

Energex Limited

GSL Oct-Dec 24 Qtr2 2024-25 Report

First day of period	01 Oct 24
Last day of period	31 Dec 24
Data Capture:	16 Jan 25

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	2			7
	\$ for GSL payments given	\$775	\$310			\$1,085
	No. of customer claims	5	0			5
	No. of customer claims rejected	0	0			0
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	157	110			267
	\$ for GSL payments given	\$53,010	\$34,100			\$87,110
	No. of customer claims	2	7			9
	No. of customer claims rejected	0	5			5
	No. of eligible claims not paid	8	0			8
	\$ for eligible claims not paid	\$496	\$0			\$496
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	4			8
	\$ for GSL payments given	\$124	\$372			\$496
	No. of customer claims	0	3			3
	No. of customer claims rejected	0	3			3
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	46	68			114
	\$ for GSL payments given	\$2,852	\$4,216			\$7,068
	No. of customer claims	1	1			2
	No. of customer claims rejected	0	1			1
	No. of eligible claims not paid	3	0			3
	\$ for eligible claims not paid	\$186	\$0			\$186
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	273	134			407
	\$ for GSL payments given	\$8,463	\$4,154			\$12,617
	No. of customer claims	2	1			3
	No. of customer claims rejected	0	1			1
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	14	3			17
	\$ for GSL payments given	\$1,078	\$231			\$1,309
	No. of customer claims	1	3			4
	No. of customer claims rejected	0	3			3
	No. of eligible claims not paid	0	0			0
	\$ for eligible claims not paid	\$0	\$0			\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	113	664			777
	\$ for GSL payments given	\$14,012	\$82,336			\$96,348
	No. of customer claims	1	5			6
	No. of customer claims rejected	0	5			5
	No. of eligible claims not paid	1	2			3
	\$ for eligible claims not paid	\$124	\$248			\$372
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0			0
	\$ for GSL payments given	\$0	\$0			\$0
	No. of customer claims	0	5			5
	No. of customer claims rejected	0	5			5
	No. of eligible claims not paid	4	0			4
	\$ for eligible claims not paid	\$496	\$0			\$496
Total	No. of GSL payments given	612	985			1,597
	\$ for GSL payments given	\$80,314	\$125,719			\$206,033
	No. of customer claims	15	25			40
	No. of customer claims rejected	0	23			23
	No. of eligible claims not paid	12	2			14
	\$ for eligible claims not paid	\$1,302	\$248			\$1,550
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	26	12			38

Additional Comments	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 one 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 were 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).
	Quarter Two Despite using best endeavours, Energex was unable to obtain the necessary customer data from retailers to process two GSLs (two reliability durations), that were eligible for payment. 12 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 were 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).