

Ergon Energy Corporation Limited
GSL Jul-Sep 20 Q1 2020-21 Report

First day of period	01 Jul 20
Last day of period	30 Sep 20
Data Capture:	16 Oct 20

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 - 20	Dec - 20	Mar - 21	Jun - 21	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	2				2
	\$ for GSL payments given	\$284				\$284
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	0				0
Connection not provided by the agreed date (clause 2.3.4)	\$ for eligible claims not paid	\$0				\$0
	No. of GSL payments given	1				1
	\$ for GSL payments given	\$171				\$171
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Reconnection not provided within the required time (clause 2.3.5)	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
	No. of GSL payments given	1				1
	\$ for GSL payments given	\$57				\$57
	No. of customer claims	0				0
Failure to attend appointments on time (clause 2.3.7)	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
	No. of GSL payments given	22				22
	\$ for GSL payments given	\$1,304				\$1,304
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	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
	No. of GSL payments given	115				115
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	\$ for GSL payments given	\$3,541				\$3,541
	No. of customer claims	9				9
	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 customer claims	2				2
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
	No. of GSL payments given	7				7
Interruption frequency GSL (clause 2.3.9(a)(ii))	\$ for GSL payments given	\$533				\$533
	No. of customer claims	304				304
	\$ for GSL payments given	\$35,136				\$35,136
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
Total	No. of eligible claims not paid	12				12
	\$ for eligible claims not paid	\$1,368				\$1,368
	No. of GSL payments given	452	0	0	0	452
	\$ for GSL payments given	\$41,026	\$0	\$0	\$0	\$41,026
	No. of customer claims	13	0	0	0	13
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customer claims rejected	3	0	0	0	3
	No. of eligible claims not paid	12	0	0	0	12
	\$ for eligible claims not paid	\$1,368	\$0	\$0	\$0	\$1,368
	No. of customer claims	0				0
	No. of customer claims rejected	0				0

Additional Comments	<p>Quarter One Reliability Duration GSLs were related to minor weather events, no major outages occurred. The majority of Planned Interruption GSLs relate to an event on 29/07 caused by human error. 12 GSLs for Reliability Duration were eligible for payment however despite best endeavours Ergon was unable to obtain customer data from retailers in order to pay these GSLs.</p>
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