

# Jemena Gas Network - Service Performance

## as at 31 May 2025

Services	Metrics definition	Service Performance CY25	CY24 Actual	MTH Actual	CYTD Actual	Commentary
<b>Metering</b>						
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%	
<b>Connections</b>						
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	98.9%	100%	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%	43%	76%	<p>Although the current results indicate that completion rates are below the established target, it is important to note that this assessment is based solely on confirmed MNOP cases.</p> <p>In May, 41 potential MNOP sites were investigated, of which 7 were confirmed as MNOP.</p> <p>A significant proportion of these sites are multi-meter premises with shared services. As such, investigations were conducted with heightened caution to avoid inadvertent disconnection of other customers. Additional time was also required to confirm that the meter in question was no longer situated within the unit or property identified as MNOP.</p>
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%	
<b>Customer Service</b>						
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%	71%	73%	
<b>Quality and reliability</b>			<b>CY24 Actual</b>	<b>CY24 YTD</b>		
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