



A message from **Customer Network Solutions**

Safety Alert | Safe Approach Distances and Electrical Safety Rules

7 October 2026

Following a recent storm event, a potential breach of Safe Approach Distances (SAD) to Endeavour Energy electrical assets was reported involving an Accredited Service Provider (ASP).

Following a review of the incident, we are sharing the key learnings as an important reminder to all ASPs undertaking work on or near the Endeavour Energy network.

Electrical Safety Rules apply at all times

When performing work on or near the Endeavour Energy network, the Electrical Safety Rules must be followed at all times, including during storm events, emergency response activities and other unusual operating conditions.

The Electrical Safety Rules establish the minimum safe work practices for people working or testing on, near or in the vicinity of the Endeavour Energy network.

A Hazard and Risk Assessment must be carried out for all types of work performed under the Electrical Safety Rules.

Key safety requirements

Please reinforce the following requirements with your teams:

- High Voltage (HV) apparatus must be regarded as live until it has been isolated, proved de-energised, earthed and short-circuited, and an Access Authority has been issued in accordance with the Electrical Safety Rules.
- Low Voltage (LV) exposed conductors and electrical apparatus must be regarded as live until they have been isolated and proved de-energised by approved means.
- Where these requirements cannot be met, all work must remain outside the applicable Safe Approach Distances, in accordance with Section 6.4 of the Electrical Safety Rules.
- People must not allow any part of their body, or any object they are in contact with, to enter the Safe Approach Distance of live exposed electrical apparatus, except where permitted by the Electrical Safety Rules using approved equipment.
- When working on overhead mains and apparatus under or adjacent to energised circuits, the requirements of Appendix 1 of the Electrical Safety Rules must also be followed.

Safe Approach Distances

Table A – Safe Approach Distances for Authorised Persons and Instructed Persons

Nominal Voltage (a.c volts)	Safe Approach Distance (mm)	
	Authorised Person	Instructed Person
Up to and including 1,000	500	1000
Above 1,000 up to and including 22,000	700	1200
Above 22,000 up to and including 66,000	1000	1500
Above 66,000 up to and including 132,000	1500	2000
Above 132,000 up to and including 220,000	2500	3000
Above 220,000 up to and including 330,000	3000	3500
Above 330,000	4000	4500

Storm and emergency situations can present dynamic and unusual hazards. These circumstances do not change the requirement to maintain safe working practices and comply with the Electrical Safety Rules.

Please ensure this information is shared with relevant employees and authorised persons within your organisation and reinforced before undertaking work on or near the Endeavour Energy network.

Safety remains our highest priority. If the required safety controls cannot be established, work must not proceed.

Kind regards,

Customer Network Solutions