

Ergon Energy Corporation Limited  
GSL Jul-Sep 23 Q1 2023-24 Report

First day of period	01 Jul 23
Last day of period	30 Sep 23
Data Capture:	01 Nov 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 - 23	Dec - 23	Mar - 24	Jun - 24	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	5				5
	\$ for GSL payments given	\$775				\$775
	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
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	10				10
	\$ for GSL payments given	\$3,472				\$3,472
	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
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	2				2
	\$ for GSL payments given	\$124				\$124
	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	44				44
	\$ for GSL payments given	\$2,728				\$2,728
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	3				3
	\$ for eligible claims not paid	\$186				\$186
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	96				96
	\$ for GSL payments given	\$2,976				\$2,976
	No. of customer claims	3				3
	No. of customer claims rejected	1				1
	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	\$77				\$77
	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	513				513
	\$ for GSL payments given	\$63,612				\$63,612
	No. of customer claims	3				3
	No. of customer claims rejected	3				3
	No. of eligible claims not paid	5				5
	\$ for eligible claims not paid	\$620				\$620
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	671				671
	\$ for GSL payments given	\$73,764				\$73,764
	No. of customer claims	8				8
	No. of customer claims rejected	6				6
	No. of eligible claims not paid	8				8
	\$ for eligible claims not paid	\$806				\$806
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	6				6

Additional Comments	<p><b>Quarter One</b></p> <p>There were 10 Connection GSLs paid in the quarter totalling \$3,472.</p> <p>There were six customers payments capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code.</p> <p>Of the 513 Interruption Duration GSLs paid in the quarter, the majority were associated with weather events in Darling Downs (151) and Flinders (254) in late May and early July 2023 (payments made in July 2023 following confirmation of impact).</p> <p>Ergon Energy was unable to obtain the necessary customer data from retailers to process eight GSLs eligible for payment (five Interruption Duration and three Appointment) despite using best endeavours.</p>
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