

**Energex Limited**  
**GSL Jul- Sep 19 Qtr1 1920 Report**

<b>First day of period</b>	01 Jul 19
<b>Last day of period</b>	30 Sep 19
<b>Data Capture:</b>	15 Oct 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 - 19	Dec - 19	Mar - 20	Jun - 20	
<b>Wrongful disconnections (clause 2.3.3)</b>	No. of GSL payments given	7				7
	\$ for GSL payments given	\$994				\$994
	No. of customer claims	2				2
	No. of customer claims rejected	1				1
<b>Connection not provided by the agreed date (clause 2.3.4)</b>	No. of GSL payments given	366				366
	\$ for GSL payments given	\$103,672				\$103,672
	No. of customer claims	23				23
	No. of customer claims rejected	6				6
<b>Reconnection not provided within the required time (clause 2.3.5)</b>	No. of GSL payments given	3				3
	\$ for GSL payments given	\$627				\$627
	No. of customer claims	0				0
	No. of customer claims rejected	0				0
<b>Failure to attend to customer's premises within the time required concerning loss of hot water supply (clause 2.3.6)</b>	No. of GSL payments given	1				1
	\$ for GSL payments given	\$114				\$114
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
<b>Failure to attend appointments on time (clause 2.3.7)</b>	No. of GSL payments given	35				35
	\$ for GSL payments given	\$1,995				\$1,995
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
<b>Notice of planned interruption to supply not given – residential customers (clause 2.3.8)</b>	No. of GSL payments given	69				69
	\$ for GSL payments given	\$1,932				\$1,932
	No. of customer claims	5				5
	No. of customer claims rejected	4				4
<b>Notice of planned interruption to supply not given – small business customers (clause 2.3.8)</b>	No. of GSL payments given	25				25
	\$ for GSL payments given	\$1,775				\$1,775
	No. of customer claims	4				4
	No. of customer claims rejected	2				2
<b>Interruption duration GSL (clause 2.3.9(a)(i))</b>	No. of GSL payments given	395				395
	\$ for GSL payments given	\$45,030				\$45,030
	No. of customer claims	5				5
	No. of customer claims rejected	2				2
<b>Interruption frequency GSL (clause 2.3.9(a)(ii))</b>	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
<b>Total</b>	No. of GSL payments given	901	0	0	0	901
	\$ for GSL payments given	\$156,139	\$0	\$0	\$0	\$156,139
	No. of customer claims	42	0	0	0	42
	No. of customer claims rejected	18	0	0	0	18

<b>Additional Comments</b>	<p>Quarter 1</p> <p>The increase to connection GSLs continued into the first quarter of this financial year. The crew resourcing issues that have contributed to this are being addressed with additional crews being recruited and existing crews upskilled to assist. Performance increased in September and it is expected that these volumes will begin to decrease from Quarter 2 onwards.</p> <p>Interruption duration GSLs decreased, which is expected at this time of the year due to the lower volume of abnormal weather events.</p>
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