

Ergon Energy
GSL Reporting

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	22	47	21	13	103
	\$ for GSL payments given	\$3,124.00	\$6,674.00	\$2,982.00	\$1,846.00	\$14,626.00
	No. of customer claims	2	2	4	3	11
	No. of customer claims rejected	0	0	0	1	1
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	0	1	1	26	28
	\$ for GSL payments given	\$0.00	\$57.00	\$57.00	\$6,938.00	\$7,052.00
	No. of customer claims	2	2	2	0	6
	No. of customer claims rejected	2	2	2	0	6
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	0	0	0	4
	\$ for GSL payments given	\$456.00	\$0.00	\$0.00	\$0.00	\$456.00
	No. of customer claims	1	0	0	0	1
	No. of customer claims rejected	1	0	0	0	1
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	1	0	0	1
	\$ for GSL payments given	\$0.00	\$57.00	\$0.00	\$0.00	\$57.00
	No. of customer claims	0	1	1	0	2
	No. of customer claims rejected	0	1	1	0	2
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	32	26	28	71	157
	\$ for GSL payments given	\$1,824.00	\$1,482.00	\$1,596.00	\$4,047.00	\$8,949.00
	No. of customer claims	4	6	5	0	15
	No. of customer claims rejected	3	4	3	0	10
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	204	32	59	679	974
	\$ for GSL payments given	\$6,013.00	\$1,025.00	\$1,867.00	\$19,184.00	\$28,089.00
	No. of customer claims	6	4	1	4	15
	No. of customer claims rejected	3	4	1	4	12
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	100	7	3	239	349
	\$ for GSL payments given	\$6,799.00	\$497.00	\$127.00	\$16,840.00	\$24,263.00
	No. of customer claims	4	1	0	1	6
	No. of customer claims rejected	4	1	0	1	6
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	393	2187	566	299	3445
	\$ for GSL payments given	\$44,802.00	\$249,318.00	\$64,524.00	\$34,086.00	\$392,730.00
	No. of customer claims	2	2	9	2	15
	No. of customer claims rejected	1	2	5	2	10
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	143	0	0	0	143
	\$ for GSL payments given	\$16,302.00	\$0.00	\$0.00	\$0.00	\$16,302.00
	No. of customer claims	1	0	0	0	1
	No. of customer claims rejected	1	0	0	0	1
Total	No. of GSL payments given	898	2301	678	1327	5204
	\$ for GSL payments given	\$79,320.00	\$259,110.00	\$71,153.00	\$82,941.00	\$492,524.00
	No. of customer claims	22	18	22	10	72
	No. of customer claims rejected	15	14	12	8	49