APPLICATION- ELECTRICITY CONNECTION

OLYMPIC DAM INDUSTRIAL AREA (HIA)

1. PURPOSE

This document should be read in conjunction with the Procedure for an Electricity Connection in the Olympic Dam Industrial Area, Olympic Dam Document No- 138876.

Please complete this form if your electricity supply need fits one or more of the following descriptions:

a. It is a new supply for a commercial or industrial Site
b. It is an upgrade of an existing supply for your Site.

2. APPLICATION

At the end of this form is a checklist of the diagrams, documents and information you need to attach to your application, please use this list to ensure you have enclosed everything.

Please return the completed form and attachments via electronic email to engineeringandnpi_industrialland@bhp.com, once we have received your form, we will confirm receipt in writing within 5 working days to acknowledge receipt of application.

All questions relating to the application or process can also be directed to: engineeringandnpi_industrialland@bhp.com

Part A – General, for all applicants

This part may be completed by your electrical consultant / contractor

Name of Applicant (for Tax Invoice purposes)

Company Name: _____ ABN: _____

Contact Name: Title: _____ Given Name: _____ Surname: _____

Current Address: _____

Town: _____ Postcode: _____

Contact Number: Home: _____ Work: _____

Mobile: _____ Fax: _____

Postal Address (for Tax Invoice purposes)

_____

Town: _____ Postcode: _____

Is the Applicant the Lot Owner? Yes □ No □

Electrical Consultant / Electrical Contractor

Business / Company Name: _____

Address: _____ Town: _____ Postcode: _____

Contact Person: _____

Contact Number: Work: _____

Mobile: _____ Fax: _____

Email: _____

Site Connection Required Details

Lot No. _____ Street Number: _____ Street: _____

Town: _____ Postcode: _____

Contact Number: _____ Mobile: _____ Fax: _____

Type of Network Connection

□ Commercial (provide details, eg. site office) _____

□ Industrial (provide details, eg. steel fabrication workshop) _____

Connection Required for:

□ New Site / Installation □ Temporary Site Supply (less than 1 year)

□ Alterations or additions to existing Site / Installation of greater than 20kW □ New customer

□ Other (please specify) _____

Date Connection required _____

Please allow a minimum of two (2) weeks, from receipt of form for approval / non- approval.

Are there multiple units? Yes □ No □

PART B – Load details for proposed supply

The information in this part is required to ensure you are provided with an appropriate connection for your Site. An electrical consultant / contractor is required to complete this part.

Existing load demand (where applicable)

Maximum demand_____Amps_____Phase_____kVA

Present consumption _____ kWh/day Existing tariff _____

Additional / new load demand

Please add the additional load to the existing load and provide a total demand figure.

Estimated total maximum demand

Initial total loading_____Amps_____Phase_____Kva by / / (date)

Ultimate total loading_____Amps_____Phase_____Kva by / / (date)

Estimated total consumption

Initial _____ kWh/day Ultimate _____ kWh/day

Method used to estimate load

□ AS/NZ3000 □ Volt amps (VA)/m^2 □ Direct reading / load survey

□ Other (please specify) _____

Load Pattern

Normal operating hours (per week day) _____

Normal operating hours (per weekend) _____

Weekly operation pattern (eg. Monday to Friday or 7 days a week) _____

Annual operating pattern (if there is a seasonal variation) _____

Tariff details

CT Metering (for loads of more than 100 amps)
Is/are CT meter/s required? □ Yes □ No □

Part B continued – Load details for proposed supply
Disturbing equipment and motor details
Please indicate if the type of electrical equipment proposed for use in the Site / Installation falls into the following motor or disturbing equipment categories, then complete either B.1 and/or B.2 as shown. Please make extra copies of the table if necessary.
□ Motors (eg. pumps, compressors, conveyors, crushers, etc) Please complete section B.1
□ Power Converting Equipment (eg. rectifiers, inverters, degaussing equipment, variable speed motor drives, X-Ray machines, etc). □ Arcing Devices (eg. arc furnaces, welding equipment, discharge lamps, etc). □ Magnetic Core Equipment (eg. voltage regulating transformers, induction furnaces, etc). □ Power Factor Correction/Harmonic Mitigating Equipment (eg. reactors/chokes, capacitors, etc) Please complete section B.2

B.1 Details of motors				
Motor	1	2	3	4
Is the motor new or existing?				
Number of starts (per day/hour/min/sec)				
Motor size (kW)				
Starting device (D.O.L. star delta (close transition, autotransformer, soft start, liquid resistance starter) Other (please specify) _____				
Any other relevant information				

B.2 Details of disturbing device				
Disturbing equipment	1	2	3	4
Type of equipment				
Is it new or existing?				
Number of disturbances (per day/hour/min/sec)				
Device power rating (kW)				
Any other relevant information				
Note: Disturbing equipment can affect the quality of the electricity supply to other customers connected to the electricity network. BHP may require you to mitigate the disturbances caused by this equipment.				

Additional information - Checklist
If you have engaged an electrical consultant to act on your behalf, it is essential that you attach a letter to this form, authorising him or her to act as your representative. □ Yes, I have engaged a consultant to represent me and have enclosed a letter of authority.
Please attach a complete scope of works to this application form including the following information: □ Copy of site plan/layout of Site and Installation, showing position of all electrical distribution switchboards, main cable routes, etc □ Electrical single line diagram of Site / Installation, detailing all primary plant ratings (eg. rating of fixed plant, cable rating, protective devices installed, etc.) □ Equipment technical information data-sheet for equipment in Part B, section 6, (eg. voltage and current harmonic contents, starting characteristics, etc.) – If appropriate □ Earthing details □ Load profiles, if available

3. ELECTRICAL CERTIFICATE OF COMPLIANCE (ECC)

Your Site / Installation will not be connected to our network and/or energised until:

a. an Electrical Certificate of Compliance (**ECC**) has been provided to us; and
b. you have demonstrated that all pre-conditions to connection and/or energisation set out in this Application and/or the "Installation Rules" set out Appendix B have been satisfied.

The following details must be entered on the ECC.

a. Consumer mains (size, type 2 core, 3 core, 4 core, length)
b. Main switchboard details.
c. Any other circuits.

Note: If any of the above requirements are missing, BHP will not connect the Site/Installation to the network.
After your Site / Installation has been connected, the Occupier must continue to comply with the Installation Rules as set out in Section 4- Installation Rules, of this application.

4. INSTALLATION RULES

Set out below is a copy of the 'Installation Rules' that will apply to the connection of your Site and Installation to our network and the supply of electricity from our network to your Site and Installation. The 'Installation Rules' form part of the sub-licence for your Site and will be located in Attachment 1 to your sub-licence.

Preface

These BHP Service and Installation Rules incorporate the “Technical Installation Rules” referred to in Regulation 76 of the *Electricity (General) Regulations 2012* under the *Electricity Act 1996.*

In accordance with regulation 76 of the *Electricity (General) Regulations 2012*, the Technical Installation Rules have been prepared by BHP, and approved by the Technical Regulator.

The BHP Service and Installation Rules prepared by BHP included parts which are not part of the Technical Installation Rules. The Technical Installation Rules within this document are denoted by the symbol **(TIR)** Adjacent to the relevant clause.

If a provision of the BHP Service and Installation Rules which is not a part of the Technical Installation Rules is in consistent with the Technical Installation rules, the Technical Installation rules shall prevail, and the provision shall, to the extent of the inconsistency be invalid.

Purpose

These are the BHP Service and Installation Rules for the purpose of regulation 76 of the *Electricity (General) Regulations 2012* (SA) (**Regulations**).

These Service and Installation Rules also set out the BHP connection testing and inspection procedures that have been approved by the Technical Regulator for the purpose of regulation 54 of the Regulations.

1. **Definitions**

"Agreement" means the sub-licence agreement between BHP and the Occupier.

"**AS/NZS 3000"** means the AS/NZS 3000:2007 Wiring Rules published by Standards Australia and Standards New Zealand, as amended or replaced from time to time.

"**BHP"** means BHP- Olympic Dam Corporation Pty Ltd.

"**Electrical Certificate of Compliance**" means a certificate of compliance issued under Part 6 of the *Electricity Act 1996* (SA).

"**Electricity Services"** means the services provided by BHP to the Occupier for the connection to, and supply of electricity for the Site from, BHP electricity infrastructure in the Industrial Area.

"Industrial Area" means the BHP industrial estate on which the Site is located.

"Installation" means an electrical installation located at the Site.

"Occupier" means the person named as the 'Occupier' in Item 1 of the Schedule of the Agreement.

"Regulations" means Electricity (General) Regulations 2012.

"**Services Charges"** means the charges for electricity and water payable by the Occupier in accordance with the Agreement.

"**Site**" means the land identified in Item 2 of the Schedule of the Agreement.

2. **Pre-conditions to Connection**

The Occupier is only entitled to receive the Electricity Services if:

(a) the Occupier submits to BHP an Application for an Electricity Connection (Quality Document 61105) and an Electrical Certificate of Compliance in relation to the Installation **(TIR)**;

(b) the Occupier pays BHP the relevant application fee;

(c) BHP approves the provision of Electricity Services to the Site;

(d) the Occupier has complied with the connection, inspection and testing procedures set out in rules 4, 5, 6, 7 and 8 of these Service and Installation Rules as those procedures apply to the Installation **(TIR)**;

(e) where the Occupier or an employee or contractor of the Occupier has personally carried out any work relating to the connection of an electricity supply to the Installation from the BHP electricity infrastructure, the Occupier has provided BHP with a signed and written record that satisfies the requirements of regulation 54 of the Regulations in relation to that work **(TIR)**; and

(f) the Occupier complies with any other reasonable pre-conditions notified to the Occupier by BHP at that time.

3. **Access**

The Occupier must give BHP safe and unhindered access to the Site for any purpose that is related to the provision of the Electricity Services, including to complete and maintain the electrical connection to the Site, read any meters, install any necessary equipment at the Site and to conduct any inspection, examination or testing of the Installation **(TIR)**.

4. **Safe work procedures**

4.1 The Occupier must not carry out, or arrange for the carrying out of, any electrical work on the Installation without the prior written approval of BHP **(TIR)**.

4.2 The Occupier must implement, maintain and comply with, any safety procedures which are required to be complied with by the Occupier under any applicable law **(TIR)**.

4.3 The Occupier and any of the Occupier's employees, agents, contractors or invitees must comply with all safety procedures notified by BHP from time to time **(TIR)**.

4.4 The provision of safety procedures by BHP will not detract from the Occupier's obligation to implement, maintain and comply with its own safety procedures in respect of any matters that are not expressly dealt with in the BHP safety procedures **(TIR)**.

4.5 Minimum safe work procedures shall comply with BHP safety requirements. Working on or in the Vicinity of Live Low Voltage Electrical Equipment (Quality Document 85762) **(TIR)**.

5. Identification

5.1 All cables and fixings for the Installation must have adequate mechanical protection to meet the requirements of AS/NZS 3000 **(TIR)**.

5.2 All wiring conductors for the Installation must be clearly identified so as to indicate their intended function as active, neutral, earthing or equipotential bonding conductors in accordance with AS/NZS 3000 **(TIR)**.

5.3 Any of the following devices which form part of the Installation must be clearly identified in accordance with AS/NZS 3000 **(TIR)**:

(a) devices for isolation;
(b) main switches;
(c) additional isolating switches;
(d) emergency switching devices;
(e) devices for shutting down;
(f) functional switching devices; and
(g) the main switch board.

6. Isolation

6.1 The Installation must have control and isolation devices **(TIR)**:

(a) to prevent or remove any hazards associated with the Installation; and

(b) to allow the Electricity Services to be performed safely.

6.2 All isolation points on the Installation must be secured with an equipment isolation lock and tag **(TIR)**.

6.3 Prior to any electrical work being carried out on the Installation, all equipment used for the Installation must be isolated from all energy sources, unless otherwise authorised by BHP **(TIR)**.

7. Examination and Testing

7.1 The Installation must be adequately protected against electric shock arising from contact with parts that are live in normal service (direct contact) or parts that become live under fault conditions (indirect contact) in accordance with AS/NZS 3000 **(TIR)**.

7.2 In addition to any tests must be satisfied as a precondition to connection, the Installation must satisfy the following tests **(TIR)**:

(a) continuity of the earthing system (earth resistance of the main earthing conductor, protective earthing conductors and bonding conductors), in accordance with Clause 8.3.5 of the AS/NZS 3000 **(TIR)**;

(b) insulation resistance, in accordance with Clause 8.3.6 of the AS/NZS 3000 **(TIR)**;

(c) polarity, in accordance with Clause 8.3.7 of the AS/NZS 3000 **(TIR)**;

(d) correct circuit connections, in accordance with Clause 8.3.8 of the AS/NZS 3000 **(TIR)**; and

(e) verification of impedance required for automatic disconnection of supply (earth fault-loop impedance), in accordance with Clause 8.3.9 of the AS/NZS 3000 **(TIR)**.

7.3 Any test that is failed or is otherwise influenced by a fault or defect in the Installation must be repeated after that fault or defect has been rectified **(TIR)**.

7.4 The earthing arrangements for the Installation must be selected and installed to perform the following functions, or have the following features, associated with the proper design, construction and safe operation of the Installation **(TIR)**:

(a) enable automatic disconnection of supply in the event of a shortcircuit to earth fault or excessive earth leakage current in the protected part of the Installation through protective earthing arrangements;

(b) enable equipment requiring an earth reference to function correctly through functional earth arrangements;

(c) mitigate voltage differences appearing between exposed conductive parts of equipment and extraneous conductive parts through equipotential bonding arrangements;

(d) provide an effective and reliable low impedance fault path capable of carrying earth fault and earth leakage currents without danger or failure from thermal, electromechanical, mechanical, environmental and other external influences; and

(e) provide measures for the connection of exposed conductive parts and extraneous conductive parts.

7.5 Without limiting rule 7.4 above, the earthing of the Installation must be in accordance with AS/NZS3000 for a multiple earth neutral (**MEN**) earthing system. The MEN connection

and outgoing earthing conductors must be accessible for inspection and testing by BHP **(TIR)**.

8. **Underground Wiring Systems**

8.1 The Occupier must inform BHP as soon as it becomes aware of any underground wiring system at the Site **(TIR)**.

8.2 BHP will ensure that the route of any underground wiring system at the Site is recorded on a plan of the Site in a manner which enables the location of the cable to be determined in the future **(TIR)**.

9. **Charges and Billing**

9.1 The rates of the Services Charges payable to BHP by the Occupier for the Electricity Services will be determined by BHP from time to time, based on the reasonable costs of the connection and supply of electricity at the Site.

9.2 If there is an increase in the rates of those Services Charges, BHP must give at least 30 days notice to the Occupier before the increased rates take effect.

9.3 BHP will bill the Occupier the Services Charges for the Electricity Services:

(a) on a quarterly basis, or on such other reasonable basis and over such other reasonable period of time as is notified to the Occupier by BHB; and

(b) at the billing address stated on the Occupier's Application for an Electricity Connection.

9.4 If the Occupier's billing address changes, the Occupier must promptly notify BHP of that change of address.

9.5 The Occupier must pay the amount specified on each bill, by the due date specified on that bill. BHP may charge the Occupier a fee for late payment of a bill.

9.6 Subject to rule 9.7 below, BHP will determine the amount of each bill by reference to the metered consumption of Electricity Services at the Site.

9.7 Despite rule 9.6 above, BHP may estimate the amount of Electricity Services consumed at the Site and determine the amount of a bill by reference to that estimated consumption, if:

(a) BHP is not able to reasonably or reliably base the bill on an actual meter reading; or

(b) BHP has the Occupier's consent.

9.8 If a bill is estimated and the Occupier's meter is subsequently available to be read by BHP, BHP will adjust the Services Charges payable by the Occupier to reflect any difference between the estimated consumption and the metered consumption.

9.9 Network Tariffs, Fees and Charges- The electricity charge applicable to this connection is 15c/kWh this includes applicable service fees and charges.

10. **Compliance**

10.1 The Occupier must comply with any applicable laws relating to the Electricity Services and BHP reasonable requirements under those laws **(TIR)**.

11. **Quality and Reliability of Supply**

To the extent permitted by law, BHP gives no condition, warranty or undertaking, and makes no representation to the Occupier, about the condition or suitability of the Electricity Services supplied to the Site, their quality, reliability of supply, fitness for purpose or safety, other than as set out in the Agreement.

12. **Interruptions and disconnections**

BHP may interrupt or disconnect the supply of electricity to the Site where:

(a) the Occupier fails to comply with these Service and Installation Rules or breaches a term of the Agreement ;

(b) there is an emergency or for health or safety reasons ;

(c) BHP is proposing to undertake maintenance of, or alterations to, its electricity infrastructure in the Industrial Area ;

(d) BHP is required to do so by law or a relevant authority ; or

(e) BHP is of the opinion that the Site is unsuitable for the Electricity Services

(f) In the event of an electrical fault or emergency 24 hours a day please call 8671 8888

13. **Changes to these Service and Installation Rules**

13.1 These Service and Installation Rules may be updated or modified by BHP from time to time.

13.2 BHP must give the Occupier at least 10 days' notice before any update or modification is proposed to take effect.

13.3 The Occupier must comply with any updated or modified Service and Installation Rules that are notified to the Occupier by BHP in accordance with rule 13.1.

5. CUSTOMER COMPLAINTS

These Customer Complaints procedures apply to retail and network customers of OD, to the extent that dispute resolution procedures are not already in place with the customer under a separate contract or arrangement with OD.

These procedures are intended to ensure that customer complaints are properly recorded, investigated and resolved in an objective and timely way.

5.1 Responsibility

The responsibility for the management and resolution of customer complaints rests with the Engineering and NPI team or other responsible person who will endeavour to resolve complaints at this level where possible.

5.2 Receiving Customer Complaint

When a customer makes a complaint, the Engineering and NPI team or a nominated employee shall promptly contact the customer to acknowledge receipt of the complaint.

5.3 Register of Complaints

All customer complaints and the history associated with them shall be registered as soon as reasonably practicable, but no later than 5 working days after receipt.

Minimum details of the initial entry shall be as follows:

a. Date of complaint;

b. Time complaint received;

c. Received from;

d. Address;

e. Contact details; and

f. Details of complaint and outcome sought.

OD will periodically review the complaints register and these procedures with a view to making improvements and taking any necessary action to prevent any recurring complaints.

These Customer Complaints procedures and any information regarding a customer's complaint kept on the register will be available to that customer on request, subject to OD's privacy policy and any applicable confidentiality requirements.

5.4 Associated Costs

The customer shall not be charged for complaints handling.

5.5 Investigation and First Response

If necessary, the responsible person shall arrange for an appropriate person to investigate the nature of the customer's complaint. An initial response shall be provided to the customer, within a reasonable time after receipt of the customer's complaint, acknowledging the complaint and undertaking to the resolve complaint. This activity will be included in the complaints register.

5.6 Customer Consultation

The nominated employee shall discuss the outcome of the investigation and any corrective action with the customer with the view to resolving the complaint.

In the event that internal investigation does not resolve the issue, the responsible person will endeavour to refer the dispute to an appropriate independent dispute resolution body.

A record of the outcome will be entered into the complaints register.

5.7 Raising a Complaint

A complaint can be raised to the relevant Engineering and NPI team by emailing the following address engineeringandnpi_industrialland@bhp.com with as much detail as possible to define the complaint.

An Engineering and NPI team member will enter the complaint into the complaints register and attempt to make contact with the initiator of the complaint within 5 business days.

5.8 Escalating a Complaint

Should you not be satisfied with our response or suggested resolution, we will advise you on available options to allow you to escalate your concerns.

If the matter cannot be resolved you have the option to refer any grievance to the Energy and Water Ombudsman SA. This service is free of charge and the Energy and Water Ombudsman is an independent industry body and will act as a mediator between you and SA Power Networks.

Energy and Water Ombudsman SA
Level 11, 50 Pirie Street
ADELAIDE SA 5000
GPO Box 2947
ADELAIDE SA 5001
Telephone: 1800 665 565 (free call)
Facsimile: 1800 665 165 (free fax)
Email: contact@ewosa.com.au

6. MANAGEMENT OF CHANGE PROCESS (MOC)

The management, handling and resolution of customers complaints raised in regards to the tenants electrical connection is critical to BHP. In the event where the management of the Olympic Dam Industrial area passes from different internal BHP department owners, the BHP Management of Change process must be followed to ensure a continuance of consistent monitoring and action leading to resolution where raised. A MOC must be completed prior to any said transfer of internal transfer to ensure all material impacts (including customer complaints procedure) are handed over with clarity to ensure no loss of knowledge.