

Repair of a damaged point of attachment

INDUSTRY COMMUNIQUE

What is the point of attachment?

The Evoenergy Service and Installation Rules define the point of attachment (POA) as the point at which the aerial conductors of the service line are attached to a customer's building, post, pole, or structure.

The POA is also the point, or points, at which the mechanical loads of overhead conductors of an overhead service or overhead consumer's mains are terminated on a customer's building, pole or structure.

The POA is seen as the network boundary location for overhead services as documented in the Network Boundary Code.

Asset ownership at the POA

Evoenergy is responsible for the following items:

- (1) Service fuse holder/s
- (2) Neutral connector
- (3) Service cable
- (4) Service cable hook

The customer is responsible for:

- (1) Consumer mains
- (2) Any junction box located on the fascia or POA riser bracket
- (3) The timber batten on the POA riser bracket
- (4) Any timber fastened to the premises which allows for the service cable to be connected

Faults at the POA

While Evoenergy prioritises the safety of its customers and distribution network, Evoenergy

is only permitted to undertake works on electricity distribution network assets. Any works past the network boundary are contestable works and Evoenergy is not legally permitted to undertake these works.

When a timber batten on a riser bracket is damaged, leaving the fuses unsecured, the home owner must engage an electrical contractor to replace the damaged asset. This is typically through the Request for Service Marking (RSM) process resulting in a scheduled appointment to be undertaken to drop the service line, allowing the customers engaged contractor to replace the damaged piece of equipment.

In some rare instances; the service cable hook is no longer secured to the POA and tension is placed on the terminations of the service fuses or neutral connector. Where this hazard is identified, a fault call should be placed to the Evoenergy call centre. In these instances Evoenergy shall attend and make the installation safe through temporary securing methods

Evoenergy works undertaken at Damaged Point of Attachment

Where a fault is reported to Evoenergy and we attend site, staff will ensure the safety of the distribution network.

The service hook, fuse holders, and neutral connector shall be replaced as required, however the timber batten or other assets owned by the customer will not be replaced/repared.

When to engage an electrician

The below are examples of when you **should not** contact Evoenergy:



Image 1: Reported as weathered timber batten

There is no safety issue present, the fuses are secured, neutral and MEN termination to standard and service cable secured. If concerned about the fuse holders being secure enough to pull the fuse, a ladder can be used to access the POA with a short fuse puller to undertake isolation.

All suitable safety precautions should be followed as documented by your organisation.



Image 2: Reported as fuse on an angle

A fuse on an angle is not to be reported to Evoenergy. The angle of the fuse is dependent on the customer's asset installation. A ladder can be used to access the POA with a short fuse puller to undertake isolation. All suitable safety precautions should be followed as documented by your organisation.

When to contact Evoenergy

The below example is a situation of when you **should** contact Evoenergy:



Image 4: Reported as damage timber batten

In this situation the fuse holders are completely unsecured and there is possible tension on the terminations at the consumer side of the fuse holders. Evoenergy shall attend site to make safe.

Calls should be made to Evoenergy's 24-hour emergencies and faults on 13 10 93.

People reporting a fault may be asked to provide a photo to allow for appropriate triaging of the works.