

The Electricity Industry Code

Improving customer service and reliability for Queensland energy consumers

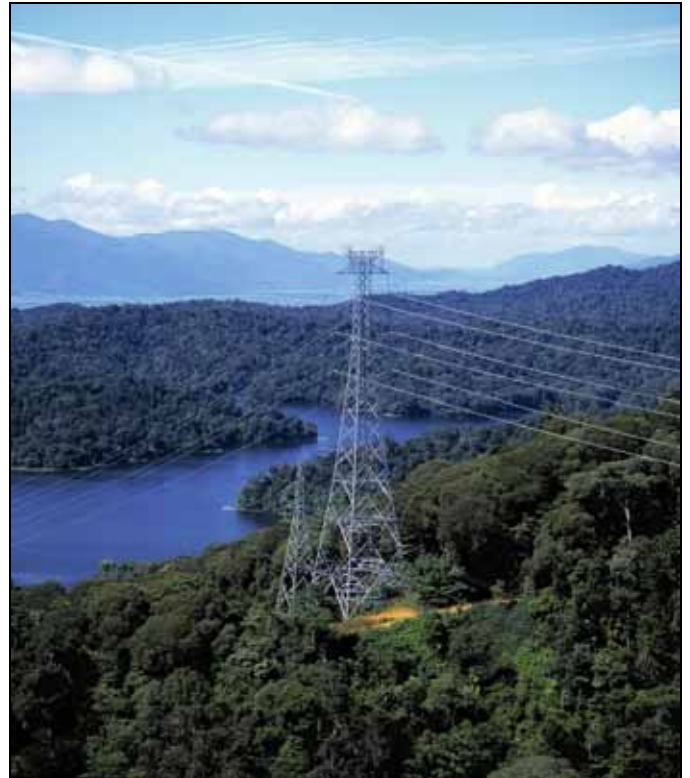
Setting minimum service standards for ENERGEX and Ergon Energy

To drive improvements in the reliable delivery of electricity supply to Queensland homes and businesses in the coming years, the Queensland Government has developed a set of minimum service standards for ENERGEX and Ergon Energy. These standards are based on measurements of the average number and length of electricity outages reasonable for Queensland's electricity distribution networks. The current target is an improvement in reliability of about 25 per cent over the five years to June 2010 for both ENERGEX and Ergon Energy.

The minimum service standards will enable the Queensland Government to monitor the performance of ENERGEX and Ergon Energy on an ongoing basis. The standards are based on ENERGEX and Ergon Energy's past performance and the performance of their "peers" in New South Wales and Victoria, and are set at levels to induce a progressive improvement in performance during the five years to June 2010.

The minimum services standards differ according to different types of feeders (powerlines) across Queensland. For example, the standard for a Brisbane CBD feeder is different to the standard for a long rural feeder.

These standards are designed to produce an ongoing improvement in the delivery of electricity to Queensland homes and businesses during the coming years.



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