Ergon Energy Corporation Limited
GSL Jul-Sep Qtr1 2026-27 Report

First day of period	01 Jul 26
Last day of period	30 Sep 26
Data Capture:	06 Nov 26

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 - 26	Dec - 26	Mar - 27	Jun - 27	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	0				0
	$ for GSL payments given	$0				$0
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	17				17
	$ for GSL payments given	$3,300				3300
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	1				1
	$ for eligible claims not paid	$525				$525
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	0				0
	$ for GSL payments given	$0				$0
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	2				2
	$ for GSL payments given	$150				$150
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	13				13
	$ for GSL payments given	$494				$494
	No. of customer claims	3				3
	No. of customer claims rejected	3				3
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	1				1
	$ for GSL payments given	$94				$94
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	127				127
	$ for GSL payments given	$19,050				$19,050
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				$0
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	$0				0
	$ for GSL payments given	$0				$0
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	0				0
	$ for eligible claims not paid	$0				0
Total	No. of GSL payments given	160				160
	$ for GSL payments given	$23,088				$23,088
	No. of customer claims	9				9
	No. of customer claims rejected	9				9
	No. of eligible claims not paid	1				1
	$ for eligible claims not paid	$525				$525
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	1				1

Additional Comments	**Quarter One** Despite best endeavours, Ergon Energy was unable to obtain the required customer information from retailers to facilitate payment of one eligible Guaranteed Service Level (GSL) claim, relating to Reliability Duration. The majority of payments made to customers were resulting from severe weather events and their impacts, in regions that were not disaster declared via the Local Government Area (LGA). One customer reached the maximum GSL entitlement cap of $600 in accordance with clause 2.3.15 of the Electricity Distribution Network Code. The customer received GSL payments associated with a connection that was not provided by the agreed date. Under the scheme, payments accrue at $75 per day until the connection is completed or the maximum entitlement cap of $600 is reached.