

Ergon Energy Corporation Limited
GSL Oct-Dec 19 Q2 1920 Report

First day of period	01 Oct 19
Last day of period	31 Dec 19
Data Capture:	20 Jan 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	6	17			23
	\$ for GSL payments given	\$852	\$2,414			\$3,266
	No. of customer claims	1	0			1
	No. of customer claims rejected	0	0			0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	2	1			3
	\$ for GSL payments given	\$399	\$171.00			\$570
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	11	9			20
	\$ for GSL payments given	\$1,024	\$855			\$1,879
	No. of customer claims	0	0			0
	No. of customer claims rejected	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	0	0			0
	\$ for GSL payments given	\$0	\$0			\$0
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	34	18			52
	\$ for GSL payments given	\$1,938	\$1,026			\$2,964
	No. of customer claims	2	2			4
	No. of customer claims rejected	2	1			3
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	120	152			272
	\$ for GSL payments given	\$3,360	\$4,256			\$7,616
	No. of customer claims	3	7			10
	No. of customer claims rejected	1	5			6
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	26	7			33
	\$ for GSL payments given	\$1,846	\$497			\$2,343
	No. of customer claims	0	5			5
	No. of customer claims rejected	0	3			3
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	226	370			596
	\$ for GSL payments given	\$25,764	\$42,180			\$67,944
	No. of customer claims	1	1			2
	No. of customer claims rejected	0	0			0
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	1	1			2
	No. of customer claims rejected	1	1			2
Total	No. of GSL payments given	425	574	0	0	999
	\$ for GSL payments given	\$35,183	\$51,399	\$0	\$0	\$86,582
	No. of customer claims	8	16	0	0	24
	No. of customer claims rejected	4	10	0	0	14

Additional Comments	<p>Quarter 1 Wrongful Disconnection volumes continued to decrease from the second half of the previous financial year. Connection volumes were comparable to previous quarters. Reconnections reduced from the high seen in the prior quarter which was driven by the implementation of the Safe Entry policy. It is expected these will reduce further again next quarter to align with the figures seen prior to the implementation. 64 of the planned interruption GSLs were the result of a single error in Townsville. 132 of the reliability duration GSLs related to a single incident in Kuranda on 29/06/2019.</p> <p>Quarter 2 Wrongful Disconnections increased from the first quarter, ending the downward trend. An increased focus has been placed on the investigation and resolution of these issues to identify the root cause and reduce this volume moving forward. Connection and Reconnection GSLs decreased from the previous quarter. 44 of the planned interruption GSLs occurred in Tieri on the 18/09/2019; 32 occurred in Chinchilla on the 9/12/2019 and 31 in Hervey Bay on the 20/10/2019.</p>
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