

Ergon Energy Corporation Limited
GSL Jan-Mar Qtr3 2023-24 Report

First day of period	01 Jan 24
Last day of period	31 Mar 24
Data Capture:	09 May 24

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 - 23	Dec - 23	Mar - 24	Jun - 24	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	5	4	2		11
	\$ for GSL payments given	\$775	\$620	\$310		\$1,705
	No. of customer claims	0	1	1		2
	No. of customer claims rejected	0	1	1		2
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	10	3	9		22
	\$ for GSL payments given	\$3,472	\$682	\$3,534		\$7,688
	No. of customer claims	1	0	1		2
	No. of customer claims rejected	1	0	0		1
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	2	0	1		3
	\$ for GSL payments given	\$124	\$0	\$124		\$248
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	44	22	66		132
	\$ for GSL payments given	\$2,728	\$1,364	\$4,092		\$8,184
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	3	2	0		5
	\$ for eligible claims not paid	\$186	\$124	\$0		\$310
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	96	487	19		602
	\$ for GSL payments given	\$2,976	\$15,097	\$589		\$18,662
	No. of customer claims	3	0	2		5
	No. of customer claims rejected	1	0	0		1
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	1	149	1		151
	\$ for GSL payments given	\$77	\$11,473	\$77		\$11,627
	No. of customer claims	0	0	0		0
	No. of customer claims rejected	0	0	0		0
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	513	1208	6050		7771
	\$ for GSL payments given	\$63,612	\$149,792	\$750,200		\$963,604
	No. of customer claims	3	2	6		11
	No. of customer claims rejected	3	1	6		10
	No. of eligible claims not paid	5	0	0		5
	\$ for eligible claims not paid	\$620	\$0	\$0		\$620
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	1	1	0		2
	No. of customer claims rejected	1	1	0		2
	No. of eligible claims not paid	0	0	0		0
	\$ for eligible claims not paid	\$0	\$0	\$0		\$0
Total	No. of GSL payments given	671	1,873	6,148		8,692
	\$ for GSL payments given	\$73,764	\$179,028	\$758,926		\$1,011,718
	No. of customer claims	8	4	10		22
	No. of customer claims rejected	6	3	7		16
	No. of eligible claims not paid	8	2	0		10
	\$ for eligible claims not paid	\$806	\$124	\$0		\$930
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	6	0	6		12

Additional Comments	<p>Quarter One There were 10 Connection GSLs paid in the quarter totalling \$3,472. There were six customers payments capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Of the 513 Interruption Duration GSLs paid in the quarter, the majority were associated with weather events in Darling Downs (151) and Flinders (254) in late May and early July 2023 (payments made in July 2023 following confirmation of impact). Ergon Energy was unable to obtain the necessary customer data from retailers to process eight GSLs eligible for payment (five Interruption Duration and three Appointment) despite using best endeavours.</p>
	<p>Quarter Two There were three Connection GSLs paid in the quarter totalling \$682. There were no customers payments capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Ergon Energy paid 1,208 Interruption Duration GSLs in the quarter. These GSLs related to various weather events between July and November 2023 across regional Queensland. Ergon Energy was unable to obtain the necessary customer data from retailers to process two GSLs eligible for payment (two Appointment) despite using best endeavours.</p>
	<p>Quarter Three There were nine Connection GSLs paid in the quarter totalling \$3,534. There were six customers payments capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Ergon Energy paid 6,050 Interruption Duration GSLs in the quarter totalling \$750,200. The majority of these GSLs related to various major weather events between December 2023 and January 2024 across regional Queensland including Cyclone Jasper and Cyclone Kirrily.</p>