

Ergon Energy Corporation Limited
GSL Oct - Dec 22 Q2 2022-23 Report

First day of period	01 Oct 22
Last day of period	31 Dec 22
Data Capture:	07 Feb 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 - 22	Dec - 22	Mar - 23	Jun - 23	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	6	2			8
	\$ for GSL payments given	\$930	\$310			\$1,240
	No. of customer claims	1	0			1
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	0	5			5
	\$ for GSL payments given	\$0	\$992			\$992
	No. of customer claims	1	0			1
	No. of customer claims rejected	1	0			1
	No. of eligible claims not paid	2	3			5
	\$ for eligible claims not paid	\$992	\$1,488			\$2,480
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	0			4
	\$ for GSL payments given	\$1,054	\$0			\$1,054
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	20	24			44
	\$ for GSL payments given	\$1,240	\$1,488			\$2,728
	No. of customer claims	0	1			1
	No. of customer claims rejected	0	1			1
	No. of eligible claims not paid	1	1			2
	\$ for eligible claims not paid	\$62	\$62			\$124
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	109	196			305
	\$ for GSL payments given	\$3,379	\$6,076			\$9,455
	No. of customer claims	2	1			3
	No. of customer claims rejected	1	0			1
	No. of eligible claims not paid	0	1			1
	\$ for eligible claims not paid	\$0	\$31			\$31
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	36	25			61
	\$ for GSL payments given	\$2,772	\$1,925			\$4,697
	No. of customer claims	2	1			3
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	1234	1900			3134
	\$ for GSL payments given	\$153,016	\$235,600			\$388,616
	No. of customer claims	1	3			4
	No. of customer claims rejected	1	0			1
	No. of eligible claims not paid	5	10			15
	\$ for eligible claims not paid	\$620	\$1,240			\$1,860
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0			0
	\$ for GSL payments given	\$0	\$0			\$0
	No. of customer claims	3	1			4
	No. of customer claims rejected	3	0			3
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Total	No. of GSL payments given	1,409	2,152	0	0	3,561
	\$ for GSL payments given	\$162,391	\$246,391	\$0	\$0	\$408,782
	No. of customer claims	10	7	0	0	17
	No. of customer claims rejected	6	1	0	0	7
	No. of eligible claims not paid	8	15	0	0	23
	\$ for eligible claims not paid	\$1,674	\$2,821	\$0	\$0	\$4,495
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	1	0			1

Additional Comments	<p>Quarter One There were four Reconnection GSLs paid in the quarter. One customer's payment was capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 1,234 Interruption Duration GSLs paid in the quarter, most were associated with two severe weather events and one 'vehicle hit pole' event in Darling Downs and South West. Eight GSLs were eligible for payment (five Interruption Duration, one Appointment and two Connection) but, despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process these payments.</p>
	<p>Quarter Two There were two Wrongful Disconnection GSLs paid in the quarter. No customer payments were capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 1,900 Reliability Duration GSLs paid in the quarter, most were associated with weather events in South West (663), Pioneer (336), Central West (316), Flinders (284) and Far North (174). Fifteen GSLs were eligible for payment (ten Interruption Duration, one Planned Interruption Residential one Appointment and three Connection) but, despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process these payments.</p>