



CUSTOMER INITIATED AUGMENTATION WORKS TENDER POLICY

Document Administrator: Colin Jenkins	Nominated Approver: Colin Jenkins
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Objectives

Powercor provides a tender policy which provides the customer with choice, maintains transparency and complies with the requirement of the Essential Services Commission (ESC).

Obligations

Under clause 4.2 & 4.3 of the ESC guideline 14, Powercor provides an option where if, the network requires augmentation in order to provide electricity supply to a customer installation, the customer may call tenders or request Powercor to call tenders for that work.

At the time of enquiry you will be given information on the options that are available and asked to complete an option selection form indicating your choice.

Powercor is not obliged to call tenders if the customer notifies Powercor in writing (the option selection form) that they do not want to exercise their option to call tenders.

Identified work

All work that is deemed to be eligible for tenders is referred to as contestable services. For issues of safety only green field work is able to be tendered. Work on existing Powerlines is call non contestable services and can only be completed by Powercor. We will tell you what work is contestable and non contestable when you make an enquiry to our office.

Approved Service Providers

Contractors other than Powercor can complete some tasks required to provide an electricity supply to your property if they are Recognised Contractors. Recognised Contractors have demonstrated to Powercor that they have the qualifications, training, experience, and quality systems to complete Contestable Services.

Contestable Services can include:

- Project management;
- Underground Residential Subdivision (URD) Design, including surveying and drafting services; and
- Construction, which includes the provision of all materials and 'as-constructed' plans.

Powercor maintains a list of Recognised Contractors from which you may choose. The list details the task that each contractor is recognised as being able to perform and contains their contact details. You need to match the task that is required to be completed with the task that each recognised Contractor is approved to undertake.

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For safety reasons Powercor does not permit recognised contractors to work on our existing lines. These tasks are called Non-Contestable Services. Powercor also completes all Network Connection Services

If you run your own tender and choose a Recognised Contractor to perform Contestable Services, Powercor requests a Refundable Guarantee from you to cover any costs associated with fixing faults or defects that may arise from the contractor's work within three years of its completion.

Non Discrimination

Powercor provides a system to enable Service Providers to apply for recognised contractor status. Evaluation is upon demonstration of a complying company management systems and worker qualification plus experience in the task being requested for recognition. Evaluation is transparent and assessed independently to any internal service provider relationships with the Powercor Network.

Apply to register

All enquiries to apply for recognised contractor status should be addressed to the Manager Network Compliance.

Head Office

Locked Bag 14090
Melbourne
Victoria 8001

Time Frames

Powercor would provide a tender response within 20 business days, unless by agreement with the customer a response greater than 20 business days is acceptable. Any such date would be agreed to in writing with the customer. To enable a tender to be called the following must have occurred, the design plan of the required work and the granting of any third party approvals must have been completed before the plan can be approved and a tender called.

Cost Recovery

Powercor does recover the costs for approving design plans, (these conditions and terms are not covered here) and if requested to run a tender on behalf of the customer.

Should the customer choose to run their own tender and directly appoint the recognised contractor, Powercor will make an offer for the non contestable services which will include

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the cost of an audit to confirm compliance of the green field contestable work to the Powercor technical standards.

If you request Powercor to run a tender and appoint the recognised contractors on your behalf, Powercor will include an overhead charge above the tendered costs from the recognised contractor. The overhead charge covers the cost to provide all the corporate services to ensure the project is able to be delivered with the minimum of risk to you.

If you run your own tender and choose a Recognised Contractor to perform Contestable Services, Powercor requests a Refundable Guarantee from you to cover any costs associated with fixing faults or defects that may arise from the contractor's work within three years of its completion. The terms and conditions for the Refundable Guarantee can be found in the "[Guideline to Connecting Electricity](#)" on this WEB site.

Summary of when cost recovery occurs:

Cost Recovery	Powercor run tender	Customer run tender
Plan approval	Yes	Yes
Tender charge	Yes	No
Cost Recovery	Powercor Manage Contractors	Customer Manage Contractors
Overhead	Yes	No

Tender Evaluation

For tenders that have been run at the customer's request, Powercor will evaluate the tender responses against the agreed tender scope and make a recommendation to the customer of the winning tenderer. The agreed scope will include the approved design, the completion date and any other special conditions from Powercor or the customer. The customer will have the opportunity to be involved in the evaluation and can choose another tender response if it satisfies a need outside of the agreed scope. The customer would be charged these costs but the recommended tenderer cost will be used for any modelling of the customer contribution.

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Dispute

Our company vision includes excellence in customer service. To fulfil our vision, we treat all customer feedback on our performance as an opportunity to learn and improve our customer service.

We aim to resolve customer complaints at the interface between the customer and the officer responsible for service provision. Where this cannot be achieved, we have an internal escalation process that is designed to reach a mutually acceptable solution to the customer complaint.

We acknowledge receipt of customer complaints within 2 working days. Our aim is to resolve customer complaints within 8 working days. Where we cannot reach a resolution within 8 working days we will keep the customer informed of progress and seek agreement with the customer on the resolution timeframe.

We review trends in customer complaints to seek continual improvement in all aspects of our business.

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