

Ergon Energy Corporation Limited
GSL Jan-Mar Qtr3 2024-25 Report

First day of period	01 Jan 25
Last day of period	31 Mar 25
Data Capture:	07 May 25

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 - 24	Dec - 24	Mar - 25	Jun - 25	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	0	0	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	0	0	0		0
	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
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	5	7	0		12
	\$ for GSL payments given	\$496	\$1,488	\$0		\$1,984
	No. of customer claims	1	0	0		1
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	1	1	0		2
	\$ for eligible claims not paid	\$62	\$62	\$0		\$124
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	1	2	0		3
	\$ for GSL payments given	\$62	\$124	\$0		\$186
	No. of customer claims	0	0	0		0
	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
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	22	26	4		52
	\$ for GSL payments given	\$1,364	\$1,612	\$248		\$3,224
	No. of customer claims	0	0	1		1
	No. of customer claims rejected	0	0	1		1
	No. of eligible claims not paid	1	3	0		4
	\$ for eligible claims not paid	\$62	\$186	\$0		\$248
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	79	110	21		210
	\$ for GSL payments given	\$2,449	\$3,410	\$651		\$6,510
	No. of customer claims	2	5	3		10
	No. of customer claims rejected	0	2	1		3
	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	18	15	4		37
	\$ for GSL payments given	\$1,386	\$1,155	\$308		\$2,849
	No. of customer claims	0	0	0		0
	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
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	493	2,443	5,350		8286
	\$ for GSL payments given	\$61,132	\$302,932	\$663,400		\$1,027,464
	No. of customer claims	1	3	20		24
	No. of customer claims rejected	1	2	20		23
	No. of eligible claims not paid	10	5	13		28
	\$ for eligible claims not paid	\$1,240	\$620	\$1,612		\$3,472
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	\$0	1	3		4
	\$ for GSL payments given	\$0	\$124	\$372		\$496
	No. of customer claims	0	23	12		35
	No. of customer claims rejected	0	23	9		32
	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	618	2,604	5,382		8,604
	\$ for GSL payments given	\$66,889	\$310,845	\$664,979		\$1,042,713
	No. of customer claims	4	31	36		71
	No. of customer claims rejected	1	27	31		59
	No. of eligible claims not paid	12	9	13		34
	\$ for eligible claims not paid	\$1,364	\$868	\$1,612		\$3,844
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	0	1	0		1

Additional Comments	Quarter One Despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process 12 GSLs (one connection, one appointment and 10 reliability duration), that were eligible for payment.
	Quarter Two Despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process nine GSLs (one connection, three appointments and five reliability durations), that were eligible for payment.
	Quarter Three Ergon Energy paid 5,350 interruption duration GSLs in the quarter. 1,165 of these interruption duration GSLs relate to events occurring in quarter two, which were paid in quarter three due to payment delays arising from the December/January holiday period. Of the remaining interruption duration GSLs, these GSLs related to various weather events (369 separate events in total) between January and March across regional Queensland. Despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process 13 GSLs (13 interruption duration), that were eligible for payment.