

ESTIMATES COMMITTEE

Question Taken on Notice

Question Number: 11-3

Date: 23/06/2022

From: Mr Joshua Burgoyne

To: Ms Michele Dolin

Portfolio: Essential Services

Agency: Jacana Energy

Subject: Average customer connect time

QUESTION

In regard to how it takes on average to connect a customer, how does that compare to other states and Territories? How many customers are connected on the same day, and how many connections are made a day later or longer?

ANSWER

When Jacana Energy raises a connection (energisation) request to Power and Water Corporation (PWC) before 2.30pm, PWC have until 7pm the following business day to complete that request.

84% of connection requests are completed the same day.

Some customers request connections for future dates. In these circumstances, Jacana Energy are able to liaise with PWC to schedule these services in advance.

PWC also facilitates same day connection requests after hours (raised after 2:30pm) for most locations.

The most common reason for an energisation not being completed on the requested day is lack of clear and safe access (e.g. locked gates, dogs).

Jacana Energy is not able to benchmark connection timeframes with other states and territories as it does not have access to this information.