



Legislative Council Economy and Infrastructure Committee

Hearing date: 26/02/2026

Question taken on notice

Directed to: Justin Oliver, Australian Energy Regulator

Received date: 26/03/2026

1. P.46 John Berger

Question: -I just want to go back to the topic of complaints and the dispute resolution process. It has been quite a feature of some of the presentations in recent hearings, the number of complaints. I am wondering: are you aware of how many have come across your side of the desk, numberswise? I just want to have it in my mind. Have they been referred?

Justin OLIVER: I would have to take it on notice, I am afraid, as to the exact number of complaints.

Response:

Connection disputes arise when a customer seeks connection to an electricity distribution network (including for electric vehicle charging infrastructure), and is unable to reach agreement with the distribution business on the terms and conditions of the connection offer. The AER is responsible for resolving electricity distribution customer connection disputes under Part 10 of the National Electricity Law. We have not recently (since 2020) received any connection disputes relating to Electric Vehicle Charging Infrastructure.

DNSPs are permitted to lease space on their distribution poles as a host location for third party electric vehicle charging infrastructure. To date this service has not been covered by our distribution determinations, meaning there are limited regulatory controls. In our draft decisions for the Victorian revenue determinations, we have proposed to classify rental of distribution assets for this purpose as a negotiated distribution service. This would make negotiations between service applicants and DNSPs subject to AER approved Negotiating Frameworks and Criteria. Where disputes arise, it would also provide recourse to binding dispute resolution by the AER.

We don't have a formal complaint or dispute resolution process for unregulated distribution services, including provision of access to distribution poles. However, we have heard from 11 stakeholders (charge point operators, government and industry bodies) through workshops and submissions as part of our consultation on CitiPower, Powercor and United Energy's (CPU) ring-fencing waiver application that third parties often find it difficult to get access to distribution poles or to connect their AC or DC EV charging

infrastructure to the distribution network. Submissions and workshop transcripts on this can be found [here](#).

2. P.49 Gaelle Broad

Question: -when you talk about the ring fencing waiver, that is the same thing as the trial that you are talking about, to 2031? - When you were considering or giving permission for that trial, you mentioned that the AER did some consultation. Can you provide the committee with a list of who you consulted with as part of that process? I know you mentioned CPU, but are there any others that you consulted with?

Justin OLIVER: We did. Perhaps I could take that on notice, but I am happy to provide you with a list of the submissions we received. They are I think on our website, but yes, we can certainly provide that to the committee.

Response: The AER publicly consulted on CPU's ring-fencing waiver application for providing kerbside EV charging infrastructure from 15 April to 13 June. To facilitate this consultation, we released a publicly available [consultation paper](#).

In response we received 34 stakeholder submissions from:

- AEC
- AEMO
- AGL
- ARENA
- Ausgrid
- BP Australia
- Brendan Jones
- Charge Post
- Connected Kerb
- CPU
- Darebin Council
- ECA
- ENA
- Energy Australia
- Engie
- Erne Energy
- Essential Energy
- EUAA
- EV Council
- Evie Network
- EVX
- Flow Power
- Master Electricians Australia

- NECA
- NEXA
- NRMA
- Origin Energy
- Powershop and Shell Energy
- RACV
- Red Energy and Lumo Energy
- Ross De Rango
- TCA
- Tesla
- Verdant Vision