

# Energex Service Order Timeframe Performance Report

Quarter 3 – January-March 2025



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	6,798	4,762	4,214	88.5%
Additions and Alterations	All feeders	10 business days	3,118	1,125	1,117	99.3%
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.	69,117	34,021	33,986	99.9%
	Other Locations	10 business days				
Disconnection	All feeder types but excluding premises in other locations	5 business days	23,974	5,367	5,249	97.8%
	Other Locations	10 business days				
Special Read	All feeders	4 business days	16,614	13,505	13,501	100%
Meter Reconfiguration	All feeders	20 business days	280	170	169	99.4%
Meter Investigations	All feeders	15 business days	208	74	70	94.6%
Supply Abolishment	All feeders	20 business days	2,046	1,086	1,079	99.4%
Miscellaneous services	All feeders	On an agreed date	696	195	195	100%
Total			122,851	60,305	59,580	98.8%

### 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.