

Annual performance data for distributors' guaranteed service level (GSL) payments

This page contains annual performance data for Guaranteed Service Level (**GSL**) payments that Victorian electricity distributors make to customers. This data is submitted to both the Essential Services Commission and the Australian Energy Regulator (**AER**). The data shows distributors' performance against the customer service standards set in the [Electricity Distribution Code of Practice](#).

Electricity distributors are required to make GSL payments to customers who experience certain types of service disruptions. This includes, but is not limited to, unplanned electricity supply outages. In 2021, we modernised the GSL scheme to improve how distributors identify eligible customers. We implemented new requirements to use smart meter data for assessing eligibility for unplanned outage payments. This update ensured that all eligible customers are better able to receive timely payments when service levels fall below relevant standards.

Electricity distributors must also report detailed performance data to us each year. This includes the number of GSL payments made and total GSL payment costs.

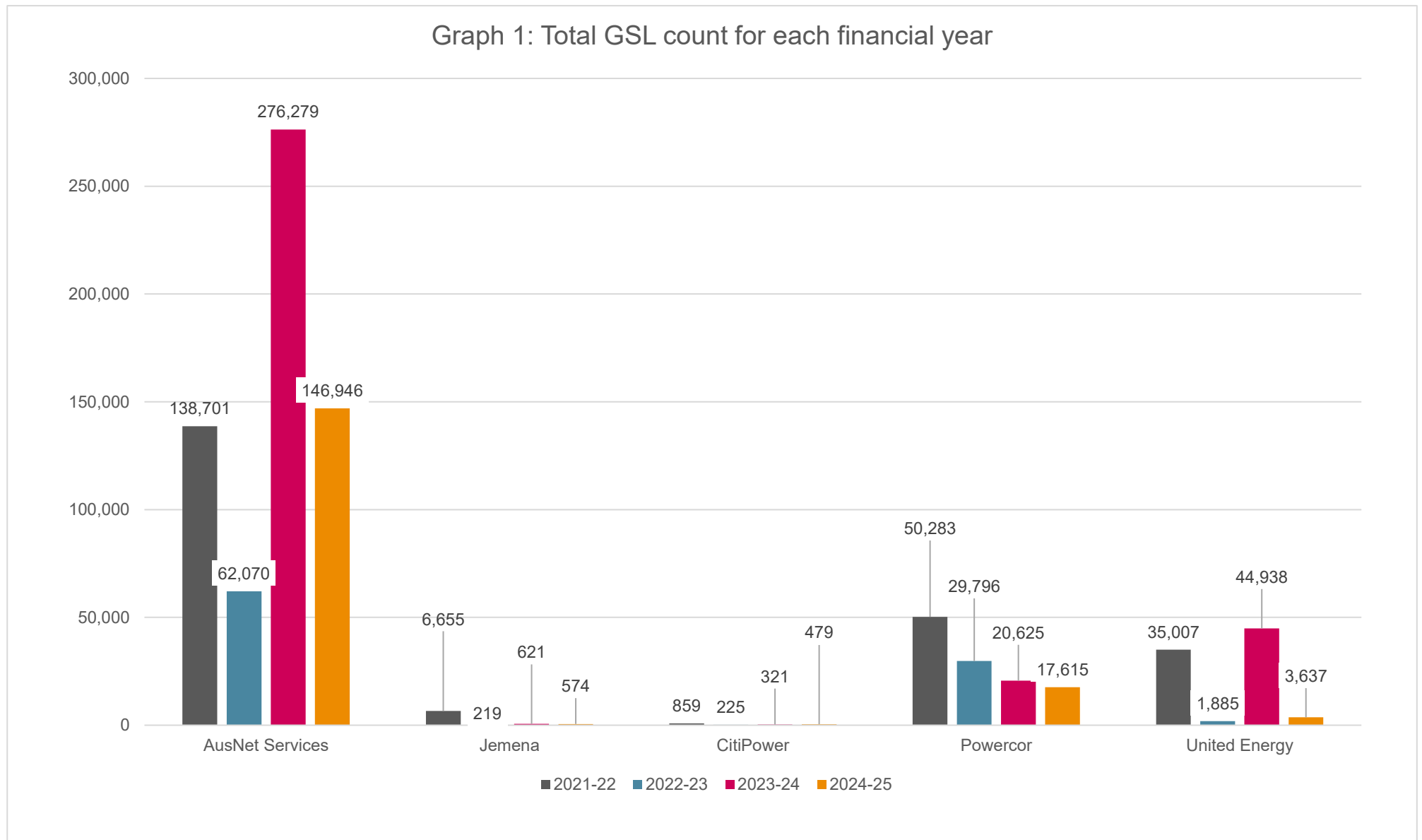
The table below sets out comparative GSL data for the five Victorian electricity distributors since 2021-22.

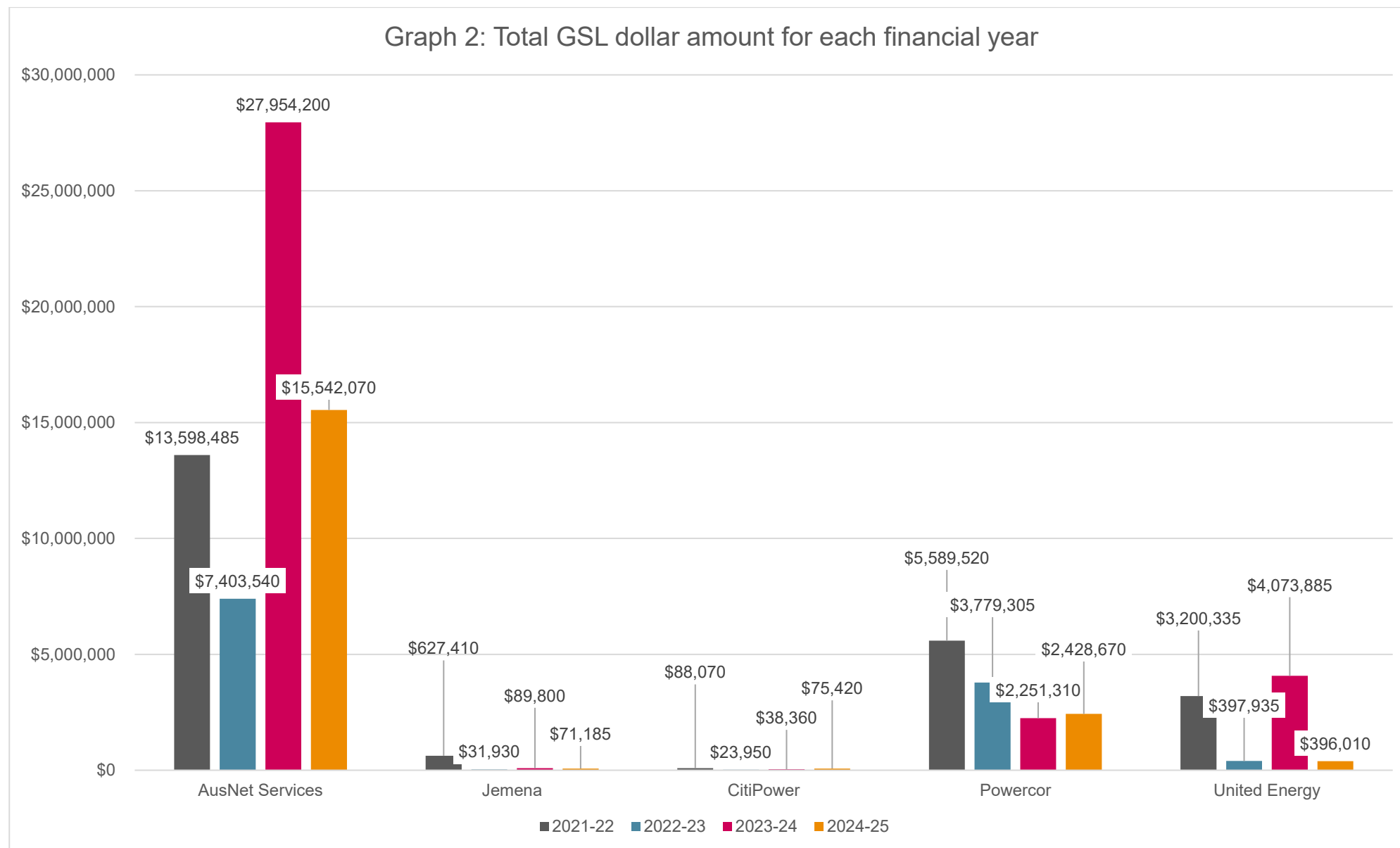
Table 1: Distributors' comparative GSL performance 2021-2022 to 2024-25

GSL category	Year	AusNet Services		Jemena		CitiPower		Powercor Australia		United Energy	
		GSL count	Total value	GSL count	Total value	GSL count	Total value	GSL count	Total value	GSL count	Total value
Appointments not met within 15 minutes of agreed time	2021-22	178	\$6,095	7	\$280	170	\$5,950	310	\$10,850	21	\$725
	2022-23	234	\$8,190	2	\$70	82	\$2,870	179	\$6,265	323	\$11,305
	2023-24	214	\$7,490	0	\$0	40	\$1,400	294	\$10,290	65	\$2,275
	2024-25	0	\$0	3	\$105	12	\$420	148	\$5,180	4	\$140
Failing to connect customers by agreed date	2021-22	2116	\$452,030	165	\$33,440	20	\$6,560	301	\$78,240	25	\$6,800
	2022-23	2,263	\$490,400	13	\$4,560	19	\$4,640	306	\$87,600	931	\$298,960
	2023-24	4742	\$1,614,160	3	\$240	8	\$2,000	250	\$63,600	93	\$22,880
	2024-25	0	\$0	23	\$3,040	10	\$2,800	65	\$17,280	45	\$14,880
Supply restoration payments for over 18 hours of unplanned sustained interruptions per year	2021-22	19,135	\$3,071,200	162	\$24,800	266	\$39,340	4,961	\$706,370	454	\$86,180
	2022-23	24,955	\$4,066,830	204	\$27,300	109	\$15,090	6,994	\$973,810	631	\$87,670
	2023-24	30,504	\$4,750,350	618	\$89,560	163	\$25,060	4,185	\$601,790	408	\$54,250
	2024-25	34,978	\$5,408,090	366	\$49,740	457	\$72,200	8,894	\$1,456,940	786	\$128,810
Low reliability payments for over 8 unplanned	2021-22	17,139	\$1,057,190	0	\$0	1	\$40	17,232	\$2,320,950	25	\$3,250
	2022-23	20,863	\$1,600,170	0	\$0	0	\$0	14,738	\$2,029,520	0	\$0
	2023-24	14,848	\$1,244,810	0	\$0	0	\$0	2,671	\$385,380	25	\$3,250

sustained interruptions per year and momentary interruptions	2024-25	16,746	\$1,564,000	48	\$6,240	0	\$0	3,184	\$470,110	0	\$0
Major event day payments for over 12 hours of unplanned sustained interruptions during storm events	2021-22	100,133	\$9,011,970	6,321	\$568,890	402	\$36,180	27,479	\$2,473,110	34,482	\$3,103,380
	2022-23	13,755	\$1,237,950	0	\$0	15	\$1,350	7,579	\$682,110	0	\$0
	2023-24	225,971	\$20,337,390	0	\$0	110	\$9,900	13,225	\$1,190,250	44,347	\$3,991,230
	2024-25	95,222	\$8,569,980	134	\$12,060	0	\$0	5,324	\$479,160	2,802	\$252,180

Graphs showing total distributor GSL performance 2021-2022 to 2024-25





For more detailed information about GSL payments, eligibility criteria, and service standards, please refer to our [GSL webpage](#).

Please be advised that this publication is to provide general guidance only. It does not constitute legal or other professional advice and should not be relied on as a statement of the law. While we have made every reasonable effort to provide current and accurate information, you should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information.