

STAKEHOLDER NOTICE

28 March 2023

Review of Guaranteed Service Levels—Energex and Ergon Energy

Interim Consultation Notice

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 provide some financial recognition to customers who have received poor reliability or service from their distributor.

GSL arrangements are set out in chapter 2 of the Electricity Distribution Network Code, which is available on the QCA website.

We have prepared a consultation paper discussing the issues for the review, which is available on the [QCA website](#) and may also be inspected at the QCA office.

Written submissions on the consultation paper are due by 12 May 2023. Details on how to make a submission are contained in the consultation paper.

This interim consultation notice is published pursuant to section 222H of the Electricity Regulation 2006 (Qld).