

Tuesday, 24 February 2026

### 3.1 Guaranteed service levels (Licence condition 6.5)

- a) By 1 March each year, the Licence Holder must publish on its website a report for the preceding financial year setting out the following information:
- (i) the number of customers to whom the Licence Holder made a GSL Payment;
    - 1214 GSL payments made
  - (ii) the number of customers who made an application for a GSL Payment;
    - 5036 customers made a GSL application
  - (iii) the Licence Holder's best estimate of the number of customers who:
    - 1. had more hours of interruptions, or a greater number of interruptions, than those in GSL 1; and
      - o 9494 customers have been identified as eligible for a GSL 1 payment.
    - 2. had more hours of interruptions, or a greater number of interruptions, than those in GSL 2; and
      - o 1223 customers have been identified as eligible for a GSL 2 payment.
  - (iv) the steps taken by the Licence Holder to notify customers of their potential entitlement to a GSL Payment in accordance with condition 5.10(b) of the Licence.
    - Ausgrid has notified all eligible customers for financial year 2024-2025 via SMS, email or letter.
    - Facebook social media post on 27 November 2024 & 25 July 2025.
    - Ausgrid has developed a robust and accurate report to identify customers who meet GSL 1 & GSL 2 eligibility criteria.
    - Our claims team have been assessing GSL eligibility when food spoilage claims are assessed and if eligible proactively creating a GSL claim on behalf of the customer for payment.
    - Ausgrid contact centre scripting references GSL payment eligibility where relevant enquiries are received

- On an easily accessible location on the Ausgrid website, all GSL eligibility and assessment criteria is published - <https://www.ausgrid.com.au/Contact-Us/Make-a-claim-Step-1/GSL-Claims-Eligibility-Update>.
- Ausgrid provides written information on the availability of GSL payments and how to make an application upon request from a customer:
  - o Contact Centre scripting will direct customers to the website to reference information and apply for a GSL claim; and/or
  - o Email and/or post a GSL claim form and GSL information brochure to customers