

The Electricity Industry Code

Improving reliability and customer service for Queensland energy consumers

What to do if your rebate claim is rejected

If your rebate claim has been rejected by either ENERGEX or Ergon Energy and you still believe you are entitled to the rebate, you can contact the Energy Consumer Protection Office (ECPO) for assistance.

ECPO is a free, independent and confidential dispute resolution service for domestic and small business energy customers in Queensland who have not been able to resolve an issue with their electricity or gas supplier.

Upon contacting ECPO, you will be assigned an investigation officer who will work with you and your electricity supplier in order to reach a satisfactory outcome. If as a result of investigation it becomes evident your supplier did not correctly assess the rebate claim in accordance with the Electricity Industry Code, the supplier will be expected to reconsider the claim.

You should give your energy supplier a reasonable opportunity to resolve the dispute before contacting ECPO.

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 outages or other supply problems.

For updates to this fact sheet and for more information about other ways ECPO can help you, visit www.ecpo.qld.gov.au or telephone 1300 300 993.



To contact ECPO simply:

Phone: 1300 300 993
Email: feedback@ecpo.qld.gov.au
Fax: (07) 3227 7068
On-line: www.ecpo.qld.gov.au
Write to: PO Box 15216,
City East, Qld 4002

Visit:
Brisbane: Level 9, 239 George St
Cairns: Level 1, 15 Lake St
Rockhampton: Level 2, 212 Quay St

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