



Evoenergy Gas Network - Service Performance as at 31 March 2025

| Services | Metrics definition | Performance Standard FY25 Target | FY24 Actual | MTH Actual | FY25 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% | 2.1% | 1.8% | 1.5% | | Meny Kypriotis |
| Meter data delivery | Routine reads delivered within compliance timeframes | >97% | 98% | 100% | 99% | | 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% | 2% | 2% | | Meny Kypriotis |
| Connections | | | | | | | |
| Timely meter activation | Annual % meters activated within 5BD of physical installation | >98% | 99% | 97% | 98% | | 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% | 100% | | 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 & negotiated 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% | 61% | 78% | 71% | | 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