

# 09.01.01 Ergon Energy Connection Policy



July 2015



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# 1. Introduction

## 1.1 Ergon Energy as a business

Ergon Energy Corporation Limited (Ergon Energy) is a Distribution Network Service Provider that provides distribution services to over 700,000 customers in regional Queensland. Our service area covers around 97 per cent of Queensland and has approximately 150,000 kilometres of power lines and one million power poles.

## 1.2 Purpose of the Connection Policy

Under clause 6.7A.1 of the National Electricity Rules (the NER), Ergon Energy is required to develop a connection policy that sets out the nature of connection services offered by Ergon Energy and the charges that may apply for those connection services.

The Connection Policy has been developed in accordance with the requirements of the NER and the *Connection charge guidelines for electricity retail customers* (the Guidelines) prepared by the Australian Energy Regulator (AER). In consideration of the requirement in the NER for the Connection Policy to be consistent with the Guidelines<sup>1</sup>, Ergon Energy notes that where any changes are made to the Guidelines in the period to which the Connection Policy relates, the Connection Policy will be interpreted and applied in accordance with the Guidelines in force at the time. It is also consistent with the service classifications and definitions set out in the AER's Framework and Approach Paper.<sup>2</sup>

The Connection Policy replaces the Capital Contributions Policy from 1 July 2015.

The Connection Policy covers the scope of services and charging arrangements for the connection services<sup>3</sup> provided by Ergon Energy under Chapter 5A of the NER.<sup>4</sup> There may also be charges for other services, such as metering installations, which are not covered by the Connection Policy.

## 1.3 Outcomes of the AER's Preliminary Determination

In its *Preliminary Decision – Ergon Energy determination 2015-16 to 2019-20* (the Preliminary Determination), the AER noted that it did not approve Ergon Energy's Connection Policy because:

- The upstream shared network asset augmentation charge rate is not consistent with the AER's connection charge guideline; and
- Certain terms and conditions need refinement to improve clarity to new customers.

Ergon Energy has made changes to our Connection Policy to reflect the changes proposed by the AER. Ergon Energy has also made changes to our Connection Policy to make it clear that connection charges for the provision of connection services may include a cost for the installation and configuration of any required metering equipment.

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<sup>1</sup> NER, clause 6.7A.1(b)(i)(ii).

<sup>2</sup> AER, *Final Framework and approach for Energex and Ergon Energy – Regulatory control period commencing 1 July 2015*, April 2014.

<sup>3</sup> Connection services include the services classified by the AER as pre-connection services, connection services and post-connection services.

<sup>4</sup> The Connection Policy does not apply to registered market participants who connect to the Ergon Energy distribution network under Chapter 5 of the NER. Registered participants should contact Ergon Energy directly with any connection inquires.

## 1.4 Supporting and technical documentation

The Connection Policy should be read in conjunction with the following relevant Ergon Energy technical connection manuals:

- Major Customer Connection Manual
- Major Customer Connection Guideline
- Developers Handbook
- Ergon Energy Guideline for Small Scale Parallel Inverter Energy Systems up to 30kVA
- STNW1170 – Connection Standard for Small Scale Parallel Inverter Energy Systems up to 30kVA
- STNW1165 – Standard for Connection of Embedded Generators in the Ergon Energy Distribution Network
- Alternative Control Services Price List

These manuals, as well as further information on the application process and applicable charges, are available on the Ergon Energy website: [www.ergon.com.au](http://www.ergon.com.au)

## 1.5 Contact us

You can contact the customer service centre via Ergon Energy's website:

[www.ergon.com.au](http://www.ergon.com.au)

or phone:

13 74 66

## 2. General connection pricing principles

### 2.1 Overview of connection services

Connection services encompass the services required to physically connect premises to the Ergon Energy distribution network. They generally include the design, construction and energisation of connection assets.

In some circumstances, the new connection or connection alteration may require an augmentation of the distribution network to ensure that there is sufficient capacity to service the connection. The new connection or connection alteration may also require a network extension beyond the standard service line.

The following diagrams illustrate the typical connections for a residential customer for overhead and underground supply.

**Figure 1. Typical Overhead Connection for Residential Customer**

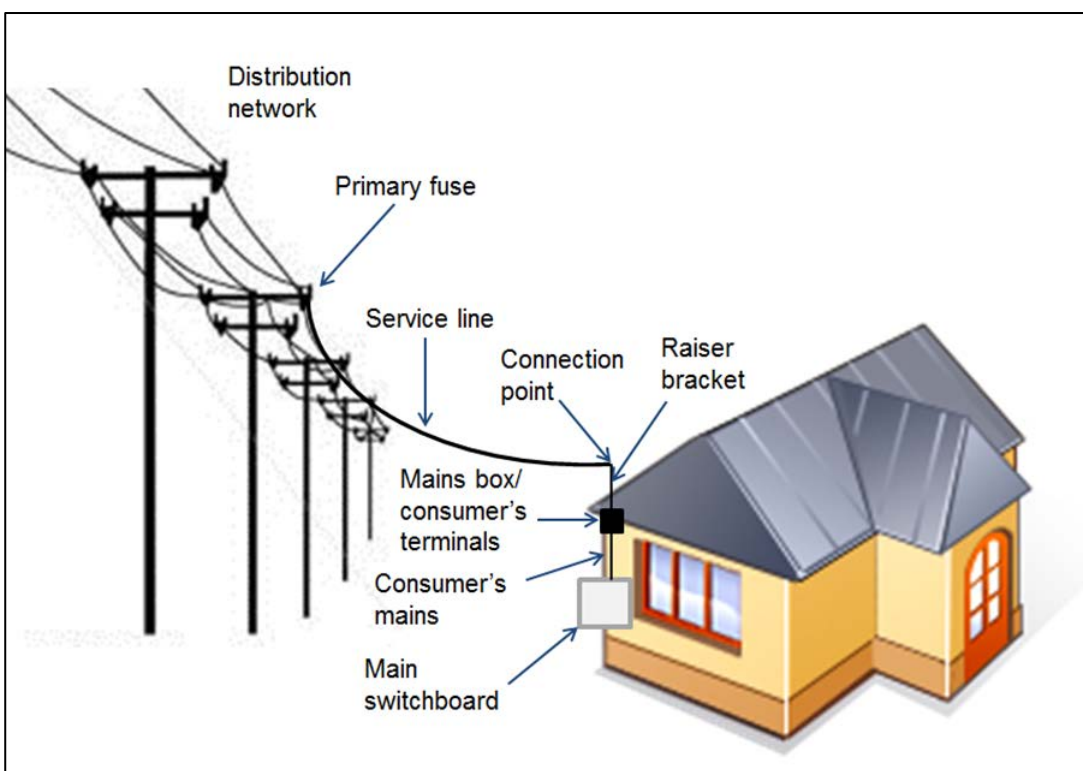
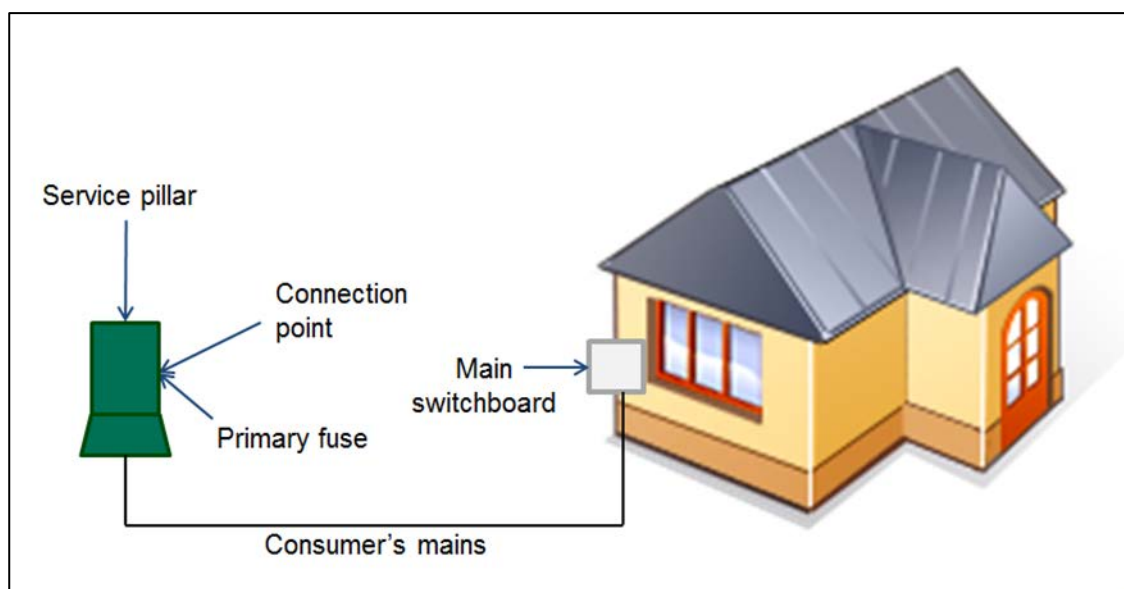


Figure 2. Typical Underground Connection for Residential Customer



There are different types of connection services and connections offers, depending on:

- The applicant's customer classification for the purposes of pricing;
- The nature of the connection; and
- Whether line capacity is readily available.

The following sections detail the categories of customers, the classification of connection services and types of connection offers available, as well as the connection charges that may be applicable.

The Connection Policy does not apply to registered market participants, or any person who is not a registered participant who agrees to, connect to the Ergon Energy distribution network under Chapter 5 of the NER. Registered participants should contact Ergon Energy directly with any connection inquiries. The Connection Policy also does not apply to customers connected to Ergon Energy's isolated networks.<sup>5</sup>

## 2.2 Classification of customers

As part of defining the relevant services, customers are classified into certain categories, depending upon the particular circumstances of their connection. These categories are:

- Individually Calculated Customers (ICCs);
- Connection Asset Customers (CACs);
- Embedded Generators (EGs); and
- Standard Asset Customers (SACs).

Ergon Energy collectively refers to ICCs, CACs and EGs as "Major Customers". Specific details of these categories are set out in Ergon Energy's AER-approved Pricing Proposal which is available on Ergon Energy's website.

<sup>5</sup> The Connection Policy does apply to customers connected to Ergon Energy's Mount Isa-Cloncurry network.

For the purposes of determining the appropriate classification of the connection applicant, Ergon Energy will assess the relevant levels of expected electricity import and export, and the estimated energy consumption, from information provided by the connection applicant and in accordance with Ergon Energy’s relevant processes and procedures.

### 2.3 Classification of connection services

The AER regulates the charges that Ergon Energy may impose for specific services. It classifies the connection services<sup>6</sup> provided by Ergon Energy as either:

- Standard Control Services, which are generally those services that are central to the supply of electricity and provided by Ergon Energy, and includes building and maintaining the shared network. Costs for these services are recovered through network charges for all customers; or
- Alternative Control Services, which are generally customer specific or customer requested services. These services are commonly provided by Ergon Energy, but some services may be subject to competition. Costs for connection services classified as Alternative Control Services are recovered through charges levied directly on the connection applicant.<sup>7</sup>

The following table summarises the classification of Ergon Energy’s connection services determined by the AER.

**Table 1: Classification of connection services**

Service	Description	Classification of service
General Connection Enquiry Services	Provision of standard information and general advice during a connection enquiry	Standard Control Service
Connection Application Services	Services associated with assessing a connection application, making a connection offer and negotiating offer acceptance	Alternative Control Service
Pre-connection Consultation Service	Additional support services provided by Ergon Energy, on request, during the enquiry and application process, such as site visits	Alternative Control Service
Small Customer Connections	Design, construction, commissioning and energisation of connection assets for customers classified as SAC. This includes connections for micro embedded generation (as defined in AS4777), public lighting <sup>8</sup> and unmetered supply	Standard Control Service

<sup>6</sup> For the purposes of this document, connection services include pre-connection and post-connection services as classified by the AER.

<sup>7</sup> AER, *Final Framework and approach for Energex and Ergon Energy – Regulatory control period commencing 1 July 2015*, April 2014.

<sup>8</sup> This applies to the connection assets only, and not the construction of the public lighting installations.



Service	Description	Classification of service
Major <sup>9</sup> Customer Connections	Design and construction of connection assets for major customers, which are defined as ICCs, CACs and EGs with inverter capacity above the threshold for micro embedded generation as per AS4777. This includes temporary connections in place as part of the construction of a major customer connection.	Alternative Control Service
Commissioning and Energisation of Major Customer Connections	Commissioning and energisation of major customer connections to allow conveyance of electricity	Alternative Control Service
Real Estate Development Connection	Design, construction, commissioning and energisation of connection assets for real estate developments. This includes all work, including upstream augmentation, necessary to connect the development to the distribution network	Alternative Control Service
Removal of Network Constraint for Embedded Generation	Augmentation of the network, including upstream augmentation, to remove a constraint faced by an embedded generator	Alternative Control Service
Temporary connections	Customer requested temporary connection for short term supply, which is defined as supply that is required for 12 months or less. This includes temporary builder's supply (other than a temporary connection in place as part of the construction of a major customer connection)	Alternative Control Service
Connection Management Services	Work on an existing connection that is requested by a customer, such as: <ul style="list-style-type: none"> <li>▪ moving point of attachment</li> <li>▪ rearrangement of connection assets</li> <li>▪ supply enhancements (e.g. from single phase to three phase)</li> <li>▪ upgrade from overhead service to underground service</li> </ul>	Alternative Control Service

## 2.4 Types of connection offers

When you apply for a new connection or alteration to an existing connection, Ergon Energy will provide you with either a Basic Connection Offer or a Negotiated Connection Offer, which will set out the terms and conditions of the connection service. The type of connection offer made will depend on the nature of the connection required and whether there is network capacity available.

A **Basic Connection Offer** will generally apply for the following connections:

- Connection of residential and small commercial premises where:

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<sup>9</sup> The AER has classified Large Customer Connections as an Alternative Control Service. Ergon Energy refers to the large customers in this context as Major Customers.

- supply is available (i.e. there is a line available, at the required voltage and with sufficient capacity for the proposed connection);
- there is minimal or no network augmentation required (other than network extension beyond the standard service line); and
- the maximum connection capacity is 80 amperes per phase;
- Connection of micro embedded generation (e.g. PV installations) with exporting capability and inverter capacity as per the definition in AS4777 where there is minimal or no network augmentation required;<sup>10</sup>
- Temporary connections for short term supply, which is defined as connection for a period of 12 months or less;<sup>11</sup> and
- Connection of un-metered supply (other than public lighting).

A **Negotiated Connection Offer** will generally apply for the following connections:

- Connection of residential and small commercial premises where:
  - supply is not readily available; or
  - there is network augmentation required; or
  - the maximum connection capacity exceeds 80 amperes per phase;
- Connections of customers on Single Wire Earth Return (SWER) networks
- Connection of micro embedded generation (e.g. PV installations) with exporting capability and inverter capacity as per the definition in AS4777 where network augmentation is required
- Connections for public lighting, which includes lighting for roads controlled by local or state governments;<sup>12</sup>
- Major customer connections, which are connections for customer defined as ICCs, CACs and EGs;
- Connection of non-registered embedded generation that is above 10 kW on 1 phase or above 30 kW on three phases; and
- Connections for real estate developments, which includes the commercial development of land in one or more of the following ways:
  - subdivisions;

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<sup>10</sup> This is generally for any micro embedded generator with exporting capability and inverter capacity as per the definition in AS4777 which is:

- less than or equal to 2kVA
- less than or equal to 3.5kVA where reactive power control is set to 0.9 lagging except on SWER networks

Non-exporting Inverter Energy Systems up to 5kVA that pass an automatic check of the distribution transformer loading.

<sup>11</sup> This includes connections for mobile blood banks, school fetes, major events and other non-residential connections with a finite connection period of 12 months or less. It excludes temporary connections in place as part of the construction of a major customer connection.

<sup>12</sup> Public lighting is defined as street lighting for local councils and state government departments, consistent with the definition of street lighting in section 23 of the *Electricity Act 1994* (Qld). All other unmetered lighting is classified as watchman lighting.

- construction of commercial or industrial premises (or both), such as shopping centres; and
- construction of multiple new residential premises.

Chapter 5A of the NER also allow for a Standard Connection Offer. Ergon Energy has not defined any connections for which a Standard Connection Offer will apply. However, a Standard Connection Offer may be introduced at a later date.

The following table summarises where in the Connection Policy each type of connection is covered.

**Table 2: Further information for each type of connection**

A connection for ...	... is covered in ...	
	Basic Connection	Negotiated Connection
Residential and small commercial premises	Section 3	Section 4
Micro embedded generation	Section 3	Section 4
Temporary connection	Section 3	Section 4
Un-metered supply (excluding public lighting)	Section 3	Section 4
Public lighting	n/a	Section 4
Real estate developments	n/a	Section 5
Major customer connections	n/a	Section 6
Embedded generation	n/a	Section 6

## 2.5 Connection charges and fees

The connection charges that a connection applicant may be required to pay are the sum of:

- Fees and charges for connection services classified as Alternative Control Services;
- Capital contributions for network extensions, other augmentations or connection assets required to enable the connection to the distribution network; and
- Charges payable to account for any reimbursement schemes.

The following table summarises the connection fees and charges approved by the AER. Further information on specific charges is available in the Alternative Control Services Price List, which is available from the Ergon Energy website: [www.ergon.com.au](http://www.ergon.com.au)

**Table 3: Summary of connection fees and charges**

Fee or Charge Group	Description
Fees for Connection Application Services	<p>Fees to cover the costs incurred by Ergon Energy in providing connection application services, including:</p> <ul style="list-style-type: none"> <li>▪ assessing the connection application, preparing a connection offer and negotiating offer acceptance. These application fees vary by the type of connection service the application relates to;</li> <li>▪ carrying out additional planning studies and analysis required to assess an application for a small customer connection;</li> <li>▪ feasibility and concept scoping, including planning and design, for major customer connections;</li> <li>▪ carrying out a tender process for connection services on behalf of a connection applicant; and</li> <li>▪ undertaking a protection and power quality assessment prior to connection.</li> </ul>
Fees for Pre-connection Consultation Services	<p>Fees to cover the pre-connection consultation services provided by Ergon Energy. These are site-specific fees relating to connection enquiries and the assessment of the connection application, such as:</p> <ul style="list-style-type: none"> <li>▪ undertaking a pre-connection site inspection in order to determine the nature of the connection being sought;</li> <li>▪ provision of site-specific connection information and advice on request of the connection applicant;</li> <li>▪ preparation of preliminary designs and planning reports for major customer connections; and</li> <li>▪ provision of advice, design and specification on request of a connection applicant considering a customer build-own-operate asset ownership option.</li> </ul>
Fees for Connection Services	<p>Fees to cover the cost of the connection assets or alteration of the existing connection, including design, construction, commissioning and energisation of connection assets and removal of network constraints for embedded generators.</p> <p>Fees for connection services will need to be paid directly by the connection applicant where the connection service is classified as an Alternative Control Service, i.e. connection alterations, installation of new or replacement metering equipment, temporary connections, major customer connections, real estate development connections and removal of network constraints for embedded generation (other than micro embedded generation).</p> <p>Costs relating to connection services classified as Standard Control Services (i.e. small customer connections, including micro embedded generation) are recovered through other network charges.</p>
Capital Contribution Charge	<p>A contribution towards an extension or other augmentation of the distribution network or other connection assets required to enable the connection to the distribution network. Connection applicants will need to pay a capital contribution for any network extensions required for their new connection or connection alteration. Capital contributions for augmentation of the shared network may also apply for Negotiated Connection Offers where the demand exceeds 10 kVA on SWER lines or 80 amperes on 3 phase low voltage supply. Capital contributions for augmentation of the shared network will not apply to major customer connections.</p>
Reimbursement Scheme Charge	<p>Where a connection is made to an extension funded by an original customer, Ergon Energy may be required to refund customers already connected to the extension under a reimbursement scheme (pioneer scheme). The connection applicant (the subsequent customer) may be required to make a payment equivalent to the refund.</p>

The charges payable for your specific connection application will depend on the nature of the connection service you require, your demand and consumption profile and the work involved in establishing the connection.

## 2.6 Capital contribution

Ergon Energy's network charges for Standard Control Services are based on assumptions about the typical nature of connections and the number of new connections to be made over the planning horizon,<sup>13</sup> which in turn determines the required capacity of the network. Where a new connection or connection alteration is non-standard and / or made outside of the planning horizon, Ergon Energy incurs costs that are not recovered through the network charges for Standard Control Services.

Capital contributions are contributions by the connection applicant towards the cost of network extension, other network augmentation or connection assets required to enable the new connection or connection alteration to be made. Where a capital contribution is required, this will be specified in the connection offer and will be required to be paid as set out in Section 7.2.

Capital contributions for network augmentation (other than a network extension beyond the standard service line) are not applicable where the:

- connection is made under the terms and conditions of a Basic Connection Offer; or
- maximum demand at the connection point is less than 10 kVA on SWER lines or 80 amperes on 3 phase low voltage supply (the augmentation threshold); or
- connection is defined as a major customer connection.

Where applicable, the capital contribution amount will be calculated in the following manner:

$$\text{Capital Contribution (CC)} = \text{ICCS} + \text{ICSN} - \text{IR}(n=X)$$

Where:

ICCS = Incremental Cost Customer Specific

ICSN = Incremental Cost Shared Network

IR(n=X) = Incremental Revenue

A capital contribution is only payable where the incremental costs exceed the incremental revenue (i.e.  $CC > \$0$ ).

The **Incremental Cost Customer Specific (ICCS)** is the incremental costs incurred by Ergon Energy that are specific to the connection, such as network extension assets and augmentation of connection assets at the premises. The ICCS is calculated as the sum of the incremental costs that are specific to the connection, such as:

- provision or augmentation of any connection assets at the customer's premises;
- network extension costs;

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<sup>13</sup> The Planning Horizon for Ergon Energy's future works is: Distribution Networks (up to 11/22kV) – 5 years; Zone Substations & Sub-Transmission Networks – 10 years.

- administration costs (including design and certification costs); and
- tender costs (where applicable).

For the ICCS, Ergon Energy will:

- determine the cost in a fair and reasonable manner and ensure that the cost estimate is reflective of the efficient cost of performing the service; and
- calculate the cost on the basis of the least cost, technically acceptable standard necessary for the connection.

The **Incremental Cost Shared Network (ICSN)** is the network cost incurred by Ergon Energy as a result of the new or altered connection, but which are not specific to the connection, such as network augmentation (other than an extension beyond the standard service line). The ICSN is determined on the basis of unit rates, as follows:

$$\text{ICSN} = \text{Unit Rate} \times \text{Demand Estimate}$$

Where:

Unit Rate = Average cost of augmentation (other than an extension beyond standard service line) per unit of added capacity, expressed as \$/kVA

Demand Estimate = Estimated maximum demand at the connection point, measured in kVA

The unit rate used to determine the ICSN are set out in the document Unit Rates for Capital Contributions,<sup>14</sup> which is available on Ergon Energy's website. The process for determining the estimated maximum demand is set out in Section 2.7.

The **Incremental Revenue (IR(n=X))** is the present value of the incremental revenue stream expected to be received from the new or altered connection over a pre-defined period. It is determined over a period of 30 years for residential premises. For commercial and industrial premises, the period will vary depending on the nature of the premises and will be defined in the connection offer. To estimate the incremental revenue, Ergon Energy will:

- apply the pre-tax weighted average cost of capital as set out in the AER Final Distribution Determination;
- use the price path (i.e. X-factors) set out in the relevant AER Final Distribution Determination that is applicable at the time of the connection offer, until the end of the regulatory control period to which that Distribution Determination applies; and
- after the end of the relevant Distribution Determination period, escalate annually by the Consumer Price Index<sup>15</sup> (CPI) for the remaining assumed life of the connection .

All capital contributions will be calculated specifically for the connection applicant. Ergon Energy does not apply pre-calculated capital contributions.

<sup>14</sup> 09.02.01 – (Revised) Unit Rates for Capital Contributions.

<sup>15</sup> The CPI used is the Australian Bureau of Statistics (ABS) CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

## 2.7 Measuring demand and consumption

In determining the appropriate type of connection offer and, if required, capital contribution, Ergon Energy will determine the consumption and demand based on the information supplied in the connection application. Where specific consumption and demand information is not provided in the connection application, Ergon Energy will base the estimates on load patterns of similar customers and apply the general principles we use to determine a customer's tariff class as set out in our annual AER-approved Pricing Proposal.

Where the connection applicant is required to make a capital contribution, the connection offer made by Ergon Energy will set out the demand and consumption estimates used to determine the amount of the capital contribution.

### 2.7.1 Provisional estimates for capital contributions

Where Ergon Energy and the connection applicant (other than a real estate developer)<sup>16</sup> cannot reach agreement on the estimated demand and consumption for use in determining the capital contribution payable for the connection point, Ergon Energy will apply a provisional estimate.

Where a provisional estimate has been used to determine a capital contribution, the connection applicant may be subject to an additional charge or refund for the difference between the actual consumption and demand and provisional estimates of consumption and demand. Ergon Energy will assess the additional charge or refund payable within three (3) years of the connection being energised. The amount of the additional charge or refund will be the difference between the actual capital contribution paid and that calculated based on the actual demand and consumption.

An additional charge or refund is only applicable where the connection applicant is still solvent and continuing to utilise the premises.

## 2.8 Reimbursement scheme for customer funded assets

Where an original customer funds a network extension and / or other dedicated connection assets, Ergon Energy will establish a reimbursement scheme (pioneer scheme) for the network extension and / or other dedicated connection assets. The scheme will determine the charge payable by any subsequent customers that utilise the network extension and / or dedicated connection assets in reimbursement of existing customers for their prior contributions to the network extension and / or dedicated connection assets.

The application of the reimbursement scheme varies with the type of connection service, as follows:

- for major customer connections, to all network extensions and other dedicated connection assets funded by the connection applicant; and
- for all other connections, to network extension assets funded by capital contributions paid by the connection applicant.

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<sup>16</sup> Where Ergon Energy and a real estate developer cannot agree on the forecast level of consumption and / or demand for the premises within the development for the purposes of determining the capital contribution, the connection offer will be based on Ergon Energy's reasonable estimate of the level of future consumption and / or demand.

The contribution towards the reimbursement scheme will be determined based on the expected usage of the network extension and / or dedicated connection assets by the subsequent customer and the remaining life of the network extension and / or dedicated connection assets. Calculation of the reimbursement scheme amounts will be in accordance with the requirements of the AER Connection Charge Guidelines in force at the time.

Ergon Energy will apply the following principles to reimbursement schemes:

- A reimbursement scheme will apply for seven (7) years after the original network extension and / or other dedicated connection asset was connected to the Ergon Energy distribution network.
- Network extension assets will be depreciated on a straight line basis over a period of 20 years for the purpose of the scheme. Other dedicated connection assets will be depreciated on a straight line basis over the standard life for the relevant assets class approved by the AER in the revenue determination.
- A refund under a reimbursement scheme for a network extension will only be paid where the calculated refund threshold is met. For 2015-16, the refund threshold is \$1,070.<sup>17</sup> The threshold will be increased annually on 1 July for the movement in the annual CPI.<sup>18</sup>
- Where a refund is payable for the original contribution, the refund will be paid to the current owner of the original connecting premises.
- Where the network extension and / or dedicated connection asset was built by a third party, the original cost of the extension and / or dedicated connection asset will be estimated by Ergon Energy as the amount it would have charged to build the network extension and / or dedicated connection asset.
- Where the original extension and / or dedicated connection asset was built to a higher standard or capacity than the least cost technically acceptable standard required by the original customer, only the cost of constructing the network extension and / or dedicated connection asset to the least cost technically acceptable standard will be used for the purpose of the reimbursement scheme.

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<sup>17</sup> For the purposes of the Connection Policy Ergon Energy has updated forecast inflation for 2014-15 used in the Draft Connection Policy to reflect actual inflation based on the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

<sup>18</sup> The CPI used is the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).



## 3. Basic connections

### 3.1 Overview

Ergon Energy will make a Basic Connection Offer where:

- supply is available (i.e. there is a line available, at the required voltage and with sufficient capacity for the proposed connection);
- there is minimal or no network augmentation required (other than network extension beyond the standard service line); and
- the maximum connection capacity is 80 amperes per phase.

Basic Connections Offers are most commonly applicable to new connections or connection alterations for:

- residential, rural and small commercial premises classified as SACs;
- micro embedded generation (e.g. PV installations) with exporting capability and inverter capacity as per AS4777, which are also classified as SACs;<sup>19</sup>
- temporary connection for short term supply, which is defined as connection for a period of 12 months or less; and
- un-metered supply (other than public lighting).

Basic connections are provided under the terms and conditions of the Ergon Energy *Model Standing Offer for Basic Connection*, which is available from Ergon Energy's website.

All connection applicants have a right to negotiate the terms and conditions of their connection offer from Ergon Energy. Where the connection applicant elects to negotiate the terms and conditions of their connection, the *Model Standing Offer for Basic Connection* will not apply. In these circumstances, Ergon Energy will prepare a Negotiated Connection Offer (see Section 4).

Ergon Energy notes that a Basic Connection Offer will not apply where network augmentation is required.

### 3.2 Fees and charges

The following table sets out the fees and charges that may be payable under a *Model Standing Offer for Basic Connection*.

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<sup>19</sup> This is generally for any micro embedded generator with exporting capability and inverter capacity as per the definition in AS4777 which is:

- less than or equal to 2kVA
- less than or equal to 3.5kVA where reactive power control is set to 0.9 lagging except on SWER networks

Non-exporting Inverter Energy Systems up to 5kVA that pass an automatic check of the distribution transformer loading.

**Table 4: Fees under a Basic Connection Offer**

Service Charge Group	Small Customer Connection	Temporary Connection	Unmetered Supply (other than public lighting)
Application Fee	√	√	√
Fees for other Connection Application Services	As required	As required	As required
Fees for Pre-connection Consultation Services	As required	As required	As required
Connection Charge – New Connection	As required	√	×
Connection Charge – Connection Alteration	As required	As required	As required
Capital Contribution – Network Extension	As required <sup>1</sup>	As required <sup>1</sup>	As required <sup>1</sup>
Capital Contribution – Other Network Augmentation	×	×	×
Reimbursement Scheme Charge	As required	As required	As required

1. Where the connection needs works outside the scope of a standard connection, e.g. where the line exceeds the standard service line.

All connections made under a Basic Connection Offer will be required to pay a Connection Application Fee, which is a charge to cover the cost of developing and assessing the connection offer. Additionally, if an extension to the distribution network is necessary in order to provide the connection service, connection charges for the service may include a reasonable capital contribution towards the cost of the extension necessary to provide the service. A capital contribution will be required where the incremental cost of the standard control connection services exceeds the incremental revenue expected to be derived from the standard control connection services. Similarly, where the provision of the connection services requires the installation and configuration of metering equipment, the connection applicant will be required to pay the cost of providing that service. The cost payable will be in accordance with Ergon Energy’s approved Alternative Control Services Price List. It is assumed that connection applicants for residential, rural and small commercial premises, and unmetered supply will be classified as SACs, which means that the relevant connection service is a small customer connection, which is classified as a Standard Control Service. This means that, with the exception of any required metering equipment, the connection applicant will not be required to pay for the connection service directly to Ergon Energy. Rather the cost of providing these connection services will be recovered from customers through network charges included in the electricity tariffs (i.e. retailer’s bills).

Where connection alterations and temporary connections are classified as Alternative Control Services, the connection applicant will be required to pay for the connection services directly to Ergon Energy in accordance with the Basic Connection Offer made by Ergon Energy.

Connections subject to a Basic Connection Offer are exempt from the requirement to pay capital contributions for network augmentation (other than network extensions beyond the standard

service line). Capital contributions for network extensions are directly payable to Ergon Energy in accordance with Section 7.2.

### 3.3 Capital contributions

Under a Basic Connection Offer, the connection applicant may be required to pay a capital contribution if a network extension is required to complete the connection.

For the purpose of small customer connections, which are classified as Standard Control Services, a network extension is the extension of the network beyond the standard service line of 20 metres for an overhead service line and seven (7) metres for an underground service line.

Any capital contributions will be calculated in accordance with the formula set out in Section 2.6, using a period of 30 years for residential premises. For commercial and industrial premises, the period will vary depending on the nature of the premises and will be defined in the connection offer.

Where a Basic Connection Offer is made, the connection applicant is exempt from paying any capital contributions for shared network augmentation (such as a requirement to increase the distribution network capacity because of the applicant's connection).

### 3.4 Reimbursement scheme

A reimbursement scheme will be established where a basic connection applicant funds a network extension via a capital contribution. The original customer may be entitled to a refund of part of their contribution where a subsequent customer connects to the Ergon Energy distribution network using that network extension.

A connection applicant may also be required to make a reimbursement scheme payment where the connection will make use of a network extension to which a reimbursement scheme applies (i.e. that was funded by an original customer via a capital contribution).

Further detail on the application of reimbursement schemes may be found in Section 2.8.

### 3.5 Security fee

Ergon Energy may require the payment of a security fee where Ergon Energy considers that there is a high risk that we may not earn the estimated incremental revenue from the connection services Ergon Energy is to provide (refer to Section 2.6 for details of how the incremental revenue is calculated).

Further details of the application of security fees are provided in Section 7.1.

### 3.6 Payment of connection charges

The total connection charges payable are the sum of the fees for any services classified as Alternative Control Services, capital contributions and reimbursement scheme charges.

Ergon Energy will generally require the connection applicant to pay the charges for connection application services and pre-connection consultation services at the time the services are provided.

Connection fees, capital contributions and reimbursement scheme charges are generally payable at the time the connection offer is accepted, and prior to any construction work being undertaken.

Where the connection charge is more than \$5,350 (2015 dollars),<sup>20 21</sup> the payments may be staged if the construction:

- is not expected to commence for three (3) months or more; or
- can be logically segmented into distinct stages of construction.

Further information on the timing of payments for connection charges is set out in Section 7.2.

### 3.7 Further information

Further information on basic connections is available in the following Ergon Energy publications:

- Ergon Energy Guideline for Small Scale Parallel Inverter Energy Systems up to 30kVA
- STNW1170 – Connection Standard for Small Scale Parallel Inverter Energy Systems up to 30kVA
- Alternative Control Services Price List.

These publications, and other related fact sheets, are available from the Ergon Energy website:

[www.ergon.com.au](http://www.ergon.com.au)

You can contact the Customer Connection Group via email at:

[customerconnections@ergon.com.au](mailto:customerconnections@ergon.com.au)

or phone:

13 74 66

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<sup>20</sup> Ergon Energy has updated forecast inflation for 2014-15 used in the Draft Connection Policy to reflect actual inflation based on the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

<sup>21</sup> This threshold will be escalated annually using the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

## 4. Negotiated connections for small customers

### 4.1 Overview

Ergon Energy will make a Negotiated Connection Offer for small customer connections where:

- supply is not readily available;
- there is network augmentation required;
- the maximum connection capacity exceeds 80 amperes per phase; or
- the connection applicant elects to negotiate the terms and conditions of the connection.

A Negotiated Connection for small customers applies for those customers that do not meet the requirements for a Basic Connection Offer or the definition of a real estate developer (see Section 5) or major customer connection (see Section 6), and includes:

- residential, rural and small commercial premises classified as SACs;
- Connections of customers on SWER networks
- micro embedded generation (e.g. PV installations) with exporting capacity and inverter capacity as per AS4777, which is also classified as SACs;
- temporary connection for short term supply, which is defined as connection for a period of 12 months or less; and
- unmetered supply (including public lighting).

### 4.2 Fees and Charges

The following table sets out the fees and charges that may be payable under a Negotiated Connection Offer for small customer connections.

**Table 5: Fees under a Negotiated Connection Offer for small customers**

Service Charge Group	Small Customer Connection	Temporary Connection	Unmetered Supply (including public lighting)
Application Fee	√	√	√
Fees for other Connection Application Services	As required	As required	As required
Fees for Pre-connection Consultation Services	As required	As required	As required
Connection Charge – New Connection	As required	√	×
Connection Charge – Connection Alteration	As required	As required	As required
Capital Contribution – Network Extension	As required <sup>1</sup>	As required <sup>1</sup>	As required <sup>1</sup>

Service Charge Group	Small Customer Connection	Temporary Connection	Unmetered Supply (including public lighting)
Capital Contribution – Other Network Augmentation	As required	As required	As required
reimbursement Scheme Charge	As required	As required	As required

1. Where the connection needs works outside the scope of a standard connection, e.g. where the line exceeds the standard service line.

All connections made under a Negotiated Connection Offer will be required to pay a Connection Application Fee, which is a charge to cover the cost of developing, assessing and negotiating the connection offer.

It is assumed that connection applicants for residential, rural and small commercial premises will be classified as SACs, which means that the relevant connection service is a small customer connection, which is classified as a Standard Control Service. This means that with the exception of any required metering equipment, the connection applicant will not be required to pay for the connection service directly to Ergon Energy. Rather the cost of providing these connection services will be recovered from customers through network charges recovered via the retailer's bill.

Connections subject to a Negotiated Connection Offer for small customers will be required to pay for network extensions and other network augmentations in accordance with the capital contributions provisions set out in Chapter 2.

Where connection alterations and temporary connections are classified as Alternative Control Services, the connection applicant will be required to pay for the connection services directly to Ergon Energy in accordance with the Negotiated Connection Offer made by Ergon Energy.

### 4.3 Capital contributions

A capital contribution for network extension may be applicable for connections that exceed the scope of a standard connection, such as the standard service line. A capital contribution for other network augmentation may also be applicable if the new connection or connection alteration exceeds the augmentation charge threshold. The augmentation charge threshold is set at:

- 10 kVA on SWER lines; or
- a maximum capacity of 80 amperes on 3 phase low voltage supply, elsewhere in Ergon Energy's distribution network.

In these circumstances, any capital contributions will be calculated in accordance with the formula set out in Section 2.6.

### 4.4 Reimbursement scheme

A reimbursement scheme will be established where a connection applicant funds a network extension via a capital contribution. The original customer may be entitled to a refund of part of their contribution where a subsequent customer connects to the Ergon Energy distribution network using that network extension.

A connection applicant may also be required to make a reimbursement scheme payment where the connection will make use of a network extension that a reimbursement scheme applies to (i.e. that was funded by an original customer via a capital contribution).

Further detail on the application of reimbursement schemes may be found in Section 2.8.

#### 4.5 Security fee

Ergon Energy may require the payment of a security fee where Ergon Energy considers that there is a high risk that we may not earn the estimated incremental revenue from the connection services Ergon Energy is to provide (refer to Section 2.6 for details of how the incremental revenue is calculated).

Further details of the application of security fees are provided in Section 7.1.

#### 4.6 Payments of connection charges

The total connection charges payable are the sum of the fees for any services classified as Alternative Control Services, capital contributions and reimbursement scheme charges.

Ergon Energy will generally require the connection applicant to pay the charges for connection application services and pre-connection consultation services at the time the services are provided.

Connection fees, capital contributions and reimbursement scheme charges are generally payable at the time the connection offer is accepted, and prior to any construction work being undertaken. Where the connection charge is more than \$5,350 (2015 dollars).<sup>22 23</sup> the payments may be staged if the construction:

- is not expected to commence for three (3) months or more; or
- can be logically segmented into distinct stages of construction.

Further information on the timing of payments for connection charges is set out in Section 7.2.

#### 4.7 Further information

Further information on negotiated connections for small customers is available in the following Ergon Energy publications:

- Ergon Energy Guideline for Small Scale Parallel Inverter Energy Systems up to 30kVA
- STNW1170 – Connection Standard for Small Scale Parallel Inverter Energy Systems up to 30kVA
- Alternative Control Services Price List.

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<sup>22</sup> Ergon Energy has updated forecast inflation for 2014-15 used in the Draft Connection Policy to reflect actual inflation based on the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0)

<sup>23</sup> This threshold will be escalated annually using the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

These publications, and other related fact sheets, are available from the Ergon Energy website:

[www.ergon.com.au](http://www.ergon.com.au)

You can contact the Customer Connection Group via email at:

[customerconnections@ergon.com.au](mailto:customerconnections@ergon.com.au)

or phone:

13 74 66



## 5. Real estate developers

### 5.1 Overview

Real estate developers are responsible for the design and construction of electrical reticulation and connection assets within the development. For the purpose of this connection policy, real estate development includes the commercial development of land in one or more of the following ways:

- subdivisions;
- construction of commercial and / or industrial premises (e.g. shopping centres); and
- construction of multiple new residential premises.

Connection of real estate developments to the Ergon Energy distribution network typically involves the extension of the distribution network and upstream network augmentation required to enable the development to be connected to the Ergon Energy distribution network, allowing for the expected future intended usage of the premises within the development.

All connections for real estate developments will be subject to a Negotiated Connection Offer. Connection applications for real estate development connections will only be accepted from the real estate developer.

### 5.2 Connection offer and charges

The connection of real estate developments will be on the basis of a Negotiated Connection Offer from Ergon Energy, and may be subject to the following charges:

- Charges for any services classified as Alternative Control Services, including:
  - Connection Application Fees;
  - Fees for other Connection Application Services;
  - Fees for Pre-connection Consultation Services;
  - Fees for design and construction of connection assets for the real estate development;<sup>24</sup>
  - Fees for the commissioning and energisation of the connection assets for the real estate development; and
- Reimbursement scheme charges.

These charges relate solely to the connection of the real estate development to the Ergon Energy distribution network, and are additional to any costs the real estate developer may incur in the design and construction of reticulation assets within the development.

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<sup>24</sup> This includes all work, including upstream augmentation, necessary to connect the development to the distribution network. In addition, where the works are outside the Planning Horizon, the real estate developer will be required to fully fund the cost of the works. However, where the works are within the Planning Horizon, the real estate developer will be required to pay any costs associated with advancement of the works.

The connection charges are payable in accordance with the terms and conditions set out in Ergon Energy's Negotiated Connection Offer.

### 5.3 Capital contributions

Real estate development connections, which include the upstream augmentations required to enable the development to be connected to the distribution network, are classified as Alternative Control Services. Therefore, there will be no capital contributions applicable since capital contributions apply only to Standard Control Services.

### 5.4 Reimbursement scheme

Ergon Energy will establish a reimbursement scheme for any network extensions that are:

- funded by the real estate developer; and
- physically located outside the boundary of the real estate development.

Real estate developers will be entitled to access the reimbursement scheme, unless an alternative arrangement is agreed with Ergon Energy. Further detail on the application of reimbursement schemes may be found in Section 2.8.

### 5.5 Security fee

Ergon Energy may require the payment of a security fee where Ergon Energy considers that there is a high risk that we may not earn the estimated incremental revenue from the connection services Ergon Energy is to provide (refer to Section 2.6 for details of how the incremental revenue is calculated).

Further details of the application of security fees are provided in Section 7.1.

### 5.6 Payment of connection charges

The total connection charges payable are the sum of the fees for any services classified as Alternative Control Services and reimbursement scheme charges.

Ergon Energy will generally require the connection applicant to pay the charges for connection application services and pre-connection consultation services at the time the services are provided.

Connection fees and reimbursement scheme charges are generally payable at the time the connection offer is accepted, and prior to any construction work being undertaken. Where the connection charge is more than \$5,350 (2015 dollars),<sup>25</sup> <sup>26</sup> the payments may be staged if the construction:

- is not expected to commence for three (3) months or more; or
- can be logically segmented into distinct stages of construction.

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<sup>25</sup> Ergon Energy has updated forecast inflation for 2014-15 used in the Draft Connection Policy to reflect actual inflation based on the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

<sup>26</sup> This threshold will be escalated annually using the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

Further information on the timing of payments for connection charges is set out in Section 7.2.

## 5.7 Further information

Further information for connection of real estate developments to the Ergon Energy distribution network is available in the following publications:

- Developer Handbook
- New Connections for Developers' Charter.

These publications, and other related fact sheets, are available from Ergon Energy's website:

[www.ergon.com.au](http://www.ergon.com.au)

You can contact the Customer Connection Group via email:

[ccg@ergon.com.au](mailto:ccg@ergon.com.au)

or phone:

13 74 66

## 6. Major customers and embedded generation

### 6.1 Overview

This chapter applies to connection services provided to major customers, which are defined as ICCs, CACs and EGs (other than real estate developers).

All connections for major customers will be subject to a Negotiated Connection Offer from Ergon Energy, to the extent the services are provided by Ergon Energy.

### 6.2 Connection offer and charges

Connection charges for major customer may include:

- Charges for any services that are classified as Alternative Control Services, including:
  - Connection application services;
  - Pre-connection consultation services;
  - Design and construction of connection assets (including network extensions);
  - Commissioning and energisation of connection assets;
  - Connection alterations; and
  - For embedded generation, upstream works required to enable the removal of network constraints;<sup>27</sup> and
- Reimbursement scheme payments.

#### 6.2.1 Contestability of services

The design and construction of dedicated connection assets for a major customer connection is a contestable service, subject to a risk assessment, which means that the connection applicant may either engage Ergon Energy or a suitably qualified and experienced external consultant to provide these services. Generally, the connection applicant has three options for the design and construction of connection assets:

- Connection applicant designs, builds, owns and maintains the assets;
- Ergon Energy designs, builds, owns and maintains the assets; or
- Connection applicant designs, builds and then transfers the connection assets to Ergon Energy.

Further information about contestability of services and connection asset ownership is available in Ergon Energy's Major Customer Connection Manual and associated fact sheets.

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<sup>27</sup> Where the necessary works are outside the Planning Horizon, the customer will be required to fully fund the cost of the works. However, where the works are within the Planning Horizon, the customer will be required to pay any costs associated with advancement of the works.

If the connection applicant engages Ergon Energy to provide the connection services, payment must be made in accordance with the Negotiated Connection Offer made by Ergon Energy.

### 6.3 Reimbursement scheme for customer funded assets

A reimbursement scheme will be established where a connection applicant funds a network extension and / or other dedicated connection assets. The original customer may be entitled to a refund of part of their contribution where subsequent customer connects to the Ergon Energy distribution network using that network extension and / or other dedicated connection assets.

A connection applicant may also be required to make a reimbursement scheme payment where the connection will make use of a network extension that a reimbursement scheme applies to (i.e. that was funded by a previous customer).

Further detail on the application of reimbursement schemes may be found in Section 2.8.

### 6.4 Security fee

Ergon Energy may require the payment of a security fee where Ergon Energy considers that there is a high risk that we may not earn the estimated incremental revenue<sup>28</sup> from the connection services Ergon Energy is to provide.

Further details of the application of security fees are provided in Section 7.1.

### 6.5 Payment of connection charges

The total connection charges payable are the sum of the fees for any services classified as Alternative Control Services and reimbursement scheme charges.

Ergon Energy will generally require the connection applicant to pay the charges for connection application services and pre-connection consultation services at the time the services are provided.

Connection fees and reimbursement scheme charges are generally payable at the time the connection offer is accepted, and prior to any construction work being undertaken. Where the connection charge is more than \$5,350 (2015 dollars),<sup>29 30</sup> the payments may be staged if the construction:

- is not expected to commence for three (3) months or more; or
- can be logically segmented into distinct stages of construction.

Further information on the timing of payments for connection charges is set out in Section 7.2.

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<sup>28</sup> For the purposes of estimating the security fee, the incremental revenue is calculated in the same manner as for a capital contribution as set out in Section 2.6.

<sup>29</sup> Ergon Energy has updated forecast inflation for 2014-15 used in the Draft Connection Policy to reflect actual inflation based on the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0)

<sup>30</sup> This threshold will be escalated annually using the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

## 6.6 Registered Participants

Connections for Registered Participants are subject to the provisions of Chapter 5 of the NER. However, they are subject to the same fees and charges as major customer connections.

## 6.7 Further information

Relevant information for major customer connections is available from the major customer connections section of the Ergon Energy website:

[www.ergon.com.au](http://www.ergon.com.au)

You can contact the Major Customer Connection Group via email:

[majorconnections@ergon.com.au](mailto:majorconnections@ergon.com.au)

or phone:

13 74 66

## 7. Other matters

### 7.1 Security fee

Ergon Energy may require the payment of a security fee where Ergon Energy considers that there is a high risk that we may not earn the estimated incremental revenue from the connection services Ergon Energy is to provide (refer to Section 2.6 for details of how the incremental revenue is calculated).

Should Ergon Energy require a security fee, it may require an amount to be paid either upfront, or a financial security<sup>31</sup> to be provided (in Ergon Energy's discretion) in the amount which is the lesser of the incremental revenue at risk of non-recovery or the incremental cost incurred by Ergon Energy.

Where the security fee is provided as an upfront payment, Ergon Energy will rebate the security fee via annual instalments, with the annual rebate being the:

- interest<sup>32</sup> earned on the security, calculated at the interest rate (cost of debt) approved by the AER for the revenue determination; plus
- the lower of:
  - the actual incremental revenue received from the customer for the year; and
  - the security fee that was paid for that year.

Ergon Energy will not:

- require a security fee for an amount that exceeds the value of the incremental revenue which is at risk of not being recovered;
- require a security fee for an amount that exceeds the present value of the incremental costs incurred by Ergon Energy; or
- require a security fee where the total value of the network augmentation or connection asset augmentation is valued at less than \$10,000.

Security fees are not intended to cover defects in workmanship where the connection assets are constructed by a third party. Separate warranties will be sought to cover these risks.

### 7.2 Payment of connection charges

Ergon Energy will generally require the connection applicant to pay the charges for connection application services and pre-connection consultation services at the time the services are provided.

Connection fees, capital contributions and reimbursement scheme charges are generally payable at the time the connection offer is accepted, and prior to any construction work being undertaken.

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<sup>31</sup> Such as a bank guarantee,

<sup>32</sup> Generally, Ergon Energy does not earn interest on the security fees it holds.

Where these connection charges are more than the prepayment threshold of \$5,350 (2015 dollars),<sup>33 34</sup> the payments may be staged if the construction:

- is not expected to commence for three (3) months or more; or
- can be logically segmented into distinct stages of construction.

Where the connection charges are greater than the prepayment threshold and construction is not expected to commence for three (3) months or more, the following staged payments may apply:

- At connection offer acceptance:
  - sunk costs for design and administration already incurred by Ergon Energy;
  - costs for design and administration that Ergon Energy will incur immediately after offer acceptance; and
  - costs for specialised or non-standard assets that Ergon Energy will need to procure prior to construction commencing; and
- Balance of all connection charges three (3) weeks prior to construction commencement.

Where the connection charges are greater than the prepayment threshold and construction can be logically segmented into distinct stages of constructions, the following staged payments will apply:

- At connection offer acceptance:
  - sunk costs for design and administration already incurred by Ergon Energy
  - costs for design and administration that Ergon Energy will incur immediately after offer acceptance; and
  - costs for specialised or non-standard assets that Ergon Energy will need to procure prior to construction commencing; and
- Three (3) weeks prior to commencement of each construction stage: a staged payment of the connection charge that reasonably reflects the costs that Ergon Energy will incur in the construction stage.

### 7.3 Accounting treatment of capital contributions

Under the NER, Ergon Energy may not recoup a return on, or of,<sup>35</sup> the asset for assets that are funded through capital contributions. Accordingly, these assets will not be considered in determining the revenue to be recovered from Standard Control Services.

Where the capital contribution is provided as an “in-kind” contribution, as is commonly the case for reticulation and connection assets within a real estate development, the fair and reasonable value of the contribution will be determined as using the AER approved formula for major customers.

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<sup>33</sup> Ergon Energy has updated forecast inflation for 2014-15 used in the Draft Connection Policy to reflect actual inflation based on the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0)

<sup>34</sup> This threshold will be escalated annually using the ABS CPI All Groups, Weighted Average of Eight Capital Cities, March to March Quarter, (ABS Catalogue 6401.0).

<sup>35</sup> The return of the asset refers to depreciation.



## 7.4 Transitional arrangements

This Connection Policy applies to all connection offers made by Ergon Energy on or after 1 July 2015.

The following table summarises the transitional arrangements.

**Table 6: Transitional arrangements**

Scenario	Transitional Arrangements
Application lodged with Ergon Energy before 26 April 2015 (i.e. more than 65 days before 1 July 2015)	The new connection or connection alteration to be made as per the Capital Contributions Policy in force for 2014-15.
Application lodged with Ergon Energy on or after 27 April 2015 (i.e. up to 64 days before 1 July 2015), but prior to 1 July 2015.	The connection offer made by Ergon Energy will be consistent with this Connection Policy.
Application lodged with Ergon Energy on or after 1 July 2015	The connection offer made by Ergon Energy will be consistent with this Connection Policy.

For more information on transitional arrangements, please contact Ergon Energy on 13 74 66.

## 7.5 Dispute resolution

Where a connection applicant has any dispute regarding Ergon Energy's connection charges, or the terms and conditions of a connection agreement with Ergon Energy, such disputes will be managed in accordance with Ergon Energy's standard complaints and dispute resolution procedure, which is available on Ergon Energy's website. Ergon Energy will endeavour to resolve any disputes reasonably and fairly.

A connection applicant is also entitled to refer the dispute to the AER. Information on the AER's customer connection dispute resolution process is available on the AER's website.

# Glossary

## Abbreviations

ABS	Australian Bureau of Statistics
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
CAC	Connection Asset Customer
CC	Capital Contribution
CPI	Consumer Price Index
DUOS	Distribution Use of System
EG	Embedded Generator
Ergon Energy	Ergon Energy Corporation Limited
ICC	Individually Calculated Customer
ICCS	Incremental Cost Customer Specific
ICSN	Incremental Cost Shared Network
IR	Incremental Revenue
kVA	Kilovolt amperes
NER	National Electricity Rules
PV	Photovoltaic
SAC	Standard Asset Customer
SWER	Single Wire Earth Return

## Definitions

Alternative Control Services	A distribution service provided by Ergon Energy that the AER has classified as an Alternative Control Service under the NER.
Augmentation	Work to enlarge the distribution system or to increase its capacity to distribute electricity.
Australian Energy Regulator (AER)	The AER is an independent statutory authority that is part of the Australian Competition and Consumer Commission. The AER is responsible for the economic regulation of electricity networks in the National Electricity Market. It also monitors the wholesale electricity and gas markets and is responsible for compliance with and enforcement of the National Electricity Law and NER, and other regulatory instruments.
Basic connection	A connection service that meets the requirements for a Basic Connection Offer as set out in Section 3 of the Connection Policy.
Capital Contribution	A capital contribution may be charged where a network extension, augmentation or connection assets are required for a new connection or alteration in accordance with this policy.
Connection	A physical link between a distribution system and a retail customer's premises to allow the flow of electricity.
Connection alteration	An alteration to an existing connection including an addition, upgrade, extension, expansion, augmentation or any other kind of alteration.
Connection applicant	An applicant for a connection service who is either a retail customer; retailer or other proxy for a retail customer, or a real estate developer.
Connection application	An application made under clause 5A.D.3 of the NER
Connection assets	Those components of a transmission or distribution system which are used to provide connection services. Connection assets are those assets required to connect an electrical installation to the shared network and are all the assets from the connection point back up to and including the network coupling point.
Connection charge	A charge imposed by a Distribution Network Service Provider for a connection service.
Connection contract	A contract formed by the making and acceptance of a connection offer.
Connection offer	An offer by a Distribution Network Service Provider to enter into a connection contract with a retail customer or a real estate developer.
Connection point	The agreed point of supply established between Network Service Provider(s) and another Registered Participant, Non-Registered Customer or franchise customer.
Connection policy	A document, approved as a connection policy by the AER under Chapter 6, Part E of the NER.
Connection service	Means either or both of the following: (a) a service relating to a new connection for premises; (b) a service relating to a connection alteration for premises.
Contestable	A service is contestable where it is permitted to be provided by more than one supplier on a competitive basis.
Customer	A person or entity that receives, or wants to receive a supply of electricity for a premises, or any other distribution service from Ergon Energy.
Distribution Network Service Provider	A person that owns, controls or operates a Distribution Network and the associated connection assets. Ergon Energy is a distribution network service provider.

Distribution system	The electrical system used to transport electricity from the high voltage transmission network connection point to distribution network users.
Distribution Use of System (DUOS) charge	Component of the network tariffs which covers costs associated with connection services and/or use of the distribution network for the conveyance of electricity (i.e. Standard Control Services).
Embedded generator (EG)	Means a network user classified as an EG in accordance with the definition in the Ergon Energy Pricing Proposal. It excludes those customers with micro generation as per Australian Standard AS 4777 (Grid connection of energy systems via inverters)..
Energy	The amount of electricity consumed by a consumer over a period of time. Energy is measured in terms of watt hours, such as kilowatt hours (kWh), megawatt hours (MWh) or gigawatt hours (GWh).
Extension	An augmentation that requires the connection of a power line or facility outside the present boundaries of the distribution network owned, controlled or operated Ergon Energy.
Final Distribution Determination	The AER's Final Distribution Determination sets the revenue and pricing control regime that Ergon Energy must comply with for the regulatory control period.
Micro EG connection	A connection between an embedded generating unit and a distribution network of the kind contemplated by Australian Standard AS 4777 (Grid connection of energy systems via inverters).
Micro embedded generator	A retail customer who operates, or proposes to operate, an embedded generating unit for which a micro EG connection is appropriate.
National Electricity Market	The interconnected electricity grid covering Queensland, New South Wales, Victoria, Tasmania, South Australia and the Australian Capital Territory.
National Electricity Rules	Rules made under the National Electricity Law which govern the operation of the National Electricity Market.
Negotiated connection	A connection that is not a basic connection.
New connection	A connection established or to be established, in accordance with Chapter 5A of the NER and applicable energy laws, where there is no existing connection.
Non-registered embedded generator	An embedded generator that is neither a micro embedded generator nor a Registered Participant.
Original customer	The connection applicant who triggered the requirement and paid for the construction of an extension asset.
Real estate developer	A person who carries out a real estate development.
Real estate development	The commercial development of land including its development in 1 or more of the following ways: (a) subdivision; (b) the construction of commercial or industrial premises (or both); (c) the construction of multiple new residential premises.
Registered participant	A person who is registered by AEMO in any one or more of the categories listed in rules 2.2 to 2.7 of the NER (in the case of a person who is registered by AEMO as a Trader, such a person is only a Registered Participant for the purposes referred to in rule 2.5A of the NER). However, as set out in clause 8.2.1(a1) , for the purposes of some provisions of rule 8.2 of the NER only, AEMO, Connection Applicants, Metering Providers and Metering Data Providers who are not otherwise Registered Participants are also deemed to be Registered Participants.
Reimbursement scheme	A scheme to enable original customers to be refunded for their capital contributions where the network extension funded by the capital contribution is subsequently used by other customers.

Retail customer	Includes a non-registered embedded generator and a micro embedded generator.
Standard Control Service	A distribution service provided by Ergon Energy that the AER has classified as a Standard Control Service under the NER. Includes core network services associated with the access and supply of electricity to customers. Ergon Energy recovers its costs in providing Standard Control Services through the DUOS component of network tariffs which are billed to retailers.
Standard service line	The maximum length of a service line required to be provided and installed within a customer's premises as part of a Standard Control Service, as set out in section 14(3) of the <i>Electricity Regulation 2006</i> (Queensland). The standard service line is: <ul style="list-style-type: none"> <li>a) 20 metres for an overhead service line; or</li> <li>b) 7 metres for an underground service line.</li> </ul>
Subsequent customer	A connection applicant, other than the original customer, who connects to an extension subject to a pioneer scheme.
Unmetered	A customer who takes supply where no meter is installed at the connection point.

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