Energex Limited

GSL Jul-Sep 26 Qtr1 2026-27 Report

First day of period	01 Jul 26
Last day of period	30 Sep 26
Data Capture:	12 Nov 26

NOTE: Financial Year To Date and Quarterly performance data is accurate at the time of data capture. The number of GSL payments given includes both automatically identified GSLs and customer-initiated claims that have been made. The number of customer claims is the total number of customer claims received (the sum of customer claims made and paid, and customer claims rejected).

EDNC Obligation	Reporting Requirements	Quarter				Financial year to date
		Sep - 26	Dec - 26	Mar - 27	Jun - 27	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	2				2
	$ for GSL payments given	$376				$376
	No. of customer claims	6				6
	No. of customer claims rejected	5				5
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	142				142
	$ for GSL payments given	$35,250				$35,250
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	22				22
	$ for eligible claims not paid	$4,425				$4,425
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	0				0
	$ for GSL payments given	$0				$0
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	19				19
	$ for GSL payments given	$1,425				$1,425
	No. of customer claims	3				3
	No. of customer claims rejected	2				2
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	71				71
	$ for GSL payments given	$2,698				$2,698
	No. of customer claims	5				5
	No. of customer claims rejected	4				4
	No. of eligible claims not paid	1				1
	$ for eligible claims not paid	$38				$38
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	2				2
	$ for GSL payments given	$188				$188
	No. of customer claims	6				6
	No. of customer claims rejected	6				6
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	700				700
	$ for GSL payments given	$105,000				$105,000
	No. of customer claims	7				7
	No. of customer claims rejected	7				7
	No. of eligible claims not paid	1				1
	$ for eligible claims not paid	$150				$150
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0				0
	$ for GSL payments given	$0				$0
	No. of customer claims	3				3
	No. of customer claims rejected	3				3
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Total	No. of GSL payments given	936				936
	$ for GSL payments given	$144,937				$144,937
	No. of customer claims	31				31
	No. of customer claims rejected	28				28
	No. of eligible claims not paid	24				24
	$ for eligible claims not paid	$4,613				$4,613
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	11				11

Additional Comments	**Quarter One** Despite best endeavours, Energex was unable to obtain the required customer information from retailers to facilitate payment of 24 eligible Guaranteed Service Level (GSL) claims, comprising 22 Connection GSLs, one Planned Interruption Residential GSL, and one Reliability Duration GSL. The majority of payments made to customers were resulting from severe weather events and their impacts, in regions that were not disaster declared via the Local Government Authority (LGA). A further 11 customers reached the maximum GSL entitlement cap of $600 in accordance with clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap received GSL payments relating to connections that were not provided by the agreed date. Under the scheme, these payments accrue at $75 per day until the connection is completed or the maximum entitlement cap of $600 is reached.