

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 - 14	Dec - 14	Mar - 15	Jun - 15	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	43	0	0	0	43
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,590.00	\$0.00	\$0.00	\$0.00	\$5,590.00
	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
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	32	0	0	0	32
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,616.00	\$0.00	\$0.00	\$0.00	\$5,616.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	0	0	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	6	0	0	0	6
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$416.00	\$0.00	\$0.00	\$0.00	\$416.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3	0	0	0	3
	2.6.2(a)(ii)(C) 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 (2.5.6)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2	0	0	0	2
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$156.00	\$0.00	\$0.00	\$0.00	\$156.00
	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	(#)	173	0	0	0	173
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,996.00	\$0.00	\$0.00	\$0.00	\$8,996.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	13	0	0	0	13
	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	(#)	582	0	0	0	582
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$15,132.00	\$0.00	\$0.00	\$0.00	\$15,132.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	9	0	0	0	9
	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 business customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	68	0	0	0	68
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,420.00	\$0.00	\$0.00	\$0.00	\$4,420.00
	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
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	62	0	0	0	62
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$6,448.00	\$0.00	\$0.00	\$0.00	\$6,448.00
	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
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	29	0	0	0	29
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,016.00	\$0.00	\$0.00	\$0.00	\$3,016.00
	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
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	997	0	0	0	997
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$49,790.00	\$0.00	\$0.00	\$0.00	\$49,790.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	27	0	0	0	27
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0