

Energex Limited
GSL Jan-Mar 22 Qtr3 2021-22 Report

First day of period	01 Jan 22
Last day of period	31 Mar 22
Data Capture:	09 May 22

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 - 21	Dec - 21	Mar - 22	Jun - 22	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	6	5	4		15
	\$ for GSL payments given	\$930	\$775	\$620		\$2,325
	No. of customer claims	5	3	2		10
	No. of customer claims rejected	4	2	2		8
	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	76	71	7		154
	\$ for GSL payments given	\$21,266	\$20,274	\$2,232		\$43,772
	No. of customer claims	3	1	6		10
	No. of customer claims rejected	0	1	2		3
	No. of eligible claims not paid	4	12	3		19
	\$ for eligible claims not paid	\$1,488	\$5,270	\$1,426		\$8,184
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5	6	8		19
	\$ for GSL payments given	\$372	\$1,364	\$620		\$2,356
	No. of customer claims	0	1	1		2
	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	43	24	23		90
	\$ for GSL payments given	\$2,666	\$1,488	\$1,426		\$5,580
	No. of customer claims	3	1	0		4
	No. of customer claims rejected	1	1	0		2
	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 – residential customers (clause 2.3.8)	No. of GSL payments given	47	117	42		206
	\$ for GSL payments given	\$1,457	\$3,627	\$1,302		\$6,386
	No. of customer claims	4	7	1		12
	No. of customer claims rejected	2	4	1		7
	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	14	14	3		31
	\$ for GSL payments given	\$1,078	\$1,078	\$231		\$2,387
	No. of customer claims	4	3	4		11
	No. of customer claims rejected	3	3	2		8
	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	20	162	3212		3394
	\$ for GSL payments given	\$2,480	\$20,088	\$398,288		\$420,856
	No. of customer claims	1	1	38		40
	No. of customer claims rejected	0	1	29		30
	No. of eligible claims not paid	6	0	6		12
	\$ for eligible claims not paid	\$744	\$0	\$744		\$1,488
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	1	2	1		4
	No. of customer claims rejected	1	2	1		4
	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	211	399	3,299	0	3,909
	\$ for GSL payments given	\$30,249	\$48,694	\$404,719	\$0	\$483,662
	No. of customer claims	21	19	53	0	93
	No. of customer claims rejected	11	14	37	0	62
	No. of eligible claims not paid	10	12	9	0	31
	\$ for eligible claims not paid	\$2,232	\$5,270	\$2,170	\$0	\$9,672
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	7	9	2		18

Additional Comments	Quarter One There were 76 Connection GSLs paid in the quarter totalling \$21,266 with seven customers capped at \$496 each. There were also 20 Interruption Duration GSLs were paid in the quarter totalling \$2,480; majority of these related to a storm event on the 24th June 2021 on the Sunshine Coast. There were four Connection and six Interruption Duration GSLs were eligible for payment however, despite best endeavours, Energex was unable to obtain customer data from retailers in order to pay these GSLs.
	Quarter Two There were 71 Connection GSLs paid in the quarter totalling \$20,274 with nine customers capped at \$496 each. There were also 162 Interruption Duration GSLs were paid in the quarter totalling \$20,088; majority of these related to a storm events on the 24th October 2021 in Jimna and Sheep Station Creek (Brisbane North) and on the 26th October and 6th November 2021 on the Sunshine Coast. There were 12 Connection GSLs eligible for payment however, despite best endeavours, Energex was unable to obtain customer data from retailers in order to pay these GSLs.
	Quarter Three There were seven Connection GSLs paid in the quarter totalling \$2,232 with two customers capped at \$496 each. There were also 3,212 Interruption Duration GSLs paid in the quarter totalling \$398,288. The majority of these related to storm events which occurred prior to the floods in February in Brisbane South. Also impacted to a lesser extent during this time were Brisbane North and Gold Coast. A DRFA was declared in SEQ in relation to the flooding event at the end of February - beginning of March 2022. Many of the customer raised reliability GSL claims were declined due to this exclusion. There were three Connection GSLs eligible for payment however, despite best endeavours, Energex was unable to obtain customer data from retailers in order to pay these GSLs.