

Energex Limited
GSL Oct-Dec Qtr2 2025-26 Report

First day of period	01 Oct 25
Last day of period	31 Dec 25
Data Capture:	10 Feb 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			6
	\$ for GSL payments given	\$376	\$752			\$1,128
	No. of customer claims	1	3			4
	No. of customer claims rejected	1	2			3
	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	96	237			333
	\$ for GSL payments given	\$38,361	\$58,500			\$96,861
	No. of customer claims	4	1			5
	No. of customer claims rejected	2	1			3
	No. of eligible claims not paid	0	3			3
	\$ for eligible claims not paid	\$0	\$675			\$675
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5	3			8
	\$ for GSL payments given	\$956	\$375			\$1,331
	No. of customer claims	1	2			3
	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	40	33			73
	\$ for GSL payments given	\$2,779	\$2,475			\$5,254
	No. of customer claims	2	2			4
	No. of customer claims rejected	1	1			2
	No. of eligible claims not paid	1	0			1
	\$ for eligible claims not paid	\$62	\$0			\$62
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	64	31			95
	\$ for GSL payments given	\$2,201	\$1,178			\$3,379
	No. of customer claims	4	6			10
	No. of customer claims rejected	1	6			7
	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 – small business customers (clause 2.3.8)	No. of GSL payments given	4	2			6
	\$ for GSL payments given	\$359	\$188			\$547
	No. of customer claims	1	1			2
	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	315	2618			2933
	\$ for GSL payments given	\$44,598	\$392,700			\$437,298
	No. of customer claims	2	5			7
	No. of customer claims rejected	2	2			4
	No. of eligible claims not paid	0	4			4
	\$ for eligible claims not paid	\$0	\$600			\$600
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	20	0			20
	\$ for GSL payments given	\$2,480	\$0			\$2,480
	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	546	2,928			3,474
	\$ for GSL payments given	92,110	456,168			\$548,278
	No. of customer claims	15	20			35
	No. of customer claims rejected	8	13			21
	No. of eligible claims not paid	1	7			8
	\$ for eligible claims not paid	62	1,275			\$1,337
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	27	8			35

Additional Comments	<p>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).</p> <p>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).</p>
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