

Jemena Gas Network - Service Performance
as at 31 December 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%	5.5%	2.3%	Increasing trend in issues related to locked gates and dogs on properties. To address this, we are collaborating with Retailers to implement targeted initiatives aimed at improving access to chronic no-access sites.	Meny Kyriotis
Meter data delivery	Reads delivered within compliance timeframes	>97%	97%	100%	98%		Meny Kyriotis
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 Kyriotis
Connections							
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	98%	100%	99%	6 jobs completed in JGN in December 2024 which are confirmed MNQP. 1 is non-compliant due to the builder taking time to reinstate the meter which was removed for redoing concrete and walls.	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%	99%		Miguel Rana
Meter Not On Premise	Percentage of sites investigated and rectified within 45BD of the meter read with skip code 01	100%	83%	83%	76%		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 & negotiated 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%	79%	63%	Enquiries and Faults GOS & Abandonment performance achieved the monthly target. YTD Performance is trending upward for General Enquiries. YTD Faults GOS performance is also improving, however was significantly impacted by the Whalan incident / high call volume.	Lisa Mannix
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	76%	80%	60%		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