Ergon Energy Service Order Timeframe Performance Report

Quarter 1 – July-September 2026

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	3,381	2,944	2,926	99.4%
	Rural	10 business days				
	Isolated	30 business days				
Additions and Alterations	CBD/Urban	5 business days	2,206	1,794	1,791	99.8%
	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, one business day.	15,264	10,224	10,221	100.0%
	Short rural	Next business day				
	Long rural/ Isolated	10 business days				
Disconnection	CBD/Urban/ Short rural	5 business days	11,304	4,454	4,391	98.6%
	Long rural/ Isolated	10 business days				
Special Read	CBD/Urban/ Short rural	4 business days	5,047	4,503	4,502	100.0%
	Long rural	5 business days				
	Isolated	On an agreed date				
Meter Reconfiguration	CBD/Urban	20 business days	279	219	219	100.0%
	Rural/ Isolated	On an agreed date				

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Meter Investigations	CBD/Urban/Rural	15 business days	42	29	29	100.0%
	Isolated	30 business days				
Supply Abolishment	CBD/Urban	20 business days	640	518	514	99.2%
	Rural/ Isolated	On an agreed date				
Miscellaneous services	All feeder types	On an agreed date	2,841	412	411	99.8%
Total			41,004	25,097	25,004	99.6%

Notes

a) The timeframes for completion (obligation windows) of a standard service order will commence on the later 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.