

# Queensland Competition Authority

Consultation paper

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## Review of Guaranteed Service Levels to apply in Queensland from 1 July 2025

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March 2023

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## SUBMISSIONS

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Closing date for submissions: 12 May 2023

Public involvement is an important element of the decision-making processes of the Queensland Competition Authority (QCA). Therefore submissions are invited from interested parties concerning its assessment of Guaranteed Service Levels to apply in Queensland from 1 July 2025. The QCA will take account of all submissions received within the stated timeframes.

Submissions, comments or inquiries regarding this paper should be directed to:

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[www.qca.org.au/submissions](http://www.qca.org.au/submissions)

### Confidentiality

In the interests of transparency and to promote informed discussion and consultation, the QCA intends to make all submissions publicly available. However, if a person making a submission believes that information in the submission is confidential, that person should claim confidentiality in respect of the document (or the relevant part of the document) at the time the submission is given to the QCA and state the basis for the confidentiality claim.

The assessment of confidentiality claims will be made by the QCA in accordance with the *Queensland Competition Authority Act 1997*, including an assessment of whether disclosure of the information would damage the person's commercial activities and considerations of the public interest.

Claims for confidentiality should be clearly noted on the front page of the submission. The relevant sections of the submission should also be marked as confidential, so that the remainder of the document can be made publicly available. It would also be appreciated if two versions of the submission (i.e. a complete version and another excising confidential information) could be provided.

A confidentiality claim template is available on request. We encourage stakeholders to use this template when making confidentiality claims. The confidentiality claim template provides guidance on the type of information that would assist our assessment of claims for confidentiality.

### Public access to submissions

Subject to any confidentiality constraints, submissions will be available for public inspection at the Brisbane office, or on the website at [www.qca.org.au](http://www.qca.org.au). If you experience any difficulty gaining access to documents please contact us on (07) 3222 0555.

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# 1 ABOUT OUR REVIEW

## 1.1 What are GSLs?

The Electricity Distribution Network Code (EDNC) requires Distribution Network Service Providers (DNSPs) to meet targets for their quality of service to customers.<sup>1</sup> These targets relate to the frequency and duration of customer outages as well as things like the timeliness of connections, reconnections and notices of planned interruptions.

Guaranteed Service Level (GSL) payments acknowledge the inconvenience customers experience when they receive poor reliability or service from their DNSP. They are not intended to provide compensation for loss or inconvenience arising from poor reliability or service performance.

Individual small customers may be eligible for GSL payments when their DNSP fails to meet these targets. The current GSLs and payments are set out in Table 1.

**Table 1 Current GSLs, thresholds and payments**

<i>GSL</i>	<i>Threshold</i>	<i>GSL payment</i>
Wrongful disconnection	When disconnection wrongful under the electricity legislation <sup>2</sup>	\$155
Connection	Connection not provided by the agreed date	\$62 per day
Reconnection	Reconnection not provided within the required time	\$62 per day
Appointments	Failure to attend appointments on time	\$62
Planned interruptions	Notice of a planned interruption to supply not given	\$31 (residential) \$77 (small business)
Reliability – interruption duration	CBD feeder: duration >8 hours Urban or short rural feeder: duration >18 hours Long rural or isolated feeder: duration >24 hours <sup>3</sup>	\$124
Reliability – interruption frequency <sup>a</sup>	Number of interruptions in a financial year— • Energex: CBD feeder, 10, urban feeder, 13; short rural feeder, 21 • Ergon Energy: urban feeder, 13; short rural, long rural and isolated feeders, 21	\$124
Annual payment limits: If a DNSP breaches a GSL threshold they are required to pay the GSL amount to a customer up to an annual limit (cap) of \$496. Payments for wrongful disconnection are uncapped for individual customers.		

*a A customer is not entitled to more than one interruption frequency GSL payment in a financial year.*

*Source: Electricity Distribution Network Code, clauses 2.3.3 to 2.3.10.*

<sup>1</sup> See clause 2.3 of the Electricity Distribution Network Code for more information on these targets.

<sup>2</sup> 'Electricity legislation' is defined under the Electricity Distribution Network Code, section 6.1, as meaning the *Electricity Act 1994 (Qld)*, *Electrical Safety Act 2002 (Qld)*, *Electricity National Electricity Scheme (Queensland) Act 1997 (Qld)*, *National Energy Retail Law (Queensland) Act 2014 (Qld)*, and regulations, standards, codes, protocols and rules made under those Acts.

<sup>3</sup> Definitions of 'CBD feeder', 'urban feeder', 'short rural feeder', 'long rural feeder' and 'isolated feeder' are in the Electricity Distribution Network Code, section 6.1.

The GSLs work in combination with the minimum service standards (MSS) set out in a DNSP's distribution authority.<sup>4</sup> The MSS provide for a minimum level of average network reliability, while the GSLs provide financial recognition of inconvenience when individual customers receive poor service or reliability from the DNSP.

GSLs are not intended to provide an economic incentive for the networks to improve reliability and customer service performance. The AER's Service Target Performance Incentive Scheme is the key scheme for encouraging reliability improvement, where that can be achieved efficiently.

## 1.2 Review requirements

### 1.2.1 Consultation process

The EDNC requires the QCA to review the GSLs and GSL payment amounts to apply at the beginning of each regulatory control period.<sup>5</sup> The next regulatory control period commences on 1 July 2025. The purpose of the review is to determine whether the current GSL arrangements remain appropriate and whether any changes should apply from 1 July 2025.

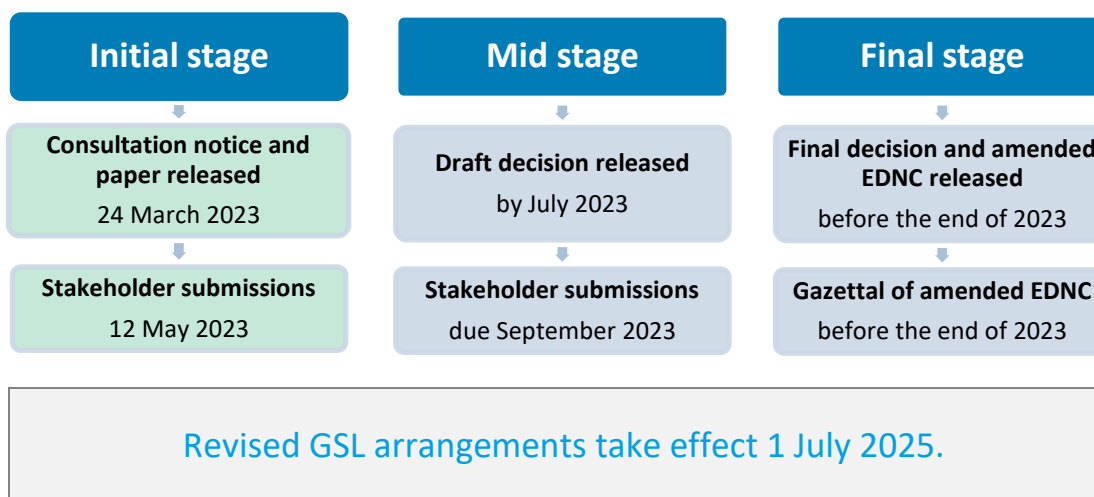
This consultation paper is the first step in our review process. It provides information on key issues we are considering in the context of the GSL scheme for the 2025–30 regulatory period.

Stakeholders are invited to make a written submission on the key issues raised in this consultation paper, or any other issues relevant to our review. Information on making a submission, as well as our online submission form, is available on our [website](#).

**Submissions on this consultation paper are due by 12 May 2023.**

Before amending the EDNC, the QCA must prepare a draft of the amendment and engage in the consultation process prescribed by the Electricity Regulation 2006 (Qld) (Electricity Regulation). Our indicative timetable for completing the review is outlined in Figure 1.

**Figure 1 Indicative timetable for GSL review**



<sup>4</sup> See, [Energex](#) and [Ergon Energy](#) distribution authorities for more information on MSS requirements.

<sup>5</sup> Electricity Distribution Network Code, section 2.3.19. More information about our previous reviews is available on the QCA [website](#).

We intend to publish our final decision in late 2023. We have nominated this period to allow Energex and Ergon Energy sufficient time to consider the implications of any potential changes to the GSL regime, when preparing their 2025-30 regulatory proposals—which must be submitted by 31 January 2024.<sup>6</sup>

We may extend the timeline to complete the review, having regard to submissions received on the consultation paper and/or the draft report. Should the timeline be extended, we will endeavour to provide sufficient time for the DNSPs to reflect any changes in GSL arrangements during their AER review process.

### 1.3 Our approach to this review

In addition to the general requirements of the EDNC, we consider the following factors are relevant for our review of the GSL arrangements to apply from 1 July 2025:

- the performance of Energex and Ergon Energy against the GSL requirements
- GSL arrangements in other jurisdictions
- the relevance of the existing GSL parameters and whether there is a need for additional, or different, measures of performance
- any other matters considered relevant in recommending GSL arrangements to apply to Energex and Ergon Energy for the next regulatory period.

These matters are considered in this consultation paper.

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<sup>6</sup> AER, *Replacement of framework and approach papers: Energex, Ergon Energy, SA Power Networks and Directlink—1 July 2025 to 30 June 2030*, December 2022, p. 1.

## 2 GUARANTEED SERVICE LEVELS

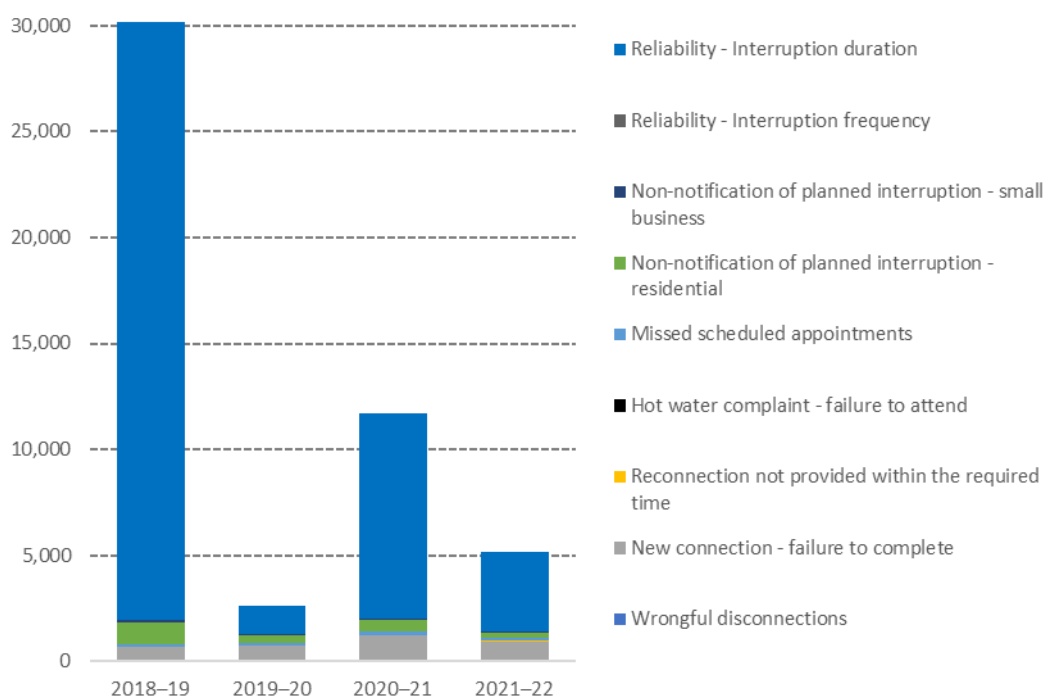
### 2.1 GSL Performance of Energex and Ergon Energy

Customers receive GSL payments as a credit to their electricity account when they experience customer service or supply reliability which is inferior to the GSL standards. GSL payments acknowledge the inconvenience customers experience when they receive poor reliability or service from their DNSP.

#### 2.1.1 Energex

Figure 2 presents the breakdown of GSL payments Energex has made to customers each year for the period 2018–19<sup>7</sup> to 2021–22. During this time Energex made 49,493 GSL payments at a total cost of \$6.24 million. Most of the GSL payments made by Energex were for interruption duration (86.7%).

**Figure 2 Number of Energex GSL payments by category, 2018–19 to 2021–22**



Source: Energy Queensland; QCA analysis.

#### 2.1.2 Ergon Energy

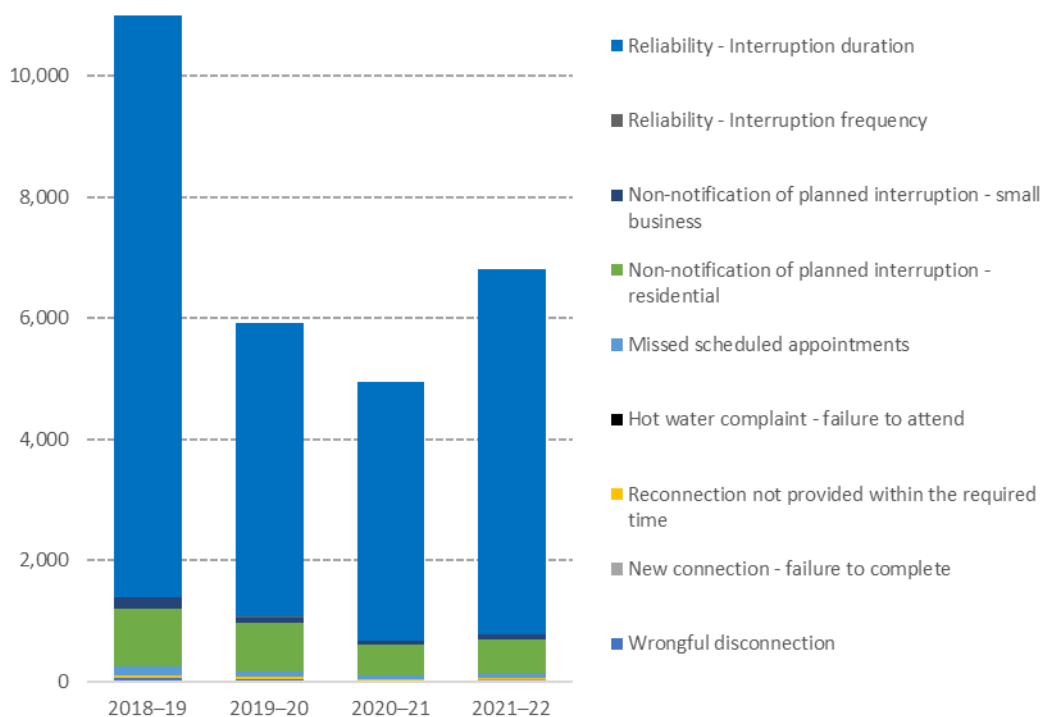
Figure 2 presents the breakdown of GSL payments Ergon Energy made to customers each year for the period 2018–19<sup>8</sup> to 2021–22. During this time, Ergon Energy paid a total of 28,674 GSL payments at a total cost of around \$3.1 million. Most of the GSL payments made by Ergon Energy were for interruption duration (86.4 %).

<sup>7</sup> Severe weather events triggered a high number of interruption duration GSL payments in 2018–19.

<sup>8</sup> Severe weather events triggered a high number of interruption duration GSL payments in 2018–19.



**Figure 3 Number of Ergon Energy GSL payments by category, 2018–19 to 2021–22**



Source: Energy Queensland; QCA analysis.

## 2.2 Should the GSL arrangements be changed?

This review considers whether the existing GSL arrangements remain appropriate for the 2025–30 regulatory control period, including the level of payments, thresholds and maximum annual cap for individual customer payments.

Table 1 sets out the GSL arrangements applying during the current regulatory period, including payment amounts and the thresholds that trigger payment to customers.

### 2.2.1 Costs and benefits of changing the GSL arrangements

The main benefit provided by the GSL scheme is the financial recognition of the inconvenience customers experience from poor reliability.

Under the current framework for revenue regulation by the AER, the cost of GSL payments incurred by DNSP is recovered through regulated network charges as an operating expense. GSL payments typically represent a relatively small proportion of the total costs incurred by the DNSP, and an even smaller proportion of retail electricity prices.

The GSL scheme is not intended to provide incentives to encourage DNSPs to improve reliability or service quality. Any benefits arising from increasing the incidence or level of GSL payments would accrue to the worst-served customers, while increasing network costs for all customers.

## 2.2.2 How should the GSL arrangements be determined for the 2025–30 regulatory period?

In our previous review we increased the value of GSL payments in line with inflation. Payment levels and the annual payment cap<sup>9</sup> were escalated for inflation up until the middle of the regulatory period so that on average, over the next regulatory period, the nominal GSL payment and cap would be equal to the real value (as at 1 January 2005). The GSL payment amounts were fixed at this level for the duration of the period.

Our previous review removed the hot water GSL measure, as it represented a very low number and dollar value of payments made, both in absolute terms and relative to the scheme as a whole.

### Consultation questions

- 2.1 Are the current GSL arrangements suitable for use in the next regulatory control period? What reasons, if any, are there for changing the current GSLs in the EDNC for 2025–30?**
- 2.2 Are the threshold triggers for payment of GSLs still appropriate?**
- 2.3 Are the values of GSL payments still appropriate for the next regulatory period or should they be adjusted? If so, how should they be adjusted?**
- 2.4 Is the annual cap on GSLs for individual customers still appropriate, or should it be adjusted? If so, how should it be adjusted?**

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<sup>9</sup> Payments for wrongful disconnection are uncapped.

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## 3 OTHER MATTERS FOR CONSIDERATION

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The matters discussed in this chapter relate to new or emerging issues and recent reforms to customer protection and reliability standards. These are:

- stand-alone power systems
- GSLs for embedded network customers
- maintaining consistency between national and jurisdictional instruments.

We seek stakeholder views on how (if at all) these matters should be taken into account in our review.

### 3.1 Stand-alone power systems

Stand-alone power systems (SAPS) can be technically and economically viable options for providing electricity services to some customers. This is typically in circumstances where a SAPS is a more cost-effective solution than maintaining a physical connection to the national electricity grid.

Queensland is the only jurisdiction that requires DNSPs to hold a distribution authority. A distribution authority authorises its holder to supply electricity using a supply network within its distribution area. Holders of a distribution authority must comply with the requirements listed in the EDNC (including, but not limited to GSL measures).

#### Box 1: Operating a distribution network in Queensland

To operate a distribution network in Queensland, an entity must apply for, and receive, a distribution authority or special approval from the Queensland Government.

Holders of a distribution authority must comply with the requirements listed in the EDNC (including, but not limited to, GSL measures).

A special approval is generally issued in situations where the authorisation of the electricity activities may not be appropriate under a distribution authority, or where the electricity activities are incidental to the main business of the applicant.

An example of an activity that may be authorised under a special approval is generation of electricity and operation of a supply network to supply electricity to an island resort that is not connected to a distribution network or transmission grid. The requirements listed in the EDNC do not currently extend to special approval holders.

Essential Energy is a distribution network primarily operating in regional New South Wales (NSW). However, the Queensland Government has granted Essential Energy a special approval to service a small number of connections in Queensland localities close to the NSW border, where the Ergon Energy network does not extend.

Currently, the GSL scheme applies to Ergon Energy and Energex. Ergon Energy operates 33 SAPS in remote areas of regional Queensland that serve 39 communities. These SAPS are referred to as 'isolated feeders' in the EDNC. The thresholds for all applicable GSL measures applying to isolated feeders are currently set at the same level as the 'long- rural feeder' category (see Table 1).

### 3.1.1 Australian Energy Market Commission review

The Council of Australian Governments (COAG) Energy Council directed the AEMC to conduct a review of the regulatory arrangements for SAPS. As part of the review, the AEMC considered pathways to removing existing barriers to DNSP's transitioning grid connected customers to a SAPS, where it was efficient to do so.<sup>10</sup> The AEMC noted Queensland is one of the only jurisdictions in the NEM to apply some regulation to SAPS.<sup>11</sup> The AEMC was of the view customers should not be disadvantaged because of being transitioned to a SAPS, and SAPS customers should receive reliability protections equivalent to grid-connected customers.

### 3.1.2 Establishing new SAPS

Ergon Energy is currently trialling SAPS for some of its remote and fringe of grid customers.<sup>12</sup> Ergon Energy is considering alternatives for individual customers that are supplied in remote areas where load units are comparatively small and their points of application could be widely dispersed.

#### Box 2: Bustard Head lighthouse—establishing new SAPS

Ergon Energy is undertaking a trial to supply the Bustard Head lighthouse and other historic buildings located in a hard-to-access section of its network near Gladstone. The existing line is 24 km long and runs through national park with thick vegetation and terrain that is difficult to access in wet weather or high tides.



Ergon Energy is trialling whether a SAPS meets its customer needs and its business objectives.

<sup>10</sup> AEMC, *Review of the regulatory frameworks for stand-alone power systems—priority 1*, final report, May 2019.

<sup>11</sup> AEMC, *Review of the regulatory frameworks for stand-alone power systems—priority 1*, final report, May 2019, p. 134.

<sup>12</sup> Ergon Energy, *Trailing stand-alone power systems*, Ergon Energy website, viewed 8 March 2023.

## Request for stakeholder comments

We seek stakeholder views regarding the GSL arrangements for SAPS—in particular, whether stakeholders consider the current measures are meeting the objective of the scheme.

### Consultation questions

- 3.1 What are stakeholder views on the isolated feeder GSL measures in the EDNC?**
- 3.2 What reliability obligations and measures should apply to new SAPS where customers are no longer connected to the grid?**
- 3.3 Are there any other issues related to this matter that we should consider?**

## 3.2 Embedded network GSLs

In apartment blocks, caravan parks or other types of residential complexes, electricity may be provided to occupants through an embedded network. In an embedded network, the building or site has a single metered connection point to the electricity grid. The site owner (or the building manager) owns and runs the embedded network. Electricity is generally bought in bulk (typically at a lower cost than would be available to individual small customers) from an electricity retailer and then distributed (on-sold) to occupants using the site's internal network. Each occupant usually has a sub-meter installed to measure their electricity use. Occupants are not locked into any agreement with the site owner for electricity and have the right to move to an electricity retailer if they wish.<sup>13</sup>

The EDNC and the GSL scheme contained within it does not currently apply to individual customers within an embedded network. Moreover, clause 2.3.2(b) of the EDNC states that a distribution entity is required to give only one GSL payment per electricity account for each event that gives rise to a GSL payment, regardless of the number of account holders or premises listed on the account affected by the event. The EDNC also states in clause 2.3.2(c) that a small customer is not eligible for a GSL payment for a premises that does not have a meter.

This means DNSPs are only liable to pay GSL payments to the 'parent' embedded network connection customer, while 'child' meters within the embedded network do not receive GSL payments.<sup>14</sup>

### Australian Energy Market Commission review of embedded network regulation

The AEMC published the final report of its update of the regulatory frameworks for embedded networks in June 2019.<sup>15</sup> The AEMC considered that the current regulatory arrangements for embedded electricity networks are no longer fit for purpose.

The AEMC proposed obligating DNSPs to make GSL payments to embedded network 'child' customers if the DNSP is responsible for supply interruptions that breach relevant jurisdictional GSL schemes thresholds. It noted that for the GSL scheme to extend to embedded network customers would require reviews by each jurisdiction of their GSL schemes to broaden the

<sup>13</sup> Queensland Government, *Electricity for residents of multi-unit complexes*, Queensland Government website, viewed 5 March 2023.

<sup>14</sup> However, if the parent customer is deemed a 'large' customer, consuming over 100 MWh/annum, it is not eligible for GSL payments.

<sup>15</sup> AEMC, *Updating the regulatory frameworks for embedded networks*, final report, June 2019.

application of the scheme and for DNSPs to have visibility of all customers in each embedded network.<sup>16</sup>

#### [Request for stakeholder comments](#)

We seek stakeholder views regarding the practical implications of extending the GSL arrangements to 'child' customers who receive poor reliability or service because of DNSP caused interruptions.

#### [Consultation questions](#)

- 3.4 What are stakeholder views on the eligibility of child embedded network customers receiving GSL payments for DNSP caused interruptions?**
- 3.5 What are the potential costs and benefits of extending the DNSP caused GSL interruption payment to child embedded network customers?**
- 3.6 Are there any other issues related to this matter that we should consider?**

### [3.3 Aligning EDNC criteria with the other schemes or requirements](#)

There may be opportunities for aligning the definitions and exclusions that apply to the GSL scheme with other schemes or requirements to minimise confusion and inefficiencies in both outage management and reporting for the DNSP.

In general, we consider there should be consistency between the definitions and exclusions used where this minimises inefficiencies and unnecessary complexity in the DNSPs' reliability obligations and reporting requirements. However, we note differences in the definitions and exclusions may also be necessary to reflect the terminology and statutory context, as well as different operating environments.

#### [Request for stakeholder comments](#)

We seek stakeholder feedback on whether the definitions and exclusions in the GSL scheme should align with other definitions and exclusions that apply in other schemes or requirements.

#### [Consultation question](#)

- 3.7 Do stakeholders have any comments on opportunities to align different definitions and exclusions with other schemes?**
- 3.8 Are there any other issues related to this matter that we should consider?**

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<sup>16</sup> The AEMC has proposed a framework that requires all child connections in registered embedded networks to be allocated a NMI in AEMO's MSATS system. The allocation of NMIs would provide DNSPs with the number of customers in registered embedded networks connected to their distribution system.

## APPENDIX A—GSL REGIMES IN OTHER JURISDICTIONS

### GSL arrangements in other jurisdictions

Most GSL arrangements in most states, including Queensland, focus on connection performance, the timeliness of services, reliability of supply and the provision of notice to customers for planned interruptions. The levels of GSL payments are generally similar to those in Queensland, ranging from around \$20 to \$60 for failing to meet various customer service standards and between \$50 and \$360 maximum payments for excessive duration or frequency of interruptions.

The tables in this appendix illustrate the various GSL arrangements currently applied in Queensland and in other jurisdictions.

**Table 2** GSL arrangements in Queensland and other jurisdictions

GSL parameter	Jurisdiction						
	Qld	ACT	NSW	Vic	Tas	SA	AER <sup>a</sup>
Notice of planned interruption	Yes	Yes					Yes
Timeliness of new connections	Yes	Yes	Yes	Yes		Yes	Yes
Wrongful disconnection	Yes	Yes					
Missed scheduled appointment	Yes			Yes		Yes	
Reliability - Interruption duration	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reliability - Interruption frequency	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reliability - frequency of momentary interruptions				Yes			
Timely repair of faulty streetlights			Yes	Yes		Yes	Yes
Time to respond to complaints		Yes					Yes
Time to respond to notification of a problem		Yes					

*a. The AER's Service Target Performance Incentive Scheme includes a GSL payments scheme that applies in states that do not have a jurisdictional GSL payments scheme. This scheme was developed based on the GSL payments schemes in each of the jurisdictions.*

### Australian Capital Territory

**Table 3** Australian Capital Territory payment amounts

Parameter	Threshold	Amount (\$)
Customer connection times	Connection not provided by required date	\$60 (max \$300)
Wrongful disconnection	Where customer is wrongfully disconnected	\$100
Responding to complaints	Upon receiving a Complaint, Utility does not: (1) acknowledge the Complaint immediately or as soon as practicable; and (2) respond to the Complaint within 20 Business Days.	\$20

<b>Parameter</b>	<b>Threshold</b>	<b>Amount (\$)</b>
Notice of planned interruption	(1) For Electricity and Gas Distributors, 4 Business Days notice not given	\$50
	(2) For NERL retailers, 4 Business Days notice not given, unless the NERL retailer has obtained consent from the customer for a shorter period.	\$50
Duration of interruptions (single events)	An Unplanned sustained interruption lasts for 12 hours or longer	\$80
Total duration of interruptions (cumulative)	Total cumulative hours of Unplanned sustained interruptions experienced by Customer in a financial year is equal to or exceeds:	
	Level 1—20 hours	\$100
	Level 2—30 hours	\$150
	Level 3—60	\$300
Frequency of interruptions	Customer experience more than 9 Unplanned sustained interruptions in a financial year	\$80
Response time to notification of a fault, problem or concern that affects the premises of the Customer	Utility fails to respond to: (1) if the notification relates to damage to, or a fault or problem with the Network which is likely to affect public health, or is causing, or has the potential to cause, substantial damage or harm to a Person or property, respond as soon as practicable and in any event within six hours; or (2) in all other cases, respond within 48 hours; and (3) resolve the problem or concern within the time specified in the response.	\$60 per day to a maximum of \$300

Source: Independent Competition and Regulatory Commission, [Consumer Protection Code](#), December 2019.

## Australian Energy Regulator

**Table 4 Australian Energy Regulator GSL payment amounts**

<b>Parameter</b>	<b>Threshold</b>	<b>Amount (\$)</b>
Frequency of interruptions	9 or more interruptions (CBD and urban feeder)	\$80
	15 or more interruptions (rural feeders)	
Duration of interruptions	12 hours or more (CBD and urban feeder)	\$80
	18 hours or more (rural feeders)	
Total duration of interruptions		
	Level 1 20 hours or more	\$100
	Level 2 30 hours or more	\$150
	Level 3 60 hours or more	\$300
Streetlight repair	More than 5 days	\$25
New connections	Connection after the day agreed (per day, maximum \$300)	\$50
Notice of planned interruptions	Less than 4 days (excluding weekends or public holidays)	\$50

Source: AER, [Electricity distribution network service providers – service target performance incentive scheme](#), version 2, November 2018.



## New South Wales

**Table 5 New South Wales GSL payment amounts**

<i>Parameter</i>	<i>Threshold</i>	<i>Amount (\$)</i>
Interruption duration	Single interruption longer than 18 hours.	\$80 per claim (max \$320)
Interruption frequency	More than four interruptions, each of five hours duration within a financial year.	\$80 per claim (max \$320)
Connection on an agreed date	Connection service not provided on or before the date agreed	\$60 per day (max \$300)
Faulty streetlights	Failure to repair faulty street lighting on or before the date agreed	\$15

Source: Essential Energy, [Guaranteed Service Level Scheme](#), Essential Energy website, viewed 21 January 2023.

## South Australia

**Table 6 South Australia GSL payment amounts**

<i>Parameter</i>	<i>Threshold</i>	<i>Amount (\$)</i>
Frequency of supply	>9 interruptions per annum	\$100
Duration of supply interruption	>20 and ≤30 hours	\$100
	>30 and ≤60 hours	\$150
	>60 hours	\$300
Timeliness of appointments	No more than 15 minutes late	\$25
Promptness of new connections	Within 6 business days	\$65 per day (max \$325)
Timeliness of street light repairs (metropolitan)	Within 5 business days	\$25 per 5 business day period
Timeliness of street light repairs (country)	Within 10 business days	\$25 per 10 business day period

Note: As part of its [2023 draft decision on the review of the Electricity Distribution Code](#), ESCOSA has proposed the removal of both street light repair GSL measures. A final decision is due in June 2023.

Source: Essential Services Commission of South Australia 2019, [SA Power Networks' Guaranteed Service Level \(GSL\) Scheme, fact sheet](#), January 2019.

## Tasmania

**Table 7 Tasmania GSL payment amounts**

<i>Parameter</i>	<i>Threshold</i>	<i>Amount (\$)</i>	
Frequency of Outages Urban, High Density Commercial, Critical Infrastructure	10	\$80	
	Higher Density Rural		13
	Lower Density Rural		16
Duration of Outages Urban, High Density Commercial, Critical Infrastructure	8 hours	\$80	

<i>Parameter</i>	<i>Threshold</i>	<i>Amount (\$)</i>
Higher Density Rural	16 hours	\$160
	8 hours	\$80
Lower Density Rural	16 hours	\$160
	12 hours	\$80
	24 hours	\$160

Source: Office of the Tasmanian Economic Regulator, *Guaranteed Service Level (GSL) Scheme, guideline, version 3, July 2012*.

## Victoria

**Table 8 Victorian GSL payment amounts**

<i>Parameter</i>	<i>Threshold</i>	<i>Amount (\$)</i>
Annual duration of unplanned interruptions	Level 1 18 hours or more	\$130
	Level 2 30 hours or more	\$190
	Level 3 60 hours or more	\$380
Sustained interruption on a major event day (where a customer has experienced 12 hours or more of sustained interruption on a major event day)	More than 12 hours	\$90
Annual frequency of unplanned interruptions	Level 1 More than 8	\$130
	Level 2 More than 12	\$190
	Level 3 More than 24	\$380
Annual frequency of momentary interruptions	Level 1 More than 24	\$40
	Level 2 More than 36	\$50
On time for appointments	More than 15 minutes late	\$35
New connections	Not by the date agreed	\$80 per day (max \$400)
Public light repair	Not within 2 business days of notification	\$25

Source: Essential Services Commission 2022, *Electricity Distribution Code of Practice, version 1, October 2022*.