

The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

Keeping appointments and responding quickly to hot water inquiries

The Queensland Government is working to ensure Queenslanders get the best possible customer service from ENERGEX and Ergon Energy. If representatives of these companies are late for a scheduled appointment at your home or business and you are a non-contestable customer (most domestic and small business customers) you will be entitled to a rebate. You will also receive some money off your next bill if you make an inquiry about losing your hot water supply and, once ENERGEX or Ergon Energy agree that the problem could be caused by their system, no-one comes to your home or business within a defined period of time.

Missed appointments

Keeping appointments is one of the most basic principles of good customer service. You are entitled to a \$40 rebate if ENERGEX or Ergon Energy are late to an appointment which has been made with you at your home or business for the purpose of:

- reading, testing, maintaining or inspecting your meter
- inspecting, altering or adding to your electrical installation

The agreed times for appointments must not exceed a five-hour period for ENERGEX or a single day for Ergon Energy. Appointments can be rescheduled as long as you are notified before the day scheduled for the appointment, in which case a rebate is not payable. If you think you are entitled to a rebate for failure to keep an appointment, you must make a claim within one month of the incident.

Example 1:

John has made an appointment to meet a representative of ENERGEX at his suburban café to test the meter between 9am and 2pm. The worker turns up at 2:30pm. John was not told the representative would be late. Therefore, John can apply for a \$40 rebate on his next bill.

Responding to inquiries about loss of hot water supply

There is nothing more frustrating than turning on the shower and getting nothing but cold water. The Queensland Government is committed to ensuring ENERGEX and Ergon Energy respond quickly to inquiries about loss of hot water supply.

If you make an inquiry about losing your hot water supply, and ENERGEX or Ergon Energy identify that it could be a problem with the distributor's equipment, they must attend your home or business within defined periods of time.

If you are on a long rural or isolated feeder (powerline), ENERGEX or Ergon Energy must attend your premises by the agreed business day.

If you are on a CBD, urban or short rural feeder, ENERGEX or Ergon Energy must attend your premises within one business day (or as agreed), otherwise you will be eligible for the \$40 rebate for each day they are late.

If they do not attend within this period, you will be eligible for a \$40 rebate for each day they are late. ENERGEX or Ergon Energy should automatically credit your account. However, you may make a claim for the rebate if they have not done so.

To check which type of feeder your home or business is connected to, call ENERGEX on 13 12 53 or Ergon Energy on 13 10 46.

Example 2:

On a Tuesday morning Sarah finds there is no hot water at her home in Cairns. She contacts an electrician who recommends she calls her electricity supplier. She phones Ergon Energy and they agree that the problem is most likely caused by Ergon Energy's equipment and that someone will be at her home the next day. When they show up on Thursday (a day late), Sarah is entitled to a \$40 rebate, to be credited to her next electricity bill.

For details of your entitlements under the Electricity Industry Code, visit www.energy.qld.gov.au or call ENERGEX on 13 12 53 or Ergon Energy on 13 10 46