

# Ergon Energy Service Order Timeframe Performance Report

Quarter 3 – January-March 2022



| Standard Service Order Type | Feeder type               | Timeframes for completion  | Number of service orders received | Number of valid service orders completed | Number of valid service orders completed on-time | Percentage finalised within timeframe |
|-----------------------------|---------------------------|--|-----------------------------------|--|--|---------------------------------------|
| New Connection              | CBD/Urban                 | 5 business days  | 2,130                             | 1,788                                    | 1,780  | 99.6%                                 |
|                             | Rural                     | 10 business days   |                                   |  |  |                                       |
|                             | Isolated                  | 30 business days   |                                   |  |  |                                       |
| Additions and Alterations   | CBD/Urban                 | 5 business days  | 1,042                             | 842                                      | 837  | 99.4%                                 |
|                             | Rural                     | 10 business days   |                                   |  |  |                                       |
|                             | Isolated                  | 30 business days   |                                   |  |  |                                       |
| Reconnection                | CBD/Urban                 | If a valid service order request is received before 13:00 on a business day, then on that same day. Otherwise, 1 business day. | 31,013                            | 28,066                                   | 28,034   | 99.9%                                 |
|                             | Short rural               | Next business day  |                                   |  |  |                                       |
|                             | Long rural/<br>Isolated   | 10 business days   |                                   |  |  |                                       |
| Disconnection               | CBD/Urban/<br>Short rural | 5 business days  | 11,931                            | 5,749                                    | 5,709  | 99.3%                                 |
|                             | Long rural/<br>Isolated   | 10 business days   |                                   |  |  |                                       |
| Special Read                | CBD/Urban/<br>Short rural | 4 business days  | 19,073                            | 17,059                                   | 17,046   | 99.9%                                 |
|                             | Long rural                | 5 business days  |                                   |  |  |                                       |
|                             | Isolated                  | On an agreed date  |                                   |  |  |                                       |
| Meter Reconfiguration       | CBD/Urban                 | 20 business days   | 58                                | 62                                       | 62   | 100%                                  |
|                             | Rural/<br>Isolated        | On an agreed date  |                                   |  |  |                                       |

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| Meter Investigations        | CBD/Urban/Rural    | 15 business days          | 99                                | 49                                       | 49   | 100%                                  |
|                             | Isolated           | 30 business days          |                                   |  |  |                                       |
| Supply Abolishment          | CBD/Urban          | 20 business days          | 434                               | 372                                      | 371  | 99.7%                                 |
|                             | Rural/<br>Isolated | On an agreed date         |                                   |  |  |                                       |
| Miscellaneous services      | All feeder types   | On an agreed date         | 572                               | 380                                      | 377  | 99.2%                                 |
| Total                       |                    |                           | 66,532                            | 54,367                                   | 54,265   | 99.8%                                 |

## Notes

- a) The timeframes for completion (obligation windows) of a standard service order will commence on the latter of: (i) satisfaction by the customer or the retailer (as appropriate) of all preconditions required under electricity legislation; and (ii) receipt by the distribution entity of all relevant documentation, including a valid service order request.
- b) The number of service orders received includes service orders that have been cancelled or were unable to be completed due to circumstances on site.
- c) The number of service orders received is based on the receipt date of the service order and the due date can fall outside of the reporting quarter.
- d) A business day does not include a local holiday in the district where the premises is located.
- e) Unless a small customer has requested to be disconnected, where the standard service order is a disconnection, a business day does not include a day between 20 Dec and 31 Dec (inclusive) in any year.
- f) If the “timeframe for completion” of a standard service order for disconnection of small customer’s premises ends on a Friday or on a day before a Queensland wide or local holiday in the district where the premises is located, Ergon Energy is not required to disconnect on that day but must disconnect by the next business day. This does not apply if the small customer has requested the disconnection.