

18 June 2026



Mr Charles Millstead
Chief Executive Officer
Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

Dear Mr Millstead,

Energy Queensland submission to the Queensland Competition Authority's Draft Report on proposed amendments to the Guaranteed Service Levels scheme.

Energy Queensland Limited (Energy Queensland) welcomes the opportunity to provide comment to the Queensland Competition Authority (QCA) in response to its Draft Report on proposed amendments to the Guaranteed Service Levels (GSL) scheme, as set out in the Electricity Distribution Network Code (EDNC).

This submission is provided by Energy Queensland on behalf of its related entities:

- distribution network service providers (DNSPs), Energex Limited (Energex) and Ergon Energy Corporation Limited (Ergon Energy Network); and
- retailer, Ergon Energy Queensland Pty Ltd.

We appreciate stakeholders' considered submissions to the QCA's first round of consultation and the QCA's analysis and positions outlined in its Draft Report.

Regarding the timing of the transition for the GSL payment method, we propose the QCA phase-out the cheque payment option and introduce retail bill credits on 1 September 2027 rather than 1 July 2027. Ergon Energy Network and Energex are scheduled to implement a new customer online portal in August 2027. Removing cheque payments and introducing retail bill credits after this system uplift would avoid costly changes to the legacy system shortly before its retirement.

On the proposed GSL exclusions, Energy Queensland welcomes stakeholder recognition of the physical and operational constraints that can prevent Energex and Ergon Energy Network from completing connection and reconnection requests during Disaster Recovery Funding Arrangement (DRFA) events. We support the QCA's proposal to extend DRFA exclusions to connection and reconnection GSLs from 1 October 2026, and the associated amendments to the relevant EDNC clauses.

Should the QCA require additional information or wish to discuss any aspect of this submission, please contact either myself, or Andrew Bozin on [REDACTED] or [REDACTED].

Yours sincerely



Mark Simpson
A/Manager Regulatory Affairs

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