

STAKEHOLDER NOTICE

21 July 2023

Final Consultation Notice—Guaranteed Service Levels for Energex and Ergon Energy

The Queensland Competition Authority (QCA) is reviewing the Guaranteed Service Level (GSL) arrangements which will apply to Energex and Ergon Energy from 1 July 2025.

GSL payments acknowledge the inconvenience customers experience when they receive poor reliability or service from their DNSP. GSL arrangements are set out in chapter 2 of the Electricity Distribution Network Code (EDNC), which is available on the QCA website.

We have published a draft report, including a draft of the proposed amendments to the EDNC. Our draft decision recommends relatively minor amendments to the EDNC in order to:

- maintain the real value of GSL payments and caps by actual and forecast inflation
- align the duration for exempted outages with the Australian Energy Regulator's Service Target Incentive Performance Scheme, to exclude interruption of 3 minutes or less from triggering the clock on GSL interruption events—the current threshold is 1 minute
- update provisions for card-operated meter customers to reflect new processes Energy Queensland has implemented to automatically pay GSL payments to this customer group.

The draft report has been published on the [QCA website](#) and may also be inspected at the QCA office.

Written submissions on the draft report are due by 1 September 2023 (the final consultation period). Details on how to make a submission are contained in the draft report.

This final consultation notice is published pursuant to section 222L of the *Electricity Regulation 2006* (Qld).