

Energex Limited

GSL Apr-Jun 24 Qtr4 2023-24 Report

First day of period	01 Apr 24
Last day of period	30 Jun 24
Data Capture:	18 Jul 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	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	0	4	3	5	12
	\$ for GSL payments given	\$0	\$620	\$465	\$775	\$1,860
	No. of customer claims	2	1	8	2	13
	No. of customer claims rejected	2	0	7	0	9
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	53	38	639	509	1239
	\$ for GSL payments given	\$14,570	\$8,060	\$268,522	\$201,500	\$492,652
	No. of customer claims	0	3	1	4	8
	No. of customer claims rejected	0	3	1	1	5
	No. of eligible claims not paid	8	10	7	16	41
	\$ for eligible claims not paid	\$2,604	\$2,294	\$1,984	\$5,952	\$12,834
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	1	7	10	22
	\$ for GSL payments given	\$372	\$62	\$1,488	\$1,364	\$3,286
	No. of customer claims	0	0	2	0	2
	No. of customer claims rejected	0	0	1	0	1
	No. of eligible claims not paid	0	1	1	0	2
	\$ for eligible claims not paid	\$0	\$62	\$62	\$0	\$124
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	76	33	30	46	185
	\$ for GSL payments given	\$4,712	\$2,046	\$1,860	\$2,852	\$11,470
	No. of customer claims	2	1	2	4	9
	No. of customer claims rejected	2	1	2	1	6
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	63	92	103	23	281
	\$ for GSL payments given	\$1,953	\$2,852	\$3,193	\$713	\$8,711
	No. of customer claims	2	2	4	2	10
	No. of customer claims rejected	1	2	3	1	7
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	2	18	4	0	24
	\$ for GSL payments given	\$154	\$1,386	\$308	0	\$1,848
	No. of customer claims	1	1	3	0	5
	No. of customer claims rejected	1	0	2	0	3
	No. of eligible claims not paid	0	1	1	0	2
	\$ for eligible claims not paid	\$0	\$77	\$77	\$0	\$154
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	397	393	12919	308	14017
	\$ for GSL payments given	\$49,228	\$48,732	\$1,601,956	\$38,192	\$1,738,108
	No. of customer claims	9	1	48	9	67
	No. of customer claims rejected	9	1	44	6	60
	No. of eligible claims not paid	5	7	32	16	60
	\$ for eligible claims not paid	\$620	\$868	\$3,968	\$1,984	\$7,440
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0	\$0	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	0	2	3	1	6
	No. of customer claims rejected	0	2	3	1	6
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Total	No. of GSL payments given	595	579	13,705	901	15,780
	\$ for GSL payments given	\$70,989	\$63,758	\$1,877,792	\$245,396	\$2,257,935
	No. of customer claims	16	11	71	22	120
	No. of customer claims rejected	15	9	63	10	97
	No. of eligible claims not paid	13	19	41	32	105
	\$ for eligible claims not paid	\$3,224	\$3,301	\$6,091	\$7,936	\$20,552
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	7	3	324	211	545

Additional Comments	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 (eight connection and five interruption duration), that were eligible for payment, despite using best endeavours.
	Quarter Two 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.
	Quarter Three 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.
	Quarter Four There were 509 Connection GSLs paid in the quarter totalling \$201,500 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 previous quarter, with a number of GSLs still being paid in this quarter. There were 211 customers payments capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. There were 308 Interruption Duration GSLs paid in the quarter totalling \$38,192. The majority of these GSLs were attributed to several outages which occurred in December 2023 and January 2024. (Please Note: GSLs are based on the date paid, not the event occurrence date. Therefore, when a significant event occurs GSLs can be paid in the following quarter due to processing of backlogs.) Energex was unable to obtain the necessary customer data from retailers to process 32 GSLs (16 interruption duration GSLs & 16 Connection GSLs), that were eligible for payment, despite using best endeavours.