

Energex Limited

GSL Jul-Sep 23 Qtr1 2023-24 Report

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| First day of period | 01 Jul 23 |
| Last day of period | 30 Sep 23 |
| Data Capture: | 01 Nov 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 - 23 | Dec - 23 | Mar - 24 | Jun - 24 | |
| Wrongful disconnections (clause 2.3.3) | No. of GSL payments given | 0 | | | | 0 |
| | \$ for GSL payments given | \$0 | | | | \$0 |
| | No. of customer claims | 2 | | | | 2 |
| | No. of customer claims rejected | 2 | | | | 2 |
| | 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 | 53 | | | | 53 |
| | \$ for GSL payments given | \$14,570 | | | | \$14,570 |
| | No. of customer claims | 0 | | | | 0 |
| | No. of customer claims rejected | 0 | | | | 0 |
| | No. of eligible claims not paid | 8 | | | | 8 |
| | \$ for eligible claims not paid | \$2,604 | | | | \$2,604 |
| Reconnection not provided within the required time (clause 2.3.5) | No. of GSL payments given | 4 | | | | 4 |
| | \$ 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 | 76 | | | | 76 |
| | \$ for GSL payments given | \$4,712 | | | | \$4,712 |
| | No. of customer claims | 2 | | | | 2 |
| | 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 – residential customers (clause 2.3.8) | No. of GSL payments given | 63 | | | | 63 |
| | \$ for GSL payments given | \$1,953 | | | | \$1,953 |
| | No. of customer claims | 2 | | | | 2 |
| | 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 – small business customers (clause 2.3.8) | No. of GSL payments given | 2 | | | | 2 |
| | \$ for GSL payments given | \$154 | | | | \$154 |
| | 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 |
| Interruption duration GSL (clause 2.3.9(a)(i)) | No. of GSL payments given | 397 | | | | 397 |
| | \$ for GSL payments given | \$49,228 | | | | \$49,228 |
| | No. of customer claims | 9 | | | | 9 |
| | No. of customer claims rejected | 9 | | | | 9 |
| | No. of eligible claims not paid | 5 | | | | 5 |
| | \$ for eligible claims not paid | \$620 | | | | \$620 |
| 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 | 0 | | | | 0 |
| | No. of customer claims rejected | 0 | | | | 0 |
| | No. of eligible claims not paid | 0 | | | | 0 |
| | \$ for eligible claims not paid | \$0 | | | | \$0 |
| Total | No. of GSL payments given | 595 | | | | 595 |
| | \$ for GSL payments given | \$70,989 | | | | \$70,989 |
| | No. of customer claims | 16 | | | | 16 |
| | No. of customer claims rejected | 15 | | | | 15 |
| | No. of eligible claims not paid | 13 | | | | 13 |
| | \$ for eligible claims not paid | \$3,224 | | | | \$3,224 |
| Customers reaching cap (clause 2.4.2(a)(i)(v)) | No. of customers who reached the cap on scheme entitlements | 7 | | | | 7 |

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| Additional Comments | <p>Quarter One 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 (nine connection and one interruption duration), that were eligible for payment, despite using best endeavours.</p> |
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