

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
EDNC	Reporting Requirements	Unit	Sep - 15	Dec - 15	Mar - 16	Jun - 16	
Wrongful disconnections (clause 2.3.3)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	31	29	29		89
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$4,198.00	\$4,118.00	\$4,118.00		\$12,434.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	3	6		9
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	1	2		3
Connection not provided by the agreed date (clause 2.3.4)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	6	9	3		18
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$904.00	\$796.00	\$342.00		\$2,042.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	1	0		1
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	0	0		0
Reconnection not provided within the required time (clause 2.3.5)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	58	29	41		128
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$5,367.00	\$2,793.00	\$5,122.00		\$13,282.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	3	0		4
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	1	0		1
Failure to attend to customer's premises within the time required concerning loss of hot water supply (clause 2.3.6)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	1	0	0		1
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$171.00	\$0.00	\$0.00		\$171.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	0	0		1
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	0	0		0
Failure to attend appointments on time (clause 2.3.7)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	54	93	61		208
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$2,968.00	\$5,301.00	\$3,477.00		\$11,746.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	3	2		6
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	2	2		4
Notice of planned interruption to supply not given – small residential customers (clause 2.3.8)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	160	640	500		1300
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$4,290.00	\$17,920.00	\$14,000.00		\$36,210.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	3	4	2		9
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	2	2	1		5
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	33	28	44		105
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$2,295.00	\$1,988.00	\$3,124.00		\$7,407.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	0	1		2
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	1	0	0		1
Interruption duration GSL (clause 2.3.9(a)(i))	2.4.2(a)(i)(i) No. of GSL payments given	(#)	104	986	5014		6104
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$11,816.00	\$112,404.00	\$571,596.00		\$695,816.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	1	9		11
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	1	1	5		7
Interruption frequency GSL (clause 2.3.9(a)(ii))	2.4.2(a)(i)(i) No. of GSL payments given	(#)	0	0	0		0
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00		\$0.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	0	1		1
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	0	1		1
Total	2.4.2(a)(i)(i) No. of GSL payments given	(#)	447	1814	5,692		7953
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$32,009.00	\$145,320.00	\$601,779.00		\$779,108.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	8	15	21		44
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	4	7	11		22

Note 1: Energex reported 104 reliability GSLs in the September 2015 quarter. Although this is a decrease on volumes reported in the previous two quarters, volumes remain higher than typical. Results this quarter are associated with an underground equipment failure in the Noosa area during the quarter.

Note 2: Volumes of planned interruption GSL payments increased in the December 2015 quarter. Approximately 300 GSL payments were made as a result of outage notifications that did not account for the public holiday on 5 October 2015.

Note 3: Interruption duration GSL payments increased during the December 2015 quarter. The majority of GSL payments were as a result of:

- a severe storm on 29 November 2015 which resulted in extensive damage to the network and a total of 575 GSLs; and
- a storm on 27 October 2015 which caused trees to fall on Energex equipment and a total of 325 GSLs.

Note 4: Interruption duration GSL payments increased significantly during the March 2016 quarter. Of the 5,014 GSLs paid, 4,374 were as a result of a severe weather event in the Logan, Redlands and Scenic Rim areas on 10 December 2015 and 528 were as a result of storm activity in the Cooroy area on 30 January 2016.

Note 5: Of the 41 reconnection GSLs reported during the March 2016 quarter, 29 were as a result of a NEMLink system issue.

Note 6: Of the 544 planned interruption GSL payments made during the March 2016 quarter, 158 were as a result of outage notifications that did not account for the public holiday on 26 January 2016.