

Energex Limited

GSL Oct - Dec 22 Qtr2 2022-23 Report

First day of period	01 Oct 22
Last day of period	31 Dec 22
Data Capture:	07 Feb 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			5
	\$ for GSL payments given	\$465	\$310			\$775
	No. of customer claims	2	6			8
	No. of customer claims rejected	0	4			4
	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	37	18			55
	\$ for GSL payments given	\$9,982	\$5,084			\$15,066
	No. of customer claims	1	2			3
	No. of customer claims rejected	1	0			1
	No. of eligible claims not paid	26	4			30
	\$ for eligible claims not paid	\$8,742	\$1,426			\$10,168
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	1	2			3
	\$ for GSL payments given	\$124	\$124			\$248
	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	20	12			32
	\$ for GSL payments given	\$1,240	\$744			\$1,984
	No. of customer claims	0	0			0
	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
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	107	76			183
	\$ for GSL payments given	\$3,317	\$2,356			\$5,673
	No. of customer claims	5	6			11
	No. of customer claims rejected	2	2			4
	No. of eligible claims not paid	0	1			1
	\$ for eligible claims not paid	\$0	\$31			\$31
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	6	10			16
	\$ for GSL payments given	\$462	\$770			\$1,232
	No. of customer claims	1	3			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
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	465	1299			1764
	\$ for GSL payments given	\$57,660	\$161,076			\$218,736
	No. of customer claims	1	1			2
	No. of customer claims rejected	0	1			1
	No. of eligible claims not paid	0	3			3
	\$ for eligible claims not paid	\$0	\$372			\$372
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	0	0			0
	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
Total	No. of GSL payments given	639	1,419	0	0	2,058
	\$ for GSL payments given	\$73,250	\$170,464	\$0	\$0	\$243,714
	No. of customer claims	10	19	0	0	29
	No. of customer claims rejected	4	8	0	0	12
	No. of eligible claims not paid	26	8	0	0	34
	\$ for eligible claims not paid	\$8,742	\$1,829	\$0	\$0	\$10,571
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	7	3			10

Additional Comments	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.
	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.