

Energex Limited

GSL Oct-Dec 23 Qtr2 2023-24 Report

First day of period	01 Oct 23
Last day of period	31 Dec 23
Data Capture:	05 Feb 24

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 - 23	Dec - 23	Mar - 24	Jun - 24	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	0	4			4
	\$ for GSL payments given	\$0	\$620			\$620
	No. of customer claims	2	1			3
	No. of customer claims rejected	2	0			2
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	53	38			91
	\$ for GSL payments given	\$14,570	\$8,060			\$22,630
	No. of customer claims	0	3			3
	No. of customer claims rejected	0	3			3
	No. of eligible claims not paid	8	10			18
	\$ for eligible claims not paid	\$2,604	\$2,294			\$4,898
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	1			5
	\$ for GSL payments given	\$372	\$62			\$434
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	1			1
	\$ for eligible claims not paid	\$0	\$62			\$62
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	76	33			109
	\$ for GSL payments given	\$4,712	\$2,046			\$6,758
	No. of customer claims	2	1			3
	No. of customer claims rejected	2	1			3
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	63	92			155
	\$ for GSL payments given	\$1,953	\$2,852			\$4,805
	No. of customer claims	2	2			4
	No. of customer claims rejected	1	2			3
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	2	25			27
	\$ for GSL payments given	\$154	\$1,925			\$2,079
	No. of customer claims	1	1			2
	No. of customer claims rejected	1	0			1
	No. of eligible claims not paid	0	1			1
	\$ for eligible claims not paid	\$0	\$77			\$77
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	397	393			790
	\$ for GSL payments given	\$49,228	\$48,732			\$97,960
	No. of customer claims	9	1			10
	No. of customer claims rejected	9	1			10
	No. of eligible claims not paid	5	7			12
	\$ for eligible claims not paid	\$620	\$868			\$1,488
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0			0
	\$ for GSL payments given	\$0	\$0			\$0
	No. of customer claims	0	2			2
	No. of customer claims rejected	0	2			2
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Total	No. of GSL payments given	595	586	0	0	1,181
	\$ for GSL payments given	\$70,989	\$64,297	\$0	\$0	\$135,286
	No. of customer claims	16	11	0	0	27
	No. of customer claims rejected	15	9	0	0	24
	No. of eligible claims not paid	13	19	0	0	32
	\$ for eligible claims not paid	\$3,224	\$3,301	\$0	\$0	\$6,525
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	7	3			10

Additional Comments	<p>Quarter One There were 53 Connection GSLs paid in the quarter totalling \$14,570. During the quarter, seven Connection payments to customers were capped at \$496 as per clause 2.3.15 of the Electricity Distribution Network Code. There were 397 Interruption Duration GSLs paid in the quarter totalling \$49,228. The majority of these GSLs were attributed to one severe weather event in Brisbane North / Central on 7 July with a smaller event on the Sunshine Coast on 17 March (payments made in July 2023 following confirmation of impact). Energex was unable to obtain the necessary customer data from retailers to process 13 GSLs (eight connection and five interruption duration), that were eligible for payment, despite using best endeavours.</p>
	<p>Quarter Two There were 38 Connection GSLs paid in the quarter totalling \$8,060. During the quarter, three Connection payments to customers were capped at \$496 as per clause 2.3.15 of the Electricity Distribution Network Code. There were 393 Interruption Duration GSLs paid in the quarter totalling \$48,732. The majority of these GSLs were attributed to one severe weather event in Ipswich Lockyer / Brisbane South on 10/11 November 2023. Energex was unable to obtain the necessary customer data from retailers to process 19 GSLs (10 connection, seven interruption duration, one reconnection and one planned interruption), that were eligible for payment, despite using best endeavours.</p>