



Part of the Energy Queensland Group



# Operational Update

## Energex & Ergon Contestable Works

### Contract Execution and Payments

Issue # C-0029 – 14/09/2021

#### Target Audience:

Energex and Ergon Accredited Service Provider Consultants

#### Contract Execution and Payments

There has been a significant rise in the number of signed contracts being returned to the Contestable Works team where the developer hasn't been able to organise all necessary payments. This causes duplication of effort and additional delays which would be avoided if ASP's facilitated the return of the contract along with confirmation of payments to the Contestable Works team, and if developers had more time to organise payments.

Contestable Works contracts have traditionally had a 3 month expiry to be executed, which was thought to be sufficient time to sign and return with all required payments. To provide additional flexibility to our customers, we have decided to extend the contract and payments expiry date to 4 months. In return, it is expected that consultants or developers return contracts to the Contestable Works team as a package together with the supporting payment confirmations. Contracts and payments returned after the expiry date will be cancelled. Contracts returned without payments will be returned to the consultant to enable all required information to be collected before returning to the Contestable Works team as a package.

#### ABN Number for the developer

The Contestable Works team identifies approximately 20 incorrect ABN numbers per week. This is due to the developers details not matching the ABN Number provided as part of the application. Could you please ensure the details being provided by your client to the Contestable Works team have been confirmed by visiting the [ABN Lookup \(business.gov.au\)](http://business.gov.au) before submitting the request for a contract. This check will minimise delays to the contract and reduce unnecessary emails for all parties.

#### Payment Conditions and refunds

It is important that ASP's remind developers about EQL's refund policy. Any refunds associated with their project, in particular bonds/guarantees, will be made to the name or name/s listed as the developer on the contract, **regardless of who made the payment**, as this is the customer that was invoiced. The Contestable Works team will not accept novation, statutory declarations, or approval from customers to make payments into another parties name or account. Please ensure that your documentation is clear to developers in relation to this matter as it causes significant disruption and concern to customers.

.For more information contact:  
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