

# The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

## Rebates you may be entitled to from ENERGEX or Ergon Energy

### Missed Appointments

ENERGEX customer	Failure to turn up at agreed time (max five-hour period)	\$40
Ergon Energy customer	Failure to turn up at agreed time (max one day period)	\$40

### Planned Interruptions

Domestic customers	Not given two business days' notice of interruption	\$20 per interruption
Business customers	Not given two business days' notice of interruption	\$50 per interruption

### Customer Connections

All customers	Supply not connected on agreed day	\$40 for each day late
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### Customer Reconnections

CBD/urban feeder	Not reconnected on the same day if requested before 1pm, or the next business day if requested after 1pm	\$40 for each day late
Short rural feeder	Not reconnected next business day after request	\$40 for each day late
Long rural/isolated feeder	Not reconnected on agreed day	\$40 for each day late

### Wrongful Disconnections

All customers	Supply disconnected when distributor is not entitled to, or fails to follow proper procedures	\$100 per disconnection
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### Loss of Hot Water Supply Inquiries

CBD/urban/short rural feeder	Failure to attend customer's premises within one business day (or as otherwise agreed)	\$40 for each day late
Long rural/isolated feeder	Failure to attend customer's premises on agreed day	\$40 for each day late

### Duration of Supply Interruptions (applies to interruptions on or after 1 July, 2005)

CBD feeder	Supply is not restored within eight hours	\$80 per eligible interruption
Urban/short rural feeder	Supply is not restored within 18 hours	\$80 per eligible interruption
Long rural/isolated feeder	Supply is not restored within 24 hours	\$80 per eligible interruption

### Frequency of Supply Interruptions (applies to interruptions on or after 1 July, 2005)

ENERGEX CBD/urban feeder	10 or more eligible interruptions a financial year	\$80 a year
ENERGEX short rural feeder	16 or more eligible interruptions a financial year	\$80 a year
Ergon Energy urban feeder	13 or more eligible interruptions a financial year	\$80 a year
Ergon Energy short rural/ long rural/isolated feeder	21 or more eligible interruptions a financial year	\$80 a year

**The maximum possible rebate you can claim in a financial year is \$320, with the exception of rebates for wrongful disconnection. This is a summary only and rebates will not apply in certain circumstances, or to contestable customers. For full details of the Electricity Industry Code, visit [www.energy.qld.gov.au](http://www.energy.qld.gov.au) or call ENERGEX on 13 12 53 or Ergon Energy on 13 10 46.**