

RELAY

News for Electrical Contractors



Important changes from 1 July 2015

On 1 July 2015, some important changes will be introduced that may affect you and your customers. More information on these changes will be available at ergon.com.au from 1 July 2015 under 'Network', 'Connections' and 'New connections & connection alterations'.

These changes have been introduced through the new **National Energy Customer Framework (NECF)**. NECF is a set of national laws, rules and regulations developed under cooperative arrangements between the State and Australian Governments which aims to reduce regulatory red tape for the electricity industry to drive greater efficiencies and foster increased competition in the retail market.

Planned interruptions

Ergon Energy will now provide four business days notification for planned interruptions, up from two business days previously.

Apply on behalf of your customer

A connection application can be made and accepted by the customer, or by someone on behalf of the customer. Whoever makes the application becomes known as the 'connection applicant'. From 1 July 2015, you can call **13 74 66** to request a connection application for new metered connections and alterations. All other connection applications must be lodged at ergon.com.au.

If we receive a Form A, and our records show there is no connection establishment contract in place, we will contact the customer to initiate the connection application process.

Electrical Partners Portal

The introduction of the new electrical partners portal in September 2015 will simplify the connection application process. We'll be in contact with more information on the portal soon.

Connection Establishment Contracts

For any new connections to the network, or alterations to existing connections, including connections of micro-embedded generating units (solar PV systems, wind generation units, batteries etc.), a connection establishment contract will be entered into between the customer (or the agent acting on behalf of the customer) and the distributor to carry out these works.

Some of these connection services are known as basic connection services (for which the contract formation process can be accelerated). Other connection services require a negotiated process to form the contract.

Basic connection service

A basic connection service is a new connection or connection alteration requiring minimal or no augmentation (extension or upgrade) of the network. The basic connection services offered by Ergon Energy are set out in its “Model Standing Offers”, which are template contracts for those services.

There are three types of Model Standing Offers available:

- New metered connections and connection alterations
- Unmetered device connections
- Micro embedded generating (Micro-EG) unit connections

We will notify you within 10 business days of receiving the connection application as to whether the requested connection service is, or is not, a basic connection service.

If we are satisfied that the connection service applied for is a basic connection service, and the customer advises that the terms and conditions of the Model Standing Offer are acceptable, the customer may choose to expedite a basic connection service to speed up the process. The timeframes are condensed for an expedited basic connection service and the contract will come into effect from the date the application was made.

If the customer does not elect to proceed through the expedited process, we will, within 10 business days of receiving the application, send the customer (or the agent acting on behalf of the customer) a connection offer that is based on the terms of the relevant Model Standing Offer. The offer outlines the relevant terms and conditions, fees and the proposed date when we will commence the connection work. The offer must be accepted within 45 business days or it will lapse.

Negotiated connection

A negotiated connection applies either:

- When the connection service applied for is not a basic connection service (that is, when it requires more than minimal augmentation (extension or upgrade) to our network; or
- When it is a basic connection service but the applicant wants to negotiate the terms and conditions of the contract.

Under this negotiated process, Ergon Energy will use best endeavours to make a connection offer within 65 business days of receiving the connection application. The offer must be accepted within 20 business days or it will lapse. A fee to develop a negotiated offer may apply.

Network
general enquiries

13 74 66

7.00am - 6.30pm Monday to Friday

ergon.com.au

Faults only

13 22 96

24 hours a day,
7 days a week

Life-Threatening
Emergencies

000 (Triple zero)
or 13 16 70

24 hours a day, 7 days a week

Ergon Energy Corporation Limited ABN 50 087 646 062

