

# Customer Switching Guide



**This guide outlines a state-wide coordinated approach to Network Switching and Isolation of Entity Assets for work required on the interface with the Ergon Energy or Energex Networks or de-energisation of the supply to Customer Networks.**

The areas covered by the guide are:

- De-energisation of the Customer's Network for EQL (Energy Queensland Limited) Work.
- HV (High Voltage) Switching of the EQL Network for Customer requested HV or LV (Low Voltage) Work.
- Switching of the interface/ EQL Network for Customer LV Work.

## Application for Switching

All applications for customer switching shall be submitted via Customer Operations. As a minimum the following information is required for Customer initiated switching requests:

- (a) the reason for the switching (a brief description of the work)
- (b) the EQL electrical apparatus required to be switched/ isolated
- (c) the date, time and expected duration of the work
- (d) HV and or LV Customer isolation sheet/switching record (if known at time of application)
- (e) for HV switching, the Customer's HV Switching Coordinator's name and contact details
- (f) location of EQL earths and whether they will need removal to allow testing
- (g) up to date schematics of the Customer's Network necessary to complete validation, including any network alterations resulting from the work
- (h) the National Metering Identifier (NMI) at work location, if known.

## Switching Sheets

Both EQL and the Customer will need to provide their own approved switching sheets, irrespective of the work initiator, which will include separate items for each respective party, that is, customer items only on a customer's sheet. Cross validation of switching sheets shall then be completed to approve the use of apparatus owned by another organisation and verify that isolation and earthing operations are correct for the defined area.

The name and contact details of the Customer or their representative, together with a brief description of the work shall be included on the front page of the switching sheet. The authorised version of the Customer switching sheet must be submitted 10 days prior to enable EQL to carry out validation and clash detection.

EQL permits the Customer to place locks and tags ONLY on the Entities equipment, as required to identify and secure any EQL isolation or earthing point used for the Customer's Safe System of Work. In general, EQL personnel shall not operate customer owned electrical apparatus.

All Customer switching operations shall be coordinated by the Customer's Switching Coordinator via the Customer's switching sheet. The Customer's switching sheet and EQL switching sheet shall cross-reference each other and copies shall be distributed as required.





## Customer Isolation Notice

A Customer Isolation Notice is to be used for all Customer Work where EQL has carried out switching to isolate a Customer's HV or LV installation for the Customer to perform work. This Notice is not a Work Approval; the Customer shall use and perform work under their own safe system of work.

The Customer's On-site Representative shall sign and date the Notice to acknowledge receipt of the Notice and its conditions that will be outlined by the EQL Switching Operator. The Representative shall also sign and date the Customer Isolation Notice upon surrender and acknowledge all the conditions have been met before reconnection of supply.

## Complications

If at any point, under the conditions of a Customer Isolation Notice (CIN), complications arise or alterations are required to the original conditions of the Notice, work is to cease and contact to be made with the relevant EQL HV Control Centre as soon as practicable.

### For more information

Energex - [custserve@energex.com.au](mailto:custserve@energex.com.au)

Ergon - [networkenquiries@ergon.com.au](mailto:networkenquiries@ergon.com.au)

