

The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

Ensuring prompt connection and reconnection, and dealing with wrongful disconnection

As a large and decentralised state with a fast-growing population, Queensland faces unique challenges in ensuring homes and businesses have a reliable electricity supply. At the same time, it is reasonable for Queenslanders to expect prompt connection to electricity supply, and not to have this supply disconnected for the wrong reasons. If you are a non-contestable customer (most domestic and small business customers), then you may be entitled to a rebate on your next electricity bill if ENERGEX or Ergon Energy fail to connect or reconnect you on an agreed date, or if they disconnect you wrongfully.

If you are entitled to be connected, and have taken all the necessary steps, then ENERGEX or Ergon Energy will provide you with **prompt connection** on the day agreed. If they fail to do so, you will be entitled to a rebate of \$40 for each day it is late.

Example 1:

The Johnston family have recently built a house in Cairns. They have contacted Ergon Energy and taken all the necessary steps to have power connected to their home. The connection doesn't require any extension of the electricity supply network, and Ergon Energy gives them an agreed date for connection. Unfortunately, they aren't connected until three days later, entitling them to a rebate of \$120 (3 x \$40) which will be credited to their next electricity bill.

If you have been disconnected, and have taken the appropriate steps to be **reconnected**, there are clear guidelines for the timeframes in which this reconnection must occur. These timeframes are dependant on the kind of electricity feeder (powerline) to which you are connected. To check which feeder your home or business is connected to, call ENERGEX on 13 12 53 or Ergon Energy on 13 10 46.

If ENERGEX or Ergon Energy fail to reconnect you within these timeframes, you will be entitled to a \$40 rebate for each day it is late.

For a CBD or urban feeder, you will be entitled to the rebate if you call your electricity distributor by 1pm and are not reconnected within the same business day (or the next business day if the call is made after 1pm) or on an otherwise agreed date.

If you are connected to a short rural feeder, you will be entitled to this rebate if you make a request to be reconnected and this doesn't occur by the next business day. For a long rural and isolated feeder, you will be eligible for the rebate if you are not reconnected by the business day agreed with your electricity distributor.

Example 2:

Jim lives on a remote property on Cape York. He has arranged reconnection of his electricity supply with Ergon Energy for an agreed date. His service is not reconnected until the following day, and as he is connected to a long rural feeder, he is entitled to a \$40 rebate.

If you are **wrongfully disconnected** by ENERGEX or Ergon Energy, you will be entitled to a rebate of \$100. To be wrongfully disconnected means that the disconnection was not permitted by law, or ENERGEX or Ergon Energy failed to comply with the required disconnection procedures (such as not sending you a disconnection notice).

Example 3:

Julie finds out that her electricity supply has been disconnected, and contacts ENERGEX to find out why. ENERGEX informs Julie that she shouldn't have been disconnected, and apologises for the inconvenience. She is entitled to a \$100 rebate on her next bill.

From 1 July, 2005, you should automatically receive a rebate for wrongful disconnection, late connection or late reconnection. However, 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.

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