

Ergon Energy Corporation Limited
GSL Mar-Jun18 Qtr4 1718 Report

First day of period	01 Apr 18
Last day of period	30 Jun 18
Data Capture:	03 Jul 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	23	11	17	13	64
	\$ for GSL payments given	\$3,266	\$1,562	\$2,414	\$1,846	\$9,088
	No. of customer claims	9	7	2	3	21
	No. of customer claims rejected	1	3	0	2	6
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	39	3	9	10	61
	\$ for GSL payments given	\$8,436	\$513	\$1,877	\$1,537	\$12,363
	No. of customer claims	1	0	1	1	3
	No. of customer claims rejected	1	0	1	1	3
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	6	1	8	8	23
	\$ for GSL payments given	\$456	\$57	\$684	\$910	\$2,107
	No. of customer claims	2	0	2	0	4
	No. of customer claims rejected	0	0	2	1	3
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	\$57	\$0	\$0	\$0	\$57
	No. of customer claims	0	1	0	0	1
	No. of customer claims rejected	0	1	0	0	1
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	47	39	36	38	160
	\$ for GSL payments given	\$2,679	\$2,223	\$2,052	\$2,166	\$9,120
	No. of customer claims	1	0	1	0	2
	No. of customer claims rejected	0	0	1	0	1
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	369	133	496	164	1162
	\$ for GSL payments given	\$10,332	\$3,724	\$13,888	\$4,592	\$32,536
	No. of customer claims	4	6	4	2	16
	No. of customer claims rejected	3	5	3	2	13
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	54	39	77	49	219
	\$ for GSL payments given	\$3,834	\$2,769	\$5,467	\$3,479	\$15,549
	No. of customer claims	0	0	1	0	1
	No. of customer claims rejected	0	0	1	3	4
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	299	719	17314	4361	22693
	\$ for GSL payments given	\$34,086	\$81,966	\$1,973,796	\$497,154	\$2,587,002
	No. of customer claims	0	0	33	5	38
	No. of customer claims rejected	0	0	16	19	35
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	1	56	57
	\$ for GSL payments given	\$0	\$0	\$114	\$6,384	\$6,498
	No. of customer claims	0	0	5	0	5
	No. of customer claims rejected	0	0	4	5	9
Total	No. of GSL payments given	838	945	17958	4699	24440
	\$ for GSL payments given	\$63,146	\$92,814	\$2,000,292	\$518,068	\$2,674,320
	No. of customer claims	17	14	49	11	91
	No. of customer claims rejected	5	9	28	33	75

Additional Comments	<p>There were 19746 Interrupted Duration GSL's for Q3 with:</p> <ul style="list-style-type: none"> -1502 GSLs totalling \$171,028 paid caused by a storm event in Central, Burnett Region and additional weather events around Christmas and New Years. - 2457 GSLs totalling \$280,098 paid caused by storm events experienced between 15 to 21 st Feb 2018 in the Fraser/ Burnett & South West. <p>- GSL volumes and dollars have been reviewed and updated in Q1-3 after several incorrectly reported figures were identified when going through the GSL data at end of year. The issues included a system issue that incorrectly identified residential and business GSLS whereby the dollars were paid correctly but the class of GSL was incorrect in business reports; and in some instances withdrawn GSLs were counted where a GSL was withdrawn in a different quarter after being paid in a previous quarter.</p>
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