

IPART Distribution reliability and Performance Reporting

Information Disclosure

Thursday, 13 August 2026

3.5 Customer compensation schemes (Licence condition 6.9)

a) By 31 August each year, the Licence Holder must publish on its website details on any schemes and policies offered by the Licence Holder in the preceding financial year that provided customers with the opportunity to apply for financial compensation including:

(i) the types of claims that were eligible for financial compensation;

Voluntary Compensation Schemes

- **DSCC Claims**

Claims for loss or damage that arose from the supply of electricity are governed under Ausgrid's Deemed Standard Connection Contract (DSCC). This claim type includes appliance damage and business loss. Ausgrid may consider a customer service payment in exceptional circumstances.

- **Food Spoilage Claims**

For residential customers who have experienced an unplanned power outage for 12 hours or more, Ausgrid considered a customer service payment for food spoilage. These payments ceased for network events on or after 5 May 2026.

- **Property Damage Claims**

Property damage refers to physical harm to property such as buildings, vehicles or fixtures often caused by staff negligence, accidents, or operational errors, network fires or our assets falling etc. Ausgrid may consider a customer service payment if we have damaged customer property.

Guaranteed Service Level (GSL) Claims

The NSW Government has detailed the level of service which Ausgrid and other electricity businesses are expected to meet. These expectations are known as the Guaranteed Service Levels (GSL). There are two category payments, GSL1 & GSL2.

- (ii) the method for assessing claims for financial compensation;

All assessment criteria are available on Ausgrid's website:

- <https://www.ausgrid.com.au/outages-and-issues/customer-support/make-a-claim/gsl-claims-eligibility>
- <https://www.ausgrid.com.au/outages-and-issues/customer-support/make-a-claim>

- (iii) the number of claims for financial compensation received by reference to the type of claim;

Number of Claims Received by Claim Type				
DSCC	Food Spoilage	Property Damage	GSL1	GSL2
1204	2139	231	1,460	532

- (iv) the number of payments of financial compensation made by reference to the type of claim; and

Number of Payments Made by Claim Type				
DSCC	Food Spoilage	Property Damage	GSL1	GSL2
1244	2252	252	934	189

- (v) the total amount paid in financial compensation by reference to the type of claim.

Total Amount Paid by Claim Type				
DSCC	Food Spoilage	Property Damage	GSL1	GSL2
\$631,995.75	\$388,609.66	\$257,409.97	\$114,769.92	\$30,875.04

- b) By 31 August each year, the Licence Holder must provide written notification to IPART that the information referred to in paragraph (a) has been published on its website.