

Ergon Energy
GSL Reporting

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	22	47	21		90
	\$ for GSL payments given	\$3,124.00	\$6,674.00	\$2,982.00		\$12,780.00
	No. of customer claims	2	2	4		8
	No. of customer claims rejected	0	0	0		0
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	0	1	1		2
	\$ for GSL payments given	0	57	57		114
	No. of customer claims	2	2	2		6
	No. of customer claims rejected	2	2	2		6
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4	0	0		4
	\$ for GSL payments given	\$456.00	\$0.00	\$0.00		\$456.00
	No. of customer claims	1	0	0		1
	No. of customer claims rejected	1	0	0		1
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		1
	\$ for GSL payments given	0	57	0		57
	No. of customer claims	0	1	1		2
	No. of customer claims rejected	0	1	1		2
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	32	26	28		86
	\$ for GSL payments given	\$1,824.00	\$1,482.00	\$1,596.00		\$4,902.00
	No. of customer claims	4	6	4		14
	No. of customer claims rejected	3	4	2		9
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	204	32	59		295
	\$ for GSL payments given	6013	1025	1867		8905
	No. of customer claims	6	4	1		11
	No. of customer claims rejected	3	4	1		8
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	100	7	3		110
	\$ for GSL payments given	\$6,799.00	\$497.00	\$127.00		\$7,423.00
	No. of customer claims	4	1	0		5
	No. of customer claims rejected	4	1	0		5
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	393	2187	566		3146
	\$ for GSL payments given	44802	249318	64524		358644
	No. of customer claims	2	2	9		13
	No. of customer claims rejected	1	2	5		8
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	143	0	0		143
	\$ for GSL payments given	\$16,302.00	\$0.00	\$0.00		\$16,302.00
	No. of customer claims	1	0	0		1
	No. of customer claims rejected	1	0	0		1
Total	No. of GSL payments given	898	2301	678		3877
	\$ for GSL payments given	79320	259110	71153		409583
	No. of customer claims	22	18	22		62
	No. of customer claims rejected	15	14	12		41