

Ergon Energy Corporation Limited
GSL Jan-Mar 21 Q3 2020-21 Report

First day of period	01 Jan 21
Last day of period	31 Mar 21
Data Capture:	21 Apr 21

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	3	3		8
	\$ for GSL payments given	\$284	\$465	\$465		\$1,214
	No. of customer claims	1	1	1		3
	No. of customer claims rejected	1	0	1		2
	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	0	3		4
	\$ for GSL payments given	\$171	\$0	\$310		\$481
	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
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	1	1	0		2
	\$ for GSL payments given	\$57	\$62	\$0		\$119
	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	25	12		59
	\$ for GSL payments given	\$1,304	\$1,550	\$744		\$3,598
	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	115	197	72		384
	\$ for GSL payments given	\$3,541	\$6,101	\$2,278		\$11,920
	No. of customer claims	9	2	3		14
	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 – small business customers (clause 2.3.8)	No. of GSL payments given	7	19	4		30
	\$ for GSL payments given	\$533	\$1,463	\$308		\$2,304
	No. of customer claims	2	2	0		4
	No. of customer claims rejected	1	0	0		1
	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	304	955	2,265		3,524
	\$ for GSL payments given	\$35,136	\$118,420	\$280,860		\$434,416
	No. of customer claims	1	1	7		9
	No. of customer claims rejected	1	1	7		9
	No. of eligible claims not paid	12	4	2		18
	\$ for eligible claims not paid	\$1,368	\$456	\$248		\$2,072
Interruption frequency GSL (clause 2.3.9(a)(ii))	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
Total	No. of GSL payments given	452	1,200	2,359	0	4,011
	\$ for GSL payments given	\$41,026	\$128,061	\$284,965	\$0	\$454,052
	No. of customer claims	13	6	11	0	30
	No. of customer claims rejected	3	1	8	0	12
	No. of eligible claims not paid	12	4	2	0	18
	\$ for eligible claims not paid	\$1,368	\$456	\$248	\$0	\$2,072
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	0	0	0		0

Additional Comments	Quarter 1 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.
	Quarter 2 Reliability Duration GSLs paid numbered 955, totalling \$118,420 due to storm season commencing throughout the Ergon Network regions. No major Event Days have been declared so far this storm season for Ergon Network. No customers reached their annual cap due to reliability issues. Four 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. Two residential planned interruption GSLs paid related to the previous financial year and therefore paid at the previous amounts of \$28.
	Quarter 3 Reliability Duration GSLs increased as a result of storm season activity between late October 2020 and late February 2021 across the Ergon Network. The largest impact occurred 20 December resulting in \$56,916 in Duration GSLs being paid. Despite best endeavours Ergon Network was unable to obtain customer data from retailers in order to pay two eligible GSLs for Reliability Duration.