



FAQ's

QLD Service Installation Rules

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Q: Where can find the latest QLD electricity and metering manual?

- Downloadable through Ergon Energy website:

https://www.ergon.com.au/_data/assets/pdf_file/0004/45994/NA000403R328.pdf

Q: Can you install customer's ancillary equipment such as surge diverters, voltmeters, PFR's etc?

- No. you need to install customer's equipment on load side of revenue metering equipment. However, customer owned CT's for energy management are permitted on the line side of revenue metering equipment at multiple tenancy installations.

Q: Can you use a load break switch as a supply isolator for multiple installations with direct metering?

- Yes. A lockable load-break isolator (with facility for locking off) that is capable of isolating supply to the entire electrical installation shall be installed for all multiple customer installations including multiple customers fed from remote metering points. A circuit breaker (lockable in OFF position) can be also used in lieu of an isolator for this purpose.

Q: Can you use metal screws for mounting metering equipment where the bolts/screws protrude through the meter panel?

- No. A non-conductive bolt/screw (e.g. nylon or plastic) shall be used. The insulating of metal screws using silicone or other material is also not permitted.

Q: What is the maximum depth from the front of the enclosure to meter panel acceptable?

- The panel within the meter enclosure should be not more than 300 mm from the front of the meter enclosure.

Q: Are you allowed to have multiple metering locations in one installation?

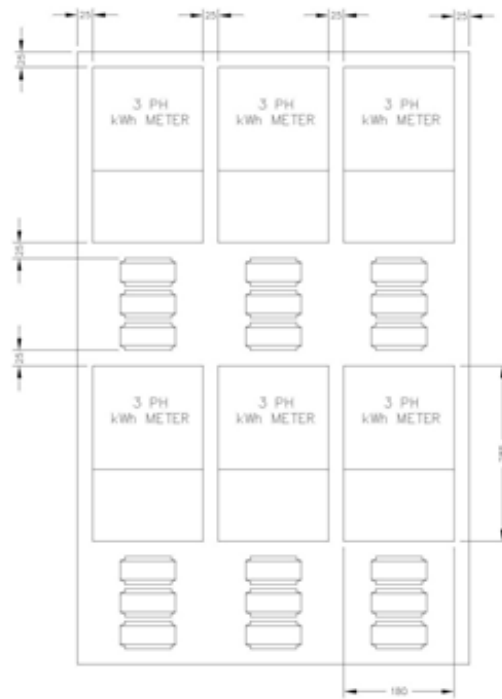
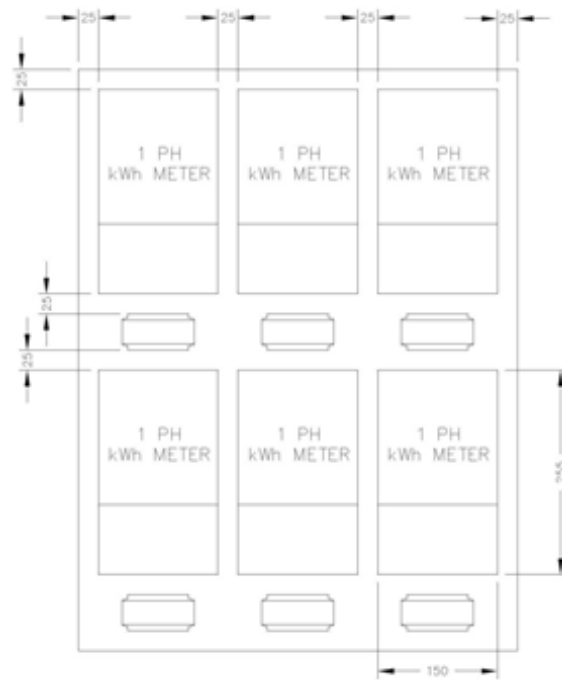
- Except for high rise buildings (every floor), shopping centres (every twelve customers), group title and cluster developments you are required to have all the metering in one location.

Q: Can you lock the meter enclosures that are installed outdoor for security reasons?

- Yes. You can have padlockable enclosure doors fitted with the distributor's metering lock purchased from an authorized locksmith. <https://www.energex.com.au/residential-and-business/reading-your-meter/energex-locks>

Q: What are the meter panel sizes can be used for direct metering?

- There is no specified size that must be used. However, when designing the meter panel arrangement, you need to allow a minimum 25mm clearance between any items of metering or control equipment. Also there should be a minimum clearance of 40mm around the ends of isolation links for sealing purposes.
- Below arrangement illustrates the suitable spacing shown in ECMM-7.2 Rev C and ECMM-7.4 Rev C of QLD electricity connection and metering manual.



Q: Can the meters be fitted 500mm from the ground?

- No. The bottom of the meter can be at 700mm from ground (500mm for metering isolation links) if the meter panel is installed within an enclosure or dedicated switch room or meter room.
- In all other cases the bottom of the meter shall be 900mm from ground. The top of any metering equipment shall be also located below 2meters from ground.

Q: What are the things to consider in installing the metering neutral conductor?

- The metering neutral shall be connected to the main neutral in such a manner that it cannot be disconnected or removed, e.g.
 - Soldered or crimped to the main neutral;
 - A flag lug under the main neutral connection. Slotted lugs shall not be used;
 - A sealable terminal or bolt on the neutral link where - the consumer's mains are a busway or busbar arrangement;
 - the installation main switchboard is supplied by more than one connection point and a bus-tie arrangement is in place (the consumer's mains neutrals shall be connected to a common neutral link/bar);
 - Where the main neutral conductor is 25 mm² or larger a sealable terminal may be used;
 - Under a stud fitted, with a suitable nut, that is drilled and tapped into the consumer's mains neutral lug, provided the arrangement can be sealed.

The metering neutral connection is to be readily accessible and shall not be located behind a panel where access requires isolation of supply. (eg. The connection cannot be made behind an escutcheon that can only be removed if the supply is isolated.)

Q: Can the main neutral and MEN connection be in the same compartment where there are exposed live parts (eg. Incoming cable termination zone)?

- This is only allowed up to 800A rated switchboards. On heavy current switchboards (800A and more) the main neutral and MEN connections to the busbar shall be located in an accessible position with a minimum of 600mm clearance from exposed live parts. If a minimum clearance of 600mm cannot be achieved, the use of a permanent barrier or location within a chamber separate from that of the main switch or other exposed live parts is acceptable.

The arrangement must allow the main neutral and MEN connections to be safely accessed without isolating the supply to the switchboard or moving other cables.



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