

**Ergon Energy Corporation Limited**  
**GSL April - June 2023 Q4 2022-23 Report**

First day of period	01 Apr 23
Last day of period	30 Jun 23
Data Capture:	19 Jul 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	1	5	14
	\$ for GSL payments given	\$930	\$310	\$155	\$775	\$2,170
	No. of customer claims	1	0	1	1	3
	No. of customer claims rejected	0	0	0	0	0
	No. of eligible claims not paid	0	0	0	0	0
Connection not provided by the agreed date (clause 2.3.4)	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	No. of GSL payments given	0	5	0	0	5
	\$ for GSL payments given	\$0	\$992	\$0	0	\$992
	No. of customer claims	1	0	0	0	1
	No. of customer claims rejected	1	0	0	0	1
Reconnection not provided within the required time (clause 2.3.5)	No. of eligible claims not paid	2	3	0	0	5
	\$ for eligible claims not paid	\$992	\$1,488	\$0	\$0	\$2,480
	No. of GSL payments given	4	0	1	4	9
	\$ for GSL payments given	\$1,054	\$0	\$496	\$372	\$1,922
	No. of customer claims	0	0	0	0	0
Failure to attend appointments on time (clause 2.3.7)	No. of customer claims rejected	0	0	0	0	0
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	No. of GSL payments given	20	24	117	21	182
	\$ for GSL payments given	\$1,240	\$1,488	\$7,254	\$1,302	\$11,284
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of customer claims	0	1	1	0	2
	No. of customer claims rejected	0	1	1	0	2
	No. of eligible claims not paid	0	1	1	0	2
	\$ for eligible claims not paid	\$0	\$31	\$31	\$0	\$62
	No. of GSL payments given	109	196	22	201	528
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	\$ for GSL payments given	\$3,379	\$6,076	\$682	\$6,231	\$16,368
	No. of customer claims	2	1	4	5	12
	No. of customer claims rejected	1	0	1	0	2
	No. of eligible claims not paid	0	1	1	0	2
	\$ for eligible claims not paid	\$0	\$31	\$31	\$0	\$62
Interruption duration GSL (clause 2.3.9(a)(i))	No. of customer claims	36	25	14	17	92
	No. of customer claims rejected	0	0	0	0	0
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	\$ for GSL payments given	\$2,772	\$1,925	\$1,078	1309	\$7,084
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of customer claims	2	1	0	0	3
	No. of customer claims rejected	0	0	0	0	0
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	\$ for GSL payments given	\$153,016	\$235,600	\$671,336	\$212,412	\$1,272,364
Total	No. of customer claims	1	3	5	1	10
	No. of customer claims rejected	1	0	2	0	3
	No. of eligible claims not paid	5	10	17	19	51
	\$ for eligible claims not paid	\$620	\$1,240	\$2,108	\$2,356	\$6,324
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customer claims	3	1	3	1	8
	No. of customer claims rejected	3	0	2	1	6
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
Additional Comments	No. of customer claims	10	7	14	8	39
	No. of customer claims rejected	6	1	6	1	14
	No. of eligible claims not paid	8	15	21	23	67
	\$ for eligible claims not paid	\$1,674	\$2,821	\$2,325	\$2,604	\$9,424
	\$ for GSL payments given	\$162,391	\$246,391	\$681,001	\$222,401	\$1,312,184
Additional Comments	No. of customers who reached the cap on scheme entitlements	1	0	1	0	2

Additional Comments	<b>Quarter One</b>
	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.
	<b>Quarter Two</b>
	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.
	<b>Quarter Three</b>
There was one Wrongful Disconnection GSL paid in the quarter. Additional training of resources for increased safety requirements resulted in delayed completion of meter related activities under clause 2.3.7. There was one Reconnection customer payment capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 5,414 Reliability Duration GSLs paid in the quarter, most were associated with weather events in South West (1,851), Fraser Burnett (1,181), Bundaberg Burnett (445), and Darling Downs (303) in late November and Early December 2022. Ergon Energy was unable to obtain the necessary customer data from retailers to process 21 GSLs eligible for payment (17 Interruption Duration, one Planned Interruption Residential, and three Appointment) despite using best endeavours.	
<b>Quarter Four</b>	
There were five Wrongful Disconnection GSLs paid in the quarter. Additional training of resources for increased safety requirements resulted in delayed completion of meter related activities under clause 2.3.7. There were zero customers payment capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 5,414 Reliability Duration GSLs paid in the quarter, most were associated with weather event in Darling Downs (1,584) in late March and early April 2023. Ergon Energy was unable to obtain the necessary customer data from retailers to process 23 GSLs eligible for payment on vacant sites (19 Interruption Duration and four Appointment) despite using best endeavours.	