

Evoenergy - Service Standards as at 31 May 2023



Services	Metrics definition	Service Standard	CY22 Actual	May-23	YTD (Jun22 - Jul23)	Commentary
Metering						
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months	4.9%	2.4%	2.7%	2.5%	
Meter data delivery	Reads delivered within compliance timeframes	97%	96%	97.6%	95.3%	
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	3%	2.6%	5.6%	
Connections						
Timely meter activation	Annual % meters activated within 5BD of physical installation	98%	100%	99.1%	100%	
Timely reconnections	Percentage of reconnections completed in accordance with the Consumer Protection Code	98%	100%	100.0%	100%	
Temporary disconnections attempted within 5BD	Percentage of AML where Evoenergy attends site and attempts disconnection within 5BD of nominated date	95%	98%	96.1%	97%	
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	98%	100%	100.0%	100%	
Making basic & negotiated residential offers	Percentage of offers made within 5BD/45BD	98%	100%	100.0%	100%	
Customer Service						
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	70%	39%	72.0%	NA	
Quality and reliability						
Customer Hours Off Supply (CHOS)	Customer Hours Off Supply for more than 4 customers (in hours)	1000pa	n/a*	0.00	41.60	