

An Action Plan for Queensland Electricity Distribution

August 2004



**Queensland
Government**

Independent Review: Electricity Supply and Service Delivery for the 21st Century

Government, ENERGEX, Ergon Energy and the Queensland Competition Authority (QCA) have worked together to develop an implementation plan to address the 44 recommendations made by the Independent Review of Queensland's electricity supply and service delivery, chaired by Darryl Somerville.

This document provides details of:

- The key actions that will be undertaken by the Government, ENERGEX and Ergon Energy to improve Queensland's electricity supply;
- The increased capital and operational and maintenance expenditure on ENERGEX and Ergon Energy's networks for the next two years; and
- The Government's monitoring framework to ensure Queenslanders see an improved electricity supply.
- Action Plans prepared in response to the recommendations directed to Government, setting out key actions and timeframes to implement the recommendations;

Also attached are:

- Action Plans and the improved outcomes customers can expect as a result of addressing the recommendations directed to ENERGEX – *“The Powerful New Deal for Electricity Customers in South East Queensland”*
- Action Plans and the improved outcomes customers can expect as a result of addressing the recommendations directed to Ergon Energy - *“The Powerful New Deal for Regional Queensland Customers”*.

Key Actions

1. Reliability Performance

- *Introduction of Minimum Service Standards for Customers* - Government will mandate reliability related service standards which set out minimum standards for the duration and frequency of outages for all Queensland customers. ENERGEX and Ergon Energy will be required to comply with these standards under their licences. These standards will apply from 1 January 2005.
- *ENERGEX to improve worst performing feeders* – ENERGEX will target its 10% of worst performing feeders so that by 2010 its worst feeders will have outages no more than 1.5 times the ENERGEX system-wide average. This will provide a significant improvement in reliability for customers connected to those feeders. ENERGEX will publicise the 10% of worst performing feeders and the annual improvements in reliability attained.
- *Government to set targets for Ergon Energy's long rural feeders* – Government will set targets as conditions of Ergon Energy's licence for it to improve the reliability of its long rural feeders over the next five years. The targets will be set by December 2004. This will provide improvements in reliability for customers in rural Queensland.
- *Single Wire Earth Return (SWER) system* – Government will establish a working group to investigate network and non-network options for improving reliability to Ergon Energy's customers in western Queensland currently serviced from its SWER system. The working group will be convened within the next two months and report to Government by mid 2005.
- *Reduce load and voltage constraints* - ENERGEX and Ergon Energy will identify load and voltage constraints and associated capital expenditure to address these constraints in their 2004/05 Network Management Plans to be publicly released in January 2005.
- *Effective maintenance program* – ENERGEX is increasing its operating and maintenance program in 2004/05 by approximately \$26 million to \$159 million. Ergon Energy is increasing its program in 2004/05 by \$6 million to \$188 million. Key elements of these programs are increased preventative maintenance and effective vegetation management.
- *Ergon Energy to improve its asset management system* - Ergon Energy will expedite upgrades to its asset management system by June 2006, to improve its capital and maintenance planning capability.

2. Customer Service Standards

- *Introduction of Minimum Service standards* - Government will mandate reliability related service standards with which ENERGEX and Ergon Energy must comply under their licences. These standards will apply from 1 January 2005.
- *Introduction of Guaranteed Service Level "Rebates"* – ENERGEX and Ergon Energy's existing voluntary GSL scheme will become mandatory in October 2004. A new GSL scheme covering non-reliability measures (eg being on time for appointments, connecting customers on time and responding to supply interruptions) with increased penalty amounts, will commence 1 January 2005. A full scheme covering reliability (eg the length and duration of outages) and non-reliability measures will commence 1 July 2005. This scheme will provide a rebate to customers if ENERGEX or Ergon Energy provide services below a defined standard to be established by Government.

3. Network Capacity

- *Preparation of Annual Network Management Plan* – ENERGEX and Ergon Energy will be required under their licences to prepare Plans to identify where capital investment and target maintenance is required across their networks. The first plans for 2004/05 will be published in January 2005 with detailed plans for 2005/06 to be published in July 2005.
- *More conservative planning criteria* – ENERGEX and Ergon Energy will adopt more conservative planning assumptions, so that if assets fail across their systems they will have sufficient backup capacity to ensure customers don't lose supply. ENERGEX and Ergon Energy will aim to achieve best practice security of supply for their systems by 2009/10.
- *Improved network planning* – ENERGEX and Ergon Energy will implement capital expenditure programs to reduce asset utilisation of their bulk supply and zone substations to 60%-65% and 50%-55% respectively by 2009/10. This will increase network security and reduce risks of loss of supply to customers.
- *Increase in ENERGEX's planning resources* – ENERGEX will recruit an additional 11 full time equivalent planning staff in 2004/05 to ensure it has an adequate capability to plan the delivery of its proposed capital expenditure program.
- *Adoption of weather forecasting assumptions for network planning to take account of very hot weather conditions* – ENERGEX and Ergon Energy will immediately review their weather forecasting assumptions for their network planning. Using assumptions which acknowledge the potential for very hot weather and increasing demands on the system will ensure the distributors invest in adequate capacity to cope with severe weather events and volatile peak demand growth.

4. Communications

- *Improved Contact Centre Performance* – ENERGEX and Ergon Energy will implement recommendations by December 2004 to deliver improve customer service through their Contact Centres. Key recommendations are to introduce a dedicated emergency line, monitor how many calls received are not answered, log all customer complaints and handle complaints better. This will particularly increase the distributors' capability to answer high volumes of calls from customers during major supply events, such as those experienced last summer.
- *More regular updates of telephone messages* – ENERGEX and Ergon Energy will improve their telephoning messaging systems by December 2004 to provide more meaningful and up-to-date information to customers on the status of their supply outage and when their supply will be restored.
- *Better use of the media* – ENERGEX and Ergon Energy will introduce improved arrangements by December 2004 for using the media to communicate information to customers about the distributors' preparations for summer and when supply will be restored in the event of unplanned outages. ENERGEX has recently entered into a partnership with Brisbane community radio station 96.5FM. This will provide customers with a dedicated means of obtaining regular information during widespread electricity outages.

5. ENERGEX and Ergon Energy's Workforce

- *Increased number of Apprenticeships* – ENERGEX and Ergon Energy will increase their apprenticeship intake. ENERGEX have 125 apprentices and will recruit a further 40 apprentices from August 2004. Ergon Energy have 180 apprentices and will employ 75-80 more apprentices in 2004/05.
- *Joint training arrangements* - ENERGEX and Ergon Energy will collaborate to identify and deliver joint technical training from December 2004. This will improve their capability to deliver better trained apprentices and tradespersons.
- *Improved pre-summer staff preparedness training* – ENERGEX and Ergon Energy will undertake emergency simulation exercises by December 2004 to ensure their workforces are fully prepared for any major outages during summer 2005 and beyond.
- *Development of 5-10 year resource plans* – ENERGEX and Ergon Energy will prepare "whole of business" resource plans that identify employee numbers, location, capacity requirements, capacity gaps and capability building solutions. The plans will be completed by December 2004.

6. Regulatory Environment for ENERGEX and Ergon Energy's Expenditure

- *Improved Performance Monitoring and Reporting* - Government will significantly increase resources to monitor ENERGEX and Ergon Energy's reliability of supply and customer service delivery. This monitoring will commence immediately with public reporting to commence with the results of the planned audit of ENERGEX and Ergon Energy's summer preparedness plans in November 2004.
- *Increasing investment certainty* – Government and the QCA are examining what changes can be made to provide increased investment certainty for ENERGEX and Ergon Energy over the next regulatory period, commencing 1 July 2005. These changes will be announced later this year when the QCA releases its draft determination in November 2004.
- *Better treatment of customer connections* – Government and the QCA are examining the impact of the current treatment of the cost of connecting new, or upgrading existing, customers on ENERGEX and Ergon Energy's ability to fund expenditure in the next regulatory period, commencing 1 July 2005.
- *Introduce improved tariff structures* - Government is committed to limiting increases in retail prices to CPI. Government and the QCA are examining how tariffs could be better structured to promote demand management for the next regulatory period, commencing 1 July 2005.

Increased Capital and Operating Expenditure Budgets – ENERGEX and Ergon Energy

ENERGEX and Ergon Energy have estimated that during 2004/05, they will spend a combined \$927 million in capital expenditure on their networks, and \$347 million in operations and maintenance expenditure.

ENERGEX and Ergon Energy have estimated that during 2005/06, they will spend a combined \$1075 million in capital expenditure on their networks, and \$381 million in operations and maintenance expenditure.

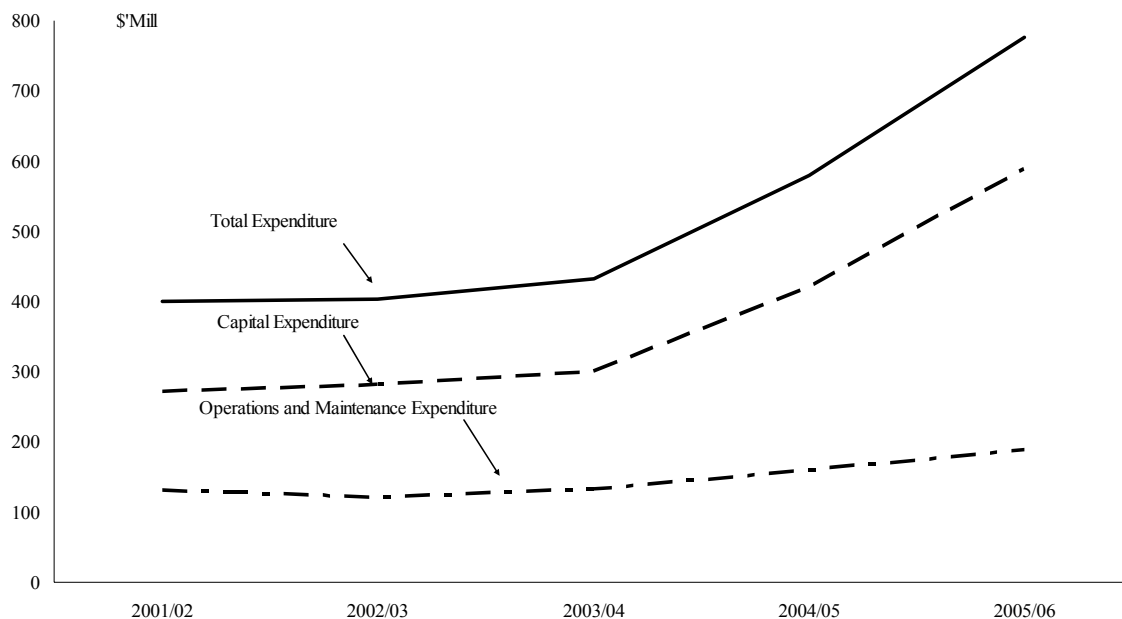
The tables below show the additional expenditure ENERGEX and Ergon Energy have planned over 2004/05 and 2005/06, in comparison to previous years.

ENERGEX CAPITAL AND OPERATING AND MAINTENANCE (O&M) EXPENDITURE

ENERGEX (\$ million)	Average 2001/02 to 2002/03	Actual 03/04	Projection 2004/05	Projection 2005/06
Capital Expenditure - 04/05 State Budget	276.2	300.0	383.0	440.0
Capital Expenditure (Post EDSD Review)	n.a	n.a	421.0	588.0
ENERGEX O&M Expenditure (post EDSD Review)	125.6 (a)	133	159.0	188.0

(a) Average actual operations and maintenance expenditure for period 2001/02 - 2002/03 inclusive

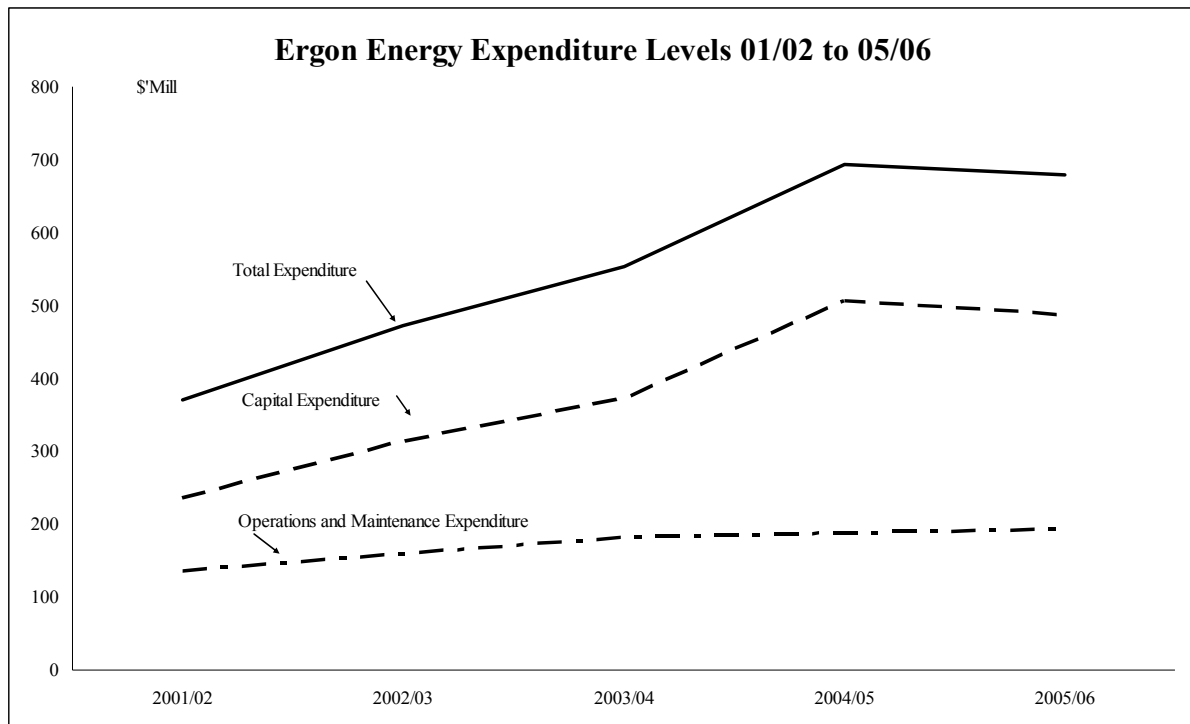
ENERGEX Expenditure Levels 01/02 to 05/06



**ERGON ENERGY CAPITAL AND OPERATING AND MAINTENANCE
(O&M) EXPENDITURE**

Ergon Energy (\$ million)	Average 2001/02 to 2002/03	Actual 03/04	Projection 2004/05	Projection 2005/06
Capital Expenditure - 04/05 State Budget	273.9	372.2	491.5	482.7
Capital Expenditure (Post EDSD Review)		372.2	506.3	486.7
Ergon Energy O&M Expenditure (post EDSD Review)	147.0 (a)	181.9	187.8	193.1

(a) Average actual operations and maintenance expenditure for period 2001/02 - 2002/03 inclusive



Funding of the expenditure in 2004/05 and 2005/06 for both ENERGEX and Ergon Energy will be achieved as follows:

- Ergon Energy will fund its expenditure from the \$200 million equity injection received from Government in June 2004 and through a combination of internally generated funds and a prudent level of debt; and
- ENERGEX with its lower gearing levels will fund its expenditure from a combination of internally generated funds and a prudent level of debt.

ENERGEX and Ergon Energy will service required borrowings from increased regulatory revenue, subject to determination by the QCA. In the case of domestic customers, retail price increases will be in line with CPI and the State will provide necessary Community Service Obligation (CSO) funding to ENERGEX and Ergon Energy through the State Budget to support retail prices.

The magnitude of the capital expenditure programs and resources dictate that prudence is required on the part of the distributors to ensure works are undertaken efficiently and in the most effective manner. Government will monitor the delivery of their expenditure programs to ensure this occurs.

While the primary focus expected from the two Distributors is to promptly and effectively address the issues raised in the EDSD Review Report, the Distributors are also expected to spend funds made available for their programs prudently and efficiently.

To this extent, ENERGEX and Ergon Energy should be encouraged to accelerate their co-operative work program to ensure that Queensland gets maximum value out of the money spent on these programs. Key outcomes from joint working that would contribute significantly to the efficiency of their new capital and maintenance programs are:

- avoidance of duplication of investment in the system and process development necessary to support asset planning, maintenance and construction, as well as many other core business functions;
- improved efficiency to help fund some of the new capital works; and
- allow field staff who have been diverted to support functions to return to field duties.

Performance Monitoring

The Government will increase its resources to provide a comprehensive performance monitoring regime to ensure that ENERGEX and Ergon Energy operate their businesses with increased accountability and focus, and respond to the Review's recommendations in a timely manner.

This performance monitoring will also ensure ENERGEX and Ergon Energy comply with their licence obligations and that their capital and maintenance expenditure is delivered within agreed timeframes and on budget.

The new public monitoring framework will require ENERGEX and Ergon Energy to provide regular performance reporting to the Office of Energy on:

- Network reliability and quality of service – detailing the frequency and duration of average customer interruptions, information on system utilisation and details of customer complaints relating to service quality. The report will provide an effective means of monitoring the reliability of the network over time.
- Call centre performance – detailing expenditure, time taken to speak to operators, call abandonment and customer satisfaction measures. The report will provide an indication of customer satisfaction with ENERGEX and Ergon Energy's call centres and the measures being taken by both businesses to improve call centre service quality.

The Government will be requiring comprehensive performance reporting beginning from the month of September 2004, with the first reports to be provided to the Office of Energy in October 2004.

As announced, the Government will also conduct an independent audit in November 2004 to make sure that ENERGEX and Ergon Energy are implementing their Summer Preparedness Plans as agreed and to identify any critical outstanding areas that need to be actioned as a matter of priority.

Recommendation 2

Government and the QCA consider alternative arrangements for increasing ENERGEX and Ergon Energy's investment certainty during a regulatory period, including but not limited to the possibility of mid-period re-openings, flexible revenue caps and rulings issued by the QCA in relation to new investments

1. Responsibility
Office of Energy

2. Purpose / Outcomes
Introduce into the next regulatory period mechanisms for increasing investment certainty for ENERGEX and Ergon in the event that certain significant trigger events occur that were not anticipated at the time of the revenue determination.

3. Tasks / Actions

	Task	Action
2.1	Understand the nature of existing limitations	- Scope the nature of the trigger events / problem needing to be addressed
2.2	Scope mechanisms to provide investment certainty	- Prepare a position paper for dealing with the trigger events
2.3	Public consultation	- QCA undertake public consultation process
2.4	QCA makes its determination	- Government make submissions to QCA's draft determination - QCA issues final determination

4. Timeframes

	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05	Jun '05	Jul-Dec '05	Jan-Dec '06	Beyond
2.1														
2.2														
2.3														
2.4														

Recommendation 3

Government, the QCA and the distributors form a working group to consider how customer connections can be better managed in the next regulatory period, including the option of having these works regulated under a light handed regime outside the AARR, or not regulated at all

1. Responsibility

Office of Energy

2. Purpose / Outcomes

Ensure the costs of new customer connections and the revenues received from those connections do not adversely impact on other necessary capital expenditure.

3. Tasks / Actions

	Task	Action
3.1	Scope the nature of problems with current treatment of capital contributions	- Prepare issues paper to be circulated to ENERGEX, Ergon and QCA for discussion
3.2	Identify options for funding and receiving revenues from customer connections	- Prepare options paper on alternative treatments of revenue and cost - Consult with ENERGEX, Ergon, QCA and industry bodies
		-
3.3	Investigate need for legislative change	- Draft legislative change as necessary
3.4	Public consultation	- Undertake public consultation
3.5	QCA makes final determination	- Government to make submission to QCA on draft determination QCA issues final determination

4. Timeframes

	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05	Jun '05	Jul-Dec '05	Jan-Dec '06	Beyond
3.1														
3.2														
3.3														
3.4														
3.5														

Recommendation 4

Government require each business to prepare and submit an annual Network Management Plan, similar to that currently required in NSW (and by Powerlink under the Code) which provides the basis for adequate capital and maintenance programmes

1. Responsibility
Office of Energy

2. Purpose / Outcomes
Developing a framework for a Network Management Plan (NMP) which will set out how ENERGEX and Ergon Energy will plan capital expenditure and maintain and resolve deficiencies in their network.

3. Tasks / Actions

	Task	Action
4.1	Prepare structure for 2004/05 NMP	- Prepare draft format
4.2	Determine governance arrangements for NMP	- Amend licence condition to provide for requirement to submit NMP
4.3	Prepare 2004/05 NMP	- Distributors to develop NMP and submit to licensing regulator
4.4	Review and refine plan format and details	- Office of Energy and QCA to review 2004/05 NMP and refine requirements - Finalise format and publish
4.5	Distributors to submit 2005/06 NMP	- Distributors to develop draft NMP and submit to licensing regulator
4.6	Distributors to finalise formal 2005/06 NMP	- Distributors to finalise NMP and submit to licensing regulator - Publish on website

4. Timeframes

	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05	Jun '05	Jul-Dec '05	Jan-Dec '06	Beyond
4.1														
4.2														
4.3														
4.4														
4.5														
4.6														

Recommendation 8

Government and Ergon Energy should establish a joint taskforce to consider options for improving the reliability of supply in areas currently serviced by SWER lines

1. Responsibility

Office of Energy

2. Purpose / Outcomes

To identify the most appropriate short, medium and long-term strategies to supply customers currently service from the SWER network.

3. Tasks / Actions

	Task	Action
8.1	Determine membership of SWER task force	<ul style="list-style-type: none"> - Identify appropriate personnel within Government and Ergon and identify external expertise required - Identify key external stakeholders (e.g. RECs, AgForce)
8.2	Establish terms of reference and project sponsorship / resourcing for SWER task force	<ul style="list-style-type: none"> - Identify project sponsor - Develop terms of reference - Government approval to terms of reference - Develop resourcing plan
8.3	Undertake investigations	<ul style="list-style-type: none"> - Task force conduct to develop a range of feasible options for servicing customers
8.4	Report back to Government	<ul style="list-style-type: none"> - Report to Government on options and recommendations, including financial implications, implementation arrangements and timing
8.5	Implement recommendations	<ul style="list-style-type: none"> - Ergon Energy to implement

4. Timeframes

	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05	Jun '05	Jul-Dec '05	Jan-Dec '06	Beyond
8.1														
8.2														
8.3														
8.4														
8.5														

Recommendation 9

The Panel recommends that Government and the distributors work together to develop tariff structures which better assist in the management of peak demand

1. Responsibility

Office of Energy

2. Purpose / Outcomes

Implement tariffs which better provide incentives for the better utilisation of Queensland's electricity network.

3. Tasks / Actions

	Task	Action
9.1	Identify tariff options	<ul style="list-style-type: none"> - Identify and assess alternative tariff structures used in other jurisdictions - Examine initiatives proposed by distributors
9.2	Identify range of preferred alternatives	<ul style="list-style-type: none"> - Prioritise tariffs on the basis of maximising capital efficiency and minimising customer impacts - Consult with peak customer bodies and distributors - Identify possible reforms within pricing constraints available including Governments' commitment to only increase tariffs by CPI
9.3	Analyse customer impacts	<ul style="list-style-type: none"> - Assess impact of proposed tariff options on customers as a group and individually - Ensure that impacts fit within Government tariff commitments
9.4	Recommend action	<ul style="list-style-type: none"> - Internal consultation within Government - Submission to Government
		-

4. Timeframes

	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05	Jun '05	Jul-Dec '05	Jan-Dec '06	Beyond
9.1														
9.2														
9.3														
9.4														

Recommendation 10

The QCA introduce a service quality incentive regime as part of its revenue determination for the next regulatory period based on a set of service standards determined by Government and the QCA. Service standards will therefore need to be set before the QCA finalises its revenue determination for the next regulatory period.

1. Responsibility

Queensland Competition Authority

2. Purpose/Outcomes

Introduce a service quality incentive regime as part of its revenue determination for the next regulatory period.

3. Tasks/Actions

	Task	Action
10.1	Government to set minimum service standards	- Refer recommendation 1
10.2	QCA issues draft determination	- QCA incorporates service quality incentive regime into draft determination.
10.3	Public consultation	- QCA to undertake public consultation via its draft determination process. - Government makes submission to QCA on draft determination.
10.4	QCA reviews draft determination as necessary.	- QCA to accommodate minimum service standards.
10.5	QCA issues final determination	- QCA makes final determination for next regulatory period indicating how minimum service standards will be monitored and service quality incentive issues will be addressed.

4. Timeframes

	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	Ma y '05	Jun '05	Jul- Dec '05	Jan- Dec '06	Beyond
10.1														
10.2														
10.3														
10.4														
10.5														

Recommendation 14

ENERGEX, Ergon Energy and the QCA consider applying a statistically-based reliability approach to SAIDI, SAIFE, and CAIDI normalisation.

1. Responsibility:

Queensland Competition Authority

2. Purpose/Outcomes:

The Review considered that the threshold (of 5% of customers affected) for determining events to be excluded from SAIDI, SAIFI and CAIDI should be reviewed. It was recognised that some consideration needs to be given to excluding extreme events when determining compliance with set standards. This normalisation in statistics does not, however, assist customers.

Approach adopted may have some implications regarding achievement of minimum standards. Also issue of interstate comparability of statistics.

3. Actions:

	Task	Action
14.1	Assess possible options for normalising reliability data	<ul style="list-style-type: none"> - Working group to be formed between QCA, ENERGEX and Ergon Energy. - Analyse impact of current approach (5% of customers) against approach suggested by Review (3-beta) and national approach (3 mins SAIDI). - Assess pros and cons of each approach.
14.2	Public consultation	<ul style="list-style-type: none"> - QCA to prepare an issues paper for public consultation
14.3	Businesses develop implementation strategy if new approach to be adopted.	<ul style="list-style-type: none"> - Modify internal processes to collect data on new basis. - Re-calculate historical data using new approach to create consistent data series. - Government to consider impact on minimum standards.
14.4	QCA releases final decision	<ul style="list-style-type: none"> - Businesses implement final decision.

4. Timeframe

	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	Jan '05	Feb '05	Mar '05	Apr '05	May '05	Jun '05	Jul-Dec '05	Jan-Dec '06	Beyond
14.1														
14.2														
14.3														
14.4														

Recommendation 43:

A joint working party including representatives of ENERGEX and Ergon Energy should be established to plan and implement joint training arrangements including apprenticeship training, training facilities and TAFE involvement in training

1. Responsibility

Department of Premier and Cabinet, the Department of Employment and Training, Queensland Treasury, the Office of Energy and Mines, Ergon Energy and ENERGEX.

2. Purpose / Outcomes

Improved recruitment and training of apprentices, including sharing of facilities and training arrangements between Ergon Energy and ENERGEX.

3. Tasks / Actions

Task	Action
43.1. Establish a joint working group	<ul style="list-style-type: none">• Establish a joint working group consisting of the Department of Premier and Cabinet, the Department of Employment and Training, Queensland Treasury, the Office of Energy, Ergon Energy and ENERGEX.
43.2. Consultation	<ul style="list-style-type: none">• Further consultation will be required with the Electrical Trades Union and the Office of Electrical Safety.
43.3. Develop strategies to address the recruitment of apprentices	<ul style="list-style-type: none">• DET has formed a working group with ENERGEX and Ergon Energy to develop and implement a range of strategies to maximise the number of fully qualified tradespersons that can be trained and employed by the industry.• ENERGEX and Ergon Energy have major intakes planned for new apprentices in 2005, with up to 160 positions available throughout the State. These positions are additional to the 130 apprentices that will be employed by ENERGEX and Ergon Energy in 2004.• Additional strategies to be developed include:<ul style="list-style-type: none">– an up-front intensive training program to provide foundation skills for apprentices in the first six months of employment, to increase their productivity in the field as well as emphasising safety issues. ENERGEX and Ergon Energy to work with TAFE to develop the program and implement for their next apprentice intake scheduled for January 2005. The program will focus on all apprenticeship areas including Linespersons, Cable Jointers and System Electricians. This program will be based on the successful Aviation Australia model which has resulted in a significant boost in the number of aviation mechanics trained to meet high demand in

- the industry within a short period of time.
- a co-ordinated approach to attract qualified System Electricians (Electrical Fitter Mechanics) from other industries to an established twelve month training pathway to achieving dual certification and licensing as a linesperson/cable jointer. ENERGEX and Ergon Energy to establish a joint reference group to identify recruitment opportunities in metropolitan and regional areas, and to streamline training processes, with the strategy to be implemented before 2005.
- identifying suitable electrical apprentices that have cancelled their Training Contract over the last two years or have uncertain employment prospects with other employers, and transferring them to ENERGEX and Ergon Energy to complete their apprenticeship. DET has commenced the process of identifying suitable apprentices, and will support ENERGEX and Ergon Energy to implement appropriate communication and screening processes aligned to the recruitment of the next apprentice intakes.
- ENERGEX and Ergon Energy have identified the capacity to employ up to 60 existing apprentices or qualified tradespersons in the next year, with the target for this recruitment process being people with full or partial electrical qualifications in the Electrotechnology, Engineering, and Electricity Supply Industry Distribution and Transmission areas.
- Targeting trades assistants in the industry to enter apprenticeships through recognition of prior learning, with a view to accelerating progression through the trade.
- DET, ENERGEX and Ergon Energy to consult with the Electrical Safety Office and the Electrical Trades Union on the apprentice training strategies under development.

43.4. Investigate options for shared training and facilities

43.5. Investigate the ability for TAFE to support the training initiatives of Ergon Energy and ENERGEX

- Refer Ergon and ENERGEX response to recommendation 43.
- DET, through Yeronga TAFE, work with Ergon to ensure consistency of training across the State.
- ENERGEX and Ergon Energy to work with TAFE Queensland to explore the capacity of TAFE Institutes to meet the training demand from the planned increased intakes of apprentices in future years and the strategies outlined in 3.3.

4. Timeframes

As discussed above.