

Energex Limited

GSL April-June 2023 Q4 2022-23 Report

First day of period	01 Apr 23
Last day of period	30 Jun 23
Data Capture:	19 Jul 23

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 - 22	Dec - 22	Mar - 23	Jun - 23	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	3	2	1	5	11
	\$ for GSL payments given	\$465	\$310	\$155	\$775	\$1,705
	No. of customer claims	2	6	1	2	11
	No. of customer claims rejected	0	4	1	1	6
	No. of eligible claims not paid	0	0	0	0	0
Connection not provided by the agreed date (clause 2.3.4)	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	No. of GSL payments given	38	18	66	85	207
	\$ for GSL payments given	\$10,044	\$5,084	\$16,864	\$25,668	\$57,660
	No. of customer claims	1	2	1	2	6
	No. of customer claims rejected	1	0	0	0	1
Reconnection not provided within the required time (clause 2.3.5)	No. of eligible claims not paid	26	4	1	9	40
	\$ for eligible claims not paid	\$8,742	\$1,426	\$248	\$2,728	\$13,144
	No. of GSL payments given	1	2	4	7	14
	\$ for GSL payments given	\$124	\$124	\$1,240	\$1,488	\$2,976
	No. of customer claims	0	1	3	1	5
Failure to attend appointments on time (clause 2.3.7)	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
	No. of GSL payments given	20	12	33	41	106
	\$ for GSL payments given	\$1,240	\$744	\$2,046	\$2,542	\$6,572
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of customer claims	0	0	0	1	1
	No. of customer claims rejected	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	No. of GSL payments given	107	76	60	118	361
	\$ for GSL payments given	\$3,317	\$2,356	\$1,860	\$3,658	\$11,191
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of customer claims	5	6	1	0	12
	No. of customer claims rejected	2	2	1	0	5
	\$ for eligible claims not paid	\$0	\$31	\$0	\$0	\$31
	No. of GSL payments given	6	10	12	24	52
	\$ for GSL payments given	\$462	\$770	\$924	\$1,848	\$4,004
Interruption duration GSL (clause 2.3.9(a)(i))	No. of customer claims	1	3	0	0	4
	No. of customer claims rejected	1	1	0	0	2
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	No. of GSL payments given	465	1299	584	306	2654
	\$ for GSL payments given	\$57,660	\$161,076	\$72,416	\$37,944	\$329,096
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of eligible claims not paid	0	3	4	1	8
	\$ for eligible claims not paid	\$0	\$372	\$496	\$124	\$992
	No. of GSL payments given	0	0	0	\$0	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	0	0	1	0	1
Total	No. of customer claims rejected	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	640	1,419	760	586	3,405
	\$ for GSL payments given	\$73,312	\$170,464	\$95,505	\$73,923	\$413,204
	No. of customer claims	10	19	14	9	52
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customer claims rejected	4	8	3	2	17
	No. of eligible claims not paid	26	8	5	10	49
	\$ for eligible claims not paid	\$8,742	\$1,829	\$744	\$2,852	\$14,167
	No. of customers who reached the cap on scheme entitlements	7	3	8	8	26

Additional Comments	<p>Quarter One There were 37 Connection GSLs paid in the quarter. Seven of these payments to customers were capped at \$496 per clause 2.3.15 of the Electricity Distribution Network Code. An additional 26 connection GSLs were eligible for payment but, despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process these payments. There were 465 Interruption Duration GSLs paid in the quarter totalling \$57,660. The majority of these GSLs were attributed to one severe weather event in South Brisbane.</p> <p>Quarter Two There were 18 Connection GSLs paid in the quarter. Three of these payments to customers were capped at \$496 per clause 2.3.15 of the Electricity Distribution Network Code. Eight GSLs (four connections, one interruption residential and three interruption duration) were eligible for payment but, despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process these payments. There were 1299 Interruption Duration GSLs paid in the quarter totalling \$161,076. The majority of these GSLs were attributed to one severe weather event in Sunshine Coast in December 2022.</p> <p>Quarter Three There were 66 Connection GSLs paid in the quarter. During the quarter, two Reconnection and six Connection payments to customers were capped at \$496 per clause 2.3.15 of the Electricity Distribution Network Code. Energex was unable to obtain the necessary customer data from retailers to process five GSLs (one connection and four interruption duration), that were eligible for payment, despite using best endeavours. There were 584 Interruption Duration GSLs paid in the quarter totalling \$72,416. The majority of these GSLs were attributed to one severe weather event in Sunshine Coast and Brisbane North in early December 2022.</p> <p>Quarter Four There were 85 Connection GSLs paid in the quarter. During the quarter, two Reconnection and five Connection payments to customers were capped at \$496 per clause 2.3.15 of the Electricity Distribution Network Code. Energex was unable to obtain the necessary customer data from retailers to process ten GSLs (nine connection and one interruption duration), that were eligible for payment on vacant sites, despite using best endeavours. There were 306 Interruption Duration GSLs paid in the quarter totalling \$37,944. The majority of these GSLs were attributed to two severe weather events in Sunshine Coast and Brisbane South in mid March 2023 paid in April. Note: There has been a correction made to Q1 for clause 2.3.4. It was identified that one of the customers in Energex's region had a duplicate reference to Ergon and was incorrectly removed.</p>
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