

Ergon Energy Corporation Limited

GSL Apr-Jun Qtr4 2023-24 Report

First day of period	01 Apr 24
Last day of period	30 Jun 24
Data Capture:	18 Jul 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	1	12
	\$ for GSL payments given	\$775	\$620	\$310	\$155	\$1,860
	No. of customer claims	0	1	1	0	2
	No. of customer claims rejected	0	1	1	0	2
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	10	3	9	5	27
	\$ for GSL payments given	\$3,472	\$682	\$3,534	\$1,674	\$9,362
	No. of customer claims	1	0	1	0	2
	No. of customer claims rejected	1	0	0	0	1
	No. of eligible claims not paid	0	0	0	5	5
	\$ for eligible claims not paid	\$0	\$0	\$0	\$2,480	\$2,480
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	2	0	1	0	3
	\$ for GSL payments given	\$124	\$0	\$124	\$0	\$248
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	0	0	0	0
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	44	22	66	27	159
	\$ for GSL payments given	\$2,728	\$1,364	\$4,092	\$1,674	\$9,858
	No. of customer claims	0	0	0	2	2
	No. of customer claims rejected	0	0	0	0	0
	No. of eligible claims not paid	3	2	0	3	8
	\$ for eligible claims not paid	\$186	\$124	\$0	\$186	\$496
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	96	487	19	109	711
	\$ for GSL payments given	\$2,976	\$15,097	\$589	\$3,379	\$22,041
	No. of customer claims	3	0	2	2	7
	No. of customer claims rejected	1	0	0	0	1
	No. of eligible claims not paid	0	0	0	1	1
	\$ for eligible claims not paid	\$0	\$0	\$0	\$31	\$31
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	1	149	1	27	178
	\$ for GSL payments given	\$77	\$11,473	\$77	\$2,079	\$13,706
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	0	0	0	0
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	513	1208	6050	470	8241
	\$ for GSL payments given	\$63,612	\$149,792	\$750,200	\$58,280	\$1,021,884
	No. of customer claims	3	2	6	3	14
	No. of customer claims rejected	3	1	6	0	10
	No. of eligible claims not paid	5	0	0	10	15
	\$ for eligible claims not paid	\$620	\$0	\$0	\$1,240	\$1,860
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	1	1	0	2	4
	No. of customer claims rejected	1	1	0	2	4
	No. of eligible claims not paid	0	0	0	0	0
	\$ for eligible claims not paid	\$0	\$0	\$0	\$0	\$0
Total	No. of GSL payments given	671	1,873	6,148	639	9,331
	\$ for GSL payments given	\$73,764	\$179,028	\$758,926	\$67,241	\$1,078,959
	No. of customer claims	8	4	10	9	31
	No. of customer claims rejected	6	3	7	2	18
	No. of eligible claims not paid	8	2	0	19	29
	\$ for eligible claims not paid	\$806	\$124	\$0	\$3,937	\$4,867
Customers reaching cap (clause 2.4.2(a)(i)(v))	No. of customers who reached the cap on scheme entitlements	6	0	6	2	14

Additional Comments	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.
	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.
	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.
	Quarter Four There were 109 Notice of Planned Interruption GSs paid to residential customers in the quarter totalling \$3,379. There were two customers payments capped at \$496 in line with clause 2.3.15 of the Electricity Distribution Network Code. Ergon Energy paid 470 Interruption Duration GSLs in the quarter. These GSLs related to various large outages between late April and early March 2024 across the North and Far North Queensland. Ergon Energy was unable to obtain the necessary customer data from retailers to process 19 GSLs eligible for payment (five Connection, three Appointment, one Notice of Planned Interruption and ten Interruption Duration) despite using best endeavours.