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# **CHAPTER 8**

## **DISTRIBUTION SYSTEM OPERATION**

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## CHAPTER 8 DISTRIBUTION SYSTEM OPERATION

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### 8.1 PRELIMINARY

#### 8.1.1 Purposes of this Chapter 8

The purposes of this Chapter 8 are to regulate in a safe, efficient and *reliable* manner:

- (a) the supply of electricity to or from *Distribution Network Service Providers' distribution systems* on mainland Tasmania; and
- (b) the way in which *Customers' electrical installations and embedded generating units* affect the *distribution system* to which they are connected.

#### 8.1.2 To whom and how this Chapter 8 applies

- (a) Each *Distribution Network Service Provider* which supplies electricity on mainland Tasmania must comply with this Chapter 8 under the *distribution licence* held by it.
- (b) As a result of requirements imposed on each *Distribution Network Service Provider* under the *distribution licence* it holds, each *tariff or individual contract for the supply of electricity between a *Distribution Network Service Provider* and a *Customer*, must require the relevant *Customer* to comply with those provisions of this Chapter 8 which are expressed to impose obligations on *Customers*.*

~~(1) each *Distribution Network Service Provider*, under the *distribution licence* it holds; and~~

~~(2) each *Electricity Retailer*, under the *retail licence* it holds,~~

~~each *tariff or individual contract for the supply of electricity between a *Distribution Network Service Provider* and a *Customer*, or between an *Electricity Retailer* and a *Customer*, must require the relevant *Customer* to comply with those provisions of this Chapter 8 which are expressed to impose obligations on *Customers*.*~~

~~(c) Each *Embedded Generator* must comply with this Chapter 8 under the *generation licence* held by it.~~

#### 8.1.3 Other sources of rights and obligations

This Chapter 8 does not set out comprehensively all rights and obligations of *Distribution Network Service Providers*; and *Customers* ~~and *Embedded Generators*~~ in respect of matters relating to:

- (a) the *supply* of electricity to or from *Distribution Network Service Providers' distribution systems*; and
- (b) the way in which *Customers' electrical installations and embedded generating units* affect the *distribution system* to which they are connected,

so reference should be made to other statutes, regulations, proclamations, ordinances and by-laws binding upon a *Distribution Network Service Provider*; or a *Customer* ~~or an Embedded Generator~~.

## 8.2 DISTRIBUTION SYSTEM REQUIREMENTS

### 8.2.1 Maintenance standards

A *Distribution Network Service Provider* must in relation to the maintenance of its *electrical infrastructure*:

- (a) adopt quality management and assurance procedures which:
  - (1) comply with the laws and other performance obligations which apply to the provision of *distribution services*, including those contained in this *Code*; and
  - (2) minimize the risks associated with the failure or reduced performance of assets; and
- (b) adopt *good electricity industry practice*.

### 8.2.2 Assets register

A *Distribution Network Service Provider* must keep a register of all *electrical infrastructure* and other assets forming part of its *distribution system*, which must include:

- (a) a physical description of each item of *electrical infrastructure* or other asset, including its location; and
- (b) the value of each item of *electrical infrastructure* and other asset, calculated in accordance with accounting standards under the Corporations Law and, if not inconsistent with those accounting standards, generally accepted principles and practices applied from time to time in Australia in the electricity supply industry.

### 8.2.3 Public lighting

A *Distribution Network Service Provider* must repair or replace an item of *public lighting* within 7 *business days* of being notified by any person that such repair or replacement is necessary, unless the *public lighting* provider has contractual or other arrangements with another party.

## 8.3 PROVISION OF INFORMATION

### 8.3.1 Customer Charter

- (a) A *Distribution Network Service Provider* must prepare a *customer charter*:
  - (1) approved by the *Regulator*, stating the services and the level and standard of such services that a *customer* is entitled to receive from the *Distribution Network Service Provider*;

- (2) describing how to make a complaint to the *Ombudsman*; and
  - (3) including a telephone number at which the *Distribution Network Service Provider* can be contacted, at any time, in an emergency.
- (b) The *Distribution Network Service Provider* must send or give a copy of the *customer charter* to a *Customer*:
- (1) within 10 days of the *Customer* being *connected* to the *distribution system*; and
  - (2) on request.

### 8.3.2 Distribution Annual Planning Report Publication Date

For the purpose of clause 5.13.2(a)(1) of the *National Electricity Rules*, the *Distribution Network Service Provider* is required to publish a *Distribution Annual Planning Report* by 30 June each year.

## 8.4 COMPLAINT HANDLING

- (a) A *Distribution Network Service Provider* must handle a complaint by a *customer* in accordance with the relevant *Australian Standard* on Complaints Handling. The *Distribution Network Service Provider* must include information on its complaint handling processes in the *Distribution Network Service Provider's customer charter*.
- (b) When a *Distribution Network Service Provider* responds to a *Customer's* complaint, the *Distribution Network Service Provider* must inform the *Customer* that the *Customer* has a right to raise the complaint to a higher level within the *Distribution Network Service Provider's* management structure.
- (c) If the complaint is raised to a higher level, the *Distribution Network Service Provider* must advise the *Customer* in *writing* that the *Customer* has a right to refer the complaint to the *Ombudsman* or other relevant external dispute resolution body.
- ~~(d) A *Distribution Network Service Provider* must ensure that any *disconnection warning* issued by the *Distribution Network Service Provider* includes notification that the *Customer* has a right to refer any complaint to the *Ombudsman* or other relevant external dispute resolution body.~~

## 8.5 SUPPLY RESTORATION AND LOW RELIABILITY PAYMENTS

A *Distribution Network Service Provider* must comply with any guideline, issued by the *Regulator*, which sets out the minimum level of *network reliability* performance to be provided to a *Customer* by a *Distribution Network Service Provider*.

## 8.6 CUSTOMERS' ELECTRICAL INSTALLATIONS

### 8.6.1 Tasmanian By-laws and Regulations

A *Distribution Network Service Provider* must, in respect of *connection* of the *Customer's electrical installation* to the *Distribution Network Service Provider's distribution system*, use reasonable endeavours to ensure that the *Customer* is notified of its obligation to comply with any relevant Tasmanian by-laws and regulations.

### 8.6.2 Customers' general obligations

- (a) ~~A *Distribution Network Service Provider* must ensure that the tariff applicable to a *Customer* or an individual contract between a *Customer* and a *Distribution Network Service Provider* provides that a *Customer* must:~~
- ~~(1) not allow a supply of electricity to its electrical installation to be used other than at the *Customer's* premises nor will the *Customer* supply electricity so supplied to any other person without the prior approval of the *Distribution Network Service Provider*;~~
  - ~~(2) not interfere or allow interference with any equipment of its *Distribution Network Service Provider* which is on the *Customer's* premises except as may be permitted by law;~~
  - ~~(3) at all times, make available to its *Distribution Network Service Provider's* officers or agents, together with their equipment, a safe, convenient and unhindered access to the equipment of the *Distribution Network Service Provider* on the *Customer's* premises for any purposes associated with the supply, metering or billing of electricity or the inspection and/or testing of the *Customer's electrical installation*, provided that official identification is produced by the officers or agents on request. The *Customer* must provide protective equipment to officers or agents of the *Distribution Network Service Provider* if that is necessary to ensure safe access to the *Customer's* premises;~~
  - ~~(4) provide and maintain on the *Customer's* premises any reasonable or agreed facility required by its *Distribution Network Service Provider* to protect any equipment of the *Distribution Network Service Provider*;~~
  - ~~(5) at its own expense, maintain the *Customer's electrical installation* in a safe condition to the satisfaction of its *Distribution Network Service Provider* or other relevant authority;~~
  - ~~(6) ensure that the *Customer's electrical installation* and any equipment within it (including protective equipment) are adequate, and effectively coordinated at all times with the electrical characteristics of its *Distribution Network Service Provider's distribution system*;~~
  - ~~(7) use the electricity supplied to its electrical installation in a manner which, in the opinion of its *Distribution Network Service Provider*, does not~~



~~interfere with the supply of electricity to other Customers' electrical installations or cause damage or interference to any third party;~~

~~(8) not take electricity supplied to another Customer's electrical installation by a Distribution Network Service Provider at the Customer's premises; and~~

~~(9) at its own expense, maintain safe clearances between vegetation on the Customer's property and electrical infrastructure providing supply to the Customer's electrical installation.~~

- (b) A Distribution Network Service Provider must ensure that the ~~tariff network tariff~~ applicable to a ~~Large Customer or an individual contract between a Customer and a Distribution Network Service Provider~~ provides that a ~~Large Customer~~ who, in respect of an *electrical installation*, has a maximum demand over 100 kVA must, if the *Distribution Network Service Provider* is unable to continue to satisfy that maximum demand without installing a new *substation*, sell or lease to the *Distribution Network Service Provider* the land upon which a new *substation* can be installed by the *Distribution Network Service Provider* in order to allow the *Distribution Network Service Provider* to satisfy that maximum demand.

### 8.6.3 Power factor

- (a) A *Distribution Network Service Provider* must ensure that the *tariff* applicable to a *Customer* or an individual contract between a *Customer* and a *Distribution Network Service Provider* provides that a *Customer* (unless otherwise agreed with its *Distribution Network Service Provider*) must, at all times, keep the *power factor* of its *electrical installation* within the relevant range set out in the table appearing below.

**Table 1**

Supply voltage (kV)	Power factor range for customer maximum demand and voltage					
	Up to 100 kVA		Over 100 kVA - 2 MVA		Over 2 MVA	
	Minimum lagging	Minimum leading	Minimum lagging	Minimum leading	Minimum lagging	Minimum leading
< 6.6	0.75	0.8	0.8	0.8	0.85	0.85
6.6 11 22	0.8	0.8	0.85	0.85	0.9	0.9
33 44 66	0.85	0.85	0.9	0.9	0.95	0.98

- (b) If the *power factor* of an *electrical installation* falls outside the relevant range set out in the table appearing in clause 8.6.3(a), the *Distribution Network Service Provider* must forward a notice to the *Customer* requiring it to restore the *power factor* of the *electrical installation* within the relevant range.

#### 8.6.4 Voltage

- (a) Subject to a *Customer* fulfilling its obligations under the *Code*, the *tariff* or an *individual contract*, and to clause 8.6.4(b), the *Distribution Network Service Provider* must maintain a *voltage* level at the *point of supply* to the *Customer's electrical installation* at one of the following standard nominal *voltages*:
- (1) 230V;
  - (2) 400V;
  - (3) 460 V;
  - (4) 6.6 kV;
  - (5) 11 kV;
  - (6) 22 kV;
  - (7) 33 kV;
  - (8) 44 kV;
  - (9) 66 kV; or
  - (10) replacements of the above standard nominal *voltages* published by the Standards Association of Australia from time to time.
- (b) Variations of the magnitude set out in the table appearing below around the relevant standard nominal *voltage* listed in clause 8.6.4(a) are permissible, unless otherwise agreed with the *Customer*.

**Table 2**

Voltage level (kV)	Voltage range for time periods		
	Steady state (average over 5 minute period)	Less than 1 minute	Less than 10 seconds
< 1.0	+10%, - 6 %	± 10 %	Phase to earth + 50 % - 100 % Phase to phase + 20 % - 100 %
1-6.6	± 6 %	± 10 %	Phase to earth + 80 % - 100 %
11 22	(± 10 % for long feeders)		Phase to phase +20 % - 100 %

33	$\pm 10 \%$	$\pm 15 \%$	Phase to earth + 50 % - 100 %
44			Phase to phase +20 % - 100 %
66			

- (c) If the *Distribution Network Service Provider* fails to fulfil its obligations under clause 8.6.4(a) in respect of a *Customer's electrical installation* it must, within 20 *business days* of that failure being established, notify the *Customer* of what steps are to be taken to remedy that failure.
- (d) The *Distribution Network Service Provider* must use best endeavours to minimise the occurrence of *voltage* variations allowed under clause 8.6.4 for periods of less than 1 minute.
- (e) The *Distribution Network Service Provider* may send, in accordance with IEC 1000-2-2, signals for the following:
- (1) ripple control systems;
  - (2) medium-frequency power-line carrier systems; or
  - (3) radio-frequency power-line carrier systems.

#### 8.6.5 ~~Harmonies~~Deleted

~~The *Distribution Network Service Provider* must ensure that the harmonic levels in the voltage at the point of common coupling nearest to a *Customer's point of supply* comply with the levels specified in AS/NZ 61000.3.6.~~

#### 8.6.6 Deleted

#### 8.6.7 ~~Negative sequence voltage~~Deleted

~~The *Distribution Network Service Provider* must use reasonable endeavours to maintain the negative sequence voltage at the point of common coupling to a *Customer's three phase electrical installation* as specified in IEC 61000.4.30.~~

#### 8.6.8 ~~Load balance~~Deleted

- ~~(a) The *Distribution Network Service Provider* must ensure in its contractual arrangement with a *Customer* that the current in each phase of a three phase electrical installation does not deviate from the average of the three phase currents;~~
- ~~(b) despite clause (a), deviations are permissible for periods of less than 2 minutes:~~
- ~~(1) up to 10% for a standard nominal voltage up to 1 kV; and~~
  - ~~(2) up to 4% for a standard nominal voltage above 1 kV.~~

#### 8.6.9 ~~Voltage fluctuations~~Deleted

- ~~(a) The *Distribution Network Service Provider* must maintain voltage fluctuations at the *point of common coupling* at a level no greater than the levels specified in AS/NZ 61000.3.5:1998 and AS/NZ 61000.3.7:2001 as appropriate.~~
- ~~(b) Subject to clause 8.6.9(c), the *Customers* must ensure that the *customer's* equipment does not cause voltage fluctuations at the *point of common coupling* greater than the levels specified in AS/NZ 61000.3.5:1998 and AS/NZ 61000.3.7:2001 as appropriate.~~
- ~~(c) If two or more *Customers' electrical installations* are connected at the same *point of common coupling*, the maximum permissible contribution to voltage fluctuations allowable from each *Customer* is to be determined in proportion to their respective *maximum demand*, unless otherwise agreed.~~

#### 8.6.10 ~~Compliance with Requirements Deleted~~

~~If the *Distribution Network Service Provider* establishes that a *Customer* is not complying with the requirements of 8.6.5 to 8.6.9 and this adversely affects other *Customers* or causes damages to property or malfunction in electrical appliances, the *Distribution Network Service Provider* must notify the *Customer* that it must meet the above requirements and the *Customer* must comply with such a notice.~~

#### 8.6.11 Interruptions to supply

- (a) A *Distribution Network Service Provider* must use reasonable endeavours to ensure that the average number and duration of planned and unplanned interruptions per annum to the *supply* of electricity due to interruptions on the *distribution system*, calculated using the methodology outlined in Schedule 8.1, does not exceed the frequency and duration figures:
- (1) of all *Customers* in all *supply reliability areas* within the relevant *supply reliability category* in column A and column C of Table 3; and
  - (2) of all *Customers* in each *supply reliability area* in the relevant *supply reliability category* in column B and column D of Table 3.

**Table 3: Supply Reliability Standards**

Supply reliability category	Annual number of supply interruptions (on average)		Annual duration of supply interruptions (on average)	
	Category A	Area B	Category C	Area D
Critical Infrastructure	0.2	0.2	30 mins	30 mins
High Density Commercial	1	2	60 mins	120 mins
Urban and Regional Centres	2	4	120 mins	240 mins
High Density Rural	4	6	480 mins	600 mins
Lower Density Rural	6	8	600 mins	720 mins

- (b) On request, a *Distribution Network Service Provider* must make available to a *Customer* the applicable *supply reliability* standards relating to that *Customer's*

*electrical installation and the actual supply reliability performance of that Customer's electrical installation.*

~~(c) Despite clause 8.6.11(a) and subject to Part 7 of the Electricity Supply Industry (Tariff Customers) Regulations 1998 and a requirement that the Distribution Network Service Provider must use its reasonable endeavours to act in accordance with the needs of Customers who have notified their Electricity Retailer that a person at their address is reliant upon life support equipment under Part 7 of the Electricity Supply Industry (Tariff Customers) Regulations 1998 and/or are classified as sensitive loads, the Distribution Network Service Provider may interrupt the supply of electricity to a Customer's electrical installation at any time for reasons including:~~

~~(1) planned maintenance or repair of the Distribution Network Service Provider's distribution system;~~

~~(2) unplanned maintenance or repair of the Distribution Network Service Provider's distribution system in circumstances where, in the opinion of the Distribution Network Service Provider, the connection of the Distribution Network Service Provider's distribution system to the Customer's electrical installation poses an immediate threat of injury or material damage to any person or to the Distribution Network Service Provider's distribution system;~~

~~(3) the need to shed load in respect of the Customer's electrical installation because the total demand for electricity in Tasmania at the relevant time exceeds the total supply available; or~~

~~(4) the need to eliminate the risk of fire.~~

~~(d) If, for any reason, there ceases to be a supply of electricity from the Distribution Network Service Provider's distribution system to a Customer's electrical installation which:~~

~~(1) satisfies the Customer's demand in respect of that electrical installation; and~~

~~(2) is necessary to prevent injury or material damage to any person or property,~~

~~then the Distribution Network Service Provider must use reasonable endeavours to restore that supply of electricity.~~

~~(e) The Distribution Network Service Provider must give any Customer whose electrical installation will not receive a supply of electricity due to planned maintenance or repair of the Distribution Network Service Provider's distribution system, notice in accordance with clause 22 of the Electricity Supply Industry (Tariff Customers) Regulations 1998 of that interruption to supply.~~

~~The notice must set out the date, time and probable duration of the interruption and include a contact telephone number for the Distribution Network Service Provider.~~

~~(f) The Distribution Network Service Provider must maintain a telephone information service to keep Customers whose electrical installations are affected by an~~

~~interruption to supply, arising otherwise than due to planned maintenance or repairs of the Distribution Network Service Provider's distribution system, informed of the likely duration of the interruption.~~

### 8.6.12 Electromagnetic interference

- (a) A *Distribution Network Service Provider* must ensure that a *Customer* complies with the requirement that the electromagnetic interference caused by a *Customer's electrical installation* or any appliances *connected* to that *electrical installation* is less than the limits set out in AS/NZS 2344 and any industry guidelines in respect of waveform distortion.
- (b) A *Distribution Network Service Provider* must ensure that each *embedded generating unit* does not cause electromagnetic interference above the limits set out in AS/NZS 2344 and any industry guidelines in respect of waveform distortion.
- (c) A *Distribution Network Service Provider* must ensure, consistent with *good electricity industry practice*, that electromagnetic interference caused by its *distribution system* is less than the limits set out in AS/NZS 2344 and any industry guidelines in respect of waveform distortion.
- (d) A *Distribution Network Service Provider* must investigate the source of any electromagnetic interference in its *distribution area* above the limits set in AS/NZS 2344 and any industry guidelines in respect of waveform distortion when it becomes aware of such electromagnetic interference.
- (e) If a *Distribution Network Service Provider* establishes that the source of electromagnetic interference above the relevant limits is in its *distribution system*, it must reduce the level of electromagnetic interference below those limits.
- (f) If a *Distribution Network Service Provider* establishes that the source of electromagnetic interference above the relevant limits is in a *Customer's electrical installation*, and that electromagnetic interference adversely affects other *Customers* or causes damage to property or malfunction in electrical appliances, the *Distribution Network Service Provider* must notify the *Customer* that it must reduce the level of electromagnetic interference below those limits and the *Customer* must comply with the notice.

## 8.7 **SAFETY AND OTHER MANUAL CONNECTION OF EMBEDDED GENERATING UNITS**

### 8.7.1 ~~Agreement to connect~~

- ~~(a) A *Distribution Network Service Provider* must have in place a procedure, approved by the *Regulator*, to deal with the application, establishment or modification of the connection of an *Embedded Generator* to connect to the *distribution system*.~~

- ~~(b) A Distribution Network Service Provider must not connect an Embedded Generator to its distribution system unless a legally binding and enforceable connection agreement is in place which requires the parties to abide and comply with the Code.~~
- ~~(c) The connection agreement must contain the specific conditions that have been agreed to for connection and access to the distribution network, including but not limited to:~~
- ~~(1) Details of the connection point including the distribution network coupling points where appropriate;~~
  - ~~(2) Metering arrangements and adjustments for losses where the point of metering is significantly different to the connection point;~~
  - ~~(3) Authorised demand which may be taken or supplied at the connection point (under specified conditions);~~
  - ~~(4) Connection service charges;~~
  - ~~(5) Payment conditions;~~
  - ~~(6) Duration and termination of conditions of the connection agreement;~~
  - ~~(7) Terms, conditions and constraints that have been agreed to for connection to the network to protect the legitimated interest of the Distribution Network Service Provider including rights to disconnect the Licensee for breach of commercial undertakings;~~
  - ~~(8) Details of any agreed standards of reliability of distribution service at the connection points or within the network;~~
  - ~~(9) Testing intervals for protection systems associated with the connection point;~~
  - ~~(10) Agreed protocols for maintenance co-ordination; and~~
  - ~~(2) Procedures for resolving disputes.~~
- ~~(d) A Distribution Network Service Provider must ensure that its distribution system is able to receive a supply of electricity from an embedded generating unit connected to its distribution system on the basis set out in the relevant contract with the Embedded Generator concerned.~~
- ~~(e) If such an agreement is sought by an Embedded Generator, the Distribution Network Service Provider and Embedded Generator must negotiate in good faith.~~
- ~~(f) Despite clause 8.7.1(d), if two or more embedded generating units are connected in parallel, their obligations under 8.7.5, 8.7.6 and 8.7.7 of this Code apply to the point of common coupling and the maximum permissible contribution of each embedded generating unit is to be determined in proportion to their capacity, unless otherwise agreed.~~

### **8.7.2 Supply frequency**

~~A Distribution Network Service Provider must use best endeavours to ensure that, at the system frequency of 50 Hz and permitted variations set out in the National Electricity Rules, an embedded generating unit will remain in service.~~

### **8.7.3—Co-ordination and compliance of embedded generating units**

~~A Distribution Network Service Provider must ensure that:~~

- ~~(a) An Embedded Generator's embedded generating unit, and any equipment within it that is connected to a distribution system:~~
- ~~(1) complies with this Code; and~~
  - ~~(2) is maintained in a safe condition; and~~
- ~~(b) protection equipment is at all times effectively coordinated with the electrical characteristics of the distribution system.~~

### **8.7.4—Minimum requirements for embedded generating units (synchronous type)**

- ~~(a) A Distribution Network Service Provider must ensure that an embedded generating unit over 1MW that is a synchronous generator has:~~
- ~~(1) an excitation control system including voltage regulator; and~~
  - ~~(2) a governor system responsive to system frequency changes.~~
- ~~(b) A distribution network service provider must ensure that each embedded generating unit with a nameplate rating over 10MW complies with the National Electricity Rules.~~

### **8.7.5—Negative sequence voltage**

~~A Distribution Network Service Provider must ensure that an embedded generating unit's contribution to the negative sequence voltage at the point of connection between the embedded generating unit and the distribution system is less than 2%, as measured in accordance with IEC 61000.4.30.~~

### **8.7.6—Harmonics**

~~A Distribution Network Service Provider must ensure that an embedded generating unit's contribution to the harmonic distortion levels in the supply voltage at the point of connection between the embedded generating unit and the distribution system comply with the levels specified in AS/NZ 61000.3.6.~~

### **8.7.7—Deleted**

### **8.7.8—Fault levels**

~~Unless otherwise agreed in writing between an Embedded Generator and the Distribution Network Service Provider, an Embedded Generator must design and operate its embedded generating unit so that it does not cause fault levels in the~~



~~*Distribution Network Service Provider's distribution system to exceed the levels set out in the table appearing below.*~~

**Table 4**

<b>Voltage level kV</b>	<b>System fault level MVA</b>	<b>Short circuit level kA</b>
66	1500	13.1
44	1000	13.1
33	750	13.1
22	500	13.1
11	250	13.1
6.6	150	13.1
0.400	36	50.0

**8.7.9 — Earthing**

- (a) ~~Unless otherwise agreed with the *Distribution Network Service Provider*, an *Embedded Generator* must ensure that any metalwork of electrical apparatus and equipment forming part of its *embedded generating unit* is solidly earthed in a manner which, in the opinion of the *Distribution Network Service Provider*, is satisfactory.~~
- (b) ~~Unless otherwise agreed with the *Distribution Network Service Provider*, an *Embedded Generator* must ensure that all neutral earthing connections of each machine are capable of being solidly earthed.~~

**8.7.10 — Electromagnetic interference**

~~If, as a result of an investigation under clause 8.6.12(d), a *Distribution Network Service Provider* establishes that the source of electromagnetic interference above the limits set out in AS/NZS 2344 or any industry guidelines in respect of waveform distortion is in an *Embedded Generator's embedded generating unit*, and that the electromagnetic interference adversely affects other *Customers* or causes damage to property or malfunction in electrical appliances, the *Distribution Network Service Provider* must notify the *Embedded Generator* that it must reduce the level of electromagnetic interference below those limits and the *Embedded Generator* must comply with the notice.~~

**8.7.11 — Safety and other manuals**

- (a) Each *Distribution Network Service Provider* must observe *good electricity industry practice* as adopted by the national electricity supply industry for the planning, design, construction, maintenance and operation of each *Distribution Network Service Provider's distribution system* to ensure that the relevant standards for safety and *reliability* of the system are consistent with community, business and customer needs.
- (b) Each *Distribution Network Service Provider* must maintain manuals documenting design, construction, operation and maintenance standards that comply with the *good electricity industry practice*.

## 8.8 LOAD INFORMATION

- (a) A *Distribution Network Service Provider* must ensure that the ~~tariff-network tariff~~ applicable to a *Large Customer* ~~or an individual contract between a Customer and a Distribution Network Service Provider~~ provides that the *Large Customer* must supply, if requested, to the *Distribution Network Service Provider* ~~or the Electricity Retailer as the case may be~~, details of loads connected or planned to be connected to the *Distribution Network Service Provider's* distribution system which the *Distribution Network Service Provider* requires for the purpose of planning its *distribution system*, including:
- (1) the location of the *load* in the *distribution system*;
  - (2) existing *loads*;
  - (3) existing *load profile*;
  - (4) changes in *load* scheduling;
  - (5) planned outages;
  - (6) forecasts of *load* growth;
  - (7) anticipated new *loads*;
  - (8) anticipated redundant *loads*; and
  - (9) the nature of any disturbing *loads*.
- (b) A *Distribution Network Service Provider* must on request from another *Distribution Network Service Provider* provide such information concerning a *point of common coupling* as the other *Distribution Network Service Provider* may reasonably require for the purpose of the integrated planning of the system.