



# Evoenergy Gas Network - Service Performance as at 29 February 24

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%	1.4%	2.2%		Meny Kypriotis
Meter data delivery	Routine reads delivered within compliance timeframes	>97%	96%	96%	97%	Compliance in February was impacted due to reads collected outside of the 2-business day window. This was due to staff shortages and access issues. Reads were delivered late due to resources low in certain regions which continues to be a problem. New staff have been recruited. Daily meetings with Startek have been implemented until program restores to within window.	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%	3%	3%	3%		Meny Kypriotis
<b>Connections</b>							
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	100%	100%	99%		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%	100%	97%		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%	74%	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