

Energex Limited
GSL Jul-Sep 24 Qtr1 2024-25 Report

First day of period	01 Jul 24
Last day of period	30 Sep 24
Data Capture:	12 Nov 24

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 - 24	Dec - 24	Mar - 25	Jun - 25	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	5				5
	\$ for GSL payments given	\$775				\$775
	No. of customer claims	5				5
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	157				157
	\$ for GSL payments given	\$53,010				\$53,010
	No. of customer claims	2				2
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	8				8
	\$ for eligible claims not paid	\$496				\$496
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4				4
	\$ for GSL payments given	\$124				\$124
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	46				46
	\$ for GSL payments given	\$2,852				\$2,852
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	3				3
	\$ for eligible claims not paid	\$186				\$186
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	273				273
	\$ for GSL payments given	\$4,863				\$4,863
	No. of customer claims	2				2
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	14				14
	\$ for GSL payments given	\$1,078				\$1,078
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	113				113
	\$ for GSL payments given	\$14,012				\$14,012
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	1				1
	\$ for eligible claims not paid	\$124				\$124
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0				0
	\$ for GSL payments given	\$0				\$0
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	4				4
	\$ for eligible claims not paid	\$496				\$496
Total	No. of GSL payments given	612				612
	\$ for GSL payments given	\$80,314				\$80,314
	No. of customer claims	15				15
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	12				12
	\$ for eligible claims not paid	\$1,302				\$1,302
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	26				26

Additional Comments	<p>Quarter One Despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process 12 GSLs (eight connections, three appointments and 1 reliability duration), that were eligible for payment. 26 customers reached the \$496.00 cap on the GSL Scheme Entitlements as per clause 2.3.15 of the Electricity Distribution Network Code. All customers who reached the cap where paid GSLs resulting from connections not provided by the agreed date (noting the payment amount accrues at \$62 a day until the connection is completed, or the GSL cap payment price is reached).</p>
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