

Information Disclosure – Customer Compensation Schemes 2025-26

Essential Energy provides this Information Disclosure on Customer Compensation Schemes in accordance with condition A.6.9 of Appendix A of its Ministerially Imposed Licence Conditions for the Operator of a Distribution System.

Type of claim	Method for assessing claims	Number of claims received	Number of payments made	Total financial compensation paid
Faulty Streetlight	If Essential Energy fails to repair faulty street lighting on or before the date agreed between a small customer and Essential Energy as the date by which the repair is to be completed, Essential Energy must pay to the customer, as compensation for the loss of illumination, not less than \$25. This clause applies to street lighting that is owned by Essential Energy or that Essential Energy is under a legally enforceable obligation to maintain but does not apply to street lighting to which the service provider merely supplies electricity or connection services. This clause only applies to, or in respect of, small customers if the customer's premises abuts the part of the street that (but for the fault) would ordinarily be illuminated by the street lighting.	220	218	\$5,450
Connection on agreed date	If Essential Energy fails to provide a customer connection service (other than a connection service under Chapter 5A of the National Electricity Rules) on or before the date agreed between Essential Energy and a small customer or the customer's representative, Essential Energy must pay to the customer, as compensation for the delay, not less than \$60 for each day that elapses between the agreed date and the date by which the service is actually provided (up to a maximum total of \$300).	0	0	\$0

Type of claim	Method for assessing claims	Number of claims received	Number of payments made	Total financial compensation paid
	This applies only if a small customer is entitled to be provided with an energisation or re-energisation service by Essential Energy.			
Network Claims	Network Claims are assessed based on the circumstances of the individual claim and using Essential Energy's Claims Management for Small Claims policy. Claims may not be paid for various reasons including but not limited to, if circumstances were within the reasonable control of Essential Energy or caused by unforeseeable external factors such as extreme weather or third-party damage to assets. At times Essential Energy may pay gestures of goodwill to support customers under our Customer Support Policy.	496	420	\$508,235.94