

**Question on Notice
No. 411
Asked on Tuesday, 20 April 2021**

MR P WEIR ASKED MINISTER FOR ENERGY, RENEWABLES AND HYDROGEN AND MINISTER FOR PUBLIC WORKS AND PROCUREMENT (HON M DE BRENNI)

With reference to Ergon Energy—

Will the Minister advise (a) the average time it takes from submitting an application for Ergon Energy to provide a connection offer (NCEC), (b) the average time taken for Ergon Energy to connect a project once it has been audited and accepted and (c) the level of transparency that Ergon Energy provide with respect to pricing?

ANSWER

Ergon Energy Network, a subsidiary business of Energy Queensland, is committed to delivering timely offers and works to meet customer expectations.

The average time it takes from a developer, or their consultant, submitting an application to then provide a connection offer to the customer is 55 working days for offers issued in 2021.

This is within the prescribed timeframe identified under the National Energy Customer Framework of 65 business days.

The average time to connect, commission and energise a subdivision development after the customer has completed their works and a Certificate of Acceptance has been issued, is 52 working days, based on projects energised in 2021.

Energy Queensland network subsidiary businesses, such as Ergon Energy Network, provide all quoted services in accordance with the approved Cost Allocation Methodology, as approved by the Australian Energy Regulator.

These costs are provided for Core Works that must be undertaken by Ergon Energy Network under the current contestable framework.

The Ergon Energy Network Australian Energy Regulator approved Cost Allocation Methodology Pricing is published on the Ergon website.