

Ergon Energy
GSL Reporting**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)(i)(A) No. of GSL payments given	(#)	42	55	81	97	275
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$5,460.00	\$7,150.00	\$10,530.00	\$12,610.00	\$35,750.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(i)(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)(i)(A) No. of GSL payments given	(#)	32	42	50	117	241
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$5,616.00	\$4,732.00	\$9,880.00	\$16,328.00	\$36,556.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	2	3	2	5	12
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	0	2	2	2	6
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	6	21	20	32	79
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$416.00	\$1,768.00	\$1,352.00	\$3,224.00	\$6,760.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	8	19	20	12	59
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	5	7	9	4	25
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	2	0	4	2	8
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$156.00	\$0.00	\$260.00	\$104.00	\$520.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	0	0	0	1	1
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	0	0	0	1	1
Failure to attend appointments on time (2.5.7)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	172	304	400	501	1,377
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$8,944.00	\$15,808.00	\$20,800.00	\$26,260.00	\$71,812.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	18	30	27	21	96
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	6	13	19	13	51
Notice of planned interruption to supply not given – small residential customers (2.5.8)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	582	371	538	752	2,243
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$15,132.00	\$9,646.00	\$13,988.00	\$19,552.00	\$58,318.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	19	14	14	11	58
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	10	5	4	5	24
Notice of planned interruption to supply not given – small business customers (2.5.8)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	68	31	207	60	366
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$4,420.00	\$2,015.00	\$13,455.00	\$3,900.00	\$23,790.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	0	0	1	1	2
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	0	0	1	0	1
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(i)(A) No. of GSL payments given	(#)	62	12	3,177	1,969	5,220
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$6,448.00	\$1,248.00	\$330,408.00	\$204,737.00	\$542,841.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	1	0	3	2	6
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	1	0	2	2	5
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(i)(A) No. of GSL payments given	(#)	29	0	105	156	290
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$3,016.00	\$0.00	\$10,868.00	\$16,224.00	\$30,108.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	0	1	2	1	4
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	0	1	2	1	4
Total	2.6.2(a)(i)(A) No. of GSL payments given	(#)	995	836	4,582	3,686	10,099
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$49,608.00	\$42,367.00	\$411,541.00	\$302,939.00	\$806,455.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	48	67	69	54	238
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	22	28	39	28	117

¹ Two withdrawn GSL payments (wrongful disconnection and appointment) were not detected in reporting for the month of September for the purposes of prior reporting. This has now been rectified / reflected in the YTD numbers.

² Amount paid relating to two withdrawn GSL payments in September has been rectified / reflected in YTD "Amount Paid".

³ A total of 22 rejected customer initiated claims were not identified in reporting of Sep-14 quarter results. This has now been corrected and is reflected in YTD results