electricity supply being made

available. On occasion, JEN may consider, in its absolute discretion, to approve a conditional early release of consent. This is reviewed by JEN on a case-by-case basis.

9.3 Greenfield Sites

As defined by the Victorian Planning Authority, Greenfield land may be classified as: *'Undeveloped land identified for residential or industrial/commercial development, generally on the fringe of metropolitan Melbourne.'*

The customer is responsible for the civil work component of installing electrical infrastructure within the subdivision and must ensure a VEDN accredited provider is engaged to complete the works, unless otherwise agreed by JEN.

9.4 Brownfield Sites

As defined by the Victorian Planning Authority, Brownfield land may be classified as: *'a term used for land and developments where the site is in an established urban area, but the original industrial use is no longer suitable to today's needs or demands, e.g. Altona North. Note: Brownfield sites might have experienced some form of environmental contamination.'*

Brownfield sites also include JEN alterations, e.g. removal of overhead lines for works to proceed. These sites include areas where distribution assets may have been included within the boundary/fencing of a construction site due to restricted access. For the civil work component of installing electrical infrastructure outside of the customer's site (Brownfield), this can only be performed by a JEN-approved provider who has the appropriate VESI training and qualifications and has been inducted by JEN. Refer to Section 8 for further detail.

No Go Zone (NGZ) applies to all workers i.e., electrical, civil, road, construction industry, etc. unless approved or inducted by JEN. Refer to Section 3 for further detail.

10. Materials

All materials must comply with JEN's specifications as listed on the *JEN Approved Materials List (ELE-999-SP-EL-001)*, as these standards ensure the longevity, compatibility and interchangeability of components. The specialised nature of the materials, coupled with the need for some of these to be purchased offshore, can lead to relatively long lead times without good contractual arrangements. Key considerations:

- All materials used for construction works are required to be approved by JEN;
- Any material item proposed to be used which does not appear on JEN's approved inventory list, is to be assessed and approved by JEN, to ensure it conforms to JEN's current technical requirements;
- The customer will be responsible to supply all materials for use in their project. Surplus materials will be the property of the customer;
- All materials recovered from the existing network are to be returned to JEN; and
- Materials may be purchased from JEN, if available, including standard poles.

Any material item proposed to be used which does not appear on JEN's approved inventory list, is to be assessed and approved by JEN, to ensure it conforms to JEN's current technical requirements. For JEN to review non-standard material proposals, the following may need to be provided by the customer:

- Completed material schedules
- Any relevant data required for assessment (e.g. data sheets, test reports etc.)
- Detailed explanation of why the non-standard material is required and why the proposed material is suitable.

For further details on the process, please refer to *Development and Utilisation of One-Off Non-Standard Designs and Materials on the JEN ELE-999-PR-EL-006*.

11. Stakeholder Consultation

Where the customer performs the electrical works, all necessary community and stakeholder consultation shall be undertaken by the customer with businesses and residents to minimise the impact due to the construction of the new assets and meet any community relations obligations. The approach provides better community and project outcomes by keeping the community informed, minimising potential impacts and responding to the reasonable needs and requirements of stakeholders in project decision-making.

The customer may need to develop a stakeholder management plan, letters and evidence of consultation prior to any construction commencing which would require endorsement from JEN. Similarly, any issues are to be reported to JEN.

12. Other Authority Requirements

Where the customer performs the electrical works, all necessary approvals are to be gained by the customer from other relevant authorities that may be affected by proposed works. It is the customer's responsibility to consult and obtain approvals, as necessary, from the relevant authority affected by the proposed works.

The environmental review process may also highlight the need to consider and obtain approvals from authorities such as Crown Lands, National Parks and State Forests.

JEN must be provided with evidence of all necessary approvals prior to works commencing.

13. Failure to Comply with JEN Requirements

In the event that the customer and/or its representatives fails to comply with JEN requirements as outlined in this Guideline and any applicable agreements between the customer and JEN, JEN reserves the right to take necessary actions to ensure compliance and mitigate potential risks associated with the failure.

13.1 Dispensations

For turnkey projects, any deviations from JEN standards must be handled through the **dispensation** process outlined below. This ensures all deviations are thoroughly justified, and potential risks are adequately managed to maintain the highest safety and quality standards in constructing JEN assets.

13.1.1 No Deviation from Standards

For cases where there is no deviation from standards, the following information is required to be submitted by the customer to JEN:

- **Sketch:** A detailed sketch showing and explaining the issue.
- **Photos:** Photographs of the site where necessary.

13.1.2 Deviation from Standards

For any deviation from JEN standards, as specified in *Development and Utilisation of One-Off Non-Standard Designs and Materials on the JEN (ELE-999-PR-EL-006)*, the following steps and documentation are required to be completed by the customer:

- **Safety in Design Workshop (SiD):**
  - Conduct a SiD workshop for each non-standard design/material.
  - A detailed SiD report on the DSPs letterhead should be produced after the workshop.
- **Safety in Design Workshop Risk Register:**
  - Maintain a risk register as per *Implement Safe Design JAA HSE WI 0003* & *Safety in Design JAA HSE PR 0061*.
- **Constructability, Operability & Maintainability Register:**
  - Maintain this register in accordance with *Implement Safe Design JAA HSE WI 0003* & *Safety in Design JAA HSE PR 0061*.
- **Methodologies and Investigations:**
  - Describe the methodologies used and investigations undertaken as part of the risk assessment process in the report.
- **Controls Identification:**
  - Specify the controls and how they will be implemented in practice.
- **Field Technical Change Request:**
  - Complete a **Field Technical Change** request, if necessary, and communicate it to impacted stakeholders via a Technical Bulletin.
- **Documentation required to be provided:**
  - Safety in Design Workshop Risk Register

  - Constructability, Operability & Maintainability Register
  - Methodologies and Investigations Report
  - Controls Identification Report
- **Company's Safety in Design Management Procedure:**
  - Submit a copy of your company's Safety in Design Management Procedure for review by JEN.

This process ensures that all deviations are thoroughly justified and managed, maintaining the highest safety and quality standards across the network.

13.2 Breach of Contestable Works

A breach of the contestable works refers to any instance where the customer and/or its agents fail to adhere to the requirements of the JEN Contestable Works Guideline or relevant contract. Such breaches include, but are not limited to:

- Non-compliant construction works that do not meet the required JEN standards.
- Construction works completed which deviates from the approved design.
- Requests for design dispensations which are submitted after the construction works have been completed.
- Electrical construction works commenced prior to obtaining a JEN approved design.
- Any design or construction works performed by individuals who are not accredited or approved by JEN. Refer to Sections 5 and 8 for further detail.
- Submission of **as-built documentation** that fails to meet JEN's standards.
- Failure to adhere to responsibilities as per JEN requirements.

13.3 Remediation

In the event of a breach, customers and their agents will be required to undertake specific actions to remedy the breach. These actions may include:

- **Rectification:** Completing additional work to rectify non-compliant construction and ensure all works meet the approved design and standards.
- **Further Scrutiny and Auditing:** Undergoing additional audits and inspections, at the cost of the customer, as deemed necessary by JEN to verify compliance.
- **Re-supplying Documentation:** Providing JEN with updated and accurate documentation, including confirmation of accreditations and compliance with guidelines.
- **Re-appointing Contractors:** Engaging new providers with the appropriate accreditation and approval from JEN to complete the works.
- **Removed ability to complete further Contestable works on the JEN:** At JEN's absolute discretion, the customer and/or its representatives may have their options to complete Contestable Works on the JEN temporarily or permanently removed.

These actions may result in delays and additional costs to the customer. Customers are advised to adhere strictly to JEN requirements to avoid such ramifications and ensure smooth and timely completion of projects. JEN reserves the right to enforce these measures as deemed necessary to maintain safety, reliability, and compliance with regulatory standards and law.

14. Asset Handover

The Handover phase marks the stage in a project where the electrical asset construction is completed and commissioning, interconnection, transfer of ownership and close-out steps of the project are assumed.

14.1 Warranty

Where the customer performs the electrical works, the customer must provide a warranty against all omissions and defects in respect to the electrical works. Warranty will be required for a period of one (1) year from the date of commissioning of the assets. The warranty may be in the form of insurance, a bank guarantee, or other means acceptable to JEN. It's recommended to consult JEN for guidance on acceptable methods in this regard. Any unused portion will be returned after the period lapses.

14.2 Pre-commissioning Audits

Where the customer performs the electrical works, they may be required to pass a Pre-commissioning (Network) Audit to proceed with energisation of the new assets. For the avoidance of doubt, to proceed in requesting a Pre-commissioning audit, items required to be submitted to JEN by the customer may include but isn't limited to:

- Asset warranty certification
- Approved as-built cable location and earthing plans
- Materials data and asset forms for all new/changed assets
- Cable, clearance & commissioning test documents
- Evidence of completed and passed prior audits
- All documentation relevant to an approved dispensation.

JEN will need to be consulted to determine which requirements apply to a project's specific circumstances. At its sole discretion, JEN may grant an exemption for some or all of the pre-commissioning requirements to allow the commissioning of assets to proceed.

14.3 Commissioning (Tie-in)

Tie-in of new assets can proceed once JEN is satisfied with all pre-commissioning requirements. Where any defects are found, remediation will be required before JEN proceeds with scheduling the tie-in works.

Commissioning of new assets generally requires a **planned interruption** (outage) to allow for tie-in of new assets and interconnection to the existing network. Minimum lead times will apply for JEN to arrange and execute the planned interruption. This minimum lead time can range between 15-25 business days. Factors impacting what lead times apply include:

- Characteristics of the affected existing network
- Regulatory obligations as per the *Essential Services Commission Electricity Distribution Code of Practice* or any other regulation or law
- Scope of works required to disconnect and connect new and existing assets
- Resourcing of required personnel.

Any access to the electricity network by the customer or its agents will require written permission from JEN. All **Network Access** and NGZ rules will apply – refer to Section 3 for further detail.

14.4 Final Audit

Where the customer performs the electrical works, they may be required to pass a Final Audit before JEN accepts ownership of the assets. The Final Audit generally covers checks of finalised as-built plans, any relevant records, final surface level completion and any other field or desktop works relevant to the electrical works which would mark completion. This may require the customer to arrange for a site-set out by a licensed surveyor.

JEN will need to be consulted to determine the requirements which apply to a project's specific circumstances. At its sole discretion, JEN may grant an exemption for some or all the Final Audit requirements to allow the transfer of ownership of assets to proceed.

14.5 Transfer of Ownership

Ownership of the constructed assets will be accepted by JEN once the electrical works and assets have been:

- Designed and constructed in accordance with JEN requirements; and
- Successfully commissioned with JEN's approval

Any applicable warranty/defect liability will take effect on the date all the above criteria are met, refer to Section 14.1 for further detail.

14.5.1 Rebates

When specified in a duly executed **Connection Contract**, JEN may agree to provide a rebate for in-kind contribution (**CIK**) of connection assets to the customer. Once successful transfer of ownership of the assets is achieved, the customer may invoice JEN for this rebate.

15. Meter Connection

The **connection works** outlined under a duly executed Connection Contract are purposed to provision a **supply point** to the contracted site or development. These works are arranged as a project and may also be referred to as “making supply available” or “supply works”.

It is important to understand that once supply is made available, there are further steps the customer needs to follow in order to complete connection of the dwellings within the property to the relevant supply point.

Contestable metering is not outlined in this document.

15.1 New Connections

Where a customer performs the electrical works, it must be understood that the successful completion of these works and asset handover do not include the final connection of **metering equipment** to the established supply point on the site. To arrange this, the customer, tenant or landowner may need to engage an **energy retailer** and a **Registered Electrical Contractor (REC)**, arrange for necessary metering equipment to be installed and submit a new connection request to JEN.

15.1.1 Dedicated Substations

Business supplies may require a dedicated substation to supply the site. As all Network Access and NGZ requirements will apply once the asset is energised and handed over to the network, increased coordination of the new meter connection will be required. It’s recommended to consult with JEN regarding the most suitable process to coordinate meter connections for these types of projects.

15.1.2 Pillars & Main Switchboards (MSB)

Business or residential supplies might require a **pillar** or MSB to supply the site. The installation of this equipment is generally the customer’s responsibility and needs to be installed by an REC prior to the energisation of JEN supply assets. This is to avoid a scenario where a live JEN asset is left exposed within private property.

The **premises connection asset** and responsible party for installing the asset is generally specified in a duly executed Connection Contract.

15.2 Existing JEN Customers

Existing JEN customers may be affected by the electrical works around/within the contracted work site.

For example, this may involve an existing customer residing outside the site’s **limit of works** that needs to be attached/transferred to a new LV mains circuit within the new development. This would require a disconnection and reconnection of the existing property to be arranged.

Arranging for works of this nature is the sole responsibility of the customer. This is to ensure that existing JEN customers are not left off supply due to the contracted customer’s development.

16. Dispute Handling Procedure

JEN stays committed to providing its best customer service. Where a customer is dissatisfied with tendering or the contestable works process, it is JEN policy that the issue is first discussed with the **JEN Responsible Officer** appointed to manage the project.

A customer who is still not satisfied with the handling of their concerns by the JEN Responsible Officer is entitled to a further review by the JEN Commercial & Delivery teams and senior management if necessary.

If a senior management review of the dispute proves unsatisfactory, customers are advised to contact the Essential Services Commission.

17. Contact Details

For any enquiries relating to contestable works prior to an application, please contact the JEN Commercial team at routineprojects@jemena.com.au.

For enquiries relating to in-flight applications which are eligible for contestable works arrangements, customers are advised to first contact the JEN Responsible Officer to ensure information is tailored appropriately.

For enquiries on the meter connection process and requirements, please contact our Network Connections team via: network.connections@jemena.com.au or 1300 131 871.

All other information may be found on our website at www.jemena.com.au.

17.1 Other Important Contacts

Essential Services Commission Level 8/570 Bourke St Melbourne VIC 3000	W: www.esc.vic.gov.au T: 1300 664 969
Energy Safe Victoria Level 22/2 Southbank Blvd Southbank VIC 3006	W: www.energysafe.vic.gov.au T: (03) 9203 9700
Energy and Water Ombudsman	W: www.ewov.com.au T: 1800 500 509 E: ewovinfo@ewov.com.au