Evoenergy Gas Network - Service Performance
as at 31 March 24

Services	Metrics definition	Performance Standard FY24 Target	CY22 Actual	MTH Actual	YTD Actual	Commentary		Data Custodian
Metering								
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	**<4.9%**	2.4%	2.1%	2.2%			Meny Kypriotis
Meter data delivery	Routine reads delivered within compliance timeframes	**>97%**	96%	96%	97%	Compliance was not met due to reads collected outside of the 2-business day window at the beginning of this year. This was due to staff shortages and access issues. We are expecting to see steady improvement in the coming months towards the target as Skilltech recovered on their resource level.		Meny Kypriotis
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	**<6%**	3%	3%	3%			Meny Kypriotis
Connections								
Timely meter activation	Annual % meters activated within 5BD of physical installation	**>98%**	100%	100%	99%			Miguel Rana
Timely reconnections	Percentage of reconnections completed in accordance with the Consumer Protection Code	**>98%**	100%	100%	100%			Miguel Rana
Temporary disconnections attempted within 5BD	Percentage of AML where Evoenergy attends site and attempts disconnection within 5BD of nominated date	**>95%**	98%	100%	97%			Miguel Rana
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	**>98%**	100%	100%	100%			Miguel Rana
Making basic & negotiatied residential offers	Percentage of offers made within 5BD/45BD	**>98%**	100%	100%	100%			Miguel Rana
Customer Service								
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	**>70%**	39%	74%	n/a		0	Lisa Mannix
Quality and reliability								
Customer Hours Off Supply (CHOS)	Customer Hours Off Supply for more than 4 customers (in hours)	1000pa	n/a*	n/a	n/a			Catherine Stokes Catherine Stokes

*not reported in 2022