

SERVICE STANDARDS - 2022

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Reporting methodology

Overview

The reporting methodology will cover the reporting arrangements under Jemena Gas Network Service Standards that comes into effect from January 2022.

Jemena will provide a report each calendar month which will be a whole-of-market level level addressing Jemena's performance against the service standards. The report will be produced and emailed each month in the third week of the month, reporting the previous month's results.

The monthly report will include:

- Consecutive estimated meter reads;
- Meter data collection;
- Meter read performance (except in case of permitted skip codes);
- Timely meter activation;
- Temporary disconnections;
- Meter Not On Premise;
- E-G connections (under Model Standing Offer);
- Making basic & negotiated residential offers;
- Grade of Service for General Enquiries;
- Grade of Service for Faults;
- Unplanned SAIFI; and
- Unplanned SAIDI.

Purpose

The reporting methodology is in place to ensure consistency in the reporting and transparency between parties in understanding the criteria applied by Jemena when producing the service standards report each month.

Scope

The following is included in this report:

- Jemena Gas Networks (JGN);
- Basic Meters; and
- MDL Meters
- Reporting period to commence 1 January 2022.

The following is not included in this report:

- EVO network (ACT);
- Interval meters

Reporting methodology

Reporting Criteria

The following criteria will be applied to report against each category of the Gas Service Standards.

Consecutive estimated meter reads

Criteria are as follows:

- Business days does not include weekends and NSW gazetted public holidays.
- The percentage of JGN customers who receive more than 2 cyclic meter read estimates consecutively in a 12 month period.
- The customer reads and special reads are not considered. The report is based on cyclic reads.

Meter data delivery

Criteria are as follows:

- Business days does not include weekends and NSW gazetted public holidays.
- The volume of meter reads collected and delivered to the market within compliant timeframes as per the Retail Market Procedures:
 - For non-daily metered delivery points with meters read monthly – 31 days plus or minus 2 business days of the scheduled read date;
 - For non-daily metered delivery points with meters read quarterly – 91 days plus or minus 2 business days of the scheduled read date.
- Meter data is delivered by 5.00pm on the 2nd business day after the day on which a gas meter was read or by 5.00pm on the 5th business day on which a hot water meter was read.

Meter read performance (except in case of permitted skip codes)

Criteria are as follows:

- Business days does not include weekends and NSW gazetted public holidays.
- The volume of estimated reads collected over the total reads collected in a given month.
- The following SKIP codes are excluded from this calculation: Access Overgrown, Gate Locked, Key Required, Locked & No Answer, Meter Obstructed, Refused Access, Savage Dog and Unsafe Access.
- Validation of meter reading is in accordance with an approved methodology.
- The approved estimation methodology is applied to all skipped meters.

Reporting methodology

Reporting Criteria

Timely meter activation

Criteria are as follows:

- Business days does not include weekends and NSW gazetted public holidays.
- Report is monthly based on finalisation date.
- Compliant activation is 5BD from device installation date to finalisation date.
- Percentage of compliant to total activated within given month.
- Compliance is only based on BAU orders, any orders completed due to outside factors such as installed meters found in field but not activated are excluded.

Reconnection Timeliness

Criteria are as follows:

- Only includes reconnection orders for both normal and expedited.
- Business days does not include weekends and NSW gazetted public holidays.
- Compliance is based on number of network days between “Customer Preferred Date (CPD)” and “Job Completion Date (JCD)”, i.e. The date the job was completed in the field and not the date the service order is closed out in Jemena’s SAP system.
- Any reconnection orders with no CPD are substituted to reflect Dispatch Date.
- Jobs are counted in the calculation only upon completion in the field, open jobs are not counted until completed in field; and
 - Compliance = CPD \leq 5 business days from JCD and Non-Compliance = CPD > 5 business days from JCD.

Temporary disconnections

Criteria are as follows:

- Only includes temporary disconnection orders.
- Business days does not include a Friday (protected period), weekends and NSW gazetted public holidays.
- Compliance is based on number of network days between “Customer Preferred Date (CPD)” and “Job Completion Date (JCD)”, i.e. is the date the job was completed in the field and not the date the service order is closed out in Jemena’s SAP system.
- Jobs are counted in the calculation only upon completion in the field, open jobs are not counted until completed in field.
- Any temporary disconnection orders cancelled by Jemena due to meter removed are not included in the numbers.
- Any temporary disconnection orders that have been cancelled by the Origin.
- Compliance = CPD \leq 5 business days from JCD and Non-Compliance = CPD > 5 business days from JCD.
- Any temporary disconnection orders with no CPD are excluded from the calculation.

Reporting methodology

Reporting Criteria

Meter Not On Premise

Criteria are as follows:

- Data where Meter Read has been returned with a Skip code 01. Service order 524 is auto-generated, report captures all 524 service orders.
- Business days does not include weekends and NSW gazetted public holidays.
- Reported volumes are based on investigations due per month - agreed target first response date. This will include all sites which are past the 45 BD regardless of it having an open or closed status.
- Open investigations that are not yet due, are not included in the numbers reported.
- Each month, the number of cases that have become non-compliant during that reporting period will be reported. If a case remains outstanding beyond that, further updates will be provided in the comment field until the investigation is closed.
- Note: Outcomes of all investigations are available upon request.

E-G connections (under Model Standing Offer)

Criteria are as follows:

- Business days does not include weekends and NSW gazetted public holidays.
- Only includes E-G service orders (issue code 90E).
- Report is based off finalised date not physical completion date.
- Basic Connections to be completed within 20BD from creation to Physical Completion date.
- Service provider to provide reason for delay if over 20BD.
- Acceptable reason for delay is allowed if the completion timeframe is beyond 20BD.

Making basic & negotiated residential offers

Criteria are as follows:

- Business days does not include weekends and NSW gazetted public holidays.
- Basic Offer is 5BD from application submission.
- Negotiated Offer is 45BD from initial application assessment.
- Percentage is based off both types added together compliant from total number of applications.

Reporting methodology

Reporting Criteria

Grade of Service for General Enquiries

Criteria are as follows:

- Mon - Fri 8am - 6pm, excluding NSW gazetted public holidays.
- Calls offered to Jemena Gas general enquiries agents.
- Percentage of calls answered in 30 seconds.

Grade of Service for Faults

Criteria are as follows:

- 24 hours, 365 days per year.
- Calls offered to Jemena Gas Faults agents.
- Percentage of calls answered in 30 seconds.

Unplanned SAIFI

Criteria are as follows:

- Customer Hours Off Supply (CHOS) incident is defined as any incident where 5 or more customers are off supply.
- SAIFI is calculated as the number of CHOS incidents divided by the total customers, multiplied by 1,000 customers.
- The number of customers is based on the MIRN count as at 31 December 2021.

Unplanned SAIDI

Criteria are as follows:

- Customer Hours Off Supply (CHOS) incident is defined as any incident where 5 or more customers are off supply.
- SAIDI is calculated as CHOS divided by the total customers, multiplied by 1,000 customers.
- The number of customers is based on the MIRN count as at 31 December 2021.