



Helping you with all you need to know: New Connections for Developers' Charter



1 October 2018

NETWORK

The New Connections for Developers' Charter is a formal commitment to the development industry across regional Queensland.

Ergon Energy's core purpose is to provide safe, reliable, efficient and sustainable energy solutions that support our customers and the Queensland economy. As part of this, we are committed to responding to our customers' expectations in the area of new electricity connections, and playing our part in powering economic growth, by making it easier to connect to Ergon Energy's 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 the New Connections for Developers' Charter?

The New Connections for 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 as a network connection service.

Who is this Charter for?

This charter is for real estate developers who undertake real estate developments such as urban or rural residential, commercial and industrial subdivisions and also:

- 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 is the electricity distributor for regional Queensland. We support developers in undertaking their own electricity infrastructure design and construction works. To enable developers and customers to connect to Ergon Energy's distribution network, we also provide network connection services.

For example, Ergon Energy designs and constructs network augmentation and connection works necessary to enable connection of the developer's works to Ergon Energy's network. Ergon Energy also provides auditing services for developer design and construction works, and testing and commissioning services to ensure the safe and reliable operation of the works upon connection to the distribution network.

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

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

Our service promises to you

Upon receipt of your initial formal enquiry, Ergon Energy will allocate to you a dedicated liaison person in the Customer Connection team to assist you in efficiently managing the progress of your real estate development.

Ergon Energy's Connection Policy and Price List for Alternative Control Services and other supporting information is available in the Developers' Toolkit at **ergon.com.au**.

For Developer Design and Construct projects, Ergon Energy will provide:

- within 25 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. This Contract will outline the conditions applicable to the connection of the works to Ergon Energy's network;
- regular updates on the status of Ergon Energy's works at agreed intervals;
- testing and commissioning of the developer's electrical works by the date agreed to at the offer and acceptance phase of the project.

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

Ergon Energy's responsibilities

Ergon Energy 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, Ergon Energy 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 Ergon Energy's works with the developers' works, Ergon Energy relies on timely and accurate information and work programs provided by developers.

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

Listening to your feedback

Ergon Energy is committed to working with developers to deliver the most cost-effective solutions for their electricity connection works of their developments to the distribution network. We are seeking to ensure a balanced social and economic outcome overall for Ergon Energy, our shareholding government, developers and electricity customers.

Ergon Energy hosts a stakeholder reference group of industry representatives to support this.

If you have any suggestions for improvements, we also welcome your feedback. Please do not hesitate to contact our Connections Solutions Manager on (07) 4931 1012 or email CCG@ergon.com.au.

Ergon Energy aims to provide effective issue resolution via the nominated responsible Connections Manager. However, we understand and acknowledge that at times our customers and developers may wish to appeal a decision or outcome associated with their new connection works. In such cases, customers or developers may request that the matter be escalated to the Connections Solutions Manager for review.

How to contact us

General enquiries

13 74 66

7.00am - 5.30pm, Mon to Fri

Faults only

13 22 96

24 hours a day, 7 days a week

Life-threatening emergencies only

Triple Zero (000) or 13 16 70

24 hours a day, 7 days a week

ergon.com.au

