

**Energex
GSL Reporting**

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
Section in EIC	Reporting Requirements	Unit	Sep - 14	Dec - 14	Mar - 15	Jun - 15	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	34				34
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,420.00				\$4,420.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3				3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1				1
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	4				4
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$208.00				\$208.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	54				54
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,940.00				\$4,940.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1				1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0				0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	64				64
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,328.00				\$3,328.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Notice of planned interruption to supply not given – small residential customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	514				514
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$13,364.00				\$13,364.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5				5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2				2
Notice of planned interruption to supply not given – small business customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	56				56
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,640.00				\$3,640.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	6				6
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$624.00				\$624.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0				0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	732				732
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$30,524.00				\$30,524.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	9				9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3				3