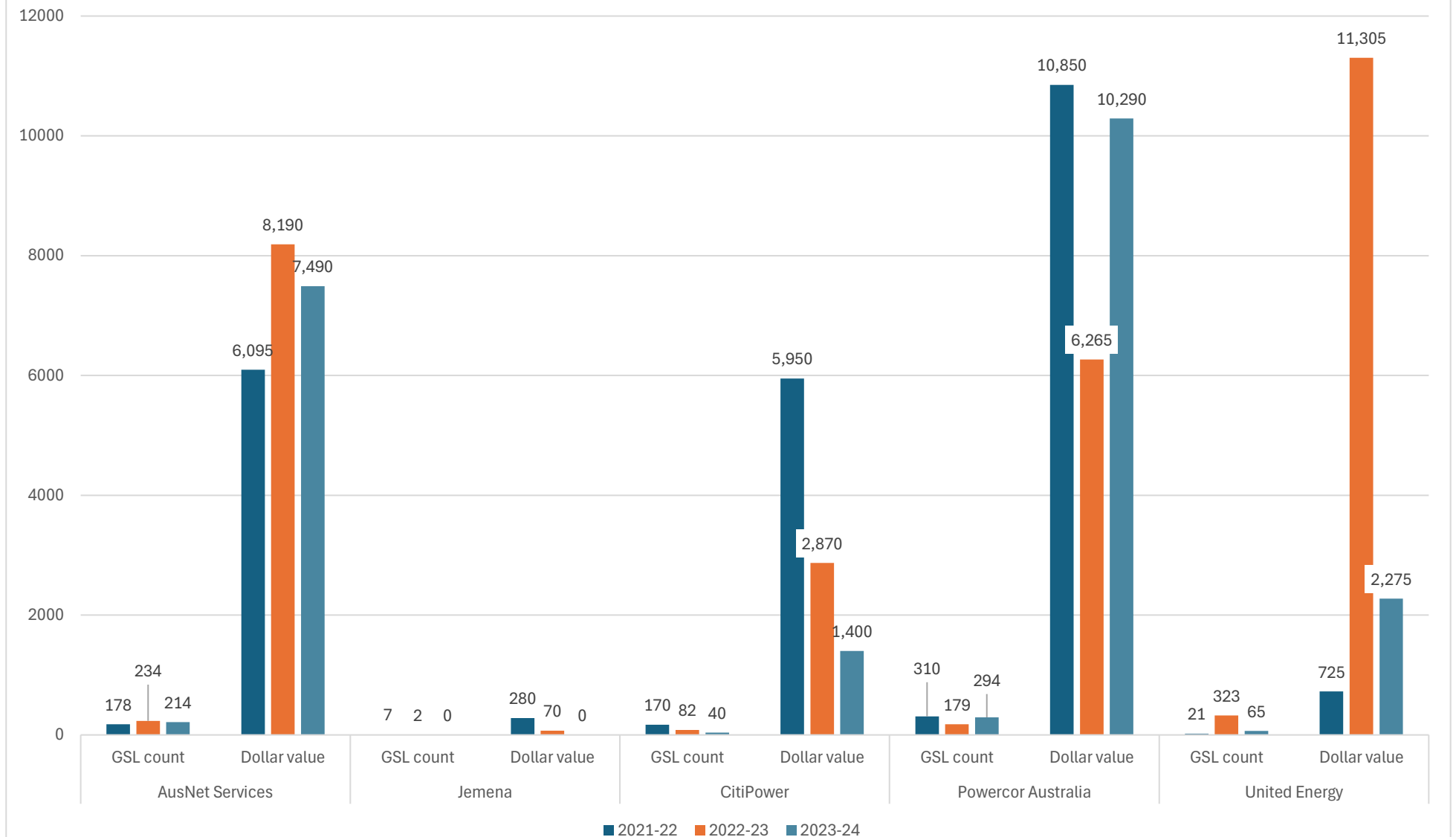
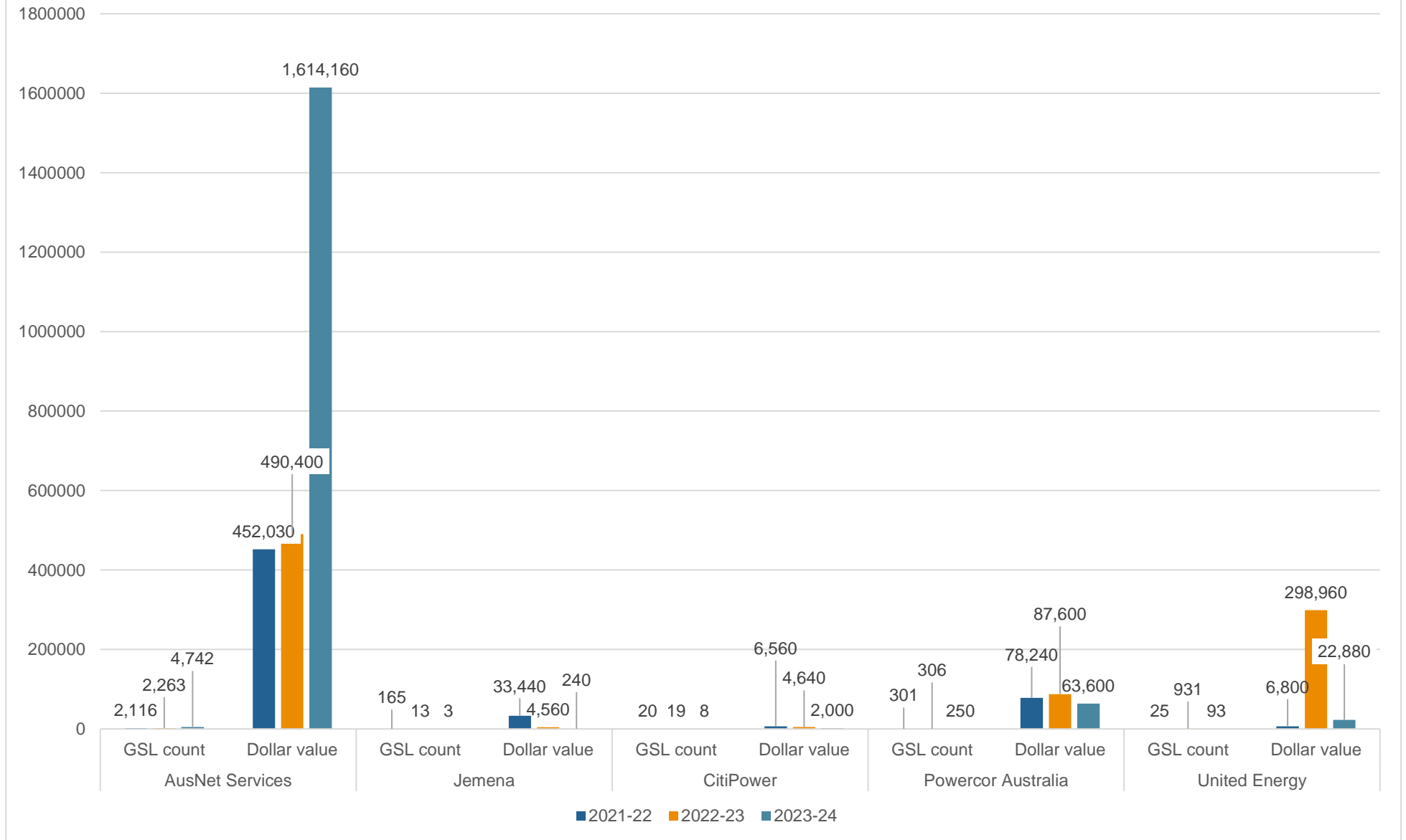


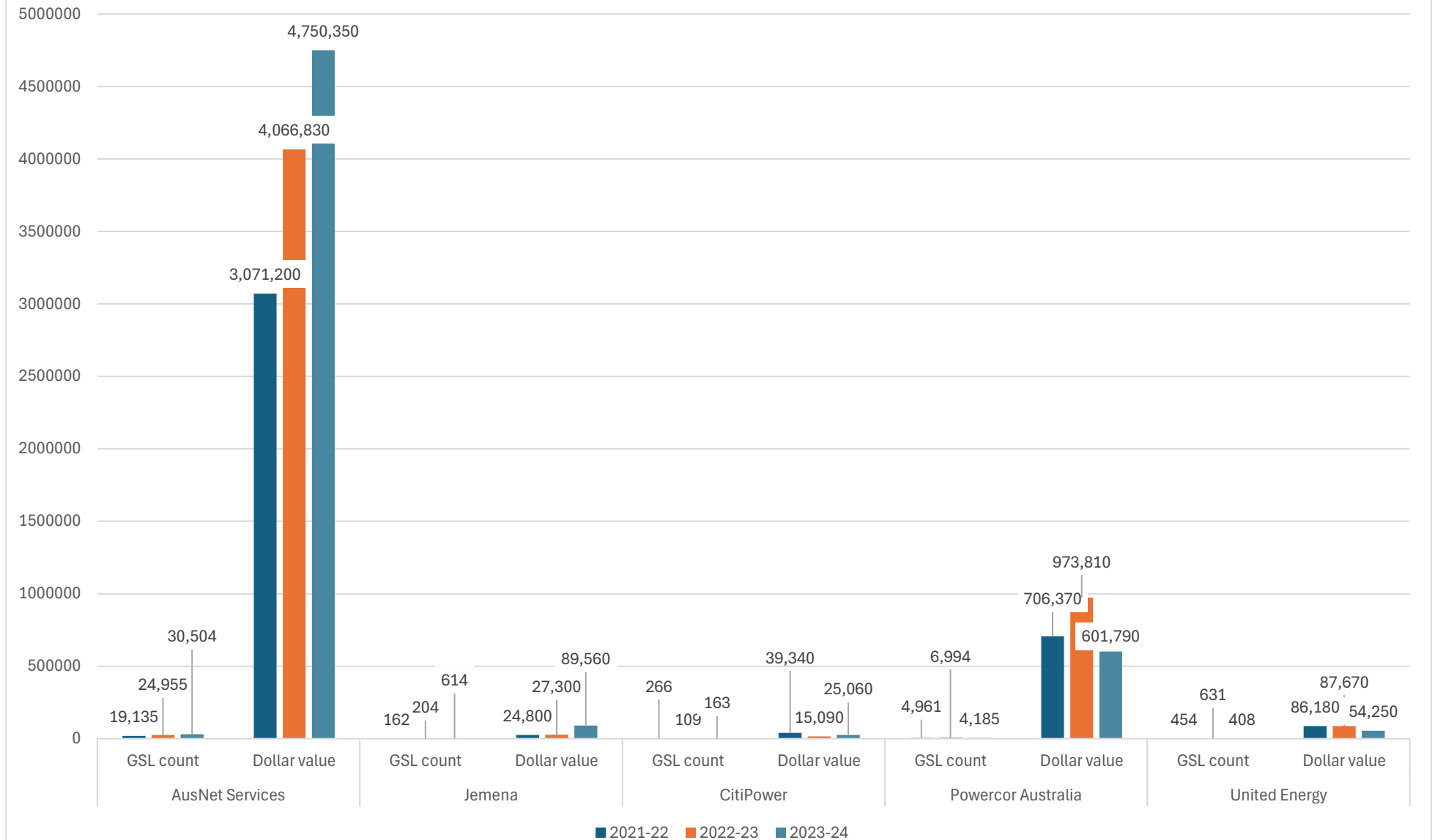
Graph 1: Appointments not met within 15 minutes of agreed time



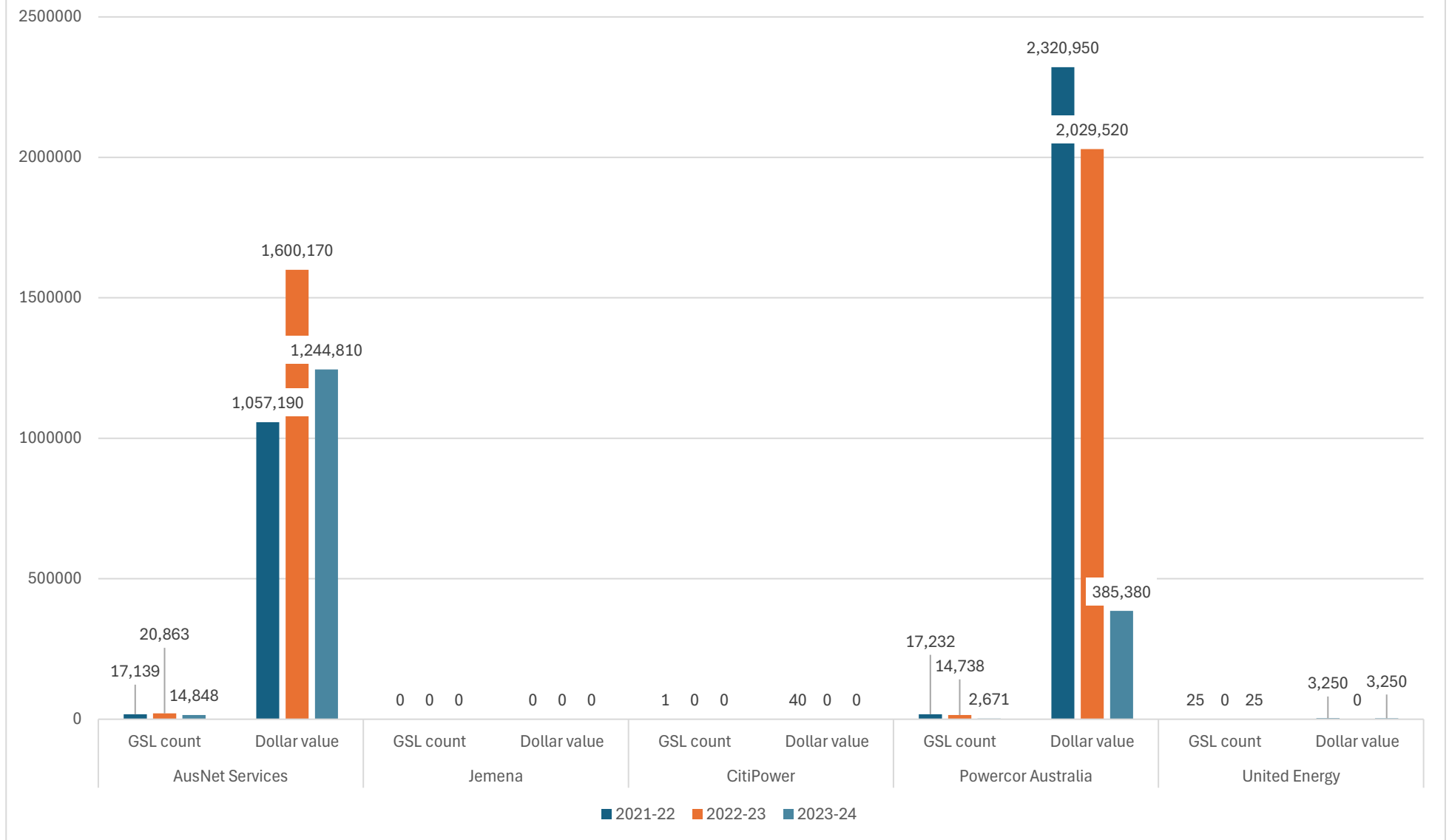
Graph 2: Failing to connect customers by agreed date



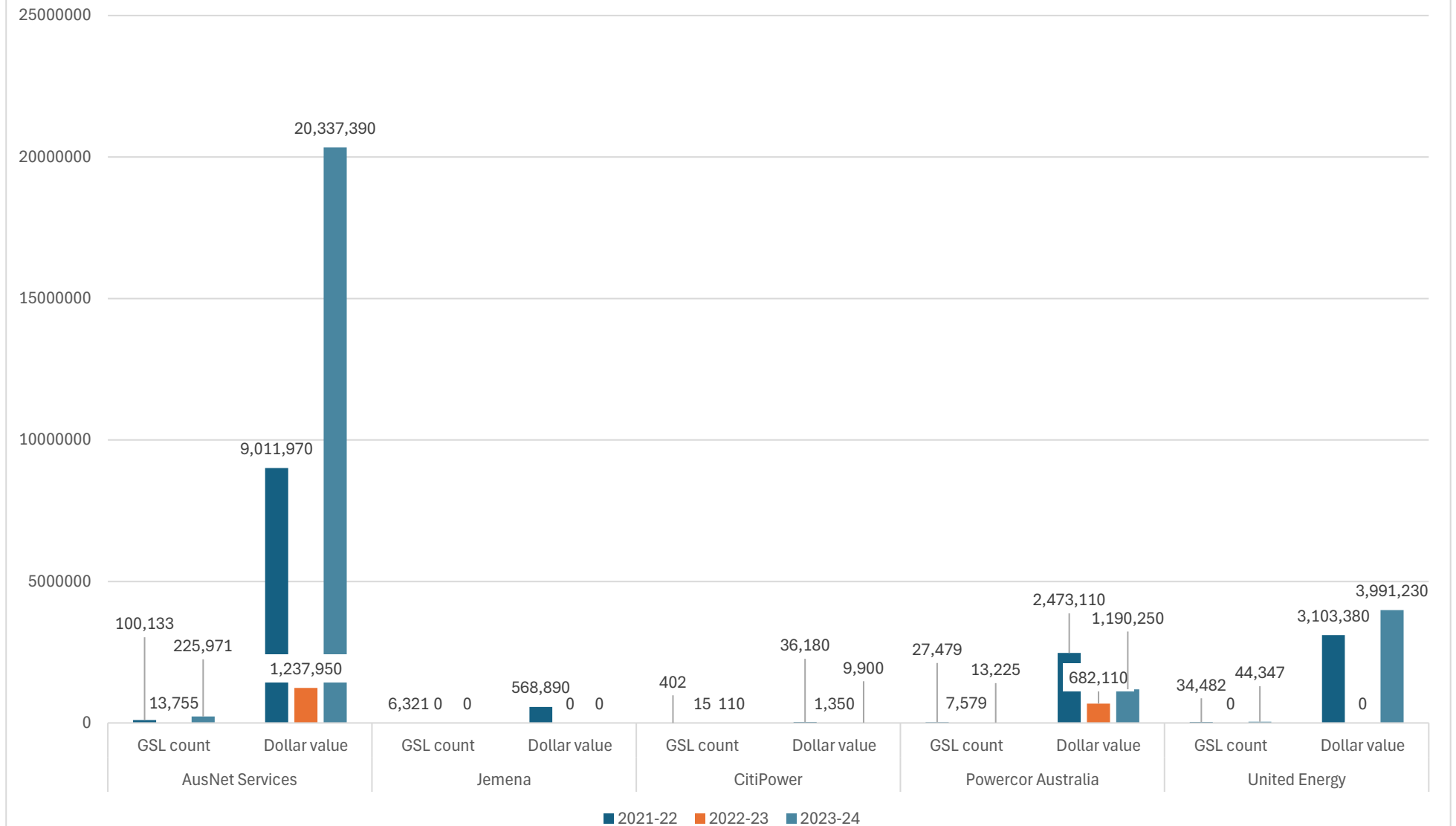
Graph 3: Supply restoration payments for over 18 hours of unplanned sustained interruptions per year



Graph 4: Low reliability payments for over 8 unplanned sustained interruptions per year and momentary interruptions



Graph 5: Major event day payments for over 12 hours of unplanned sustained interruptions during storm events



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.