

**Energex
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 - 14	Dec - 14	Mar - 15	Jun - 15	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	34	67	33	45	179
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,420.00	\$8,710.00	\$4,290.00	\$5,850.00	\$23,270.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3	6	3	3	15
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	1	0	5
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	4	5	12	11	32
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$208.00	\$260.00	\$1,352.00	\$1,664.00	\$3,484.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	5	1	7
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	2	0	2
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	54	89	84	85	312
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,940.00	\$8,788.00	\$8,164.00	\$6,812.00	\$28,704.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	1	3	1	6
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	1	1
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	(#)	0	0	0	0	0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	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
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	64	83	78	13	238
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,328.00	\$4,316.00	\$4,056.00	\$676.00	\$12,376.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	2	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
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	(#)	514	348	216	543	1,621
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$13,364.00	\$9,048.00	\$5,616.00	\$14,118.00	\$42,146.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	3	5	2	15
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	3	1	0	6
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	(#)	56	10	29	76	171
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,640.00	\$650.00	\$1,885.00	\$4,940.00	\$11,115.00
	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
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	6	15	3,450	426	3,897
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$624.00	\$1,560.00	\$358,800.00	\$44,304.00	\$405,288.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	14	2	2	18
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	14	2	2	18
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	0	0	0	0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	1	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	1	1	0	2
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	732	617	3,902	1,199	6,450
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$30,524.00	\$33,332.00	\$384,163.00	\$78,364.00	\$526,383.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	9	26	21	9	65
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	21	7	3	34

Note 1: Energex reported 15 Reliability duration GSLs paid in the December 2014 quarter. However, ~3,200 Reliability Duration GSLs were validated in the December 2014 quarter as a result of a super cell storm occurring on 27 November 2014.

Note 2: Energex reported 3,450 Reliability duration GSLs paid in the March 2015 quarter. As previously advised, a high volume of Reliability Duration GSL payments were validated in the December 2014 quarter following a severe weather event on 27 November 2014. Although a Natural Disaster Relief and Recovery Arrangement (NDRRA) was declared for the Brisbane Local Government Area (LGA) in relation to this event, 3,080 Reliability Duration GSL payments were made to customers located in areas outside of the Brisbane LGA. A secondary severe weather event on 17 December 2014 resulted in an additional 335 Reliability Duration GSLs being validated and paid in the March 2015 quarter. Although both events occurred in the December 2014 quarter, due to processing timeframes these GSLs were paid and reported in the March 2015 quarter.

Note 3: Volumes of Planned Interruptions GSLs increased in the June 2015 quarter. This increase is attributed to six planned outage events which accounted for approximately 60% of the Planned Interruption GSLs paid this quarter.

Note 4: Energex reported 426 Reliability duration GSLs paid in the June 2015 quarter. Although this is a decrease on the previous quarter's results, volumes remain higher than typical. The higher volumes reported this quarter are attributed to three significant events:

- An outage on 7 April 2015 where restoration was delayed due to the difficult terrain and the location of the fault.
- A severe weather event on 1 May 2015 resulting in considerable storm damage and restricted access due to localised flooding.
- A traffic incident on 26 March 2015 which caused significant damage to the network and delays in restoration. Due to processing timeframes resultant GSLs were validated and paid in the June 2015 quarter.