

**Energex
GSL Reporting**

Note:

No. of GSL payments given includes both automatically identified GSLs and customer-initiated claims that have been made.

No. of customer claims is the total number of customer claims received (the sum of customer claims made and paid and customer claims rejected)

Data Specifications			Quarter				Financial Year to Date
Section in EIC	Reporting Requirements	Unit	Sep - 13	Dec - 13	Mar - 14	Jun - 14	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	40	54	37	52	183
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,200.00	\$7,020.00	\$4,810.00	\$6,760.00	\$23,790.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	1	2	3	8
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	1	0	1	3
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	5	13	2	28
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$832.00	\$1,248.00	\$156.00	\$3,016.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	2	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	2	2
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	66	91	26	45	228
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,460.00	\$10,400.00	\$1,976.00	\$4,420.00	\$22,256.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	1	0	1	4
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0	0	1
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	0	0	0	0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	147	138	73	99	457
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,644.00	\$7,176.00	\$3,796.00	\$5,148.00	\$23,764.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	0	0	1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Notice of planned interruption to supply not given – small residential customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	366	188	312	599	1,465
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$9,516.00	\$4,888.00	\$8,112.00	\$15,574.00	\$38,090.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	6	3	2	15
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	1	0	0	3
Notice of planned interruption to supply not given – small business customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	16	8	24	35	83
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,040.00	\$520.00	\$1,560.00	\$2,275.00	\$5,395.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	2	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	2	2
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	12	3	1,494	6	1,515
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,248.00	\$312.00	\$155,376.00	\$624.00	\$157,560.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	1	1	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1	1	2
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	0	0	0	0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	0	0	1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	1	0	0	1
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	655	487	1,979	838	3,959
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$30,888.00	\$31,148.00	\$176,878.00	\$34,957.00	\$273,871.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	9	9	6	11	35
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	3	1	6	14

Note 1: 1,494 reliability duration GSLs were paid during the March 2014 quarter. Of these, 731 were incurred following severe weather events on 10 and 23 November 2013 (validated and paid in the March 2014 quarter) and 708 resulted from a severe weather event on 6 January which caused significant damage to the network. The event on 6 January occurred during the ongoing bushfire event on Stradbroke Island.

Note 2: Planned Interruption GSLs increased in the March 2014 quarter. This increase is attributed to six outage events which resulted in approximately 40% of the GSLs paid.

Note 3: The increase in reconnection GSLs in the June 2014 quarter is related to an increase in retailer attributed GSLs due to the submission of incorrect customer information. This resulted in approximately 64% of reconnection GSLs paid this quarter.

Note 4: Planned Interruption GSLs increased in the June 2014 quarter. This increase is attributed to seven outage events which resulted in approximately 60% of the GSLs paid.