

Ergon Energy - Compliance with guaranteed service levels

Data Specifications		Quarter				2015-16
Electricity Distribution Network Code	Reporting Requirements	Sep - 15	Dec - 15	Mar - 16	Jun - 16	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	58	32	24	11	125
	\$ for GSL payments given	\$8,152.00	\$4,544.00	\$3,408.00	\$1,562.00	\$17,666.00
	No. of customer claims	0	0	0	3	3
	No. of customer claims rejected	0	0	0	2	2
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	27	28	14	1	70
	\$ for GSL payments given	\$2,294.00	\$3,168.00	\$3,355.00	\$57.00	\$8,874.00
	No. of customer claims	5	3	1	1	10
	No. of customer claims rejected	2	0	0	1	3
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	12	13	2	5	32
	\$ for GSL payments given	\$1,909.00	\$1,539.00	\$627.00	\$910.00	\$4,985.00
	No. of customer claims	9	9	2	1	21
	No. of customer claims rejected	5	1	1	0	7
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	1	0	0	1
	\$ for GSL payments given	\$0.00	\$57.00	\$0.00	\$0.00	\$57.00
	No. of customer claims	0	0	0	1	1
	No. of customer claims rejected	0	0	0	1	1
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	408	271	195	17	891
	\$ for GSL payments given	\$23,272.00	\$15,447.00	\$11,115.00	\$969.00	\$50,803.00
	No. of customer claims	37	31	20	1	89
	No. of customer claims rejected	6	5	2	0	13
Notice of planned interruption to supply not given – small residential customers (clause 2.3.8)	No. of GSL payments given	1,089	298	311	45	1,743
	\$ for GSL payments given	\$30,492.00	\$8,344.00	\$8,708.00	\$1,389.00	\$48,933.00
	No. of customer claims	11	2	1	4	18
	No. of customer claims rejected	10	2	1	2	15
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	145	46	42	3	236
	\$ for GSL payments given	\$10,295.00	\$3,266.00	\$2,982.00	\$213.00	\$16,756.00
	No. of customer claims	1	0	0	2	3
	No. of customer claims rejected	1	0	0	2	3
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	402	2,284	3,306	350	6,342
	\$ for GSL payments given	\$45,828.00	\$260,376.00	\$376,884.00	\$39,900.00	\$722,988.00
	No. of customer claims	0	7	4	6	17
	No. of customer claims rejected	0	6	3	5	14
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	39	0	14	5	58
	\$ for GSL payments given	\$4,446.00	\$0.00	\$1,596.00	\$570.00	\$6,612.00
	No. of customer claims	1	0	0	8	9
	No. of customer claims rejected	1	0	0	8	9
Total	No. of GSL payments given	2,180	2,973	3,908	437	9,498
	\$ for GSL payments given	\$126,688.00	\$296,741.00	\$408,675.00	\$45,570.00	\$877,674.00
	No. of customer claims	64	52	28	27	171
	No. of customer claims rejected	25	14	7	21	67