

Energex Limited
GSL Apr-Jun18 Qtr4 1718 Report

First day of period	01 Apr 18
Last day of period	30 Jun 18
Data Capture:	04 Jul 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	4	37
	\$ for GSL payments given	\$1,988	\$1,420	\$1,278	\$568	\$5,254
	No. of customer claims	0	1	0	2	3
	No. of customer claims rejected	0	1	0	0	1
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	54	59	69	209	391
	\$ for GSL payments given	\$12,341	\$9,004	\$9,914	\$47,920	\$79,179
	No. of customer claims	0	2	6	2	10
	No. of customer claims rejected	0	1	1	0	2
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	13	11	19	15	58
	\$ for GSL payments given	\$1,026	\$1,311	\$2,734	\$1,596	\$6,667
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	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	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	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	53	47	37	33	170
	\$ for GSL payments given	\$3,021	\$2,679	\$2,109	\$1,881	\$9,690
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	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	437	1202
	\$ for GSL payments given	\$6,580	\$8,064	\$6,776	\$12,236	\$33,656
	No. of customer claims	0	1	1	5	7
	No. of customer claims rejected	0	1	0	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	26	119
	\$ for GSL payments given	\$1,491	\$1,846	\$3,266	\$1,846	\$8,449
	No. of customer claims	0	0	0	2	2
	No. of customer claims rejected	0	0	0	0	0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	4	1,395	5,473	35038	41910
	\$ for GSL payments given	\$456	\$159,030	\$623,922	\$3,994,332	\$4,777,740
	No. of customer claims	2	2	6	63	73
	No. of customer claims rejected	2	1	2	1	6
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	0	0	0
	\$ for GSL payments given	\$0	\$0	\$0	\$0	\$0
	No. of customer claims	0	0	0	3	3
	No. of customer claims rejected	0	0	0	0	0
Total	No. of GSL payments given	394	1,836	5,895	35,762	43887
	\$ for GSL payments given	\$26,903	\$183,354	\$649,999	\$4,060,379	\$4,920,635
	No. of customer claims	2	6	13	77	98
	No. of customer claims rejected	2	4	3	1	10

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> <p>5. The weather event on 11 February 2018 caused significant damage to network infrastructure throughout south east Queensland (SEQ) raising the possibility that interruptions caused by the event would trigger the Natural Disaster Relief & Recovery Arrangements (NDRRA), one of the eligible exemptions from GSLs under the Code (clause 2.3.9). 135,000 customers were impacted by this weather event, with 36,000 small customers in SEQ eligible for a GSL payment. The weather event was not declared a Natural Disaster & consequently Energex was obligated to pay eligible customers a \$114 payment.</p>
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