

Energex Limited

GSL Jan - March 2023 Q3 2022-23 Report

First day of period	01 Jan 23
Last day of period	31 Mar 23
Data Capture:	09 May 23

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 - 22	Dec - 22	Mar - 23	Jun - 23	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	3	2	1		6
	\$ for GSL payments given	\$465	\$310	\$155		\$930
	No. of customer claims	2	6	1		9
	No. of customer claims rejected	0	4	1		5
	No. of eligible claims not paid	0	0	0		0
Connection not provided by the agreed date (clause 2.3.4)	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	37	18	66		121
	\$ for GSL payments given	\$9,982	\$5,084	\$16,864		\$31,930
	No. of customer claims	1	2	1		4
	No. of customer claims rejected	1	0	0		1
Reconnection not provided within the required time (clause 2.3.5)	No. of eligible claims not paid	26	4	1		31
	\$ for eligible claims not paid	\$8,742	\$1,426	\$248		\$10,416
	No. of GSL payments given	1	2	4		7
	\$ for GSL payments given	\$124	\$124	\$1,240		\$1,488
	No. of customer claims	0	1	3		4
Failure to attend appointments on time (clause 2.3.7)	No. of customer claims rejected	0	0	1		1
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	20	12	33		65
	\$ for GSL payments given	\$1,240	\$744	\$2,046		\$4,030
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	107	76	60		243
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	\$ for GSL payments given	\$3,317	\$2,356	\$1,860		\$7,533
	No. of customer claims	5	6	1		12
	No. of customer claims rejected	2	2	1		5
	No. of eligible claims not paid	0	1	0		1
	\$ for eligible claims not paid	\$0	\$31	\$0		\$31
Interruption duration GSL (clause 2.3.9(a)(i))	No. of customer claims	6	10	12		28
	\$ for GSL payments given	\$462	\$770	\$924		\$2,156
	No. of customer claims	1	3	0		4
	No. of customer claims rejected	1	1	0		2
	No. of eligible claims not paid	0	0	0		0
Interruption frequency GSL (clause 2.3.9(a)(ii))	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	465	1299	584		2348
	\$ for GSL payments given	\$57,660	\$161,076	\$72,416		\$291,152
	No. of customer claims	1	1	7		9
	No. of customer claims rejected	0	1	0		1
Total	No. of eligible claims not paid	0	3	4		7
	\$ for eligible claims not paid	\$0	\$372	\$496		\$868
	No. of GSL payments given	0	0	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	0	0	1		1
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	639	1,419	760		2,818
	\$ for GSL payments given	\$73,250	\$170,464	\$95,505		\$339,219
Additional Comments	No. of customer claims	10	19	14		43
	No. of customer claims rejected	4	8	3		15
	No. of eligible claims not paid	26	8	5		39
	\$ for eligible claims not paid	\$8,742	\$1,829	\$744		\$11,315
	No. of customers who reached the cap on scheme entitlements	7	3	8		18

Additional Comments	<p>Quarter One There were 37 Connection GSLs paid in the quarter. Seven of these payments to customers were capped at \$496 per clause 2.3.15 of the Electricity Distribution Network Code. An additional 26 connection GSLs were eligible for payment but, despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process these payments. There were 465 Interruption Duration GSLs paid in the quarter totalling \$57,660. The majority of these GSLs were attributed to one severe weather event in South Brisbane.</p> <p>Quarter Two There were 18 Connection GSLs paid in the quarter. Three of these payments to customers were capped at \$496 per clause 2.3.15 of the Electricity Distribution Network Code. Eight GSLs (four connections, one interruption residential and three interruption duration) were eligible for payment but, despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process these payments. There were 1299 Interruption Duration GSLs paid in the quarter totalling \$161,076. The majority of these GSLs were attributed to one severe weather event in Sunshine Coast in December 2022.</p> <p>Quarter Three There were 66 Connection GSLs paid in the quarter. During the quarter, two Reconnection and six Connection payments to customers were capped at \$496 per clause 2.3.15 of the Electricity Distribution Network Code. Energex was unable to obtain the necessary customer data from retailers to process five GSLs (one connection and four interruption duration), that were eligible for payment, despite using best endeavours. There were 584 Interruption Duration GSLs paid in the quarter totalling \$72,416. The majority of these GSLs were attributed to one severe weather event in Sunshine Coast and Brisbane North in early December 2022.</p>
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