

Energex Limited
GSL Jul-Sep17 Qtr1 1718 Report

First day of period	01 Jul 17
Last day of period	30 Sep 17
Data Capture:	17 Oct 17

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 - 17	Dec - 17	Mar - 18	Jun - 18	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	14				14
	\$ for GSL payments given	\$1,988				\$1,988
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	54				54
	\$ for GSL payments given	\$12,341				\$12,341
	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	13				13
	\$ for GSL payments given	\$1,026				\$1,026
	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	53				53
	\$ for GSL payments given	\$3,021				\$3,021
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	235				235
	\$ for GSL payments given	\$6,580				\$6,580
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	21				21
	\$ for GSL payments given	\$1,491				\$1,491
	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	4				4
	\$ for GSL payments given	\$456				\$456
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
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	0				0
	No. of customer claims rejected	0				0
Total	No. of GSL payments given	394				394
	\$ for GSL payments given	\$26,903				\$26,903
	No. of customer claims	2				2
	No. of customer claims rejected	2				2

Additional Comments	Volumes of connection not provided by the agreed date GSLs decreased this quarter when compared to the June 2017 Quarter (290). Volumes reported for the June 2017 Quarter were reflective of the impact of Ex Tropical Cyclone Debbie on South East Queensland
----------------------------	---