



FACT SHEET: Management of disputes – information for Major Customers

February 2014 – Version 1.0

Summary

Should a Major Customer have a disagreement or dispute with Ergon Energy that is unable to be efficiently resolved at Project Sponsor level, Ergon Energy's processes are generally to:

- follow the dispute resolution process under clause 8.2 of the NER to the extent practicable;
- if clause 8.2 does not apply, refer the dispute to the senior representatives of the parties for resolution, who have 10 business days from the date of such referral to resolve the dispute;
- if a dispute is not resolved, refer the dispute to an expert who:
 - has reasonable qualifications and commercial and practical experience in the area of the dispute;
 - has no interest or duty that conflicts or may conflict with his or her function as expert; and
 - is not be an employee, or former employee, of any of the parties, or any related body corporate of the parties;
- in the absence of a manifest error, the expert's decision will be valid and binding on the parties where the amount for a single event is less than \$250,000; and
- the costs of the expert and any advisers to the expert will be borne equally by the parties, unless the expert makes a determination to the contrary.

Glossary

Major Customer: In this Fact Sheet, refers to a person intending to submit an application to connect to Ergon Energy (for either a new connection or modification of an existing connection) where the acceptance of that application and completion of necessary works will result in that customer being classified by Ergon Energy as any of an ICC (Individually Calculated Customer), CAC (Connection Asset Customer) or EG (Embedded Generator) in accordance with Ergon Energy's pricing proposal available on the [Network Tariff](#) section of Ergon Energy's [website](#).

NER: National Electricity Rules: The National Electricity Rules under the *Electricity – National Scheme (Queensland) Act 1997* (Qld).

Project Sponsor: The Ergon Energy representative allocated to the particular Major Customer connection project.

Further Information

Major Customers may contact their Project Sponsor to obtain further specific information. Ergon Energy's contact details for escalation are:

Ergon Energy
Portfolio Manager Major Customers

P.O. Box 1090
Townsville QLD 4810
Telephone: 13 10 46