



Evoenergy Gas Network - Service Standards as at 30 July 2023

Services	Metrics definition	Service Standard FY24 Target	CY22 Actual	MTH Actual	FYTD Actual	Commentary
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%	2.5%	2.5%	
Meter data delivery	Routine reads delivered within compliance timeframes	97%	96%	95%	95%	Meter reading performance impacted due to resourcing. Ten new staff were employed to support the delivery of meter reads in July however they are still in training. We anticipate performance will improve in the following months.
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	3%	4%	4%	
Connections						
Timely meter activation	Annual % meters activated within 5BD of physical installation	98%	100%	97%	97%	Error in finalising 5 jobs has impacted performance for the month.
Timely reconnections	Percentage of reconnections completed in accordance with the Consumer Protection Code	98%	100%	100%	100%	
Temporary disconnections attempted within 5BD	Percentage of AML where Evoenergy attends site and attempts disconnection within 5BD of nominated date	95%	98%	78%	78%	Significant increase in disconnection orders were received without notification for July. Service provider was unable to attend within 5 business days due to resourcing. Forecast has been requested to allow for planning and resource availability.
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	98%	100%	100%	100%	
Making basic & negotiated residential offers	Percentage of offers made within 5BD/45BD	98%	100%	100%	100%	
Customer Service						
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	70%	39%	30%		GOS results under target in July. Remediation plan requested from service provider. 5 new staff are scheduled to commence in August.
Quality and reliability						
Customer Hours Off Supply (CHOS)	Customer Hours Off Supply for more than 4 customers (in hours)	1000pa	n/a*	0	0.00	

*not reported in 2022