



Evoenergy Gas Network - Service Performance as at 31 July 2024

Services	Metrics definition	Performance Standard FY25 Target	FY24 Actual	MTH Actual	FY25 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%	2.1%	1.6%	1.6%		Meny Kypriotis
Meter data delivery	Routine reads delivered within compliance timeframes	>97%	98%	99%	99%		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%	2%	2%		Meny Kypriotis
Connections							
Timely meter activation	Annual % meters activated within 5BD of physical installation	>98%	99%	100%	100%		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%	99%		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
Customer Service							
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	>70%	61%	36%	36%	General Enquiries GOS and Abandonment & Faults GOS: -Startek has provided a remediation plan which has approved by Jemena and commenced 17th of June. -5 additional General Enquiries team members in training - commence on phones 22nd July -3 Agents have returned to General enquires team to bolster performance.	Lisa Mannix
Quality and reliability							
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

*not reported in 2022

Catherine Stokes

Reporting methodology

Overview

The reporting methodology will cover the reporting arrangements under Evoenergy Service Standards that comes into effect from the month of February 2023.

Evoenergy will provide a report each calendar month which will be a whole-of-market level addressing their performance against the service standards. The report will be produced and emailed each month in the third week of the month, reporting the previous month's results.

The monthly report will include:

- Consecutive estimated meter reads;
- Meter data collection;
- Meter read performance (except in case of permitted skip codes);
- Timely meter activation;
- Timely reconnections;
- Temporary disconnections;
- E-G connections (under Model Standing Offer);
- Making basic & negotiated residential offers;
- Grade of Service for General Enquiries;
- Customer Hours Off Supply (CHOS)

Purpose

The reporting methodology is in place to ensure consistency in the reporting and transparency between parties in understanding the criteria applied by Evoenergy when producing the service standards report each month.

Scope

The following is included in this report:

- Evoenergy (ACT);
- Basic Meters; and
- MDL Meters
- Reporting period to commence 1 January 2023.

The following is not included in this report:

- Jemena Gas Network (JGN) NSW;
- Interval meters

Reporting Criteria

The following criteria will be applied to report against each category of the Gas Service Standards.

Consecutive estimated meter reads

Criteria are as follows:

- Business days does not include weekends and ACT gazetted public holidays.
- The percentage of Evoenergy customers who receive more than 2 cyclic meter read estimates consecutively in a 12 month rolling period.
- The customer reads and special reads are not considered. The report is based on cyclic reads.

Meter data delivery

Criteria are as follows:

- Business days does not include weekends and ACT gazetted public holidays.
- The volume of meter reads collected and delivered to the market within compliant timeframes as per the Retail Market Procedures:
 - For non-daily metered delivery points with meters read monthly – 31 days plus or minus 2 business days of the scheduled read date;
 - For non-daily metered delivery points with meters read quarterly – 91 days plus or minus 2 business days of the scheduled read date.
- Meter data is delivered by 5.00pm on the 2nd business day after the day on which a gas meter was read or by 5.00pm on the 5th business day on which a hot water meter was read.

Meter read performance (except in case of permitted skip codes)

Criteria are as follows:

- Business days does not include weekends and ACT gazetted public holidays.
- The volume of estimated reads collected over the total reads collected in a given month.
- The following SKIP codes are excluded from this calculation: Access Overgrown, Gate Locked, Key Required, Locked & No Answer, Meter Obstructed, Refused Access, Savage Dog and Unsafe Access.
- Validation of meter reading is in accordance with an approved methodology.
- The approved estimation methodology is applied to all skipped meters.

Timely meter activation

Criteria are as follows:

- Business days does not include weekends and ACT gazetted public holidays.
- Report is monthly based on finalisation date.
- Compliant activation is 5BD from device installation date to finalisation date.
- Percentage of compliant to total activated within given month.
- Compliance is only based on BAU orders, any orders completed due to outside factors such as installed meters found in field but not activated are excluded.

Reconnection Timeliness

Criteria are as follows:

- Only includes reconnection orders for both normal and expedited.
- Business days does not include weekends and ACT gazetted public holidays.
- Compliance is based on number of network days between "Customer Preferred Date (CPD)" and "Job Completion Date (JCD)", i.e. The date the job was completed in the field and not the date the service order is closed out in Jemena's SAP system.
- Any reconnection orders with no CPD are substituted to reflect Dispatch Date.
- Jobs are counted in the calculation only upon completion in the field, open jobs are not counted until completed in field; and
- Compliance in accordance with the Consumer Protection Code. Same day reconnection if received by 2pm, otherwise next business day.

Temporary disconnections

Criteria are as follows:

- Only includes temporary disconnection orders.
- Business days does not include a Friday (protected period), weekends and ACT gazetted public holidays.
- Compliance is based on number of network days between "Customer Preferred Date (CPD)" and "Job Completion Date (JCD)", i.e. is the date the job was completed in the field and not the date the service order is closed out in Jemena's SAP system.
- Jobs are counted in the calculation only upon completion in the field, open jobs are not counted until completed in field.
- Any temporary disconnection orders cancelled by Evoenergy due to meter removed are not included in the numbers.
- Any temporary disconnection orders that have been cancelled by the retailer.
- Compliance = CPD ≤ 5 business days from JCD and Non-Compliance = CPD > 5 business days from JCD.
- Any temporary disconnection orders with no CPD are excluded from the calculation.
- Any temporary disconnection orders relating to the wadding project have been excluded.

E-G connections (under Model Standing Offer)

Criteria are as follows:

- Business days does not include weekends and ACT gazetted public holidays.
- Only includes E-G service orders (issue code 90E).
- Report is based off finalised date not physical completion date.
- Basic Connections to be completed within 20BD from creation to Physical Completion date.
- Service provider to provide reason for delay if over 20BD
- Acceptable reason for delay is allowed if the completion timeframe is beyond 20BD.

Making basic & negotiated residential offers

Criteria are as follows:

- Business days does not include weekends and ACT gazetted public holidays.
- Basic Offer is 5BD from application submission.
- Negotiated Offer is 45BD from initial application assessment.
- Percentage is based off both types added together compliant from total number of applications.

Grade of Service for General Enquiries

Criteria are as follows:

- Mon - Fri 8am - 6pm, excluding gazetted public holidays.
- Calls offered to Jemena Gas general enquiries agents, include JGN and Evoenergy. General enquiries includes retailer calls.
- Percentage of calls answered in 30 seconds.

Customer Hours Off Supply (CHOS)

Criteria are as follows:

- Customer Hours Off Supply for more than 4 customers (in hours)
- Includes ACT, Queanbeyan and Nowra networks.