

Standard Operating Procedure Review

Distribution Company Awareness

An incident which occurred prompted an Electrical Distributor to review and clarify their existing Standard Operating Procedure with respect to connecting customer owned services to the Distributors transformer. This bulletin outlines the events leading to the incident and the corrective action taken to address the incident.

Incident Information

While installing a 3 phase transformer for a customer owned service, the neutral conductor (indicated with white markings) was connected by the Licensed Electrical Contractor (LEC) to the secondary side of a phase conductor (also indicated with white markings). When the customer service was energized it created a fault on the distributor's white phase to ground. After the Electrical Distributor reviewed the incident, a corrective action to update the Standard Operating Procedure was undertaken to clearly define the roles, timing and responsibilities of different stakeholders.

The Electrical Distributor modified their Standard Operating Procedure to the following:

Electrical Distributor staff is to work on the high voltage conductor and the Electrical Distributor owned transformer. The electrician (or approved qualified contractor) will perform all necessary secondary work including terminations, splices and training of cables into place of connection. Electrical Distributor staff will bolt the conductors onto the secondary place of connection.

ESA Recommends

Electrical Distributors should review their Standard Operating Procedures to ensure connections are made safely, correctly and that stakeholder's roles are clearly defined.