

The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

Ensuring reliable supply of electricity to your home or business

Our lifestyles in Queensland are strongly reliant on electricity, whether it is cooling our homes in summer, heating our water, or simply cooking the evening meal. At the same time, Smart State businesses need reliable supplies of electricity to ensure efficient delivery of goods and services.

If you are a non-contestable customer (most domestic and small business customers) you might be entitled to a rebate if, from 1 July, 2005, you experience more than a specified number of power outages in any one financial year, or a single power outage that lasts longer than a specified length of time. The thresholds vary depending on what type of feeder (powerline) you are on. To check which type of feeder your home or business is connected to, contact ENERGEX or Ergon Energy.

Interruption duration

You are entitled to an \$80 rebate if, on or after 1 July, 2005, you experience an eligible outage that lasts longer than:

- 8 hours if you are on a CBD feeder
- 18 hours if you are on an urban or short rural feeder
- 24 hours if you are on a long rural or an isolated feeder

You must lodge a claim for the rebate within one month of the outage.

Example 1:

Ted loses power to his Biloela home at 6pm on a Wednesday night and it is not restored until 8pm the following evening. Because he is on a long rural feeder and the outage lasts longer than 24 hours, Ted is entitled to claim an \$80 rebate. He needs to make this claim within one month of the incident.

Frequency of interruptions

You are also entitled to an \$80 rebate if, from 1 July, 2005, you experience more than a specified number of eligible supply interruptions, lasting longer than one minute, in any one financial year.

For ENERGEX customers this means:

- 10 or more eligible interruptions if you are on a CBD or urban feeder
- 16 or more eligible interruptions if you are on a short rural feeder

For Ergon Energy customers, this means:

- 13 or more eligible interruptions if you are on an urban feeder
- 21 or more eligible interruptions if you are on a short rural, long rural or an isolated feeder

You should lodge a claim as soon as possible after the last outage.

Example 2:

Between 1 July, 2005 and 23 March, 2006, Carol experiences 10 outages longer than one minute each at her Brisbane fruit shop. She is on an ENERGEX CBD feeder so she makes a claim in April for an \$80 rebate, first confirming with Energex that none of the outages were exempted from the scheme.

It is reasonable to expect that power outages beyond the control of ENERGEX and Ergon Energy will occur from time to time. Therefore, it is important to note that some kinds of interruptions are exempt from the rebate scheme. These include planned interruptions, outages as a result of problems with the customer's own appliances or electrical installation, interruptions during a declared natural disaster in your area, loadshedding in the national electricity system or a failure on the main transmission grid.

To determine if an interruption to your electricity supply should be counted under the rebate scheme, call ENERGEX on 13 12 53 or Ergon Energy on 13 10 46.

For updates to this fact sheet or more information on 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