

Energex Limited
GSL Jul-Sep 25 Qtr1 2025-26 Report

First day of period	01 Jul 25
Last day of period	30 Sep 25
Data Capture:	11 Nov 25

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				
	\$ for GSL payments given	\$376				
	No. of customer claims	1				
	No. of customer claims rejected	1				
	No. of eligible claims not paid	0				
	\$ for eligible claims not paid	\$0				
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	96				
	\$ for GSL payments given	\$38,361				
	No. of customer claims	4				
	No. of customer claims rejected	2				
	No. of eligible claims not paid	0				
	\$ for eligible claims not paid	\$0				
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5				
	\$ for GSL payments given	\$956				
	No. of customer claims	1				
	No. of customer claims rejected	0				
	No. of eligible claims not paid	0				
	\$ for eligible claims not paid	\$0				
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	40				
	\$ for GSL payments given	\$2,779				
	No. of customer claims	2				
	No. of customer claims rejected	1				
	No. of eligible claims not paid	1				
	\$ for eligible claims not paid	\$62				
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	64				
	\$ for GSL payments given	\$2,201				
	No. of customer claims	4				
	No. of customer claims rejected	1				
	No. of eligible claims not paid	0				
	\$ for eligible claims not paid	\$0				
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	4				
	\$ for GSL payments given	\$359				
	No. of customer claims	1				
	No. of customer claims rejected	1				
	No. of eligible claims not paid	0				
	\$ for eligible claims not paid	\$0				
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	315				
	\$ for GSL payments given	\$44,598				
	No. of customer claims	2				
	No. of customer claims rejected	2				
	No. of eligible claims not paid	0				
	\$ for eligible claims not paid	\$0				
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	20				
	\$ for GSL payments given	\$2,480				
	No. of customer claims	0				
	No. of customer claims rejected	0				
	No. of eligible claims not paid	0				
	\$ for eligible claims not paid	\$0				
Total	No. of GSL payments given	546				
	\$ for GSL payments given	\$92,110				
	No. of customer claims	15				
	No. of customer claims rejected	8				
	No. of eligible claims not paid	1				
	\$ for eligible claims not paid	\$62				
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	27				
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 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 each day until the connection is completed, or the GSL cap payment price is reached).					