

Improving the electricity connections process

21 January 2021

Electricity and gas

Victoria's economic regulator is calling for feedback on proposed new customer service standards from electricity distributors aimed at reducing the time taken to connect electricity to new Victorian housing developments.

The proposed standards have been developed by distributors following a review by the Essential Services Commission aimed at addressing extensive wait times for connections in greenfield development areas.

Acting director of energy Dean Wickenton says the new standards will be helpful in promoting certainty around connection wait times.

"If we can reduce wait times for connecting to power, this will be a shot in the arm for developers as the state recovers from the economic impact of the coronavirus pandemic," he said.

The objectives of the proposed new standards are to:

- establish effective working relationships between distribution businesses and developers
- resolve issues that cause delays
- make distribution businesses accountable for the timing of connections that are negotiated with developers
- make the process and timeframes of connections transparent.

The proposed standards are now open for feedback via [Engage Victoria](#) with submissions closing on 9 February 2021.

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