



Part of the Energy Queensland Group



# Operational Update

## EQL Contestable Works

### Bond/Security payments

Issue # C-0073 – 15 Sept 2025

#### Target Audience:

EQL ASP Consultants

#### BPAY option for Bonds:

This update provides an alternative bond payment option that will in turn reduce bond refund timeframes and minimise the use of cheques in Contestable Works bond refunds.

#### Current Process:

A developer can make a bond payment via Bank Guarantee, EFT and Credit Card payment. Should a developer pay via EFT, when the bond is refunded at project closure, Contestable Works contact the Consultant and Developer to request EFT details and await their response before processing the refund. If the refund is to be paid into an account not listed on the Subdivision Electricity Supply Agreement (SESA) or Negotiated Connection Establishment Contract (NCEC), the developer may be required to submit a Third-Party Authorisation letter. If Contestable Works do not receive a response within 10 business days, a cheque is issued for the refund. Refunds currently take approximately 20–30 business days.

#### New Alternative Bond Payment Process:

A BPAY reference may be requested (by the consultant or developer) via email post receipt of the SESA/ NCEC and prior to making bond payment. The Assessment team will process the request and provide BPAY reference details. The developer can then make payment via BPAY. At time of refund, the refund is reversed directly into the account that payment was made from.

#### Reasons for an Alternative Bond Payment Process:

- With an increase in our cyber security, EFT payment refunds will now need to be validated by an external resource. This validation process will add approximately 3–4 business days to the current bond refund timeframe. Note – This includes any bank account nominated on a Third-Party Authorisation letter.
- Cheques will no longer be permitted for refunds by the end of this financial year. Some banks already do not accept cheques.
- Refunds processed via BPAY will be completed in approximately half the time, typically within 10–15 business days.
- BPAY refunds will not require any third-party letters.

**Summary:**

Each BPAY reference is unique to its respective project, therefore a request must be submitted for each bond paid via this format. References are generated in 3-5 business days, subject to external factors.

There are no changes to the Blanket Bond, Bank Guarantee and Credit Card payment processes.

**Implementation Date:**

These changes are available immediately.

**For more information contact:**

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