Energex Limited
GSL Apr-Jun 25 Qtr4 2024-25 Report

First day of period	01 Apr 25
Last day of period	30 Jun 25
Data Capture:	04 Aug 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 - 24	Dec - 24	Mar - 25	Jun - 25	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	5	2	1	1	9
	$ for GSL payments given	$775	$310	$155	$155	$1,395
	No. of customer claims	5	0	1	0	6
	No. of customer claims rejected	0	0	1	0	1
	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	157	110	50	610	927
	$ for GSL payments given	$53,010	$34,100	$12,462	$286,626	$386,198
	No. of customer claims	2	7	3	5	17
	No. of customer claims rejected	0	5	2	3	10
	No. of eligible claims not paid	8	0	0	2	10
	$ for eligible claims not paid	$496	$0	$0	$806	$1,302
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	4	3	4	15
	$ for GSL payments given	$124	$372	$186	$806	$1,488
	No. of customer claims	0	3	0	0	3
	No. of customer claims rejected	0	3	0	0	3
	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	46	68	21	67	202
	$ for GSL payments given	$2,852	$4,216	$1,302	$4,154	$12,524
	No. of customer claims	1	1	1	0	3
	No. of customer claims rejected	0	1	1	0	2
	No. of eligible claims not paid	3	0	0	1	4
	$ for eligible claims not paid	$186	$0	$0	$62	$248
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	273	134	30	59	496
	$ for GSL payments given	$8,463	$4,154	$930	$1,829	$15,376
	No. of customer claims	2	1	1	2	6
	No. of customer claims rejected	0	1	1	0	2
	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	3	9	9	35
	$ for GSL payments given	$1,078	$231	$693	$693	$2,695
	No. of customer claims	1	3	1	2	7
	No. of customer claims rejected	0	3	0	1	4
	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	113	664	368	106	1251
	$ for GSL payments given	$14,012	$82,336	$45,632	$13,144	$155,124
	No. of customer claims	1	5	37	61	104
	No. of customer claims rejected	0	5	37	61	103
	No. of eligible claims not paid	1	2	3	0	6
	$ for eligible claims not paid	$124	$248	$372	$0	$744
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0	23	23
	$ for GSL payments given	$0	$0	$0	$2,852	$2,852
	No. of customer claims	0	5	5	4	14
	No. of customer claims rejected	0	5	5	4	14
	No. of eligible claims not paid	4	0	0	0	4
	$ for eligible claims not paid	$496	$0	$0	$0	$496
Total	No. of GSL payments given	612	985	482	879	2,958
	$ for GSL payments given	$80,314	$125,719	$61,360	$310,259	$577,652
	No. of customer claims	12	25	49	74	160
	No. of customer claims rejected	0	23	47	69	139
	No. of eligible claims not paid	12	2	3	3	20
	$ for eligible claims not paid	$1,302	$248	$372	$868	$2,790
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	26	12	3	524	565

Additional Comments	**Quarter One** Despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process 12 GSLs (eight connections, three appointments and one reliability duration), that were eligible for payment. 26 customers reached the $496.00 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap where paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at $62 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 two GSLs (two reliability durations), that were eligible for payment. 12 customers reached the $496.00 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap where paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at $62 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 three GSLs (three reliability durations), that were eligible for payment. Three customers reached the $496.00 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap where paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at $62 a day until the connection is completed, or the GSL cap payment price is reached). **Quarter Four** Energex paid 610 connection GSLs (clause 2.3.4) during Quarter 4. 548 of these GSLs relate to Tropical Cyclone Alfred which impacted South East Queensland in March 2025. 524 customers reached the $496.00 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap where paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at $62 a day until the connection is completed, or the GSL cap payment price is reached).