

**Energex Limited**

**GSL Jan-Mar 24 Qtr3 2023-24 Report**

<b>First day of period</b>	01 Jan 24
<b>Last day of period</b>	31 Mar 24
<b>Data Capture:</b>	09 May 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	
<b>Wrongful disconnections (clause 2.3.3)</b>	No. of GSL payments given	0	4	3		7
	\$ for GSL payments given	\$0	\$620	\$465		\$1,085
	No. of customer claims	2	1	8		11
	No. of customer claims rejected	2	0	7		9
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
<b>Connection not provided by the agreed date (clause 2.3.4)</b>	No. of GSL payments given	53	38	639		730
	\$ for GSL payments given	\$14,570	\$8,060	\$268,522		\$291,152
	No. of customer claims	0	3	1		4
	No. of customer claims rejected	0	3	1		4
	No. of eligible claims not paid	8	10	7		25
	\$ for eligible claims not paid	\$2,604	\$2,294	\$1,984		\$6,882
<b>Reconnection not provided within the required time (clause 2.3.5)</b>	No. of GSL payments given	4	1	7		12
	\$ for GSL payments given	\$372	\$62	\$1,488		\$1,922
	No. of customer claims	0	0	2		2
	No. of customer claims rejected	0	0	1		1
	No. of eligible claims not paid	0	1	1		2
	\$ for eligible claims not paid	\$0	\$62	\$62		\$124
<b>Failure to attend appointments on time (clause 2.3.7)</b>	No. of GSL payments given	76	33	30		139
	\$ for GSL payments given	\$4,712	\$2,046	\$1,860		\$8,618
	No. of customer claims	2	1	2		5
	No. of customer claims rejected	2	1	2		5
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
<b>Notice of planned interruption to supply not given – residential customers (clause 2.3.8)</b>	No. of GSL payments given	63	92	103		258
	\$ for GSL payments given	\$1,953	\$2,852	\$3,193		\$7,998
	No. of customer claims	2	2	4		8
	No. of customer claims rejected	1	2	3		6
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
<b>Notice of planned interruption to supply not given – small business customers (clause 2.3.8)</b>	No. of GSL payments given	2	25	4		31
	\$ for GSL payments given	\$154	\$1,925	\$308		\$2,387
	No. of customer claims	1	1	3		5
	No. of customer claims rejected	1	0	2		3
	No. of eligible claims not paid	0	1	1		2
	\$ for eligible claims not paid	\$0	\$77	\$77		\$154
<b>Interruption duration GSL (clause 2.3.9(a)(i))</b>	No. of GSL payments given	397	393	12919		13709
	\$ for GSL payments given	\$49,228	\$48,732	\$1,601,956		\$1,699,916
	No. of customer claims	9	1	48		58
	No. of customer claims rejected	9	1	44		54
	No. of eligible claims not paid	5	7	32		44
	\$ for eligible claims not paid	\$620	\$868	\$3,968		\$5,456
<b>Interruption frequency GSL (clause 2.3.9(a)(ii))</b>	No. of GSL payments given	0	0	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	0	2	3		5
	No. of customer claims rejected	0	2	3		5
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
<b>Total</b>	No. of GSL payments given	595	586	13,705		14,886
	\$ for GSL payments given	\$70,989	\$64,297	\$1,877,792		\$2,013,078
	No. of customer claims	16	11	71		98
	No. of customer claims rejected	15	9	63		87
	No. of eligible claims not paid	13	19	41		73
	\$ for eligible claims not paid	\$3,224	\$3,301	\$6,091		\$12,616
<b>Customers reaching cap (clause 2.4.2(a)(i)(v))</b>	No. of customers who reached the cap on scheme entitlements	7	3	324		334

<b>Additional Comments</b>	<b>Quarter One</b> 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.
	<b>Quarter Two</b> 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.
	<b>Quarter Three</b> There were 639 Connection GSLs paid in the quarter totalling \$268,522 due to the redirection of resources to assist with Emergency responses necessitated by severe weather events throughout the state in late December 2023 and January 2024. During the quarter, 324 Connection payments to customers were capped at \$496 as per clause 2.3.15 of the Electricity Distribution Network Code. There were 12,919 Interruption Duration GSLs paid in the quarter totalling \$1,601,956. The majority of these GSLs were attributed to the South East Queensland severe storm events in December 2023 and January 2024. Energex was unable to obtain the necessary customer data from retailers to process 41 GSLs (32 interruption duration, seven connection, one reconnection and one planned interruption), that were eligible for payment, despite using best endeavours.