

Energex Limited

GSL Jan-Mar 26 Qtr3 2025-26 Report

First day of period	01 Jan 26
Last day of period	31 Mar 26
Data Capture:	07 May 26

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 - 25	Dec - 25	Mar - 26	Jun - 26	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	2	4	2		8
	\$ for GSL payments given	\$376	\$752	\$376		\$1,504
	No. of customer claims	1	3	0		4
	No. of customer claims rejected	1	2	0		3
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	96	237	334		667
	\$ for GSL payments given	\$38,361	\$58,500	\$130,650		\$227,511
	No. of customer claims	4	1	1		6
	No. of customer claims rejected	2	1	1		4
	No. of eligible claims not paid	0	3	6		9
	\$ for eligible claims not paid	\$0	\$675	\$2,400		\$3,075
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5	3	1		9
	\$ for GSL payments given	\$956	\$375	\$375		\$1,706
	No. of customer claims	1	2	0		3
	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
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	40	33	39		112
	\$ for GSL payments given	\$2,779	\$2,475	\$2,912		\$8,166
	No. of customer claims	2	2	0		4
	No. of customer claims rejected	1	1	0		2
	No. of eligible claims not paid	1	0	0		1
	\$ for eligible claims not paid	\$62	\$0	\$0		\$62
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	64	31	76		171
	\$ for GSL payments given	\$2,201	\$1,178	\$2,888		\$6,267
	No. of customer claims	4	6	33		43
	No. of customer claims rejected	1	6	31		38
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	4	2	19		25
	\$ for GSL payments given	\$359	\$188	\$1,730		\$2,277
	No. of customer claims	1	1	2		4
	No. of customer claims rejected	1	1	2		4
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	315	2618	8787		11720
	\$ for GSL payments given	\$44,598	\$392,700	\$1,318,050		\$1,755,348
	No. of customer claims	2	5	9		16
	No. of customer claims rejected	2	2	6		10
	No. of eligible claims not paid	0	4	22		26
	\$ for eligible claims not paid	\$0	\$600	\$3,300		\$3,900
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	20	0	0		20
	\$ for GSL payments given	\$2,480	\$0	\$0		\$2,480
	No. of customer claims	0	0	3		3
	No. of customer claims rejected	0	0	3		3
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Total	No. of GSL payments given	546	2,928	9,258		12732
	\$ for GSL payments given	\$92,110	\$456,168	\$1,456,981		\$2,005,259
	No. of customer claims	15	20	48		83
	No. of customer claims rejected	8	13	43		64
	No. of eligible claims not paid	1	7	28		36
	\$ for eligible claims not paid	\$62	\$1,275	\$5,700		\$7,037
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	27	8	107		142

Additional Comments	Quarter One Despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process one GSL (one appointment), that was eligible for payment. 27 customers reached the \$600 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap were paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at \$75 a day until the connection is completed, or the GSL cap payment price is reached).
	Quarter Two Despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process seven GSLs (seven appointments), that were eligible for payment. Eight customers reached the \$600 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap were paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at \$75 a day until the connection is completed, or the GSL cap payment price is reached).
	Quarter Three Despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process 28 GSLs (six connection and 22 reliability duration), that were eligible for payment. 107 customers reached the \$600 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap were paid GSLs resulting from connections not provided by the agreed date. Of these, 78 instances of connections not provided by the agreed date occurred during a declared major event in November 2025, noting the payment amount accrues at \$75 a day until the connection is completed, or the GSL cap payment price is reached. One failure to attend appointment on time GSL had an occurrence date of January 2025, and was therefore paid at the 2020-2025 GSL rate of \$62.