

Energex Limited

GSL Jan-Mar 25 Qtr3 2024-25 Report

First day of period	01 Jan 25
Last day of period	31 Mar 25
Data Capture:	08 May 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		8
	\$ for GSL payments given	\$775	\$310	\$155		\$1,240
	No. of customer claims	5	0	1		6
	No. of customer claims rejected	0	0	1		1
	No. of eligible claims not paid	0	0	0		0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	157	110	50		317
	\$ for GSL payments given	\$53,010	\$34,100	\$12,462		\$99,572
	No. of customer claims	2	7	3		12
	No. of customer claims rejected	0	5	3		8
	No. of eligible claims not paid	8	0	0		8
Reconnection not provided within the required time (clause 2.3.5)	\$ for eligible claims not paid	\$496	\$0	\$0		\$496
	No. of GSL payments given	4	4	3		11
	\$ for GSL payments given	\$124	\$372	\$186		\$682
	No. of customer claims	0	3	0		3
	No. of customer claims rejected	0	3	0		3
Failure to attend appointments on time (clause 2.3.7)	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	46	68	21		135
	\$ for GSL payments given	\$2,852	\$4,216	\$1,302		\$8,370
	No. of customer claims	1	1	1		3
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of customer claims rejected	0	1	1		2
	No. of eligible claims not paid	3	0	0		3
	\$ for eligible claims not paid	\$186	\$0	\$0		\$186
	No. of GSL payments given	273	134	30		437
	\$ for GSL payments given	\$8,463	\$4,154	\$930		\$13,547
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of customer claims	2	1	1		4
	No. of customer claims rejected	0	1	1		2
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	14	3	9		26
Interruption duration GSL (clause 2.3.9(a)(i))	\$ for GSL payments given	\$1,078	\$231	\$693		\$2,002
	No. of customer claims	1	3	1		5
	No. of customer claims rejected	0	3	0		3
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	113	664	368		1145
	\$ for GSL payments given	\$14,012	\$82,336	\$45,632		\$141,980
	No. of customer claims	1	5	37		43
	No. of customer claims rejected	0	5	37		42
	No. of eligible claims not paid	1	2	3		6
Total	\$ for eligible claims not paid	\$124	\$248	\$372		\$744
	No. of GSL payments given	0	0	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	0	5	5		10
	No. of customer claims rejected	0	5	5		10
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of eligible claims not paid	4	0	0		4
	\$ for eligible claims not paid	\$496	\$0	\$0		\$496
	No. of GSL payments given	612	985	482		2,079
	\$ for GSL payments given	\$80,314	\$125,719	\$61,360		\$267,393
	No. of customer claims	15	25	49		89
Additional Comments	No. of customer claims rejected	0	23	48		71
	No. of eligible claims not paid	12	2	3		17
	\$ for eligible claims not paid	\$1,302	\$248	\$372		\$1,922
	No. of customers who reached the cap on scheme entitlements	26	12	3		41

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).