

Energex Limited

GSL Apr-Jun 22 Qtr 4 2021-22 Report

First day of period	01 Apr 22
Last day of period	30 Jun 22
Data Capture:	18 Jul 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, that is 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	2	17
	\$ for GSL payments given	\$930	\$775	\$620	\$310	\$2,635
	No. of customer claims	5	3	2	1	11
	No. of customer claims rejected	4	2	2	1	9
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	76	71	7	772	926
	\$ for GSL payments given	\$21,266	\$20,274	\$2,232	\$299,894	\$343,666
	No. of customer claims	3	1	6	4	14
	No. of customer claims rejected	0	1	2	2	5
	No. of eligible claims not paid	4	12	3	73	92
	\$ for eligible claims not paid	\$1,488	\$5,270	\$1,426	\$28,210	\$36,394
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5	6	8	6	25
	\$ for GSL payments given	\$372	\$1,364	\$620	\$1,116	\$3,472
	No. of customer claims	0	1	1	2	4
	No. of customer claims rejected	0	0	0	2	2
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	43	24	23	38	128
	\$ for GSL payments given	\$2,666	\$1,488	\$1,426	\$2,356	\$7,936
	No. of customer claims	3	1	0	0	4
	No. of customer claims rejected	1	1	0	0	2
	No. of eligible claims not paid	0	0	0	1	1
	\$ for eligible claims not paid	\$0	\$0	\$0	\$62	\$62
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	47	117	42	37	243
	\$ for GSL payments given	\$1,457	\$3,627	\$1,302	\$1,147	\$7,533
	No. of customer claims	4	7	1	6	18
	No. of customer claims rejected	2	4	1	4	11
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$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	2	33
	\$ for GSL payments given	\$1,078	\$1,078	\$231	154	\$2,541
	No. of customer claims	4	3	4	3	14
	No. of customer claims rejected	3	3	2	2	10
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	20	162	3212	366	3760
	\$ for GSL payments given	\$2,480	\$20,088	\$398,288	\$45,384	\$466,240
	No. of customer claims	1	1	38	34	74
	No. of customer claims rejected	0	1	29	20	50
	No. of eligible claims not paid	6	0	6	6	18
	\$ for eligible claims not paid	\$744	\$0	\$744	\$744	\$2,232
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0	0	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	1	2	1	0	4
	No. of customer claims rejected	1	2	1	0	4
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Total	No. of GSL payments given	211	399	3,299	1,223	5,132
	\$ for GSL payments given	\$30,249	\$48,694	\$404,719	\$350,361	\$834,023
	No. of customer claims	21	19	53	50	143
	No. of customer claims rejected	11	14	37	31	93
	No. of eligible claims not paid	10	12	9	80	111
	\$ for eligible claims not paid	\$2,232	\$5,270	\$2,170	\$29,016	\$38,688
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	7	9	2	299	317

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; majority of these related to storm events 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 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.
	Quarter Four There were 772 Connection GSLs paid in the quarter totalling \$299,894 with 299 customers capped at \$496 each. The majority of these were as a result of clearing a backlog of Connections unable to be completed during the February / March flooding event. Although impacted by the floods these GSLs were not excluded by the declared DRFA. There were also 366 Interruption Duration GSLs paid in the quarter totalling \$45,384. A majority of these related to storm events in early February in Brisbane South. There were 73 Connection GSLs eligible for payment. However, despite best endeavours Energex was unable to obtain customer data from retailers in order to pay these GSLs.