



Technical Bulletin

TB 0255 – Privately-owned Mains and Privately-owned Pole Defects

Purpose of the bulletin

This technical bulletin is to define the requirements around Endeavour Energy's actions regarding customer mains defects.

Background

Endeavour Energy inspects privately-owned mains and poles as part of its regular OLI/GLI programme and on occasion, during project work. As part of this process, an Endeavour Energy worker may find defects on consumer mains or private poles. As Endeavour Energy is not responsible for the rectification of these defects, clarification regarding the appropriate response to these defects was required.

A review was undertaken into the potential types of customer defects, the associated risk, and the appropriate response.

Actions Annexure A contains a list of potential defects which can be raised against privately owned assets, and the response required for each. These are applicable for defects which are **not** considered bushfire defects, as defined in MMI 0034. Bushfire defects must be rectified in accordance with MMI 0034 and TB 251.

The following three responses are applicable for customer mains defects:

- **Action 1** - The assets identified are deemed to contain a serious defect that requires **immediate** action to protect the safety of the resident and general public. Network Services will develop and maintain processes that result in the site being made safe at the time the defect is identified. The process of making safe may require disconnection of the service.
- **Action 2** - Raise the defect in Endeavour Energy's Asset Management System with a priority shown in Annexure A. Network Services will develop and maintain processes that notify the customer and manage the defect through to conclusion. These defects are deemed serious enough that the conclusion shall be rectification or disconnection.
- **Action 3** - Raise the defect in Endeavour Energy's Asset Management System, notify the customer of the existence of the defect and the implications of not fixing the defect and then close the defect. These defects are not deemed a serious enough risk to safety that they would generally be progressed to the point of disconnection.

If the inspector believes there is a risk which warrants a higher priority/response, this is to be escalated for Endeavour Energy determination.

Implementation

The requirements of this bulletin will be effective immediately and will apply to any defects on privately owned assets which are currently open in Endeavour Energy's Asset Management System and any items found in the future.

Impacted Standards/Specification:

The contents of this technical bulletin will be included in the next revision of MMI 0001.

Annexure A – Consumer Mains defects

No	Component	Failure Description	Applicable Response	Priority
1	General Pole defects	Pole is live	Action 1	
2		Pole lean which causes mains to be less than the "Minimum Clearance in Service" ground clearance requirements in MDI 0031 (Table 14) or the applicable minimum clearances for services (Table 3.4) in the Service and Installation Rules NSW.	Action 2	1 month
3		Pole lean NOT causing low mains clearance issues on service mains or consumer mains	Action 3	
4		Pole foundation failure	Action 1	
5	Steel Pole defects	Rust hole or holes greater than 75mm in total length in any direction. Condemned poles subject to additional controls - Refer to CI 5.16 of MMI0001	Action 2	1 month
6		Wall thickness less than 60%.	Action 2	1 month
7		Severe rust such that the pole is unstable or corrosion extends beyond 350mm below ground level.	Action 2	1 month
8		Rust hole or holes greater than 10mm but less than 75mm in total length in any direction	Action 2	3 months
9		Doubt exists as to the integrity of the pole after performing the sounding check.	Action 2	3 months
10		Corrosion of the galvanizing and into the steel for more than 10% of the circumference.	Action 3	
11		Wall thickness less than 80% but greater than 60%.	Action 3	
12		Rust hole or holes less than 10mm in total length in any direction.	Action 3	
13		Pole folds or has impact impressions deeper than 25% of the pole diameter. Condemned poles subject to additional controls - Refer to CI 5.16 of MMI0001.	Action 2	1 month
14		Pole folds or has impact impressions less than 25% of the pole diameter.	Action 2	1 month
15		Combination of folds or impact impression and the pole is loose in the ground. Condemned poles subject to additional controls - Refer to CI 5.16 of MMI0001.	Action 2	1 month
16		Surface rust on pole including corrosion of the galvanizing and into the steel for less than 10% of the circumference.	Action 3	
17	Timber pole defects	Severe rot damage, and the visual inspection indicates the pole could be in danger of failing. If possible, drill the pole.	Action 2	1 month
18		Pole head to be condemned as per Annexure 8 of MMI 0001	Action 2	6 months
19		Fruiting bodies that are between the ground line and 2m above ground line (drill pole to confirm serviceability)	Action 2	1 month
20		Glyptotermes Termites	Action 2	3 months
21		Termites (other)	Action 3	

No	Component	Failure Description	Applicable Response	Priority
22		Pole cap that is breaching clearances between mains	Action 2	3 months
23		Pole cap missing	Action 3	
24		Sapwood compromising clearances between the mains, or in direct contact with conductors	Action 2	3 months
25		Rot around knot hole which indicates pole integrity has been compromised. Drill to confirm.	Action 2	48hrs
26		Open knot hole on service pole or private pole	Action 3	
27	Reinstated pole	Pole's reinstatement in risk of imminent failure	Action 1	
28		Service pole or consumer pole rusted components or slipping pole band	Action 3	
29	Pole hardware	Major cracks on LV insulator	Action 3	
30		Nut missing on LV shackle insulator and brace has come loose	Action 2	1 month
31		Nut missing on LV shackle insulator but brace still in position	Action 3	
32	Conductor	Insulation degraded, bare conductor can be seen on consumer mains	Action 3	
33		Insulation degraded on consumer mains	Action 3	
34	Crossarms	Crossarm broken	Action 1	
35		Crossarm has severe splitting or severe rot damage	Action 2	1 week
36		Crossarm has moderate/minor splitting or rot damage	Action 3	
37	Tie Wire	Broken tie wire, with conductor resting on crossarm	Action 1	
38		Broken tie wire, with conductor in place	Action 2	1 month
39		Loose tie wire	Action 3	
40	Vegetation	Vegetation encroachment on mains (non bushfire prone area) as per MMI 0013.	Action 3	
41	Foreign Objects	Foreign objects on mains which is compromising public safety, or compromising electrical clearances	Action 2	1month
42	Low voltage spreaders	LV spreaders are missing from consumer mains	Action 3	
43		Spreader is splintering	Action 3	
44	Point of Attachment Defects	Burning or burn marks on pole/house from consumer mains	Action 1	
45		Metal structures are live	Action 1	
46		Insulated consumer mains in contact with metal structures	Action 3	
47		Structural Integrity of POA is suspect	Action 2	6 months
48		The amount of access to point of attachment would prevent the rectification of Endeavour Energy network defects.	Action 3	

No	Component	Failure Description	Applicable Response	Priority
49		Cannot inspect point of attachment due to restricted/no access	Action 2	1 month
50		Consumer mains are located over a swimming pool	Action 2	6 months