

- [Meter installations and replacements](#)

When a customer chooses, or is required, to have a smart meter installed they will contact their electricity retailer, who will arrange for the installation.

Retailers will engage metering providers, who engage a qualified electrician to perform the required work. The retailer remains the primary contact for the customer.

This process means that the metering provider and the retailers are responsible for the installation, maintenance, and replacement of new meters.

The customer or metering provider must arrange to provide and install:

- Meter Protection Device(s), unless the device is also a Service Protection Device
- Service and Metering Neutral Links
- Metering and load control devices
- The meter/switchgear enclosure
- Associated wiring and connections in accordance with AS/NZS 3000
- Any other service or metering equipment required

Before installation, it's also important to ensure that the area is safe and free of asbestos. Contractors should not carry out work that disturbs the integrity (for example, drilling) of existing meter or switchboard panels that may contain asbestos within electrical installations, without taking suitable precautions.

The enclosure must be in a location and in a way that meets the safety and technical requirements of [Evoenergy's Service & Installation Rules](#), and that of the metering provider. Installations that do not comply with these requirements, or failure to have the installation inspected by the ACT Government prior to the appointment may result in an installation defect fee.

- ## Overhead service installation

When installing an overhead service, the point of attachment (POA) is determined by Evoenergy and must be installed where the service marking indicates to ensure the service clearances are compliant.

The specification and location of any bracket, or similar device used to raise the point of attachment, are nominated by Evoenergy at the time of marking the service. Service riser brackets (when required) must be supplied by the customer and must be one of several approved types available from trade suppliers. The fascia bracket are provided by Evoenergy.

Neutral bonds are required for riser brackets and metal fascia. For metal fascia's a 6mm earth needs to be installed from fascia to the multiple earthed neutral (MEN) point. For more information refer to Evoenergy drawing [8913-12-05](#).

Before Evoenergy arrives on site, please ensure unrestricted access is provided to the point of attachment and pole or other infrastructure, for aerial service cables and associated equipment and fuses. A firm, level base with sufficient space to safely erect a standard extension ladder. Structures such as carports and pergolas cannot be erected immediately below the pole end or the point of attachment.

For more information refer to [Evoenergy drawing 3811-004](#).

- ## Underground service installation

When installing an underground service, conduits must be laid in accordance with the approved plan, in a position that is generally a straight line from boundary alignment to the point of entry (POE) or metering enclosure.

Conduit installation requirements:

- The conduit must be laid at a depth which provides 600mm of cover to finished ground level for 50mm conduits, and 850mm of cover for larger conduits, with orange marker tape installed 300mm above the underground, and these installation and marker depths must be maintained for its entire length.
- The conduit is not to pass under the building. For more information, see [Evoenergy drawing 8912-02](#).
- Installation of conduit in rock must be in accordance with AS/NZS 3000 Wiring Rules.
- Where the conduit rises to the metering enclosure or other terminating position only one bend of 90 degrees or less is permitted, having a radius as per clause 3.9.2 of the Service & Installation Rules.
- All 50mm conduits must be provided with a general-purpose synthetic polypropylene filament rope of minimum 6mm diameter, protruding at least 600mm at each end of the conduit as per clause 3.9.4 of the [Service & Installation Rules](#).
- The trench may be backfilled before the installation is inspected; a marker peg must be provided to indicate the end of the conduit. Refer to [Evoenergy drawing 8912-03](#).

Installation height requirements:

- POE box 2300mm – 2800mm to top of box
- Meter box 1500mm – 2000mm to top of box

Evoenergy must have clear access to all meter boards and POEs.

On installation, you must also provide and install a standard hinged pre-drilled panel complying with [Evoenergy drawing 8911-2211-101](#). The panel must be complete with wiring for the mounting of Evoenergy's service and control equipment.

Contractor civils works must be completed 10 days prior to the scheduled appointment.

To make sure every job runs smoothly and on time, we recommend submitting an application with as much time as possible in advance of when the work is required, to ensure we can meet critical project dates. If you have received an appointment you need changed, please contact us directly and we'll work with you to try and meet your timelines.

It's important to ensure your site is fully prepared and ready for our crews so we can arrive and complete our work as quickly as possible. Once we have scheduled a time to conduct the work and arrived on site, basic connections normally take around 2 – 3hrs to complete.

If things don't go to plan and you know ahead of time that your site won't be ready, please call us on 13 23 86. We're happy to move appointments—please let us know ahead of time so we can reallocate crews to other jobs.