

[Date]

[Property Owner Name]  
[Postal Address]  
[Postal Suburb, Postcode and State]

Dear [Property Owner Name],

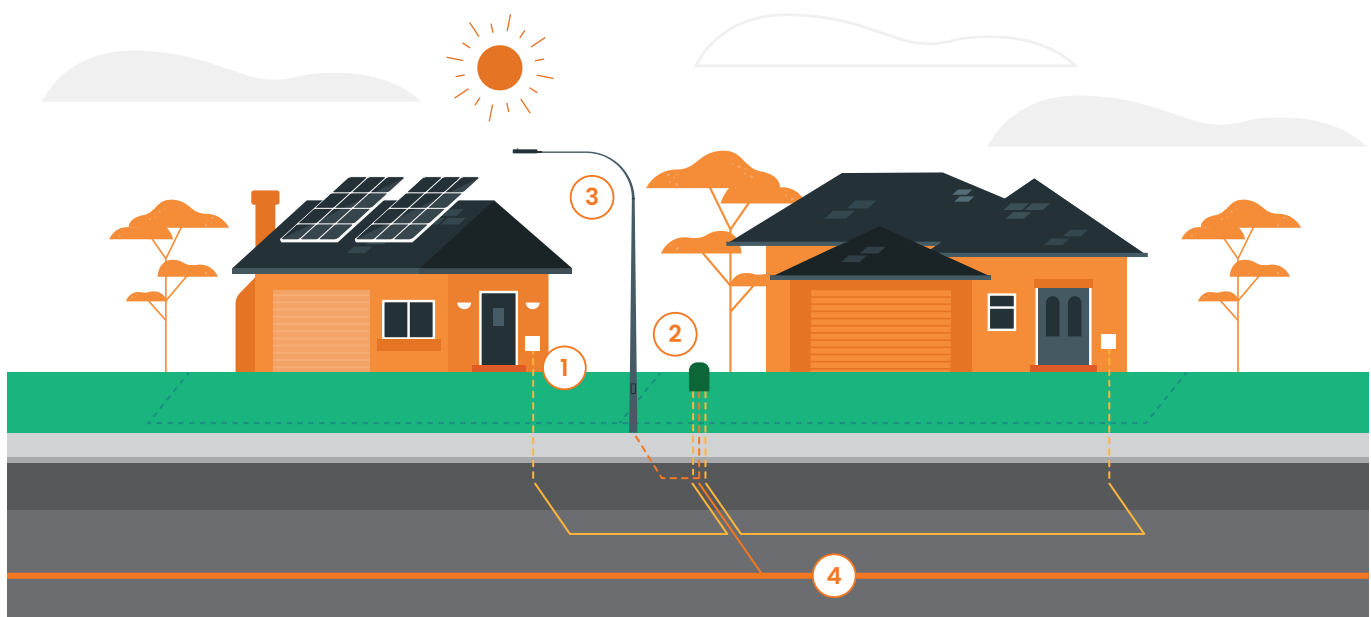
### **Your new underground power customer mains connection ownership advice**

The works to convert your area from the overhead network to an underground power supply are now complete.

Underground power provides you with an energy supply that is more resilient to impacts from storms or vehicle collisions with power poles, and a network connection that can better support emerging technologies. The removal of power lines and poles also contributes to a more attractive streetscape and greener urban community by allowing tree canopy growth.

### **How the underground power network works**

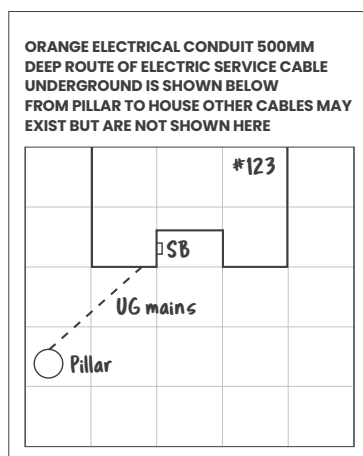
- |  |   |
|--|---|
| <b>1 Customer mains connection</b><br>The cable connecting your house (meter box) to the pillar – this becomes your property as a landowner. | <b>3 Streetlights</b><br>New LED streetlights and underground connections.                          |
| <b>2 Pillar (green dome)</b><br>Connection point between your home and the network.  | <b>4 Distribution network</b><br>The network of underground cables that provide power to your area. |



## Your new customer mains connection

The customer mains connection, connecting your property [Property Owner Address] to the Western Power network, belongs to you as the property owner and you are responsible for this cable. The cable is inside a heavy-duty orange conduit around 500mm to 650mm deep, it has been installed by our contractor, and a certificate of completion has been lodged with Western Power.

If you have a new underground service connection installed as part of the Underground Power Project, you will find a diagram of the customer mains connection cable route attached inside your meter box. It is important that you know where the cable is located to avoid any damage to the cable and ensure your safety. If your property is part of a strata or apartment building, we suggest this notice is passed on to the property manager or strata manager.



Above: Customer mains connection cable route example.

If your property had an existing underground customer main, not installed as part of the Underground Power Project, you may not have this diagram and should check with an electrical contractor before undertaking any landscaping or renovation works on your property.

## Keep safe around underground power

Safety is a priority for Western Power, and we have enclosed some information on how to remain safe around underground power with this letter. By following simple safety guidelines and being aware of the underground cabling on your property, you can ensure the safety of yourself, your family and your home.

## More information

For further information on electrical safety visit [westernpower.com.au](https://www.westernpower.com.au)



**General enquiries** 13 10 87 **TTY** 1800 13 13 51 363 Wellington Street Perth 6000  
**Emergencies** 13 13 51 **TIS** 13 14 50 **[westernpower.com.au](https://www.westernpower.com.au)**





# Safety around underground power

## Electricity is vital to our everyday lives

Our network consists of transmission and distribution infrastructure spread across the state, ensuring we supply each of our 2.3 million customers, safely and reliably.

This vast network includes infrastructure that you may find on or near your property. While they remain the responsibility of Western Power to maintain, it's your responsibility to make sure we can easily access any infrastructure on your property, so we can restore power when there's a fault or isolate power in an emergency to keep you safe.



## Our underground network

We are working with the State Government and individual Local Governments to convert overhead powerlines to underground power to improve the reliability of power supply and provide a safer environment for all.

Your new underground power network has many benefits.

- Improved public safety
- Improved reliability and security
- Improved street appearance
- Increased property value
- Reduction in street tree pruning
- Lower life-cycle costs
- Support emerging technologies

Although underground, the electricity to your home can also pose a risk if you come into contact with wiring or other infrastructure.

By following simple safety guidelines you can ensure the safety of yourself, your family and your home.



## Stay safe around underground power on your property

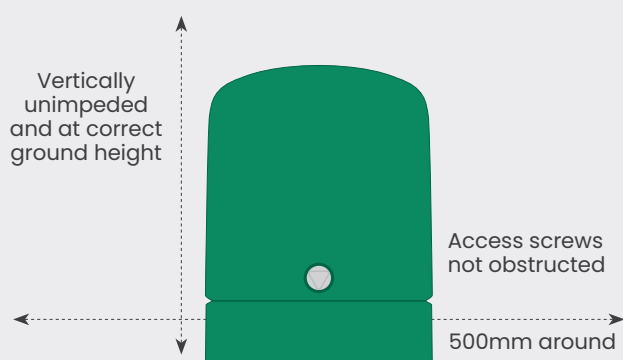
### Green dome

Green domes (also known as green pillars) are mainly found near your property boundary, in parks/reserves, or on roadside verges.

They protect the electrical wiring that supplies power to your property so you can enjoy a grid-powered lifestyle.

They're tough and provide a high level of protection to the wiring inside, however it's important to know that a damaged green dome is as dangerous as a fallen powerline. If you see a cracked or broken green dome report it to us immediately on **13 13 51**.

It is important to maintain the area around green domes so they are accessible to our crews or electrical contractors if needed.



Clearance zones around green domes.

### Customer main

The cable running from the meter to the pillar is installed at a depth of 500mm – 650mm. This is your privately owned infrastructure, and your responsibility as a property owner.

If you have a new customer main installed as part of a Western Power underground power project, a diagram showing the location of the cable will be left in your meter box.

### Underground cabling

If landscaping your garden or renovating your home, check for underground cabling and pipes around your property boundary and verge area by submitting an online application to **Dial Before You Dig** or call **1100**.

Please note your customer main will not appear on Dial Before You Dig plans.

### Meter box

Your meter box houses electrical components including the meter, main switch, fuses and circuit breakers which control the flow of electricity into your home. For your safety, always use a licensed electrician for electrical maintenance, switch power off for any household maintenance, and label all switches for easy identification.

Circuit breakers and safety switches are mandatory in all new homes, they can save lives and prevent injury from electric shock.

## Western Power network safety

**Feel an electric shock or tingle? Don't ignore it. Report it.**

If you ever experience a zap or tingling sensation when touching an electrical appliance at home, it could be a sign you have an electrical wiring issue. We take electric shocks and tingles seriously, as it can put your safety at risk including your fellow neighbours.

Report all shocks and tingles to Western Power on **13 13 51**.

We'll send our crew out as soon as possible to investigate. Do not touch the appliance or location of the shock again until we know your property is safe.

### Make the safe call

If you see a fallen powerline, pole or damage to other electrical infrastructure, always assume that it is live.

Please report any safety issues to Western Power on **13 13 51** so we can make the area safe.

**If the emergency is life threatening, call emergency services on 000.**



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