

**Ergon Energy
GSL Reporting**

Note:

No. of GSL payments given includes both automatically identified GSLs and customer-initiated claims that have been made.

No. of customer claims is the total number of customer claims received (the sum of *customer claims made and paid* and *customer claims rejected*)

Data Specifications			Quarter				Financial Year to Date
Section in EIC	Reporting Requirements	Unit	Sep - 13	Dec - 13	Mar - 14	Jun - 14	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	47	30	30	38	145
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$6,110.00	\$3,900.00	\$3,900.00	\$4,940.00	\$18,850.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	15	17	24	21	77
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,664.00	\$1,664.00	\$3,016.00	\$3,588.00	\$9,932.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	1	1	1	7
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	0	1	3
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	4	4	7	23
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$572.00	\$312.00	\$208.00	\$416.00	\$1,508.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	6	5	11	9	31
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	8	6	18
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1	1	1	0	3
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$52.00	\$52.00	\$208.00	\$0.00	\$312.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	0	1	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	1	1
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	40	39	132	179	390
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,080.00	\$2,184.00	\$6,864.00	\$9,308.00	\$20,436.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	13	13	19	56
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	4	4	7	18
Notice of planned interruption to supply not given – small residential customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,550	348	742	583	3,223
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$40,300.00	\$9,048.00	\$19,292.00	\$15,158.00	\$83,798.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	6	7	11	35
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	4	3	8	17
Notice of planned interruption to supply not given – small business customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	179	33	61	35	308
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$11,635.00	\$2,145.00	\$3,965.00	\$2,275.00	\$20,020.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	7	2	0	0	9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	0	0	0	5
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	79	604	630	258	1,571
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,216.00	\$62,816.00	\$65,520.00	\$26,832.00	\$163,384.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	4	6	5	16
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	4	5	5	15
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	46	0	61	477	584
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,784.00	\$0.00	\$6,344.00	\$49,608.00	\$60,736.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	0	0	3	5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	0	3	5
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,965	1,076	1,685	1,598	6,324
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$75,413.00	\$82,121.00	\$109,317.00	\$112,125.00	\$378,976.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	42	32	38	49	161
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	16	15	20	31	82