

## Energex Limited

## GSL Apr-Jun 20 Q4 2019-20 Report

First day of period	01 Apr 20
Last day of period	30 Jun 20
Data Capture:	09 Jul 20

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 - 19	Dec - 19	Mar - 20	Jun - 20	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	7	7	6	3	23
	\$ for GSL payments given	\$994	\$994	\$852	\$426	\$3,266
	No. of customer claims	2	2	1	1	6
	No. of customer claims rejected	1	1	1	1	4
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	366	186	73	68	693
	\$ for GSL payments given	\$103,672	\$55,456	\$20,893	\$17,145	\$197,166
	No. of customer claims	23	24	2	4	53
	No. of customer claims rejected	6	10	0	2	18
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	3	4	16	3	26
	\$ for GSL payments given	\$627	\$399	\$1,254	\$171	\$2,451
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	0	0	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	1	0	0	0	1
	\$ for GSL payments given	\$114	\$0	\$0	\$0	\$114
	No. of customer claims	2	0	0	0	2
	No. of customer claims rejected	2	0	0	0	2
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	35	18	18	17	88
	\$ for GSL payments given	\$1,995	\$1,026	\$1,026	\$969	\$5,016
	No. of customer claims	1	0	0	0	1
	No. of customer claims rejected	1	0	0	0	1
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	69	99	138	61	367
	\$ for GSL payments given	\$1,932	\$2,772	\$3,864	\$1,708	\$10,276
	No. of customer claims	5	4	1	1	11
	No. of customer claims rejected	4	4	1	1	10
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	25	4	19	8	56
	\$ for GSL payments given	\$1,775	\$284	\$1,349	\$568	\$3,976
	No. of customer claims	4	1	2	0	7
	No. of customer claims rejected	2	1	1	0	4
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	395	823	121	10	1,349
	\$ for GSL payments given	\$45,030	\$93,822	\$13,794	\$1,140	\$153,786
	No. of customer claims	5	0	1	0	6
	No. of customer claims rejected	2	0	1	0	3
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0	0	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	0	0	1	0	1
	No. of customer claims rejected	0	0	1	0	1
Total	No. of GSL payments given	901	1,141	391	170	2,603
	\$ for GSL payments given	\$156,139	\$154,753	\$43,032	\$22,127	\$376,051
	No. of customer claims	42	31	8	6	87
	No. of customer claims rejected	18	16	5	4	43

Additional Comments	<p>Quarter 1</p> <p>The increase to connection GSLs continued into the first quarter of this financial year. The crew resourcing issues that have contributed to this are being addressed with additional crews being recruited and existing crews upskilled to assist. Performance increased in September and it is expected that these volumes will begin to decrease from Quarter 2 onwards.</p> <p>Interruption duration GSLs decreased, which is expected at this time of the year due to the lower volume of abnormal weather events.</p>
	<p>Quarter 2</p> <p>Connection GSLs decreased in the second quarter. There was an improvement in crew resourcing from additional crews being recruited and upskilled to assist.</p> <p>Interruption duration payments increased by 428. The majority of payments (684) were related to storm damage.</p> <p>Planned interruption GSLs (Residential) increased with the largest incident impacting 47 customers.</p>
	<p>Quarter 3</p> <p>Connection GSLs continued to decrease to 73 in the third quarter. Additional crews have been recruited and upskilled to assist.</p> <p>Interruption Duration GSL volumes decreased by 702 to 121 with the majority due to storm damage (79), and underground and overhead cable faults (35).</p> <p>Planned Interruption GSLs for residential customers increased to 138 with the largest two incidents affecting 76 customers in South Brisbane and 32 customers in Eight Mile Plains.</p> <p>Industrial action taken by our contractor, Smart Metering Services (SMS) who complete re-en work on behalf of Energex, took place in late January 2020 which caused 14 of the 16 reconnections not performed on time. The issues causing industrial action were resolved in early February so it is not expected to cause any further issues.</p>
	<p>Quarter 4</p> <p>With the suspension in some planned interruptions during the initial COVID-19 restrictions, planned interruption GSLs saw a small reduction and the lowest volumes within the 12 months. Connections GSLs continued to reduce off the back of improvements to field resourcing; this remains a focus across the business. A quieter storm season meant fewer Reliability GSLs rolling over into Q4 compared to previous years.</p>