Evoenergy Gas Network - Service Performance
as at 30 September 2023

Services	Metrics definition	Performance Standard FY24 Target	CY22 Actual	MTH Actual	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%	2.4%	2.1%	2.5%	
Meter data delivery	Routine reads delivered within compliance timeframes	97%	96%	99%	97%	
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%	
Connections						
Timely meter activation	Annual % meters activated within 5BD of physical installation	98%	100%	97%	98%	
Timely reconnections	Percentage of reconnections completed in accordance with the Consumer Protection Code	98%	100%	100%	100%	
Temporary disconnections attempted within 5BD	Percentage of AML where Evoenergy attends site and attempts disconnection within 5BD of nominated date	95%	98%	100%	89%	
E-G connections (under Model Standing Offer)	Timely connection, completed within 20BD of receiving the completed application	98%	100%	100%	100%	
Making basic & negotiatied residential offers	Percentage of offers made within 5BD/45BD	98%	100%	100%	100%	
Customer Service						
Grade of Service for General Enquiries	% Customer service calls answered within 30 seconds	70%	39%	77%	n/a	0
Quality and reliability						
Customer Hours Off Supply (CHOS)	Customer Hours Off Supply for more than 4 customers (in hours)	1000pa	n/a*	0	0.00	

*not reported in 2022