



# Jemena Gas Network - Service Standards as at 31 May 2022

Services	Metrics definition	Service Standard CY22 Target	CY21 Actual	MTD Actual	YTD Actual	Commentary
<b>Metering</b>						
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	4.9%	5.5%	5.4%	6.1%	As this is a rolling 12-month KPI, the Covid impacts in the second half of CY21, meter reading resourcing issues in Jan 22 due to the Omicron outbreak and the weather event in Feb 22 and Mar 22 will impact on Q1 and Q2 CY22 performance. Recovery plans are in place to achieve the FY target of 4.9%.
Meter data delivery	Reads delivered within compliance timeframes	97%	98%	98%	98%	
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	7.2%	4.3%	2.9%	
<b>Connections</b>						
Timely meter activation	Annual % meters activated within 5BD of physical installation	98%	99%	100%	98%	14 jobs completed for the month, of which 2 were non-compliant.
Timely reconnections	Percentage of reconnections completed within 5BD of CPD	98%	99%	100%	100%	
Temporary disconnections attempted within 5BD	Percentage of AML where JGN attends site and attempts disconnection within 5BD of nominated date	95%	n/a*	100%	99%	
Meter Not On Premise	Percentage of sites investigated and rectified within 45BD of the meter read with skip code 01	100%	89%	86%	79%	
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%	
<b>Customer Service</b>						
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	70%	64%	15%	24%	New Contact Centre telephony platform went live mid Dec 21 and is experiencing challenges with routing calls to available agents, which have impacted GOS performance. The telephony system was replaced with a new platform in May 2022. Anticipate improvements to GOS over the coming months with the new system in place.
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	71%	50%	50%	
<b>Quality and reliability</b>						
Unplanned System Average Interruption Frequency Index (SAIFI)	outages per 1,000 customers (reported annually)	3.33	0.01	n/a	n/a	to be reported Q4 2022
Unplanned System Average Interruption Duration Index (SAIDI)	hours per 1,000 customers (reported annually)	13.07	6.45	n/a	n/a	to be reported Q4 2022

\* data not captured in CY21

\*\* reported annually