

## AEMO Gas Retail Report Vic - KPI Report for Week ending 10 Mar 2024

From 4-Mar-24 To 10-Mar-24

Version 3.0

Extracted : 2024-Mar-12 17:35:04

### CUSTOMER TRANSFER STATISTICS

#### Summary to date - Completed Transfers <sup>1</sup>

| From         | To        | Greenfield <sup>2</sup> | Basic            | Interval     | All              |
|--------------|-----------|-------------------------|------------------|--------------|------------------|
| 1 Jul 16     | 30 Jun 17 | 31,849                  | 404,626          | 262          | 436,737          |
| 1 Jul 17     | 30 Jun 18 | 32,137                  | 447,745          | 383          | 480,265          |
| 1 Jul 18     | 30 Jun 19 | 33,775                  | 487,262          | 225          | 521,262          |
| 1 Jul 19     | 30 Jun 20 | 33,225                  | 395,518          | 218          | 428,961          |
| 1 Jul 20     | 30 Jun 21 | 30,551                  | 385,186          | 252          | 415,989          |
| 1 Jul 21     | 30 Jun 22 | 28,728                  | 402,208          | 169          | 431,105          |
| 1 Jul 22     | 30 Jun 23 | 28,262                  | 386,659          | 247          | 415,168          |
| 1 Jul 23     | 29 Feb 24 | 20,390                  | 291,888          | 195          | 312,473          |
| 1 Mar 24     | 10 Mar 24 | 648                     | 10,770           | 0            | 11,418           |
| <b>Total</b> |           | <b>611,186</b>          | <b>8,203,974</b> | <b>3,739</b> | <b>8,818,899</b> |

Current Fin Year to end last month  
Current Month including this week  
Total from market start

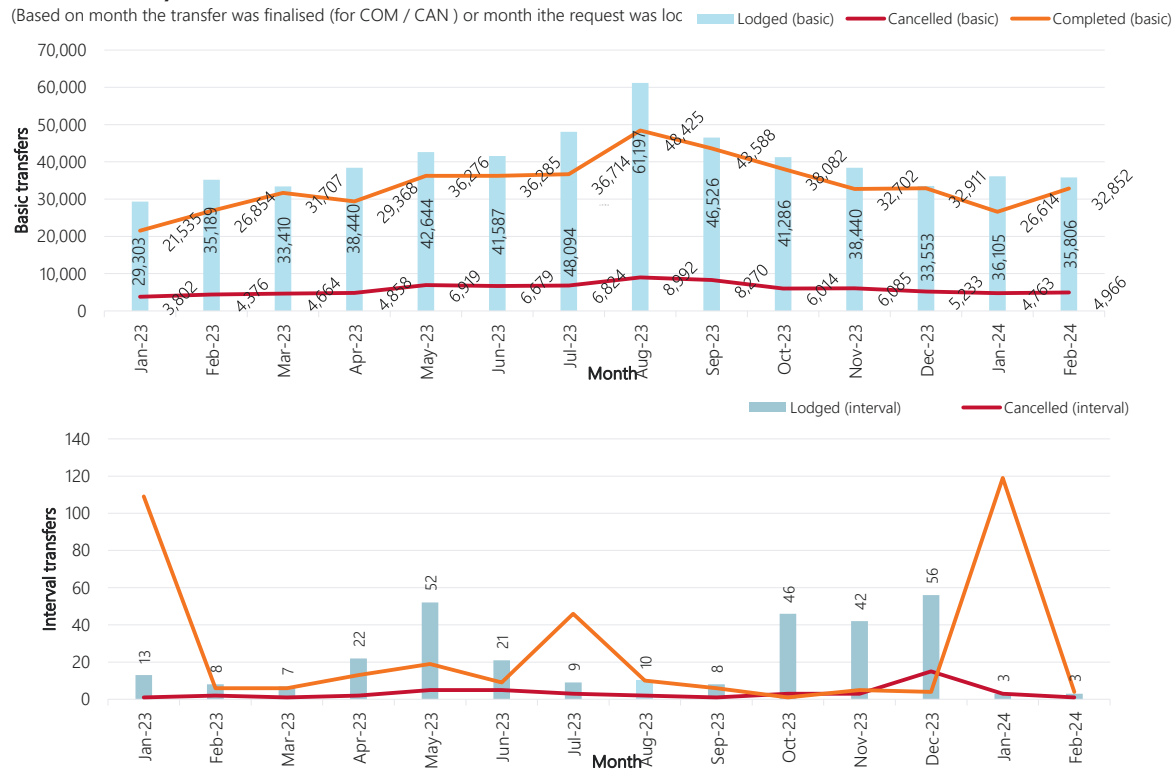
#### Summary for week from 4 Mar 24 to 10 Mar 24

|              | Greenfield <sup>2</sup> | Lodged       | Completed    | Cancelled    | Objected* | Pending*      | Requested*   |
|--------------|-------------------------|--------------|--------------|--------------|-----------|---------------|--------------|
| Basic        | 504                     | 7,899        | 7,684        | 1,253        | 65        | 12,907        | 2,708        |
| Interval     | 0                       | 2            | 0            | 0            | 0         | 0             | 2            |
| <b>Total</b> | <b>504</b>              | <b>7,901</b> | <b>7,684</b> | <b>1,253</b> | <b>65</b> | <b>12,907</b> | <b>2,710</b> |

\* Total in Objected, Pending or Requested status at the end of the reporting week

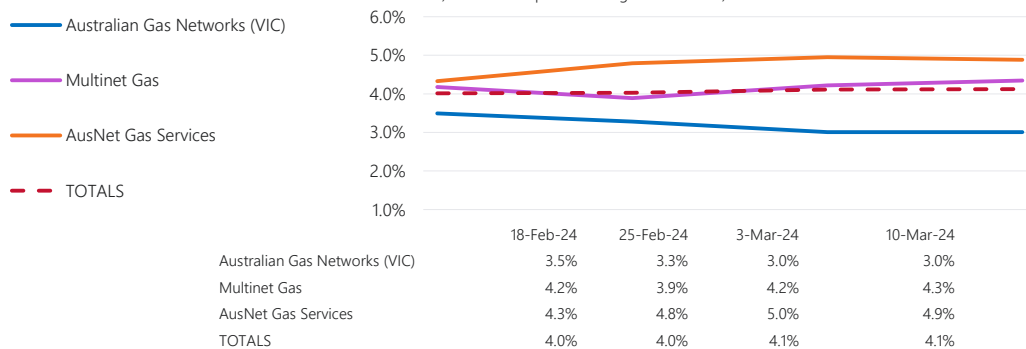
### Transfer History - Past 13 Months \*

(Based on month the transfer was finalised (for COM / CAN ) or month the request was loc



### Data Failures - 4 week average

(Average Data Failures for retrospective (ie no Standing Data or no valid Meter Read) and Prospective transfers (ie Read Failure Notice Sent) over 4 week period ending on date show)



<sup>1</sup> Excludes second tier greenfields sites as lodged and completed transfers <sup>2</sup> Greenfields sites are new sites for second tier retailer

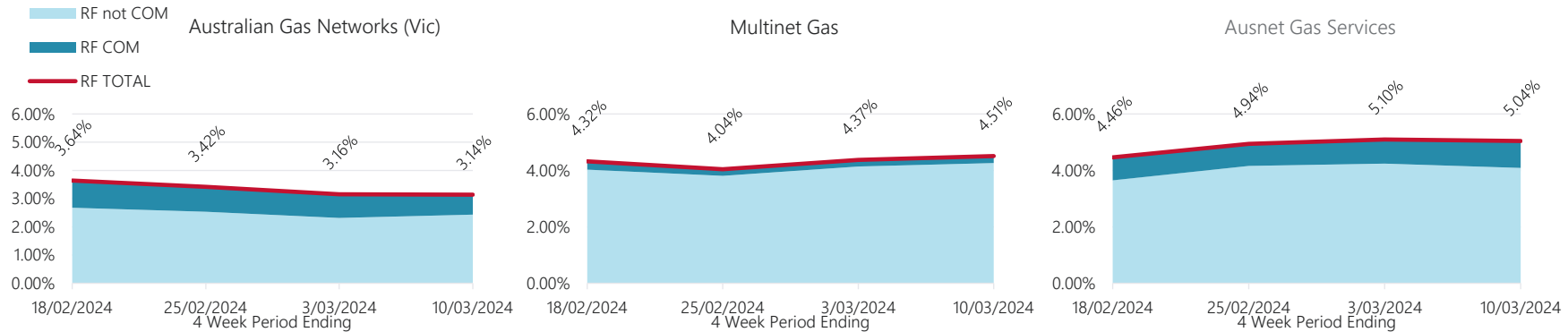
## AEMO Gas Retail Report Vic - Distributor Performance ending 10 Mar 2024

### Prospective Transfers - 4 Week Average Percentage Read Failures

(The read failure statistics are generated from the data available at the time of report generation, which may be impacted by performance issues. Read failures can be a reflection of all participants' performance with transfers and of AEMO's Gas FRC Hub performance. A key reason for the difference between distributors is related to meter access which is more problematic in high density housing and inner city areas.)

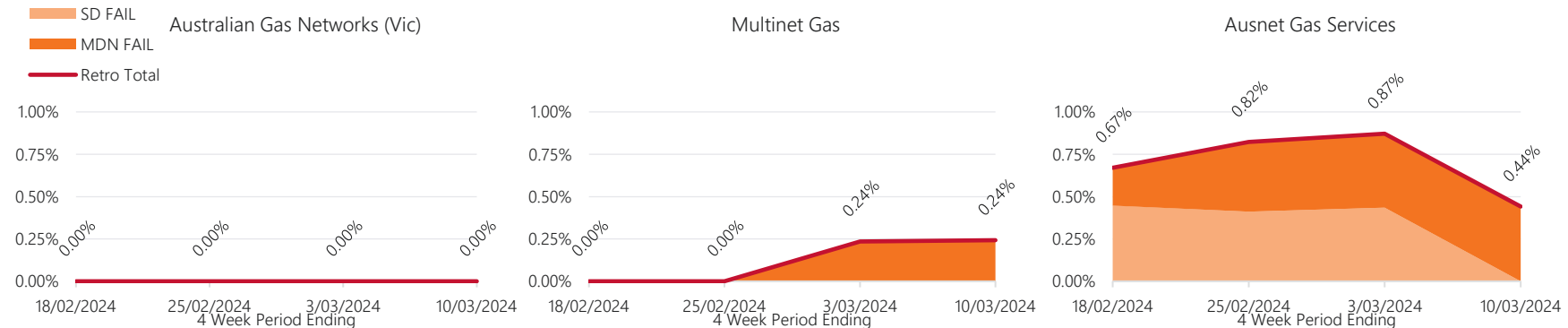
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### Retrospective Transfers - 4 Week Average Percentage Read Failures

(excludes cancelled transfers where DB has NACKED transfer request because "meter reading does not exist for proposed date" and Transfer Request hasn't been withdrawn)



#### Periods Covered:

| From      | To        |
|-----------|-----------|
| 21-Jan-24 | 18-Feb-24 |
| 28-Jan-24 | 25-Feb-24 |
| 4-Feb-24  | 3-Mar-24  |
| 11-Feb-24 | 10-Mar-24 |

#### Notes:

RF COM  
 RF not COM  
 RF Total  
 MDN FAIL  
 SD FAIL  
 Retro Total

Read Failure report issued, but transfer subsequently completed  
 Read Failure report issued, and transfer has not subsequently completed (but may be pending)  
 Percentage Read Failure notices issued in period to Transfers Requests for which Read Failures notices were due to be sent in period  
 Percentage of Retrospective Transfer requests for the period that failed due to no valid Meter Reading for transfer date requested  
 Percentage of Retrospective Transfer requests for the period that failed due to no Standing Data being received for meter  
 Percentage of Retrospective Transfers that failed during the period

| Month  | OverDue | MeterFix Delay (Days)* |       |        |      | Australian Gas Networks (VIC) | Multinet Gas | AusNet Gas Services |
|--------|---------|------------------------|-------|--------|------|-------------------------------|--------------|---------------------|
|        |         | 5-10                   | 10-50 | 50-100 | 100+ |                               |              |                     |
| Feb 23 | 47      | 33                     | 13    | 1      | 0    | 3.7%                          | 0.6%         | 1.3%                |
| Mar 23 | 36      | 7                      | 10    | 0      | 19   | 1.2%                          | 4.5%         | 0.5%                |
| Apr 23 | 12      | 10                     | 2     | 0      | 0    | 1.3%                          | 0.3%         | 0.3%                |
| May 23 | 57      | 23                     | 19    | 10     | 5    | 3.7%                          | 2.5%         | 0.2%                |
| Jun 23 | 22      | 5                      | 17    | 0      | 0    | 1.9%                          | 0.5%         | 0.3%                |
| Jul 23 | 20      | 8                      | 10    | 1      | 1    | 1.1%                          | 0.5%         | 0.7%                |
| Aug 23 | 43      | 14                     | 26    | 3      | 0    | 2.5%                          | 0.8%         | 0.9%                |
| Sep 23 | 16      | 6                      | 7     | 1      | 2    | 0.9%                          | 0.2%         | 0.5%                |
| Oct 23 | 36      | 17                     | 18    | 0      | 1    | 2.0%                          | 1.4%         | 0.6%                |
| Nov 23 | 37      | 14                     | 17    | 3      | 3    | 1.5%                          | 2.7%         | 0.5%                |
| Dec 23 | 25      | 17                     | 7     | 1      | 0    | 0.7%                          | 3.3%         | 0.2%                |
| Jan 24 | 23      | 13                     | 8     | 2      | 0    | 2.3%                          | 4.1%         | 0.7%                |
| Feb 24 | 20      | 15                     | 4     | 1      | 0    | 0.5%                          | 2.8%         | 0.3%                |

\*Meter fix delays are inclusive of upper bound, and exclusive of lower bound.

## MeterFix Percentage Overdue

