

The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

Claiming a rebate

You may qualify for a rebate from ENERGEX or Ergon Energy if:

- your electricity is not connected (or reconnected) on time,
- your electricity is wrongfully disconnected,
- you do not receive a timely response to a loss of hot water supply inquiry,
- an appointment you made is not kept,
- you are not warned about a planned interruption to electricity supply to your home or business,
- you have more than a specified number of eligible power outages in a financial year, or
- you experience a single eligible outage for longer than a specified time.

Automatic rebates

From 1 July, 2005, you should automatically receive a rebate for wrongful disconnection, if your electricity is not connected or reconnected on time or if you do not receive a response in the defined time to a loss of hot water supply inquiry.

ENERGEX or Ergon Energy will identify that a rebate is payable and credit it to the next electricity bill you receive after the rebate is processed. If the value of your rebate exceeds the amount owing on your next bill, the balance will be deducted from future bills.

If you think you are entitled to a rebate and ENERGEX or Ergon Energy have not credited your bill, you may contact them directly to make a claim.

If you are an ENERGEX customer, call 13 12 53. If you are an Ergon Energy customer, call 13 10 46.

Where customers are on card-operated meters, it is not practical for ENERGEX and Ergon Energy to automatically identify if a rebate is payable.

Therefore, customers on card-operated meters are required to make a claim for any rebates to which they may be entitled.

Non-automatic rebates

If you think you are eligible for a rebate because of the failure of ENERGEX or Ergon Energy to turn up for an agreed appointment or for lack of notice of a planned interruption, you must lodge a claim within one month of the incident.

If, from 1 July, 2005, you have experienced a single outage for longer than a specified time and you think you may be entitled to a rebate, you must lodge a claim within a month of the incident.

If you have experienced more than a specified number of power outages in any one financial year from 1 July, 2005, and you think you may be entitled to a rebate, you must make a claim within three months of the end of the relevant financial year.

For details of eligibility for frequency of interruption and interruption duration rebates refer to the fact sheet *Ensuring reliable supply of electricity to your home or business* at www.energy.qld.gov.au.

To submit a claim contact ENERGEX on 13 12 53 or Ergon Energy on 13 10 46.

Interruptions that last for one minute or less, which result from load shedding due to a shortfall in generation or failure of a customer's electrical installation are some of the exclusions to the rebate scheme. For full details refer to the Electricity Industry Code.

With the exception of rebates for wrongful disconnection, you are not entitled to receive more than \$320 worth of rebates in one financial year for each electricity account.

It is important to note that in making a claim for a rebate, you are not affecting any legal rights you may have to seek compensation for damage or losses caused by electricity supply interruptions or other supply problems.

For updates to this fact sheet and for more information on your entitlements as an electricity consumer visit www.energy.qld.gov.au

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

