

The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

Giving homes and businesses advanced notice of planned interruptions

From time to time, ENERGEX and Ergon Energy will have to interrupt the supply of electricity to your home to perform maintenance work or upgrade local electricity infrastructure. These interruptions will be planned to ensure the least possible disruption to your lifestyle and business operations.

If you are a non-contestable customer (most domestic and small business customers) and ENERGEX or Ergon Energy have not taken reasonable steps to give you two business days' notice of a **planned** interruption to your electricity supply, you will be entitled to a rebate on your next electricity bill. This advance notice could be given by mail, through advertisements in your local newspaper, or by any other means which are reasonable in the circumstances.

For unplanned outages, such as those resulting from storms, emergencies or equipment failure, it is simply not possible to give customers advance notice of the outages. Therefore, failure to give such notice in these circumstances does not attract a rebate.

If you are not given advance notice, and your power supply is interrupted as a result of a **planned** outage, then you will be entitled to a rebate of \$20 if you are a residential customer, or \$50 for business customers.

You will need to make a claim within one month of the incident. The rebate will be paid by crediting the next electricity bill you receive after the claim is processed by ENERGEX or Ergon Energy.



Example 1:

Tim's accountancy business in Cairns loses power for an hour. Tim rings Ergon Energy and is informed the blackout was a planned interruption to perform maintenance. They agree that he was not given two business days' notice of the interruption, so Tim is entitled to apply for a rebate of \$50.

Example 2:

Marie's home in Brisbane loses power on a Tuesday afternoon as a result of a planned interruption. She did not receive any advance notice in the mail, and no notice was published in the local newspaper. She speaks with ENERGEX and is advised she can apply for a rebate of \$20, to be deducted from her next 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