

Ergon Energy Corporation Limited
GSL Apr-Jun 22 Q4 2021-22 Report

First day of period	01 Apr 22
Last day of period	30 Jun 22
Data Capture:	18 Jul 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, that is the sum of customer claims made and paid and customer claims rejected.

Ergon Energy identified an inadvertent error in the Mar 22 quarter which overstated the Notice of planned interruption to supply not given by one GSL to the value of \$31. This immaterial misstatement has been amended in the Mar 22 quarter in the Q4 2021/22 GSL report.

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	3	23
	\$ for GSL payments given	\$1,240	\$1,240	\$620	\$465	\$3,565
	No. of customer claims	8	4	3	2	17
	No. of customer claims rejected	8	1	1	2	12
	No. of eligible claims not paid	0	0	0	0	0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	1	3	1	0	5
	\$ for GSL payments given	\$62	\$496	\$434	\$0	\$992
	No. of customer claims	0	0	1	0	1
	No. of customer claims rejected	0	0	1	0	1
	No. of eligible claims not paid	0	0	0	1	1
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	8	7	5	5	25
	\$ for GSL payments given	\$1,302	\$682	\$496	\$744	\$3,224
	No. of customer claims	0	0	5	2	7
	No. of customer claims rejected	0	0	3	1	4
	No. of eligible claims not paid	0	0	0	0	0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	13	20	18	25	76
	\$ for GSL payments given	\$806	\$1,240	\$1,116	\$1,550	\$4,712
	No. of customer claims	0	0	1	1	2
	No. of customer claims rejected	1	0	1	1	3
	No. of eligible claims not paid	0	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	372	39	566
	\$ for GSL payments given	\$3,596	\$1,209	\$11,532	\$1,209	\$17,546
	No. of customer claims	9	8	3	12	32
	No. of customer claims rejected	6	6	1	8	21
	No. of eligible claims not paid	0	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	1	71
	\$ for GSL payments given	\$918	\$462	\$4,004	\$77	\$5,461
	No. of customer claims	4	6	1	1	12
	No. of customer claims rejected	0	2	0	1	3
	No. of eligible claims not paid	0	0	0	0	0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	457	829	3354	1410	6050
	\$ for GSL payments given	\$56,668	\$102,796	\$415,896	\$174,840	\$750,200
	No. of customer claims	0	0	3	4	7
	No. of customer claims rejected	0	0	1	4	5
	No. of eligible claims not paid	11	18	6	4	39
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0	0	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	0	0	1	2	3
	No. of customer claims rejected	0	0	1	2	3
	No. of eligible claims not paid	0	0	0	0	0
Total	No. of GSL payments given	615	912	3,806	1,483	6,816
	\$ for GSL payments given	\$64,592	\$108,125	\$434,098	\$178,885	\$785,700
	No. of customer claims	21	18	18	24	81
	No. of customer claims rejected	15	9	9	19	52
	No. of eligible claims not paid	11	18	6	5	40
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	0	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.
	Quarter Four Reliability Duration GSLs paid in the quarter were related to events from January 2022 to May 2022 across regional Queensland. This included major storm events in late February / early March and mid May throughout regional Queensland. Planned Interruption GSLs related mainly to two outage occurrences in South West (June 2022) and Pioneer (May 2022). There were four Reliability Duration GSLs and one Connection GSL which were eligible for payment. However, despite best endeavours Ergon Energy was unable to obtain customer data from retailers in order to pay these GSLs.