

File Ref: 1299133

21 June 2018

Mr David Smales
Chief Executive Officer
Energy Queensland
PO Box 1090
Townsville Qld 4810

Dear Mr Smales

Monthly service order timeframe reporting

I refer to the Queensland Competition Authority's (QCA) issuance of a warning notice to Ergon Energy Corporation Limited (Ergon) in September 2017 regarding Ergon's standard service order timeframe performance under clause 3.7 of the Electricity Distribution Network Code (the code).

As you are aware, the notice obliged Ergon to propose a remedial plan—for the QCA's approval—setting out the actions and timeframes to achieve and maintain compliance with the code, and to undertake to comply with the approved plan.

The QCA's decision, in December 2017, not to issue a code contravention notice to Ergon was made subject to Ergon fully implementing the remedial plan; the plan included reporting on monthly service order performance for a period of two successive quarters, and updates on activities in the plan.

The QCA notes that, for the months of November 2017 to April 2018, Ergon reported above 95 per cent on-time completion rate for service orders. The QCA also acknowledges the update provided by Ergon on its remedial measures to ensure ongoing compliance with the service order timeframe requirements.

The QCA considers that as Ergon has met the conditions of the QCA's warning notice, the matter is finalised.

The QCA will publish this letter on its website for stakeholders' information.

Yours sincerely



Charles Millstead
Chief Executive Officer