



UDIA Victoria Media Release

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Spotlight shines on electricity companies failing Victorian homebuyers

The spotlight is shining brightly on electricity companies delaying power connections to new homes, announced the Treasurer of Victoria today at an Urban Development Institute of Australia (UDIA) industry event.

The Hon. Tim Pallas MP today revealed the findings and recommendations of the Essential Services Commission's (ESC) enquiry into timely electricity connections for new residential developments. The Victorian Treasurer announced the Government will implement key recommendations from the ESC, developed in close consultation with UDIA Victoria. The measures include a publicly available performance reporting system that will monitor and assess how long electrical companies take to deliver connections and will hold them accountable for poor service standards.

"Getting our newest communities connected to electricity takes much longer than it should, creating a major blockage in the delivery of much needed housing," said Danni Addison, CEO of UDIA Victoria.

"Electricity companies have taken advantage of their monopoly on connections to new housing for too long. We commend Government and the ESC for the work they've done in partnership with the development industry to identify and address the root cause of the electricity connection delays," she said.

As a result of the enquiry, electricity companies providing power to new residential developments have been asked to sign a Service Improvement Commitment to lift their customer service focus, reduce delays, resource appropriately, improve the auditing process, promote efficient competition, and better manage their technical standards.

A Governance Committee, on which UDIA Victoria will represent its members, will have oversight on the initiatives, provide expert advice, report back to Government on progress and advise on next steps and any additional actions required by government.

"This is a meaningful step towards helping Victorians get into the housing they need, in a timeframe that is fair and achievable by all," said Ms Addison.

Government directed the ESC to lead an enquiry into timely electricity connections in May, after UDIA Victoria's advocacy which demonstrated a consistent failure by electricity distribution companies to meet reasonable timeframes or provide adequate customer service, ultimately hindering the supply of new housing.

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ABOUT: URBAN DEVELOPMENT INSTITUTE OF AUSTRALIA

The Urban Development Institute of Australia (UDIA) is a nationally recognised body that advocates for Australia's urban development industry. In Victoria, the Institute informs and engages government and industry members, **enabling better policy and better business decisions**. With a primary focus on the residential property sector, UDIA protects and promotes over 350 member companies across Victoria including developers and a range of other professionals involved in producing, financing and marketing residential property.

MEDIA CONTACT

Hyatt Nidam

Advocacy and Communications Manager
Urban Development Institute of Australia (Victoria)

E: hyatt@udiavic.com.au

T: 03 9832 9600

M: 0478 415 105