

**Energex Limited**  
**GSL Apr- Jun 19 Qtr4 1819 Report**

First day of period	01 Apr 19
Last day of period	30 Jun 19
Data Capture:	21 Aug 19

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 - 18	Dec - 18	Mar - 19	Jun - 19	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	7	12	2	11	32
	\$ for GSL payments given	\$994	\$1,704	\$284	\$1,562	\$4,544
	No. of customer claims	1	3	1	4	9
	No. of customer claims rejected	0	2	0	0	2
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	80	143	75	327	625
	\$ for GSL payments given	\$17,261	\$35,992	\$20,553	\$96,385	\$170,191
	No. of customer claims	1	2	4	21	28
	No. of customer claims rejected	0	1	2	3	6
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	5	7	2	10	24
	\$ for GSL payments given	\$513	\$855	\$399	\$627	\$2,394
	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	40	34	24	27	125
	\$ for GSL payments given	\$2,280	\$1,938	\$1,368	\$1,539	\$7,125
	No. of customer claims	1	1	0	1	3
	No. of customer claims rejected	0	0	0	1	1
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	148	146	321	409	1024
	\$ for GSL payments given	\$4,143	\$4,088	\$8,988	\$11,452	\$28,671
	No. of customer claims	3	5	4	5	17
	No. of customer claims rejected	1	2	3	0	6
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	12	54	37	24	127
	\$ for GSL payments given	\$852	\$3,834	\$2,627	\$1,704	\$9,017
	No. of customer claims	2	5	0	2	9
	No. of customer claims rejected	0	4	0	1	5
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	1,371	1,479	23,099	2,243	28192
	\$ for GSL payments given	\$156,294	\$168,606	\$2,633,286	\$255,702	\$3,213,888
	No. of customer claims	38	15	2	25	80
	No. of customer claims rejected	19	8	0	10	37
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	1	0	0	1
	\$ for GSL payments given	\$0	\$114	\$0	\$0	\$114
	No. of customer claims	2	1	0	2	5
	No. of customer claims rejected	2	1	0	2	5
Total	No. of GSL payments given	1,663	1,876	23,560	3,051	30,150
	\$ for GSL payments given	\$182,337	\$217,131	\$2,667,505	\$368,971	\$3,435,944
	No. of customer claims	48	32	11	60	151
	No. of customer claims rejected	22	18	5	17	62

Additional Comments	<p>Quarter 1</p> <p>The increase in customer claims for Interruption Duration reported in Quarter 1 are a result of customers questioning if they should have received a GSL payment for the storms in February 2018.</p> <p>910 of the Interruption Duration GSL's relate to a single incident during the weather event on 11 February 2018. As a result of multiple customer enquiries an investigation was conducted for an outage which had a duration of 17 hours and 58 minutes. After interrogating the data, it was identified that these customers were potentially without power for 18 hours and 5 minutes which would require a GSL payment. In the interest of customer service, the decision was made to organise GSL payments for the impacted customers.</p> <p>Quarter 2</p> <p>866 of the Reliability Duration GSL's relate to a weather event on the 11th October. This outage affected over 6,000 premises in the Sunshine Coast area close to Gympie.</p> <p>Planned Interruption GSL's for business increased, however 39 of these were caused in a single incident where 3 newly constructed small unit blocks were disconnected without sufficient notice. The accounts for the vacant units were still in the constructions companies name and considered commercial hence the increase in volume.</p> <p>Connection GSL's also increased significantly, this can be attributed to impacts caused by weather events throughout the quarter in addition to resourcing constraints. Plans have been put in place to alleviate these constraints over the coming months.</p> <p>Quarter 3</p> <p>Of the Reliability Duration GSLs:</p> <ul style="list-style-type: none"> <li>- 4,926 relate to a weather event on the 28th November 2018. This outage affected over 37,000 premises in the South East Queensland area from Springbrook to Palm Beach.</li> <li>- 18,159 relate to a weather event on the 21st to 23rd December 2018. This outage affected over 50,000 premises in the South East Queensland area from Sunshine Coast to the Gold Coast.</li> </ul> <p>Of the Planned Interruption GSLs for business:</p> <p>The increase in the Planned Interruption GSLs for residential was primarily due to a system update. This caused a date counting issue which overlooked weekends and public holidays. This has been resolved.</p> <p>Quarter 4</p> <p>Reliability Duration GSL's did drop from quarter 3 as a result of the a drop in the number of weather events.</p> <p>Of the Reliability Duration GSL's that were paid the majority of the 2,243 GSL's to be paid out (1,905) was caused by a weather event on the 15th March.</p> <p>There was an increase in the number of Connection GSL's being paid. This was a flow on effect of a shortage on crew availability.</p> <p>There was an increase in Planned Interruptions, the majority for Residential (203) was for an incident that occurred on the 26/03/2019 as a result of scoping error.</p> <p><b>Revised Results for Q2 and Q3 - August 2019</b></p> <p>While completing the Regulatory Information Notice for the Australian Energy Regulator issues with some of the Q2 and Q3 results were identified. Upon investigation, a system problem has been isolated as the cause of this issue, whereby GSLs paid in these quarters were seen as a 'payment issue' rather than as 'paid', therefore these GSLs were not identified in reporting for those quarters. This issue has now been resolved and will be mitigated in future through more robust administration tasks including regular checks in the system. The revised cells have been highlighted in the table above.</p>