

**Ergon Energy  
GSL Reporting**

**Note:**

*No. of GSL payments given* includes both automatically identified GSLs and customer-initiated claims that have been made.

*No. of customer claims* is the total number of customer claims received (the sum of *customer claims made and paid* and *customer claims rejected*)

Data Specifications			Quarter				Financial Year to Date
EDNC	Reporting Requirements	Unit	Sep - 15	Dec - 15	Mar - 16	Jun - 16	
Wrongful disconnections (clause 2.3.3)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	58	0	0	0	58
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$8,152.00	\$0.00	\$0.00	\$0.00	\$8,152.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	0	0	0	0
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	0	0	0	0
Connection not provided by the agreed date (clause 2.3.4)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	27	0	0	0	27
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$2,294.00	\$0.00	\$0.00	\$0.00	\$2,294.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	5	0	0	0	5
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	2	0	0	0	2
Reconnection not provided within the required time (clause 2.3.5)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	12	0	0	0	12
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$1,909.00	\$0.00	\$0.00	\$0.00	\$1,909.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	9	0	0	0	9
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	5	0	0	0	5
Failure to attend to customer's premises within the time required concerning loss of hot water supply (clause 2.3.6)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	0	0	0	0	0
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	0	0	0	0
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	0	0	0	0
Failure to attend appointments on time (clause 2.3.7)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	408	0	0	0	408
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$23,272.00	\$0.00	\$0.00	\$0.00	\$23,272.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	37	0	0	0	37
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	6	0	0	0	6
Notice of planned interruption to supply not given – small residential customers (clause 2.3.8)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	1,089	0	0	0	1,089
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$30,492.00	\$0.00	\$0.00	\$0.00	\$30,492.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	11	0	0	0	11
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	10	0	0	0	10
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	2.4.2(a)(i)(i) No. of GSL payments given	(#)	145	0	0	0	145
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$10,295.00	\$0.00	\$0.00	\$0.00	\$10,295.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	0	0	0	1
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	1	0	0	0	1
Interruption duration GSL (clause 2.3.9(a)(i))	2.4.2(a)(i)(i) No. of GSL payments given	(#)	402	0	0	0	402
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$45,828.00	\$0.00	\$0.00	\$0.00	\$45,828.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	0	0	0	0
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	0	0	0	0
Interruption frequency GSL (clause 2.3.9(a)(ii))	2.4.2(a)(i)(i) No. of GSL payments given	(#)	39	0	0	0	39
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$4,446.00	\$0.00	\$0.00	\$0.00	\$4,446.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	0	0	0	1
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	1	0	0	0	1
Total	2.4.2(a)(i)(i) No. of GSL payments given	(#)	2,180	0	0	0	2,180
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$126,688.00	\$0.00	\$0.00	\$0.00	\$126,688.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	64	0	0	0	64
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	25	0	0	0	25