

Bulletin – Information

Changes to Service Connection Testing (SCT) Documentation and Training

17 September 2020

Summary

New Service Connection Testing (SCT) documentation is being introduced, with a new Guideline and a single SCT Form, which will replace the current suite of multiple SCT Forms and Guidelines. The change is aimed at reducing confusion as to which form to use when completing an SCT. The revised Form, Guideline and associated training has been designed so that testing is completed consistently and accurately each time to ensure the connection is safe.

Implementation

Western Power Employees:

The new SCT Form and Guideline will be rolled out to depots/areas progressively from the end of September 2020 for employees to complete the revised training as part of their scheduled Block Training.

Contractors:

Training courses for Contractor's will commence at Power Training Services (PTS) on a regular basis from January 2021. Those Contractors whose SCT authorisation is due to expire before or close to this time, should enrol via the PTS website.

Action

Only when Personnel have successfully completed the revised training and have the new authorisation **SCT Direct** or **SCT Multi**, will they be able to transition to use the new Form and Guideline:

- *Service Connection Testing Form (EDM [53524514](#))*
- *Service Connection Testing Guideline (EDM [53525817](#))*

Important: Personnel must continue to use the existing SCT Forms and Guidelines until they are trained and authorised in the new process.

Key messages

There will be a phased roll-out of a new SCT Form (EDM [53524514](#)), Guideline (EDM [53525817](#)) and training to depots/areas, with the two processes (and associated documentation) running concurrently until all Personnel have completed the training and are authorised to use the new documentation.

Other key changes include:

- Consolidated and simplified process to a single SCT form with an associated Guideline
- Refreshed PTS training with two authorisations:
 - o SCT Direct - XSCTD
 - o SCT Multi (includes Multiple Master Meters (MMM), Un Metered Supplies (UMS) etc) - XSCTM
- Removal of the requirement for an electrician to attend site to provide access to customer meter panels. **Note:** this is only applicable to Personnel who have gained an appropriate authorisation.



Communication

This bulletin is intended for Personnel (Employees and Contractors).

Formal Leaders must discuss this bulletin with their team members at their next team meeting.

This bulletin is available via [EDM](#) and will be available via Depot Pack and the [Grid](#).

For additional information contact your [SEQT Operations Business Partner](#).

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