

Distributed Generation



Information and Application Forms

Introduction to Distributed Generation

Distributed generators, also known as 'embedded generators', are generators located at consumers premises which are connected to the Buller Electricity distribution network. They are capable of generating electricity for that premises' own use, and may also export surplus electricity into the Buller Electricity Limited distribution network. These generators can take many forms; diesel generators, wind turbines and solar panels are the most common.

If you are interested in operating distributed generation and connecting it to our network, there are some things you need to know. This guide contains information designed to help you understand distributed generation and how to apply to connect it to our network.

The information in this guide is separated into two categories:

- Information about small distributed generation systems (10 kilowatts or less)
- Information about medium to large distributed generation systems (above 10 kilowatts).

For more information about distributed generation, please contact:

Buller Electricity Limited
P.O. Box 243
Westport 7866

03 788 8171

www.bullernetwork.co.nz
info@bullernetwork.co.nz

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Part 1:

Distributed Generation with Capacity of 10kW or less

1. General Information

This information is for people who want to connect small distributed generation systems (10kW or less) to Buller Electricity's distribution network to generate electricity and possibly export energy into our network. These systems are usually single-phase, but may be three-phase. They are typically installed at residential or small commercial premises.

This information does not apply to generation systems which are not connected to our network.

For information about connecting larger distributed generation, see Part 2 of this information pack: 'Distributed Generation with Capacity above 10 kW'.

Talk to us about your proposed distributed generation

If you intend to install distributed generation which is to be connected to the Buller Electricity network you will need to involve us in the process as early as possible. Any distributed generation connected to our network must meet all relevant statutory and regulatory requirements and comply with all applicable safety standards. If you connect distributed generation to our network, safety equipment and procedures must be in place to ensure safe interaction between your distributed generator and our network.

We recommend you do not purchase a system until you have completed an application form and have the system approved for connection by Buller Electricity.

2. The Connection Process

Outlined below are the steps that you will need to take to connect distributed generation of 10kW or less to our network. This information complies with the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010 ("the Regulations"). These regulations can be viewed at the following website:

<http://www.legislation.govt.nz/regulation/public/2007/0219/latest/DLM444567.html>

a) Select your system

Distributed generation of 10kW or less will usually be solar powered (photovoltaic panels). Less frequently, it will be wind or micro-hydro generators. In the vast majority of these distributed generation installations an inverter will be used and must conform to the relevant standards:

- AS 4777.1 Grid connection of energy systems via inverters – Installation requirements
- AS 4777.2 Grid connection of energy systems via inverters – Inverter requirements
- AS 4777.3 Grid connection of energy systems via inverters – Grid protection requirements
- AS/NZS 3000 Electrical installations (known as the Australian/New Zealand Wiring Rules)

You can purchase and download these standards from www.standards.com.au or they may be available at your public library. While these standards have been created with solar power systems in mind, they can be applied to other systems.

b) Contact your electricity retailer

You must discuss your proposed distributed generation installation with your electricity retailer, as any surplus energy which you generate may be sold to them. Unless you have contractual arrangements for purchase of any surplus electricity generated, and an electricity retailer is responsible for the connection, you will not be able to connect to our network.

c) Notify Buller Electricity by completing an application form

Generation systems of 10kW or less are unlikely to have significant impacts on our network. However we need to know where they are connected for safety and administrative reasons. Ideally, you should contact us as soon as you have decided which system you intend to install. The impact of small generation systems increases when several systems are located in close proximity. You will need to complete an application form (see Part 1 Section 3 of this information pack) and return it to us, along with the detailed information requested in the form. For example, we need to know the location, type, size and specification of your proposed distributed generation system, plus the name of the electrical contractor who will install your system. We also need to know which electricity retailer is responsible for your connection.

d) Application fees

We may require an application fee to be paid, as prescribed in Schedule 6.5 of the Regulations (see Part 3 Section 1 of this information pack).

e) Confirmation that your application is complete

Within five business days of receiving your application we will advise you in writing whether or not your application is complete.

f) Acceptance of your application for generation

Within 30 business days of receiving your application we will give written notice of our decision to approve or decline your application for generation. We may request an extension of a further 20 business days. However, usually we will notify you of our decision within 10 business days. You must not connect your distributed generator to our network without our written consent.

g) If we decline your application

If we decline your application we will detail our reasons and, if you choose to make a new application, detail the steps that you can take to ensure your application will be successful. If you disagree with our decision, a dispute resolution process is provided in Schedule 6.3 of the Regulations.

h) Notice of your intention to proceed

After we approve your final application you have 10 business days (or a mutually agreed longer period) to notify us in writing if you want to proceed with the distributed generation connection, and if so, confirming the details of the distributed generation to be connected.

Notice can be extended under the provisions outlined in Schedule 6.1 of the Regulations. Please note that if you choose not to proceed, and then apply to connect the same generation at a later date, we may charge an application fee as prescribed in the attached schedule of fees (see Part 3 Section 1 of this information pack).

Please note you must confirm all details of the distributed generation plant to be connected to our network once it has been installed, tested and has an electrical Certificate of Compliance. This can be done using Buller Electricity's standard "Declaration and Confirmation of Installation – Distributed Generation" form provided in Part 4 of this information pack.

i) Connection Contract for distributed generation

Under the regulations we have 30 business days to negotiate a connection contract with you after you notify us in writing of your intention to proceed. Unless mutually agreed otherwise, Buller Electricity intends using the standard contractual terms set out in Schedule 6.2 of the Regulations (see Part 3 Section 2 of this information pack: "Regulated Terms for Connection of Distributed Generation"). This schedule and its terms form the basis of our contractual agreement for connection and we require you to acknowledge this when you submit your "Declaration and Confirmation of Installation – Distributed Generation". We may negotiate variations from this standard connection contract if deemed necessary and this can be mutually agreed between us.

j) Metering

As a generator of electricity, you are responsible for your metering installation. Your electricity retailer can arrange this for you. When you contact your retailer about your proposed distributed generation, they may arrange for a metering service provider to call and fit a second meter to measure the exported energy or a single meter that separately measures the amount of electricity both imported and exported at your installation.

Your retailer will advise of any rental charge for the metering equipment. You may also be charged a tariff/meter change fee, depending on your location and your existing metering setup.

k) Installation

Any distributed generation equipment which you purchase should come with manufacturer's installation instructions. Installation must be undertaken by qualified tradespersons to ensure compliance with all relevant building and electrical codes and standards. All wiring associated with the system must be undertaken by a registered electrician, and comply with AS/NZS 3000 or any successive standard or legislation. You must also check with your local Council whether any building or other consents are required.

If your generator continued to operate when there was a power cut, this would pose a serious safety threat on our network. It could have serious consequences for anyone working on the network and/or could damage your equipment. A system manufactured to Australian Standard 4777.2 and with protection systems installed in accordance with the Australian Standard 4777.3, will provide isolation and prevent this happening.

Your registered electrician should closely follow AS 4777.1 when installing your equipment. This standard can be purchased and downloaded at www.standards.com.au. While AS 4777.1 deals primarily with connection of inverter based systems, its principles should also be followed for distributed generation systems that do not employ inverters.

l) Inspection and testing

Please note that after your application has been approved and steps (a) to (l) above are complete, you must:

- (a) Have a suitably qualified electrical tradesperson inspect and test your distributed generation and provide us with a test report.
- (b) Obtain an electrical Certificate of Compliance (COC) from a registered electrician/licensed electrical inspector stating that the Distributed Generation complies with the Electricity Regulations 1997
- (c) Provide us with adequate notice to undertake our own investigations and tests should we need to.

In addition to your electrician's testing and inspection, we may send qualified personal to the site to observe the testing and inspection. We may charge a fee for observing the testing and inspecting, as prescribed in Schedule 6.5 of the Regulations (see Part 3 Section 1 of this information pack).

m) Declaration and confirmation of installation

At this point you need to complete and submit a "Declaration and Confirmation of Installation – Distributed Generation" form to Buller Electricity. This form can be found in Part 4 of this information pack. It requires declarations by both the owner and installer of the distributed generation confirming technical details, compliance with electrical standards and acceptance of the contractual terms for connection to the Buller Electricity network. This step is important as it completes the process and formally establishes information about the generation installation.

Once the Declaration and Confirmation of Installation has been submitted and Buller Electricity has approved and signed it, you will be able to permanently connect your generation to our network. Given that all requirements have been met approval for permanent connection can be expected within 10 working days.

n) Payments and charges

Buller Electricity does not have any ongoing charges for small generators, nor does it make payments or provide credits for any electricity exported.

Your retailer may credit you for the amount of electricity that you export into our network, however this will be done under a totally separate arrangement to our connection agreement.

o) Change of occupancy

You are responsible for the maintenance of your system to the appropriate standards. Should you sell your property or someone else moves in, it is important that the new owner and operator understands the requirements for operating the equipment and its connection to our network safely. A new owner must complete a new Declaration and Confirmation of Installation form with updated owner details and accept the contractual terms for connection.

3. Application Form

You must obtain our written agreement before you can connect distributed generation to our network

Details of person/organisation applying to connect distributed generation	Details of customer at premises where distributed generation is to be connected
Name:	Name:
Company:	Company:
Address:	Address:
Phone:	Phone:
Facsimile:	Facsimile:
Email:	Email:

ICP number (from your power account if known): _____

Energy retailer who will purchase your electricity/is responsible for your connection: _____

Party responsible for metering arrangements: _____

Details of your proposed distributed generation

Connection: Existing New Residential Commercial

For all existing electricity connections or when applying for a new electricity connection, we will evaluate the total export capacity of your proposed distributed generation (i.e. the maximum amount of electricity that your generation is able to inject into our network) to assess whether your proposed generation will exceed the capacity of your electricity connection. To complete this evaluation, we will need evidence of your generation capacity – normally a kilowatt (kW) rating. Please attach to your application a copy of the manufacturer’s specifications and/or a photograph of the ‘name plates’ for your proposed generation, as evidence of its capacity. Additional information may be required if the manufacturer’s specifications are not comprehensive.

Manufacturer’s rating of equipment: Amps _____ Volts _____
 kW _____ kVA _____

Type: Solar PV Gas turbine Wind turbine Steam turbine
 Micro hydro Fuel cell Other (specify) _____

Number of phases: One Three

Name of electrical contractor: _____

Distributed generation system complies with AS 4777 (where appropriate): Yes No

Details of any inverter and/or battery storage:

Please attach the technical specifications of your equipment to show that your proposed distributed generation would automatically disconnect from our network during a power outage (it is important that distributed generation systems isolate from the network to avoid injury to line workers).

If you do not complete all sections of this form your application may be delayed

I apply to connect a distributed generator to Buller Electricity Limited's distribution network and confirm that the above information is correct.

Name: _____

Signature: _____

Date: _____

Buller Electricity Limited agrees to the connection of the distributed generator described above to its electricity network. This approval however remains conditional on the applicant submitting a fully completed Declaration and Confirmation of Installation form with all required information before the generation plant can be permanently connected to the distribution network.

Name: _____

Signature: _____

Date: _____

Part 2:

Distributed Generation with capacity above 10kW

1. General Information

This information is for people who want to connect medium to large distributed generation systems (above 10kW) to Buller Electricity's distribution network to generate electricity and possibly export energy into our network. These systems can take a number of different forms including solar, wind turbines, hydro, fuel cells or diesel and gas generators. They would typically be three-phase and installed at industrial, commercial or rural sites.

This information does not apply to generation systems which are not connected to our network.

For information about connecting smaller distributed generation, see Part 1 of this information pack: 'Distributed Generation with Capacity of 10 kW or less'.

Talk to us about your proposed distributed generation

Installing distributed generation is complex. If you intend to install distributed generation then you will need to involve us in the process as early as possible. Each distributed generation situation is different and needs to be discussed with us.

In order to provide information for the connection of larger distributed generators, Buller Electricity has prepared a technical standard for the connection of generators greater than 500kW. This standard will be made available on request.

Any agreement to connect distributed generation to our network may include costs associated with design and reinforcement of the existing network. If network reinforcement is required, the design and schedule for this project work will need to be factored into your installation planning. Projects may be constrained by network resources and restrictions.

Once you have finalised your distributed generation design, we will need to review it before we will allow it to connect to our network. As with any new or altered electricity connections, we will need to see a Certificate of Compliance for the installation before it can be connected.

Larger generators (above 1000kW) may be subject to Transpower's terms and conditions. If this is the case, we will facilitate responses to Transpower's requests. The generation owner will be responsible for providing any requested information to us to assist in the process.

Distributed generation must meet all relevant statutory and regulatory requirements and comply with all applicable safety standards. If you connect distributed generation to our network, safety equipment and procedures must be in place to ensure safe interaction between your distributed generator and our network.

2. The Connection Process

Outlined below are the steps that you will need to take to connect distributed generation of above 10kW to our network. This information complies with the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010 (“the Regulations”). These regulations can be viewed at the following website:

<http://www.legislation.govt.nz/regulation/public/2007/0219/latest/DLM444567.html>

a) Select your system

Before purchasing and installing a distributed generation system it is recommended that you make an application for connection and get Buller Electricity’s approval for the system you intend to connect. This will ensure that the all design and technical aspects of your connection will meet the standards required by Buller Electricity.

The generation system you select must conform to the Standards Electrical Code of Practice AS/NZS 3000 – Electrical Installations (known as the Australian/New Zealand Wiring Rules), which you can purchase and download from www.standards.co.nz or they may be available at your public library.

If your distributed generation system uses an inverter to connect to the grid then it must conform to the relevant technical standards including:

- AS 4777.1 Grid connection of energy systems via inverters – Installation requirements
- AS 4777.2 Grid connection of energy systems via inverters – Inverter requirements
- AS 4777.3 Grid connection of energy systems via inverters – Grid protection requirements

You can purchase and download these standards from www.standards.com.au or they may be available at your public library. While these standards have been created with solar powered systems in mind, they can be applied to other systems.

We also recommend that you consider and follow the NZ Electricity Engineers Association “Guide for Connection of Generating Plant” which can be obtained from www.eea.co.nz.

b) Contact your electricity retailer

You must discuss your proposed distributed generation installation with your electricity retailer, as any surplus energy you generate may be sold to them. Unless you have contractual arrangements for the purchase of any surplus electricity generated, and an electricity retailer is responsible for the connection, you will not be able to connect to our network.

c) Notify Buller Electricity by completing an application form

Generation systems above 10kW in capacity can have significant impacts on our network. We need to know where the distributed generation system will be connected and ensure the generation operates safely. Ideally, you should contact us as soon as you have decided which system you intend to install.

You will need to complete an initial application form (see Part 2 Section 3 of this information pack) and return it to us, along with the detailed information requested in the form.

d) Application fees

We may require an application fee to be paid, as prescribed in Schedule 6.5 of the Regulations (see Part 3 Section 1 of this information pack).

e) Confirmation that your initial application is complete

Within five business days of receiving your initial application we will advise you in writing whether or not your initial application is complete.

f) After your initial application

Within 30 business days of receiving your completed initial application we will provide you with the following information (as required by clause 12, Schedule 6.1 of the Regulations):

- (a) the capacity of our distribution network, including both the design capacity (including fault levels) and actual operating levels;
- (b) the extent to which connection and operation of your distributed generation may result in a breach of the relevant standards for safety, voltage, power quality, and reliability of supply to other connected parties;
- (c) any measures or conditions (including modifications to the design and operation of our distribution network or to the operation of your distributed generation) that may be necessary to address the matters referred to in paragraphs (a) and (b);
- (d) the approximate costs of any network-related measures or conditions identified under paragraph (c) and an estimate of time constraints or restrictions that may delay the connecting of your distributed generation;
- (e) any further detailed investigative studies that we reasonably consider are necessary to identify any potential adverse effects on the system resulting from the proposed connection, together with an indication of:
 - (i) whether we agree to you, or a suitably qualified agent for you, undertaking those studies; or
 - (ii) if not, whether we could undertake those studies and, if so, the estimated cost of the studies that you would be charged;
- (f) any obligations to other parties that may be imposed on us and that could affect your distributed generation (for example obligations to Transpower, in respect of other networks, or under the Code);
- (g) any additional information or documents that we consider would assist your application; and
- (h) information about the extent to which planned and unplanned outages may affect the operation of your distributed generation.

g) Other information to assist with your decision making

You can request further information from us which is reasonably necessary to enable you to consider and act on the information which we provided in response to your initial application. We will provide this further information within 10 business days of receiving your request.

h) Your final application

If you choose to proceed with your connection to our network, you must do so within 12 months after we evaluate your initial application. The required information contained in the final application will be dependent on the size and nature of the generation being connected. For the vast majority of medium sized generation it will not differ significantly from the initial application. For larger generation Buller Electricity will discuss the requirements with the applicant.

i) Our acceptance of your application for generation

Within 45 business days of receiving your final application we will give written notice of our decision to approve or decline your application for generation, and whether any conditions or other measures apply if we accept your application. Please note that notice can be extended under the provisions outlined in clause 19 Schedule 6.1 of the Regulations.

j) If we decline your application

If we decline your application we will detail our reasons. If you disagree with our decision, a dispute resolution process is provided in Schedule 6.3 of the Regulations.

k) Your intention to proceed

After we approve your final application you have 30 business days (or a mutually agreed longer period) to notify us in writing if you want to proceed with the distributed generation connection, and if so, confirming:

- (a) the details of the distributed generation to be connected; and
- (b) that you accept all of the conditions (or other measures) which we have specified as conditions of the connection.

Notice can be extended under the provisions outlined in Schedule 6.1 of the Regulations. Please note that if you choose not to proceed, and then apply to connect the same generation at a later date, we may charge an application fee.

l) Connection contract for distributed generation

Under the regulations we have 30 business days to negotiate a connection contract with you after you notify us in writing of your intention to proceed. Unless mutually agreed otherwise, Buller Electricity intends using the standard contractual terms set out in Schedule 6.2 of the Regulations (see Part 3 Section 2 of this information pack: "Regulated Terms for Connection of Distributed Generation"). This schedule and its terms form the basis of our contractual agreement for connection and we require you to acknowledge this when you submit your "Declaration and Confirmation of Installation – Distributed Generation".

For larger generators, or if otherwise deemed necessary, an individual connection contract may be negotiated which takes into account the specific nature of the generation under consideration. The regulated terms will act as a default agreement if we are unable to negotiate a connection contract.

m) Metering

As a generator of electricity, you are responsible for having the appropriate metering equipment in place at your installation. Your electricity retailer can arrange this for you.

n) Testing and inspection

Please note that after your final application has been approved and the steps outlined above are complete, as a minimum you must:

- (a) test and inspect your distributed generation before connection;
- (b) give us adequate notice of the tests and inspection – we may send qualified personnel to the site to observe the testing and inspection; and
- (c) provide us with a written test report after testing and inspection. This report must confirm that the metering installation has a Certificate of Compliance. The following tests should be carried out on both generation and associated control equipment:
 - secondary injection testing of all protection
 - proof of tripping circuits for protection operation
 - automatic synchronising and interlocking
 - load and VARs sharing stability
 - loss of mains testing
 - compliance of warning notices and labelling.

We may charge a fee for observing the testing and inspecting, as prescribed in Schedule 6.5 of the Regulations (see Part 3 Section 5 of this information pack).

o) Declaration and confirmation of installation

At this point you need to complete and submit a “Declaration and Confirmation of Installation – Distributed Generation” form to Buller Electricity. This form can be found in Part 4 of this information pack. It requires declarations by both the owner and installer of the distributed generation confirming technical details, compliance with electrical standards and acceptance of the contractual terms for connection to the Buller Electricity network. This step is important as it completes the process and formally establishes information about the generation installation.

Once the Declaration and Confirmation of Installation has been submitted and Buller Electricity has approved and signed it, you will be able to permanently connect your generation to our network. Given that all requirements have been met, approval for permanent connection can be expected within 10 working days.

p) Change of occupancy

You are responsible for the maintenance of your system to the appropriate standards. Should you sell your property or someone else moves in, it is important that the new owner and operator understands the requirements for operating the equipment and its connection to our network safely. A new owner must complete a new Declaration and Confirmation of Installation form with updated owner details and accept the contractual terms for connection.

3. Initial Application Form

Details of your proposed distributed generation

You must provide Buller Electricity with information so that we can assess if your distributed generation can successfully connect to our network without affecting other connected customers. Please note that an application fee may be payable if we need to carry out significant research and analysis to assess the potential impact of your proposed distributed generation.

For all existing electricity connections, and when applying for a new electricity connection, we will evaluate the total export capacity of your proposed distributed generation (i.e. the maximum amount of electricity that your generation is able to inject into our network) to assess whether your proposed generation will exceed the capacity of your electricity connection. To complete this evaluation, we will need evidence of your generation capacity – normally a kW rating. Please attach to your application a copy of the manufacturer’s specifications and/or a photograph of the ‘name plates’ for your proposed generation, as evidence of its capacity. Additional information may be required if the manufacturer’s specifications are not comprehensive.

The extent of the information required will depend on the size and type of generation. This information will remain confidential between us unless agreed otherwise, however we reserve the right to release information about the distributed generation to meet our obligations to Transpower, the operator of the national grid, or as required by the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010.

We will use the information supplied in your application to evaluate and model our network to decide what method of connection would be needed and the voltage level at which the connection should be made.

You must obtain our written agreement before you can connect distributed generation to our network

Details of person/organisation applying to connect distributed generation	Details of customer at premises where distributed generation is to be connected
Name: Company: Address: Phone: Facsimile: Email:	Name: Company: Address: Phone: Facsimile: Email:

Connection: Existing Upgrade New

ICP number from your power account (if new or upgraded connection): _____

Proposed date to connect your distributed generation: _____

Technical information for distributed generation

The following information must be supplied to us:

Data required for each distributed generation system

Data required for range of power output	10-100 kVA	100-750 kVA	>750 kVA
Type of generation unit – synchronous, asynchronous, etc	✓	✓	✓
Type of prime mover	✓	✓	✓
Rated terminal voltage (kV)	✓	✓	✓
Rated generation capacity (kVA)	✓	✓	✓
Rated minimum power factors (both over and under excited) at rated kVA		✓	✓
Maximum continuous active power generated (kW)	✓	✓	✓
Maximum short term active power generated (kW)		✓	✓
For asynchronous generations, reactive power requirements (kVAr)	✓	✓	✓
Anticipated operating regime e.g. continuous, intermittent, peak lopping	✓	✓	✓
Method of voltage control	✓	✓	✓
Generation transformer details, if applicable			✓

Interface arrangements

Data required for range of power output	10-100 kVA	100-750 kVA	>750 kVA
The means of connection and disconnection	✓	✓	✓
The means of synchronisation between the distribution network and the distributed generation	✓	✓	✓
Generation neutral earthing arrangements			✓
Single line diagram for installation detailing circuit breakers, base loads and generation capabilities	✓	✓	✓

Technical data

Data required for range of power output	10-100 kVA	100-750 kVA	>750 kVA
Lowest frequency at which the distributed generation can run			✓
Actual low frequency trip setting and time delay	✓	✓	✓
Actual over frequency trip setting and time delay	✓	✓	✓
Minimum operating power			✓
Generation kW/kVAr capability charts (at lower voltage terminals at nominal and ±10% of nominal voltage) at:			
(a) maximum short term power			✓
(b) maximum continuous power		✓	✓
(c) 75% output			✓
(d) 50% output			✓
(e) minimum power			✓
Auxiliary power requirements at:			
(a) rated power output			✓
(b) minimum power output			✓
(c) start up			✓
Start up times to minimum operating power:			
(a) from cold			✓
(b) from warm			✓
(c) from hot			✓
Normal ramp rate			✓
Time for cold start to full rated output		✓	✓
Inertia constant (seconds) (whole machine)			✓
Stator resistance			✓
Direct axis synchronous reactance			✓
Quadrature axis synchronous reactance			✓
Direct axis transient reactance			✓
Quadrature axis transient reactance			✓

Direct axis sub transient reactance			✓
Quadrature axis sub transient reactance			✓
Leakage (positive sequence) reactance			✓
Negative sequence reactance			✓
Zero sequence reactance			✓
Earthing resistance/reactance			✓
Time constants:			
(a) direct axis transient open circuit			✓
(b) quadrature axis transient open circuit			✓
(c) direct axis sub transient open circuit			✓
(d) quadrature axis sub transient open circuit			✓
Generation transformer details (impedance, tap changer, vector group, earthing, maximum overvoltage capability at rated frequency etc.)			✓
Type of excitation system (block diagram/specifications, forward/feedback gains/time constants and limits)		✓	✓
Speed governor and prime mover data (detailed functional description of governing system with all subsystems including system control and turbine time)		✓	✓

Control arrangements

It is preferable for distributed generators not subject to dispatch to export reactive energy (kVArh) whenever real energy (kWh) is exported onto our network. Subject to network voltage remaining within agreed limits, the desired power factor should be between 0.85 and 0.9. See protection and generator network islanding below for islanding detection requirements.

We will advise if continuously acting fast response automatic excitation and/or governor control systems are required to control the distributed generator voltage and frequency without instability over the entire operating range of the distributed generator. This will depend on the size and type of distributed generator and the characteristics of the part of our network to which it is connected.

Protection

The distributed generator must be equipped with the appropriate protection elements as required by the "EEA Guide for the Connection of Generating Plant". Distributed generator owners must consult us with regard to any special arrangements or protection that may be necessary due to the characteristics of our network. The general protection requirements are outlined below.

Protection requirements	10kW > 100kW	100kW > 750kW	> 750 kW
Generation circuit breaker	✓	✓	✓
Dedicated transformer			✓
Disconnect/isolate switch	✓	✓	✓
Over-voltage protection	✓	✓	✓
Under-voltage protection	✓	✓	✓
Over-frequency protection	✓	✓	✓
Under-frequency protection	✓	✓	✓
Earth-fault protection		✓	✓
Over-current voltage restraint protection			✓
Neutral voltage displacement protection	✓	✓	✓
Synchronisation	✓	✓	✓
Loss of network supply (see Islanding notes)	✓	✓	✓
Power factor or voltage regulation equipment		✓	✓

The protection associated with the distributed generator must co-ordinate with the protection associated with our network as follows:

- (a) In order to keep the impact of faults on our network to a minimum, the distributed generation must meet target clearance times agreed between us and the generation owner, for fault power flowing from our network. We will ensure that the relevant protection settings are compatible with the target clearance times that we specify;
- (b) The settings of any protection which controls a circuit breaker, or the operating parameters of any automatic switching device at any network connection point, must be approved by us;
- (c) The distributed generation protection must co-ordinate with any auto re-close settings specified by us; and
- (d) Any distributed generator connected to our network may be required to withstand, without tripping, the negative phase sequence loading incurred during the clearance of a close-up phase-to-phase fault by our network back-up protection and which is within the plant short-time rating.

Generator network islanding

All distributed generation must disconnect from our network when a network outage is detected. Generator network islanding occurs when a fault on our network is isolated by network switches and the generator continues to supply power to the isolated network. Generators may disconnect and supply a load within their installation during a network outage (creating their own island).

Managing safety for operations and people becomes an issue with network islanding. If an attempt is made to re-liven the local network without synchronising to the distributed generation then substantial damage can occur to the network and to the customer's installation equipment.

It is therefore critical that all generator operating intentions and protection systems are detailed to us. We will decide, based on local network conditions and information given by you, whether network islanding is a credible possibility.

Part 3:

General Information

1. Maximum Fees for Connection of Distributed Generation

Schedule 6.5 of the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010

In this schedule, reference to a kW or MW rate, in relation to distributed generation, is a reference to the kW or MW rate at which distributed generation is capable of generating electricity.

A distributor may require the payment of fees for any of the following activities prescribed under the Regulations up to the maximum fee specified in the column opposite the activity:

Fee for application for distributed generation 10 kW or less in total	\$
Distributed generation of 10 kW or less in total	200
Fee for initial application for distributed generation above 10 kW	
Distributed generation of above 10 kW in total but less than 100 kW in total	500
Distributed generation of 100 kW or above in total but less than 1 MW	1,000
Distributed generation of 1 MW and above	5,000
Fee for observation of testing and inspection	
Distributed generation of 10 kW or less in total	60
Distributed generation of above 10 kW in total but less than 100 kW in total	120
Distributed generation of 100 kW and above	1,200

2. Regulated Terms for Connection of Distributed Generation

Schedule 6.2 of the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010

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General

1 Overview of regulated terms

This schedule sets out the regulated terms for connection of distributed generation that apply to the connection of distributed generation that is connected in accordance with clause 6.6 Schedule 6.1.

2 Interpretation

These regulated terms must be interpreted---

- (a) in light of the purpose of Part 6 of this Code; and
- (b) so as to give business efficacy to the relationship between the distributor and the generator created by Part 6 of this Code.

3 General obligations

- (1) A distributor and a generator must perform all obligations under these regulated terms in accordance with connection and operation standards (where applicable).
- (2) The distributor and the distributed generator must each construct, interconnect, operate, test, and maintain their respective equipment in accordance with
 - (a) these regulated terms; and
 - (b) connection and operation standards (where applicable); and
 - (c) this Code.
- (3) The generator must, subject to subclause (2), construct, interconnect, operate, test, and maintain its distributed generation in accordance with--
 - (a) reasonable and prudent operating practice; and
 - (b) the applicable manufacturer's instructions and recommendations.
- (4) The distributor and generator must each be fully responsible for the respective facilities they own or operate.
- (5) The distributor and generator must each ensure that their respective facilities adequately protect each other's equipment, personnel, and other persons and their property, from damage and injury.
- (6) The generator must comply with any conditions that were specified by the distributor under clause 18 of Schedule 6.1 as conditions of the connection (or, to the extent that those conditions were the subject of a dispute under clause 20(3) of that schedule, or of negotiation during the period for negotiation of the connection contract, the conditions or other measures as finally resolved or negotiated).

Meters

4 Installation of meters and access to metering information

- (1) The generator must ensure that 1 or more metering installations are installed that--
 - (a) separately record any inflows of electricity from the distribution network and any electricity injected into the distribution network; and
 - (b) fully comply with this Code.
- (2) The distributed generator must provide to the distributor, at the distributor's request, the interval data and cumulative data recorded by those metering installations.
- (3) If the meter is part of a category 2 metering installation, or a category 3 metering installation, or a category 4 metering installation, or a category 5 metering installation, or a category 6 metering installation, the distributor may require that reactive metering be installed.

Access

5 Right of distributor to access generator's premises

- (1) The generator must provide the distributor, or a person appointed by the distributor, with safe and unobstructed access onto the generator's premises at all reasonable times—
 - (a) for the purpose of installing, testing, inspecting, maintaining, repairing, replacing, operating, reading, or removing any of the distributor's equipment and for any other purpose related to these regulated terms; and
 - (b) for the purpose of verifying metering information; and
 - (c) for the purpose of ascertaining the cause of any interference to the quality of delivery services being provided by the distributor to the generator; and
 - (d) for the purpose of protecting, or preventing danger or damage to, persons or property; and
 - (e) for the purposes of reconnecting or disconnecting the distributed generation; and
 - (f) for any other purpose relevant to either or both of—
 - (i) the distributor connecting distributed generation in accordance with connection and operation standards:
 - (ii) maintaining the integrity of the distribution network.
- (2) The rights of access conferred by these regulated terms are in addition to any right of access the distributor may have under any statute or regulation or contract.

6 Process if distributor wants to access generator's premises

- (1) The distributor must exercise its right of access under clause 5 by,—
 - (a) wherever practicable, giving to the generator reasonable notice of its intention and of the purpose for which it will exercise its right of access; and
 - (b) causing as little inconvenience as practicable to the generator in carrying out its work; and
 - (c) observing reasonable and prudent operating practice at all times; and
 - (d) observing any reasonable security or site safety requirements that are made known to the distributor by the distributed generator.
- (2) However, the distributor may take all reasonable steps to gain immediate access where it reasonably believes there is immediate danger to persons or property.

7 Distributor must not interfere with generator's equipment

- (1) The distributor must not interfere with the generator's equipment without the prior written consent of the generator.
- (2) However, if emergency action has to be taken to protect the health and safety of persons, or to prevent damage to property, the distributor—
 - (a) may interfere with the distributed generator's equipment without prior written consent; and
 - (b) must, as soon as practicable, inform the generator of the occurrence and circumstances involved.

8 Generator must not interfere with, and must protect, distributor's equipment

- (1) The distributed generator must not interfere with the distributor's equipment without the prior written consent of the distributor.
- (2) However, if emergency action has to be taken to protect the health and safety of persons, or to prevent damage to property, the distributed generator–
 - (a) may interfere with the distributor's equipment without prior written consent; and
 - (b) must, as soon as practicable, inform the distributor of the occurrence and circumstances involved.
- (3) The distributed generator must protect the distributor's equipment against interference and damage.

9 Obligation to notify if interference with distributor's equipment or theft of electricity is discovered

- (1) If the distributor or the distributed generator discover evidence of interference with the distributor's equipment, or evidence of theft of electricity, the party discovering the interference or evidence must notify the other party within 24 hours.
- (2) If interference with the distributor's equipment at the distributed generator's installation is suspected, the distributor may itself carry out an investigation and present the findings to the generator within a reasonable period.
- (3) The cost of the investigation–
 - (a) must be borne by the distributed generator if it is discovered that interference by the generator, or by its subcontractors, agents, or invitees, has occurred, or if the interference has been by a third party, and the generator has failed to provide reasonable protection against interference to the distributor's equipment; and
 - (b) must be borne by the distributor in any other case.

Interruptions and disconnections

10 General obligation relating to interruptions

The distributor must make reasonable endeavours to ensure that the connection of the distributed generation is not interrupted.

11 Circumstances allowing distributor to temporarily disconnect distributed generation

Despite clause 10, the distributor may interrupt the connection service, or curtail either the operation or output of the generation, or both, and may temporarily disconnect the distributed generation in any of the following cases:

- (a) in accordance with the distributor's congestion management policy;
- (b) if reasonably necessary for planned maintenance, construction, and repairs on the distribution network;
- (c) for the purpose of protecting, or preventing danger or damage to, persons or property;
- (d) if the generator fails to allow the distributor access as required by clause 5;
- (e) if the generator modifies its distributed generation, without prior authorisation from the distributor, in such a way that it has a material effect on the generator's injection of electricity into the network;
- (f) in accordance with clause 13 (adverse operating effects).

12 Obligations if distributed generation temporarily disconnected by distributor

- (1) The distributor must make reasonable endeavours to–
 - (a) notify the distributed generator before any interruption under clause 11; and
 - (b) co-ordinate with the generator to minimise the impact of the interruption.
- (2) The distributor and the distributed generator must co-operate to restore the distribution network and the distributed generation to a normal operating state as soon as is reasonably practicable following temporary disconnection.
- (3) In the case of a forced outage, the distributor must, subject to the need to restore the distribution network, make reasonable endeavours to restore service to the distributed generator and to advise the generator of the expected duration of the outage.

13 Adverse operating effects

- (1) The distributor must notify a distributed generator as soon as is reasonably practicable if it reasonably considers that operation of the distributed generation may–
 - (a) adversely affect the service provided to other distribution network customers; or
 - (b) cause damage to the distribution network or other facilities; or
 - (c) present a hazard to any person.
- (2) If, after receiving that notice, the generator fails to remedy the adverse operating effect within a reasonable time, the distributor may disconnect the generation upon reasonable notice (or without notice when reasonably necessary in the event of an emergency or hazardous situation).

14 Interruptions by distributed generator

- (1) This clause applies to any connected distributed generation above 10 kW in total.
- (2) The generator must notify the distributor of any planned outages and must make reasonable endeavours to advise the distributor of any event that affects network operations.
- (3) The distributed generator must make reasonable endeavours to notify the distributor of the interruption and to co-ordinate with the distributor to minimise the impact of the interruption.

15 Permanent disconnections

- (1) Despite clause 10, the distributor may permanently disconnect distributed generation in the following circumstances:
 - (a) on receipt of a request from a distributed generator:
 - (b) without notice, if a generator has failed to comply with either the connection or safety requirements of the distributor and there is an ongoing risk to persons or property.
 - (c) without notice, on receipt of the registry inactive status with reason "De-energised–ready for decommissioning" where the trader has de-energised a site, attempted to recover the meters, and updated the registry to that status:
 - (d) on at least 10 business days' notice of intention to disconnect, if–
 - (i) the distributed generator has not injected electricity into the network at any time in the preceding 12 months; and
 - (ii) the distributor has not been notified by the generator of reasons for the non-injection; and

- (iii) the distributor has reasonable grounds for believing that the distributed generator has ceased to operate the distributed generation.
- (2) If the point of connection is to remain as a consumption point, where applicable the generator must cancel any seller contracts and ensure the trader decommissions the embedded generation network service point with the reconciliation manager. The site must revert to a standard ICP.
- (3) If the point of connection is to be disestablished in its entirety, a permanent disconnection must be performed by means of isolation of generation by removal of all electrical connections to distributor's lines. The distributor must notify the distributed generator within 2 business days of the work having been completed. If applicable, the distributed generator must cancel any seller contracts, ensure that the retailer decommissions the embedded generation network service point with the reconciliation manager, and that the retailer arranges decommissioning of the ICP.
- (4) Once having the status of decommissioned on the registry, the ICP must not be used again. The process for new connections in Part 1 or 2, as the case may be, of Schedule 6.1 must be followed if generation is to be connected again at this point of connection.
- (5) Both the distributor and the generator (through notification to a retailer where selling to a retailer) must ensure that the registry is correctly updated throughout this process in accordance with this Code.

Confidentiality

16 General obligations relating to confidentiality

- (1) Each party must preserve the confidentiality of confidential information, and must not directly or indirectly reveal, report, publish, transfer, or disclose the existence of any confidential information, except as permitted in subclause (2).
- (2) Each party must only use confidential information for the purposes expressly permitted by these regulated terms.

17 When confidential information can be disclosed

Either party may disclose confidential information in any of the following circumstances:

- (a) if the distributed generator and distributor agree in writing to the disclosure of information:
- (b) if disclosure is expressly provided for under these regulated terms:
- (c) if, at the time of receipt by the party, the confidential information is in the public domain or if, after the time of receipt by either party, the confidential information enters the public domain (except where it does so as a result of a breach by either party of its obligations under this clause or a breach by any other person of that person's obligation of confidence):
- (d) if either party is required to disclose confidential information by–
 - (i) any statutory or regulatory obligation, body, or authority; or
 - (ii) any judicial or arbitration process; or
 - (iii) the regulations of any stock exchange upon which the share capital of either party is from time to time listed or dealt in; or
 - (iv) this Code:

- (e) if the confidential information is released to the officers, employees, directors, agents, or advisors of the party, provided that–
 - (i) the information is disseminated only on a need-to-know basis; and
 - (ii) recipients of the confidential information have been made fully aware of the party's obligations of confidence in relation to the information; and
 - (iii) any copies of the information clearly identify it as confidential information;
- (f) if the confidential information is released to a bona fide potential purchaser of the business or any part of the business of a party, subject to that bona fide potential purchaser having signed a confidentiality agreement enforceable by the other party in a form approved by that other party, and that approval may not be unreasonably withheld.

18 Disclosures by employees, agents, etc

To avoid doubt, a party is responsible for any unauthorised disclosure of confidential information made by that party's officers, employees, directors, agents, or advisors.

Pricing

19 Pricing Principles

Connection charges that are payable by the distributed generator must be determined in accordance with the pricing principles set out in Schedule 6.4.

Liability

20 General obligations relating to liability

- (1) If a distributor or distributed generator breaches any of the regulated terms (whether by act or omission), that party is liable to the other.
- (2) The distributed generator's and the distributor's liability to each other is limited to damages for any direct loss caused by that breach.
- (3) This clause does not limit the liability of either party to pay all charges and other amounts due under these regulations or the regulated terms.

21 Exceptions to obligations relating to liability

- (1) Neither the distributor nor a distributed generator, nor any of its officers, employees, directors, agents, or advisors, are in any circumstances liable to the other party for–
 - (a) any indirect loss, consequential loss (including, but not limited to, incidental or special damages), loss of profit, loss of revenue (except any liability under clause 20(3), loss of use, loss of opportunity, loss of contract, or loss of goodwill; or
 - (b) any loss resulting from the liability of the other party to another person; or
 - (c) any loss or damage incurred by the other party if, and to the extent that, this results from any breach of the regulated terms or any negligent action.
- (2) The distributor is not liable, except to the extent caused or contributed to by the distributor in circumstances where the distributor was not acting in accordance with the Part 6 of this Code (including these regulated terms), for–
 - (a) any momentary fluctuations in the voltage or frequency of electricity conveyed to or from the distributed generation's point of connection or nonconformity with harmonic voltage and current levels; or

- (b) any failure to convey electricity to the extent that–
 - (i) the failure arises from any act or omission of the generator or other person, excluding the distributor and its officers, employees, directors, agents, or advisors; or
 - (ii) the failure arises from–
 - (A) a failure to convey or a reduction of injection or supply of electricity into the distribution network; or
 - (B) an interruption in the conveyance of electricity in the network, at the request of the system operator or under a nationally or regionally co-ordinated response to an electricity shortage; or
 - (iii) the failure arises from any defect or abnormal conditions in or about the distributed generator's premises; or
 - (iv) the distributor was taking any action in accordance with the regulations or regulated terms; or
 - (v) the distributor was prevented from making necessary repairs (for example, by police at an accident scene).
- (3) The distributed generator is not liable for–
 - (a) a failure to perform any obligation under these regulated terms caused by the distributor's failure to comply with the obligation; or
 - (b) a failure to perform any obligation under these regulated terms arising from any defect or abnormal conditions in the distribution network.

22 Limits on liability

- (1) The maximum total liability of each party, as a result of a breach of the regulated terms, must not in any circumstances exceed, in respect of a single event or series of events arising from the same event or circumstance, the lesser of–
 - (a) the direct damage suffered or the maximum total liability that the party bringing the claim against the other party has at the time that the event (or, in the case of a series of related events, the first of such events) giving rise to the liability occurred; or
 - (b) \$1,000 per kW of installed capacity up to a maximum of \$5 million.

23 Liability clauses do not apply to fraud, wilful breach, and breach of confidentiality

The exceptions in clause 21, and the limits on liability in clause 22, do not apply–

- (a) if a distributor or generator, or any of its officers, employees, directors, agents, or advisors, has acted fraudulently or wilfully in breach of these regulated terms; or
- (b) to a breach of confidentiality under clause 16 by either party.

24 Indemnity

- (1) Each party (the indemnifying party) must indemnify the other for damages claimed by third parties to the extent that the loss is caused by a breach of these regulated terms by the indemnifying party, where the loss is materially caused by any action or omission of the indemnifying party.
- (2) The indemnity in this clause is subject to the limits on liability specified in clauses 20 to 23.

25 Force majeure

- (1) A failure by either party to comply with or observe any provisions of these regulated terms (other than payment of any amount due) does not give rise to any cause of action or liability based on default of the provision if–
 - (a) the failure is caused by–
 - (i) any event or circumstance occasioned by, or in consequence of, any act of God, being an event or circumstance–
 - (A) due to natural causes, directly or indirectly and exclusively without human intervention; and
 - (B) that could not reasonably have been foreseen or, if foreseen, could not reasonably have been resisted; or
 - (ii) a strike, lockout, other industrial disturbance, act of public enemy, war, blockade, insurrection, riot, epidemic, aircraft, or civil disturbance;
 - (iii) the binding order or requirement of any court, government, local authority, the Rulings Panel, or the Authority, and the failure is not within the reasonable control of the affected party; or
 - (iv) the partial or entire failure of supply or availability of electricity to the distribution network; or
 - (v) any other event or circumstance beyond the control of the party invoking this clause; and
 - (b) the party could not have prevented such failure by the exercise of the degree of skill, diligence, prudence, and foresight that would reasonably and ordinarily be expected from a skilled and experienced distributor or distributed generator engaged in the same type of undertaking under the same or similar circumstances in New Zealand at the time.
- (2) If a party becomes aware of a prospect of a forthcoming force majeure event, it must notify the other party as soon as is reasonably practicable of the particulars of which it is aware.
- (3) If a party invokes this clause, it must as soon as is reasonably practicable notify the other party that it is invoking this clause and of the full particulars of the force majeure event relied on.
- (4) The party invoking this clause must–
 - (a) use all reasonable endeavours to overcome or avoid the force majeure event; and
 - (b) use all reasonable endeavours to mitigate the effects or the consequences of the force majeure event; and
 - (c) consult with the other party on the performance of the obligations referred to in paragraphs (a) and (b).
- (5) Nothing in subclause (4) requires a party to settle a strike, lockout, or other industrial disturbance by acceding, against its judgement, to the demands of opposing parties.

3. Credits and Charges

Delivery credits

For distributed generators of capacity 10kW or less, Buller Electricity does not pay credits or rebates of any type for energy generated and exported onto our network. You should note however that the variable portion of the normal line charges (based on the number of kWh units used) can be avoided to the extent that your generator can reduce the load measured on the import meter at your connection.

Distributed generators of capacity greater than 10kW which make a contribution to reducing Buller Electricity's peak winter network load are entitled to credits from Buller Electricity for Avoided Transmission Charges. Generators must apply to receive Avoided Transmission Charges and agree to any associated conditions. To determine the value of Avoided Transmission Charges requires a time-of-use meter which is able to log the amount of energy exported in the standard electricity market half-hour periods. For further information on credits for Avoided Transmission Charges, contact Buller Electricity.

Energy credits

Distributed generators are able to contract with electricity retailers to purchase any generated energy that is injected back into our network. This is a separate agreement to your connection agreement with Buller Electricity so we suggest you contact your electricity retailer to find out more about this.

Charges

Buller Electricity does not currently impose any ongoing charges in relation to distributed generators of 10kW or less.

Distributed generators may be required to pay a fee for to Buller Electricity for the connection applications. We may also charge a fee if it is deemed necessary for Buller Electricity to be involved in the testing and inspection of your generation connection.

At the time an application for connection is made we consider the costs of any extension or modifications that are required to our network (including any ongoing operational and maintenance costs) and generally require the distributed generator to cover all of these costs via the combination of a one-off capital contribution and an on-going monthly charge.

4. Metering

The distributed generator is responsible for ensuring that suitable metering is installed which meets the minimum requirements for the size of the generator. This metering must be certified and compliant with the metering standards set out in the Electricity Industry Participation Code 2010.

The distributed generator must ensure that arrangements are in place to read meters and provide this metering information to Buller Electricity Limited in a suitable format.

Minimum metering requirements

Total generation capacity installed	Metering category of the connection	Buller Electricity's minimum metering requirement
10kW or less - or - 30kW or less (with no export, or minimal export)	1 or 2	Separate import/export metering of accumulated kWh flows at the network connection point.
Above 10kW and up to 350kW	1 or 2	Half-hour interval metering to separately measure kWh import and export volumes at the network connection point.
350kW or less	3 and above (with low voltage 230/400V network connection)	
350kW or less	3 and above (with high voltage 11kV network connection)	Half-hour interval metering to separately measure kWh and kVArh import and export volumes each half hour at the network connection point (ie four-quadrant interval metering).
Above 350kW	any category	

5. Congestion Management Policy

During the distributed generation connection application process Buller Electricity will assess the likelihood that the new distributed generation proposal will cause network congestion.

Distributed generation can have many different forms, with wide variations in the business model and operational requirements. How to manage network congestion is best determined on a case-by-case basis during the network application process. There are two main ways to manage network congestion:

- Prevent network congestion by ensuring that distributed generation connection only occurs in unconstrained areas or is always accompanied by an appropriate network upgrade.
- Prevent network congestion by agreeing on a case-by-case basis the real-time operational rules that will apply.

The outcome will depend on the nature of the network congestion, the distributed generation operational characteristics and the business model of the proposal.

In line with the pricing principles in the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010, in situations where a proposed distributed generator will add to (rather than relieve) network congestion, and where this congestion is likely to lead to a future requirement to reinforce the network, we will assess the long run incremental cost of this network capacity and include this in the connection charges for the generator. In this way, all generators will pay an equitable share of network reinforcements that are required to relieve or avoid network congestion.

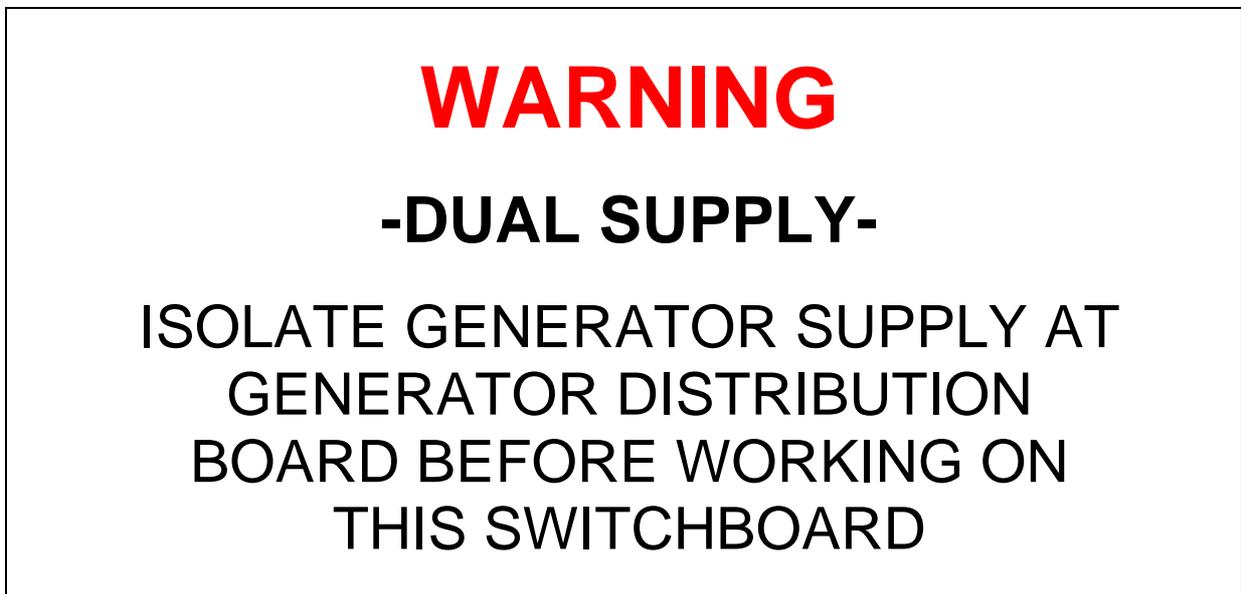
In some instances events on Transpower's national transmission grid may restrict distributed generation.

6. Signage

Suitable signage shall be attached to all switchboards that can be supplied from any generation in accordance with AS/NZ 3000. Typical signage is shown below:



Sign on switchboard to which generator is connected



Sign on intermediate distribution switchboard

7. Complaints and Disputes

At Buller Electricity we are committed to providing our customers with a reliable electricity supply and a high level of service. Unfortunately, there may be occasions when you are unhappy with our service. If you are dissatisfied with our service relating to your application for connection of distributed generation, let us know and we will try to resolve the issue quickly to everyone's satisfaction.

What happens when you make a complaint?

All complaints are acknowledged and the details are recorded in a database. The issues which have lead to the complaint are then investigated by the staff member best able to resolve your problem. To help us understand the issues, we may seek further information from you during this process. Once the investigation is complete, we will discuss our findings with you.

Buller Electricity is a member of the Electricity and Gas Complaints Commissioner Scheme. Under the scheme, once we receive your formal complaint or notice of dispute, we have 20 working days to find out what went wrong and try to fix the problem, unless either party requests and is granted an extension of time to resolve the complaint or dispute. If after this period we have not reached an acceptable solution, you have the right to take the matter to the Electricity and Gas Complaints Commissioner.

Contact us

You may lodge a complaint with Buller Electricity in any form. Our staff can usually take care of your enquiry over the phone at - 03 788 8171, you can email us at - info@bullernetwork.co.nz, or call at our reception desk at Robertson Street, Westport, during normal office hours.

If your complaint is detailed, it can be useful to put your complaint in writing to:

Chief Executive Officer
Buller Electricity Limited
PO Box 243
Westport, 7866

Electricity and Gas Complaints Commissioner Scheme

The Electricity and Gas Complaints Commissioner provides a free and independent service which can review and further investigate the issues for you. They are able to make a ruling which is binding on us to settle the complaint.

Electricity and Gas Complaints Commissioner
Freepost 192682
PO Box 5875
Wellington

Freephone: 0800 22 33 40
Email: info@egcomplaints.co.nz
Website: <http://www.egcomplaints.co.nz>

8. Glossary

Australian/NZ Standards (AS/NZS): Standards that apply jointly to Australia and New Zealand, available from www.standards.co.au.

Australian Standards (AS): Standards that apply in Australia and are optional for use in New Zealand, available from www.standards.co.au.

Black start: Certain generators have the ability to black start, meaning they can restart their generation plant with no electrical input if the system has blacked out. Generators without this capability require power from the grid to restart their generating plant.

Certificate of compliance (COC): Registered electrical workers must audit their own work and fill out a Certificate of Compliance as proof that they have complied with electrical safety standards and codes. A customer should request the COC from their electrical contractor when work is completed. We will need to see the COC before we can connect the electrical installation to our network.

Code of practice: The codes of practice are those parts of the Electricity Industry Participation Code which cover the accuracy of metering installations, requirements for approved test houses, requirements of metering installations, data-logger requirements, requirements for data administrators and profile administration.

Connection: A point at which Buller Electricity's network connects to a customer's electrical system.

Distributed generation: Generation installed at a customer's installation that is capable of exporting electricity back into the local network.

Distributed generator: A distributed generator, also known as an 'embedded generator', is a generator located at a home or business which is capable of generating electricity for that home or businesses own use. It may also be capable of putting surplus generation back into the distribution network.

Distributor: Also called 'lines company', 'network company' or 'distribution company'. Distributors such as Buller Electricity Limited own and operate the lower voltage power lines and distribution networks in local areas. These connect to the national grid to deliver electricity to homes and businesses.

Electricity Authority: The Electricity Authority oversees the governance, operation and development of the New Zealand electricity industry.

Electrical contractor: In the context of new connections to Buller Electricity's network or upgrades to existing connections, an electrical contractor is a person or organisation contracted by either the customer, or the customer's consultant, to install part or all of the works required to achieve the new or upgraded electricity supply. This work generally involves low voltage construction on the customer's property.

Electricity Industry Participation Code (Connection of Distributed Generation) Regulations

2010: Regulations for connection of distributed generation to electricity distribution networks.

Electricity retailer: An electricity retailer (sometimes referred to as a 'power company') purchases electricity from the wholesale market to sell to residential and business users. Six electricity retailers currently operate on the Buller Electricity distribution network – Contact Energy, Genesis Energy, Meridian Energy, Mighty River Power, Pulse Energy and TrustPower.

Generator customer islanding: Generator will automatically isolate from the network and only supply a local load (normally emergency supply within a building).

Generator network islanding: Generator network islanding occurs when a fault on the network is isolated by network switches and the generator continues to supply power to the isolated network.

Generator islanding protection: A complex protection system that detects an islanding situation and executes prescribed generator control and isolation functions.

Import/export of electricity: 'Import' refers to electricity bought by the customer from an electricity retailer in the normal manner. 'Export' refers to electricity generated by the distributed generation system and injected back into the power network, where it can be sold to others (by a retailer).

Installation: A complete electrical installation from the point of a service main connection to the network, to the most remote circuit supplied by the switchboard.

Installation control point (ICP): A point of connection on a local network or an embedded network which the distributor nominates as the point at which a retailer will be deemed to supply electricity to a customer.

Installed capacity: The electrical size of the system. A 1kW system can supply 1kWh (or one unit) of electricity in an hour.

Intermittent generation: Generation for which the source is intermittent and not easily predicted, e.g. wind or wave generation.

Inverter: An electronic device that converts DC electricity to AC electricity.

Kilowatt-hour (kWh): A kilowatt-hour is also known as a unit of electricity and is the basis of retail sales of electricity.

Meter: Equipment that measures electricity quantity, usually in kilowatt-hours.

Micro hydro: Small water-powered generation systems, typically able to operate on low head pressure sources.

Net billing: The effective result of the cost of purchased electricity being offset by the cost of sale received for any exported electricity.

Network code: Buller Electricity's network code outlines technical requirements for connections to our network.

Network: A network (also called an electricity distribution network) is the lower voltage power lines and other assets in a local area which are used to carry electricity from the national grid to homes and businesses.

Peak period: Period during which Buller Electricity operates its load management system to control network peaks.

Photovoltaic panels: Silicon panels that convert sunlight to DC electricity.

Regulations: Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010.

Retailer: An electricity retailer (sometimes referred to as a 'power company') purchases electricity from the wholesale market to sell to residential and business users. Six electricity retailers operate on the Buller Electricity network - Contact Energy, Genesis Energy, Meridian Energy, Mercury Energy Pulse Utilities and Trustpower.

Spot market: The buying and selling of wholesale electricity is done via a 'pool', where electricity generators offer electricity to the market and retailers bid to buy the electricity. This market is called the spot or physical wholesale market.

Spot price: The half-hour price of wholesale electricity.

Time of use metering: Metering that records the amount of energy either imported, exported, or both, in half hour time segments and is interrogated.

Transpower: The state-owned enterprise that operates New Zealand's transmission network. Transpower delivers electricity from electricity generators to various electricity distribution networks around the country.

Part 4:
**Declaration and Confirmation of Installation – Distributed
Generation**

This form must be completed and signed by the owner and installer of the distributed generation and submitted to Buller Electricity. Please complete and check all details before submitting to Buller Electricity. The installer is deemed to be the person/organisation with overall responsibility for establishing the distributed generation, and will generally be one of the following:

- the person/organisation who/which managed the project;
- the person/organisation who/which made the application for connection of distributed generation;
- the electrician/organisation who/which undertook the electrical work.

The distributed generation may not be permanently connected to the distribution network until written confirmation of the receipt and approval of this form has been received from Buller Electricity.

SITE AND GENERATOR DETAILS	
Generator Address	
ICP Number (on your electricity bill)	
Electricity Retailer	
Date of Installation	
Distributed Generator Manufacturer and Type Serial Number Generator Rating (kVA) Power Factor (normal conditions) Location of Generator within Installation Location of Isolator	

OWNER DETAILS	
Generator Owner Contact Person Telephone Number Email Postal Address	Name: Name: Daytime: Home: Mobile:

OWNER DECLARATION	Tick to Accept
The installation complies with and will be operated in accordance with the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010.	<input type="checkbox"/>
I acknowledge that it is my responsibility to ensure that all operators of the distributed generation have been instructed in its correct and safe operation.	<input type="checkbox"/>
I acknowledge that in the event of a change in ownership it is my responsibility to instruct the new owners to complete and submit a new “Declaration and Confirmation of Installation – Distributed Generation” to Buller Electricity. This informs Buller Electricity of the change in ownership and establishes the contractual terms for the connection of distributed generation with the new owners.	<input type="checkbox"/>
I agree Schedule 6.2 of the Electricity Industry Participation Code (Connection of Distributed Generation) Regulations 2010 “Regulated Terms for Connection of Distributed Generation” governs the contractual basis for connection of this distributed generation plant to Buller Electricity’s network.	<input type="checkbox"/>
<p>Signature: _____ Date: _____</p>	

INSTALLER DETAILS	
<p>Person/Organisation</p> <p>Contact Person</p> <p>Accreditation/Qualification</p> <p>Telephone Number</p> <p>Email</p> <p>Postal Address</p>	<p>Name:</p> <p>Name:</p> <p>Business:</p> <p>Mobile:</p>
<p>Electrical Contractor/Business</p> <p>Contact Person</p> <p>Accreditation/Qualification</p> <p>Telephone Number</p> <p>Email</p> <p>Postal Address</p>	<p>Name:</p> <p>Name:</p> <p>Business:</p> <p>Mobile:</p>
<p>Electrical work was undertaken by</p> <p>Accreditation/Qualification</p> <p>Telephone Number</p> <p>Email</p> <p>Postal Address</p>	<p>Name:</p> <p>Business:</p> <p>Mobile:</p>
<p>Other Details/Comments</p>	

INSTALLER DECLARATION	Tick to Accept
The distributed generation complies with AS/NZS3000 Electrical Installations	<input type="checkbox"/>
The distributed generation has been installed as detailed in the information provided to Buller Electricity.	<input type="checkbox"/>
Protection Settings comply with AS4777	<input type="checkbox"/>
The distributed generation protection settings comply with the industry and Buller Electricity technical requirements	<input type="checkbox"/>
An electrical Certificate of Compliance has been obtained for the distributed generation installation.	<input type="checkbox"/>
The distributed generation installation has been tested and is ready for permanent connection to the distribution network.	<input type="checkbox"/>
Signature:	Date:

REQUIRED INFORMATION ATTACHED	Tick if Attached
Copy of Circuit Diagram (Required)	<input type="checkbox"/>
Generator Test Report (Required)	<input type="checkbox"/>
Protection Settings	<input type="checkbox"/>
Certificate of Compliance (Required)	<input type="checkbox"/>
Electricity Retailer Metering Requirements and Details of Meter Make and Model	<input type="checkbox"/>

BULLER ELECTRICITY LIMITED APPROVAL	Tick to Accept
BEL approves the distributed generation for permanent connection to the network.	<input type="checkbox"/>
Signature:	Date: