

## General Standards and Conditions

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## 1. PURPOSE AND SCOPE

This Work Category Specification (WCS) contains the general standard and condition clauses. These general standard and condition clauses are to be read as part of, and in conjunction with each category of work specific WCS detailing the *Services* to be provided.

## 2. AMENDMENT RECORD

Version	Release Date	Change
11	12/03/2019	Principal amendments are: <ul style="list-style-type: none"><li>Section 4 - Competencies, Training and Qualifications.</li><li>Section 4.1 - Operator Training.</li><li>Section 7 – Safety [Subclause (d) (xiv)].</li><li>Clause 9.25 - Unavailable Access to Customer or Landholder Property (New Clause).</li><li>Section 12 - Glossary (High Exposure Task and Subcontractor).</li></ul>

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## 3. AIMS / OBJECTIVES

The aims and objectives of this WCS is to ensure:

- Services* are provided in a safe manner on or near the Energy Queensland distribution and transmission network infrastructure.
- Reliability of electricity supply and security of the network is maintained.

## 4. COMPETENCIES, TRAINING AND QUALIFICATIONS

The *Service Provider* ensures:

- Training and assessment is in accordance with applicable *Laws*, the requirements detailed in this WCS and each category of work specific WCS.
- All *Operators* (including *Subcontractors*) performing *Services* are suitable, licensed, *Authorised* and trained.

### 4.1 Operator Training

The *Service Provider*:

- Assumes full responsibility for ensuring all *Operators* (including *Subcontractors*) are assessed as competent for the tasks being undertaken.
- Provides competency training under the *Authorisation* of a Registered Training Organisation (RTO) with appropriate scope.
- Provides all the required training to their *Operators* (including *Subcontractors*) at the *Service Provider's* sole expense.

### 4.2 Licensing

- The *Service Provider* ensures that they and their *Operators* (including *Subcontractors*) hold the relevant licences for the category of work being performed.

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- (b) The *Service Provider* holds an electrical contractors licence as required.
- (c) Provide Energy Queensland with full details of the Qualified Technical Person (QTP) who is endorsed on the electrical contractors licence and is responsible for performing or supervising all electrical work undertaken by the *Service Provider*.

### 4.3 Plant or Equipment Operators

*Operators* of plant or equipment are to hold appropriate licences and / or Statement of Attainment, be initially trained, competent and regularly reassessed in the particular design and operating characteristic of each item of plant or equipment.

### 4.4 Training / Briefing Sessions

From time to time, the *Service Provider and / or Operator(s)* [including *Subcontractors*] undertaking the *Services* are required to attend additional training / briefing sessions.

### 4.5 Capability of Service Provider

The *Service Provider* is to provide *Work Group* capability that includes and is not limited to sufficient *Operators* with a suitable mix of competencies and training (skills) to perform the *Services* including sufficient High Voltage Live Work capability so as not to delay the progress of works that is required to be undertaken.

## 5. VEHICLES AND PLANT

All vehicles and plant used, are to comply with *Laws*, be fit for purpose, serviced and maintained, and where required comply with appropriate Australian Standards.

### 5.1 Elevated Work Platform

All Elevated Work Platforms (EWPs) used near to overhead assets, as a minimum, will comply with:

- (a) AS/NZS 1418.10.
- (b) AS 2550.10.

### 5.2 Vehicle Signage

- (a) Fit all vehicles used for provision of *Services* with *Authority* approved warning signs indicating that the vehicle is stopping periodically, and *Authority* approved flashing lights.
- (b) When requested to do so, vehicles engaged in the fieldwork is to display the Energy Queensland supplied "Authorised Service Provider" identification logos while providing *Services*. Remove Energy Queensland supplied logos when the vehicle is not engaged in providing *Services* to Energy Queensland.
- (c) Vehicles engaged in the fieldwork, are to have the *Service Provider's* company identification logo prominently displayed while providing *Services*.

### 5.3 GPS Tracking

- (a) The *Service Provider* is required to have a GPS tracking system installed in all the vehicles while providing the *Services* to Energy Queensland. For a GPS tracking system not to be installed in all the vehicles while providing the *Services*, written approval for this is required from Energy Queensland.
- (b) The system for GPS tracking is to have the following features:
  - (i) The *Service Provider* is to provide continuous access to Energy Queensland upon request.
  - (ii) Access to Energy Queensland is to be provided via the internet.
  - (iii) The system is to be able to retain and retrieve historic reports of each vehicles location for a period of not < 2 years.
  - (iv) The system is to be able to provide the current location of any vehicle in real time.

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- (c) GPS tracking system are to be installed in all vehicles, plant and equipment which are self-propelled (e.g. light vehicles, lifter borers, general purpose vehicles, elevated work platforms) and excluding 4x4 motorbikes only.

### 6. MATERIALS, TOOLS AND EQUIPMENT

- (a) Materials, tools, equipment and spare parts used, are to comply with *Laws*, and be fit for purpose to undertake all tasks safely.
- (b) Unless otherwise stated in each category of work specific WCS, materials, tools and equipment necessary to perform the *Services* are to be provided by the *Service Provider* at their cost.
- (c) All materials and equipment purchased and used for construction and maintenance of electricity distribution infrastructure is required (as a minimum) to be equivalent to Form 2020<sup>1</sup>, which is available from the relevant Energy Queensland Group websites.
- (d) Plant and equipment is to be registered, tested, tagged and suitable to perform the *Services* in accordance with the *Service Providers* safe system of work.

#### 6.1 Consumables

The *Service Provider* and / or *Operator(s)* supplies all consumable materials required for the *Services* being provided.

### 7. SAFETY

- (a) The *Service Provider* develops their own safe system of work (a risk assessed documented methodology for performing work that ensures the safety of workers and any other persons affected by the work) that:
  - (i) Complies with *Laws*.
  - (ii) Meets the requirements of Standard 00590<sup>1</sup>.
  - (iii) Addresses the risks associated with the specific category of work.
  - (iv) Is documented and available at each *Worksite* where *Services* are being provided.
- (b) The *Service Provider* and / or *Operator(s)* are to comply with reasonable and lawful safety directions by relevant *Authorities*, Energy Queensland, the person in control of the *Worksite*, and the person in control of the *Premises*. This includes the issue of (and is not limited to) safety alerts and safety notices etc.
- (c) Implement control measures to eliminate and / or reduce risks for the following (and not limited to) identified hazards where applicable to a specific category of work:
  - (i) Person falling more than 2 metres.
  - (ii) External party and Energy Queensland generated radio frequency radiation.
  - (iii) Structural, electrical and laser light transmission hazards associated with external party aerial broadband strand wire and cabling.
  - (iv) Collapse of a structure.
  - (v) Inhalation of disturbed asbestos.
  - (vi) Collapse of temporary structure.
  - (vii) Contaminated atmosphere.
  - (viii) Collapse of excavations, trench or tunnel.
  - (ix) Explosives.

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<sup>1</sup> For Energy Queensland Group related references refer to Section 13 - References.

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- (x) Uncontrolled release of pressurised gas from mains or piping.
  - (xi) Uncontrolled release of chemical, fuel, oil or refrigerant from lines.
  - (xii) Contact with energised electrical parts or equipment (this may include exposed metal work above 2.4 metres).
  - (xiii) Contaminated or flammable atmospheres.
  - (xiv) Handling and placement of any precast components.
  - (xv) Contact by traffic corridor mobile plant (e.g. vehicles, train, ship, mobile equipment).
  - (xvi) Moving powered mobile plant.
  - (xvii) Extremes of temperature.
  - (xviii) Inadvertent entry to a marine environment.
  - (xix) Falling tools, equipment, structure or another person.
  - (xx) Inadvertent exposure of energised electrical equipment and parts, for example damage to insulation or incorrect identification of underground cable.
  - (xxi) Repetitive, straining or sustained movement (manual tasks).
  - (xxii) Inappropriate or incorrect electrical connections.
  - (xxiii) Unauthorised access to the electrical network.
  - (xxiv) Inadvertent discharge of fire suppression system.
  - (xxv) Exposure to carcinogens, for example equipment or oil contaminated with Poly Chlorinated Biphenyls (PCB).
  - (xxvi) Contact with energised parts due to leakage or induction.
  - (xxvii) Incorrect or unauthorised operation of High Voltage (HV) or Low Voltage (LV) network control or protection device.
  - (xxviii) High fault currents.
  - (xxix) Earth return paths within work area due to broadband infrastructure installations on overhead network.
  - (xxx) Falling from a height of 2 metres or less.
  - (xxxi) Contagious diseases.
  - (xxxii) Operating high risk plant and tools.
  - (xxxiii) Lightning strikes to the Energy Queensland network.
  - (xxxiv) Exposure to hazardous substances.
  - (xxxv) Exposure to UV radiation.
  - (xxxvi) Burning or burnt Copper Chrome Arsenate (CCA) treated poles.
  - (xxxvii) Shavings or sawdust from CCA treated poles.
- (d) Implement control measures to eliminate and / or reduce the following (and not limited to) risk exposures where applicable to a specific category of work:
- (i) Lifting, holding, suspending and placement of loads.
  - (ii) Lack of consultation, cooperation and coordination between *Workgroups* at a *Worksite* or project.
  - (iii) Any bare earthed conductor or equipment adjacent to energised electrical equipment and parts.
  - (iv) Concrete poles being a conductor of electricity.
  - (v) Accessing Buried In Ground (BIG) steel pole.
  - (vi) Exposed metal components above 2.4 metres that may not be earthed (has the potential to become energised).
  - (vii) Infrared radiation heating effect of metals adjacent to electrical faults.

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- (viii) Bacterial and fungal eye infections from vegetation material, (e.g. saw dust, plant particles).
- (ix) Entry into and work in any area that has been identified as a confined space.
- (x) Excavation and civil construction in the vicinity of existing Energy Queensland assets connected to the network.
- (xi) Entry into and work in underground chamber of reinforced concrete pits (e.g. for cable installation and jointing).
- (xii) Entry into and work in reinforced concrete cable trenches (includes shallow reinforced concrete pits with continuous access covers for the full length).
- (xiii) Working at height on roofs and / or building structures.
- (xiv) Working in the vicinity of unrestrained animals (e.g. dogs) or livestock (e.g. horses), including as a minimum, safe system of work control measures for:
  - Not entering a *Customer's* or *Landholder's* property to perform any *High Exposure Task(s)* where the dog(s) is not securely restrained.
  - Only entering a *Customer's* or *Landholder's* property to perform the *Services* (excluding *High Exposure Tasks*), when it has been assessed as safe to enter the property (for example and not limited to, dog(s) is securely restrained or dog(s) unable to access the *Worksite*).
- (e) Notify the *Energy Queensland Officer* as soon as practical; in the event of a Notifiable Incident (as defined in Work Health and Safety Act 2011) or Serious Electrical Incident and Dangerous Electrical Event (as defined in Electrical Safety Act 2002).

## 8. ENVIRONMENT

- (a) All *Service Providers* and *Operators* are only to carry out an activity after all measures to prevent or minimise the potential for environmental harm have been taken. (Requirement under the Environmental Protection Act 1994.)
- (b) Ensure an environmental risk / impact assessment and environmental management plan or equivalent for any *Site* where *Services* are being provided, are completed based on the below issues and implemented ensuring compliance with *Laws*.
- (c) Maintain and leave the *Worksite* in a condition ensuring no potential for environmental nuisance or harm has occurred.
- (d) Assess the environmental risks associated with the relevant category of work, including and not limited to:
  - (i) Containment of materials, waste, soil and water (including stormwater).
  - (ii) Soil erosion and sediment runoff.
  - (iii) Incorrect identification and spread of fire ants and other pests.
  - (iv) Spread of invasive plants (weeds).
  - (v) Spread of animal or plant diseases / pathogens.
  - (vi) Inadvertent distribution of hazardous substances.
  - (vii) Excessive noise.
  - (viii) Air quality including release of dust or smoke.
  - (ix) Acid Sulfate Soil disturbance.
  - (x) Damage to, or interference with, marine plant, fish habitats and mangrove areas.
  - (xi) Damage to, or interference with, indigenous and non-indigenous cultural heritage.
  - (xii) Release of contaminated substances, materials and equipment.
  - (xiii) Disturbance of fauna, habitats and wildlife breeding locations.

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- (xiv) Disturbance of flora, other than that specified for trimming or removal in Energy Queensland documentation (e.g. Vegetation Management Reports, Flora Survey Reports).
  - (xv) Retention of endangered and vulnerable plant species.
  - (xvi) Organic certified or chemical distribution restricted properties.
  - (xvii) Release of chemicals, fuel, oil or insulating gas (for example, SF<sub>6</sub>).
  - (xviii) Chemically treated poles (including Creosote and Copper Chrome Arsenate [CCA]) and surrounding soil disturbance.
  - (xix) Accessing and working within National Parks, Wet Tropics, protected areas and State Forests.
  - (xx) Damaged to, or interference with watercourses, wetlands or tidal lands.
  - (xxi) Interference with aesthetics and visual amenities.
  - (xxii) Release of chemicals, fuel, or oil from refuelling and maintenance of plant and machinery.
- (e) *Service Provider* and / or *Operator(s)* are to comply with all reasonable and lawful environmental directions by any relevant *Authorities*, Energy Queensland, person in control of the *Worksite*, or person in control of the *Premises*. This includes the issue of (and is not limited to) environmental alerts.

### 8.1 Fire Ants

- (a) To prevent the spread of Fire Ants in South East Queensland; undertake all works in accordance with:
- (i) Biosecurity Act 2014.
  - (ii) Biosecurity Regulation 2016.
  - (iii) Department of Agriculture and Fisheries - Fire Ant Movement Controls (Biosecurity QLD website).
  - (iv) General Biosecurity Obligation.
- (b) *Service Providers* are to:
- (i) Have systems and processes in place to demonstrate compliance with their General Biosecurity Obligation. These can include a Fire Ant Management Plan and *Operators* who are competently trained to identify Fire Ants and conduct Fire Ant inspections.
  - (ii) Ensure *Operators* are aware of their responsibility to identify Fire Ants and measures to be taken to prevent their spread.
  - (iii) Obtain Biosecurity QLD Instrument Permit before moving Fire Ant Carriers, for example (and not limited to) soils outside the Fire Ant Biosecurity Zone.
- (c) A minimum of one *Operator* present on each *Worksite* in a Fire Ant Biosecurity Zone:
- (i) Holds a current Fire Ant identification / inspection competency.
  - (ii) Inspects the *Worksite* for Fire Ants and record details of all inspections undertaken prior to and during works.
  - (iii) Immediately advises Biosecurity QLD (Department of Agriculture and Fisheries) and Energy Queensland when Fire Ants are detected at a *Worksite*.

### 8.2 Erosion and Sediment Control

- (a) Sediment material (e.g. soil, sand) is not to be placed where it could reasonably be expected to wash, blow, fall or otherwise move into water(s), a roadside gutter or stormwater drain.
- (b) Prior to commencing work at a *Worksite*, identify the location of stormwater drains and waterways that could receive runoff from the *Worksite*. Conduct all activities to minimise off *Site* impacts including:
- (i) Minimising soil disturbance.
  - (ii) Maximising the retention of ground cover, for example retaining of grassed areas.



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- (c) Minimise erosion from vehicle travel by ensuring they stay on formed tracks, avoid driving during wet weather and are prevented from driving in riparian areas (e.g. on riverbanks).
- (d) If erosion cannot be avoided, utilise controls to prevent sediment entering stormwater drains and / or waterways, for example include the use of sediment sausages, bunding and / or drain wardens.

### 8.3 Acid Sulfate Soils

- (a) Acid Sulfate Soils (ASS) occur naturally over extensive areas of low-lying coastal land, predominantly at or below 5 metres Australian Height Datum (AHD). All disturbances to soils (e.g. excavation), groundwater hydrology or surface drainage patterns in coastal areas at or below 5 metres AHD should be investigated, designed and managed to avoid potential adverse effects from ASS on the natural and built environment (including infrastructure) and human health.
- (b) Examples of low-lying coastal land include canal estates (modified waterways), estuaries, floodplains, tidal mangrove flats, coastal lakes, wetlands, swamps and their adjacent lands.
- (c) The *Service Provider's* safe system of work and procedures for the management of Acid Sulfate Soils is to comply with the Queensland Acid Sulfate Soil Technical Manual: Soil Management Guidelines as a minimum, including for:
  - (i) Minimising the extent of the ground disturbance (e.g. excavation).
  - (ii) Neutralisation of ASS.
  - (iii) Treatment of small volumes (<100 m<sup>3</sup>) of ASS.
  - (iv) Stockpiling and disposal of ASS.
- (d) For larger quantities of ASS (excavations > 100 m<sup>3</sup>) contact your *Worksite Supervisor / Energy Queensland Officer* before proceeding with works.

### 8.4 Chemical Contaminated Soil

- (a) Soil is not to be removed from a *Site* that is listed on the contaminated land register without the appropriate sampling results and / or soil disposal permit from the Queensland Department of Environment and Heritage Protection (DEHP).
- (b) Where the *Site* is not on the register and the soil being removed is suspected of being contaminated:
  - (i) Transport to an approved temporary storage location.
  - (ii) Sample and analyse the soil to determine if it is contaminated and determine the most appropriate disposal method.

### 8.5 Chemical Contaminated Soil in Livestock Grazing Area

- (a) Take all reasonable and practicable measures to minimise environmental harm from the spread of excavated soil being removed from a property where pole replacement or removal is occurring; and any of the following situations apply to the pole site:
- (b) Take all reasonable and practicable measures to minimise exposure of livestock to excavated soil and the spread of excavated soil being removed from a property associated with the handling of chemically treated electricity poles (e.g. pole replacement or removal). Undertake control measures in any of the following situations, or combination thereof:
  - (i) The pole was standing before 1987 and livestock graze in the area.
  - (ii) The property has or is acquiring Cattle Care or other similar accreditation (e.g. certified organic).
  - (iii) The landowner has assessed the soil around poles and has concerns regarding actual or potential organochlorine contamination of livestock.
  - (iv) The *Operator / Worksite Supervisor* is uncertain if any of the above situations apply.
- (c) For the removal of poles (pre 1987) in livestock grazing areas:

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- (i) Prevent the pole butt and excavated spoil from coming in contact with the ground surface.
  - (ii) When recovery of a removed pole is not practical on the same day; relocate pole outside the property.
  - (iii) Import clean soil to backfill pole hole and spread over the adjacent ground surface to a depth  $\geq$  75 mm.
- (d) For the replacement of poles (pre 1987) in livestock grazing areas:
- (i) Preference is to locate the new pole  $\geq$  2 metres from the existing pole and remove existing pole as above.
  - (ii) If the same pole hole has to be used or a new hole within 2 metres of the existing pole then the following instructions apply:
    - Remove existing pole in accordance with the above instructions.
    - If 400 mm radius footprints from both the new and old pole locations intersect, for sections located in both footprints, excavate soil 700 mm below ground surface. Place recovered spoil into bulker bags, arrange sampling and transport to an appropriate disposal location.
    - After installing new pole, use only imported clean soil to backfill the remainder of the pole hole, and spread over excavated area and adjacent ground surface to a depth  $\geq$  75 mm.

### 8.6 Control of Invasive Plants

- (a) Invasive plants (weeds) which have, or could have a serious economic, environmental or social impact are to be identified under the *Laws*, including the Biosecurity Act 2014.
- (b) Undertake practical measures to identify and minimise the spread of invasive plants. The control measures adopted are to be appropriate for the risk.
- (c) These practices may include, and are not limited to:
  - (i) Vehicle and plant clean down (and maintaining records of such clean downs).
  - (ii) Vehicle, equipment and employee hygiene.
  - (iii) Chemical control (where permitted).
  - (iv) Following the Landowner's invasive plant management plans (where requirements are reasonable and practical).
- (d) Ensure compliance with relevant Biosecurity Management Plans under the Biosecurity Act 2014, Biosecurity Regulation 2016 and subordinate legislation.

### 8.7 Control of Fungal Pathogens and Exotic Insects

- (a) Fungal pathogens (e.g. Panama Tropical Race 4 in bananas, *Phytophthora Cinnamomi* Fungus, Myrtle Rust, Black Sigatoka,) and exotic insects (e.g. Electric Ants, Grape Phyloxera, Papaya Fruit Fly, Spiraling Whitefly) which have, or could have a serious economic, environmental or social impact are to be identified under the *Laws*, including the Biosecurity Act 2014.
- (b) Undertake practical measures to identify and minimise the spread of fungal pathogens and exotic insects. The control measures adopted are to be appropriate for the risk.
- (c) These practices may include, but are not limited to:
  - (i) Vehicle and plant clean down (and maintaining records of such clean downs).
  - (ii) Vehicle, equipment and employee hygiene.
  - (iii) Chemical control (where permitted).
  - (iv) Following the *Landowner's* fungal pathogens and exotic insects management plans (where requirements are reasonable and practical).



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- (d) Ensure compliance with relevant Biosecurity Management Plans under the Biosecurity Act 2014, Biosecurity Regulation 2016 and subordinate legislation.
- (e) In the event of an outbreak of pathogens and exotic insects the *Service Provider* is to follow all instructions issued by the *Authorities* in control for the containment.

### 8.8 Noise Management

- (a) Regulatory *Authorities* are sensitive to the concerns of residents and local businesses in respect of noise nuisance. Activities that cause, or are likely to cause, noise cannot be carried out unless all reasonable and practicable measures to prevent or minimise the noise have been taken (the general environmental duty [Environmental Protection Act 1994]).
- (b) If regulatory *Authorities* impose quantitative limits on noise (for example, maximum noise levels or when noise can be generated) they are required to be complied with while providing *Services* under each category of work specific WCS.

### 8.9 Liquid Residue Material

- (a) When removing liquid residue material from excavations or pits etc.:
  - (i) Take all reasonable and practicable measures to prevent or minimise environmental harm.
  - (ii) Place liquid residue material at locations that do not allow pollution of water.
  - (iii) Comply with all *Laws* including any specific controlling *Authority* requirements.
- (b) Licensed Waste Disposal Contractors / Subcontractors are to remove and dispose of water with:
  - (i) > 50 ppm suspended solids.
  - (ii) An oil sheen.
  - (iii) A pungent odour.
  - (iv) Discolouration.
  - (v) A pH of  $\leq 6.5$  or  $\geq 8.5$ .
- (c) Additional detail which may assist *Service Providers* in establishing their own practices for disposal of liquid residue material is available in Standard 00310<sup>2</sup>.

### 8.10 Aboriginal And Torres Strait Islander Cultural Heritage

The *Service Provider* and *Operator* are to comply with the *Laws* including the Queensland Aboriginal Cultural Heritage Act 2003 and Queensland Torres Strait Islander Cultural Heritage Act 2003, and take all reasonable and practicable measures to ensure an activity does not harm cultural heritage (the “cultural heritage duty of care”).

### 8.11 Queensland Cultural Heritage

The *Service Provider* and *Operator* are to comply with the *Laws* including the Queensland Heritage Act 1992 and take all reasonable and practicable measures to ensure an activity does not harm cultural heritage.

### 8.12 Contaminant Management

- (a) The *Service Provider* will:
  - (i) Store and use contaminants (e.g. chemicals and petroleum products) in accordance with the *Laws*, manufacturer instructions (label and Safety Data Sheet [SDS]) and in accordance with Standard 00310<sup>2</sup> as a minimum.

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<sup>2</sup> For Energy Queensland Group related references refer to Section 13 – References.

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- (ii) Minimise the potential for a leak or spill.
- (iii) Minimise contamination resulting from *Worksite* activities.
- (b) Ensure appropriate spill kits are available and kept stocked to contain and clean up any leaks or spills of contaminants during storage, transport, handling and use.
- (c) *Operators* involved in the transport, storage and handling of contaminants are to be licensed, trained and instructed in the containment, clean-up and disposal of any leaks and spills of contaminants.
- (d) Contain and clean up any spillage of a contaminant capable of causing environmental harm or nuisance as quickly as practicable. Such spillage is not to be cleaned up by hosing, sweeping or otherwise releasing contaminants to any stormwater drainage system, roadside gutter or waters; or further contributing to land contamination or air pollution.

### 8.13 Waste Management

The *Service Provider*:

- (a) Is directly responsible for the prevention of littering by their *Operators*.
- (b) Reuses and recycles materials to avoid generating waste.
- (c) Ensures all litter / waste (including papers, tins, bottles and rags) is cleaned up daily from areas where *Services* are performed.
- (d) Disposes of any waste material (including hazardous or regulated waste) at an approved refuse area in accordance with:
  - (i) *Laws*.
  - (ii) *Service Providers* own safe system of work.
  - (iii) Manufacturer's instructions, for example label and Safety Data Sheet (SDS).
  - (iv) *Authority* requirements.

## 9. EXTENT OF WORK

### 9.1 General

Provide *Services* in accordance with (but not limited to):

- (a) Work Category Specification WCS31 – Commissioning Operating and Accessing the Network.
- (b) Work Category Specification WCS133 – General Standards and Conditions.
- (c) *Works Orders* and associated plans and documents detailing the *Services* to be performed.
- (d) All necessary certificates, licences, consents, permits, approvals and requirements for the *Services* being performed.
- (e) Energy Queensland Group Manual 00301 - Operating Practices Manual<sup>3</sup>.
- (f) Energy Queensland Group Standard 00310 - Energy Queensland Environmental Management System: Environmental Standard<sup>3</sup>.
- (g) Energy Queensland Group Standard 00590 - Safety Specification for Contracted Work<sup>3</sup>.
- (h) Energy Queensland Group Standard 01037 - As Constructed Drawing Standard<sup>3</sup>.
- (i) Energy Queensland Group Work Practice WP1009 - Barrier Systems for Work in Outdoor Substations (Bulk Supply or Zone)<sup>3</sup>.

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<sup>3</sup> For Energy Queensland Group related references refer to Section 13 – References.

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- (j) Energy Queensland Group Work Practice WP1202 - Low Voltage Connections<sup>4</sup>.
- (k) Energy Queensland Group Work Practice WP1205 - Worksite Environment and Setup<sup>4</sup>.
- (l) Energy Queensland Form R028 - Customer Care Requirements.
- (m) Energy Queensland Group Form 2020 - Approved Products List<sup>4</sup>.
- (n) Energy Queensland Group Form 8110 - Code of Conduct<sup>4</sup>.
- (o) AS/NZS 1418.10:2011 - Cranes, hoists and winches - Mobile elevating work platforms.
- (p) AS 2550.10-2006 - Cranes, hoists and winches - Safe use - Mobile elevating work platforms.
- (q) Manual of Uniform Traffic Control Devices (MUTCD), Part 3 - Works on Roads.

### 9.2 Service Provider Responsibilities

- (a) *Services* are performed such that only minimum of disruption will be caused to the:
  - (i) Business community.
  - (ii) General public.
  - (iii) *Customer* (residents).
  - (iv) Persons occupying land adjacent to or in the vicinity of the *Worksite*.
  - (v) Vehicular and pedestrian traffic.
- (b) Gain the required approvals from *Authorities* to obtain access to the *Sites* including:
  - (i) Roadways (including traffic control permits).
  - (ii) Restricted areas, for example mine sites, railway property, indigenous lands, wet tropics or sugar mill property.
- (c) Ensure *Services* provided do not materially interfere with the performance of works being undertaken by Energy Queensland or any other *Service Providers* on the *Worksite*.
- (d) Ensure full cooperation and coordination between *Workgroups* and team members exist at all times.
- (e) Immediately notify (or as soon as is practicable after the occurrence) to the *Energy Queensland Officer* in the event of the following:
  - (i) Receipt of a complaint.
  - (ii) Any significant disruption to program of *Services* being provided.
  - (iii) Any damage to Energy Queensland or other parties' property or essential services.
  - (iv) Unplanned outage of network due to *Services* being provided.
  - (v) Any unserviceable network infrastructure identified at the *Worksite*.
- (f) Immediately report all serious / significant incidents to the *Energy Queensland Officer*, and provide a written incident report within 2 full *Business Days*. The Energy Queensland emergency contact telephone numbers are provided in **Table 1** below.

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<sup>4</sup> For Energy Queensland Group related references refer to Section 13 – References.

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Table 1 – Emergency Contact Telephone Numbers

Energy Queensland Regions	Emergency Contact Telephone Number
Northern Region; and Southern Region.	131670**
South East Region	131962**

**Note:** Refer to Appendix A for the geographical areas included in the Energy Queensland Regions.

\*\*Please note that this phone number is on a recorded telephone line and that all phone calls to this number are recorded for auditing and safety purposes.

- (g) Investigate and resolve to the reasonable satisfaction of Energy Queensland, any complaint about the way in which the *Service Provider / Operators* performs any element of the *Services*.
- (h) Repair any damage to the property of Energy Queensland or *Authority* resulting from any deficient or defective *Services* or the re-performance of those *Services* provided.
- (i) When *Services* are provided on, or in close vicinity to private property the following actions apply:
  - (i) When entering private property, advise occupier where practicable prior to commencement of *Services*.
  - (ii) Where appropriate advise occupier of *Operators* departure.
  - (iii) When the property is unoccupied / unattended, leave a completed Form 2225<sup>5</sup>, in an obvious location on the property.
  - (iv) Ensure gates are left in 'as found' condition.
- (j) *Service Providers* and their employees (*Operators*) are to ensure when signing onto an entry permit for a commercial / construction site or entering a commercial / residential *Premises*, they represent themselves as a "Contractor Working for Part of the Energy Queensland Group (for example either Energex or Ergon Energy)" or a "Contractor Working for a Third Party (for example a Developer)" and not as "Part of the Energy Queensland Group".
- (k) Ensure *Operators* on *Worksite* carry and produce upon request their identification card(s).
- (l) Obtain agreement of the resident where the footpath garden of the resident will be disturbed in the course of performing the *Services*.
- (m) Notify all *Authorities* of *Services* being performed and upon commencement / completion of work.
- (n) Ensure a program scheduling each stage of *Services* being provided is established, regularly updated as work progresses, and made available on request and provide advice of:
  - (i) Recommencement of *Services* being provided on *Worksite* after prolonged period of delay after ceasing work at *Worksite*.
  - (ii) Key or agreed stages of *Service's* completion where Energy Queensland inspection / acceptance is required before proceeding.
  - (iii) Handover meetings from one *Service Provider* to another.
  - (iv) Completion of *Services* being provided on *Worksite*.
- (o) No variations, changes or modifications to the *Services* being provided are to be made without the prior approval of the Designer / *Energy Queensland Officer*.

<sup>5</sup> For Energy Queensland Group related references refer to Section 13 – References.

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## General Standards and Conditions

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### 9.3 Operators Responsibilities

- (a) No *comments* are to be made on behalf of Energy Queensland by the *Operator*.
- (b) *Operators* to ensure:
  - (i) Work is performed to the general instructions of the *Energy Queensland Officer*.
  - (ii) Dangerous situations are rectified or mitigated immediately.
  - (iii) Contact with the *Energy Queensland Officer* at agreed periods to ensure Energy Queensland has knowledge of the location and approximate times of *Services* occurring.

### 9.4 Site inductions

Specific *Site* inductions or notifications that *Operators* may be required to be undertaken include, and are not limited to, those associated with:

- (a) Wet Tropics, National Parks, protected areas and / or State Forests.
- (b) Tidal lands and waterways marine plant areas.
- (c) Cultural Heritage *Sites*.
- (d) Mining *Sites*.
- (e) Queensland Rail.
- (f) Sugar Mills.

### 9.5 Statutory Permits

- (a) If a statutory permit is required:
  - (i) The *Service Provider* is to request a copy of the permit be provided prior to the commencement of the *Services*.
  - (ii) Perform the *Services* in accordance with the terms, conditions and requirements of the statutory permit.
- (b) Where there is a conflict between the terms of the statutory permit and the specifications, the *Service Provider* is not to commence work until the conflict is resolved with *Energy Queensland Officer*.

### 9.6 Customer Relations

- (a) The maintenance of good Retailer and Energy Queensland *Customer* relations is paramount. *Service Providers* and /or *Operators* are to ensure that they comply with Form R028 and Form 8110<sup>6</sup>.
- (b) The *Service Provider* is responsible for notifying *Customers* using the appropriate communication media, for example and not limited to:
  - (i) Newspaper advertisements.
  - (ii) Brochure drops.
  - (iii) Mail outs.
  - (iv) Radio advertisements.
  - (v) Telephone and text message communications.
  - (vi) Internet notification by email.
  - (vii) Or as directed by the Energy Queensland Communications Group.

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<sup>6</sup> For Energy Queensland Group related references refer to Section 13 – References

## General Standards and Conditions

### 9.7 Issue and Completion of Work

- (a) *Job Requests* issued are accepted, updated and completed. Completion can be by either using electronic data exchange method, for example Field Force Automation (FFA), or by other means approved by an *Energy Queensland Officer*.
- (b) The status of all actioned *Job Requests* are to be updated on the Mobile Data Terminal prior to the *Operator* leaving the *Worksite*.
- (c) The *Service Provider* is to confirm completion of *Services* when they have finalised all construction and maintenance works at the *Worksite(s)*.

### 9.8 Supplied Materials and Equipment

- (a) After receipt of Energy Queensland material and equipment the *Service Provider* becomes fully responsible for the material and equipment.
- (b) All recovered or surplus materials and equipment remains the property of Energy Queensland and be taken into account when reconciling materials and equipment. Recovered materials and equipment including scrap cable, conductors and plant need to be returned to the Energy Queensland nominated location and placed in the appropriate material storage bins at the completion of *Services*.
- (c) Ensure all reasonable methods taken so that materials are stored in a manner that does not attract unauthorised entries to *Worksite / Site* or enable theft of the materials, for example lockable storage containers, security guards.
- (d) Should any Energy Queensland owned material and equipment, including keys and ID Cards, be lost, stolen or damaged, the full cost of repairs or replacement, and any actions necessary to maintain network security will be recovered by Energy Queensland from the *Service Provider*.
- (e) Return all Energy Queensland equipment with complete Form F064 at the termination of employment for any individual employee or the *Service Provider's* contract to provide *Services*.

### 9.9 Substation

#### 9.9.1 Access Notification

- (a) Contact Energy Queensland Network Operations on telephone numbers listed in **Table 2** below prior to entry and exit (after securing all points of entry) to all secure *Site(s)* including, Energy Queensland substations, ground and padmounted transformers.

**Table 2 - Network Operations Telephone Numbers**

Energy Queensland Regions	Network Operations Telephone Number
Northern Region; and Southern Region.	Operations Control Centre 1800 237 849**
South East Region	Network Operations 1300 748 343**

**Note:** Refer to Appendix A for the geographical areas included in the Energy Queensland Regions.

\*\*Please note that this phone number is on a recorded telephone line and that all phone calls to this number are recorded for auditing and safety purposes.

- (b) Where provided, use the 'Substation Entry Log Book' to record the '*Operators*' attendance, and purpose of attendance, at the *Site*.



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### 9.9.2 System Key / Proximity Card

The *Service Provider* ensures:

- (a) A register detailing key / card issue is maintained.
- (b) Key / card remains with the registered recipient and is not lent or given to another person.
- (c) Keys / cards are not duplicated.
- (d) Keys / cards are kept in a secure location.
- (e) Keys / cards are returned upon the termination of an employee and /or completion of *Services*.

### 9.9.3 Security

- (a) Isolate security system before entering protected areas of substation facilities; only after notifying Energy Queensland Network Operations. Failure to do so will initiate an alarm. Reverse the isolation of the security system when leaving the protected areas of substation facility.
- (b) Make sure all access points are closed and securely locked after entering and prior to leaving *Sites* or enclosures, for example pull test each gate, door, locks.
- (c) *System Keys* are to be removed immediately after the operation of locks and are not to be left in locks.
- (d) Where a substation *Site* or enclosure cannot be secured, the *Operator*:
  - (i) Will apply minor repairs to ensure the *Site* is safe.
  - (ii) Where it is impractical to secure the *Site*, remain on *Site* and contact the *Energy Queensland Officer*.
  - (iii) Prohibit entry by unauthorised persons.
- (e) Energy Queensland locks may only be repaired by an Energy Queensland employee or a licensed locksmith. (Security Providers Regulation 2008).
- (f) An *Energy Queensland Officer* may, at Energy Queensland's discretion, be appointed to oversee some or all of the works within the substation.

### 9.9.4 Fire Suppression System`

- (a) Isolate fire suppression system before entering protected areas of substation facility.
- (b) Evacuate the area immediately, whenever the fire suppression system "Evacuate Area" warning sounds for any reason, either an event or accidental operation.
- (c) Reverse the isolation of the fire suppression system when leaving the protected areas of substation facility.

### 9.9.5 Metal Scaffolding

- (a) Metal scaffolding is not to be used in a substation environment if there is any possibility of the user or the scaffolding entering exclusion zones around energised electrical equipment and plant.
- (b) Metal scaffolding in a substation environment is to be earthed to a permanent earth at the initial stage of assembly and remain earthed until the final stage of dismantling.

### 9.9.6 Ground Penetration

All underground electrical cables and other electrical infrastructure, for example earth grids, have to be located and protected before any stakes, star pickets or similar are driven into the ground inside a substation or in the vicinity of the boundary fence for any purpose.

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### 9.10 Worksite Set-up

- (a) *Worksites* are set-up in a manner consistent with MUTCD and Work Health and Safety Regulation 2011.
- (b) When working in a substation, barricade hazards in accordance with WP1009<sup>7</sup>.
- (c) Where practical, before Energy Queensland personnel or third party contractors commence work at the *Worksite*, they are to be briefed on:
  - (i) *Site* conditions.
  - (ii) Hazards.
  - (iii) Barrier controls in place.
  - (iv) Exposed overhead and underground electric lines, equipment, parts, etc.
- (d) Exclusion zones are to be maintained on *Worksite*.

### 9.11 Site Handover

*Site* preparation and barricading of hazards are to be consistent with WP1205<sup>7</sup>; prior to leaving *Worksite* where *Site* preparation is performed for Energy Queensland.

### 9.12 Traffic Control

- (a) When *Services* are being provided on or adjacent to roadways or trafficable areas, ensure the safety of *Operators* and provide for the safe progress of passing vehicle and pedestrian traffic.
- (b) Ensure that appropriate traffic control devices and / or traffic control personnel are in place in accordance with the *Laws* and Manual of Uniform Traffic Control Devices (MUTCD).

### 9.13 Maintenance of Barricades and Environmental Controls

Maintain in place necessary signs, barricades and lights, for vehicular, pedestrian and environmental management until restoration works are complete and the hazards cease to exist.

### 9.14 Worksite Conditions

- (a) Keep to an absolute minimum, the clearing of vegetation and habitat to establish a safe *Worksite(s)*, this excludes vegetation which has the potential to impact on the clearances to the electrical network (overhead powerline).
- (b) For *Services* being provided during the non-daylight hours, take care so that no nuisance lighting occurs and excessive glare from vehicles and *Worksite* lighting does not impact on vehicle traffic using adjacent roads or vessels in nearby water ways, or to nearby *Premises*.
- (c) Unless otherwise authorised by Energy Queensland in writing, the following conditions are to be observed, in particularly remote and / or isolated areas:
  - (i) Firearms are not permitted on the *Worksite(s)*.
  - (ii) Hunting and fishing is not permitted.
  - (iii) Dogs and other domestic animals are not permitted on the *Worksite(s)*.
- (d) All native fauna (including snakes) is protected. It is illegal to destroy, take, kill or unnecessarily disturb any animal.
- (e) All works and activities on the *Worksite(s)* are to be carried out in a manner that minimises disruption of habitat.

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<sup>7</sup> For Energy Queensland Group related references refer to Section 13 – References

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- (f) Feeding native animals is prohibited.
- (g) No grass trees, ferns, orchids, staghorns, elkhorns or other protected plants, will be interfered with or removed.
- (h) The lighting of fires is prohibited, (exceptions may be granted by the *Energy Queensland Officer* for temporary camping).

### 9.14.1 Temporary Camping

- (a) *Service Provider* is to negotiate directly with the Landholder where a temporary camp is to be established. *The Service Provider* is to comply with the conditions for camping outlined by the Landholder.
- (b) The *Service Provider* maintains the campsite in a neat and tidy condition at all times.
- (c) Cooking fires and campfires will only be permitted where the Landholder's prior permission is obtained. The *Service Provider* is solely responsible for damage or claims that may result from the use of fire.
- (d) Only chemical type toilets will be used on *Site*. Dispose of effluent from toilets only at a licensed facility operated by the local *Authority*.
- (e) No vehicle, equipment or materials not directly required for the *Services* being provided will be stored on the *Site(s)*.
- (f) On completion of the *Services* leave the *Site* clean, tidy and to the satisfaction of the Landowner and the *Energy Queensland Officer*.

### 9.15 Excavation and Working Around Energy Queensland Assets

When excavating around energised underground cables, the following control measures, as a minimum are to be incorporated into the *Service Providers* safe system of work:

- (a) Hand excavation techniques to be used when within 300 mm of cables.
- (b) Use of tools and personal protective equipment with suitable level of insulation.
- (c) When accessing *Conduits, Pipes* or direct laid cables, maintain a minimum 150 mm clear zone.

### 9.16 Electrical Connections

- (a) An *Operator* who performs part or all of the electrical work and is responsible for bringing the electrical equipment to a state of readiness for connection to a source of electricity is to ensure the electrical equipment is appropriately tested and electrically safe.
- (b) Make all Low Voltage electrical connections in accordance with WP1202<sup>8</sup>, and the manufacturer's instructions when required.

### 9.17 Working on De-energised Low Voltage Electrical Equipment

- (a) The Electrical Safety Regulation 2013, Part 3 – Electrical Work, places restrictions on the performance of electrical work on energised electrical equipment and only allows it where it is not practicable to perform the work de-energised, and the work can be done safely.
- (b) Tasks that can only be performed de-energised on the Energy Queensland network are listed in WCS31, Appendix A, Table 3 – De-energised Tasks.
- (c) Energy Queensland Manual 00301<sup>8</sup> details the procedures to be followed for operating and accessing the Low Voltage network.

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<sup>8</sup> For Energy Queensland Group related references refer to Section 13 – References

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### 9.18 Working on Energised Electrical equipment

- (a) Electrical work on energised electrical equipment does not include high voltage live work.
- (b) Energised electrical work is only to be performed when:
  - (i) It is necessary in the interests of health and safety that the electrical work is carried out while the equipment is energised.
  - (ii) It is necessary that the electrical equipment is energised for the work to be carried out properly.
  - (iii) It is necessary for the purposes of testing.
  - (iv) There is no reasonable alternative means of carrying out the electrical work.
- (c) Before commencing energised electrical work, perform and document a risk assessment.

### 9.19 Switching and Commissioning

- (a) Carry out all HV and LV network access, switching, *Commissioning* of works and *Customer* notification of interruptions in accordance with WCS31.
- (b) Carry out all LV network access that does not require switching, for example planned interruptions to small areas of *Customers* that does not require switching of the electricity network, and the *Customer* notification of interruptions in accordance with WCS31.

### 9.20 Accessing Poles and Structures

Where it is intended to access a pole or structure to carry out any work activity, or works being carried out could affect the tip loading of any of the poles or structures, determine the integrity of the pole or structure by visual inspection, testing and evaluation, for being suitable for intended works.

#### 9.20.1 Service Cables to Property Poles

Carry out all tensioning or releasing of tension for cables attached to service poles at the Energy Queensland mains pole, or at the first property pole:

- (a) Only after a site specific risk assessment has been completed.
- (b) In strict accordance with the *Service Provider's* safe system of work.

#### 9.20.2 Street Light Bracket on Energy Queensland Mains Poles

Existing Energy Queensland and *Third Party* owned steel street light brackets on Energy Queensland mains poles can be energised due to deterioration of internal wiring, damage to the cable insulation, or incorrect connection.

### 9.21 Reinstatement

- (a) Backfilling, compaction and re-surfacing of open cut excavation is undertaken to ensure surface and underlying soil structure is able to perform its original function.
- (b) Unless otherwise indicated on an issued permit, make safe all roads and footpaths at the end of each day to allow resumption of normal pedestrian flow and vehicle use. Ensure temporary reinstatement appropriate for the *Site* conditions and is maintained until final restoration completed.
- (c) Any modifications to reinstatement outlined on *Work Plan* are to be authorised by the *Energy Queensland Officer* prior to their application.
- (d) Carry out permanent reinstatement of surfaces as soon as practicable after completion of backfilling and excavation reinstatement. Compact and consolidate each layer of backfill as it is installed.
- (e) Surfaces removed or damaged during the provision of the *Services* are reinstated to the original surface levels (within agreed tolerance) with similar material, for example reinforced concrete

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(dowelled or un-dowelled), turf (quality couch), bitumen, asphalt, paving, tiles or as agreed with the *Authority* or owner and includes the re-establishment of traffic detection loops and line marking, street furniture, driveways and gardens.

- (f) Using top soil and seeding is not an approved method of reinstatement for lawns.
- (g) Reinstatement driveways as close as practical to the original. The steel reinforced concrete construction includes the drilling and dowelling of adjoining concrete surfaces during the reinstatement work.
- (h) After demobilisation of *Site* facilities the *Service Provider* continues as required to:
  - (i) Water and maintain new turf, seeding and or hydro mulch reinstatement etc. until this vegetation is established and self-sufficient.
  - (ii) Ensure the *Site* remains in good repair for 3 months and reinstatement any ground subsidence attributed to the works for up to a further 9 months.
  - (iii) Comply with all documented warranty conditions for the project.

### 9.22 Concealed Works

No works are to be concealed or covered until inspected by the *Energy Queensland Officer* where specified.

### 9.23 Damage

- (a) Prevent damage to infrastructure, for example road surfaces, footpaths, lawns, and driveways and to private property, for example fences and gates.
- (b) Where damage has occurred:
  - (i) Report damage to the *Energy Queensland Officer* immediately after occurrence (or as soon as is practicable) followed by a written incident report within 2 *Business Days*.
  - (ii) Immediately report damage directly to *Customer* (or person in control of the *Premises*) and provide *Customer* with a fully completed Form 1506<sup>9</sup>; or if *Customer* cannot be directly contacted leave completed Form 1506<sup>9</sup> in a prominent position.
  - (iii) Carry out repairs to the satisfaction of Energy Queensland, the property owner and relevant *Authority* at the *Service Provider's* cost.

### 9.24 Customer Compliments and Complaints

- (a) All *Customer* compliments will be forwarded to the *Service Provider* for feedback to their *Operators* and to reinforce positive behaviour amongst the *Operators*.
- (b) *Customer* complaints will be forwarded to the *Service Provider* for prompt action.
- (c) The *Service Provider* is to attend to all *Customer* complaints forwarded to them by the *Energy Queensland Officer*.
- (d) Results of the initial investigation and all *Customer* contacts made during the initial investigation into the complaint are to be forwarded to the *Energy Queensland Officer* within three *Business Days* from the initial receipt of the complaint.
- (e) The *Service Provider* as Energy Queensland's representative is to maintain a responsible and professional relationship with the complainant to ensure that Energy Queensland's public profile is not jeopardised as a result of the incident being investigated.
- (f) All *Customer* complaints are to be rectified, with final results [including a proposal to successfully resolve the complaint] forwarded to the *Energy Queensland Officer* within ten *Business Days* of the initial receipt of the complaint.

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<sup>9</sup> For Energy Queensland Group related references refer to Section 13 – References

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### 9.25 Unavailable Access to Customer or Landholder Property

- (a) When access to a *Customer's* or *Landholder's* property is unavailable for safety or any other reason to provide the *Services*, the *Service Providers* and or their *Operators* are to record all information associated with the circumstances and the conditions surrounding this occurrence(s) by making all the required notes in the data fields of the *Operator's* mobile device / tablet in accordance with the requirements of each category of work specific WCS.
- (b) As a minimum, when access to a *Customer's* or *Landholder's* property is unavailable, the *Operator* is to record the details (all information associated with circumstances and conditions surrounding this occurrence) in their mobile device / tablet in such a manner that the details can be readily retrieved to provide evidence (including photographs, that clearly identify as a minimum, the *Worksite* location and all identified safety hazards and conditions) that the property could not be accessed.

## 10. RECORDS

### 10.1 Records Management

- (a) Energy Queensland has obligations under the *Laws* including the Public Records Act 2002 (Qld) ['Records Act'] regarding the collection and management of records of its activities.
- (b) Do all things necessary to assist Energy Queensland to comply with the obligations imposed by the Records Act.
- (c) Maintain full and accurate, records including but not limited to:
  - Electronic records.
  - Correspondence.
  - Instructions.
  - Internal quality audit reports.
  - Plans / drawings.
  - Receipts.
  - Regulated waste tracking documentation.
  - Invoices to enable Energy Queensland to verify the *Services* have been provided.
  - Hazard management measures carried out as part of the *Services* being provided.
  - Any complaints and environmental incidents that occurred while providing the *Services*.
  - Testing records.
  - Underground essential service location enquiries made and the location information provided by *Authority* or road owner.
- (d) Ensures all documentation, records and completed forms established as part of the *Services* provided, are accurate, well ordered and available to Energy Queensland.

### 10.2 As Constructed Drawings

- (a) 'As Constructed' drawings are to be provided to the *Energy Queensland Officer* within 5 *Business Days* of completion of the *Services* and / or *Commissioning* of HV and or LV network.
- (b) Make available at *Worksite* for reference, 'As Constructed' drawings containing details of construction and progression of the construction.

### 10.3 Electronic Data and Records

All electronic data and records detailing and / or related to Energy Queensland network infrastructure established while providing the *Services* to Energy Queensland under this WCS, and in conjunction with



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each category of work specific WCS, will remain the property of Energy Queensland. This electronic data and records will not be made available or shared with any third party unless required by the *Law* and / or Energy Queensland has provided written authorisation for the release of the electronic data and records.

### 10.4 Access to Energy Queensland Electronic Systems and Customer Personal Information

- (a) All electronic data and records detailing and / or related to Energy Queensland *Customers'* personal information provided to *Service Providers* under this WCS, and in conjunction with each category of work specific WCS, are to be kept strictly confidential and protected from unauthorised access (either electronic or otherwise).
- (b) Energy Queensland *Customers'* personal information should only be used for the purpose which the *Service Provider* has been engaged by Energy Queensland. The personal information will only be made available to a third party if required by the *Law* or with Energy Queensland's written authorisation.
- (c) When the *Service Provider* and their *Operators* receive personal information, either from Energy Queensland or another source, they are to strictly comply with:
  - (i) Privacy Act 1988 (Cth); and
  - (ii) The National Privacy Principles; and
  - (iii) Any *Laws* in relation to the collection, storage, unauthorised access or use / misuse, transmission and disclosure, damage or destruction of Energy Queensland *Customers'* personal information.
- (d) If the *Service Provider* and their *Operators* require access to the Energy Queensland electronic systems (e.g. web portals via the internet) to undertake the *Services* being provided, the *Service Provider* and their *Operators* will ensure that they strictly comply with the requirements of access advised to them by Energy Queensland.

## 11. WORK VERIFICATION

- (a) The *Service Provider* is responsible for continuous auditing of *Services*.
- (b) Energy Queensland reserves the right to undertake separate assessment / auditing as detailed in the Work Category Specification Assessments (WCS Assessments) for each category of work specific WCS.

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### 12. GLOSSARY

The following words, acronyms and abbreviations are referred to in this WCS and each category of work specific WCS.

Term	Definition
<b>Authorisation(s)</b>	All consents, licences, approvals, certificates, and permits of, and notifications, exemptions, declarations, filings and registrations with, any <i>Authority</i> required for the performance of <i>Services</i> being provided.
<b>Authority</b>	Any government or regulatory body, minister, agency, court, tribunal with jurisdiction over the activity or thing about which the reference to an authority is made.
<b>Business Day</b>	A day other than Saturday, Sunday, statutory holiday or public holiday in Queensland.
<b>Commissioning</b>	All tests on cables, transformers, switchgear and similar equipment prior to energisation. It also includes polarity and phasing checks at pillar and streetlight installations.
<b>Commissioning Checks</b>	The procedure set out in the relevant Energy Queensland guidelines and procedures for the establishment, testing and energising of network equipment and plant.
<b>Conduit / Pipe</b>	An underground facility which is an underground duct space, typically installed under the footpath within and along the footpath allocation (Energy Queensland underground network alignments for electricity), between points of termination (e.g. pillars and or pits).
<b>Construction Standard</b>	Energy Queensland and other standards found in Clause 9.1 - General of this WCS, and each category of work specific WCS, which construction and maintenance of electrical reticulation infrastructure complies with.
<b>Customer</b>	A person who receives electricity generated, transmitted or distributed by an electricity entity.
<b>Energex Officer / Ergon Energy Officer</b>	Means Officers with the same roles and responsibilities as the <i>Energy Queensland Officer</i> .
<b>Energy Queensland Officer</b>	Energy Queensland's agent in relation to the administration of the service provided and serves as the interface between Energy Queensland and the <i>Service Provider</i> with respect to all aspects of performance of the <i>Services</i> .
<b>High Exposure Task</b>	Means a task(s) that requires a <i>Service Provider</i> and or their <i>Operators</i> to frequently enter a <i>Customer's</i> or <i>Landholder's</i> property to undertake and provide the <i>Services</i> at the a <i>Customer's</i> or <i>Landholder's Premises</i> including and not limited to: <ul style="list-style-type: none"> <li>▪ Initial connection, reconnection, disconnection, de-energisation and re-energisation of the <i>Customer's</i> electrical installation;</li> <li>▪ Meter reading;</li> <li>▪ Maintenance of Energy Queensland Group assets (for example and not limited to low voltage overhead service lines); and</li> <li>▪ Any other <i>Customer</i> service works at the <i>Customer's Premises</i>.</li> </ul>
<b>Field Computer</b>	Suitable hand held computer / tablet used by the <i>Operator</i> at the <i>Worksite</i> to record infrastructure <i>Site</i> conditions and / or required assessment data.

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Term	Definition
<b>Job Request</b>	Work allocated to be undertaken on an electrical installation requested by an <i>Energy Queensland Officer</i> / issuing officer, on behalf of Energy Queensland. The electrical installation will be associated with specific <i>Customer</i> with NMI identification number.
<b>Landholder</b>	Means the owner or an occupier or <i>Authority</i> having jurisdiction over the particular parcel of land, easement, road reserve or similar.
<b>Laws</b>	All relevant Acts and Regulations of the Commonwealth of Australia, State or Territory in which the <i>Services</i> are carried out (as amended).
<b>Operator</b>	A person engaged by the <i>Service Provider</i> to perform any part of the <i>Services</i> (with the relevant licences, authorisations and certifications to undertake the tasks).
<b>Premises</b>	The buildings or structures containing the whole or portion of <i>Customer's</i> electrical installation for which a unique metering identifier number exists.
<b>Primary Operator</b>	Competent Tradesperson, Paraprofessional or Registered Professional (e.g. RPEQ Electrical Engineer) with full responsibility for providing <i>Services</i> .
<b>Proximity</b>	<ul style="list-style-type: none"> <li>▪ Outside the exclusion zones defined in Schedule 2 of the Electrical Safety Regulation (Queensland) 2013 for an exposed high voltage conductor or part, but at a distance where caution is required to avoid harm.</li> <li>▪ Within reach of an exposed Low Voltage conductor or part.</li> </ul>
<b>Secondary Operator</b>	Competent Trades Assistant, Trained Assistant, Semi-Skilled Person or Safety Observer assisting the <i>Primary Operator</i> for providing <i>Services</i> .
<b>Services</b>	The work / task to be performed by the <i>Service Provider</i> under each category of work specific WCS.
<b>Service Provider</b>	Company or organisation (including contractors and or sub-contractors) performing <i>Services</i> under each category of work specific WCS.
<b>Site</b>	Place on or at which the <i>Services</i> are to be performed under each category of work specific WCS.
<b>Subcontractor</b>	Means a person with the same roles and responsibilities as the <i>Operator</i> .
<b>System Keys</b>	Any device (key, proximity card etc.) which allows access to Energy Queensland secure facilities, including substations.
<b>Third Party</b>	Any party (e.g. <i>Authority</i> , company, organisation or individual) external to Energy Queensland.
<b>Wide Spread Outage</b>	<p>Circumstance where isolating the Energy Queensland LV network would adversely impact multiple <i>Customers</i>. Factors include:</p> <ul style="list-style-type: none"> <li>▪ The number of people / <i>Customers</i> effected (e.g. more than 10 domestic <i>Customers</i> or 4 shops).</li> <li>▪ The length of outage (e.g. longer than 4 hours).</li> <li>▪ The nature of the business (e.g. an industrial process or supermarket).</li> </ul>
<b>Work Group</b>	All <i>Operators</i> and persons performing associated functions providing <i>Services</i> at a <i>Worksite</i> .

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Term	Definition
<b>Work Order / Work Request</b>	A request for <i>Services</i> to be provided by <i>Service Provider</i> .
<b>Work Plan</b>	Construction drawings / document produced by, or for Energy Queensland, that details the design, construction, materials and switching requirements for work to be performed.
<b>Worksite</b>	Clearly defined immediate area in the vicinity of where <i>Services</i> are being provided, or are to be performed by <i>Operators</i> including all vehicles, plant and equipment being utilised.
<b>Worksite Supervisor</b>	The person appointed by the <i>Service Provider</i> to be in full charge and with total responsibility for all matters pertaining to the operational activities on the <i>Worksite(s)</i> while performing <i>Services</i> .

### 13. REFERENCES

Make available at all times the relevant documents / forms (listed in **Table 3** below) to Infield *Operators*, for verifying *Service* requirements.

**Table 3 – Available Document**

Document Reference	Detail / Description
	Detailed requirements for design, construction and maintenance as detailed in each category of work specific WCS.
	<i>Service Providers</i> safe system of work.
	All necessary certificates, licences, consents, permits, approvals and requirements for the <i>Services</i> being performed.
	<i>Work Orders</i> , and associated plans and documents detailing the <i>Services</i> to be performed.
	All relevant associated work practices for tasks to be undertaken.
	Equipment manufacturers operation and maintenance manual.
	Safety Data Sheet (SDS) and label for all chemicals used at <i>Worksite</i> (e.g. hydraulic oil or soap).
Energy Queensland Group Standard 01037	As Constructed Drawing Standard <sup>10</sup> .
Energy Queensland Group Work Practice WP1009	Barrier System for Work in Outdoor Substations (Bulk Supply or Zone) <sup>10</sup> .
Energy Queensland Group Work Practice WP1202	Low Voltage Connections <sup>10</sup> .

<sup>10</sup> Previously an Energex only reference document or form.

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Document Reference	Detail / Description
Energy Queensland Group Work Practice WP1205	Worksite Environment and Setup <sup>11</sup> .
Energy Queensland Form F064	Return of Energy Queensland Property – Service Provider Use Only <sup>12</sup> .
Energy Queensland Group Form 1506	Energex Form 1506EX - Service Provider Damage Notification Card <sup>13</sup> .
	Ergon Energy Network Form EE NA000403F218 - Service Provider Damage Notification Card <sup>13</sup> .
Energy Queensland Group Form 2225	Energex Form 2225 EX - Advice of Call <sup>13</sup> .
	Ergon Energy Network Form EE NA000403F219 - Advice of Call <sup>13</sup> .
	Manual of Uniform Traffic Control Devices ( <a href="#">MUTCD</a> ), Part 3 - Works on Roads.

### 13.1 Recommended Documents

Refer below for the recommended documents that are of relevance.

#### 13.1.1 Energex Documents

Table 4 – Energy Queensland Documents

Document Reference	Detail / Description
Work Category Specification WCS31	Commissioning Operating and Accessing the Network.
Work Category Specification WCS133	General Standards and Conditions.
Energy Queensland Group Manual 00301	Operating Practices Manual <sup>11</sup> .
Energy Queensland Group Standard 00310	Environmental Management System: Environmental Standard <sup>11</sup> .
Energy Queensland Group Standard 00590	Safety Specification for Contracted Work <sup>11</sup> .
SAHV	Queensland Electricity Entity Procedures for Safe Access to High Voltage Electrical Apparatus.
Energy Queensland Form R028	Customer Care Requirements <sup>14</sup> .
Energy Queensland Group Form 2020	Approved Products List. <sup>15</sup>

<sup>11</sup> Previously an Energex only reference document or form.

<sup>12</sup> Previously Energex Form 0099.

<sup>13</sup> Form published in two versions for distribution to *Customers* and *Landholders*; Energex version for South East Region and Ergon Energy Network version for Northern and Southern Regions of Queensland.

<sup>14</sup> Previously Energex Form 1753.

<sup>15</sup> Previously an Energex only reference document or form used across South East Region. Use Ergon Energy Network equivalent document across Northern and Southern Regions.

## General Standards and Conditions

Document Reference	Detail / Description
Energy Queensland Group Form 8110	Energex Form 8110 - Energex Code of Conduct <sup>16</sup> .
	Ergon Energy Network EP07 - Ergon Energy Network Code of Conduct <sup>16</sup> .

### 13.1.2 Queensland Acts and Regulations

- Aboriginal Cultural Heritage Act 2003.
- Biosecurity Act 2014.
- Biosecurity Regulation 2016.
- Coastal Protection and Management Act 1995.
- Cultural Heritage Act 1992.
- Electrical Safety Act 2002.
- Electrical Safety Regulation 2013.
- Electricity Act 1994.
- Electricity Regulation 2006.
- Environmental Offsets Act 2014.
- Environmental Protection Act 1994.
- Environmental Protection Regulation 2008.
- Fisheries Act 1994.
- Forestry Act 1959.
- Marine Parks Act 2004.
- Nature Conservation Act 1992.
- Nature Conservation (Wildlife) Regulation 2006.
- Nature Conservation (Wildlife Management) Regulation 2006.
- Nature Conservation (Administration) Regulation 2006.
- Plant Protection Act 1989.
- Plant Protection Regulation 2002.
- Public Records Act 2002.

### 13.1.3 Australian Standards and Other Documents

- Department of Agriculture and Fisheries - Fire Ant Movement Controls for Commercial Operators (Biosecurity QLD website).
- Manual of Uniform Traffic Control Devices (MUTCD), Part 3 - Works on Roads.
- Environment Protection and Biodiversity Conservation Act 1999 (Commonwealth).
- Privacy Act 1988 (Commonwealth).
- The National Privacy Principles.

<sup>16</sup> Published for use across Energy Queensland in two versions. Energex version used for South East Region. Ergon Energy Network version used for Northern and Southern Regions.



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- AS/NZS 1418.10:2011 - Cranes, hoists and winches - Mobile elevating work platforms.
- AS 2550.10-2006 - Cranes, hoists and winches - Safe use - Mobile elevating work platforms.
- AS4373 – Pruning of amenity trees.
- Code of Practice - Maintenance of Electricity Corridors in Queensland’s Parks and Forests 2008.
- Other relevant Australian Standards.
- Queensland Acid Sulfate Soil Technical Manual: Soil Management Guidelines V4.0 (available on the Queensland Department of Science, Information Technology, Innovation and the Arts website).

## 14. APPENDICES

[Appendix A](#) Energy Queensland Geographical Regions.

### Appendix A – Energy Queensland Geographical Regions

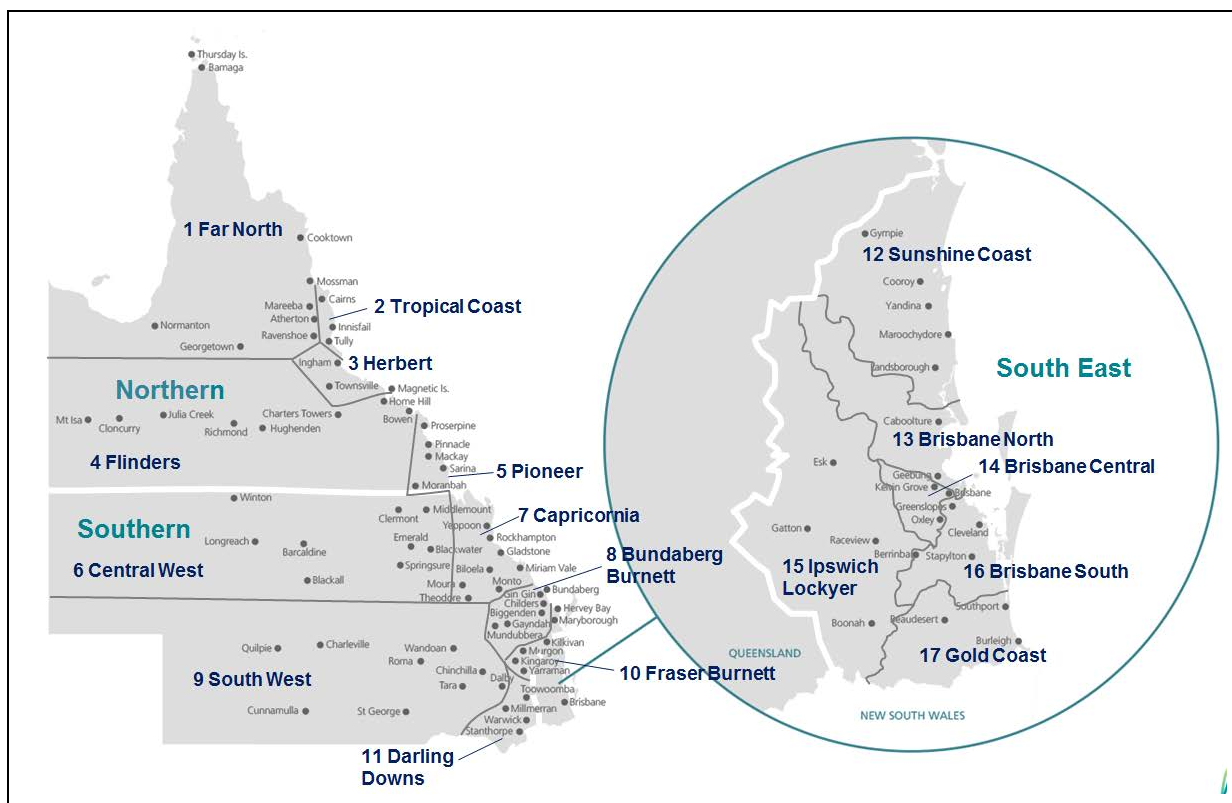


Figure 1 – Northern and Southern Regions of Queensland

Figure 2 – South East Region of Queensland

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