



Part of the Energy Queensland Group



# Operational Update

## EQL Contestable Works

### Switching Day Expectations and Resource Planning

Issue # C-0074 – 16/10/2025

#### Target Audience

Energex Accredited Service Providers (ASP)

#### Introduction

As part of our ongoing efforts to improve delivery outcomes and manage increasing workloads across contestable works, the following outlines some key expectations and process updates regarding switching day coordination and resource planning.

#### Switching Day Expectations

To ensure switching activities are completed efficiently and safely:

- **Adequate Resourcing:** ASPs must ensure sufficient personnel are available on switching days. If your scope includes multiple joints or terminations, plan accordingly. One jointer is rarely sufficient for complex jobs.
- **Start Times & Outage Windows:** Switching must occur within standard hours (typically 8:00 AM to 4:00 PM). If extended outages are required, overtime may be approved only if justified and customer-funded.
- **Early Switching Requests:** If longer outage windows are needed, submit switching requests early and clearly indicate the resourcing plan. This helps us assess feasibility and avoid delays.

#### Late Cancellations & Stranded Resources

- **Cancellation Policy:** Jobs cancelled within 5 business days of the scheduled switching may incur stranded resource charges. This includes internal crews who are unable to be redeployed.
- **Rescheduling:** Postponed jobs will be rescheduled based on availability and may be placed at the end of the queue.

#### Application Requirements

- **Approval to Construct:** Have an Approval to Construct in place prior to making any applications to Energex.
- **Compliance:** Complete all pre-work in accordance with the Construction Authority.
- **Site preparation:** Ensure the site meets the required standards prior to the scheduled switching application date.
- **Resource Confirmation:** Do not submit a switching application unless you have confirmed the necessary resources will be available within the required timeframe.
- **Communication:** If you anticipate delays or resource constraints, notify your Contract Officer immediately. We can only assist if we're informed early.

## Efficiency & Accountability

- We are under increased scrutiny from both government and internal stakeholders to deliver timely customer connections.
- Any excessive increase to the switching costs may result in a cost variation.
- Switching is currently prioritized over audits. However, audits remain essential for project closure and bond release.
- We are working to streamline internal processes, but we need ASPs to plan smart, communicate early, and deliver reliably.

## Implementation Date:

These changes are effective from the ***immediately*** for all projects where a NCEC, SESA or PLSA is being returned for a Contestable Works project.

**For more information contact:**

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