

**Jemena Gas Network - Service Performance**  
as at 30 June 2024

Services	Metrics definition	Service Performance CY24 Target	CY23 Actual	MTH Actual	CYTD Actual	Commentary	Data Custodian
<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%	4.0%	3.1%	2.7%		Meny Kyriotis
Meter data delivery	Reads delivered within compliance timeframes	>97%	97%	98%	96%		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%	3%	5%		Meny Kyriotis
<b>Connections</b>							
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	98%	99%	98%		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%	97%		Miguel Rana
Meter Not On Premise	Percentage of sites investigated and rectified within 45BD of the meter read with skip code 01	100%	83%	100%	72%		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
<b>Customer Service</b>							
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	70%	64%	31%	58%	General Enquiries GOS and Abandonment & Faults GOS: -Startek has provided a remediation plan which has approved by Jemena and commenced 17th of June. -5 additional General Enquiries team members in training - commence on phones 22nd July -3 Agents have returned to General enquiries team to bolster performance.	Lisa Mannix
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	76%	24%	47%		Lisa Mannix
<b>Quality and reliability</b>							
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