

Ergon Energy Corporation Limited
GSL Jan-Mar Qtr3 2025-26 Report

First day of period	01 Jan 26
Last day of period	31 Mar 26
Data Capture:	07 May 26

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 - 25	Dec - 25	Mar - 26	Jun - 26	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	0	0	3		3
	\$ for GSL payments given	\$0	\$0	\$564		\$564
	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	1	8	2		11
	\$ for GSL payments given	\$62	\$1,650	\$300		\$2,012
	No. of customer claims	1	0	1		2
	No. of customer claims rejected	1	0	1		2
	No. of eligible claims not paid	0	1	1		2
	\$ for eligible claims not paid	\$0	\$75	\$150		\$225
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	1	2	1		4
	\$ for GSL payments given	\$124	\$150	\$75		\$349
	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	13	5	8		26
	\$ for GSL payments given	\$910	\$375	\$600		\$1,885
	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
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	51	57	249		357
	\$ for GSL payments given	\$1,847	\$2,166	\$9,462		\$13,475
	No. of customer claims	3	3	0		6
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	1		1
	\$ for eligible claims not paid	\$0	\$0	\$38		\$38
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	13	8	76		97
	\$ for GSL payments given	\$1,171	\$752	\$7,144		\$9,067
	No. of customer claims	0	1	0		1
	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	342	2,214	1,901		4,457
	\$ for GSL payments given	\$47,504	\$332,100	\$285,150		\$664,754
	No. of customer claims	1	4	11		16
	No. of customer claims rejected	1	3	8		12
	No. of eligible claims not paid	24	0	1		25
	\$ for eligible claims not paid	\$2,976	\$0	\$150		\$3,126
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	\$16	\$0	\$0		\$16
	\$ for GSL payments given	\$1,984	\$0	\$0		\$1,984
	No. of customer claims	0	0	2		2
	No. of customer claims rejected	0	0	2		2
	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	437	2,294	2,240		4,971
	\$ for GSL payments given	\$53,602	\$337,193	\$303,295		\$694,090
	No. of customer claims	5	8	14		27
	No. of customer claims rejected	2	3	11		16
	No. of eligible claims not paid	24	1	3		28
	\$ for eligible claims not paid	\$2,976	\$75	\$338		\$3,389
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	1	2	0		3

Additional Comments	Quarter One Despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process 24 GSLs (24 reliability duration), that were eligible for payment. One customer reached the \$600 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. The customer who reached the cap was paid a GSL resulting from connection not provided by the agreed date (noting the payment amount accrues at \$75 a day until the connection is completed, or the GSL cap payment price is reached).
	Quarter Two Despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process one GSLs (one connection), that was eligible for payment. Two customers reached the \$600 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap were paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at \$75 a day until the connection is completed, or the GSL cap payment price is reached).
	Quarter Three Despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process three GSLs (one connection, one planned interruption residential and one reliability duration), that was eligible for payment.