

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)	\$52
Ergon Energy customer	Failure to turn up at agreed time (max one day period)	\$52
Planned Interruptions		
Domestic customers	Not given two business days' notice of interruption	\$26 per interruption
Business customers	Not given two business days' notice of interruption	\$65 per interruption
Customer Connections		
All customers	Supply not connected on agreed day	\$52 for each day late
Customer Reconnections		
CBD/urban feeder	Not reconnected on the same day if requested before 12pm, or the next business day if requested after 12pm	\$52 for each day late
Short rural feeder	Not reconnected next business day after request	\$52 for each day late
Long rural/isolated feeder	Not reconnected on agreed day	\$52 for each day late
Wrongful Disconnections		
All customers	Supply disconnected when distributor is not entitled to, or fails to follow proper procedures	\$130 per disconnection
Loss of Hot Water Supply		
CBD/urban/short rural feeder	Failure to attend customer's premises within one business day (or as otherwise agreed)	\$52 for each day late
Long rural/isolated feeder	Failure to attend customer's premises on agreed day	\$52 for each day late

Duration of Supply Interruptions		
CBD feeder	Supply is not restored within eight hours	\$104 per eligible interruption
Urban/short rural feeder	Supply is not restored within 18 hours	\$104 per eligible interruption
Long rural/isolated feeder	Supply is not restored within 24 hours	\$104 per eligible interruption
Frequency of Supply Interruptions		
ENERGEX CBD/urban feeder	10 or more eligible interruptions a financial year	\$104 a year
ENERGEX short rural feeder	16 or more eligible interruptions a financial year	\$104 a year
Ergon Energy urban feeder	13 or more eligible interruptions a financial year	\$104 a year
Ergon energy short rural/long rural/isolated feeder	21 or more eligible interruptions a financial year	\$104 a year