

Ergon Energy Corporation Limited
GSL Jan - March 2023 Q3 2022-23 Report

First day of period	01 Jan 23
Last day of period	31 Mar 23
Data Capture:	09 May 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	6	2	1		9
	\$ for GSL payments given	\$930	\$310	\$155		\$1,395
	No. of customer claims	1	0	1		2
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	0		0
Connection not provided by the agreed date (clause 2.3.4)	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	0	5	0		5
	\$ for GSL payments given	\$0	\$992	\$0		\$992
	No. of customer claims	1	0	0		1
	No. of customer claims rejected	1	0	0		1
Reconnection not provided within the required time (clause 2.3.5)	No. of eligible claims not paid	2	3	0		5
	\$ for eligible claims not paid	\$992	\$1,488	\$0		\$2,480
	No. of GSL payments given	4	0	1		5
	\$ for GSL payments given	\$1,054	\$0	\$496		\$1,550
	No. of customer claims	0	0	0		0
Failure to attend appointments on time (clause 2.3.7)	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	20	24	117		161
	\$ for GSL payments given	\$1,240	\$1,488	\$7,254		\$9,982
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of customer claims	0	1	1		2
	No. of customer claims rejected	0	1	1		2
	No. of eligible claims not paid	1	1	3		5
	\$ for eligible claims not paid	\$62	\$62	\$186		\$310
	No. of GSL payments given	109	196	22		327
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	\$ for GSL payments given	\$3,379	\$6,076	\$682		\$10,137
	No. of customer claims	2	1	4		7
	No. of customer claims rejected	1	0	1		2
	No. of eligible claims not paid	0	1	1		2
	\$ for eligible claims not paid	\$0	\$31	\$31		\$62
Interruption duration GSL (clause 2.3.9(a)(i))	No. of customer claims	36	25	14		75
	\$ for GSL payments given	\$2,772	\$1,925	\$1,078		\$5,775
	No. of customer claims	2	1	0		3
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	0		0
Interruption frequency GSL (clause 2.3.9(a)(ii))	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	1234	1900	5414		8548
	\$ for GSL payments given	\$153,016	\$235,600	\$671,336		\$1,059,952
	No. of customer claims	1	3	5		9
	No. of customer claims rejected	1	0	2		3
Total	No. of eligible claims not paid	5	10	17		32
	\$ for eligible claims not paid	\$620	\$1,240	\$2,108		\$3,968
	No. of GSL payments given	0	0	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	3	1	3		7
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customer claims rejected	3	0	2		5
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
	No. of GSL payments given	1,409	2,152	5,569	0	9,130
	\$ for GSL payments given	\$162,391	\$246,391	\$681,001	\$0	\$1,089,783
Additional Comments	No. of customer claims	10	7	14	0	31
	No. of customer claims rejected	6	1	6	0	13
	No. of eligible claims not paid	8	15	21	0	44
	\$ for eligible claims not paid	\$1,674	\$2,821	\$2,325	\$0	\$6,820
	No. of customers who reached the cap on scheme entitlements	1	0	1		2

Additional Comments	Quarter One
	There were four Reconnection GSLs paid in the quarter. One customer's payment was capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 1,234 Interruption Duration GSLs paid in the quarter, most were associated with two severe weather events and one 'vehicle hit pole' event in Darling Downs and South West. Eight GSLs were eligible for payment (five Interruption Duration, one Appointment and two Connection) but, despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process these payments.
	Quarter Two
	There were two Wrongful Disconnection GSLs paid in the quarter. No customer payments were capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 1,900 Reliability Duration GSLs paid in the quarter, most were associated with weather events in South West (663), Pioneer (336), Central West (316), Flinders (284) and Far North (174). Fifteen GSLs were eligible for payment (ten Interruption Duration, one Planned Interruption Residential one Appointment and three Connection) but, despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process these payments.
	Quarter Three
There was one Wrongful Disconnection GSL paid in the quarter. (clause 2.3.7) Additional training of resources for increased safety requirements resulted in delayed completion of meter related activities There was one Reconnection customer payment capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 5,414 Reliability Duration GSLs paid in the quarter, most were associated with weather events in South West (1,851), Fraser Burnett (1,181), Bundaberg Burnett (445), and Darling Downs (303) in December 2022. Ergon Energy was unable to obtain the necessary customer data from retailers to process 21 GSLs eligible for payment (17 Interruption Duration, one Planned Interruption Residential, and three Appointment) despite using best endeavours.	