

Ergon Energy Corporation Limited
GSL Jul-Sep 19 Qtr1 1920 Report

First day of period	01 Jul 19
Last day of period	30 Sep 19
Data Capture:	15 Oct 19

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 - 19	Dec - 19	Mar - 20	Jun - 20	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	6				6
	\$ for GSL payments given	\$852				\$852
	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	2				2
	\$ for GSL payments given	\$399				\$399
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	11				11
	\$ for GSL payments given	\$1,024				\$1,024
	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	34				34
	\$ for GSL payments given	\$1,938				\$1,938
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	120				120
	\$ for GSL payments given	\$3,360				\$3,360
	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	26				26
	\$ for GSL payments given	\$1,846				\$1,846
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	226				226
	\$ for GSL payments given	\$25,764				\$25,764
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
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	1				1
	No. of customer claims rejected	1				1
Total	No. of GSL payments given	425	0	0	0	425
	\$ for GSL payments given	\$35,183	\$0	\$0	\$0	\$35,183
	No. of customer claims	8	0	0	0	8
	No. of customer claims rejected	4	0	0	0	4

Additional Comments	<p>Quarter 1</p> <p>Wrongful disconnection volumes continued to decrease from the second half of the previous financial year. Connection volumes were comparable to previous quarters.</p> <p>Reconnections reduced from the high seen in the prior quarter which was driven by the implementation of the Safe Entry policy. It is expected these will reduce further again next quarter to align with the figures seen prior to the implementation.</p> <p>64 of the planned interruption GSLs were the result of a single error in Townsville.</p> <p>132 of the reliability duration GSLs related to a single incident in Kuranda on 29/06/2019.</p>
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