

**Ergon Energy Corporation Limited**  
**GSL Apr-Jun 21 Q4 2020-21 Report**

<b>First day of period</b>	01 Apr 21
<b>Last day of period</b>	30 Jun 21
<b>Data Capture:</b>	20 Jul 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	3	11
	\$ for GSL payments given	\$284	\$465	\$465	\$465	\$1,679
	No. of customer claims	1	1	1	4	7
	No. of customer claims rejected	1	0	1	2	4
	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	1	0	3	6	10
	\$ for GSL payments given	\$171	\$0	\$310	\$372	\$853
	No. of customer claims	0	0	0	1	1
	No. of customer claims rejected	0	0	0	1	1
Reconnection not provided within the required time (clause 2.3.5)	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	1	1	0	4	6
	\$ for GSL payments given	\$57	\$62	\$0	\$372	\$491
	No. of customer claims	0	0	0	1	1
Failure to attend appointments on time (clause 2.3.7)	No. of customer claims rejected	0	0	0	1	1
	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	22	25	12	22	81
	\$ for GSL payments given	\$1,304	\$1,550	\$744	\$1,364	\$4,962
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of customer claims	0	0	0	0	0
	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	114	197	71	120	502
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	\$ for GSL payments given	\$3,513	\$6,101	\$2,201	\$3,720	\$15,535
	No. of customer claims	9	2	3	2	16
	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
Interruption duration GSL (clause 2.3.9(a)(i))	No. of customer claims	2	2	0	2	6
	No. of customer claims rejected	1	0	0	1	2
	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	7	19	5	35	66
Interruption frequency GSL (clause 2.3.9(a)(ii))	\$ for GSL payments given	\$533	\$1,463	\$385	\$2,695	\$5,076
	No. of customer claims	2	2	0	2	6
	No. of customer claims rejected	1	0	0	1	2
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Total	No. of customer claims	303	955	2,265	748	4,271
	\$ for GSL payments given	\$35,022	\$118,420	\$280,860	\$92,752	\$527,054
	No. of customer claims	1	1	7	2	11
	No. of customer claims rejected	1	1	7	2	11
	No. of eligible claims not paid	12	4	2	8	26
Customers reaching cap (clause 2.4.2(a)(i)(v))	\$ for eligible claims not paid	\$1,368	\$456	\$248	\$992	\$3,064
	No. of customer claims	0	0	0	0	0
	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
Total	No. of customer claims	450	1,200	2,359	938	4,947
	\$ for GSL payments given	\$40,884	\$128,061	\$284,965	\$101,740	\$555,650
	No. of customer claims	13	6	11	14	44
	No. of customer claims rejected	3	1	8	8	20
	No. of eligible claims not paid	12	4	2	8	26
Customers reaching cap (clause 2.4.2(a)(i)(v))	\$ for eligible claims not paid	\$1,368	\$456	\$248	\$992	\$3,064
	No. of customers who reached the cap on scheme entitlements	0	0	0	0	0

<b>Additional Comments</b>	<b>Quarter 1</b> 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. Note: As a result of an end of financial year audit on GSLs, two duplicate GSLs were identified as previously reported as paid in Q1. This has resulted in an amended reduction of one GSL paid for each of Interrupted Duration and Planned Interruption.
	<b>Quarter 2</b> 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.
	<b>Quarter 3</b> 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. A previous residential planned interruption GSL has been correctly reclassified as a business planned interruption GSL.
	<b>Quarter 4</b> 748 Reliability Duration GSLs were paid totalling \$92,752 due to storm activity between December 2020 and May 2021 across the Ergon Network. The largest impact occurred 29 December resulting in \$29,140 in Duration GSLs being paid. Eight Reliability Duration GSLs were eligible for payment however despite best endeavours, Ergon Network was unable to obtain customer data from retailers in order to pay these GSLs.