

Energen - Compliance with guaranteed service levels

Data Specifications		Quarter				2015-16
Electricity Distribution Network Code	Reporting Requirements	Sep - 15	Dec - 15	Mar - 16	Jun - 16	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	31	29	29	20	109
	\$ for GSL payments given	\$4,198.00	\$4,118.00	\$4,118.00	\$2,840.00	\$15,274.00
	No. of customer claims	0	3	6	2	11
	No. of customer claims rejected	0	1	2	0	3
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	6	9	3	18	36
	\$ for GSL payments given	\$904.00	\$796.00	\$342.00	\$2,280.00	\$4,322.00
	No. of customer claims	0	1	0	2	3
	No. of customer claims rejected	0	0	0	1	1
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	58	29	41	10	138
	\$ for GSL payments given	\$5,367.00	\$2,793.00	\$5,122.00	\$1,252.00	\$14,534.00
	No. of customer claims	1	3	0	1	5
	No. of customer claims rejected	0	1	0	1	2
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	\$171.00	\$0.00	\$0.00	\$0.00	\$171.00
	No. of customer claims	1	0	0	1	2
	No. of customer claims rejected	0	0	0	1	1
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	54	93	61	44	252
	\$ for GSL payments given	\$2,968.00	\$5,301.00	\$3,477.00	\$2,508.00	\$14,254.00
	No. of customer claims	1	3	2	0	6
	No. of customer claims rejected	0	2	2	0	4
Notice of planned interruption to supply not given – small residential customers (clause 2.3.8)	No. of GSL payments given	160	640	500	148	1,448
	\$ for GSL payments given	\$4,290.00	\$17,920.00	\$14,000.00	\$4,144.00	\$40,354.00
	No. of customer claims	3	4	2	2	11
	No. of customer claims rejected	2	2	1	0	5
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	33	28	44	39	144
	\$ for GSL payments given	\$2,295.00	\$1,988.00	\$3,124.00	\$2,769.00	\$10,176.00
	No. of customer claims	1	0	1	0	2
	No. of customer claims rejected	1	0	0	0	1
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	104	986	5,014	6	6,110
	\$ for GSL payments given	\$11,816.00	\$112,404.00	\$571,596.00	\$684.00	\$696,500.00
	No. of customer claims	1	1	9	0	11
	No. of customer claims rejected	1	1	5	0	7
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0	0	0
	\$ for GSL payments given	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	No. of customer claims	0	0	1	0	1
	No. of customer claims rejected	0	0	1	0	1
Total	No. of GSL payments given	447	1,814	5,692	285	8,238
	\$ for GSL payments given	\$32,009.00	\$145,320.00	\$601,779.00	\$16,477.00	\$795,585.00
	No. of customer claims	8	15	21	8	52
	No. of customer claims rejected	4	7	11	3	25

Notes:

- 1: Energen reported 104 reliability GSLs in the September 2015 quarter. Although this is a decrease from the previous two quarters, the number remains higher than typical. Results this quarter are associated with an underground equipment failure in the Noosa area during the quarter.
- 2: The number of planned interruption GSL payments increased in the December 2015 quarter. Approximately 300 GSL payments were made as a result of outage notifications that did not account for the public holiday on 5 October 2015.
- 3: Interruption duration GSL payments increased during the December 2015 quarter. The majority of GSL payments were as a result of:
 - a severe storm on 29 November 2015 which resulted in extensive damage to the network and a total of 575 GSLs; and
 - a storm on 27 October 2015 which caused trees to fall on Energen equipment and a total of 325 GSLs.
- 4: The number of interruption duration GSL payments increased significantly during the March 2016 quarter. Of the 5,014 GSLs paid, 4,374 were as a result of a severe weather event in the Logan, Redlands and Scenic Rim areas on 10 December 2015 and 528 were as a result of storm activity in the Cooroy area on 30 January 2016.
- 5: Of the 41 reconnection GSLs reported during the March 2016 quarter, 29 were as a result of a NEMLink system issue.
- 6: Of the 544 planned interruption GSL payments made during the March 2016 quarter, 158 were as a result of outage notifications that did not account for the public holiday on 26 January 2016.
- 7: A system issue has been identified that has resulted in some customers being paid the incorrect amount when a reconnection or connection GSL was payable for multiple days. This issue is currently being investigated and any necessary payments to customers will be made in the next quarter.