

## Energex

| Data Specifications  |                                 | Quarter      |          |          |          | Financial Year to Date |
|--|---------------------------------|--------------|----------|----------|----------|------------------------|
| Electricity Distribution Network Code  | Reporting Requirements          | Sep - 16     | Dec - 16 | Mar - 17 | Jun - 17 |                        |
| Wrongful disconnections (clause 2.3.3)   | No. of GSL payments given       | 24           |          |          |          | 24                     |
|  | \$ for GSL payments given       | \$3,408.00   |          |          |          | \$3,408.00             |
|  | No. of customer claims          | 2            |          |          |          | 2                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Connection not provided by the agreed date (clause 2.3.4)  | No. of GSL payments given       | 16           |          |          |          | 16                     |
|  | \$ for GSL payments given       | \$2,367.00   |          |          |          | \$2,367.00             |
|  | No. of customer claims          | 1            |          |          |          | 1                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Reconnection not provided within the required time (clause 2.3.5)  | No. of GSL payments given       | 8            |          |          |          | 8                      |
|  | \$ for GSL payments given       | \$986.00     |          |          |          | \$986.00               |
|  | No. of customer claims          | 0            |          |          |          | 0                      |
|  | No. of customer claims rejected | 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                      |
|  | \$ for GSL payments given       | \$0.00       |          |          |          | \$0.00                 |
|  | No. of customer claims          | 0            |          |          |          | 0                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Failure to attend appointments on time (clause 2.3.7)  | No. of GSL payments given       | 47           |          |          |          | 47                     |
|  | \$ for GSL payments given       | \$2,679.00   |          |          |          | \$2,679.00             |
|  | No. of customer claims          | 0            |          |          |          | 0                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Notice of planned interruption to supply not given – residential customers (clause 2.3.8)                            | No. of GSL payments given       | 162          |          |          |          | 162                    |
|  | \$ for GSL payments given       | \$4,536.00   |          |          |          | \$4,536.00             |
|  | No. of customer claims          | 1            |          |          |          | 1                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Notice of planned interruption to supply not given – small business customers (clause 2.3.8)                         | No. of GSL payments given       | 13           |          |          |          | 13                     |
|  | \$ for GSL payments given       | \$923.00     |          |          |          | \$923.00               |
|  | No. of customer claims          | 0            |          |          |          | 0                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Interruption duration GSL (clause 2.3.9(a)(i))   | No. of GSL payments given       | 1319         |          |          |          | 1319                   |
|  | \$ for GSL payments given       | \$150,366.00 |          |          |          | \$150,366.00           |
|  | No. of customer claims          | 0            |          |          |          | 0                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Interruption frequency GSL (clause 2.3.9(a)(ii))   | No. of GSL payments given       | 0            |          |          |          | 0                      |
|  | \$ for GSL payments given       | \$0.00       |          |          |          | \$0.00                 |
|  | No. of customer claims          | 0            |          |          |          | 0                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |
| Total  | No. of GSL payments given       | 1589         |          |          |          | 1589                   |
|  | \$ for GSL payments given       | \$165,265.00 |          |          |          | \$165,265.00           |
|  | No. of customer claims          | 4            |          |          |          | 4                      |
|  | No. of customer claims rejected | 0            |          |          |          | 0                      |

**Note 1:** 1,001 (76%) of the 1,319 Interruption duration GSLs paid in the September 2016 quarter were the result of a severe weather event on 24 June 2016 which caused considerable damage to the network. Due to processing timeframes these GSLs were validated and paid in the September 2016 quarter.