

Ergon Energy Corporation Limited
GSL Apr-Jun 20 Q4 2019-20 Report

First day of period	01 Apr 20
Last day of period	30 Jun 20
Data Capture:	10 Jul 20

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	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	6	17	9	4	36
	\$ for GSL payments given	\$852	\$2,414	\$1,278	\$568	\$5,112
	No. of customer claims	1	0	5	3	9
	No. of customer claims rejected	0	0	5	2	7
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	2	1	4	0	7
	\$ for GSL payments given	\$399	\$171	\$741	\$0	\$1,311
	No. of customer claims	0	0	0	0	0
	No. of customer claims rejected	0	0	0	0	0
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	11	9	2	6	28
	\$ for GSL payments given	\$1,024	\$855	\$114	\$627	\$2,620
	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	34	18	26	18	96
	\$ for GSL payments given	\$1,938	\$1,026	\$1,482	\$1,026	\$5,472
	No. of customer claims	2	2	0	0	4
	No. of customer claims rejected	2	1	0	0	3
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	120	152	333	197	802
	\$ for GSL payments given	\$3,360	\$4,256	\$9,324	\$5,516	\$22,456
	No. of customer claims	3	7	10	12	32
	No. of customer claims rejected	1	5	9	6	21
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	26	7	18	32	83
	\$ for GSL payments given	\$1,846	\$497	\$1,278	\$2,272	\$5,893
	No. of customer claims	0	5	1	0	6
	No. of customer claims rejected	0	3	0	0	3
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	226	370	2,095	2,148	4,839
	\$ for GSL payments given	\$25,764	\$42,180	\$238,830	\$244,776	\$551,550
	No. of customer claims	1	1	2	2	6
	No. of customer claims rejected	0	0	2	1	3
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0	1	19	20
	\$ for GSL payments given	\$0	\$0	\$114	\$2,166	\$2,280
	No. of customer claims	1	1	1	0	3
	No. of customer claims rejected	1	1	1	0	3
Total	No. of GSL payments given	425	574	2,488	2,424	5,911
	\$ for GSL payments given	\$35,183	\$51,399	\$253,161	\$256,951	\$596,694
	No. of customer claims	8	16	19	17	60
	No. of customer claims rejected	4	10	17	9	40

Additional Comments	<p>Quarter 1 Wrongful Disconnection volumes continued to decrease from the second half of the previous financial year. Connection volumes were comparable to previous quarters. Reconnections reduced from the high seen in the prior quarter which was driven by the implementation of the Safe Entry policy. It is expected these will reduce further again next quarter to align with the figures seen prior to the implementation. 64 of the planned interruption GSLs were the result of a single error in Townsville. 132 of the reliability duration GSLs related to a single incident in Kuranda on 29/06/2019.</p>
	<p>Quarter 2 Wrongful Disconnections increased from the first quarter, ending the downward trend. An increased focus has been placed on the investigation and resolution of these issues to identify the root cause and reduce this volume moving forward. Connection and Reconnection GSLs decreased from the previous quarter. 44 of the planned interruption GSLs occurred in Tieri on the 18/09/2019; 32 occurred in Chinchilla on the 9/12/2019 and 31 in Hervey Bay on the 20/10/2019.</p>
	<p>Quarter 3 The increased focus on reducing Wrongful Disconnections and the resulting GSLs has reduced the volume to 9 in the last quarter. Majority of the disconnections were for multi-tenancy premises with transposed metering or incorrect data in retailer / DNSP systems. Reconnection decreased again this quarter to 2 instances requiring GSLs. Connection GSL volumes doubled to 4 - 2 were due to fire and bad weather and 2 were due to resourcing. Appointment GSLs increased to 26 with many due to the distance required to travel to reach the site. Planned Interruption GSLs for residential customers increased to 333 with the largest two incidents affecting 267 customers in Blackwater and 33 customers in Mount Louisa. Interruption Duration GSL volumes increased by 1,725 to 2,095 with the majority due to an event in Innisfail and Babinda (817), whereas the rest were due to many smaller storm events.</p>
	<p>Quarter 4 Reliability duration GSLs paid in the Q4 were relating to events from the previous quarter paid in April and May. There were a number of customers in the Torres Strait region who also had multiple interruptions for the year which resulted in (a) 48 customers reaching their annual payment cap; and (b) a sharp increase in reliability frequency GSLs. While the reduction in planned outages on the network during COVID-19 restrictions also saw a reduction in planned interruption residential GSLs, there was an increase in businesses not receiving notification. Q4 also saw zero connection GSLs.</p>