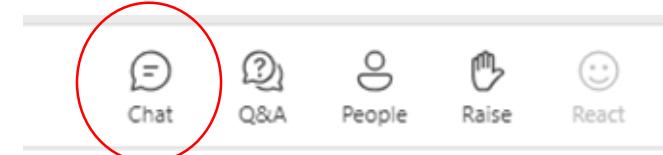


# Energy Academy 2025



# Energy Academy 2025 Webinar reminders

- Length – 90 minutes
- Feel free to ask questions throughout the presentation in the chat. Our Subject Matter Experts (SMEs) will reply directly to you
- This session is recorded so if you need to post **private contact information** (phone number, email address or EWR number) Let our SMEs know and they will open a private chat with you. An SME will Thumbs Up your message when they are preparing a response
- At the end of each presentation there will be an opportunity for questions. Access to the chat can be found in the menu along the top of the screen.



# Acknowledgement of Country



Energy Queensland acknowledges the First Peoples of this Nation and their ongoing cultural and spiritual connection to the land, waters and communities in which we live, work and play.

We pay respects to Elders past and present as they are the custodians of sacred stories, traditions and culture of First Nations peoples, we are grateful for their guidance, wisdom and leadership.

We also acknowledge the Country beneath our electricity network, and that it was, and always will be, traditional Aboriginal and Torres Strait Islander land and waters.

# Agenda

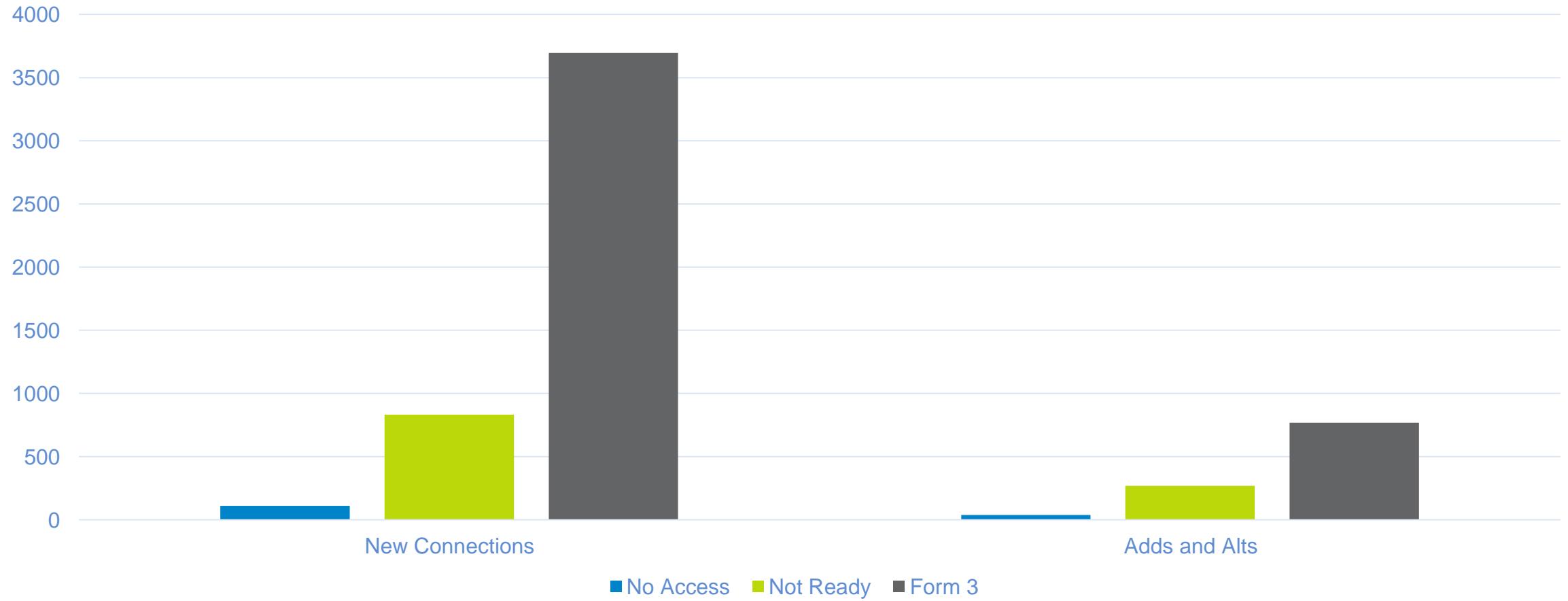
Topic	Presenter	Time
<b>Getting Connected</b>	Connaugh Gould Craig Matthews	10 minutes
<b>Authorised Person (Electrical)</b>	Jim McNall	5 minutes
<b>Dynamic Connections</b>	Lisa Spaccatore Waqar Butt	15 Minutes
<b>Compliant Connection Applications</b>	Tim Zemek	10 minutes
<b>Emergency Backstop</b>	Ajith Piyaratne Robbie Knox Candice Horig Waqar Butt	10 minutes
<b>Accredited Service Providers refresher session</b>	Jason Farrell Sam Pocock	15 minutes
<b>Timely Completion of Customer Service Orders and Meter Isolation Links</b>	Greg Lukin Tahnee Murray	5 minutes

# Getting Connected

What's stopping your connection- top 3 reasons we cannot connect on the first visit.

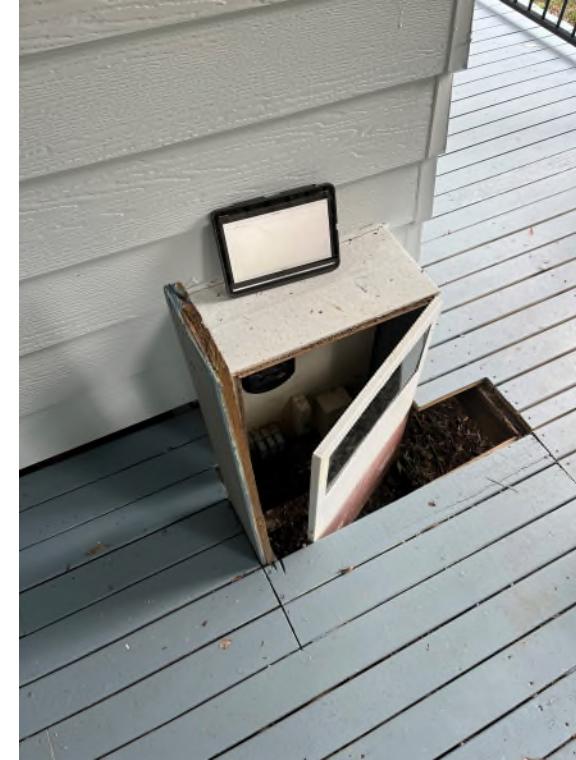


# Top 3



# No Access

QECM v4  
9.6 Provision of  
access to meter  
board



# Not ready

Section 5 of the  
electrical work  
request



# Not ready – Network Alteration Required

## Section 5 of the electrical work request

<b>Metering Details</b>	<b>Service Details</b>
Meter Location <input type="radio"/> Outside <input type="radio"/> Inside <a href="#">?</a>	Total No. of Phases Required <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <a href="#">?</a>
Is the Meter or <input type="radio"/> Yes <input checked="" type="radio"/> No Switchboard location changing as part of this work?	Max Demand (Amps/Phase) <input type="text"/> <a href="#">?</a>
Main Switchboard Location <input type="radio"/> Outside <input type="radio"/> Inside <a href="#">?</a>	Cable Size (mm <sup>2</sup> ) <input type="text"/>
Direction to access main switchboard Provide extra information about the location of the main switchboard. Maximum 40 characters. <input type="text"/>	
Pole/Pillar No. <input type="text"/>	

If the network supply to the premises is not adequate for your work request you **MUST** create a Supply Availability Enquiry through the New Connect menu option.

Your work request will not be actioned until the network can supply the power / phases you require.

Pole/Pillar No.

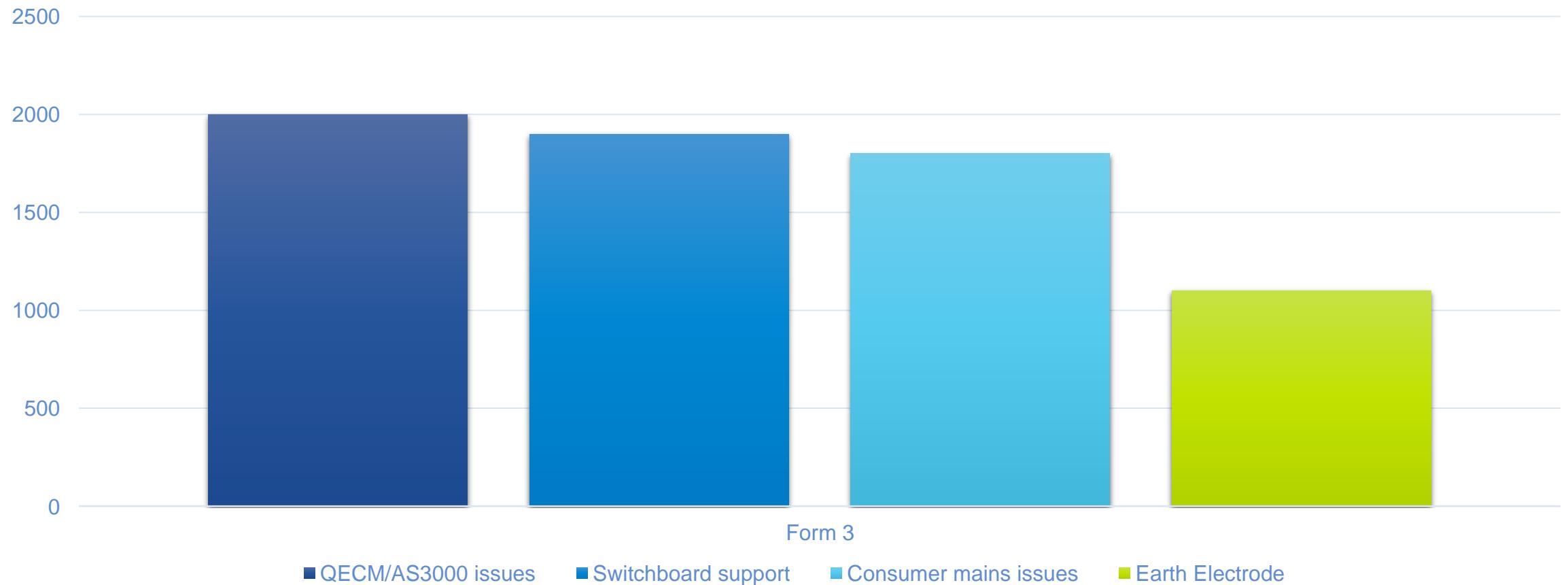
Supply Type  Overhead  Underground

Property Pole  Yes  No

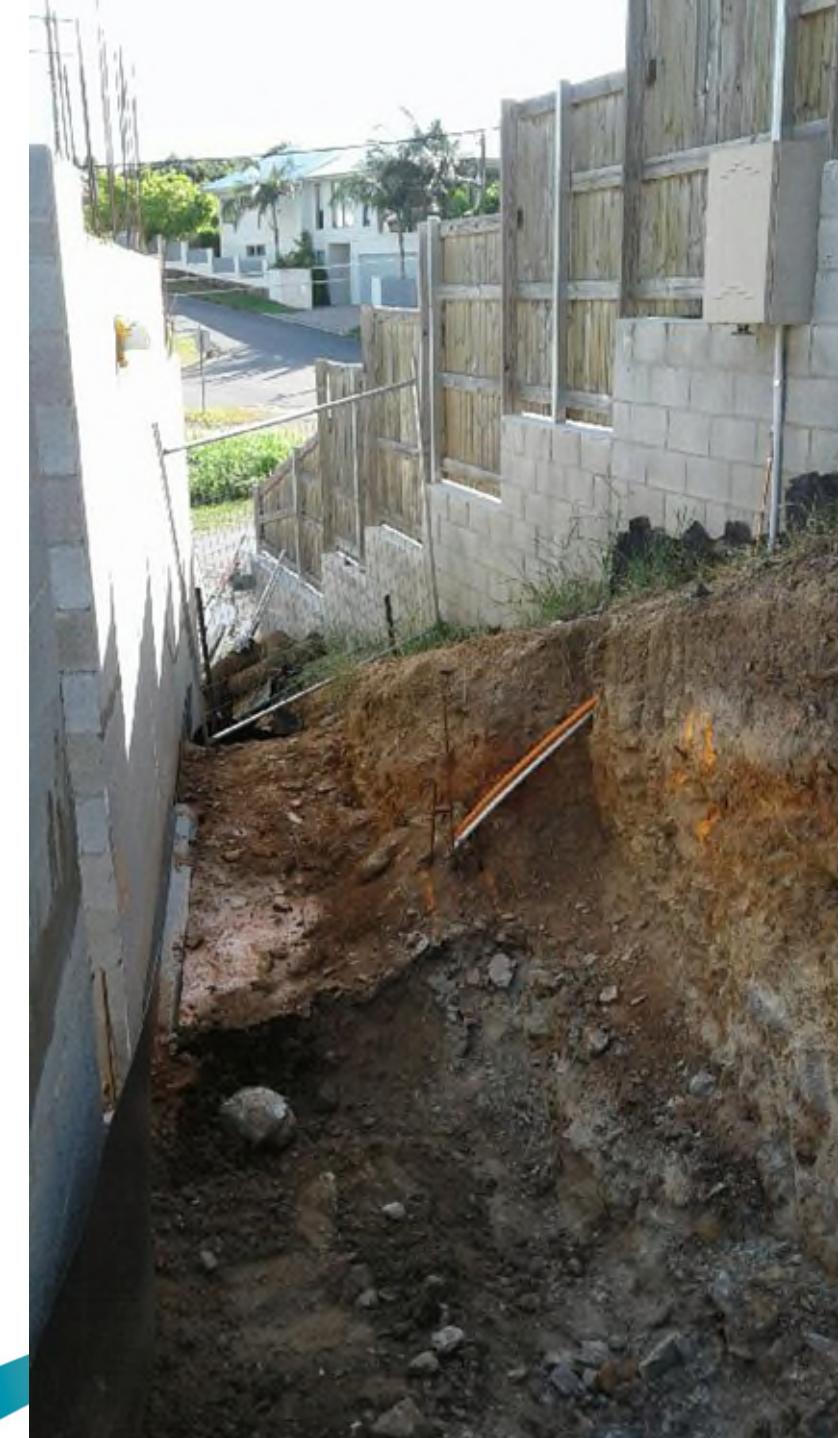
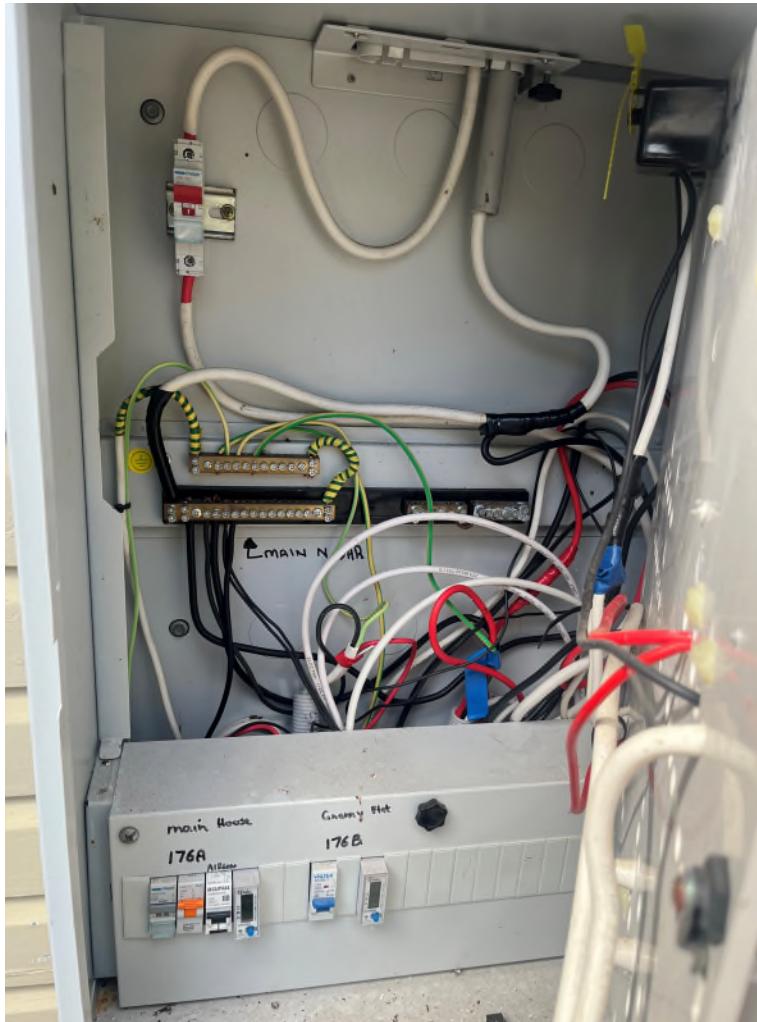
Do you anticipate traffic control will be required to carry out request?

Yes  No

# Top Form 3 defect categories



# Form 3 defects



# Questions?

# Authorised Persons (Electrical) Update



# Why do I have to be an Authorised Person?

## What the rules say:

- The [Electrical Safety Regulation 2013](#) (Qld) mandates that no person, plant or thing at the workplace can come within an unsafe distance of an overhead or underground electric line.
- A person comes within an unsafe distance of an overhead electric line if they are within the exclusion zone.
- The exclusion zone for a person, operating plant or vehicle for an overhead electric line, means the distance from the line stated in schedule 2 of the *Electrical Safety Regulation 2013* (Qld).
- The exclusion zones vary depending on the type of authorisation:
  - Authorised Person (Electrical)
  - Authorised Person (Non-Electrical)
  - Instructed Person
  - Untrained Person.

## Authorised Person (Electrical)

### Who they are:

An Authorised Person (Electrical) means a person who:

- must have a Queensland Electrical Mechanic Licence,
- has enough technical knowledge and experience to do work that involves contact with, or being near to, the electric line, and
- has been approved by the person in control of the electric line (Ergon Energy Network and/or Energex) to do work that involves contact with, or being near to, the electric line, or is authorised to act for the person in control of the electric line.

They're permitted (where approved) to work closer to our electric lines due to their knowledge and competencies (refer [Electrical Safety Code of Practice 2020 Working Near Overhead and Underground Electric Lines](#) Appendix B Exclusion Zones for Overhead Electric Lines).

### Rules they must follow

An Authorised Person (Electrical) must:

- comply with their duties and obligations under the Electrical Safety Act 2002 (Qld) including electrical safety duties under section 30 and 39,
- comply with their duties and obligations under the Electrical Safety Regulation 2013 (Qld) including under sections 68, 69 and schedule 2 relating to working near electric lines,
- comply with all conditions stated in their Authorised Person approval letter,
- comply with the Electrical Safety Code of Practice 2020 Working Near Overhead and Underground Electric Lines, and
- use tools and checks that comply with Sections 14 and 15 of the Electrical Safety Regulation 2013 (Qld) to confirm isolation of the premises and ensure the power isn't inadvertently turned back on.

# What can I do as an Authorised Person?

## What they are allowed to do

Authorised Person (Electrical) can:

- work on or near the point of attachment of the Distributor's termination (where an electric line connects to a premises),
- remove and replace service fuses on low voltage (LV) service lines to isolate electricity safely,
- isolate a premises service line at a pillar or pole by removing a fuse wedge safely, and
- act as a Safety Observer when trained, to watch work near electric lines.
- If the fuse or circuit breaker is not accessible, they must contact us to arrange Upstream Isolation or to arrange for a Safety Advice to remove the exclusion zone around the LV service line.

## What they cannot do

An Authorised Person (Electrical) cannot:

- confirm the insulation properties of our electric lines,
- work on our equipment or power lines unless they have specific permission,
- replace a blown LV service fuse after loss of power to a premises,
- replace a LV service fuse that we have removed,
- change, remove or relocate our overhead LV service line or pillar connections.
- perform LV isolation or unauthorised works within our locked assets, and
- climb or work on our power poles or electricity network assets.

## Customer requested switching (upstream isolation) form

Use this form to organise upstream isolation or customer requested switching, or to find out more information about the requirements.

[Go to online form](#)

Authorised Persons and others must ensure they comply with their duties and obligations under the [Electrical Safety Act 2002](#) (Qld) and the [Electrical Safety Regulation 2013](#) (Qld).

# How do I apply to become an Authorised Person?

## Check knowledge and experience

Before applying, make sure you have the required technical knowledge and experience to do the work. This includes:

- Being able to demonstrate how to work safely near electric line
- Understanding the [Electrical Safety Code of Practice 2020 for Working Near Overhead and Underground Electrical Lines](#) and [Electrical Safety Code of Practice for Managing Electrical Risks in the Workplace 2021](#)
- Knowing the difference between **low voltage** and **high voltage** lines and how to determine the voltage
- Distinguishing insulated lines from uninsulated lines
- Understanding the causes and risks of electric lines being damaged
- Demonstrating how to implement a safe system of work
- Understanding safe distances and exclusion zones
- Knowing what to do in an emergency.

# How do I apply to become an Authorised Person?

## Complete required training

To ensure applicants have the technical skills needed to be an Authorised Person, you must have completed the relevant training so you can attach your **Training Completion Certificate** to the online application form.

### For Authorised Person (Electrical or Non-Electrical)

All applicants must have completed at least **one** of these approved courses:

- [1656 - Introduction to Electrical Network Infrastructure for Authorised Persons \(T0911\)](#) training course through Esitrain or one of our approved [licence agreement holders](#), or
- [T0838 / aXc 1009 - Working Safely On or Near Electrical Network Infrastructure in QLD \(Contractors\)](#), or
- [UETDREL006 - Work Safely in the Vicinity of Live Electrical Apparatus as a Non-electrical Worker](#) and the completion of the online course [T0790 / aXc 1027- Introduction to QLD Legislation and Codes of Practice](#).

### For Authorised Person (Electrical) only

An Electrical Contractor, or a person who holds an Electrical Mechanic Licence and is performing work on behalf of a licenced Electrical Contractor, or a person with an Electrical Mechanic Licence who is doing work for themselves or a relative at a premises owned or occupied by the person or relative, can complete this online awareness course (instead of one of the courses above):

- [Perform Upstream Isolation Utilising Low Voltage Service Fuses as an Authorised Person \(Electrical\)](#)

Online Awareness course for Electricians to become an Authorised Person (Electrical)

Before applying to be an Authorised Person (Electrical) to work on our network, we recommend you complete the online awareness course "Perform Upstream Isolation Utilising Low Voltage Service Fuses as an Authorised Person (Electrical)".

[Start course now](#)



# How do I apply to become an Authorised Person?



**Acknowledgement:** This course is developed and delivered by Ergon Energy Corporation Limited / Energex Limited.

**Make sure the details are correct because the certificate will be emailed as soon as you submit it.  
Put date in format of: dd/mm/yyyy**

## Quiz and Certificate of Attendance

Complete the quiz below and, if you achieve a satisfactory outcome (100%), you will then be able to request a Certificate of Attendance for this course.

For the Certificate of Attendance to be correctly generated and emailed, you will be required to submit:

- Your name (first name and last name is required)
- Your correct email address
- The date you completed the course

**NOTE:** For this course, your Certificate of Attendance will be sent from the Authorised Person (EnergyQ) email address and not Esitrain.



# How do I apply to become an Authorised Person?

## Submit application online

Submit our online [Authorised Person request form](#), making sure to attach your **Training Completion Certificate**.

**Please note:** Make sure the details are correct, name on certificate and application matches electrical licence, licence details correct, etc.

If you are performing work for yourself or a relative at a premises owned or occupied by yourself or a relative, please use your own details as the business contact.

## Approval and renewal

We will provide written approval for the Authorised Person, which is **valid for 12 months** (temporary timeframe under review).

**Please note:** Approval is only valid while the Authorised Person remains with the employer for which the application was approved.

## Compliance & Safety

Under the [Electrical Safety Act 2002](#) (Qld), a person conducting a business or undertaking (including an employer or self-employed person) must ensure the person's business or undertaking is conducted in a way that is electrically safe.

This includes:

- ensuring that all electrical equipment used in the conduct of the person's business or undertaking is electrically safe, and
- if the person's business or undertaking includes the performance of electrical work, ensuring the electrical safety of all persons and property likely to be affected by the electrical work, and
- if the person's business or undertaking includes the performance of work, whether or not electrical work, involving contact with, or being near to, exposed parts, ensuring persons performing the work are electrically safe.

## System keys

Becoming an 'Authorised Person' does not automatically qualify the person to receive a system key. Only Authorised Persons as defined under the [Electrical Safety Regulation 2013](#) (Qld), that are engaged as an Energy Queensland Supplier or an Accredited Service Provider under the applicable Work Category Specification, are able to apply to receive a system key to access our assets.

# What else do I need to know?

## Energex and Ergon Energy Network

Authorised Person approval is for both areas now.

## Need help with Safety Advice?

If you're not sure you can meet your obligations under the [Electrical Safety Regulation 2013](#) (Qld), contact us for Safety Advice. We can help with:

- Turning off power (de-energising lines)
- Moving lines
- Putting lines underground
- Adding insulated barriers or warning signs at your worksite.

Costs may apply for services.

## How to arrange Safety Advice

If your risk assessment shows your works **cannot adhere to exclusion zones** from the electric lines, you must:

- Request **written Safety Advice** from us before starting work – use our online [Safety Advice request form](#)
- Maintain exclusion zones until you receive our written Safety Advice.

# Questions?

# New Basic Dynamic Model Standing Offer (MSO)

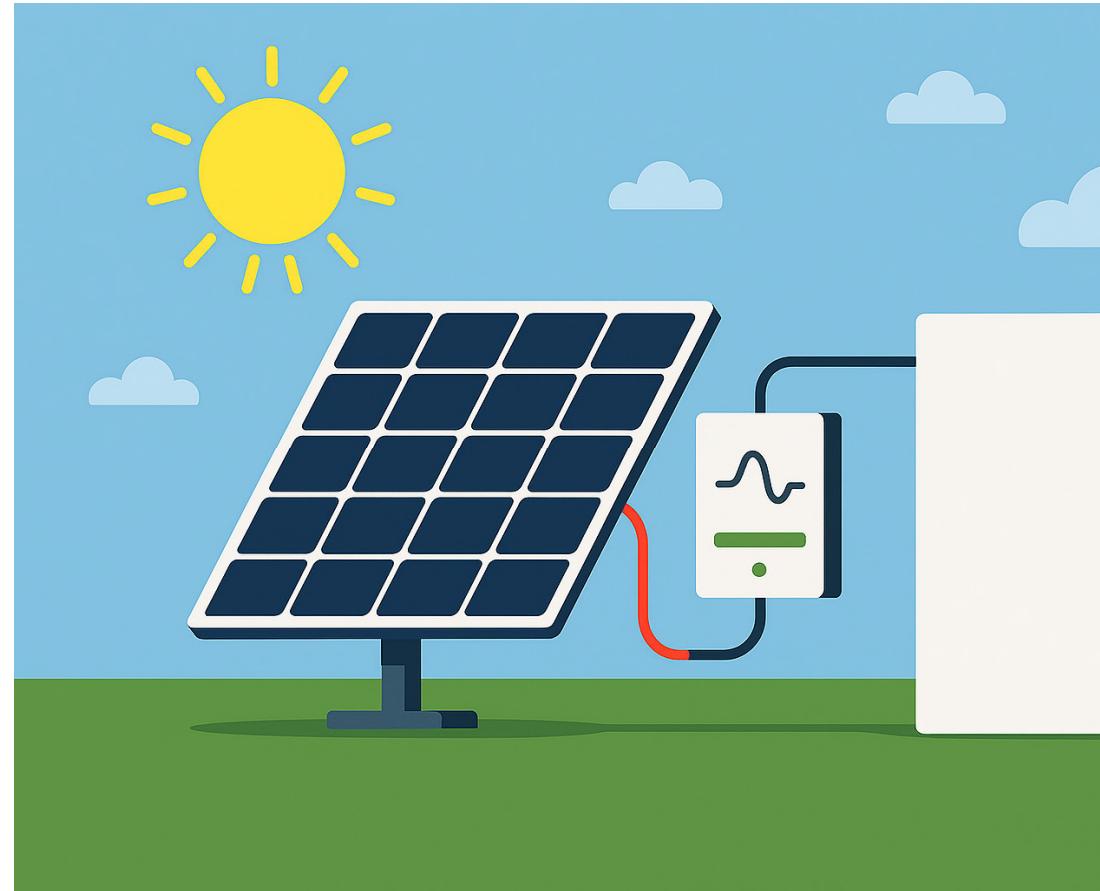


## Coming Mid-2026: Smarter Solar Connections

### The Basic Dynamic MSO

Ergon Energy Network and Energex are introducing a new connection offer option for customers to connect their small inverter energy systems (IES) up to 30 kVA to the electricity network.

While dynamic connection offers have been available for the past 3 years as a negotiated offer, we will now offer our customers a Basic Dynamic Model Standing Offer (MSO).



# What's new?

Model Standing Offer	What customers need to know	Technical information for Solar Installers and Electrical Contractors
Basic Dynamic MSO (new)	<p>No connection application fee.</p> <p>No network upgrades required.</p> <p>Premises is directly connected to the electricity network.</p> <p>System can operate dynamically or has a compliant Home Energy Management System.</p> <p>Export more energy: variable limit up to 10 kW per phase.</p> <p>Guaranteed minimum export: 1.5 kW.</p> <p>Larger systems allowed on single phase connected premises without needing a 3-phase connection upgrade.</p> <p>Import limits apply for batteries and EV chargers.</p>	<p>Default export limit: 1.5 kW per phase.</p> <p>Variable export limit: up to 10 kW per phase.</p> <p>Single-phase: up to 20 kVA total (10 kVA solar + 10 kVA battery).</p> <p>Hybrid inverter rule: combined solar + battery inverter capacity must not exceed 10 kVA.</p> <p>Import limits prescribed by technical standards.</p>

# What's changing

- From mid-2026, Ergon Energy Network and Energex are proposing a new basic connection option for customers who are installing, replacing or upgrading small inverter energy systems (0-30 kVA):
- We will **only reduce export when the network requires it** – never arbitrarily.

Note: Ergon Energy Network and Energex are *unable to offer Dynamic Connections on SWER as a Basic Service at this stage*.

*Due to the nature of the SWER lines there are additional engineering checks required for the safe and reliable operation of the network. Without the additional checks the upper limit for a dynamic connection of SWER would have the same limit as the static connection, i.e. 2 kW.*

# Key Benefits for your Customers



**Export more solar when networks allow** – Customers can feed excess solar generation back to the grid (up to 10 kW per phase) during periods of high network capacity.



**Faster approvals and simpler process** – Streamlined application procedures mean quicker turnaround times and less paperwork for ECs and customers.



**Install larger systems without three phase upgrades** – Single phase premises can now accommodate bigger solar and battery systems (up to 20 kVA) without electrical service upgrades.



**No application fees** – Zero upfront fees for connection applications.

# How to apply for a Basic Dynamic Connection offer?

- Solar installers or electrical contractors can apply on a customers' behalf via the **Electrical Partners Portal**.
- Where eligible, receive a basic dynamic connection offer within 10 business days.
- Customers should register their dynamic system via our **Customer Self Service Portal** to maximise the benefits a Dynamic connection can offer.



# Ready for Mid-2026



What happens next?



The basic dynamic MSO for small inverter energy systems (0-30 kVA) will launch mid-2026 (pending AER approval)



We will provide comprehensive training and information so that you are well prepared



Keep informed through the electrical partner alert and information through peak industry associations



# Questions?

**Dynamic Connections**



**Capacity Maps**



**Sign up to installer alerts**



# What Does a Compliant Application look like?

Presenter: Tim Zemek



# Why are Compliant Applications Important

Helps assess applications to meet customer project needs

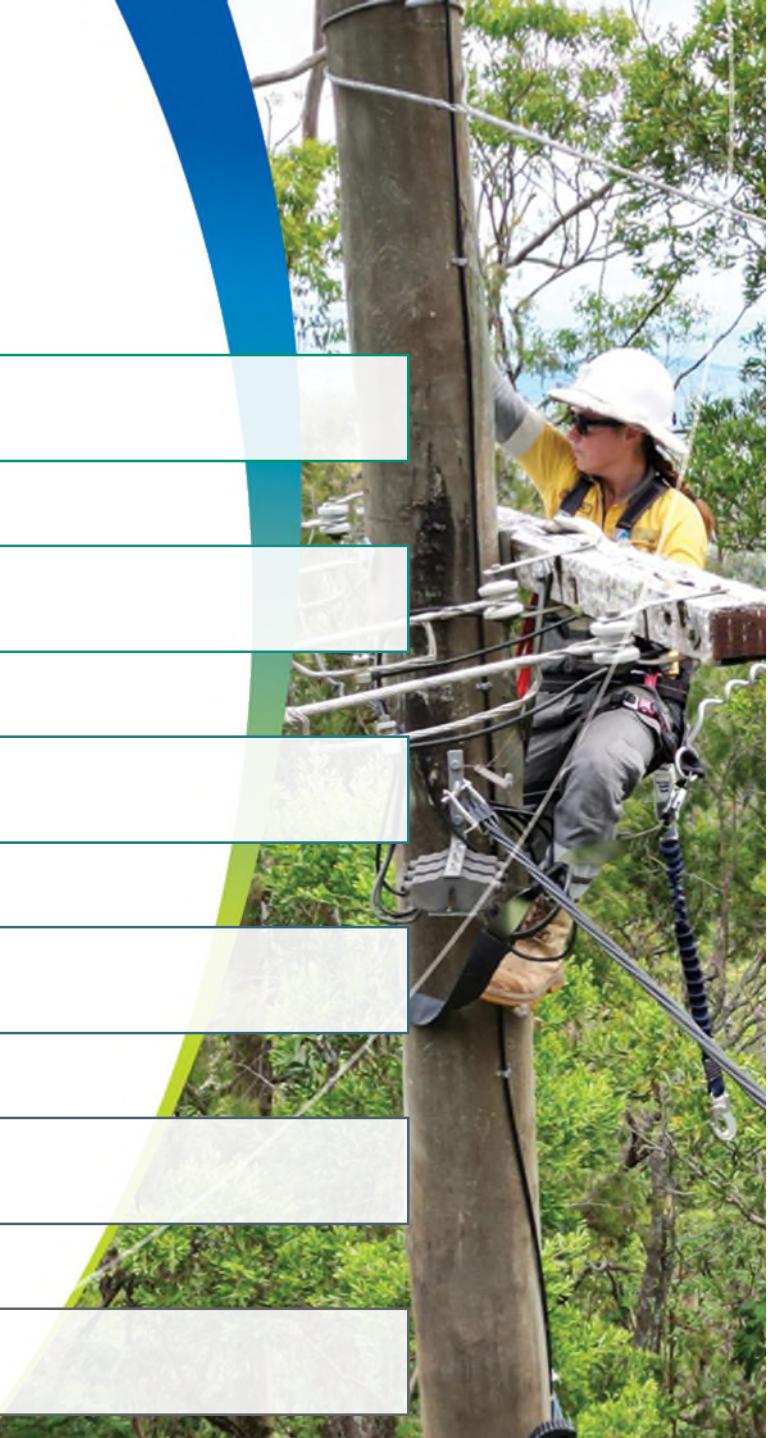
Appropriate categorisation & fee setting

Faster processing and assessment times

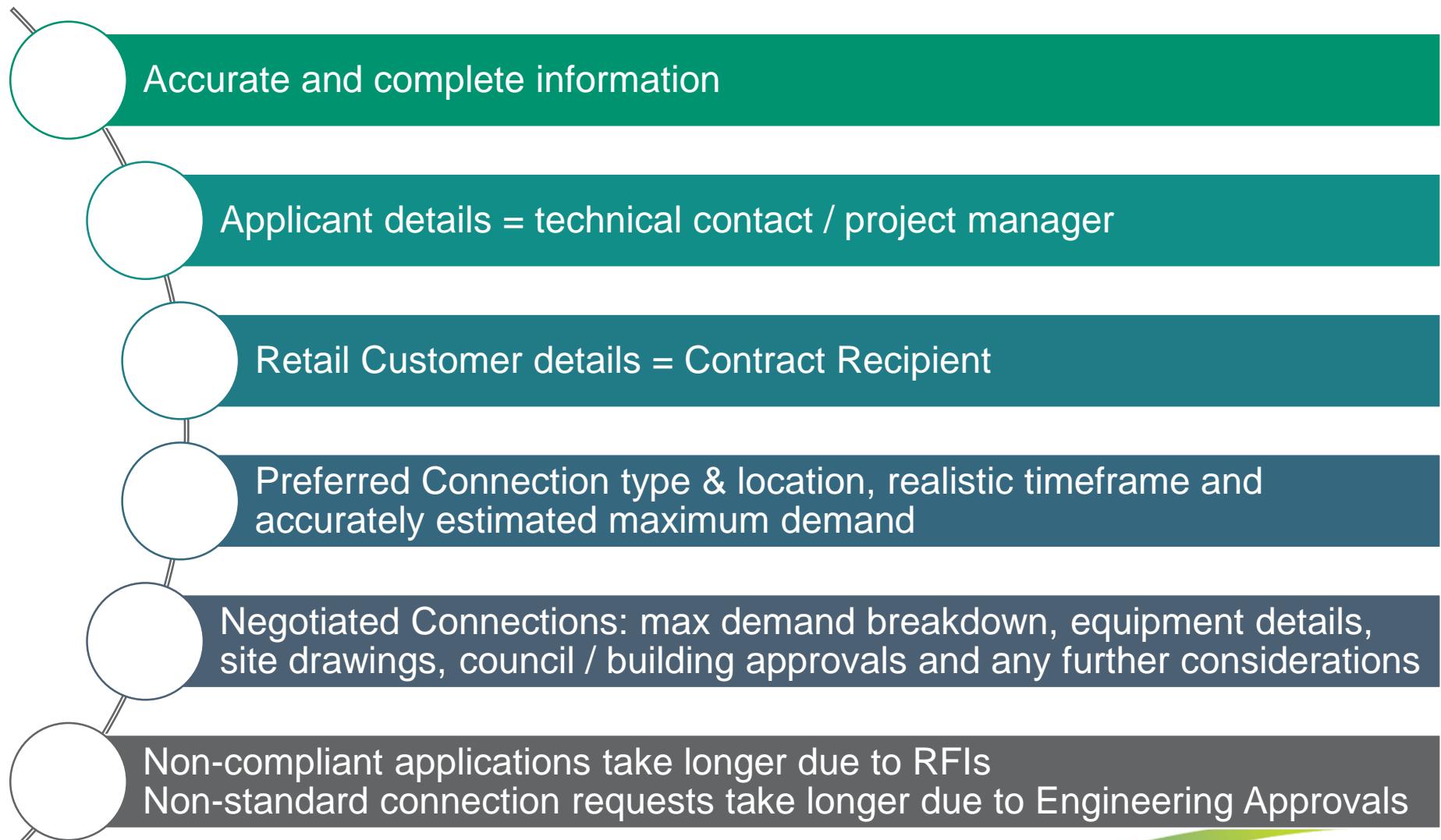
Ensures legal and regulatory adherence (QECM Compliance)

Identifies third-party requirements

Ensures Customer details are accurate and complete to issue a Connection Contract



# What makes a Compliant Application



# Common Errors & Risks

Missing documents: council approvals, AS3000 maximum demand breakdown, site drawings, Electrical Plant Information

Incorrect, ambiguous or incomplete information  
(e.g. Lot/Plan vs Street Address, landmark or Pole / Pillar number)

Realistic Load vs. Future Requirements

Non-Standard requests requiring approval (e.g. QECM)

Missing notes, previous reference numbers, site plans, preferred connection location & type

# Steps to Ensure Compliance

Review requirements – be prepared before lodging

Complete all forms and documentation, including Retail Customer & Billing details

Upload attachments to the Portal proactively

Understand Egon & Energex policy requirements (QEPM & JS&PM)

Provide realistic information: max demand, timing, preferred Connection type & location

Proactively consider equipment & plant that cause power quality & network impacts



# Useful Links



**Connection Enquiry Essentials – [Energex / Ergon](#)**

**Connection Application Essentials – [Energex / Ergon](#)**

[Energex Portal User Guide external website](#)

[Ergon Portal User Guide external website](#)

[Energex EP Portal external website](#)

[Ergon EP Portal external website](#)

[New connections | Ergon Energy](#)

[FAQ Results | Energex](#)

[Connect to the network checklist](#)



# Questions?

# Emergency Backstop & Compliance

**Ajith Piyaratne, Senior Connection Compliance Engineer**  
**Candice Horig, Senior Standards Officer**



# What is an Emergency backstop Mechanism (EBM) in QLD

**A last-resort control measure to maintain grid stability**

**Allows temporarily remote disconnection of solar PV systems during energy emergencies.**

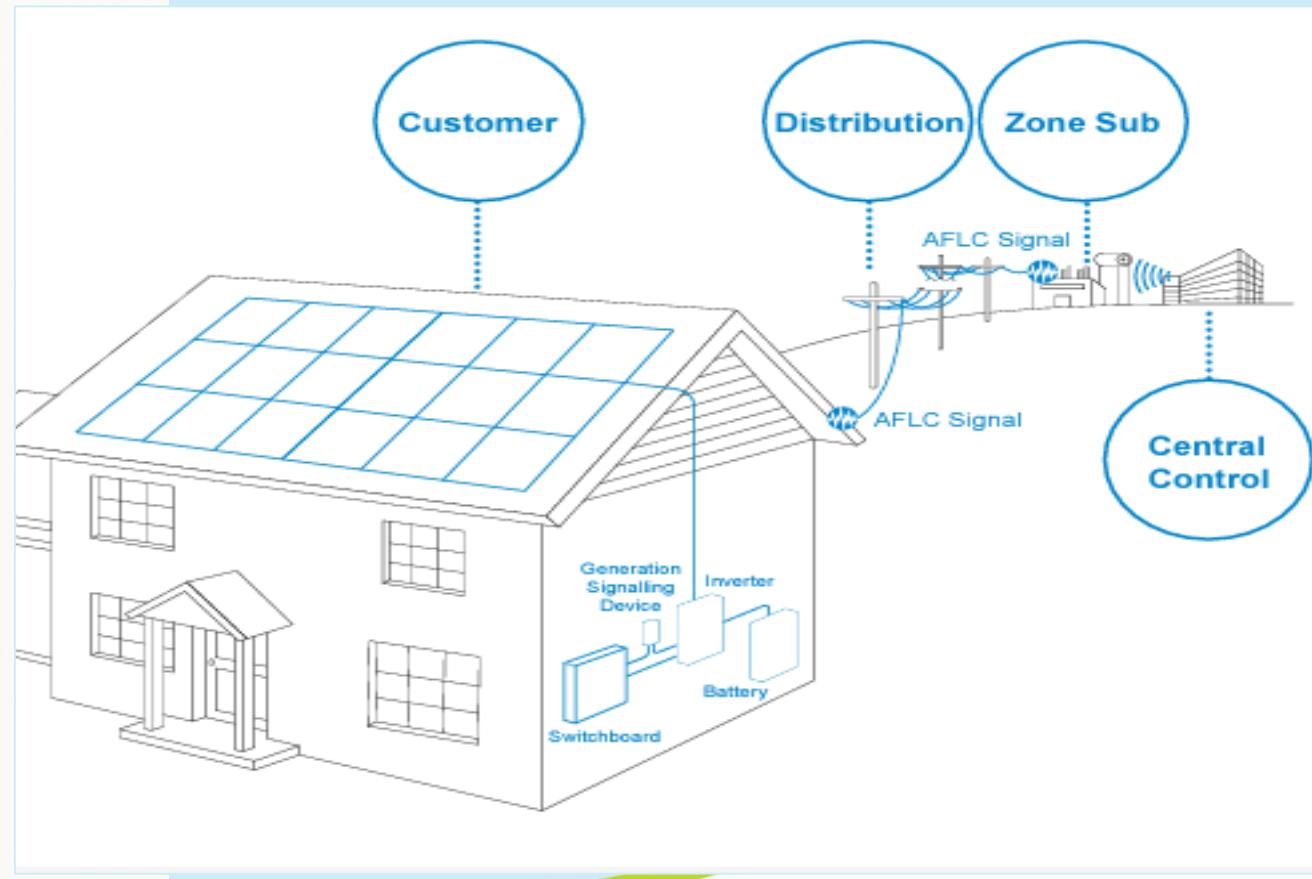
**Activated only under AEMO direction when all other options are exhausted.**

**Generation Signalling Device (GSD) is used as EBM in QLD**



# How Does It Work?

- Uses Generation Signalling Device (GSD) installed on inverters  $\geq 10$  kVA
- Signal sent via Audio Frequency Load Control (AFLC) system by Energex/Ergon
- GSD triggers inverter shutdown for short periods during emergencies



# Who needs to install backstop?

## **Applies to:**

**New and replacement inverter systems  $\geq 10$  kVA (since Feb 2023).**

**Large residential, commercial, and embedded networks.**

## **Exemptions:**

**Battery-only systems. Areas not serviced by AFLC  
Isolated Networks**



# Compliance Monitoring & Reporting...

- **Audit at least 5% of all systems  $\geq 10$  kVA & report to AEMO**
- **To analyse non-compliant cases and develop strategic rectification plans**
- **To prioritise high-risk installers for monthly audit sampling to strengthen compliance**

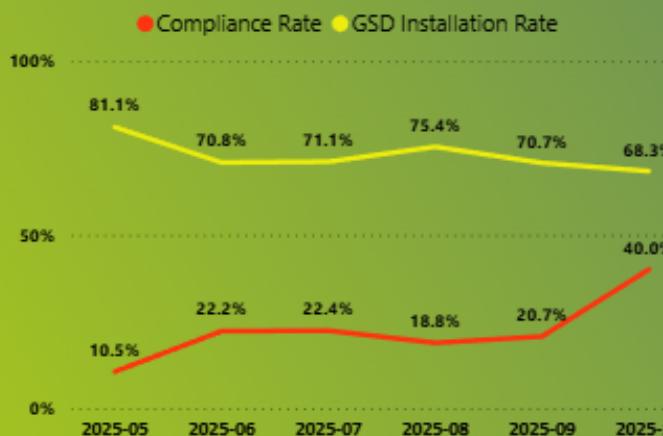


# Dashboard Energy Queensland (CPC)

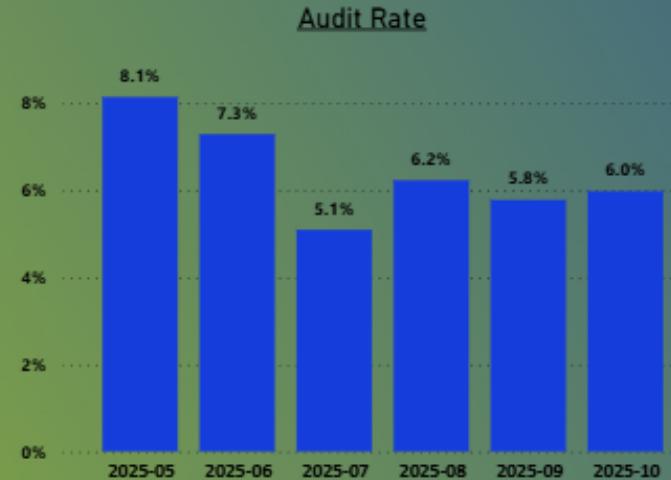
## Emergency Backstop Compliance Reporting

October 2025

### GSD Installation and Compliance



### Audit Rate



Toggle or select multiple:

Audit Year & Month

2025-10

RESET

Solar Backstop Audits

Rectified

Audit Rate

Compliance Rate

GSD Installation Rate

60

57

6.0%

40.0%

68.3%

June 2023 to October 2025

Total Solar Backstop Audits

Compliance Rate

Audit Year & Month Range

15/06/2023

2/10/2025

1568

16.3%

Rectified Sites

Compliance Rate (Initial Pass + Rectified)

1153

89.9%



# DNSP Support to Stay Compliant .....

**QECM V4 + Drawing Supplement.**

**Queensland Electricity Connection Manual Version 4 – 2912908**

**QLD GSD Installation & Compliance Guideline.**

**Queensland GSD Installation and Compliance Guideline**

**CPD Accredited Training Course**

**Installing Generation Signalling Devices (GSD) - Solar Training Centre**

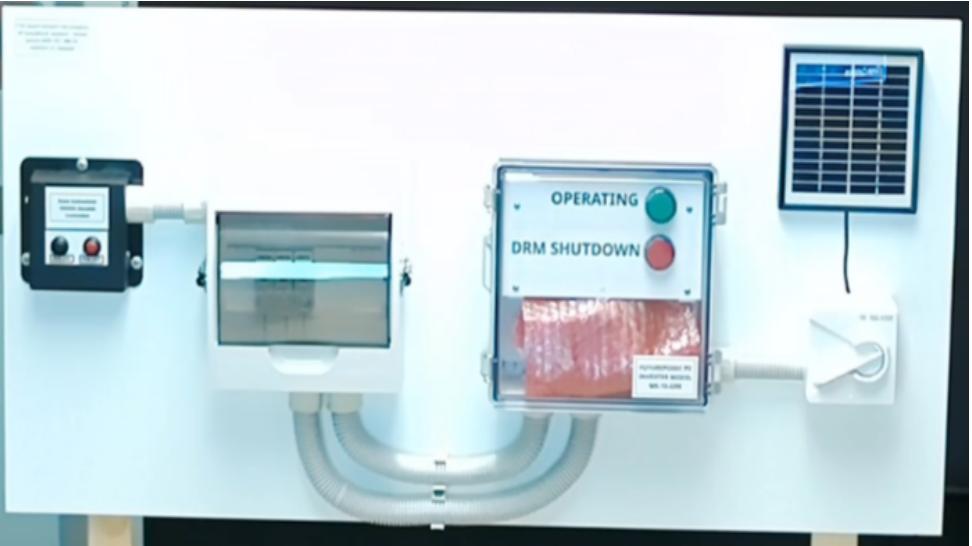
**Hands on training with “GSD Training Board”**

**Compliant installation video**



# Compliant Installation & Functional Testing .....

- Hands-on training with “GSD Training Board”



- Videos of Compliant installation

[Compliant GSD installation video](#)

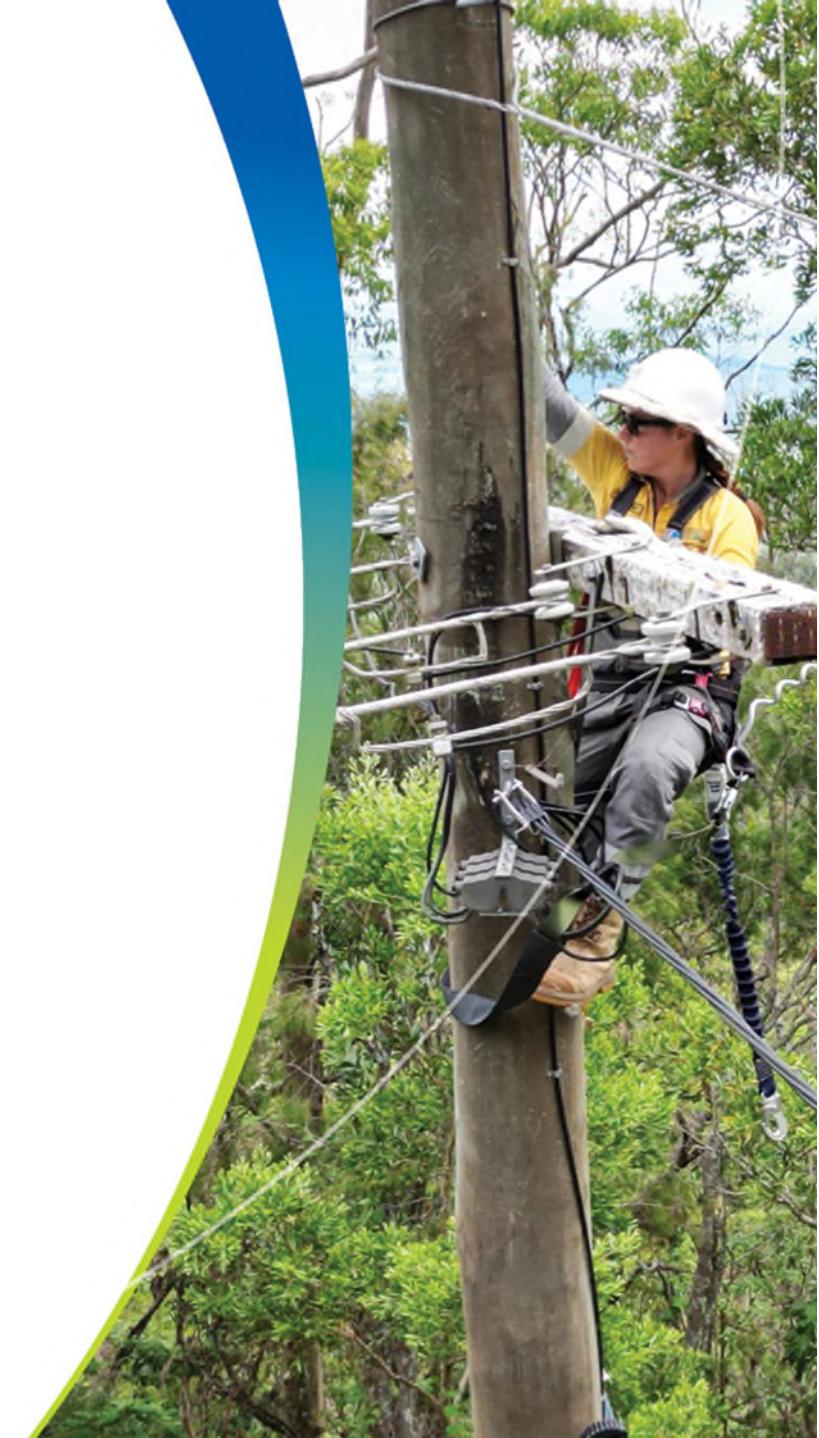


# Questions?



# **Energy Academy 2025 Contestable Works Accredited Service Provider (ASP) Framework**

Industry Awareness



# **Energy Academy 2025 Contestable Works Accredited Service Provider (ASP) Framework**

Industry Awareness



# What is Contestable Works?

Tasks related to electricity networks—such as design and construction—that can be carried out by either the Energex / Ergon Energy or an accredited third-party provider.

These works are typically classified as **Alternative Control Services** under AER guidelines, operate on a **user-pays basis**, and include quoted services like asset design and construction, and possibly commissioning of projects.

# Examples of Contestable Works?

Contestable works typically include but not limited to:

- Subdivisions
- Community Title Schemes (Energex)
- Rate 2 Public Lighting
- Large Customer Connections (Energex)
- Major Customer Connections
- Conduits
- All Contestable Works must be undertaken by an Accredited Service Provider (ASP)

# Examples of Non-Contestable Works?

These works are typically governed by:

- Regulatory obligations under applicable Acts and Regulations.
- Financial treatment associated with the recovery of the costs attributed to the works (e.g costs recovered through approved tariffs).

If a work item is deemed a regulated obligation of the DNSP, it is non-contestable, and any contractor involved must be directly appointed by Energy Queensland. Non - contestable works typically include but not limited to:

- Design and Construction works classified by the AER as Standard Control Services, such as establishing a point of supply to a residential or commercial customer less than 1MVA of load.
- Connecting a customer to Energex / Ergon Energy electrical network
- Modification of the existing shared network for the benefit of the greater community, not a particular individual customer (e.g. Relocation or assets)
- Final Product Audits.
- Design and Construction of transmission assets not associated with a Large Customer Connection.

# What is a Contestable Works Accredited Service Provider (ASP)?

## ASPs are....

Design consultants and construction contractors

Evaluated & Accredited by EQL against relevant WCSs

Responsible for the installation of gifted assets on customer projects

## ASPs can....

Design & construct new DNSP assets (for third parties)

Design & construct upgrades to existing DNSP assets (Energex Only)

## Importance of ASPs...

Compliance

Safety

Streamline process

*ASPs are engaged by third party organisations – not directly by the DNSP*

Previous approach of ad-hoc or varied engagement of ASPs

Clarification of Core Work activities

Joint initiative between EQL and external industry stakeholders

*Opportunity for statewide alignment*

*Strengthen processes & engagement*

*Improved compliance, quality & safety*

## ASP Framework

**Why is this  
Changing?**

# ASP Framework

## Documents

Energex Service Provider Work Category Quality Assurance (WCQA) Rating Terms

Energex Limited (Energex)

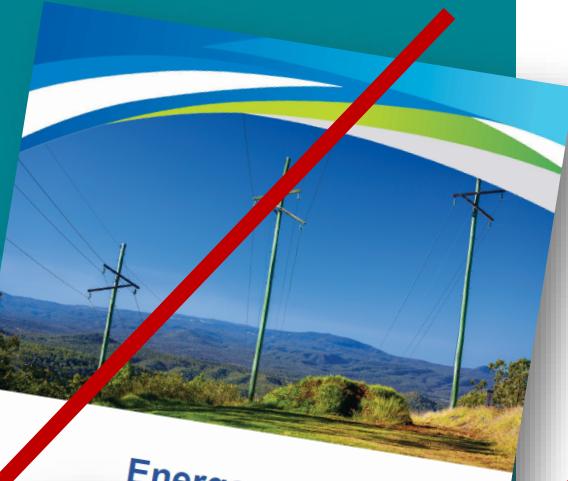


Service Provider Work Category Quality Assurance (WCQA) Rating Terms

WCQA Rating Terms V5.0.DOC

CONTRACTOR RATING GUIDELINES

Developer Design & Construct Works



Energex Core Work Activities  
for Contestable Works

16 November 2020



Applies cross state – both Ergon & Energex



Part of Energy Queensland

## Contestable Work Accredited Service Provider Rating Terms

This document is Uncontrolled when Printed

Page 1 of 20

Document ID: 20684482  
Release 1, 23/08/2024

## Contestable Work Core Work & Pre-Qualified Subcontractor Activities

### CIVIL WORK POLICY OVERVIEW



#### Civil work – Customer Initiated Works

Energy Queensland Limited (EQL) has undertaken a review of the existing civil work practices across Ergon Energy Network and Energex. This review specifically looked at the installation of conduits, padmount transformer sites and reinforced concrete pits on Customer Initiated Works. The review highlighted the need to access and implement a civil works policy for Customer Initiated Work. This policy will deliver positive customer outcomes, while ensuring the safety of our staff and contractors.

#### In scope

- Small Customer Connection projects involving installation of conduits and or padmount transformer foundations (with and without Customer Contributions)
- Energex Design and Construct Large Customer Connections projects
- Rearrangement of Shared Network Assets where conduits and reinforced concrete pits are required

#### Out of scope

- Subdivisions
- Developer Design and Construct Large Customer Connections projects

The Civil Works matrix has been prepared to enable staff and customers to quickly identify the authorised resources allowed to undertake various levels of Civil work that may be associated with their Customer Initiated project.

EQL will audit / inspect any civil works undertaken by 3<sup>rd</sup> parties via an EQL Accredited Service Provider (ASP), during construction, and prior to the installation and/or commissioning of our network. On completion of the works the ASP is required to provide a completion package, including a certificate of supply, "As Constructed" works plans, photos and measurements etc.

A list of suitable Underground Construction ASPs (WCS 2-CW), and Reinforced Concrete Pit Builders (WCS 61.2-CW) can be found on the Energex and Ergon Energy Network websites at the following links:

[Ergon Energy Network Accredited Services Provider Lists](#)

[Energex Accredited Service Provider Lists](#)

# ASP Framework Documents

## Contestable Work Core Work & Pre-Qualified Subcontractor Activities

- Core work matrix & requirements for level of accredited person/s.
- Externally available on our websites

# Connections - Civil Works Policy

Location	Will the customer require an EQL Accredited Service Provider to undertake these works?	Energex/Ergon Network inspection required
Road Reserve (customers frontage)	Yes "As Constructed" and EQL Certificate of Completion required	Yes
Road Reserve (outside customers frontage)	No (See Note 1)	No
Customers property	Yes "As Constructed" and EQL Certificate of Completion required	Yes
Alongside existing conduits (Road Reserve customers frontage)	Yes "As Constructed" and EQL Certificate of Completion required	Yes
Alongside existing conduits (customers property)	Yes "As Constructed" and EQL Certificate of Completion required	Yes
Reinforced Concrete Pits (Customers frontage)	Yes "As Constructed", EQL Certificate of Completion and RPEQ Civil/Structural Certification required	Yes
Relocation of Shared Network Assets for State or Local Government authorities	Yes "As Constructed", EQL Certificate of Completion and RPEQ Civil/Structural Certification required	Yes

Reference document available for Connections Staff

Overview of requirements for Civil Work (Customer Initiated Works)

ASP & inspection requirements

# ASPs & Pre-qualified Sub-Contractors

## ASPs & Pre-qualified Sub-Contractors

Contractors who do not hold full accreditation for WCS

Pre-qualified to carry out some work

Must be supervised by ASP

List of **ASPs** available on our websites

List of **Pre-qualified Sub-Contractors** to be made available on our websites

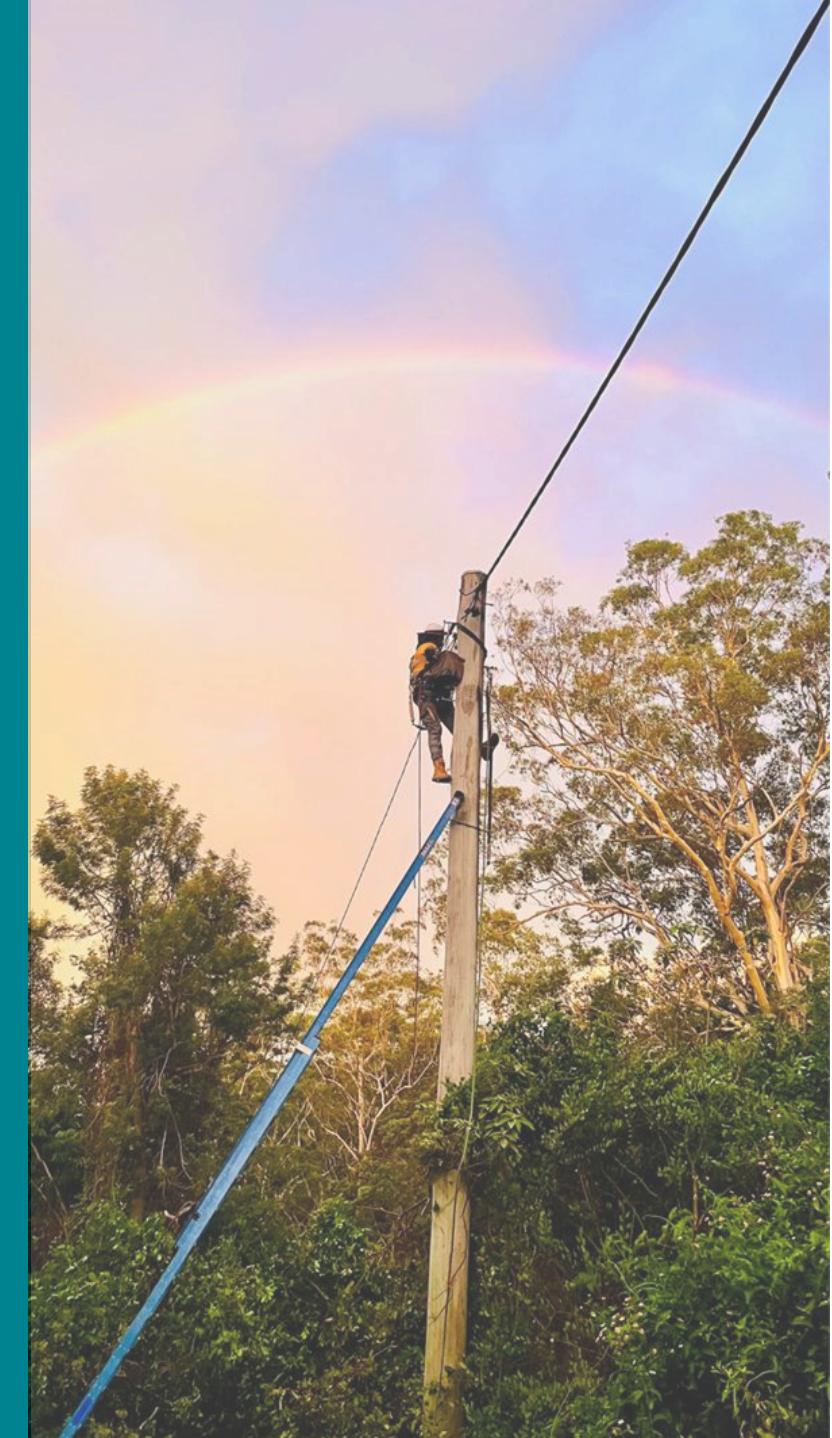
# When is this changed?

Energex

Changes to the ASP  
Framework were  
introduced 1<sup>st</sup>  
January 2025,

Ergon Energy

Changes to the ASP  
Framework were  
introduced 1<sup>st</sup> July  
2025,



# Questions?



# Timely Completion of Customer Service Orders



# Timely Completion of Customer Service Orders Friendly Reminders

**Check your selections** on Connect and EWR before submitting. Make sure they match the work you're doing on site so your paperwork is correct.

**Reply quickly** to our team when we contact you. This helps us schedule your job without delays.

**If supply is not available**, tick the box on Connect that says “Supply not currently available.” If you don’t tick it, the request will go through as a Basic Connect and cause delays later.



# SMS Appointments for EWRs

Ergon Energy Network and Energex are currently trialling a new method to schedule appointments for select EWR job types.

You may receive an SMS from our team containing the details of a tentative appointment.

To ensure that we can book a suitable appointment, please provide any requirements in the 'Additional Information about Request' section of your EWR.

- Preferred Day i.e. No Tuesdays
- Morning or Afternoon Appointment

Additional Information About Request

Provide extra information about the work on this premises. Maximum 120 characters.

If the appointment provided is suitable:

Reply 'Y' you will then get a Confirmation SMS from our Team.

If the appointment provided is not suitable:

Please call our Team on the Electrical Contractor Hotline to discuss.

Please note: If no confirmation has been received within 7 days of receipt of the SMS, your appointment will be rescheduled to a later date and a new SMS will be sent.

# Genuine Reasons for Appointments

To help us continue meeting market obligations, reduce delays in scheduling your works, and maintain the availability of early appointment dates please consider only requesting appointments for genuine reasons only.

This includes but is not limited to:

- Changing the Point of Attachment
- Cutting over to a new switchboard
- Genuine Access Issues

Please note: Requests for After Hours Appointments will only be approved in Extenuating Circumstances.

# Questions?

# Thank you for your attendance

- Recordings and slide packs will be available on our Network Websites and sent to all attendees
- For any further enquiries or questions please contact [customeradvocacy@energyq.com.au](mailto:customeradvocacy@energyq.com.au)
- Keep informed about what's happening in the industry and any changes to compliance, rulings and legislation and sign up to our Electrical Partners Alert
  - [Ergon Energy Network](#)
  - [Energex](#)

## Ergon Energy Network



## Energex

