



A message from

Customer Network Solutions

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Safety Notice - Service isolated and main neutral left disconnected at customer premises

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What happened

Following a planned outage for ASP works, the service to one affected customer remained isolated, with the service fuse removed and the neutral disconnected. Approximately 25 customers were isolated in this way to facilitate the work, and one service was overlooked during restoration, leaving that customer without power.

The Level 2 ASP later returned to site and restored power to the residence. A non-conformance notice was issued to the principal Level 1 ASP, including additional fees and an improvement notice. The ASP1 acknowledged the oversight and has committed to improving their management systems and documentation on future projects.

A similar recent incident involved service isolations during an unplanned outage. In that case, the affected residence was an unoccupied holiday home. The resident was unaware of the outage and returned weeks later to find their power off. They “self-re-energised” the home by reinstating the service fuse, but the service neutral had not been reconnected after the network restoration. As a result, the resident received electric shocks from equipment in the home.

For contestable projects, the responsibility for correct disconnection and reconnection of services lies with the connecting person, typically an Authorised Level 2 ASP. This responsibility is reinforced throughout Endeavour Energy safety rules, including:

- **Clause 7.1.1.4** – Work involving service mains connection/disconnection to network apparatus (e.g. augments, pole changes, pillar changes) may be completed using live LV procedures.
- **Clause 7.1.4** – The neutral conductor must be connected first and disconnected last.
- **Clause 7.2.5** – The connecting person is responsible for ensuring all connections are correct prior to leaving site. This includes confirming the identity of neutral conductor(s) by electrical testing and ensuring polarity is correct.

What you need to do

ASPs must exercise diligence during all service isolations and restorations. In particular:

- **Plan and track isolations systematically.** Keep an accurate record of every service that is isolated and verify each one has been safely reconnected before leaving site.
- **Follow neutral connection requirements.** Always connect the neutral first and disconnect it last, as required by the safety rules.
- **Test before you leave.** Confirm the identity of neutral conductor(s) by electrical testing and verify polarity and continuity on all reconnected services.
- **Confirm all customers are restored.** Check that all services affected by the planned or unplanned works have been restored, including properties that may appear unoccupied (e.g. holiday homes).
- **Use robust documentation.** Ensure your management systems, work procedures and site records clearly show which services have been isolated, checked and restored.

A disciplined, documented approach to isolation and restoration is essential to prevent services being re-energised with disconnected neutrals and to remove the risk of electric shock to our customers and the public.

Kind regards,

Customer Network Solutions