

The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

Queensland's new *Electricity Industry Code* puts customers first.

The Code introduces guaranteed levels of service and performance requirements for Queensland's electricity distributors, ENERGEX and Ergon Energy.

Delivering better services for electricity customers

From 1 January 2005, a new Guaranteed Service Level scheme entitles you to rebates on your electricity bill if you don't receive a satisfactory level of customer service. These service levels apply to all non-contestable customers of ENERGEX or Ergon Energy (most domestic and small business customers).

Under the scheme, you may qualify for a rebate from 1 January 2005 if an appointment you made is not kept, if your electricity is not connected (or reconnected) on time, if it is wrongfully disconnected, or if you are not warned about a planned interruption to electricity supply to your home or business.

From 1 July 2005, rebates based on reliability of electricity supply will also be available if you experience more than a specified number of power outages in a year, or a single outage for a specified length of time.

Developing a more reliable electricity system for the 21st century

The Queensland Government has a strong commitment to ensuring the reliable supply of electricity to all Queenslanders – now and in the future. Minimum service standards outlined in the Code will be monitored by the Department of Energy to regulate the number and length of power outages reasonable for Queensland's distribution networks. The standards also provide a framework for ENERGEX and Ergon Energy to report against, and are based on achieving an overall improvement in electricity reliability of about 25 per cent over the next five years.

The *Electricity Industry Code* aims to ensure ENERGEX and Ergon Energy are prepared to meet electricity



demand during peak times. They will be required to develop and publish annual network management plans to ensure reliable supply of electricity through ongoing maintenance and capital investment programs.

A revised edition of the *Electricity Industry Code* commences on 1 September 2006. In addition to all of the matters covered by the First Edition, this Second Edition of the *Electricity Industry Code* includes the terms of the standard customer contracts which apply to non-contestable customers, to provide customers with greater certainty and clarity about the distribution and retail services that ENERGEX, Ergon Energy and the host retail entities, Sun Retail and Ergon Retail, are required to provide.

We invite you to read more about how the Queensland Government is improving customer service and reliability for electricity consumers by accessing our web site at 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



Queensland Government
Department of Energy