



# Evoenergy Gas Network - Service Performance as at 31 December 2023

Services	Metrics definition	Performance Standard FY24 Target	CY22 Actual	MTH Actual	YTD Actual	Commentary	Data Custodian
<b>Metering</b>							
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	<4.9%	2.4%	2.9%	2.5%		Meny Kyriotis
Meter data delivery	Routine reads delivered within compliance timeframes	>97%	96%	97%	98%		Meny Kyriotis
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	<6%	3%	3%	3%		Meny Kyriotis
<b>Connections</b>							
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	100%	99%	98%		Miguel Rana
Timely reconnections	Percentage of reconnections completed in accordance with the Consumer Protection Code	>98%	100%	100%	100%		Miguel Rana
Temporary disconnections attempted within 5BD	Percentage of AML where Evoenergy attends site and attempts disconnection within 5BD of nominated date	>95%	98%	99%	94%		Miguel Rana
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
<b>Customer Service</b>							
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	>70%	39%	70%	n/a		0 Lisa Mannix
<b>Quality and reliability</b>							
Customer Hours Off Supply (CHOS)	Customer Hours Off Supply for more than 4 customers (in hours)	1000pa	n/a*	n/a	n/a		Catherine Stokes Catherine Stokes

\*not reported in 2022