

Ergon Energy  
GSL Reporting

Data Specifications		Quarter				Financial Year to Date
Electricity Distribution Network Code	Reporting Requirements	Sep - 16	Dec - 16	Mar - 17	Jun - 17	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	22	47			69
	\$ for GSL payments given	\$3,124.00	\$6,674.00			\$9,798.00
	No. of customer claims	2	2			4
	No. of customer claims rejected	0	0			0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	0	1			1
	\$ for GSL payments given	0	57			57
	No. of customer claims	2	2			4
	No. of customer claims rejected	2	2			4
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	0			4
	\$ for GSL payments given	\$456.00	\$0.00			\$456.00
	No. of customer claims	1	0			1
	No. of customer claims rejected	1	0			1
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	1			1
	\$ for GSL payments given	0	57			57
	No. of customer claims	0	1			1
	No. of customer claims rejected	0	1			1
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	32	26			58
	\$ for GSL payments given	\$1,824.00	\$1,482.00			\$3,306.00
	No. of customer claims	4	6			10
	No. of customer claims rejected	3	4			7
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	204	32			236
	\$ for GSL payments given	6013	1025			7038
	No. of customer claims	6	4			10
	No. of customer claims rejected	3	4			7
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	100	7			107
	\$ for GSL payments given	\$6,799.00	\$497.00			\$7,296.00
	No. of customer claims	4	1			5
	No. of customer claims rejected	4	1			5
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	393	2187			2580
	\$ for GSL payments given	44802	249318			294120
	No. of customer claims	2	2			4
	No. of customer claims rejected	1	2			3
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	143	0			143
	\$ for GSL payments given	\$16,302.00	\$0.00			\$16,302.00
	No. of customer claims	1	0			1
	No. of customer claims rejected	1	0			1
Total	No. of GSL payments given	898	2301			3199
	\$ for GSL payments given	79320	259110			338430
	No. of customer claims	22	18			40
	No. of customer claims rejected	15	14			29