



Media Release  
25 March 2024

## Review of the Guaranteed Service Level Scheme

The Tasmanian Economic Regulator has commenced a review of its Guaranteed Service Level (GSL) Scheme that requires TasNetworks, as owner and operator of the electricity distribution network in Tasmania, to compensate customers for extended or frequent electricity outages.

The GSL Scheme requires TasNetworks to make payments of between \$80 and \$160 to customers who experience a single electricity outage of at least eight hours or at least 10 or more outages over a 12-month period. TasNetworks made more than 30 000 payments in 2022-23, at a cost of \$3.2 million.

The review will consider whether the level of payments to customers and the outage thresholds are still appropriate, and whether to allow TasNetworks to work with electricity retailers to provide GSL payments as a credit on customers' electricity bills. Eligible customers currently receive a cheque in the mail, but cheques are being phased out of the Australian banking system.

The review will also consider the makeup of the 101 supply reliability areas that determine the length or frequency of outages that each customer must experience to receive a payment. For example, factors such as new housing developments mean that some rural areas adjacent to urban or regional centres may be added to those areas.

A Consultation Paper and revised service reliability area maps are available on the Office of the Tasmanian Economic Regulator's website at [www.economicregulator.tas.gov.au](http://www.economicregulator.tas.gov.au) and submissions can be made until 17 April 2024.