



Evoenergy Gas Network - Service Performance as at 31 May 24

Services	Metrics definition	Performance Standard FY24 Target	FY23 Actual	MTH Actual	FY24 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%	2.5%	1.4%	2.1%		Meny Kypriotis
Meter data delivery	Routine reads delivered within compliance timeframes	>97%	96%	99%	97%		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%	5%	2%	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%	97%	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 & 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%	65%	49%	64%	General Enquiries GOS : - Performance for KRA 1 & 4 has been escalated and discussed at Startek/Jemena GM committee - Startek has provided a remediation plan for Jemena to review	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

*not reported in 2022

Catherine Stokes