

ASP Safety Alert ASP Compliance and Practices

Alert Number: SA03_22

3 March 2022

Subject: Service Neutral Adrift

Key Messages

When reinstating the Mains Earth Neutral (MEN) as per NS282, inspect neutral connections. Visually check to ensure the connection is tight and secured. Perform a pull test if required to all connections as a part of the recommissioning of services.

Dear ASPs,

In September 2021 an authorised power worker was completing a low voltage pole replacement in Concord West. Following the replacement of the pole, the power worker was required to re-terminate and connect service connections which had been removed prior to the removal of the old pole.

As a part of these works the power worker was required to isolate a service connection at a customer's Main Switchboard.

Following the changeover and completion of works, a resident of the property contacted Ausgrid and advised of their air conditioning and electric vehicle charging station had ceased functioning and that they suspected the work completed two days prior to have been the cause.

An Ausgrid Emergency Services Officer attended the property and found:

- Service Neutral Adrift within the customer's Main Switchboard
- A voltage reading of 36V to independent earth within the MEN system of the property



There were no injuries or damages reported as a result of this incident.

Causes and contributing factors

An investigation concluded that the neutral had come adrift within the switchboard enclosure due to difficulties experienced by the power worker when closing the split-type switchboard.

The power worker did not follow the principal procedures by ensuring all connections had been inspected and failed to complete 'pull' test prior to energisation.

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Network Compliance & Authorisations