



Customer Delivery Readiness Pack
Customer Connections Services

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Customer Delivery Readiness Pack

You've accepted your [Access Offer](#)—thank you. Our Planning & Scheduling team may have already contacted you to confirm your project is moving toward delivery. This pack gives you a clear list of what needs to happen before Western Power can begin onsite works. It's designed to help you, and your contractor avoid delays by making sure everything is ready ahead of time.



1. What the 'Are You Ready?' Check Means

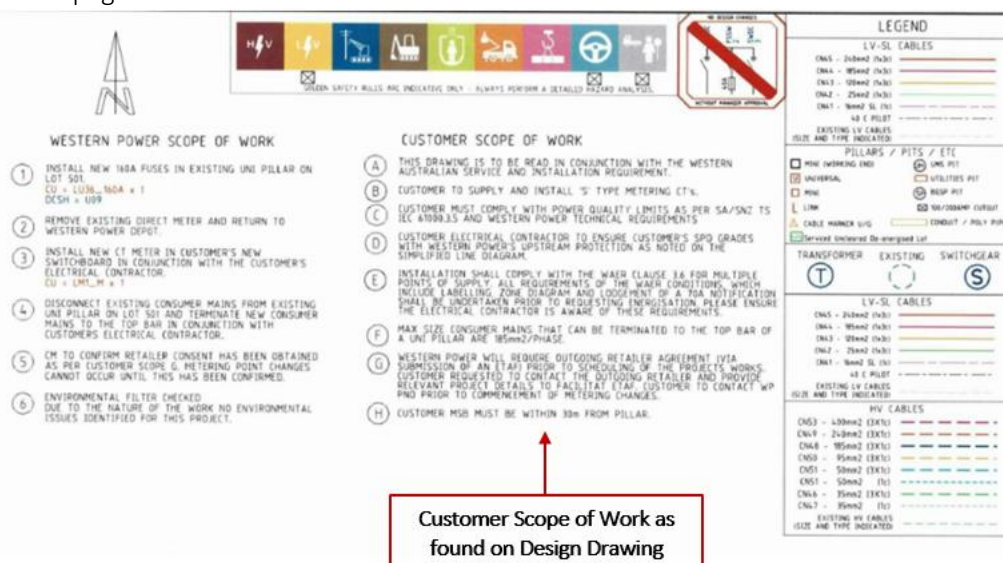
This check is about confirming that all your responsibilities (Customer Scope of Work) are completed and ready for us to progress your project to delivery.

- Once your site is confirmed ready, we'll schedule your delivery window
- If anything is missing (like permits, pegging or required documentation), your job may be delayed or rescheduled

1.1 Understanding your Customer Scope of Work (SOW)

Your Customer Scope of Work outlines everything you are responsible for completing before Western Power can begin onsite work.

You'll find your Customer Scope of Work inside the **design drawing** you received with your Access Offer. It's usually shown in notes, often titled **"Customer Scope of Work"**. This may either be direct on the drawing or on attached pages.



Please check your design drawing carefully to confirm what's included in your responsibilities. These may include pegging, installing the site main switchboard, preparing bollards, or submitting required permits.

We've included a detailed [appendix](#) at the back of this document with examples of Scope of Work items and how to address them. If you're still unsure what applies to your site or how to address your Scope of Work, contact us soon as possible at ccs_scoping@westernpower.com.au so we can assist.

Western Power also has a Scope of Work. Once your part is complete, we'll carry out the agreed network works shown in your design.

2. How to Get Your Site Ready

2.1 Site Access Requirements

Before we can begin work on site, it's important that access to the work area is clear and safe. As the customer, you're responsible for making sure all physical site requirements are met.

This may include:

- **Pegging the exact location** of new assets (e.g. streetlights, substations, pillars)
- **Installing bollards** where required to protect electrical equipment
- **Trimming trees or vegetation** near installation points
- Ensuring there are **no permanent structures or fences** within the required clearance zones

If these items aren't addressed, it can result in delays, failed site visits, or rebooking of works at your cost.

You'll find detailed requirements—including measurements, examples, and photos—in the [Site Specs](#) table in the Appendix.

2.2 Permits and Approvals

Depending on your site and project, you may need to get certain approvals before Western Power can begin work. These may include planning approvals, vegetation clearing permits, Aboriginal heritage checks, or environmental assessments.

As the customer, you are responsible for checking what applies to your site and making sure approvals are in place. If permits are required, apply early. If they're not needed, you'll still need to provide written confirmation to show they've been considered.

Western Power cannot begin scheduling or construction until all required approvals (or exemptions) have been submitted.

You'll find detailed information about each approval type—including when it's needed, who to speak to, and what evidence to send—in the [Permits & Approvals](#) table in the Appendix.

2.3 Electricity Transfer Application Form (ETAF)

Before Western Power can schedule metering works, your **current electricity retailer** must submit an Electricity Transfer Application Form (ETAF) directly to us.

Important:

*The ETAF is not completed by the customer. However, the **account holder** must contact their current retailer and provide key project details so the form can be submitted correctly.*

What you need to do:

- Contact your current electricity retailer (the one listed on your power bill)
- Provide them with your site/project details
- Ask them to submit the ETAF to Western Power as soon as possible

This is critical for any works that split or merge connections and impact how customer's are billed for usage. If you are unsure, whether it's needed – just call your retailer to check. It only takes a minute, and it's better to be safe than delayed.

3. What Your Electrician Needs to Do

3.1 Submitting Notices

These are tasks that must be completed by your licensed electrical contractor. We recommend sharing this checklist with them directly.

Your electrician must:

- Submit a **Preliminary Notice (Pre-Lim)** to Building & Energy before any electrical work begins
- Install the **Site Main Switchboard (SMSB)** in the correct location, with the correct cables and conduit
- Submit the **Notice of Completion (NOC)** once electrical works are complete

Important:

- No Pre-Lim = Your project can't be scheduled
- No NOC = No inspection = No energisation

The NOC must be submitted at least 7 business days before energisation for metro locations, 14 days for regional locations. WA Electrical Inspectors need this time to attend site, complete their checks, and approve the connection. If the NOC is submitted too late, your energisation may be rescheduled.

3.2 Site Main Switchboard (SMSB) – Common Issue

The [site main switchboard](#) (SMSB) must be installed in the correct location and to specification before Western Power can proceed. This is one of the most common causes of delay.

Please make sure:

- The SMSB is installed within **30 metres** of the designated pillar or point of supply
- The switchboard complies with your design drawing and Western Power's specifications
- All conduits and consumer mains cables are sized and positioned correctly
- The board is accessible, level, and clearly marked

If your SMSB is not installed correctly, the project may be delayed or require rework.

Tip: Include a clear photo of your installed switchboard when responding to the "Are You Ready?" check-in.

For technical guidance, refer to the [Technical Specs](#) section in the Appendix.

4. What to Send Us – Responding to the “Are You Ready?” Email

When your site is ready, please reply to the ccs_scoping@westernpower.com.au with the following:

- Confirmation that your **Customer Scope of Works is complete**, as per the design
- **Photographic evidence** of key items (e.g. pegging, SMSB installation, bollards). See below for examples.
- Your **electrical contractor’s contact details**
- Proof that your contractor has submitted:
 - Preliminary Notice (Pre-Lim)
 - Notice of Completion (NOC), if applicable
- Confirmation that your **current retailer has submitted the ETAF** to Western Power
- Copies of any **required permits or approvals**, or written confirmation that they are not required
- Any additional documents requested in your **Scope of Works (SOW)**

If we don’t receive all this information, your project may be delayed or rescheduled.

4.1 Suitable Photographic Evidence

4.1.1 Marking Dome Locations



4.1.2 Site Main Switchboard and Dome location



4.1.3 Dome location shown in relation to specifics on design drawings.



4.1.4 Tips for Submitting Site Photos

- **Take photos in good lighting** – so key details (like peg markers, labels, or trenching) are clearly visible.
- **Stand back** enough to show context – for example, show the Site Main Switchboard in relation to the pillar, or the pegged location relative to a fence or kerb.
- **Label the image files** – e.g. SmithSt_SMSB.jpg or Lot27_PeggingFrontFence.jpg
- **Include a close-up and a wide view** – this helps confirm accuracy and location in one go.
- **Double-check visibility** – make sure pegs or conduits aren't hidden by shadows, long grass, or construction materials.
- **If unsure, take an extra photo** – more is better than not enough.

5. Next Steps After You're Ready

Once you've confirmed your site is ready and submitted all required information, Western Power will begin preparing your project for delivery.

Here's what happens next:

- **Site Meeting** – You'll be contacted to arrange a site visit. A Western Power scoping specialist will inspect your site to confirm readiness and check the pegging, clearances, and infrastructure layout.
- **Delivery Window Confirmed** – Once your site has been verified, we'll confirm a construction delivery window for your project.
- **Project Network Officer Assigned** – You'll be introduced to your [Project Network Officer](#) (PNO). This person will be your new point of contact and will manage the project through to completion.
- **Need help before handover?** – If you're unsure about any part of your Scope of Works or your site's readiness, the **Planning & Scheduling team** is your first contact - ccs_scoping@westernpower.com.au. Once the "Are You Ready?" check is complete, your PNO will take over.

Important Reminder – Project Timeframes

Your Access Offer is valid for **6 months** from the date it was issued. To keep your project on track, all Customer Scope of Works must be completed within this timeframe.

If your deliverables aren't completed by the expiry date listed in your Access Offer, the project may be cancelled and a new request will be required to proceed.

You can find the our full [terms and conditions](#) on the Western Power website. .

6. Appendix 1: Detailed Scope of Work Examples

6.1 Standards and Regulations

Scope of Works Request	Explanation
This drawing is to be read in conjunction with the Western Australian Service and Installation Requirements	Relevant Resource: Western Australian Service and Installation Requirements (WASIR)
Customer electrical contractor is to supply suitable lugs and crimping tools for termination of customer's cable.	Your electrician must provide the correct cable connectors (called lugs) and the tools to attach them securely when connecting your cables to our equipment.
Customer must comply with power quality limits as per AS/NZS TS IEC 61000.3.5 and Western Power technical requirements.	Your electrical installation must meet specific power quality standards to prevent issues like flickering lights or voltage fluctuations. These standards are outlined in AS/NZS TS IEC 61000.3.5 and Western Power's technical requirements. Relevant Resources: Western Power Technical Rules: These rules detail the technical requirements for connecting to the Western Power network. Western Power Technical AS/NZS TS IEC 61000.3.5 Standard: This standard specifies the limits for voltage fluctuations and flicker in low-voltage power supply systems. AS/NZS TS IEC 61000.3.5 – SAI Global
Western Power will require outgoing retailer agreement (via submission of an ETAF) prior to scheduling of the project works. Customer requested to contact the outgoing retailer and provide relevant project details to facilitate ETAF. Customer to contact WP PNO Prior to commencement of metering changes.	Before Western Power can schedule your metering work, your current electricity retailer must submit a form called an ETAF (Electricity Transfer Application Form). - Only the current account holder (the person or business named on the electricity bill) can contact the retailer to get this process started. - You'll need to give your retailer the key details of your project so they can complete and send the ETAF directly to Western Power. If Western Power doesn't receive the ETAF, your project may be delayed or even cancelled.
Customer electrical contractor to ensure customer's SPD grades within Western Power's upstream protection as noted on the simplified line diagram.	Your electrician must make sure any surge protection installed at your site works properly with Western Power's network protection settings. The simplified line diagram shows the levels it needs to match.

Scope of Works Request	Explanation
This drawing is to be read in conjunction with the Underground Distribution Schemes Manual.	Relevant Resource: Underground distribution schemes manual (UDS)

6.2 Site Specifics

Scope of Works Request	Explanation
Pillar exclusion zone to be prepared as per the Western Australian Service and Installation Requirements Clause 12.5.3. This includes but is not limited to the following: 1. Pegging the pillar location and adjacent boundary location prior to construction. 2. Only easily removable surface treatment is to be installed in this area. Such as brick paving. 3. Clear of all services including contaminated soil, asbestos etc. 4. Located 300mm above 100 year flood level and not in a precarious position.	A safe and accessible space must be prepared for the pillar (the green power dome) before construction starts. This is called a 'pillar exclusion zone,' and it must meet the following requirements: 1. Mark out (peg) the pillar location and the nearby property boundary before construction begins. 2. Only use surface treatments that are easy to remove (e.g. brick paving is okay—no concrete, decking, or fixed structures). 3. The area must be free of other services or hazards, including things like pipes, contaminated soil, or asbestos. 4. The pillar must be placed 300 mm above the 100-year flood level and on stable ground—not on a slope or edge where it could shift. Not sure about flood levels? Check your local council's website or stormwater drainage maps. You can also contact your local government's planning or engineering department to confirm flood level requirements for your area. Relevant Resource: Western Australian Service and Installation Requirements (WASIR)
Customer is responsible to arrange for Western Power, or an appropriately accredited electrical contractor, to install direct metering in the switchboard prior to supply being fully energised.	The customer must organise either Western Power or a qualified electrician to install the metering equipment inside the switchboard. This must be done before the site can be fully energised (i.e. before power is switched on).
Customer is responsible to arrange for Western Power, or an appropriately accredited electrical contractor, to terminate all consumer mains to the uni pillars back blocks, max size consumer mains that can be terminated is 35mm²/phase .	The customer must arrange for either Western Power or a qualified electrician to connect their main power cables (consumer mains) to the back of the green power dome (uni pillar). These cables must be no larger than 35mm ² per phase.
Note: As per the Residential design codes explanatory guidelines Section 6.5.1 - A driveway is also required to be setback 0.5m from a side lot boundary for purposes not limited to stormwater management, landscaping and utilities . www.planning.wa.gov.au	According to WA's planning rules, your driveway must be built at least 0.5 metres away from the side boundary of your property. This space allows for stormwater drainage, landscaping, and access to essential services like power or water. This requirement is part of the Residential Design Codes (R-Codes) guidelines – Section 6.5.1

Scope of Works Request	Explanation
Customer to peg the position of new streetlights in accordance with AS1158 and specific requirements from LGA and/or road authority at not cost to Western Power.	The customer must mark (peg) the location of any new streetlights. This must follow Australian Standard AS1158 and meet any extra rules from your local council or road authority. The customer is responsible for all costs—this is not arranged or paid for by Western Power.
Customer is responsible for trimming trees to ensure adequate space is available for installing and replacing streetlight poles.	You must make sure any nearby trees are trimmed so there's enough space to install or replace streetlight poles. <i>If trees are overgrown or too close to the work area, it may delay installation or require rescheduling at your cost.</i> • Talk to your contractor or arborist early—tree trimming can take time or require council approval. • Allow at least 1.5 metres of clear space around the streetlight location (unless specified otherwise). • Make sure canopies are lifted enough to allow pole installation from above if needed.

6.3 Permits and Approvals

Scope of Works Request	Explanation
If a noise management plan is required by local government authority, additional costs may apply. Customer is responsible for obtaining all relevant planning approvals and providing Western Power with copies of these for record keeping purposes.	Planning Approvals, Noise Management & General Permits Depending on your site and project type, you may need: • Local government planning approvals • A Noise Management Plan (if your council requires one) • Other site-specific permits What you need to do: • Check with your local council and road authority • Apply for any required permits • Provide Western Power with: ○ Copies of approvals and plans ○ Written confirmation if no approvals are required <i>Western Power will not apply for these permits on your behalf.</i>
Being a customer funded project, the customer is responsible for obtaining all necessary clearing approvals and, prior to Western Power commencing works, the customer is required to provide a copy of either: • A clearing permit issued in the customer's name; or • A referral determination notice issued by owner confirming a	If trees or vegetation need to be cleared as part of your project, you must get the correct approvals before Western Power can begin work. You'll need to provide one of the following: • A clearing permit in your name, • A letter from the landowner or regulator confirming that no permit is required, or • Evidence of a valid exemption (e.g. from a local council or state regulator)

Scope of Works Request	Explanation
clearing permit is not required by the customer; or Written details of a relevant clearing permit exemption and supporting documents (regulator correspondence/landowner exemption clearing letter) This also includes relevant development approvals for the works (i.e. building approvals for a structure that requires clearing to construct). Approvals/exemptions can be sent to the SEQT Environment Team via environment@westernpower.com.au for review and suitability confirmation. Allow two business days for Environment Team to review.	This also applies to building or development approvals where clearing is required. Email all approvals or exemption documents to environment@westernpower.com.au. Please allow up to 2 business days for Western Power's Environment Team to review and confirm.
The customer is responsible for completing their own due diligence assessment of potential Aboriginal Heritage impacts and advising Western Power or any compliance requirements that apply.	Aboriginal Heritage You must complete your own due diligence check to ensure your project doesn't affect any Aboriginal heritage sites. What you need to do: - Check whether any Aboriginal heritage approvals or activity notices apply to your site. - If required, complete surveys or consultations. - Provide Western Power with: - Evidence of your assessment - Any required approvals or notifications - Copies of consultation outcomes (if applicable) This is required even if Western Power's work is in a developed urban area. Customers remain responsible for all heritage obligations. Relevant Resource: Aboriginal Heritage Laws
Aboriginal Heritage The identified project area does not intersect any known Aboriginal heritage sites and the works are occurring in a developed urban road reserve. On this basis Western Power's scope of work is considered unlikely to impact Aboriginal heritage values. However the customer is responsible for completing their own due diligence assessment of potential Aboriginal heritage impacts, and advising Western Power of any compliance requirements that apply.	
Customer is responsible for undertaking their own due diligence assessment of potential Aboriginal heritage impacts and advising Western Power of any compliance requirements that apply. The customer must provide evidence of the assessment to Western Power. Any activity notifications or surveys required as an outcome of the assessment must be completed by the customer. The customer is to provide all evidence of surveys/consultations and approvals (where applicable) to Western Power prior to the commencement of works.	
Acid Sulphate Soils – Drainage Works occur in an area mapped as having a moderate to low ass risk (DWER mapping).	
	Acid Sulphate Soils (ASS)

Scope of Works Request	Explanation
As the project involves the excavation of over 100M3 of soil and/or dewatering is likely to be required. Further investigations are needed to determine the level of management necessary. Depending on the outcome of further investigations, the customer may be required to prepare an acid sulphate soils and dewatering management plan (ASS&DMP) prior to commencement of work. The customer is to provide a copy of the ASS&DMP (or suitable evidence that it is not required) to Western Power and the Western Power construction contractor will need to ensure that Western Power's works are undertaken in accordance with the customer's ASS&DMP. All investigations and management are to be developed and undertaken in accordance with the DWER acid sulphate soils guidelines.	If your project involves digging more than 100m³ or dewatering, you may need to prepare an Acid Sulphate Soils and Dewatering Management Plan (ASS&DMP). What you need to do: • Check the DWER mapping for ASS risk • Arrange investigations if your site is in a moderate or high-risk area • If an ASS&DMP is needed: ○ Prepare it in line with DWER Guidelines ○ Provide a copy to Western Power before works start • If an ASS&DMP is not required, still provide written evidence confirming this <i>The construction contractor must follow the customer's ASS&DMP if one applies.</i>
Prior to commencement of work, the customer is to provide a copy of ASS&DMP (or suitable evidence one is not required) to Western Power. All investigations and management are to be developed and undertaken in accordance with the DWER acid sulphate soils guidelines.	

6.4 Technical Requirements

Scope of Works Request	Explanation
Electrical Notifications	1. Preliminary Notice (Pre-Lim) <i>Before works start</i> Your electrician must lodge a Pre-Lim before any electrical work begins. This allows Western Power to schedule and deliver network works (like metering or pillar connections) in line with your project. 2. Notice of Completion (NOC) <i>After all works are finished</i> Your electrician must submit a Notice of Completion once all electrical installation work is complete. Western Power cannot carry out an inspection or energise the site until this form has been received and processed. Submit an eNotice

Scope of Works Request	Explanation
Customer to supply and install 'T' type metering CTs. Customer to supply and install 'S' type metering CTs. (And all other types of CT Meters)	The customer's electrician is responsible for supplying and installing the correct metering CTs, as specified in the design. - CTs (Current Transformers) are used to safely measure electricity in large supply installations. - The electrician must ensure the correct CT type is installed — e.g. 'T' type for cable installs or 'S' type for busbars, depending on your switchboard setup. - Once installed, they must provide: Photo evidence confirming installation - A completed CT Ratio Report, showing the specifications of the CTs used This information is required before Western Power can energise the site.
Customer to install non-corrosive bollards adjacent to the pillar as per the Western Australian Service and Installation Requirements Clause 12.5.3	The customer must install protective bollards next to the green power dome (pillar). These bollards must be made from non-corrosive material, like galvanised or stainless steel, and installed in line with WASIR Clause 12.5.3. This protects the pillar from vehicle damage and ensures long-term safety and accessibility.
Max size consumer mains that can be terminated is 35mm²/Phase	The maximum cable size that can be connected to the pillar is 35mm² per phase. If your electrician plans to use larger cables, they'll need to speak with Western Power about alternative connection arrangements.
All customer cables shall be double insulated and protected by conduit. Conduit shall protrude into pit minimum 30mm and maximum 50mm.	All cables must be double insulated and run inside electrical conduit. The conduit must extend into the Western Power pit by at least 30mm and no more than 50mm. This protects the cables and ensures a safe, long-lasting connection into the network.
Customer site main switchboard to be within 30m of new pillar.	The customer's main switchboard must be located within 30 metres of the new pillar. This ensures the connection stays within safe distance limits and avoids voltage drop or non-compliant cable runs.
It is Western Power's required distribution and connection arrangement where one or more lots has a consumer mains cable length in excess of 30 metres (route length), that a switchboard be installed on the lot boundary to service the lot/s.	If the main power cable to a lot is longer than 30 metres, Western Power requires a switchboard to be installed at the lot boundary to service that lot. This keeps the connection compliant and ensures safe, efficient access to metering and electrical protection.

Scope of Works Request	Explanation
Customer to supply and install a strata development SMSB prior to the energisation of the point of supply.	For strata developments, the customer must supply and install a main switchboard (SMSB) before the site can be energised. This central switchboard manages power supply for all lots within the strata and must be in place before electricity is turned on.
Customer electrical contractor to ensure customer's SPD grades with Western Power's upstream protection as noted on the simplified line diagram.	Your electrician must make sure any surge protection installed at your site works correctly with Western Power's system. The simplified line diagram in your design shows the grading requirements to ensure protection devices operate safely and in the correct order. This is important to avoid nuisance tripping or safety risks to your equipment.
Customer SMSB to be within 30m of point of supply.	Your main switchboard (SMSB) must be located within 30 metres of the point where your property connects to Western Power's network. This ensures cable runs are compliant and helps avoid issues with voltage drop or non-standard connections.
Installation shall comply with the water clause 3.5 for multiple points of supply. All requirements of the WAER conditions. Which include labelling zone diagram and lodgement of a 70A notification shall be undertaken prior to requesting energisation. Please ensure the electrical contractor is aware of these requirements.	If your site has multiple points of supply, the installation must meet Clause 3.5 of the WA Electrical Requirements (WAER). This includes: - Clearly labelled switchboards and zone diagrams - Lodging a 70A notification with Building and Energy These steps must be completed before you request energisation. WA Electrical Requirements (WAER)

6.5 Substations

Scope of Works Request	Explanation
Substation to designed to minimum dimensions shown on the drawing and in-conjunction with Western Power's drawing on DPSM-XX-XX.	The substation must be designed to the minimum size shown on your project drawings and in line with other Western Power drawings as specified.
No buildings allowed within 4m of the substation unless 2 hour fire rated. See Western Power drawing DSM-XX-XX for details.	You must leave a 4-metre clearance around the substation. If a building is closer, it must have 2-hour fire-rated walls , as per with other Western Power drawings as specified.

Scope of Works Request	Explanation
If the customer proposes to install screening, approval shall be obtained from Western Power prior to it's installation. The screening shall be installed only after Western Power has completed all the work on the substation site. Refer to the Western Australian Service and Installation requirements clauses 14.4.10.3.2, 14.4.11 and 14.5.4 for details.	If you want to install screening around the substation (like fences or walls), you must get approval from Western Power first. Screening can only be installed after all substation work is finished. Refer to WASIR Clauses .
Customer must install MSB contiguous with substation.	The main switchboard (MSB) must be installed directly next to the substation—they must share a wall or be positioned side-by-side.
Customer to provide a 129B restrictive covenant burdening the lot/s around the substation site for fire protection clearance requirements to future buildings as per Underground Distribution Schemes Manual clause 5.3.18.1. Contact the Western Power Property Specialist on 9326 6308 for details.	You must arrange a 129B restrictive covenant to protect the fire clearance zone around the substation. Contact Western Power's Property Specialist on (08) 9326 6308 for details. Refer to WASIR Clauses .
Supply and install XXX x XXXmm ducts from the substation wall to the lot boundary as shown in section.	You must install the ducting (sized as per your project drawings) from the substation wall to your lot boundary.
Customer to provide single phase power supply for the Western Power automation equipment of the HV switchgear at no cost to Western Power.	You must provide a single-phase power supply to support Western Power's automation equipment in the substation. This must be done at your cost.
Customer to provide and install all cable tray within the transformer substation room at no cost to Western Power. Install door stop on cable tray as shown on Section XXX-XXX. Provide cover for the cables on the tray.	You must supply and install all cable trays inside the substation room, including: • A door stop on the tray (see drawing section XXX-XXX) • A protective cover for the cables All at no cost to Western Power.
Customer to ensure that no Telstra cable joints are located within 15m of the new HV earth for the indoor substation. If Telstra joints are located the customer is to arrange with Telstra for the relocation of these joints a minimum of 15m from the Western Power HV earth at no cost to Western Power.	If there are Telstra cable joints within 15 metres of the new high-voltage (HV) earth, you must arrange for Telstra to relocate them. This must happen before substation work begins and is at your cost.
Customer to install new consumer mains cable from the new LV kiosk to the new SMSB.	You must install the consumer mains cable from the new low-voltage kiosk to the new main switchboard (SMSB).
Customer to install non-conductive bollards adjacent to the substation site as per the Western Australian Service and Installation Requirements clause 14.4.6	Customer to install non-conductive bollards adjacent to the substation site as per WASIR clause 14.4.6. Refer to WASIR Clauses .

Scope of Works Request	Explanation
Customer to provide Western Power with access key and security information for substation 24/7 access.	You must provide Western Power with an access key and security details to ensure 24/7 access to the substation.
Customer to contact Western Power Property Specialist at conveyancing@westernpower.com.au to arrange the preparation and registration of the required 129BA restrictive covenant.	You must contact Western Power's Property Specialist at conveyancing@westernpower.com.au to arrange the 129BA restrictive covenant related to the substation site.
Customer to ensure existing metallic fences within 2 metres of substation site is relocated prior to the commencement of the work.	Any metal fences within 2 metres of the substation must be removed or relocated before construction begins.

7. Appendix 2: Glossary

129B / 129BA Restrictive Covenant

A legal condition added to the property title to protect the substation zone—for example, by preventing building too close to it. Managed via Western Power's Property Team.

35mm²/phase

The maximum size of each main cable that can be connected. If cables are larger, they won't fit the pillar safely.

Access Offer

The formal offer provided by Western Power after your design is complete. It outlines the proposed works, your responsibilities (known as Customer Scope of Works), and the cost of the project. Accepting the Access Offer is what officially starts your project with Western Power.

Account Holder

The person or business named on the electricity bill. Only the account holder can authorise certain actions, like requesting an ETAF from their retailer.

Bollards

Protective posts installed to prevent vehicles from striking critical infrastructure like substations or pillars.

Consumer Mains

The main power cables that run from your switchboard to the network connection point (e.g. pillar or dome).

CT (Current Transformer)

A device used to safely measure large amounts of electrical current. Often used in commercial metering.

CT Ratio Report

A document that shows the transformation ratio and other specifications of the installed CTs (e.g. 300/5), confirming they match the design.

Direct Metering

A standard type of metering where the meter is installed directly in the switchboard. Suitable for lower current loads.

Energisation

The process of turning on the electricity supply to the site.

ETAF (Electricity Transfer Application Form)

A form submitted by the current retailer to Western Power to approve metering changes. Required before scheduling metering work.

Flood Level (100-year)

A flood height expected to be exceeded only once every 100 years. The pillar must be installed at least 300 mm above this level. Contact your local council for flood level info.

HV (High Voltage)

A voltage level above 1,000 volts AC. High-voltage infrastructure is used for bulk power transfer in substations.

LGA (Local Government Authority)

Your local council.

LV (Low Voltage)

Standard voltage for general use (e.g. homes and businesses). Typically 240V single-phase or 400V three-phase.

Main Switchboard (SMSB)

The main panel on-site that distributes electricity from the supply to individual circuits or buildings. It usually includes safety devices and metering.

NOC (Notice of Completion)

A form submitted by the electrical contractor once all electrical work has been completed and tested. Required before energisation.

Removable Surface Treatment

Paving or materials (like bricks) that can be lifted without excavation. Used in pillar exclusion zones.

Setback

The minimum distance something must be placed away from a boundary or structure, as defined in planning or building rules.

SPD (Surge Protection Device)

A safety device that protects electrical equipment from power surges or voltage spikes.

Uni Pillar

A type of green power dome used to connect your property to the underground network.

Upstream Protection

The network-level electrical protection provided by Western Power. Customer devices like SPDs must be compatible with this.