

Energex Limited

GSL Oct-Dec 21 Qtr2 2021-22 Report

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|---------------------|-----------|
| First day of period | 01 Oct 21 |
| Last day of period | 31 Dec 21 |
| Data Capture: | 12 Jan 22 |

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 | 5 | | | 11 |
| | \$ for GSL payments given | \$930 | \$775 | | | \$1,705 |
| | No. of customer claims | 5 | 3 | | | 8 |
| | No. of customer claims rejected | 4 | 2 | | | 6 |
| | 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 | 76 | 71 | | | 147 |
| | \$ for GSL payments given | \$21,266 | \$20,274 | | | \$41,540 |
| | No. of customer claims | 3 | 1 | | | 4 |
| | No. of customer claims rejected | 0 | 1 | | | 1 |
| | No. of eligible claims not paid | 4 | 12 | | | 16 |
| | \$ for eligible claims not paid | \$1,488 | \$5,270 | | | \$6,758 |
| Reconnection not provided within the required time (clause 2.3.5) | No. of GSL payments given | 5 | 6 | | | 11 |
| | \$ for GSL payments given | \$372 | \$1,364 | | | \$1,736 |
| | No. of customer claims | 0 | 1 | | | 1 |
| | No. of customer claims rejected | 0 | 0 | | | 0 |
| | No. of eligible claims not paid | 0 | 0 | | | 0 |
| | \$ for eligible claims not paid | \$0 | \$0 | | | \$0 |
| Failure to attend appointments on time (clause 2.3.7) | No. of GSL payments given | 43 | 24 | | | 67 |
| | \$ for GSL payments given | \$2,666 | \$1,488 | | | \$4,154 |
| | No. of customer claims | 3 | 1 | | | 4 |
| | No. of customer claims rejected | 1 | 1 | | | 2 |
| | 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 | 47 | 117 | | | 164 |
| | \$ for GSL payments given | \$1,457 | \$3,627 | | | \$5,084 |
| | No. of customer claims | 4 | 7 | | | 11 |
| | No. of customer claims rejected | 2 | 4 | | | 6 |
| | 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 | 14 | 14 | | | 28 |
| | \$ for GSL payments given | \$1,078 | \$1,078 | | | \$2,156 |
| | No. of customer claims | 4 | 3 | | | 7 |
| | No. of customer claims rejected | 3 | 3 | | | 6 |
| | No. of eligible claims not paid | 0 | 0 | | | 0 |
| | \$ for eligible claims not paid | \$0 | \$0 | | | \$0 |
| Interruption duration GSL (clause 2.3.9(a)(i)) | No. of GSL payments given | 20 | 162 | | | 182 |
| | \$ for GSL payments given | \$2,480 | \$20,088 | | | \$22,568 |
| | No. of customer claims | 1 | 1 | | | 2 |
| | No. of customer claims rejected | 0 | 1 | | | 1 |
| | No. of eligible claims not paid | 6 | 0 | | | 6 |
| | \$ for eligible claims not paid | \$744 | \$0 | | | \$744 |
| 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 | 1 | 2 | | | 3 |
| | 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 |
| Total | No. of GSL payments given | 211 | 399 | 0 | 0 | 610 |
| | \$ for GSL payments given | \$30,249 | \$48,694 | \$0 | \$0 | \$78,943 |
| | No. of customer claims | 21 | 19 | 0 | 0 | 40 |
| | No. of customer claims rejected | 11 | 14 | 0 | 0 | 25 |
| | No. of eligible claims not paid | 10 | 12 | 0 | 0 | 22 |
| | \$ for eligible claims not paid | \$2,232 | \$5,270 | \$0 | \$0 | \$7,502 |
| Customers reaching cap (clause 2.4.2(a)(i)(v)) | No. of customers who reached the cap on scheme entitlements | 7 | 9 | | | 16 |

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| Additional Comments | 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. |
| | Quarter Two There were 71 Connection GSLs paid in the quarter totalling \$20,274 with nine customers capped at \$496 each. 162 Interruption Duration GSLs were paid in the quarter totalling \$20,088; majority of these related to a storm events on the 24th October 2021 in Jimna and Sheep Station Creek (Brisbane North) and on the 26th October and 6th November 2021 on the Sunshine Coast. There were 12 Connection GSLs eligible for payment however, despite best endeavours, Energex was unable to obtain customer data from retailers in order to pay these GSLs. |