

# Information Disclosure – Guaranteed Service Levels performance for 2024-25

Essential Energy provides this information disclosure on Guaranteed service levels (GSL) performance for the period 1 July 2024 to 30 June 2025 in accordance with condition A.6.5 of Appendix A to Schedule A of Ministerially imposed licence conditions for the operator of a distribution system.

In accordance with licence condition A.5.10(b), Essential Energy takes steps to notify customers of their potential entitlement to a GSL payment. Calculations are run on a monthly basis to determine if interruptions to a customer’s premises may have exceeded the GSL threshold. Where applicable, customers are sent correspondence by SMS, email (if mobile number unavailable) or mail (if electronic contact unavailable) with instructions on how to make an application. GSL information is also available on the Essential Energy website for customers to view or apply at any time.

GSL PERFORMANCE	NUMBER OF CUSTOMERS
Number of customers to whom Essential Energy made a GSL payment	2,718 <sup>1</sup>
Number of customers who made an application for a GSL payment	3,217 <sup>2</sup>
Best estimate of the number of customers for whom Essential Energy exceeded GSL 1 <sup>3</sup>	10,829
Best estimate of the number of customers for whom Essential Energy exceeded GSL 2 <sup>4</sup>	475

<sup>1</sup> A customer may have received either 1 or 2 GSL payments for FY2024-25. As per licence condition A.5.5, an Eligible Customer is only entitled to one GSL 1 Payment and one GSL 2 Payment in a Financial Year.

<sup>2</sup> This figure includes customers who proactively applied for a GSL claim and were determined to not be eligible.

<sup>3</sup> The number of customers who had more hours of interruptions, or a greater number of interruptions, than those in GSL 1. As per licence condition A.5.2, GSL 1 is 36 hours of interruptions or 20 interruptions, in the financial year.

<sup>4</sup> The number of customers who had more hours of interruptions, or a greater number of interruptions, than those in GSL 2. As per licence condition A.5.2, GSL 2 is 120 hours of interruptions or 50 interruptions, in the financial year.