

Energex Limited
GSL Jul-Sep18 Qtr1 1819 Report

First day of period	01 Jul 18
Last day of period	30 Sep 18
Data Capture:	16 Oct 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 - 18	Dec - 18	Mar - 19	Jun - 19	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	7				7
	\$ for GSL payments given	\$994				\$994
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	80				80
	\$ for GSL payments given	\$17,261				\$17,261
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5				5
	\$ for GSL payments given	\$513				\$513
	No. of customer claims	0				0
	No. of customer claims rejected	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
	\$ for GSL payments given	\$0				\$0
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	40				40
	\$ for GSL payments given	\$2,280				\$2,280
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	148				148
	\$ for GSL payments given	\$4,143				\$4,143
	No. of customer claims	3				3
	No. of customer claims rejected	1				1
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	12				12
	\$ for GSL payments given	\$852				\$852
	No. of customer claims	2				2
	No. of customer claims rejected	0				0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	1,371				1371
	\$ for GSL payments given	\$156,294				\$156,294
	No. of customer claims	38				38
	No. of customer claims rejected	19				19
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0				0
	\$ for GSL payments given	\$0				\$0
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
Total	No. of GSL payments given	1,663				1663
	\$ for GSL payments given	\$182,337				\$182,337
	No. of customer claims	48				48
	No. of customer claims rejected	22				22

Additional Comments	<p>The increase in customer claims for Interruption Duration reported in Quarter 1 are a result of customers questioning if they should have received a GSL payment for the storms in February 2018.</p> <p>910 of the Interruption Duration GSL's relate to a single incident during the weather event on 11 February 2018. As a result of multiple customer enquiries an investigation was conducted for an outage which had a duration of 17 hours and 58 minutes. After interrogating the data, it was identified that these customers were potentially without power for 18 hours and 5 minutes which would require a GSL payment. In the interest of customer service, the decision was made to organise GSL payments for the impacted customers.</p>
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