Ergon Energy Corporation Limited
GSL Jan-Mar 22 Q3 2021-22 Report

First day of period	01 Jan 22
Last day of period	31 Mar 22
Data Capture:	09 May 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	4		20
	$ for GSL payments given	$1,240	$1,240	$620		$3,100
	No. of customer claims	8	4	3		15
	No. of customer claims rejected	8	1	1		10
	No. of eligible claims not paid	0	0	0		0
	$ for eligible claims not paid	$0	$0	$0		$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	1	3	1		5
	$ for GSL payments given	$62	$496	$434		$992
	No. of customer claims	0	0	1		1
	No. of customer claims rejected	0	0	1		1
	No. of eligible claims not paid	0	0	0		0
	$ for eligible claims not paid	$0	$0	$0		$0
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	8	7	5		20
	$ for GSL payments given	$1,302	$682	$496		$2,480
	No. of customer claims	0	0	5		5
	No. of customer claims rejected	0	0	3		3
	No. of eligible claims not paid	0	0	0		0
	$ for eligible claims not paid	$0	$0	$0		$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	13	20	18		51
	$ for GSL payments given	$806	$1,240	$1,116		$3,162
	No. of customer claims	0	0	1		1
	No. of customer claims rejected	1	0	1		2
	No. of eligible claims not paid	0	0	0		0
	$ for eligible claims not paid	$0	$0	$0		$0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	116	39	373		528
	$ for GSL payments given	$3,596	$1,209	$11,563		$16,368
	No. of customer claims	9	8	3		20
	No. of customer claims rejected	6	6	1		13
	No. of eligible claims not paid	0	0	0		0
	$ for eligible claims not paid	$0	$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	52		70
	$ for GSL payments given	$918	$462	$4,004		$5,384
	No. of customer claims	4	6	1		11
	No. of customer claims rejected	0	2	0		2
	No. of eligible claims not paid	0	0	0		0
	$ for eligible claims not paid	$0	$0	$0		$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	457	829	3354		4640
	$ for GSL payments given	$56,668	$102,796	$415,896		$575,360
	No. of customer claims	0	0	3		3
	No. of customer claims rejected	0	0	1		1
	No. of eligible claims not paid	11	18	6		35
	$ for eligible claims not paid	$1,364	$2,232	$744		$4,340
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0		0
	$ for GSL payments given	$0	$0	$0		$0
	No. of customer claims	0	0	1		1
	No. of customer claims rejected	0	0	1		1
	No. of eligible claims not paid	0	0	0		0
	$ for eligible claims not paid	$0	$0	$0		$0
Total	No. of GSL payments given	615	912	3,807		5,334
	$ for GSL payments given	$64,592	$108,125	$434,129		$606,846
	No. of customer claims	21	18	18		57
	No. of customer claims rejected	15	9	9		33
	No. of eligible claims not paid	11	18	6		35
	$ for eligible claims not paid	$1,364	$2,232	$744		$4,340
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	0	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. There were 11 GSLs for Reliability Duration 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. There were 18 GSLs for Reliability Duration eligible for payment however despite best endeavours Ergon Energy was unable to obtain customer data from retailers in order to pay these GSLs. **Quarter Three** Reliability Duration GSLs paid in the quarter were related to events ranging from October 2021 to February 2022 across regional Queensland. This included major storm events in late December and early January, predominantly in South West and Herbert. Planned Interruption GSLs related mainly to two outage occurrences in Capricornia (January 2022) and South West (February 2022). There were six GSLs for Reliability Duration eligible for payment, however despite best endeavours, Ergon Energy was unable to obtain customer data from retailers in order to pay these GSLs.