Energex GSL

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)

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on time (clause 2.3.7)No. of cuNo. of eligiNo. of eligi\$ for eligi\$ for eligiNotice of planned interruption to supply not given – residential customers (clause 2.3.8)No. of cuNo. of cuS for eligiNo. of cuNo. of cu	istomer claims rejected igible claims not paid ible claims not paid SL payments given L payments given istomer claims ustomer claims rejected igible claims not paid ible claims not paid SL payments given	0 0 \$0 107 \$3,317 5 2	0 0 \$0 76 \$2,356	0 0 \$0 60		0 0 \$0
No. of eligi Notice of planned interruption to supply not given – residential customers (clause 2.3.8) No. of cu No. of cu No. of eligi \$ for GSL No. of cu No. of cu No. of eligi \$ for GSL No. of cu No. of cu No. of eligi \$ for GSL No. of cu No. of cu	igible claims not paid ible claims not paid SL payments given L payments given ustomer claims ustomer claims rejected igible claims not paid ible claims not paid SL payments given	0 \$0 107 \$3,317 5 2	0 \$0 76 \$2,356	0 \$0 60		0 \$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8) No. of cu No. of eligi	ible claims not paid SL payments given L payments given ustomer claims ustomer claims rejected igible claims not paid ible claims not paid SL payments given	\$0 107 \$3,317 5 2	\$0 76 \$2,356	\$0 60		\$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8) No. of cu No. of cu No. of cu No. of cu S for eligi	SL payments given L payments given Istomer claims ustomer claims rejected igible claims not paid ible claims not paid SL payments given	107 \$3,317 5 2	76 \$2,356	60		
Notice of planned interruption to supply not given – residential customers (clause 2.3.8) No. of cu No. of eligi	L payments given ustomer claims ustomer claims rejected igible claims not paid ible claims not paid SL payments given	\$3,317 5 2	\$2,356			
Notice of planned interruption to supply not given – residential customers (clause 2.3.8) No. of cu No. of eligi	ustomer claims ustomer claims rejected igible claims not paid ible claims not paid SL payments given	5 2		\$1,860		243
to supply not given – residential customers (clause 2.3.8) No. of cu No. of eligi	ustomer claims rejected igible claims not paid ible claims not paid SL payments given	2	6			\$7,533
customers (clause 2.3.8)No. of clNo. of eligi\$ for eligi	igible claims not paid ible claims not paid SL payments given			1		12
No. of eligi \$ for eligi	ible claims not paid SL payments given	0	2	1		5
\$ for eligi	ible claims not paid SL payments given		1	0		1
	SL payments given	\$0	\$31	\$0		\$31
		6	10	12		28
\$ for GSI	l navments diven	\$462	\$770	\$924		\$2,156
	L payments given Istomer claims	φ 1 02	3	0		4
		1	3			2
2.2.9)	ustomer claims rejected	1	1	0		
, NO. OF EI	igible claims not paid	0	0	0		0
	ible claims not paid	\$0	\$0	\$0		\$0
	SL payments given	465	1299	584		2348
\$ for GSL	L payments given	\$57,660	\$161,076	\$72,416		\$291,152
Interruption duration GSL No. of cu	istomer claims	1	1	7		9
(clause 2.3.9(a)(i)) No. of cu	stomer claims rejected	0	1	0		1
No. of eli	igible claims not paid	0	3	4		7
\$ for eligi	ible claims not paid	\$0	\$372	\$496		\$868
No. of GS	SL payments given	0	0	0		0
\$ for GSL	L payments given	\$0	\$0	\$0		\$0
	istomer claims	0	0	1		1
	istomer claims rejected	0	0	0		0
	igible claims not paid	0	0	0		0
	ible claims not paid	\$0	\$0	\$0		\$0
			-			
	SL payments given	639	1,419	760		2,818
	L payments given	\$73,250	\$170,464	\$95,505		\$339,219
Total	ustomer claims	10	19	14		43
No. of cu	stomer claims rejected	4	8	3		15
No. of eli	igible claims not paid	26	8	5		39
\$ for eligi	ible claims not paid	\$8,742	\$1,829	\$744		\$11,315
Customers reaching cap (clause No. of cu	stomers who reached the cap	~	0			40
• • • •	ne entitlements	7	3	8		18
Additional Comments Additional Comments Seven of An additional Quarter There we event in S Quarter There we buring th Network Energex were elig There we	ere 18 Connection GSLs paid in these payments to customers GLs (four connections, one inter was unable to obtain the nece ere 1299 Interruption Duration Sunshine Coast in December 2 Three ere 66 Connection GSLs paid in the quarter, two Reconnection a	were capped at \$496 eligible for payment by ments. SLs paid in the quarter in the quarter. were capped at \$496 rruption residential an ssary customer data fin GSLs paid in the quart 2022. In the quarter. Ind six Connection pay ssary customer data fin best endeavours. SLs paid in the quarter	per clause 2.3.15 of the of totalling \$57,660. The per clause 2.3.15 of the d three interruption dur rom retailers to process ter totalling \$161,076. The rom retailers to process er totalling \$72,416. The	endeavours, Energex we majority of these GSL e Electricity Distribution ation) were eligible for these payments. The majority of these G ere capped at \$496 per five GSLs (one conner	vas unable to obtain th s were attributed to or Network Code. payment but, despite to SLs were attributed to clause 2.3.15 of the E ction and four interrup	ne severe weather using best endeavours o one severe weather Electricity Distribution otion duration), that