



Information Disclosure – Guaranteed Service Levels

Endeavour Energy provides the following information disclosure¹ on Guaranteed Service Levels (GSL) in accordance with licence condition 6.5 of Appendix 1 to Schedule B of the ministerially-imposed licence conditions for the operator of a transacted distribution system (effective 1 July 2024).

INFORMATION DISCLOSURE REQUIREMENT	1 JULY 2024 – 30 JUNE 2025
(i) The number of customers to whom Endeavour Energy made a GSL payment	2,249
(ii) The number of customers who made an application for a GSL Payment	2,263
(iii) Endeavour Energy's best estimate of the number of customers who:	
<ul style="list-style-type: none"> had more hours of interruptions, or a greater number of interruptions, than those in GSL1 	5,756
<ul style="list-style-type: none"> had more hours of interruptions, or a greater number of interruptions, than those in GSL 2 	324
(iv) The steps taken by Endeavour Energy to notify customers of their potential entitlement to a GSL Payment (in accordance with conditions 5.10(b) of the Licence:	
Each month, Endeavour Energy identifies individual sites that may be entitled to a GSL payment by reviewing outage data, including the frequency and duration of outages.	
Customers identified as potentially eligible are notified via SMS, which includes a unique identification number and a link to Endeavour Energy's website containing instructions on how to apply. Where a mobile number is not available, Endeavour Energy attempts to contact eligible customers by email or phone to obtain additional contact information, enabling information on potential entitlement to a GSL payment to be provided.	
<ul style="list-style-type: none"> Number of notifications sent to notify customers of their potential entitlement to a GSL payment 	5,871
<ul style="list-style-type: none"> Number of follow-up notifications sent to customers notified of their potential entitlement to a GSL payment. 	4,091

Endeavour Energy's website provides information on Guaranteed Service Levels, including the types of payments available and the process for applying. To view this information, [click here](#).

¹ The information is provided in accordance with IPART's [Electricity Networks Reporting Manual – Distribution Reliability and Performance Reporting](#).