



Jemena Gas Network - Service Standards as at 30 June 2022

| Services | Metrics definition | Service Standard CY22 Target | CY21 Actual | MTD 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% | 5.5% | 6.3% | 6.0% | 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% | 3.5% | 5.0% | |
| Connections | | | | | | |
| Timely meter activation | Annual % meters activated within 5BD of physical installation | 98% | 99% | 99% | 98% | |
| 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% | 71% | 78% | 14 jobs completed for the month, of which 4 were non-compliant. |
| 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% | 64% | 9% | 21% | |
| Grade of Service for Faults | % Customer service calls answered within 30 seconds | 70% | 71% | 68% | 55% | 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. |
| Quality and reliability | | | | | | |
| 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