Ergon Energy Corporation Limited
GSL Oct-Dec 21 Q2 2021-22 Report

First day of period	01 Oct 21
Last day of period	31 Dec 21
Data Capture:	12 Jan 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 (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	8	8			16
	$ for GSL payments given	$1,240	$1,240			$2,480
	No. of customer claims	8	4			12
	No. of customer claims rejected	8	1			9
	No. of eligible claims not paid	0	0			0
	$ for eligible claims not paid	$0	$0			$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	1	3			4
	$ for GSL payments given	$62	$496			$558
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	0			0
	$ for eligible claims not paid	$0	$0			$0
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	8	7			15
	$ for GSL payments given	$1,302	$682			$1,984
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	0			0
	$ for eligible claims not paid	$0	$0			$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	13	20			33
	$ for GSL payments given	$806	$1,240			$2,046
	No. of customer claims	0	0			0
	No. of customer claims rejected	1	0			1
	No. of eligible claims not paid	0	0			0
	$ for eligible claims not paid	$0	$0			$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	116	39			155
	$ for GSL payments given	$3,596	$1,209			$4,805
	No. of customer claims	9	8			17
	No. of customer claims rejected	6	6			12
	No. of eligible claims not paid	0	0			0
	$ for eligible claims not paid	$0	$0			$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	12	6			18
	$ for GSL payments given	$918	$462			$1,380
	No. of customer claims	4	6			10
	No. of customer claims rejected	0	2			2
	No. of eligible claims not paid	0	0			0
	$ for eligible claims not paid	$0	$0			$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	457	829			1286
	$ for GSL payments given	$56,668	$102,796			$159,464
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	11	18			29
	$ for eligible claims not paid	$1,364	$2,232			$3,596
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0			0
	$ for GSL payments given	$0	$0			$0
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	0			0
	$ for eligible claims not paid	$0	$0			$0
Total	No. of GSL payments given	615	912	0	0	1,527
	$ for GSL payments given	$64,592	$108,125	$0	$0	$172,717
	No. of customer claims	21	18	0	0	39
	No. of customer claims rejected	15	9	0	0	24
	No. of eligible claims not paid	11	18	0	0	29
	$ for eligible claims not paid	$1,364	$2,232	$0	$0	$3,596
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	0	0			0

Additional Comments	**Quarter One** Reliability Duration GSLs paid in the quarter were related to minor events only, ranging from August 2020 to August 2021 across regional Queensland. Planned Interruption GSLs also span a range of occurrences between March 2020 to September 2021, with GSL payments resulting from incidents in March 2020 being paid at the previous GSL Scheme amount. 11 GSLs for Reliability Duration were eligible for payment however, despite best endeavours Ergon Energy, was unable to obtain customer data from retailers in order to pay these GSLs. **Quarter Two** Reliability Duration GSLs paid in the quarter were related to minor events only ranging from September 2021 to November 2021 across regional Queensland. Planned Interruption GSLs also span a range of occurrences between September 2021 to December 2021 predominantly in Fraser Burnett and Darling Downs. 18 GSLs for Reliability Duration were eligible for payment however despite best endeavours Ergon Energy was unable to obtain customer data from retailers in order to pay these GSLs.