

**Question on Notice
No. 1260
Asked on Tuesday, 8 November 2022**

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

With reference to the answer to Question on Notice No. 411 asked on 20 April 2021 regarding Ergon Energy and the ongoing issues of excessive wait times for connection—

Will the Minister advise as of November 2022 (a) the average time it takes from submitting an application for Ergon Energy to provide a connection offer (NCEC) and (b) the average time taken for Ergon Energy to connect a project once it has been audited?

ANSWER

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

The average time it takes from a developer, or its consultant, submitting an application to then provide a connection offer to the customer is 51 working days for offers issued in 2022.

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 48 working days, based on projects energised to date in 2022.

The number of customer connections and subdivision developments has sharply increased due to a competitive labour, contract and supply market, southern state migration to Queensland and low interest rates. In all, there has been a 68% increase in the number of connection applications over the last financial year.

These factors have combined with industry-wide stock and material shortages and COVID-19 labour constraints, leading to extended service delivery timeframes.

While the average number of connection offers issued by EQL has increased from about 200 per month to around 400 per month, current application volumes exceed record levels experienced during the pandemic.

EQL has taken a number of steps to meet the elevated demand levels, including:

- recruiting eight additional team members, with a further eight positions currently advertised;
- appointing additional support roles and trainers;
- streamlining approval processes; and
- engaging an external panel of contractors (four FTE) to assist with high-complexity, longer-term customer projects.