

Energex Limited

GSL Jul-Sep 21 Qtr1 2021-22 Report

First day of period	01 Jul 21
Last day of period	30 Sep 21
Data Capture:	14 Oct 21

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 - 21	Dec - 21	Mar - 22	Jun - 22	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	6				6
	\$ for GSL payments given	\$930				\$930
	No. of customer claims	5				5
	No. of customer claims rejected	4				4
	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	76				76
	\$ for GSL payments given	\$21,266				\$21,266
	No. of customer claims	3				3
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	4				4
	\$ for eligible claims not paid	\$1,488				\$1,488
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5				5
	\$ for GSL payments given	\$372				\$372
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	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	43				43
	\$ for GSL payments given	\$2,666				\$2,666
	No. of customer claims	3				3
	No. of customer claims rejected	1				1
	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	47				47
	\$ for GSL payments given	\$1,457				\$1,457
	No. of customer claims	4				4
	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 – small business customers (clause 2.3.8)	No. of GSL payments given	14				14
	\$ for GSL payments given	\$1,078				\$1,078
	No. of customer claims	4				4
	No. of customer claims rejected	3				3
	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	20				20
	\$ for GSL payments given	\$2,480				\$2,480
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	6				6
	\$ for eligible claims not paid	\$744				\$744
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	1				1
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Total	No. of GSL payments given	211	0	0	0	211
	\$ for GSL payments given	\$30,249	\$0	\$0	\$0	\$30,249
	No. of customer claims	21	0	0	0	21
	No. of customer claims rejected	11	0	0	0	11
	No. of eligible claims not paid	10	0	0	0	10
	\$ for eligible claims not paid	\$2,232	\$0	\$0	\$0	\$2,232
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	7				7

Additional Comments	<p>Quarter One There were 76 Connection GSLs paid in the quarter totalling \$21,266 with seven customers capped at \$496 each. 20 Interruption Duration GSLs were paid in the quarter totalling \$2,480; majority of these related to a storm event on the 24th June 2021 on the Sunshine Coast. Four Connection and six Interruption Duration GSLs were eligible for payment. However, despite best endeavours, Energex was unable to obtain customer data from retailers in order to pay these GSLs.</p>
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