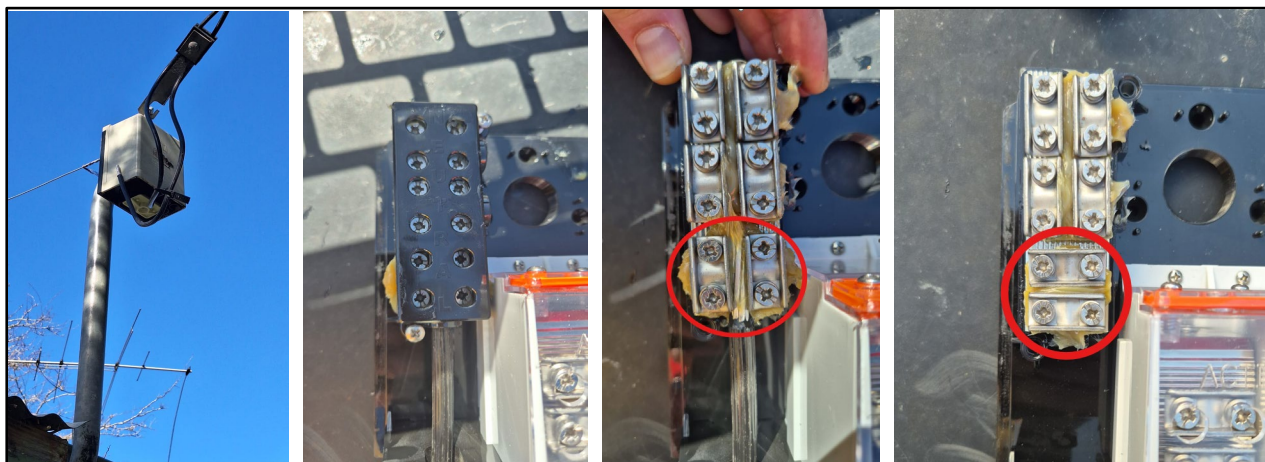


INDUSTRY ALERT

FOLCB Neutral Terminal – Incorrect Configuration Identified



What Happened

- While performing a service connection, a VESI crew discovered that the FOLCB neutral terminal was incorrectly configured, with clamp plates installed vertically rather than horizontally.
- This incorrect configuration prevented proper mechanical and electrical connection, creating a potential neutral integrity safety hazard.

Why This Matters

- Incorrectly terminated neutral conductors increase the risk of electric shock or other harm to both occupants and workers.
- Responsibility for ensuring correct installation and its configuration rests with the REC/electrician.

VESI Position

- Distribution workers will not interfere with customer installation equipment. Supply **will not be connected** if the equipment is incorrectly installed or configured.
- RECs/electricians must ensure all equipment is correctly installed and configured to allow safe access and termination of cables, maintaining electrical integrity.
- If the site is found unsafe or the equipment is not compliant, the connection will be refused, and any delays or costs remain the responsibility of the customer and their REC/electrician.
- Electricians are encouraged to inspect and verify all installation equipment prior to requesting supply, and where issues are found, rectify immediately or refer to the manufacturer.

Further Information

Refer to the VSIR website for Victorian Service & Installation Rules requirements, or contact your distributor if clarification is required.