Jemena Gas Network - Service Performance
as at 31 August 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%	1.8%	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%	84%	67%	While compliance rates improved, delays occurred due to slow retailer response and field completion issues driven by resource constraints.
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	>98%	100%	100%	100%	
Making basic & negotiatied 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%	72%	75%	
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	60.0%	74%	72%	
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