

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				22
	\$ for GSL payments given	\$3,124.00				\$3,124.00
	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	0				0
	\$ for GSL payments given	0				0
	No. of customer claims	2				2
	No. of customer claims rejected	2				2
Reconnection not provided within the required time (clause 2.3.5)	No. of GSL payments given	4				4
	\$ for GSL payments given	\$456.00				\$456.00
	No. of customer claims	1				1
	No. of customer claims rejected	1				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				0
	\$ for GSL payments given	0				0
	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	32				32
	\$ for GSL payments given	\$1,824.00				\$1,824.00
	No. of customer claims	4				4
	No. of customer claims rejected	3				3
Notice of planned interruption to supply not given – residential customers (clause 2.3.8)	No. of GSL payments given	204				204
	\$ for GSL payments given	6013				6013
	No. of customer claims	6				6
	No. of customer claims rejected	3				3
Notice of planned interruption to supply not given – small business customers (clause 2.3.8)	No. of GSL payments given	100				100
	\$ for GSL payments given	\$6,799.00				\$6,799.00
	No. of customer claims	4				4
	No. of customer claims rejected	4				4
Interruption duration GSL (clause 2.3.9(a)(i))	No. of GSL payments given	393				393
	\$ for GSL payments given	44802				44802
	No. of customer claims	2				2
	No. of customer claims rejected	1				1
Interruption frequency GSL (clause 2.3.9(a)(ii))	No. of GSL payments given	143				143
	\$ for GSL payments given	\$16,302.00				\$16,302.00
	No. of customer claims	1				1
	No. of customer claims rejected	1				1
Total	No. of GSL payments given	898				898
	\$ for GSL payments given	79320				79320
	No. of customer claims	22				22
	No. of customer claims rejected	15				15