



Local Council Charter

A Partnership to Energise Queensland

July 2026



Part of Energy Queensland

A shared commitment to Queensland Communities

We are committed to working collaboratively with local government councils (Councils) across Queensland to deliver better outcomes for our customers and communities. Through this Local Council Charter (Charter), we provide a framework that outlines the key focus areas, shared activities and shared outcomes that guide our interactions with Councils – both as customers and as strategic partners, to support sustainable growth, resilience, and liveability in communities across Queensland.

Our Local Council Charter

Our Charter reflects our core purpose: to safeguard the energy system in the public interest, enabling a connected, resilient and affordable electricity network and services for customers, with a clear focus on creating long-term value for the communities and customers we serve. We recognise that Councils are both valued customers and important strategic partners. By sharing information, planning together and working collaboratively on issues that affect our communities, we can achieve better outcomes for customers, support economic and social development, and help Queensland communities respond to future challenges and opportunities.

Who is this Charter for and what does it cover?

This Charter is for all Councils across Queensland. It outlines both the services Councils receive from us as customers, and our strategic partnerships with Councils as planners, infrastructure delivery partners, and asset managers.

It sets out the key focus areas where we work together, including the shared activities and shared outcomes that guide how we deliver services and collaborate on shared priorities, aligned to our **Customer Principles** and the collaborative work already underway across Queensland. We recognise that Councils operate within their own legislative, planning, technical and asset management frameworks, and that local requirements may vary across Queensland.

This Charter has been designed as a principles-based framework of shared activities and shared outcomes to strengthen collaboration, transparency and engagement. It does not introduce formalised service levels, fixed delivery timeframes or standardised pricing arrangements, nor does it replace existing regulatory or operational processes.

Given the diversity of Council contexts across Queensland, including differences in geography, scale, infrastructure and local priorities, many aspects of service delivery are best addressed through ongoing local engagement and tailored approaches, rather than a standard single model.

Key focus area	Shared activities What we'll do together	Shared outcomes What success looks like
Strategic town planning	- Engage early and transparently in planning and design phases - Share timely and accurate planning, growth, development and network* information to support evidence-based decision making and joint scenario planning, with practical data-sharing arrangements agreed where needed - Align local planning schemes, overlays and future energy forecasts with network planning where possible - Collaborate on scenario planning and data interpretation so planning reflects both local ambitions and network realities - Integrate energy considerations into regional growth strategies and long-term land-use planning - Align planning frameworks, zoning overlays and development approvals where possible to support consistency - Apply shared standards to support efficient infrastructure delivery - Consider climate risk, natural hazards and resilience in long-term network and land-use planning - Work together to better understand road corridor constraints, future corridor needs and opportunities to reduce avoidable asset relocations	- Better alignment between land-use planning, local growth priorities and future network needs - Councils and Ergon Energy Network/ Energex have improved visibility of future growth, infrastructure requirements, network constraints and local priorities - Planning decisions are informed by timely, accurate and practical information from both parties - Reduced duplication and improved consistency across planning instruments, standards and approval processes - Local priorities and network capability are considered together, recognising the challenges and opportunities on both sides - More coordinated long-term planning for sustainable growth, resilience and liveability

* 'Network' refers to the Ergon Energy Network and Energex electricity distribution networks.



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Infrastructure and capital works	- Engage early on Council-led projects and infrastructure works that interact with our network - Recognise Councils as key customers for connections, public lighting and infrastructure services and work together to improve the service experience - Share relevant project, growth, delivery and asset information to support planning, coordination and timely issue resolution - Plan and deliver energy infrastructure upgrades that align with local development priorities, population growth forecasts and community needs - Streamline processes for new connections, public lighting, design reviews and asset relocations where practical - Work together to identify and resolve issues early to avoid unnecessary duplication, rework or delays - Identify opportunities to reduce administrative burden, streamline approvals, improve responsiveness and enhance service delivery - Co-design infrastructure solutions for Council-led beautification projects, including public lighting, asset relocations and place-based upgrades - Collaborate on Brisbane 2032 Olympic and Paralympic Games-related developments and legacy infrastructure projects - Strengthen collaboration on public lighting planning, standards, maintenance arrangements and renewal requirements, recognising public lighting as a key service for Councils and communities - Work towards improved visibility of project scope, cost drivers, exclusions and likely timeframes for common Council services, including new connections, public lighting and asset relocations - Work towards improved quotation, design review and delivery processes for Council projects, including clearer triggers for advising changes to cost, scope or timing - Provide, where practicable, nominated contacts and escalation pathways for Council projects, particularly where delays may affect grant-funded, time-critical or strategically significant works - Consult with each other through appropriate formal channels where proposed changes to standards, procedures, operational requirements or design expectations may materially affect Council projects, Council-controlled assets or local delivery costs - Coordinate traffic and site management during essential works where Council assets, public spaces or community access may be affected	- Infrastructure delivery is better coordinated across Council and Ergon Energy Network/Energex programs of work - Councils experience more transparent, predictable and customer-focused infrastructure services from Ergon Energy Network/Energex - Ergon Energy Network/Energex has earlier visibility of Council priorities, project risks, access needs and delivery constraints - Infrastructure upgrades better align with growth forecasts, local priorities, network requirements and community needs - Reduced duplication, administrative burden and avoidable delays in project planning and delivery - Greater visibility of project scope, cost drivers, exclusions, likely timeframes and changes affecting Council projects - Improved certainty and confidence for Council projects, particularly where grant funding, delivery timeframes or strategic priorities are at risk - Clearer pathways for issue resolution and escalation - Public lighting is recognised and managed as a key service for Councils and communities - Improved coordination where works affect roads, public spaces, community access or Council-controlled assets - Better use of both Council and Ergon Energy Network/Energex resources through earlier planning, clearer expectations and reduced rework
Environmental and sustainability programs	- Implement proactive vegetation management programs to ensure public safety and minimise network outages - Share relevant information on environmental values, biodiversity, amenity and network safety where vegetation management, network assets and Council priorities intersect - Partner to educate and inform communities about vegetation clearance requirements, safe planting and suitable species near electricity infrastructure - Engage with Councils on planned vegetation works where practicable, including opportunities to consider local amenity, biodiversity, customer impact and alternative treatments where significant vegetation impacts are identified - Protect biodiversity through coordinated inspections and implement shared maintenance schedules where appropriate - Integrate electricity assets into the urban landscape to support Council-led beautification initiatives where practical - Co-design infrastructure solutions that align with local planning objectives, amenity outcomes and community goals - Explore opportunities for undergrounding, asset integration and aesthetic treatments where appropriate, feasible and cost effective	- Vegetation management better balances safety, reliability, biodiversity, amenity and customer outcomes - Councils and Ergon Energy Network/Energex have a better shared understanding of local environmental priorities, network safety obligations, operational constraints and opportunities for improved outcomes - Communities are better informed about vegetation requirements and safe planting near electrical infrastructure - Maintenance and inspection activities are better coordinated and more responsive to local context - Community outcomes and customer experience are considered in joint initiatives - Electricity infrastructure is better integrated into the urban environment where practical - Improved visual amenity, community acceptance and social licence for network infrastructure - Sustainability, liveability, safety and resilience outcomes are better considered in shared planning and delivery

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Emergency management and resilience	- Coordinate disaster preparedness, response and recovery efforts to improve community resilience - Conduct joint emergency planning and establish shared communication protocols - Participate in Local Disaster Management Group planning, preparation, response and recovery activities where appropriate - Share relevant information to support timely, coordinated and proportionate community communications during emergency events - Share local intelligence, access constraints, network status information and recovery priorities where appropriate during emergency events - Carry out collaborative restoration activities following emergency events and other significant disruptions affecting communities - Coordinate restoration efforts to minimise disruption and support community recovery - Support joint planning for community resilience, including scenarios that may affect essential services, access, communications or recovery	- Communities are better prepared for, and able to recover from, emergency events - Emergency planning and restoration activities are more coordinated across Councils and electricity networks - Councils and Ergon Energy Network/Energex have improved situational awareness during emergency events - Communication during emergency events is clearer, more consistent and better aligned to community needs - Restoration efforts minimise disruption and support safe, timely community recovery - Resilience planning better reflects the links between electricity supply, essential services, access, communications and local recovery needs - Stronger shared understanding of roles, responsibilities and priorities during emergency events
Public safety and asset protection	- Collaborate to deter copper theft, illegal scrap metal trading and interference with network assets - Share timely information on significant incidents and emerging threats to public and crew safety - Share incident data and promote public reporting of suspicious activity around network assets - Reinforce the dangers of tampering with electricity infrastructure through joint awareness campaigns - Collaborate to reduce the construction of buildings and structures within minimum regulated clearances of overhead powerlines and promote awareness of clearance-to-structure risks - Promote responsible pet ownership and support safe access protocols for Council, network and contractor staff - Promote respectful behaviour towards Council, network, and contractor staff and support a zero tolerance approach to abuse or threats - Coordinate safe work practices in public spaces, including impacts on residents, pedestrians, cyclists and drivers, particularly around Council and electricity infrastructure assets - Improve notification, traffic management, damage reporting and reinstatement processes where network works affect roads, footpaths, public land or community access	- Council, network and contractor staff, the public, Council assets and network assets are better protected through shared safety efforts - Councils and Ergon Energy Network/Energex have improved visibility of safety risks, emerging issues and local incident patterns - Communities have greater awareness of the risks associated with network tampering, copper theft and unsafe behaviour around electrical infrastructure - Reduced clearance-to-structure encroachments and improved compliance with regulated powerline clearances - Council, network and contractor staff can access properties and worksites more safely - Safer work practices are supported in public spaces and areas where Council and electricity infrastructure assets interact - Shared responsibilities for public safety, worker safety and asset protection are better understood - Stronger community support for safe and respectful interactions with Council, network and contractor staff - Reduced community impacts from network works through improved notification, traffic management, damage reporting and reinstatement processes

Our Customer Principles



Know our customers

We take the time and effort to listen to our customers and understand their differing needs.



Empower our customers

We provide our customers with information and guidance to make informed choices around their electricity usage to maximise value.



Make it easy for our customers

We strive to streamline and simplify our end-to-end processes resulting in effortless customer experiences.



Collaborate with our customers

We collaborate with our customers, including our stakeholders and others in the energy industry, to deliver shared value.

Key focus area	Shared activities What we'll do together	Shared outcomes What success looks like
Economic development	- Engage early and transparently on projects that may have significant local economic, community or infrastructure impacts, including industrial precincts, airports, CBD upgrades, data centres and major development areas - Share relevant information, where practical, to support strategic site selection, infrastructure planning and investment decisions - Work together to understand local economic priorities, development pressures, network capacity considerations and infrastructure readiness - Plan and deliver energy infrastructure that supports regional economic development, housing supply, industrial growth, major development areas and other strategically significant Council-led projects - Collaborate on the 2032 Olympic and Paralympic Games, related developments, related legacy projects and long-term infrastructure opportunities	- Energy infrastructure better supports regional economic growth, housing supply and local development priorities - Councils and Ergon Energy Network/Energex have improved visibility of strategically significant projects and future infrastructure needs - Better-informed decisions about site selection, growth areas, network capacity and infrastructure readiness - Local economic ambitions and network capacity considerations are better understood and planned for together - Earlier consideration of energy requirements in major development and investment decisions - Major projects, including 2032 Olympic and Paralympic Games related infrastructure, deliver long-term community and economic benefits
Community engagement	- Partner to listen to, educate and inform communities about shared initiatives, including customer impacts, project timing, local benefits and opportunities to provide feedback - Ensure engagement requirements are fit-for-purpose and proportionate to project scale, risk and community impact - Support opportunities for Councils and communities to provide feedback on network initiatives and projects - Share accessible information to support community understanding of energy transition, infrastructure planning and resilience initiatives - Coordinate engagement where projects affect shared customers, public spaces or local community outcomes - Support energy transition and resilience efforts through practical community-facing information and engagement - Share local context, community insights and engagement learnings to support better planning and communication	- Communities are better informed about projects, impacts, benefits and opportunities to provide feedback - Councils and Ergon Energy Network/Energex have a better understanding of community priorities, concerns and local context - Engagement is practical, proportionate and aligned to the scale and impact of the initiative - Community feedback helps inform planning, delivery and improvement opportunities - Improved community understanding of energy transition, resilience and infrastructure issues - Greater community confidence in how Councils and Ergon Energy Network/Energex work together - Engagement supports better community outcomes, customer experience and trust
Collaboration and mutual understanding	- Commit to open and respectful engagement that recognises the expertise and perspectives of all parties - Establish shared language and consistent terminology to support clarity across planning, engagement and delivery activities - Use shared language and accessible information to support mutual understanding across technical and community-facing initiatives - Maintain ongoing dialogue and feedback loops through Local Government Association of Queensland (LGAQ), Council forums, operational channels and project-specific engagement - Develop fit-for-purpose issue resolution and escalation pathways that support transparent, timely and practical resolution of matters, particularly where project delivery, community impact, cost, timing or grant funding is at risk - Support collaborative problem-solving and decision-making where issues affect both local priorities and network responsibilities - Build mutual understanding of constraints, opportunities and priorities to support more informed and balanced planning outcomes - Promote a culture of trust and responsiveness through open communication and shared accountability	- Stronger relationships between Councils and Ergon Energy Network/Energex based on trust, transparency and respect - Improved understanding of Councils' and Ergon Energy Network/Energex's roles, responsibilities, priorities and constraints - More practical and timely resolution of issues affecting both Council and Ergon Energy Network/Energex projects, costs, timing or community outcomes - Better-informed decision-making that reflects both local ambitions and network realities - Improved consistency in language, expectations and communication across technical and community-facing matters - Improved ability to anticipate emerging issues and respond proactively - Ongoing engagement supports continuous improvement, responsiveness and stronger social licence over time - Councils and Ergon Energy Network/Energex are better able to work together on shared priorities, emerging issues and long-term opportunities

Ongoing engagement and collaboration

Ergon Energy Network/Energex engage with a broad range of stakeholders across industry, community and government to ensure our services are responsive, inclusive and aligned with Queensland's energy transition.

Local Councils are both customers and strategic partners, and our engagement with them is guided by the **principles in our Customer Strategy**, which sit at the heart of our Customer and Stakeholder Engagement Framework. We maintain dedicated channels for engagement with local Councils and their representative bodies. This includes:

- A continual partnership with the LGAQ, reinforcing sector-wide engagement and visibility across Queensland's local government landscape.
- Regular participation in Local Government Managers Australia (LGMA) forums, other meetings and strategic dialogue with Council executives and officers to support alignment and relationship development.
- Regular forums, briefings and project-specific engagement to ensure transparency and alignment, such as our Public Lighting Forum attended by local Councils and Department of Transport and Main Roads.

- Joint participation in planning and regulatory reform initiatives, including supporting the delivery of the recommendations of the Local Government Red Tape Reduction Taskforce, published in June 2025.
- Active membership in Local Disaster Management Groups (LDMGs), participating in planning, preparation, response, and recovery activities.
- Participation in local community disaster resilience and preparedness days and other community events in partnership with local Councils.

These communication and engagement channels improve visibility of recurring service issues, project delivery challenges and opportunities to strengthen performance reporting over time.

They support the shared activities and outcomes outlined in this Charter and provide opportunities for Councils and Ergon Energy Network/Energex to exchange information, identify emerging issues, improve service delivery and work together on matters that affect local communities.

Our shared vision

Working in partnership with local Councils, we aim to:

- Support sustainable growth through coordinated planning and infrastructure delivery
- Deliver safe, reliable and future-ready energy services that meet community needs
- Support economic development, housing supply and investment across Queensland
- Build resilient communities that are prepared for climate and disaster risks
- Improve transparency, coordination and shared understanding between Councils and Ergon Energy Network/Energex
- Reduce duplication and improve efficiency through collaboration and continuous improvement
- Strengthen community outcomes through effective engagement and shared decision-making



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