

Energex Limited
GSL Oct-Dec 19 Q2 1920 Report

First day of period	01 Oct 19
Last day of period	31 Dec 19
Data Capture:	20 Jan 20

NOTE: Financial Year To Date and Quarterly performance data is accurate at the time of data capture. The number of GSL payments given includes both automatically identified GSLs and customer-initiated claims that have been made. The number of customer claims is the total number of customer claims received (the sum of customer claims made and paid and customer claims rejected)

EDNC Obligation	Reporting Requirements	Quarter				Financial year to date
		Sep - 19	Dec - 19	Mar - 20	Jun - 20	
Wrongful disconnections (clause 2.3.3)	No. of GSL payments given	7	7			14
	\$ for GSL payments given	\$994	\$994			\$1,988
	No. of customer claims	2	2			4
	No. of customer claims rejected	1	1			2
Connection not provided by the agreed date (clause 2.3.4)	No. of GSL payments given	366	186			552
	\$ for GSL payments given	\$103,672	\$55,456			\$159,128
	No. of customer claims	23	24			47
	No. of customer claims rejected	6	10			16
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	3	4			7
	\$ for GSL payments given	\$627	\$399			\$1,026
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	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	1	0			1
	\$ for GSL payments given	\$114	\$0			\$114
	No. of customer claims	2	0			2
	No. of customer claims rejected	2	0			2
Failure to attend appointments on time (clause 2.3.7)	No. of GSL payments given	35	18			53
	\$ for GSL payments given	\$1,995	\$1,026			\$3,021
	No. of customer claims	1	0			1
	No. of customer claims rejected	1	0			1
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	69	99			168
	\$ for GSL payments given	\$1,932	\$2,772			\$4,704
	No. of customer claims	5	4			9
	No. of customer claims rejected	4	4			8
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	25	4			29
	\$ for GSL payments given	\$1,775	\$284			\$2,059
	No. of customer claims	4	1			5
	No. of customer claims rejected	2	1			3
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	395	823			1,218
	\$ for GSL payments given	\$45,030	\$93,822			\$138,852
	No. of customer claims	5	0			5
	No. of customer claims rejected	2	0			2
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	0	0			0
	\$ for GSL payments given	\$0	\$0			\$0
	No. of customer claims	0	0			0
	No. of customer claims rejected	0	0			0
Total	No. of GSL payments given	901	1,141	0	0	2,042
	\$ for GSL payments given	\$156,139	\$154,753	\$0	\$0	\$310,892
	No. of customer claims	42	31	0	0	73
	No. of customer claims rejected	18	16	0	0	34

Additional Comments	<p>Quarter 1 The increase to connection GSLs continued into the first quarter of this financial year. The crew resourcing issues that have contributed to this are being addressed with additional crews being recruited and existing crews upskilled to assist. Performance increased in September and it is expected that these volumes will begin to decrease from Quarter 2 onwards. Interruption duration GSLs decreased, which is expected at this time of the year due to the lower volume of abnormal weather events.</p>
	<p>Quarter 2 Connection GSLs decreased in the second quarter. There was an improvement in crew resourcing from additional crews being recruited and upskilled to assist. Interruption duration payments increased by 428. The majority of payments (684) were related to storm damage. Planned interruption GSLs (Residential) increased with the largest incident impacting 47 customers.</p>