

Energex Limited
GSL Oct-Dec17 Qtr2 1718 Report

First day of period	01 Oct 17
Last day of period	31 Dec 17
Data Capture:	30 Jan 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 - 17	Dec - 17	Mar - 18	Jun - 18	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	14	10			24
	\$ for GSL payments given	\$1,988	\$1,420			\$3,408
	No. of customer claims	0	1			1
	No. of customer claims rejected	0	1			1
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	54	59			113
	\$ for GSL payments given	\$12,341	\$9,004			\$21,345
	No. of customer claims	0	2			2
	No. of customer claims rejected	0	1			1
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	13	11			24
	\$ for GSL payments given	\$1,026	\$1,311			\$2,337
	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	53	47			100
	\$ for GSL payments given	\$3,021	\$2,679			\$5,700
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	235	288			523
	\$ for GSL payments given	\$6,580	\$8,064			\$14,644
	No. of customer claims	0	1			1
	No. of customer claims rejected	0	1			1
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	21	26			47
	\$ for GSL payments given	\$1,491	\$1,846			\$3,337
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	4	1,395			1399
	\$ for GSL payments given	\$456	\$159,030			\$159,486
	No. of customer claims	2	2			4
	No. of customer claims rejected	2	1			3
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	0	0			0
	No. of customer claims rejected	0	0			0
Total	No. of GSL payments given	394	1,836			2230
	\$ for GSL payments given	\$26,903	\$183,354			\$210,257
	No. of customer claims	2	6			8
	No. of customer claims rejected	2	4			6

Additional Comments	1. 1,356 duration GSL's were paid as a result of storms that impacted Brisbane in late October.
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