

Ergon Energy Corporation Limited
GSL Jul-Sep18 Qtr1 1819 Report

First day of period	01 Jul 18
Last day of period	30 Sep 18
Data Capture:	04 Oct 18

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 - 18	Dec - 18	Mar - 19	Jun - 19	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	24				24
	\$ for GSL payments given	\$3,408				\$3,408
	No. of customer claims	2				2
	No. of customer claims rejected	1				1
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	0				0
	\$ for GSL payments given	\$0				\$0
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	3				3
	\$ for GSL payments given	\$171				\$171
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Failure to attend to customer's premises within the time required concerning loss of hot water supply (clause 2.3.6)	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
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	40				40
	\$ for GSL payments given	\$2,280				\$2,280
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	112				112
	\$ for GSL payments given	\$3,136				\$3,136
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	20				20
	\$ for GSL payments given	\$1,420				\$1,420
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	426				426
	\$ for GSL payments given	\$48,564				\$48,564
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	2				2
	\$ for GSL payments given	\$228				\$228
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Total	No. of GSL payments given	627				627
	\$ for GSL payments given	\$59,207				\$59,207
	No. of customer claims	7				7
	No. of customer claims rejected	4				4