

Ergon Energy Corporation Limited
GSL Jul-Sep Qtr1 2024-25 Report

First day of period	01 Jul 24
Last day of period	30 Sep 24
Data Capture:	12 Nov 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 - 24	Dec - 24	Mar - 25	Jun - 25	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	0				0
	\$ for GSL payments given	\$0				\$0
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	5				5
	\$ for GSL payments given	\$496				\$496
	No. of customer claims	1				1
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	1				1
	\$ for eligible claims not paid	\$62				\$62
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	1				1
	\$ for GSL payments given	\$62				\$62
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	22				22
	\$ for GSL payments given	\$1,364				\$1,364
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	1				1
	\$ for eligible claims not paid	\$62				\$62
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	79				79
	\$ for GSL payments given	\$2,449				\$2,449
	No. of customer claims	2				2
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	18				18
	\$ for GSL payments given	\$1,386				\$1,386
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	493				493
	\$ for GSL payments given	\$61,132				\$61,132
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	10				10
	\$ for eligible claims not paid	\$1,240				\$1,240
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	\$0				0
	\$ for GSL payments given	\$0				\$0
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
	No. of eligible claims not paid	0				0
	\$ for eligible claims not paid	\$0				\$0
Total	No. of GSL payments given	618				618
	\$ for GSL payments given	\$66,889				\$66,889
	No. of customer claims	4				4
	No. of customer claims rejected	1				1
	No. of eligible claims not paid	12				12
	\$ for eligible claims not paid	\$1,364				\$1,364
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	0				0

Additional Comments	<p>Quarter One Despite using best endeavours, Ergon Energy was unable to obtain the necessary customer data from retailers to process 12 GSLs (one connection, one appointment and 10 reliability duration), that were eligible for payment.</p>
----------------------------	--