Jemena Gas Network - Service Performance
as at 30 September 2026

Services	Metrics definition	Service Performance CY26 Target	CY25 Actual	MTD Actual	CY26 YTD	Commentary
Metering						
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	**<3.5%**	2.0%	2.0%	1.8%	
Meter data delivery	Reads delivered within compliance timeframes	**>97%**	100%	99.9%	100%	
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	**<6%**	2%	1.9%	2%	
Connections						
Timely meter activation	Annual % meters activated within 5BD of physical installation	**>98%**	99%	99.7%	99%	
Timely reconnections	Percentage of reconnections completed within 5BD of CPD	**>98%**	100%	99.9%	99%	
Temporary disconnections attempted within 5BD	Percentage of AML where JGN attends site and attempts disconnection within 5BD of nominated date	**>95%**	100.0%	100.0%	100%	
Meter Not On Premise	Percentage of sites investigated and rectified within 45BD of the meter read with skip code 01	**100%**	74%	75.0%	75%	MNOP performance in September reflected the combined impact of retailer response timeframes and field abolishment completion timeframes.
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	**>98%**	100%	100.0%	100%	
Making basic & negotiatied residential offers	Percentage of offers made within 5BD/45BD	**>98%**	100%	100.0%	100%	
Customer Service						
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	**70%**	75%	73.4%	73%	
Grade of Service for Faults	% Customer service calls answered within 30 seconds	**70%**	74.0%	78.2%	77%	
Quality and reliability			**CY25 Actual**		**CY26 YTD**	
Unplanned System Average Interruption Frequency Index (SAIFI) **	outages per 1,000 customers (reported annually)	**3.33**	0.02	n/a	n/a	
Unplanned System Average Interruption Duration Index (SAIDI) **	hours per 1,000 customers (reported annually)	**13.07**	0.22	n/a	n/a	

** reported annually