

Energex

Data Specifications		Quarter				Financial Year to Date
Electricity Distribution Network Code	Reporting Requirements	Sep - 16	Dec - 16	Mar - 17	Jun - 17	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	24	14	14	13	65
	\$ for GSL payments given	\$3,408.00	\$1,988.00	\$1,988.00	\$1,846.00	\$9,230.00
	No. of customer claims	2	1	2	1	6
	No. of customer claims rejected	0	0	0	0	0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	16	40	37	290	383
	\$ for GSL payments given	\$2,367.00	\$8,772.00	\$8,196.00	\$101,562.00	\$120,897.00
	No. of customer claims	1	2	0	0	3
	No. of customer claims rejected	0	2	0	0	2
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	8	13	19	36	76
	\$ for GSL payments given	\$986.00	\$1,252.00	\$1,596.00	\$2,907.00	\$6,741.00
	No. of customer claims	0	0	2	1	3
	No. of customer claims rejected	0	0	2	0	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	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	0	0	0
	No. of customer claims rejected	0	0	0	0	0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	47	59	61	40	207
	\$ for GSL payments given	\$2,679.00	\$3,363.00	\$3,477.00	\$2,280.00	\$11,799.00
	No. of customer claims	0	1	0	0	1
	No. of customer claims rejected	0	1	0	0	1
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	162	274	367	281	1084
	\$ for GSL payments given	\$4,536.00	\$7,672.00	\$10,276.00	\$7,868.00	\$30,352.00
	No. of customer claims	1	2	2	2	7
	No. of customer claims rejected	0	2	1	2	5
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	13	15	11	26	65
	\$ for GSL payments given	\$923.00	\$1,065.00	\$781.00	\$1,846.00	\$4,615.00
	No. of customer claims	0	2	0	0	2
	No. of customer claims rejected	0	1	0	0	1
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	1319	110	949	37	2415
	\$ for GSL payments given	\$150,366.00	\$12,540.00	\$108,186.00	\$4,218.00	\$275,310.00
	No. of customer claims	0	1	0	19	20
	No. of customer claims rejected	0	0	0	1	1
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	1	1	0	2
	No. of customer claims rejected	0	1	1	0	2
Total	No. of GSL payments given	1,589	525	1,458	723	4,295
	\$ for GSL payments given	\$165,265.00	\$36,652.00	\$134,500.00	\$122,527.00	\$458,944.00
	No. of customer claims	4	10	7	23	44
	No. of customer claims rejected	0	7	4	3	14

Note 1: 1,001 (76%) of the 1,319 Interruption duration GSLs paid in the September 2016 quarter were the result of a severe weather event on 24 June 2016 which caused considerable damage to the network. Due to processing timeframes these GSLs were validated and paid in the September 2016 quarter.

Note 2: An additional \$12,640 was paid during the October to December 2017 quarter as back payment for a calculation issue affecting 84 GSL's reported in previous quarters. These figures will not appear in the above report as the original GSL numbers were reported and were modified to organise the payments.

Note 3: Connection not provided by the agreed date GSLs increased in the October – December 2016 quarter when compared to previous quarters. This increase is attributed to a number of weather events throughout the quarter which resulted in an increase of emergency work and, subsequently, impacted the scheduling of customer service work due to limited crew availability.

Note 4: 850 (90%) of the 949 Interruption duration GSLs paid in the January-March 2017 quarter were the result of a severe weather event on 3 December 2016 which caused considerable damage to the network. Due to processing timeframes these GSLs were validated and paid in the January-March 2017 quarter.

Note 5: Notice of planned interruption to supply not given (residential customers) GSLs increased in the January-March 2017 quarter when compared to previous quarters. The increase is primarily attributed to two incidents in February 2017 where incorrect network data caused 176 customers to be notified incorrectly.

Note 6: 228 (79%) of the 290 connection not provided by the agreed date GSLs paid in the April-June 2017 quarter are attributed to the consequences of ex-tropical cyclone Debbie in late March 2017. During this time priority was given to restoration and "make safe" activities (particularly due to a high volume of wires down).

Note 7: Volumes of reconnections not provided within the required time GSLs paid during the April-June 2017 quarter also increased due to access, safety and resourcing constraints resulting from ex-tropical cyclone Debbie in late March 2017.