



positive energy

**Accredited Service Provider - Electrical Contractor**

**Contestable Works - Accreditation Information Pack**

**Version: 4.0 - July 2021**

## Welcome – Information Pack for Electrical Contractors    Contestable Works Projects

Thank-you for your enquiry on becoming an Energex Accredited Service Provider.

This information pack is designed to provide your company with information on the accreditation process together with information on the roles and responsibilities of an ASP. The pack also provides information on what is classed as contestable work and what is classed as non-contestable work in the Energex distribution area.

This information pack is also a “training refresher” for existing accredited Electrical Contractors.

ASP’s are not permitted to tender their services to customers or clients for non-contestable work. ASP’s can only undertake contestable work, all non-contestable work is done only by Energex.

It is highly recommended that you also read the **Information Pack for ASP Design Consultants** so that your company will have an understanding of the working relationships between Energex, the developer, the design consultant and the electrical contractor.

The term “developer” refers to all parties undertaking contestable work projects and includes organisations such as land developers and property developers. The local council and the Department of Transport and Main Roads are also the “developer” when undertaking Rate 2 public lighting projects.

Should you have any questions on any of the items contained within this information pack, please send an email to [asprating@energyq.com.au](mailto:asprating@energyq.com.au) and a member of the evaluation team will contact your company to answer your questions.

The Energy Queensland Contestable Works Team

## Accredited Service Provider / Energex Contractors / Third Party Service Provider

- **Accredited Service Providers** are design consultants and electrical contractors who have been evaluated by Energex as having the required management systems, safe systems of work, processes and competencies to undertake Contestable Works:
  - (i) Design and construct new Energex assets (for third parties),
  - (ii) Design and construct upgrades to the existing Energex network (for third parties) to enable these new assets to be connected to the existing network.
- **Accredited Service Providers** are engaged by third party organisations such as developers, principle contractors working on land development, local councils, TMR, etc.
- **Accredited Service Providers** are not engaged directly by Energex.
- **Energex Contractors** who are engaged directly by Energex are required to be on a Preferred Contracting Panel (PCP) . Further information on the PCP and types of work available for authorised contractors is available from the Energy Queensland Strategic Procurement Group. A company does not have to be an Accredited Service Provider to tender to Energex for contracts as an Energex Contractor.
- **Authorised Service Providers** are companies authorised to undertake Shared Assets work for Third Parties who have their assets located on or located in the Energex Network. Further information on the qualification process for Shared Assets type work is available on the Energex Internet Website.

**This Information Pack only relates to Accredited Service Providers**

# Overview of Design Contestability and Construction Contestability

## Contestable Work

- In the Energex distribution area only Developer Design and Construct works associated with:
  - The design and construction of Subdivisions
  - The design and construction of Rate 2 Public Lighting
  - The design and construction of Large Customer Connectionsare classified as contestable works that are able to be designed by rated design consultants and constructed by rated electrical contractors.

## Non-Contestable Work

- In the Energex distribution area there is no design contestability or construction contestability for Customer Initiated Works (CIW) such as:
  - Customer connections to supply including connections to new customers in new subdivisions.
  - Network alterations / asset rearrangements.
  - Network extensions / customer supply upgrades.
  - Supply availability investigations / Single points of supply.
  - Conversion of overhead network assets to underground network assets.
  - Network alterations and upgrades required due to Micro Embedded Generation.
  - Pilot cable works / secondary systems works / protection systems, etc.
  - Transmission network alterations. I.e. 110kV and 132kV network assets.
  - Alteration of Rate 2 Public Lighting driven by works other than a local authority requirement for an upgrade to the lighting scheme for the benefit of the community.  
Eg: Relocation of a streetlight pole for a new driveway, civil works or building works.

All of the above items are non-contestable work done only by Energex.

## Construction Contestability for Subdivisions

- Includes all construction work to make electricity supply available to the lots in a subdivision.
- Includes “small lot subdivisions” such as one lot into two lots. (Eg: Mum and Dad developers)
- Includes community title subdivisions subject to compliance with applicable Energex standards.
- Includes Manufactured Home Parks subject to compliance with applicable Energex standards.
- Includes any \*ROL – Associated Early Works that are required as part of a subdivision project.
- Includes any Rate 2 public lighting associated with a subdivision - overhead and underground.
- Includes any Low Voltage works and 11kV works - overhead and underground.
- Includes any 33kV Overhead works only. 33kV Underground is non-contestable works.
- Includes all required upgrade works to the existing (energised) electricity distribution network.
- Subject to concept approval from Energex, developers may rearrange pilot cables, pole mounted reclosers (PMR's) and system voltage regulators (SVR's) within the area of works, however the final cutover of pilot cables and system programming of PMR's and SVR's is non-contestable work. Due to long lead times, these items need to be identified by the design consultant very early in the design phase of the project.
- Only includes works directly associated with the making of supply available to new lots and does not include works at an other location, even if conditioned by a local council development permit.  
Eg: An intersection upgrade some distance from the subdivision for increased traffic flows as conditioned by the local council's development approval. This is non-contestable work.

\*ROL = Reconfiguration of Lot.

## Construction Contestability for Rate 2 Public Lighting

- All construction work for Rate 2 public lighting not associated with a subdivision project driven by the requirement for an upgrade to the lighting scheme for the benefit of the community.
- Includes all works for both overhead and underground public lighting.
- Includes all upgrade works to the existing public lighting network.
- Includes public lighting works associated with roadworks being undertaken by a local council or the Department of Transport and Main Roads (TMR).

### Note 1

The relocation of existing HV and / or LV network assets for roadworks is classified as non-contestable work and is designed and constructed by Energex. The public lighting design package, prepared by the design consultant, has to be based on the Energex “Issued for Construction” worksplans for the network relocation works.

### Note 2

The installation of LV Points of Supply for public lighting projects is classified as non-contestable work, this being a network extension where there is no existing Point of Supply.

The exception to this rule is where LV network is being designed and constructed as an integral part of a subdivision project. It is the design consultant’s responsibility, early in the planning phase of the public lighting project, to identify and if necessary make application to Energex for the required network works to make a Point of Supply available for the proposed public lighting. Lead times apply to Energex works.



## Construction Contestability for Large Customer Connections.

- All construction work for electrical reticulation to make supply available to a customer with loads in excess of 1000kVA. Eg: Commercial and Industrial Substations / Chamber Substations.
- Includes 11kV works and LV works - overhead and underground.
- Includes works external to the substation, required to connect the substation to the existing network.
- Does not include asset re-arrangements, external to the substation, not directly associated with the upgrade for load. This is classified as non-contestable work and will be designed and constructed by Energex.
- Does not include secondary system protection relay programming, as this is non contestable work.

### LCC Construction Accreditation

- Prior to making an application to Energex for an LCC Construction Accreditation an electrical contractor must have successfully completed three subdivision projects in the previous 24 months which contain 11kV network alterations, switching, connection and commissioning of 11kV assets and LV assets.
- By their nature, LCC projects are commercially high risk complex projects that shall only be undertaken by an ASP with prior experience in all aspects of Energex Contestable works.

- The Energy Queensland Union Collective Agreement 2020 approved by the Fair Work Commission.
- Without limiting any discretion of Energy Queensland under the Rating Terms, an Accredited Service Provider who is allocated a ASP Rating must ensure that any individual the service provider engages (whether as an employee or as a contractor) to perform Core Work within the scope of the Work Category Specifications is paid no less in aggregate than the individual would have been paid had she or he performed the same work as an employee covered by the Enterprise Agreement.
- The Enterprise Agreement can be found on the Fair Work Commission website.
- Examples of core work activities in a contestable work project:
  - Replacement of an existing mains distribution pole to provide additional clearance on the new pole for the installation of an underground cable termination.
  - Relocation of an existing distribution pole to allow for a new entry road to a development.
  - Changing a crossarm or adjusting the height of a crossarm on an existing distribution pole.
  - Jointing onto an existing High Voltage underground cable.
  - Installation of a new pole transformer into the existing distribution network.
  - Terminating a Low Voltage cable into an existing Low Voltage pillar.
  - Terminating a new LV cable or a new HV cable into an existing padmount transformer.
  - Low Voltage switching, connection and commissioning of the new assets.



The following are examples of where it is not considered Core Work activity:

- Construction of a new overhead line.
- Construction of “greenfield” underground reticulation.
- Construction of “greenfield” Rate 2 public lighting.
- Installation of new assets that have not been gifted to Energex.

### Compliance

- A company seeking an ASP electrical contractor rating must show during the evaluation process that they have processes and systems in place to provide the correct rate of remuneration to staff whilst their staff will be undertaking any core work activities during a contestable work project.

*Note: Commercial in Confidence apply any items viewed by the Energex audit team.*

- Energex conducts audits on all rated electrical contractors to ensure that their staff are being paid at the correct rate of remuneration whilst they are undertaking any core work activities during a contestable work project.

*Note: Commercial in Confidence apply any items viewed by the Energex audit team.*

- The company submits an on-line enquiry form on the Energex website.
- The company will be contacted by telephone to discuss the enquiry.
- The company is sent the Accreditation Information Pack together with other information including the two evaluation forms, these being the BMS Evaluation Form and the Construction Capability Evaluation Form.
- The company submits to Energex for **desktop evaluation** their company's:
  - Business Management System documentation.
  - Construction Capability documentation.
  - Safe Systems of Work.
  - Safe Work Method Statements.
  - Construction Process Flowcharts.
  - Construction Audit Processes and Checklists.
  - Staff Competencies.
  - Authorised Persons Documentation.
  - Tools and Equipment.
- The company must achieve a “pass” and provide documented evidence for each of the questions contained within the two evaluation forms.
- The company must complete a desk top Network Switching Capability Test where the electrical contractor is required to demonstrate an understanding of the Energex distribution network and must successfully write a HV switching application, an LV switching application and a LV switching sheet. Switching training including LV sheet writing is available from EsiTrain at Rocklea.
- The company pays the application fee to Energex.

- Following successful completion of the desktop evaluation and the switching capability test, Energex then conducts an **on-site audit** at the electrical contractor's office or depot.
- The Energex audit team requires access into the company's records for staff induction and training, staff qualifications and competencies, project management systems, insurance certificates, sub-contractor engagement processes, audit processes, safe systems of work, etc. *Commercial in Confidence apply any items viewed by the Energex audit team.*
- All of the electrical contractor's tools and equipment being audited shall be available at the time of the on-site audit and where required all such items shall be "in test / calibrated".
- The electrical contractor's Business Management System "evaluation score" together with the Construction Capability "evaluation score" are combined to allocate a rating level to the applicant.
- New electrical contractors start by default within the "B" grade section of the ASP rating system.
- The ASP grading system for electrical contractors is from A0 (highest) to C14 (lowest).
  - A grade = A0 A1 A2 A3 A4
  - B grade = B5 B6 B7 B8 B9
  - C grade = C10 C11 C12 C13 C14
- ASP electrical contractors with multiple WCS's may have different rating levels.  
Eg: A contractor could be rated A3 for WCS2 and rated B7 for WCS37.

- Existing electrical contractors seeking an additional construction rating are subject to the full accreditation process including a review of their Business Management System, Construction Capability, Safe Systems of Work, processes, documentation, flowcharts, etc.

### **Note 1**

WCS 2 - Underground Electrical Construction includes all electrical works on HV, LV and SL underground cable terminations and associated bridging on overhead distribution poles.

Eg: The installation or alteration of cable terminations on poles, LV switching, connecting and commissioning.

### **Note 2**

Where an electrical contractor has not completed any contestable projects in a two year time period their rating will be made inactive and a re-rating process will be required to have the rating re-activated. For this re-rating process an appropriate fee will be charged for re-evaluation.

### **Note 3**

The documentation being submitted by the company for evaluation has to align with the types of work that will be performed under the relevant Work Category Specifications.

### **Note 4 - Travel Costs**

The electrical contractor is required to cover all costs of travel and accommodation for two Energex staff members should the on-site capability audit take place outside the Energex distribution area. This may involve airfares and an overnight stay (interstate or intrastate) for the two audit team members. These costs are in addition to the approved application fees.

## Electrical Contractor - Business Management Systems

- The electrical contractor needs to have internal company processes and flowcharts so that they can interface effectively with Energex during the construction phase of a project.
- The electrical contractor needs to have processes for interfacing with and when necessary requesting technical support from the design consultant who designed the works.
- The electrical contractor needs to have a construction compliance audit process for field auditing of the as constructed / completed works.
- The electrical contractor needs to have appropriate checklists to ensure that the completion package submitted to Energex is compliant with Energex Standards.
- The electrical contractor needs to have processes to deal with incoming alerts from Energex and dissemination to appropriate construction staff. Eg: Standards alerts, safety alerts, maintenance instructions, knowledge bases, Operational Updates, Network Connections TechAlerts, etc.
- The electrical contractor needs to have processes for ensure that staff maintain the necessary competencies to perform works on the Energex network.

### **Recommendation**

*It is highly recommended that the electrical contractor has a dedicated manual containing documents, procedures, forms, flowcharts, checklists, staff competencies, etc, specific to working on Energex contestable work projects.*

- Electrical contractors must have in their safe systems of work, documented procedures and Safe Work Method Statements for their staff to access the energised HV, LV and SL networks during construction works.
- The electrical contractor must have SWMS for working live on the LV network during switching, connecting and commissioning so as to minimise outages to customers as per \*WCS31.  
Eg: (i) Bridge In Live and connect a new section of LV overhead or underground LV network.  
(ii) Terminating a new LV cable into a transformer LV switchboard with an adjacent energised Combination Switch Fuse Unit.  
(iii) Break bridges and make bridges (LV Live Work) during switching activities.
- The electrical contractor must have SWMS for working in the vicinity of energised HV assets.  
Eg: (i) 700mm minimum clearance to bare live 11kV overhead mains when staff are installing an 11kV underground cable termination on a distribution pole.  
(ii) Terminating a new HV cable on an earthed Isolator at an 11kV Ring Main Unit whilst the other Isolators are closed and energised.
- The electrical contractor must have work instructions and procedures for SAHV and appropriate training for staff. Safe Access High Voltage when working under conditions of an Access Permit.  
Eg: The placement of HV Working Earths when bridging in and connecting new HV overhead mains or bridging in and connecting a new HV cable termination on a pole.
- \* Details of access to the relevant Energex Work Category Specifications will be provided in the ASP Application Pack.

- The electrical contractor must ensure that staff have undertaken the mandatory “Working Live on LV Open Wire” training and persons have been deemed competent to undertake this type of work.
- Energex does not provide an escorted entry service or safety observer for electrical contractors when they need to enter locked assets such as Padmount Transformers, Ring Main Units, C&I Indoor Substations, C&I Outdoor Substations, etc
- The electrical contractor must ensure that their staff are Authorised Persons so as to be able to hold an Energex S3 System Security Key for access to the Energex network.  
*Refer to Energex Form 3010 for more details on Authorised Persons.*
- The electrical contractor must ensure that all notification procedures for staff accessing HV assets shall be followed at all times. Telephone - 1300 748 343. Log In to the site and Log Out of the site.

### **Note 1**

There is no “work around” to the requirement for an electrical contractor's staff to work live on the Energex LV Network during switching, disconnection, connection and commissioning activities so as to minimise network outages to customers as per Work Category Specification WCS31.

Over 85% of Energex Contestable Works projects involve the electrical contractor working live on the Energex LV network. This is making and breaking of live connections on the Energex network.

### **Note 2**

Undertaking works on the Energex distribution network requires a different skill set, different processes and different procedures when compared with working on AS/NZS3000 type projects.



## Electrical Contractor – Staff Licences and Staff Competencies

- The electrical contractor must ensure that all construction staff hold the appropriate Electrical Work Licences for the classes of electrical work as detailed in the Queensland Electrical Safety Act and Regulations.
  - Electrical Fitter.
  - Electrical Mechanic.
  - Electrical Jointer.
  - Electrical Linesman.
- The electrical contractor must ensure all construction staff hold the appropriate competencies as listed in the respective Work Category Specifications (WCS's). Training for these competencies is available from EsiTrain at Rocklea or other Registered Training Organisations.
- The electrical contractor is responsible for having documented systems in place to ensure that any new (future) staff hold the correct class of Electrical Workers Licences and the appropriate competencies.
- The electrical contractor must hold a Queensland Electrical Contractor's licence.

- The electrical contractor is engaged by and paid by the developer for all developer design and construct projects. **Energex does not engage the services of the electrical contractor.**
- **Energex is not involved in the tendering process for contestable works in any way.** Depending upon the contractual arrangements with the developer, the design consultant may assist the developer with tendering.
- Energex requires the design consultant to act as the primary point of contact between all stakeholders in a subdivision, public lighting or large customer connection project.
- Energex does not normally talk to or liaise direct with the developer as all discussions go via the design consultant. Energex does reserve the right to include the developer in any correspondence should there be issues with the design, construction or safety of a project.
- The Energex contestable works team requires one point of contact with the electrical contractor for all email correspondence. The contestable works admin team will not send electronic correspondence to different offices of the electrical contractor in a situation where the contractor may have depots / offices in multiple locations.
- Energex does not provide a “pre-start” meeting for electrical contractors for Subdivision or Rate 2 streetlight projects. The electrical contractor commences work after Energex issues the Approval to Construct.
- Energex does provide a “pre-start” meeting for Large Customer Connection projects. The Energex Planning Officer, Energex Connections Officer, Energex Assessment Officer, Design Consultant, Electrical Contractor, Builder, and Civil Contractor shall be in attendance at the meeting.

- The electrical contractor is not permitted to make changes to the design of the project without referring these proposed changes back to the design consultant. The design consultant may need to liaise with Energex and / or other authorities regarding the proposed changes to the design.
- If Energex is requested by the design consultant or the electrical contractor to attend a site meeting to discuss or resolve issues on a project, the consultant and the contractor shall be in attendance.
- During the full life of the project, Energex requires the design consultant to provide ongoing engineering support to the electrical contractor.
- It is the responsibility of the design consultant to ensure that all approvals are in place, prior to commencement of the construction of the project.
- The electrical contractor is not permitted to commence construction of the works until the Supply Agreement is in place and Energex has issued the Approval to Construct to the design consultant and the electrical contractor.
- The fact that the worksplans may have an Energex project number does not indicate that Energex has accepted the worksplans from the design consultant and that the electrical contractor can commence construction of the works. Design consultants have a “block” of pre-allocated Energex project numbers for them to use on designs for contestable works projects.
- The electrical contractor shall construct the works using only Energex approved materials. These can be purchased from various electrical wholesalers and the Energex Distribution Centre.
- It may be necessary for the electrical contractor to liaise with and coordinate with other electrical contractors, when constructing adjacent projects.  
Eg: Timing of construction works, scheduling of network switchings, site access, etc.



## Electrical Contractor - Energex Standards, Manuals and Policies

- Australian Standard AS/NZS3000 “The Wiring Rules” does not apply to the Energex network.
- Electrical contractors need to have a good understanding of Energex’s construction standards, manuals and policies. The electrical contractor must ensure that all staff on site working on the project have immediate access to the relevant construction manuals.

Some examples are:

Public Lighting Construction Manual.

Underground Distribution Construction Manual

Underground Distribution Construction Policy Manual

Overhead Construction Manual.

Network Labelling and Signage Manual.

Distribution Earthing Manual.

Resource Estimation Guide.

As Constructed Worksplan Standard.

Commercial and Industrial Substations Manual.

Network Outage Guidelines.

## Electrical Contractor - Energex Non-Standard Approval Requests During Construction.

- **ENSAR** = Energex Non Standard Approval Request. (RFI's / Construction Issues)
- The electrical contractor is not permitted to make changes to the design of the project without referring these proposed changes back to the design consultant.
- Electrical contractors do not come direct to Energex with construction issues on the project. These shall always, in the first instance, be referred to the design consultant. The design consultant may need to refer these issues to Energex.
- The design consultant is responsible for providing engineer support to the electrical contractor and answering all ENSAR's from the electrical contractor in a timely manner.
- The design consultant does have some authority to issue approvals for shallow conduits.
- The design consultants do not have the authority to issue approvals for "out of alignments" and it is necessary for the consultant to obtain approval for the "out of alignment" from both Energex and other authorities such as the local council or DTMR.
- On some occasions, it may be necessary for the design consultant to have the RPEQ re-certify the changes to the workplans.

Saying "**no**" to the electrical contractor's client

- There will be times when it is necessary for the electrical contractor to say "**no**" to their client (the developer or principle contractor on a project) when the developer or principle contractor requests or proposes something that does not comply with Energex's Standards or Policy. In the first instance these matters shall be referred to the design consultant who in turn may need to refer these matters to Energex for the appropriate response.

## Connection to Supply of Contestable Work Projects - High Voltage Slide 1 of 2

- For High Voltage connection works, the electrical contractor submits the HV switching application direct to the Energex Contestable Works Team.
- The Energex commissioning coordinator in the local Energex hub area is the point of contact for the electrical contractor regarding the issuing of the HV construction authority, HV network switching, HV access permits, generator resources, HV cable spiking, HV level 2 cable tests, HV Live Line resources, Final Product audits.
- The electrical contractor undertakes all customer outage notifications in accordance with the network outage guidelines. Eg: A letter box drop to all customers that are to be affected by the planned network outage. Financial penalties apply for incorrect notifications to customers. Contractors need to be aware of any *Life Support Customers* in the planned outage area.
- Energex switches, isolates and places the operator earths on the HV network, this may include any HV Live Line activities. The ASP electrical contractor does not switch the HV network or undertake HV Live Line activities.
- During the HV switching activities by Energex there will be interaction between the electrical contractor's construction crews and the Energex switching crews.
- Energex issues a HV Access Permit to the principle ASP Electrical Contractor who then completes the required construction works to connect the new assets to the existing HV network.
- Following completion of the HV connection works by the electrical contractor, the HV Access Permit is surrendered to Energex.
- Energex removes the operator earths, switches the HV network and commissions the new HV assets, as built by the electrical contractor.

- For Low Voltage and Street Light connection works, the electrical contractor logs into the Energex AMS (Application Management System) and enters the switching application, switching sheet and geographic schematic diagram. A copy of the above items is also sent to the Energex contestable works team.

**Note** The Energex AMS system is not the Energex On-Line Portal used by electrical contractors for Electronic Work Requests for the connection to supply of AS/NZS3000 projects.

- The electrical contractor undertakes all customer outage notifications in accordance with the network outage guidelines. Eg: A letter box drop to customers that are to be affected by the planned network outage. Financial penalties apply for incorrect notifications to customers. Contractors need to be aware of any Life Support Customers in the planned outage area.
- The electrical contractor switches the LV network and or the Rate 2 public lighting network.  
**Note** Energex does not switch, make connections or commission the LV network or the Rate 2 Public Lighting network, this is the role and responsibility of the ASP Electrical Contractor.
- The above item includes any LV Live Work by the electrical contractor to break bridges / make bridges during switching activities and Live LV Work activities to connect the new LV or SL assets to the existing network.
- **Most Important**
  - Over 85% of Energex contestable works projects involve the accredited electrical contractor working live on the Energex LV network to minimise outages to customers as per Work Category Specification WCS31.
  - Energex does not provide on-site safety observers or on-site supervisors whilst the accredited electrical contractor is conducting LV Live Work activities on the Energex network.



## Contestable Work Projects – Contractor Construction Audit and Completion Package

- At the completion of the construction and commissioning of the works, the electrical contractor conducts their own compliance audit on the as constructed works. The electrical contractor rectifies any defects as found during their compliance audit.
- The electrical contractor submits the completion package for all works direct to the Energex contestable works team. Time frames apply to the submission of the completion package following commissioning of the new assets.
- The Certificate of Completion, plus all other mandatory documentation must be included in the completion package sent from the electrical contractor to Energex.
- Electrical contractors do not send the completion package to their client (developer).
- Electrical contractors do not send the completion package to the design consultant although some consultants may require a copy of the completion package as part of their business management systems.

## Contestable Work Projects - Energex's Final Product Compliance Audit

- On contestable work projects, Energex conducts a final product compliance audit after Energex receives the completion package from the electrical contractor.  
I.e. The Energex final product audit (Energex audit of the constructed works) is undertaken after the assets have been connected and commissioned by the electrical contractor.
- Energex reserves the right to undertake random compliance audits at any time during the construction of a project.
- On some special high level prestige projects, such concrete cable pit and duct systems, Energex may, by special pre-arrangement, conduct progressive audits on the construction of the works.

### **Note 1**

If there are construction defects on a project at the time of the Energex final product compliance audit, these defects are rectified by the electrical contractor.

### **Note 2**

If there are design defects on a project at the time of the Energex final product compliance audit, these defects are rectified by the design consultant. It is not the responsibility of the electrical contractor to rectify design defects, however it is expected that the electrical contractor will notify the design consultant of design defects found during the construction of the project.

## Contestable Work Project - Project Closure and Defect Warranty

- The project will not be finalised and the Certificate of Acceptance will not be issued by Energex to the design consultant and the electrical contractor until all defects on the project have been rectified.
- On subdivision projects, the developer's bond (if the project is bonded) will not be refunded to the developer until after Energex has issued the Certificate of Acceptance. Depending upon the size and scope of the project, these bonds can be tens or hundreds of thousands of dollars.
- The Certificate of Acceptance is the document where Energex takes ownership of the as constructed assets.
- The electrical contractor warrants all works to be from construction defects for a period of two years from the date of receipt of the Certificate of Acceptance from Energex.

## Contestable Work Projects - Energex Process Audits

- Process audits are a compliance audit separate from the final product compliance audit.
- Process audits are random with no prior notification being provided to the electrical contractor as to when and on which project a process audit will take place. The first awareness an electrical contractor will have of a process audit being actioned is when the Energex auditor arrives on site.
- These audits take place on the day of access to the network by the electrical contractor. This being when there is a planned HV switching or a planned LV switching.
- Process audits are undertaken by Energex to ensure that the electrical contractor has the correct processes and safety systems in place and is utilising said systems whilst the electrical contractor is accessing and working on the existing commissioned network.
- Typical items subject to a process audit include, but are not limited to:
  - Site set-up including any traffic control, pedestrian control.
  - Correct tools. The correct tools are being used for the work.
  - Test equipment. All test equipment is “in calibration” and “in test”.
  - Staff licences. Staff on site have the appropriate electrical work licenses.
  - Staff competencies. Staff on site have the appropriate competencies for the tasks.
  - Safety equipment including PPE. All safety equipment is “in date” and “not expired”.
  - Staff have on-site immediate access to documentation, MSDS, SWMS, Manuals, etc.
  - Site specific risk assessment related to the works.
  - LV Switching Sheets.

## Contestable Work Projects - Audit Results

- Energex final product audit results are entered into the ASP rating database and these audit results will make the electrical contractors level “go up” or “go down” in the grading system. Contractors rating “scores” are allocated quarterly by the ASP database between A0 (highest) to C14 (lowest).
- Energex process audit results are also entered into ASP Database.

### **Note 1**

In the event that a high risk non-conformance is identified in any audit, or at any time during the project, the electrical contractor will be required to conduct an investigation and prepare a report for the Energy Queensland Contestable Works Manager. Generally this investigation and report must be actioned within five business days. Following this report there will be a non-conformance meeting between Energy Queensland and the electrical contractor.

## Developer - Fees and Charges

- As per the terms of Subdivision Electricity Supply Agreement or the Public Lighting Supply Agreement with Energex, the developer is responsible for paying:
  - All network switching costs.
  - Final product audit costs.
  - HV Live Line activity costs (if applicable).
  - Generator costs (if applicable).
  - Cable ID and Spike costs (if applicable).
  - Level 2 Cables Test costs (if applicable).
- The developer is responsible for providing the refundable security guarantee bond for a project.
- If required, and in accordance with the terms of the supply agreement, Energex may require additional switching fees or field audit fees. If so, the requirement for additional fees will be notified to the design consultant prior to Energex invoicing the developer.

## Electrical Contractor - Customer Complaints / Ministerial's / RTI requests.

- Customer complaints regarding contestable work projects will be forwarded to the design consultant for investigation. The consultant has to investigate and respond to Energex in a timely manner, usually within a maximum of three working days. The consultant will be in contact with the electrical contractor during this investigation.
- “Ministerials” require an immediate investigation and immediate answer, usually within four working hours. The design consultant and the electrical contractor have to investigate the matter and immediately respond in writing to Energex.
- Energex is a government owned corporation and subject to the Right to Information Legislation and the Public Records Act and Regulations. All correspondence, documents, workplans, photographs, etc received from and sent to the electrical contractor are retained on file and are subject to this legislation.



## Further Information.

Thankyou for reading this Information Pack.

Should you have any questions on any of the items contained within this information pack, please send an email to [asprating@energyq.com.au](mailto:asprating@energyq.com.au)

A member of the evaluation team will contact your company to answer your questions.



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