

Energex Limited
GSL Jan-Mar18 Qtr3 1718 Report

First day of period	01 Jan 18
Last day of period	31 Mar 18
Data Capture:	24 Apr 18

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	10	9		33
	\$ for GSL payments given	\$1,988	\$1,420	\$1,278		\$4,686
	No. of customer claims	0	1	0		1
	No. of customer claims rejected	0	1	0		1
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	54	59	69		182
	\$ for GSL payments given	\$12,341	\$9,004	\$9,914		\$31,259
	No. of customer claims	0	2	6		8
	No. of customer claims rejected	0	1	1		2
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	13	11	19		43
	\$ for GSL payments given	\$1,026	\$1,311	\$2,734		\$5,071
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	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	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	53	47	37		137
	\$ for GSL payments given	\$3,021	\$2,679	\$2,109		\$7,809
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	235	288	242		765
	\$ for GSL payments given	\$6,580	\$8,064	\$6,776		\$21,420
	No. of customer claims	0	1	1		2
	No. of customer claims rejected	0	1	0		1
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	21	26	46		93
	\$ for GSL payments given	\$1,491	\$1,846	\$3,266		\$6,603
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	4	1,395	5,473		6872
	\$ for GSL payments given	\$456	\$159,030	\$623,922		\$783,408
	No. of customer claims	2	2	6		10
	No. of customer claims rejected	2	1	2		5
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0		0
	\$ for GSL payments given	\$0	\$0	\$0		\$0
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
Total	No. of GSL payments given	394	1,836	5,895		8125
	\$ for GSL payments given	\$26,903	\$183,354	\$649,999		\$860,256
	No. of customer claims	2	6	13		21
	No. of customer claims rejected	2	4	3		9

Additional Comments	<p>1. 1,356 duration GSL's were paid as a result of storms that impacted Brisbane in late October.</p> <p>2. 4,527 duration GSL's were paid as the result of a storm on the 9th February.</p> <p>3. An additional 581 duration GSL's were paid as the result of a storm on the 16th February.</p> <p>4. It is expected that approximately 36,000 duration GSL's that occurred during the large storm in February will be paid during the fourth quarter due to an NDRRA not being declared.</p>
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