

**Question on Notice**  
**No. 616**  
**Asked on Thursday, 13 May 2021**

**MR S KNUTH** ASKED MINISTER FOR ENERGY, RENEWABLES AND HYDROGEN AND MINISTER FOR PUBLIC WORKS AND PROCUREMENT (HON M DE BRENNI)

With reference to significant delays to regional Queensland sub-division house lot electrical connections by Ergon, compared to South East Queensland by Energex, seriously affecting the building industry and the government's public commitments to assisting the building industry in regional Queensland—

Will the Minister investigate this issue and commit to reviewing the processes within Ergon to ensure they are adequately resourced and staffed, to ensure quicker connections to subdivisions and rural properties?

**ANSWER**

Energy Queensland, through its distribution network subsidiaries Energex and Ergon Energy Network, is committed to delivering connection services, including timely offers and works, to meet customer expectations.

Ergon and Energex acknowledge a peak in the demand for connections. This relates to Federal Government building incentive programs, such as the HomeBuilder Program. Recognising these workload challenges, Energy Queensland has been reviewing the approach and processes of its network subsidiaries.

Ergon and Energex have a collaborative approach with design consultants and developers, and manage connection projects through an agreed and equitable process to ensure they are completed as quickly as possible.

Energy Queensland advises the connection times between the Ergon and Energex network areas are not comparable. This is because there are significant differences between the network businesses and the environment in which they operate. This includes differences in the connection design process, network density, and the capability of available contract and professional service resources.