Evoenergy Gas Network - Service Performance as at 31 October 2026

Services	Metrics definition	Performance Standard FY26 Target	FY26 Actual	MTD Actual	FY27 YTD Actual	Commentary
Metering						
Consecutive estimated meter reads	Percentage of customers who receive 3 or more cyclic meter read estimates in 12 months (rolling)	**<4.9%**	1.4%	1.3%	1.3%	
Meter data delivery	Routine reads delivered within compliance timeframes	**>97%**	100%	100.0%	100.0%	
Meter read performance (except in case of permitted skip codes)	Percentage of routine reads delivered as estimated reads in a calendar month	**<5%**	2%	1.6%	1.6%	
Connections						
Timely reconnections	Percentage of reconnections completed in accordance with the Consumer Protection Code	**>100%**	100%	100.0%	99.3%	
Temporary disconnections attempted within 5BD	Percentage of AML where Evoenergy attends site and attempts disconnection within 5BD of nominated date	**>95%**	99%	100.0%	100.0%	
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	**>98%**	100%	100.0%	100.0%	
Making basic & negotiatied residential offers	Percentage of offers made within 5BD/45BD	**>98%**	100%	100.0%	100.0%	
Customer Service						
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	**>70%**	77%	72.3%	77.4%	
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	