

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	32	24		114
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$8,152.00	\$4,544.00	\$3,408.00		\$16,104.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	0	0		0
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	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	28	14		69
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$2,294.00	\$3,168.00	\$3,355.00		\$8,817.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	5	3	1		9
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	2	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	13	2		27
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$1,909.00	\$1,539.00	\$627.00		\$4,075.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	9	9	2		20
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	5	1	1		7
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	1	0		1
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$0.00	\$57.00	\$0.00		\$57.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	0	0		0
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	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	271	195		874
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$23,272.00	\$15,447.00	\$11,115.00		\$49,834.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	37	31	20		88
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	6	5	2		13
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	298	311		1,698
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$30,492.00	\$8,344.00	\$8,708.00		\$47,544.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	11	2	1		14
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	10	2	1		13
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	46	42		233
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$10,295.00	\$3,266.00	\$2,982.00		\$16,543.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	0	0		1
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	1	0	0		1
Interruption duration GSL (clause 2.3.9(a)(i))	2.4.2(a)(i)(i) No. of GSL payments given	(#)	402	2,284	3,306		5,992
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$45,828.00	\$260,376.00	\$376,884.00		\$683,088.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	0	7	4		11
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	0	6	3		9
Interruption frequency GSL (clause 2.3.9(a)(ii))	2.4.2(a)(i)(i) No. of GSL payments given	(#)	39	0	14		53
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$4,446.00	\$0.00	\$1,596.00		\$6,042.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	1	0	0		1
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	1	0	0		1
Total	2.4.2(a)(i)(i) No. of GSL payments given	(#)	2,180	2,973	3,908		9,061
	2.4.2(a)(i)(i) \$ for GSL payments given	(\$)	\$126,688.00	\$296,741.00	\$408,675.00		\$832,104.00
	2.4.2(a)(i)(ii) No. of customer claims	(#)	64	52	28		144
	2.4.2(a)(i)(iii) No. of customer claims rejected	(#)	25	14	7		46