Jemena Gas Network - Service Performance
as at 31 August 2024

Services	Metrics definition	Service Performance CY24 Target	CY23 Actual	MTH Actual	CYTD Actual	Commentary	Data Custodian
Metering							
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	<4.9%	4.0%	2.4%	2.6%		Meny Kypriotis
Meter data delivery	Reads delivered within compliance timeframes	>97%	97%	98%	97%		Meny Kypriotis
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	3.8%	2%	4%		Meny Kypriotis
Connections							
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	98%	99%	99%		Miguel Rana
Timely reconnections	Percentage of reconnections completed within 5BD of CPD	>98%	100%	100%	100%		Emille Kueh
Temporary disconnections attempted within 5BD	Percentage of AML where JGN attends site and attempts disconnection within 5BD of nominated date	>95%	99%	100%	98%		Miguel Rana
Meter Not On Premise	Percentage of sites investigated and rectified within 45BD of the meter read with skip code 01	100%	83%	80%	75%	33 confirmed MNOP cases completed in JGN in August 2024. 26 are compliant, 7 non-compliant There are a combination of reasons that have led to non-compliance which include delays in receiving responses from retailers, customers and schedulers.	Sangeeta Biswas
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	>98%	100%	100%	100%		Miguel Rana
Making basic & negotiatied residential offers	Percentage of offers made within 5BD/45BD	>98%	100%	100%	100%		Miguel Rana
Customer Service							
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	70%	64%	72%	57%		Lisa Mannix
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	76%	78%	53%		Lisa Mannix
Quality and reliability			**CY23 Actual**		**CY24 YTD**		
Unplanned System Average Interruption Frequency Index (SAIFI) **	outages per 1,000 customers (reported annually)	3.33	0.02	n/a	n/a		Catherine Stokes
Unplanned System Average Interruption Duration Index (SAIDI) **	hours per 1,000 customers (reported annually)	13.07	1.78	n/a	n/a		Catherine Stokes

** reported annually