Jemena Gas Network - Service Performance
as at 30 June 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%	2.3%	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%	0%	63%	The monthly MNOP compliance target was not met due to prioritising and completing older jobs over 45 days old, which reduced backlog but impacted timely job completion metrics. Despite this, a record 65 jobs were completed, including 17 confirmed MNOPs within the JGN network, highlighting strong field productivity. There are still 132 legacy jobs pending, which continue to affect compliance and will be a focus moving forward. A revised compliance metric is being considered to better reflect operational efforts by including confirmed MNOPs, newly identified potential MNOPs, and total jobs in hand.
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%	76%	
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	60.0%	68%	72%	JGN GOS under performance was driven by a slight rise in calls following the Lidcombe incident combined with the seasonal increase in gas leak reports.
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	