

AEMO Gas Retail Report Vic - KPI Report for Week ending 29 Dec 2024

From 23-Dec-24 To 29-Dec-24

Version 3.0
Extracted : 2024-Dec-30 09:10:35

CUSTOMER TRANSFER STATISTICS

Summary to date - Completed Transfers ¹

From	To	Greenfield ²	Basic	Interval	All
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	30 Jun 24	30,146	413,984	214	444,344
1 Jul 24	30 Nov 24	12,656	207,394	51	220,101
1 Dec 24	29 Dec 24	2,072	30,812	1	32,885
Total		635,018	8,553,505	3,810	9,192,333

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

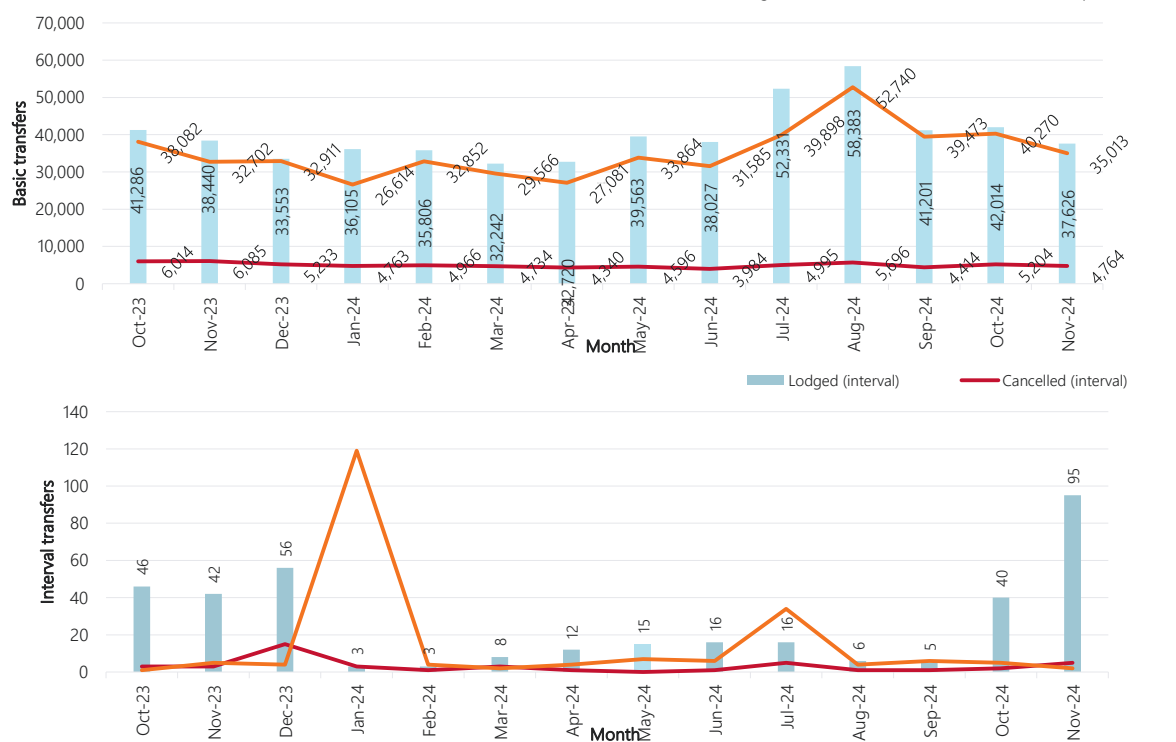
Summary for week from 23 Dec 24 to 29 Dec 24

	Greenfield ²	Lodged	Completed	Cancelled	Objected*	Pending*	Requested*
Basic	142	4,754	4,988	592	64	14,937	3,975
Interval	0	3	0	1	0	181	8
Total	142	4,757	4,988	593	64	15,118	3,983

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

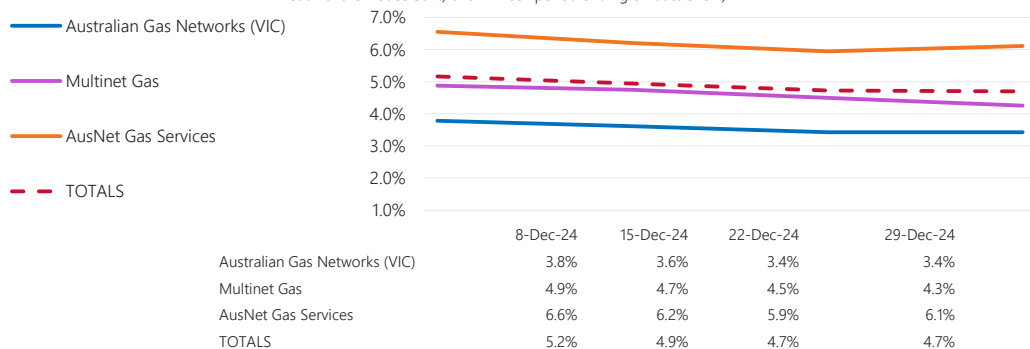
Transfer History - Past 13 Months *

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



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)



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

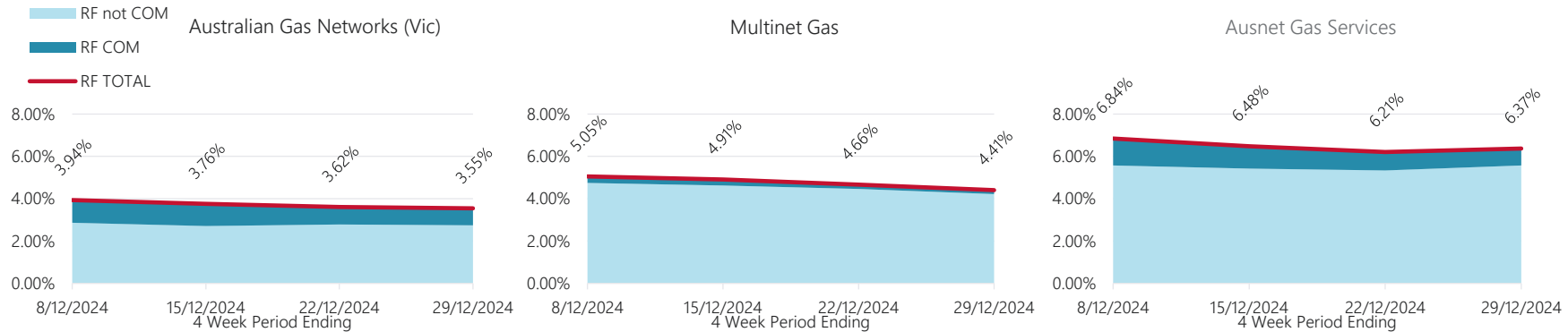
AEMO Gas Retail Report Vic - Distributor Performance ending 29 Dec 2024

Prospective Transfers - 4 Week Average Percentage Read Failures

Version 3.0

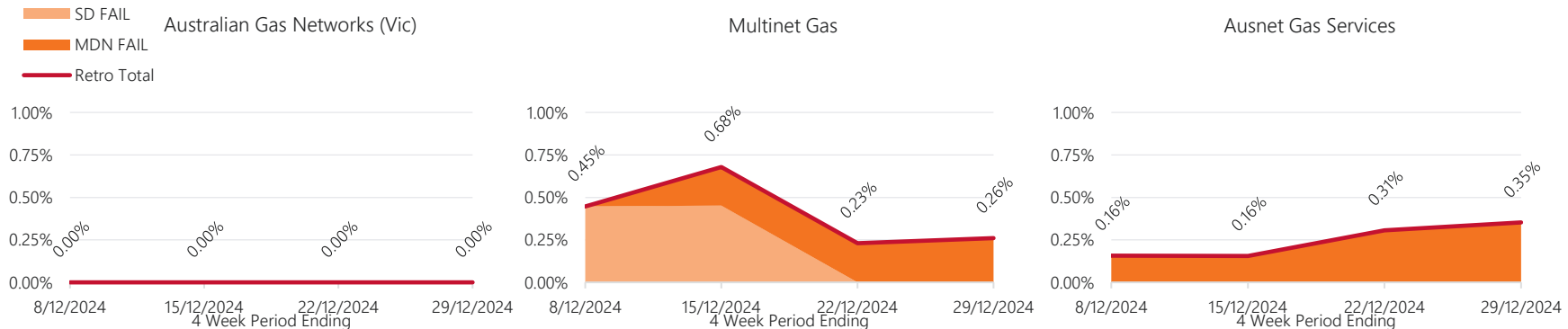
(The read failure statistics are generated from the data available at the time of report generation, which may be impacted by performance issues. Read failures can be a reflection of all participants' performance with transfers and of AEMO's Gas FRC Hub performance. A key reason for the difference between 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
10-Nov-24	8-Dec-24
17-Nov-24	15-Dec-24
24-Nov-24	22-Dec-24
1-Dec-24	29-Dec-24

Notes:

- RF COM** Read Failure report issued, but transfer subsequently completed
- RF not COM** Read Failure report issued, and transfer has not subsequently completed (but may be pending)
- RF Total** Percentage Read Failure notices issued in period to Transfers Requests for which Read Failures notices were due to be sent in period
- MDN FAIL** Percentage of Retrospective Transfer requests for the period that failed due to no valid Meter Reading for transfer date requested
- SD FAIL** Percentage of Retrospective Transfer requests for the period that failed due to no Standing Data being received for meter
- Retro Total** 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+			
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%
Mar 24	17	10	3	0	4	0.9%	1.0%	0.5%
Apr 24	10	5	5	0	0	0.1%	1.8%	0.3%
May 24	34	10	9	0	15	2.1%	1.8%	0.3%
Jun 24	87	28	58	0	1	0.5%	0.2%	7.4%
Jul 24	23	19	3	1	0	0.5%	1.1%	1.1%
Aug 24	34	25	5	1	3	0.8%	0.7%	2.1%
Sep 24	31	27	3	1	0	0.7%	1.2%	2.2%
Oct 24	29	15	13	1	0	0.2%	3.5%	0.7%
Nov 24	19	11	6	1	1	0.1%	2.1%	0.8%

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

MeterFix Percentage Overdue

