

22 May 2020



Professor Flavio Menezes
Chair
Queensland Competition Authority
GPO Box 2257
BRISBANE QLD 4001

Dear Professor Menezes

Warning notices for suspected breaches of the Electricity Distribution Network Code by Energex and Ergon Energy

I refer to Energy Queensland's correspondence dated 18 May in response to the QCA's warning notices issued to Energex and Ergon Energy under section 120S of the *Electricity Act 1994* (Qld) for suspected breaches of the Electricity Distribution Network Code (EDNC).

As committed to in that correspondence, and required by the warning notices, I have included below, information on the total number of vacant property disconnections performed in the period 8 May 2020 to 19 May 2020 (inclusive), disaggregated by those done physically and those done using the MSS process:

Disconnection information – 8 to 19 May 2020

	Physical disconnections	MSS (BAU)	MSS (COVID)	Total disconnections
		multi tenancy	residential	
Energex	1,224	460	0	1,684
Ergon	69	20	0	89

When compiling this information, there was an error identified in the disaggregation of previously reported information. Specifically, some of the previously reported MSS (COVID) disconnections were in fact MSS (BAU) disconnections, resulting in the number of non-compliant MSS disconnections being over-reported. Given this, I have included below, both the original and updated disconnection information for the period 20 April 2020 to 19 May 2020 (inclusive) and request that the QCA disregard the originally reported information.

Original disconnection information - 20 April to 7 May 2020

	Physical disconnections	MSS (BAU)	MSS (COVID)	Total disconnections
		multi tenancy	residential	
Energex	737	450	965	2,152
Ergon	49	0	67	116

Updated disconnection information - 20 April to 7 May 2020

	Physical disconnections	MSS (BAU)	MSS (COVID)	Total disconnections
		multi tenancy	residential	
Energex	737	806	609	2,152
Ergon	49	60	7	116

As also required by the warning notices, I have included below, information on the number of standard service orders for disconnection that, between 20 April 2020 and 19 May 2020 (inclusive) were completed on time and not on time.

	Total Jobs Received	On time	Not on time	Cancelled by us
Energex	5021	4275 (85%)	573	173
Ergon	350	269 (77%)	1	78

In relation to the above information, it is relevant to note that while these on time performance results apply for the period listed, both Energex and Ergon Energy expect to meet at least 95% of all disconnection service order requests on time for the April to June 2020 quarter, consistent with their obligations under the EDNC.

Finally, I confirm that Energy Queensland's correspondence of 18 May 2020, is a 'written submission' for the purpose of section 120T(1)(d) of the *Electricity Act 1994* (Qld) and was issued by Energy Queensland on behalf of its related entities Energex and Ergon Energy, to whom the warning notices relate.

Should you wish to discuss any aspect of this matter further, please call Karen Stafford, General Manager Legal, Regulation and Pricing on 07 3851 6793.

Yours sincerely



Rod Duke
CHIEF EXECUTIVE OFFICER