Evoenergy Gas Network - Service Standards as at 31 March 2023

Services	Metrics definition	Service Standard RY22/23 Target	CY22 Actual	MTH Actual	YTD 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%	
Meter data delivery	Routine reads delivered within compliance timeframes	97%	96%	97%	95%	
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	3%	5%	6%	
Connections						
Timely meter activation	Annual % meters activated within 5BD of physical installation	98%	100%	100%	100%	
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%	100%	97%	
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	98%	100%	100%	100%	
Making basic & negotiatied 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%	72%		GOS results in Jul, Nov-Dec were below target due to the implementation of a new telephony system. YTD performance has improved in 2023.
Quality and reliability						
Customer Hours Off Supply (CHOS)	Customer Hours Off Supply for more than 4 customers (in hours)	1000pa	n/a*	0	41.60	

*not reported in 2022