



# Jemena Gas Network - Service Performance

as at 30 April 2025

Services	Metrics definition	Service Performance CY25	CY24 Actual	MTH Actual	CYTD Actual	Commentary
Metering						
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	<3.5%	2.3%	2.1%	2.1%	
Meter data delivery	Reads delivered within compliance timeframes	>97%	97.7%	100%	100%	
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	3.9%	2%	2%	
Connections						
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	98.9%	99%	99%	
Timely reconnections	Percentage of reconnections completed within 5BD of CPD	>98%	100%	100%	100%	
Temporary disconnections attempted within 5BD	Percentage of AML where JGN attends site and attempts disconnection within 5BD of nominated date	>95%	98.6%	100%	100%	
Meter Not On Premise	Percentage of sites investigated and rectified within 45BD of the meter read with skip code 01	100%	76.0%	50%	84%	Resourcing constraints impacted MNOP performance in April. Operations are returning to BAU in May, and an improvement in results is anticipated.
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%	63.0%	77%	77%	
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	60.0%	73%	74%	
Quality and reliability			CY24 Actual	CY24 YTD		
Unplanned System Average Interruption Frequency Index (SAIFI) **	outages per 1,000 customers (reported annually)	3.33	0.03	n/a	n/a	
Unplanned System Average Interruption Duration Index (SAIDI) **	hours per 1,000 customers (reported annually)	13.07	1.19	n/a	n/a	

\*\* reported annually