

Services	Metrics definition	Service Performance CY23 Target	CY22 Actual	MTH Actual	YTD Actual	Commentary	Data Custodian
Metering							
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	<4.9%	4.8%	4.0%	4.0%		Meny Kypriotis
Meter data delivery	Reads delivered within compliance timeframes	>97%	98%	96%	98%		Meny Kypriotis
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	4.6%	3%	3%		Meny Kypriotis
Connections							
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	99%	98%	98%		Miguel Rana
Timely reconnections	Percentage of reconnections completed within 5BD of rpn	>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%	99%	99%		Miguel Rana
Meter Not On Premise	Percentage of sites investigated and rectified within 45BD of the meter read with skip code 01	100%	80%	76%	84%	21 confirmed MNOPs completed on Oct. 5 are non-compliant due to a variety of reasons ranging from Unable to locate property/meter to sites under renovations & customer delays.	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
Customer Service							
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	70%	39%	76%	63%	0	Lisa Mannix
Grade of Service for Faults	% Customer service calls answered within 30 seconds	70%	62%	77%	76%		Lisa Mannix
Quality and reliability							
Unplanned System Average Interruption Frequency Index (SAIFI)	outages per 1,000 customers (reported annually)	3.33	0.02	n/a	n/a		Catherine Stokes
**	hours per 1,000 customers (reported annually)	13.07	1.71	n/a	n/a		Catherine Stokes
** reported annually							