

# **Guaranteed Service Levels: Performance by Energex and Ergon Energy in 2024-25**

**Compliance report**

**September 2025**

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# Overview

The Electricity Distribution Network Code (the code) requires Energex and Ergon Energy (the distributors) to make guaranteed service level (GSL) payments to residential and small business customers when the specified GSLs are not met.<sup>1</sup>

GSL payments are an acknowledgement of the inconvenience a customer experiences when Energex or Ergon Energy does not meet a GSL. The payments relate to failures to meet customer service standards. The most common GSL payment is for interruptions in the supply of electricity, which often occurs due to extreme weather such as storms.

The code requires Energex and Ergon Energy to monitor and report on their compliance with GSLs. Their reporting for 2024-25 is summarised in the following table.

GSL measure	Energex		Ergon Energy	
	Number of payments	Value of payments	Number of payments	Value of payments
Wrongful disconnection	9	\$1,395	2	\$310
Late connection	927	\$386,198	14	\$2,108
Late reconnection	15	\$1,488	3	\$186
Failure to attend a scheduled customer appointment on time	202	\$12,524	68	\$4,216
Failure to give sufficient notice of a planned interruption – residential customers	496	\$15,376	268	\$8,308
Failure to give sufficient notice of a planned interruption – small business customers	35	\$2,695	51	\$3,927
Reliability – interruption duration	1,251	\$155,124	9,505	\$1,178,620
Reliability – interruption frequency	23	\$2,852	433	\$53,692
<b>Total in 2024-25</b>	<b>2,958</b>	<b>\$577,652</b>	<b>10,344</b>	<b>\$1,251,367</b>
<b>Total in 2023-24</b>	<b>15,787</b>	<b>\$2,257,575</b>	<b>9,331</b>	<b>\$1,078,959</b>
<b>Change from 2023-24 to 2024-25</b>	<b>-12,829</b>	<b>-\$1,679,923</b>	<b>+1,013</b>	<b>+\$172,408</b>

Sources: Quarterly compliance reports available on Energex [website](#) and Ergon Energy [website](#).

Compared to 2023-24, both the total number and value of GSL payments made in 2024-25 were:

- lower for Energex, mainly due to fewer eligible interruption duration GSL payments<sup>2</sup>
- higher for Ergon Energy, mainly due to substantially more interruption frequency and duration GSL payments.

The number and value of late connection GSL payments were lower in 2024-25 than in 2023-24 for both Energex and Ergon Energy. As their number and value were much smaller than those of interruption GSLs, they had a smaller impact on the total number and value of GSL payments.

In 2024-25, the \$496 GSL payment cap was reached by 1 Ergon Energy customer (compared to 14 customers in 2023-24), and 565 Energex customers (compared to 545 customers in 2023-24).

For more information on this report, phone the Queensland Competition Authority (QCA) on 07 3222 0555 or make an enquiry on the QCA website at <https://www.qca.org.au/contact/>.

<sup>1</sup> Version 4 of the code was in effect in 2024-25. Version 5 of the code took effect on 1 July 2025 and implemented changes to the GSL scheme arising from the QCA's [review of the GSL scheme](#) that was completed in late 2023.

<sup>2</sup> The number and value of eligible interruption duration GSL payments were substantially higher in 2023-24 than in previous years, reflecting more outages related to weather events. The eligible interruption duration GSL payments in 2024-25 do not include supply interruptions that occurred as a result of Tropical Cyclone Alfred, as the Disaster Recovery Funding Arrangements (DRFA) were activated (and so Energex was not required to make payments under the GSL framework).

# 1. Introduction

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## 1.1 GSL scheme

The code requires the distributors to make GSL payments to small customers when the GSL levels specified in the code are not met.<sup>3</sup> Small customers are residential or business customers who consume less than 100 megawatt hours of electricity per year.<sup>4</sup>

GSL payments are an acknowledgement of the inconvenience a customer experiences when Energex or Ergon Energy does not meet a GSL. The payments relate to, for instance, the duration and frequency of supply interruptions, wrongful disconnections, late connections and reconnections, and failure to give sufficient notice of planned interruptions.

## 1.2 Compliance obligations and GSL comparisons

The code requires the distributors to monitor and report on their compliance with GSLs, and to publish quarterly compliance reports on their websites. These reports should not be used to compare the performance of the distributors, given the different conditions under which they operate. Energex supplies largely urbanised areas of south-east Queensland. Meanwhile, Ergon Energy operates a wider distribution network spread across regional Queensland and its network features a significant number of long, isolated feeders and lower customer densities.

## 1.3 GSL measures, thresholds and payments

For 2020-21 to 2024-25, the code set the following GSLs and GSL payments:<sup>5</sup>

- wrongful disconnection of a customer – \$155
- late connection of a customer – \$62 per day late
- late reconnection of a customer – \$62 per day late
- failure to attend a scheduled appointment with a customer on time – \$62
- failure to give sufficient notice of a planned interruption – \$31 for residential customers and \$77 for small business customers
- reliability GSLs that focus on the duration and frequency of supply interruptions:
  - if the duration of an interruption experienced by a customer lasts longer than 8 hours for central business district feeders, 18 hours for urban or short rural feeders, or 24 hours for long rural feeders, the customer may be eligible for a \$124 GSL payment
  - if the frequency of interruptions experienced by a customer in a financial year is equal to or higher than the relevant level set out in the code, the customer may be eligible for a \$124 GSL payment.<sup>6</sup>

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<sup>3</sup> Electricity Distribution Network Code, clauses 2.3.1–2.3.9. The QCA is required to review the GSL measures, thresholds and payments every 5 years. Version 4 of the code was in effect in 2024-25 and is available on the QCA [website](#).

<sup>4</sup> National Energy Retail Law, section 5; National Energy Retail Regulations, section 7.

<sup>5</sup> Electricity Distribution Network Code, clauses 2.3.3 to 2.3.10.

<sup>6</sup> The number of interruptions a customer must experience to become eligible for a GSL payment varies, depending on the feeder type through which the customer's premises is supplied (e.g. CBD, urban or short rural).

Payments for interruption duration GSLs – often triggered by severe weather events such as summer storms – typically make up a large proportion of the distributors' annual GSL payments.

Some interruptions are excluded when determining liability for GSL payments that relate to reliability, such as interruptions of one minute or less, and interruptions resulting from failure of the shared transmission grid or any failure of a customer's electrical installation. Where Disaster Recovery Funding Arrangements (DRFA) are activated, the distributors are not obligated to pay interruption GSLs during the activation period.<sup>7</sup>

The amount of GSL payments that a customer can receive in one financial year for each electricity account was capped at \$496 in 2024–25; this cap excludes GSL payments for wrongful disconnections.<sup>8</sup>

## 1.4 Processing claims and making GSL payments

The distributors must use best endeavours to automatically pay a customer when a GSL event occurs. However, if payment does not happen, a customer has 3 months from the date of the GSL event to lodge a claim, or 3 months from the end of the financial year for an interruption frequency GSL payment claim.<sup>9</sup>

The distributors must use best endeavours to process a GSL claim made by a customer:

- for all GSLs, except interruption frequency GSLs – within one month of receiving the claim
- for the interruption frequency GSLs – within one month of the end of the financial year or one month after receiving the claim, whichever is later.<sup>10</sup>

## 1.5 The QCA's enforcement responsibilities

A distributor's failure to comply with GSL requirements contravenes the code. The QCA is responsible for enforcing the code when there are contraventions of the code under the *Electricity Act 1994* (Qld).<sup>11</sup>

If the QCA believes that a material contravention has occurred – or is likely to occur – warning notices or code contravention notices can be given and Supreme Court proceedings for a civil pecuniary penalty can be sought. In the case of a material breach of the code, the process the QCA will follow is outlined in the QCA's enforcement guidelines.<sup>12</sup>

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<sup>7</sup> Electricity Distribution Network Code, clause 2.3.9(b).

<sup>8</sup> Electricity Distribution Network Code, clause 2.3.15(a)–(b).

<sup>9</sup> Electricity Distribution Network Code, clauses 2.3.11 and 2.3.12. GSL payments can be made via cheque, electronic funds transfer, or any means agreed with the small customer.

<sup>10</sup> Electricity Distribution Network Code, clause 2.3.14.

<sup>11</sup> Electricity Act, chapter 5, part 1A, division 6.

<sup>12</sup> The guidelines are available on the QCA [website](#).

## 2. Energex GSL compliance

### 2.1 GSL payments made

Energex made 2,958 GSL payments totalling \$577,652 in 2024-25. Table 1 shows the number and value of payments for each GSL measure in 2024-25, while Table 2 shows the value of Energex's GSL payments for the 5 years to 2024-25.

**Table 1: Energex GSL payments, 2024-25**

GSL measure and payment amount	Threshold	Payments	
		Number	Value
Wrongful disconnection: \$155	Disconnection wrongful under the electricity legislation	9	\$1,395
Late connection: \$62/day	Connection not provided by the agreed date	927	\$386,198
Late reconnection: \$62/day	Reconnection not provided within the required time	15	\$1,488
Appointments: \$62	Failure to attend an appointment on time	202	\$12,524
Notice of a planned interruption – residential: \$31	Notice of a planned interruption to supply not given	496	\$15,376
Notice of a planned interruption – small business: \$77	Notice of a planned interruption to supply not given	35	\$2,695
Reliability – interruption duration: \$124	Threshold depending on feeder type: <ul style="list-style-type: none"> <li>• CBD feeder: duration &gt;8 hours</li> <li>• urban or short rural feeder: duration &gt;18 hours</li> <li>• long rural or isolated feeder: duration &gt;24 hours</li> </ul>	1,251	\$155,124
Reliability – interruption frequency: \$124	Number of interruptions in a financial year depending on feeder type: <ul style="list-style-type: none"> <li>• CBD feeder: 10</li> <li>• urban feeder: 13</li> <li>• short rural, long rural or isolated feeders: 21</li> </ul>	23	\$2,852
<b>Total</b>		<b>2,958</b>	<b>\$577,652</b>

Notes: The number of GSL payments includes both automatically identified GSLs and customer-initiated claims that were paid. In 2024-25, 565 Energex customers reached the \$496 GSL payment cap, compared to 545 in 2023-24. A customer is not entitled to more than one interruption frequency GSL payment in a financial year.  
Source: Energex quarterly GSL reports.

**Table 2: Energex GSL payments, 2020-21 to 2024-25**

GSL measure	2020-21	2021-22	2022-23	2023-24	2024-25
Wrongful disconnection	\$2,299	\$2,635	\$1,705	\$1,860	\$1,395
Late connection	\$349,203	\$343,666	\$57,660	\$491,846	\$386,198
Late reconnection	\$2,041	\$3,472	\$2,976	\$3,193	\$1,488
Appointments	\$9,761	\$7,936	\$6,572	\$11,470	\$12,524
Notice of a planned interruption – residential	\$17,417	\$7,533	\$11,191	\$8,711	\$15,376
Notice of a planned interruption – small business	\$4,845	\$2,541	\$4,004	\$2,387	\$2,695
Reliability – interruption duration	\$1,204,010	\$466,240	\$329,096	\$1,738,108	\$155,124
Reliability – interruption frequency	\$0	\$0	\$0	\$0	\$2,852
<b>Total</b>	<b>\$1,589,576</b>	<b>\$834,023</b>	<b>\$413,204</b>	<b>\$2,257,575</b>	<b>\$577,652</b>

Source: Energex quarterly GSL reports.

Compared to 2023-24, Energex's GSL payments were lower for 4 GSL measures in 2024-25 – wrongful disconnection, late connection, late reconnection, and interruption duration.

The largest reduction was for interruption duration payments, which were very high in 2023-24, primarily due to severe weather events in December 2023 and January 2024. The number and value of Energex's interruption duration GSL payments decreased significantly in 2024-25, to 1,251 payments totalling \$155,124. This represented a reduction of approximately \$1.58 million compared with 2023-24. This decrease occurred despite widespread supply interruptions in the March quarter of 2025, when Tropical Cyclone Alfred caused outages affecting nearly 350,000 Energex customers.<sup>13</sup> Given the severity of the event, the DRFA were activated for the period 1 to 16 March 2025.<sup>14</sup> Under the GSL framework, Energex is not required to make interruption duration payments to customers during the period for which the DRFA are notified.<sup>15</sup>

## 2.2 GSL claims rejected

In 2024-25, Energex received 160 customer-initiated GSL claims, of which it rejected 139 (87%; Table 3). A slightly lower percentage of GSL claims was rejected in 2023-24, when Energex received 120 customer-initiated claims and rejected 97 (81%). Consistent with previous years, most claims received and rejected were for the interruption duration GSL measure.

**Table 3: Energex GSL claims received and rejected, 2024-25**

GSL measure	Customer claims	Claims rejected
Wrongful disconnection	6	1
Late connection	17	10
Late reconnection	3	3
Appointments	3	2
Notice of a planned interruption – residential	6	2
Notice of a planned interruption – small business	7	4
Reliability – interruption duration	104	103
Reliability – interruption frequency	14	14
<b>Total</b>	<b>160</b>	<b>139</b>

Note: The number of customer claims are the number of customer-initiated claims that were made and do not include automatically identified GSLs.  
Source: Energex quarterly GSL reports.

## 2.3 Eligible GSL claims not paid

In 2024-25, Energex did not pay 20 eligible GSL claims, which had a total value of \$2,790 (Table 4). This is materially less than in 2023-24, when Energex did not pay 105 eligible claims, valued at \$20,552. Energex stated it was unable to process these 20 claims in 2024-25, as it could not obtain the customer data from retailers. The unpaid claims primarily related to the new connection and interruption duration GSLs.

**Table 4: Eligible GSL claims not paid by Energex, 2020-21 to 2024-25**

	2020-21	2021-22	2022-23	2023-24	2024-25
Number of eligible claims not paid	49	111	49	105	20
Value of eligible claims not paid	\$11,468	\$38,688	\$14,167	\$20,552	\$2,790

Note: While Energex reported a total of 20 eligible claims not paid for the 2024-25 financial year, the total number of eligible claims not paid for the individual GSL measures for the financial year add up to 24.  
Source: Energex quarterly GSL reports.

<sup>13</sup> Energex, [Tropical Cyclone Alfred Update – 9 March](#), media update, Energex website, 9 March 2025.

<sup>14</sup> Queensland Reconstruction Authority, [Disaster Recovery Funding Arrangements event – Tropical Cyclone Alfred and associated rainfall and flooding commencing 1 March 2025 \(Version 4\)](#), March 2025.

<sup>15</sup> Electricity Distribution Network Code, clause 2.3.9 (b)(vii).



## 3. Ergon Energy GSL compliance

### 3.1 GSL payments made

Ergon Energy made 10,344 GSL payments totalling \$1,251,367 in 2024-25. Table 5 shows the number and value of payments for each GSL measure in 2024-25, while Table 6 shows the value of Ergon Energy's GSL payments for the 5 years to 2024-25.

**Table 5: Ergon Energy GSL payments, 2024-25**

GSL measure and payment amount	Threshold	Payments	
		Number	Value
Wrongful disconnection: \$155	Disconnection wrongful under the electricity legislation	2	\$310
Late connection: \$62/day	Connection not provided by the agreed date	14	\$2,108
Late reconnection: \$62/day	Reconnection not provided within the required time	3	\$186
Appointments: \$62	Failure to attend an appointment on time	68	\$4,216
Notice of a planned interruption – residential: \$31	Notice of a planned interruption to supply not given	268	\$8,308
Notice of a planned interruption – small business: \$77	Notice of a planned interruption to supply not given	51	\$3,927
Reliability – interruption duration: \$124	Threshold depending on feeder type: <ul style="list-style-type: none"> <li>• CBD feeder: duration &gt;8 hours</li> <li>• urban or short rural feeder: duration &gt;18 hours</li> <li>• long rural or isolated feeder: duration &gt;24 hours</li> </ul>	9,505	\$1,178,620
Reliability – interruption frequency: \$124	Number of interruptions in a financial year depending on feeder type: <ul style="list-style-type: none"> <li>• CBD feeder: 10</li> <li>• urban feeder: 13</li> <li>• short rural, long rural or isolated feeders: 21</li> </ul>	433	\$53,692
<b>Total</b>		<b>10,344</b>	<b>\$1,251,367</b>

Notes: The number of GSL payments includes both automatically identified GSLs and customer-initiated claims that were paid. In 2024-25, 1 Ergon Energy customer reached the \$496 GSL payment cap, compared to 14 customers in 2023-24. A customer is not entitled to more than one interruption frequency GSL payment in a financial year.  
Source: Ergon Energy quarterly GSL reports.

**Table 6: Ergon Energy GSL payments, 2020-21 to 2024-25**

GSL measure	2020-21	2021-22	2022-23	2023-24	2024-25
Wrongful disconnection	\$1,679	\$3,565	\$2,170	\$1,860	\$310
Late connection	\$853	\$992	\$992	\$9,362	\$2,108
Late reconnection	\$491	\$3,224	\$1,922	\$248	\$186
Appointments	\$4,962	\$4,712	\$11,284	\$9,858	\$4,216
Notice of a planned interruption – residential	\$15,535	\$17,546	\$16,368	\$22,041	\$8,308
Notice of a planned interruption – small business	\$5,076	\$5,461	\$7,084	\$13,706	\$3,927
Reliability – interruption duration	\$527,054	\$750,200	\$1,272,364	\$1,021,884	\$1,178,620
Reliability – interruption frequency	\$0	\$0	\$0	\$0	\$53,692
<b>Total</b>	<b>\$555,650</b>	<b>\$785,700</b>	<b>\$1,312,184</b>	<b>\$1,078,959</b>	<b>\$1,251,367</b>

Source: Ergon Energy quarterly GSL reports.

Compared to 2023-24, Ergon Energy's GSL payments were lower in 2024-25 for all non-reliability GSL measures. In 2024-25, the number and value of interruption duration payments increased to 9,505 and \$1,178,620, resulting in GSL payments for this measure being \$156,736 higher than in 2024-25. Parts of Ergon Energy's distribution network were also affected by Tropical Cyclone Alfred, resulting in supply interruptions in the southern parts of the network. However, DRFA activations were primarily limited to local government areas within Energex's distribution network.<sup>16</sup> Therefore, impacted customers in local government areas of Ergon Energy's distribution network without a DRFA activation remained eligible for GSL payments.

## 3.2 GSL claims rejected

In 2024-25, Ergon Energy received 67 customer-initiated GSL claims, of which it rejected 54 (81%; Table 7). This is materially more than in 2023-24, when Ergon Energy received 31 customer-initiated claims and rejected 18 (58%). Compared to 2023-24, the increase in rejected claims in 2024-25 was primarily driven by the increase in interruption duration and interruption frequency claims that were received and rejected.

**Table 7: Ergon Energy GSL claims received and rejected, 2024-25**

GSL measure	Customer claims	Claims rejected
Wrongful disconnection	0	0
Late connection	2	1
Late reconnection	0	0
Appointments	1	1
Notice of a planned interruption – residential	10	3
Notice of a planned interruption – small business	1	0
Reliability – interruption duration	16	15
Reliability – interruption frequency	37	34
<b>Total</b>	<b>67</b>	<b>54</b>

Note: The number of customer claims are the number of customer-initiated claims that were made and do not include automatically identified GSLs.

Source: Ergon Energy quarterly GSL reports.

## 3.3 Eligible GSL claims not paid

In 2024-25, Ergon Energy did not pay 46 eligible GSL claims, which had a total value of \$5,332 (Table 8). In comparison, in 2023-24 Ergon Energy did not pay 29 eligible claims, valued at \$4,867. Ergon Energy stated it was unable to process these 46 claims in 2024-25, as it could not obtain the customer data from retailers. The unpaid claims primarily related to the interruption duration GSL (40 of 46 unpaid claims).

**Table 8: Eligible GSL claims not paid by Ergon Energy, 2020-21 to 2024-25**

	2020-21	2021-22	2022-23	2023-24	2024-25
Number of eligible claims not paid	26	40	67	29	46
Value of eligible claims not paid	\$3,064	\$5,332	\$9,424	\$4,867	\$5,332

Source: Ergon Energy quarterly GSL reports.

<sup>16</sup> Queensland Reconstruction Authority, [Disaster Recovery Funding Arrangements event – Tropical Cyclone Alfred and associated rainfall and flooding commencing 1 March 2025 \(Version 4\)](#), March 2025.