

AEMO Gas Retail Report Vic - KPI Report for Week ending 19 Jan 2025

From 13-Jan-25 To 19-Jan-25

Version 3.0
Extracted : 2025-Jan-20 10:17:24

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	31 Dec 24	14,777	240,350	52	255,179
1 Jan 25	19 Jan 25	472	18,088	193	18,753
Total		635,539	8,573,737	4,003	9,213,279

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

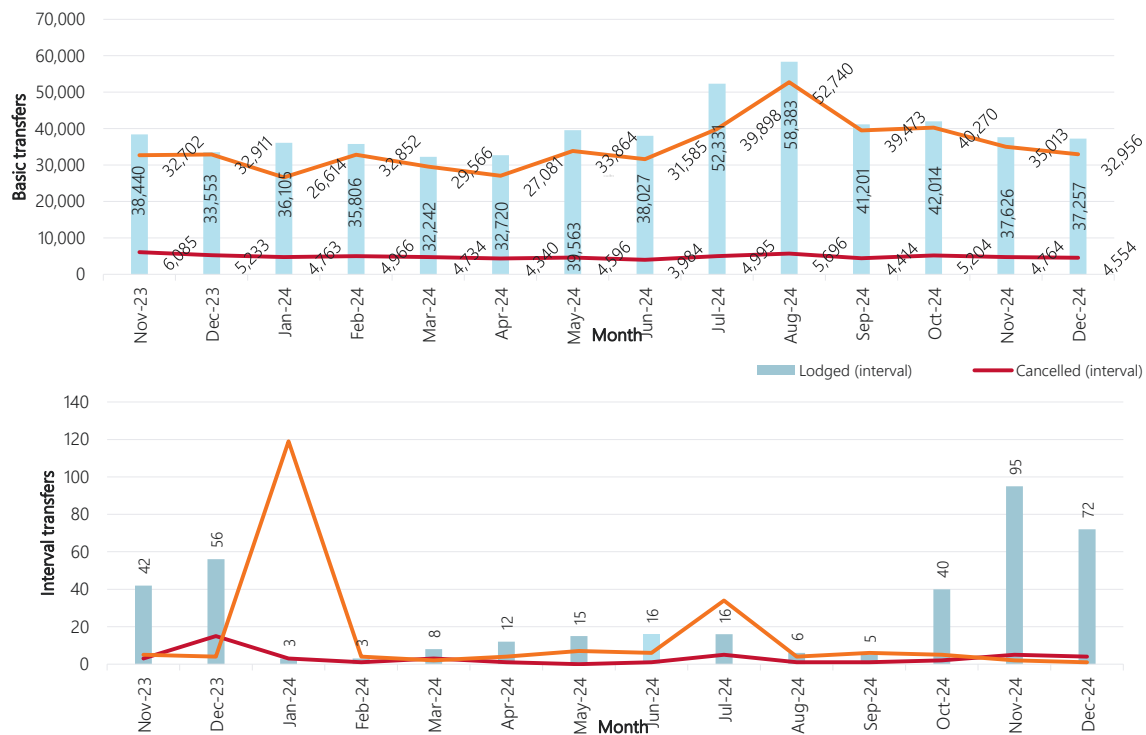
Summary for week from 13 Jan 25 to 19 Jan 25

	Greenfield ²	Lodged	Completed	Cancelled	Objected*	Pending*	Requested*
Basic	283	7,979	8,307	1,026	46	17,066	2,527
Interval	0	0	2	0	0	1	0
Total	283	7,979	8,309	1,026	46	17,067	2,527

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

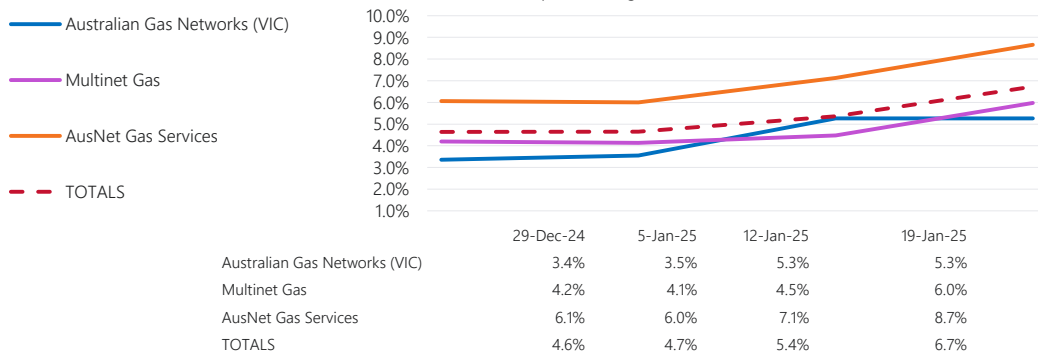
Transfer History - Past 13 Months *

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



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

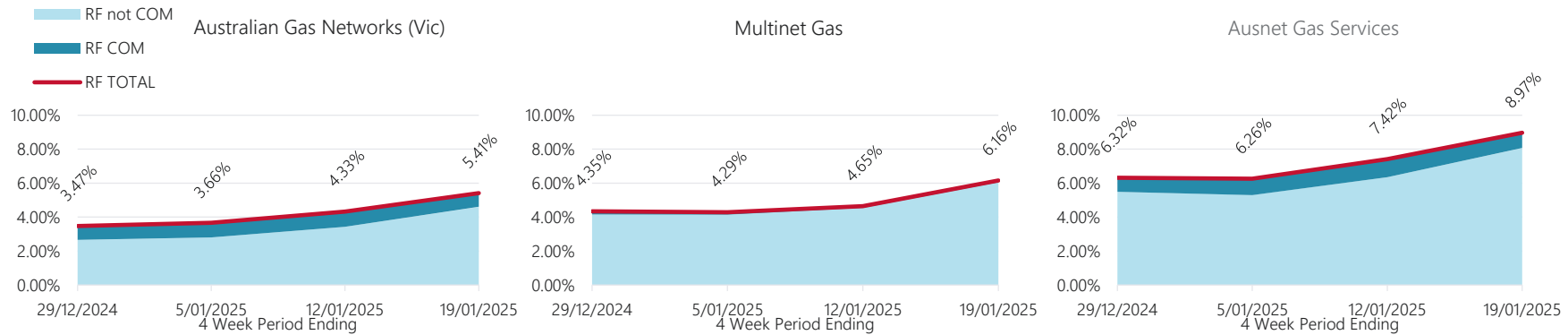
AEMO Gas Retail Report Vic - Distributor Performance ending 19 Jan 2025

Prospective Transfers - 4 Week Average Percentage Read Failures

Version 3.0

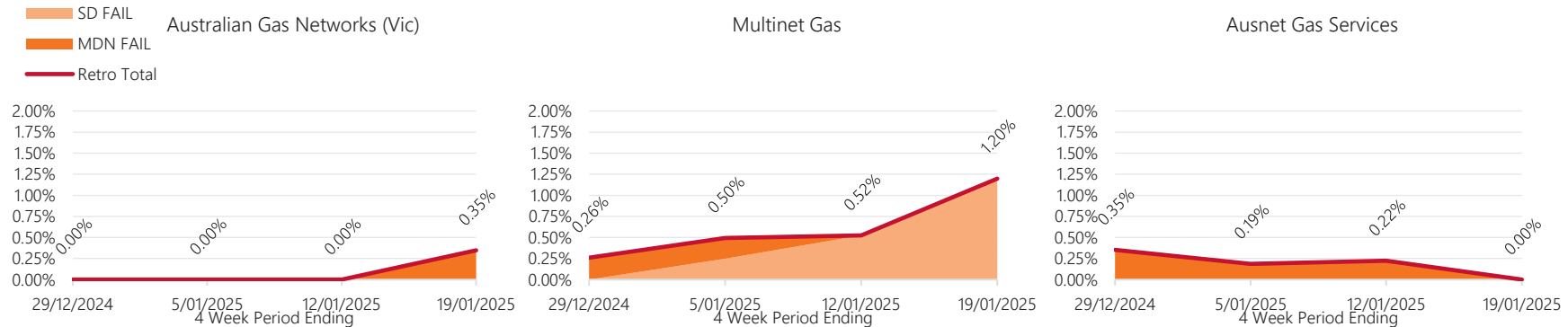
(The read failure statistics are generated from the data available at the time of report generation, which may be impacted by performance issues. Read failures can be a reflection of all participants' performance with transfers and of AEMO's Gas FRC Hub performance. A key reason for the difference between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

Extracted : 2025-Jan-20 10:17:24



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
1-Dec-24	29-Dec-24
8-Dec-24	5-Jan-25
15-Dec-24	12-Jan-25
22-Dec-24	19-Jan-25

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	MeterFix Delay (Days)*					Australian Gas Networks (VIC)	Multinet Gas	AusNet Gas Services
	OverDue	5-10	10-50	50-100	100+			
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%
Dec 24	27	16	11	0	0	0.7%	2.7%	1.3%

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

MeterFix Percentage Overdue

