

File Ref: 1415675

25 May 2020

Mr Rod Duke
Chief Executive Officer
Energy Queensland Limited
PO Box 1090
Townsville QLD 4810

By email: rod.duke@energyq.com.au

Dear Mr Duke

Decision on suspected breaches of Electricity Distribution Network Code

I refer to Energy Queensland's letters of 18 and 22 May 2020 in response to the warning notices issued to Energex and Ergon Energy (the distributors), under section 120S of the *Electricity Act 1994* (Qld), for using the 'main switch and sticker' (MSS) process to disconnect vacant properties during the coronavirus disaster. The Queensland Competition Authority appreciates the cooperation of Energy Queensland and the information provided in its correspondence.

As required by the warning notices, Energy Queensland provided information on the total number of vacant property disconnections performed between 20 April 2020 and 19 May 2020 (inclusive). Further, the QCA notes Energy Queensland's advice that Energex and Ergon Energy ceased using the MSS process for disconnections, other than those permitted under the Electricity Distribution Network Code, on 1 May 2020. Given that the distributors have complied with the information requirements set out in the warning notices, and Energy Queensland has stated that the distributors ceased using the MSS process for vacant property disconnections, the QCA has decided not to issue code contravention notices (under section 120V of the *Electricity Act*) to Energex and Ergon Energy in relation to this matter.

The QCA also considers that there is now no need for Energy Queensland to provide the remedial plans required by the warning notices.

Finally, please be advised that the QCA will publish this letter and Energy Queensland's responses of 18 and 22 May 2020, on its website for stakeholders' information. Should you require more information, please contact me on (07) 3222 0555.

Yours sincerely



Charles Millstead
Chief Executive Officer