Developers Charter

Powering development across Queensland

July 2025

Office of **Powering Development**

ERGON ENERGY NETWORK | energex

Part of Energy Queensland

Office of Powering Development

New Office of Powering Development for Subdivisions

We're committed to supporting faster and cheaper subdivision connections to help developers deliver more housing across Queensland.

Through our newly established Office of Powering Development, we will provide a concierge service to subdivision developers from across Australia to help simplify processes, reduce costs and shorten connection timeframes for residential and commercial subdivisions.

Our Developers Charter is a formal commitment to the development industry across Queensland.

It is founded on our core purpose to provide safe, reliable, efficient and sustainable energy solutions that support our customers and the Queensland economy. Our priority is to deliver to our customers' expectations and support economic growth by making it easier to connect to our distribution network.

This commitment is seeing us continue to make improvements to our policies, standards and practices around new network connections and customer-initiated network upgrades.

What is our Developers Charter?

Our Developers Charter is a formal document that sets out our commitment to the development industry with respect to real estate development works that are either designed and constructed by a developer (broadly referred to as "Developer Design and Construct" arrangements) and connected to the network or delivered by Ergon Energy Network/ Energex as a network connection service.

Who is this Charter for?

This charter is for real estate developers who undertake developments such as urban or rural residential, commercial and industrial subdivisions. However, we will also be continuing to enhance our approach and timeframes in relation to the following:

- multi-tenancy developments, such as apartments, commercial site office complexes and shopping complexes
- industrial and commercial parks
- closed gate or private subdivisions, and
- village type residential developments such as retirement villages.

What do we do for you?

Ergon Energy Network is the electricity distributor for regional Queensland. Energex is the electricity distributor for South East Queensland. We support developers in undertaking their own electricity infrastructure design and construction works.

We also provide network connection services to enable developers and customers to connect to our distribution network. For example, we design and construct network augmentation and connection works necessary to enable connection of the developer's works to our network.

To ensure the safe and reliable operation of works upon connection to the distribution network, we also provide auditing services for developer design and construction works and testing and commissioning services.

We are responsible for the safe, reliable and cost-effective performance of the electricity distribution network in Queensland, including all electricity assets that are constructed by third parties and transferred to us through Developer Design and Construct arrangements.

To discharge these responsibilities, we provide network design standards, distribution network maps and policy information to real estate developers to ensure that they can progress their projects within acceptable timeframes and to the required standards. We prepare Network Connection Establishment Contracts that provide the relevant terms and conditions of the connection offer.

Our service promises to you

For subdivision developers, upon receipt of your initial formal enquiry, we will allocate you a dedicated liaison person or member of the Office of Powering development team to assist you in efficiently managing the progress of your real estate development.

Our Connection Policy and Price List for Alternative Control Services and other supporting information is available at ergon.com.au, or energex.com.au.

For Developer Design and Construct projects, we will provide:

- within 20 business days of receipt of a formal enquiry and confirmation of the developer's specific requirements – the required design parameters for the developer's works
- in accordance with the information requirements and timeframes of the National Energy Customer Framework, following receipt of a valid application
  - an offer, in the form of a Negotiated Connection Establishment Contract will be provided within 35 business days. This Contract will outline the conditions applicable to the connection of the works to our network
- regular updates on the status of Ergon Energy Network's/Energex's works at agreed intervals
- where required, testing and commissioning of the developer's electrical works within 20 business days of accepting the installation.

For other development projects where electrical reticulation works are performed entirely by us, we will meet the service standards set out in the Negotiated Connection Establishment Contract.

Our obligations

We will supply electricity to developments in accordance with applicable laws (including electricity legislation) and, where applicable, the terms and conditions of your Negotiated Connection Establishment Contract.

In carrying out network augmentation and connection works under the Negotiated Connection Establishment Contract, we will endeavour to ensure that these works are completed efficiently so as not to disadvantage or limit a developer from completing the development in a timely and cost-effective manner.

Obligations of a developer

To align the progress of our works with the developers' works, we rely on timely and accurate information and work programs provided by developers.

For Developer Design and Construct works, the developer must keep us informed of progress against milestones, to ensure the effcient and timely application of our resources associated with the provision of network augmentation and connection works, auditing services, and testing and commissioning activities.

Our commitment to you

We're committed to working with developers to deliver cost-effective connection services.

We seek to balance the best social and economic outcomes for our customers and all stakeholders.

	Ergon Energy	Energex
General Enquiries	13 74 66	13 12 53
Faults only	13 22 96	13 62 62
Life threatening emergencies only triple zero (000) or	13 16 70	13 19 62
	ergon.com.au	energex.com.au

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