Energex Service Order Timeframe Performance Report

Quarter 1 – July - September 2026

| Standard Service Order Type | Feeder type or location of premises | Timeframes for completion | Number of service orders received | Number of valid service orders completed | Number of valid service orders completed on-time | Percentage completed within timeframe |
|---|---|---|---|---|---|---|
| New Connection | All feeders | 5 business days | 9,123 | 7,492 | 7,351 | 98.1% |
| Additions and Alterations | All feeders | 10 business days | 3,685 | 1,594 | 1,576 | 98.9% |
| Reconnection | All feeder types but excluding premises in other locations | If a valid service order request is received before 13:00 on a business day, then on that same day. Otherwise, the next business day. | 69,371 | 30,449 | 30,418 | 99.9% |
| | Other Locations | 10 business days | | | | |
| Disconnection | All feeder types but excluding premises in other locations | 5 business days | 32,924 | 11,749 | 11,317 | 96.3% |
| | Other Locations | 10 business days | | | | |
| Special Read | All feeders | 4 business days | 9,334 | 8,361 | 8,361 | 100.0% |
| Meter Reconfiguration | All feeders | 20 business days | 461 | 391 | 391 | 100.0% |
| Meter Investigations | All feeders | 15 business days | 167 | 86 | 86 | 100.0% |
| Supply Abolishment | All feeders | 20 business days | 2,017 | 1,556 | 1,535 | 98.7% |
| Miscellaneous services | All feeders | On an agreed date | 26,585 | 14 | 14 | 100.0% |
| Total | | | 153,667 | 61,692 | 61,049 | 99.0% |

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## 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 have been 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, Energex 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.

g) ‘Other Locations’ are detailed in Schedule 1 of the Queensland Competition Authority’s Electricity Distribution Network Code

h) To reduce risk of missing future Meter Investigations, a process change has been implemented to be to ensure dates are not updated within the Dispatch application. Any changes to delivery timeframes will be made in the Customer System (PEACE) to reduce this error in the future.