AEMO Gas Retail Report Vic – KPI Report for Week ending 18 Feb 2024

From	12-Feb-24	To	18-Feb-24

Version 3.0
Extracted : 2024-Feb-19 13:13:41

CUSTOMER TRANSFER STATISTICS

Summary to date - Completed Transfers [1]

From	To	Greenfield [2]	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	31 Jan 24	17,806	259,036	191	277,033	*Current Fin Year to end last month*
1 Feb 24	18 Feb 24	1,518	21,086	3	22,607	*Current Month including this week*
Total		**609,468**	**8,181,437**	**3,738**	**8,794,643**	*Total from market start*

Summary for week from 12 Feb 24 to 18 Feb 24

	Greenfield [2]	Lodged	Completed	Cancelled	Objected*	Pending*	Requested*
Basic	624	8,499	7,534	1,152	63	13,268	3,525
Interval	0	1	1	0	0	0	1
Total	624	8,500	7,535	1,152	63	13,268	3,526

* Total in Objected, Pending or Requested status at the end of the reporting week
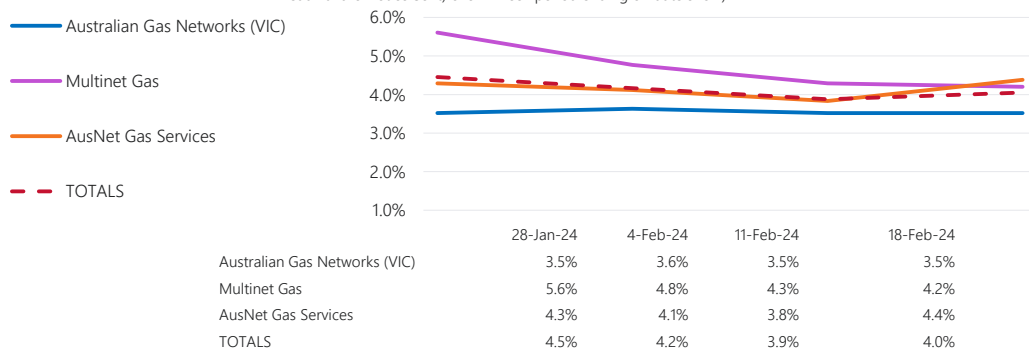
Transfer History - Past 13 Months *

(Based on month the transfer was finalised (for COM / CAN) or month ithe request was lo[...])
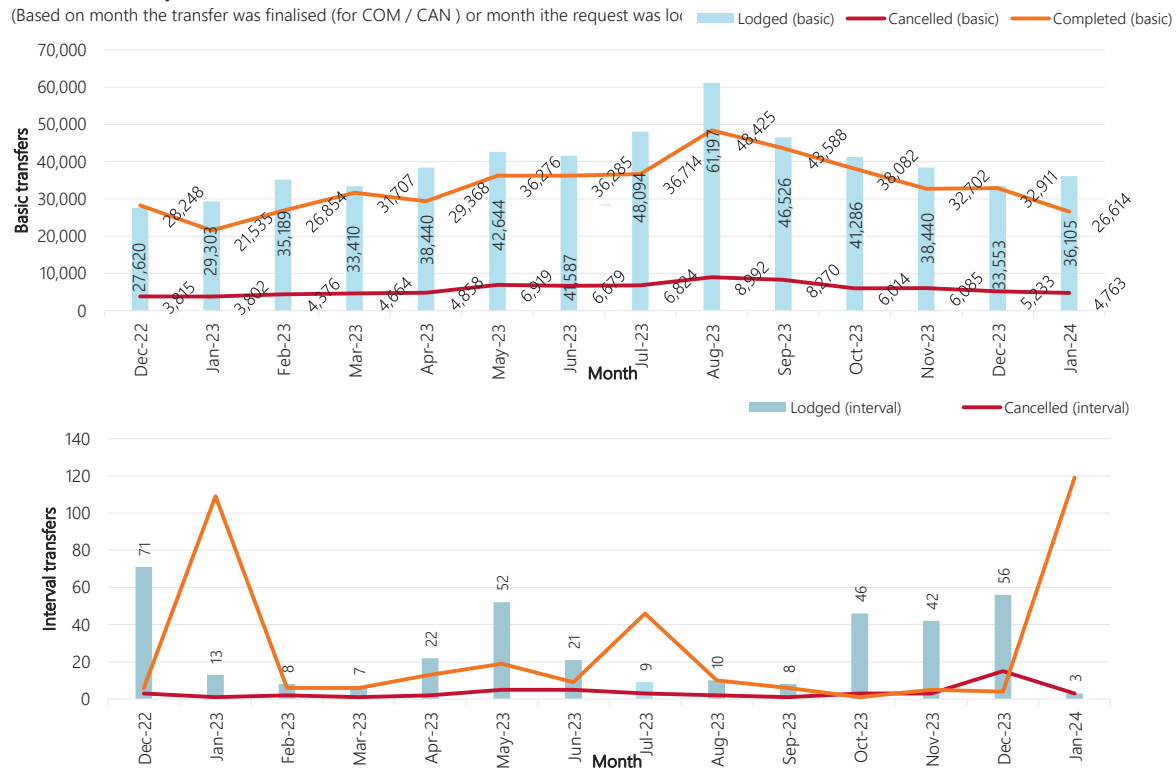
Data Failures - 4 week average

(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)

	28-Jan-24	4-Feb-24	11-Feb-24	18-Feb-24
Australian Gas Networks (VIC)	3.5%	3.6%	3.5%	3.5%
Multinet Gas	5.6%	4.8%	4.3%	4.2%
AusNet Gas Services	4.3%	4.1%	3.8%	4.4%
TOTALS	4.5%	4.2%	3.9%	4.0%

[1] Excludes second tier greenfields sites as lodged and completed transfers [2] Greenfields sites are new sites for second tier retailer
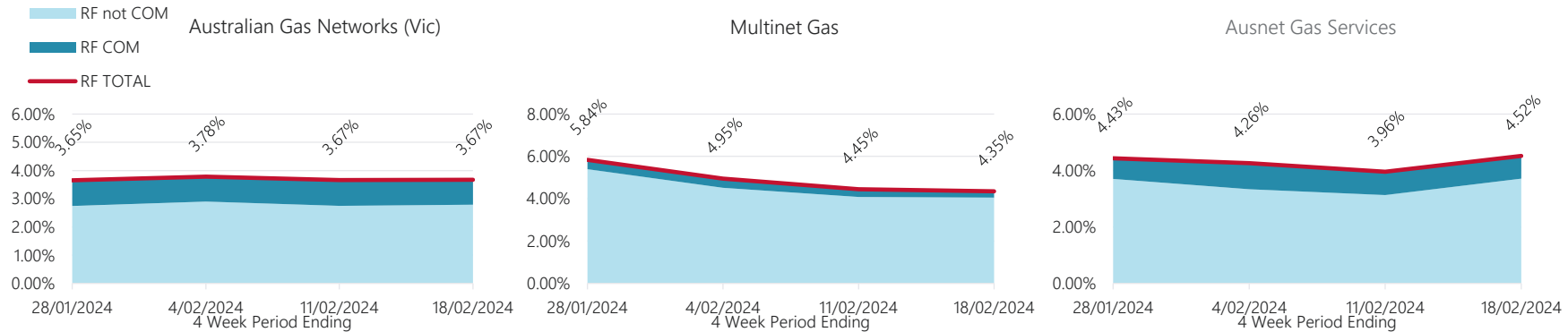
AEMO Gas Retail Report Vic - Distributor Performance ending 18 Feb 2024

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.)
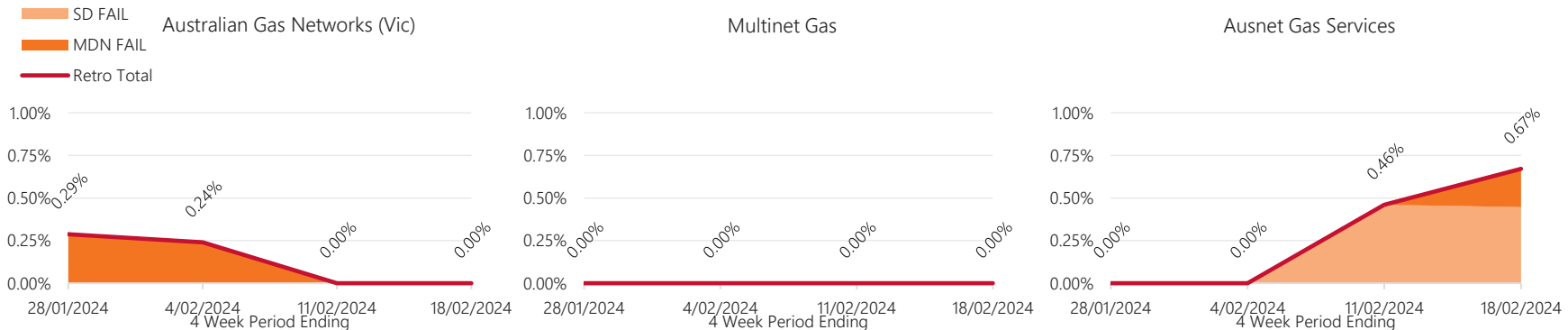
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Legend:
- RF not COM
- RF COM
- RF TOTAL

Australian Gas Networks (Vic)
- 3.65%
- 3.78%
- 3.67%
- 3.67%

Multinet Gas
- 5.84%
- 4.95%
- 4.45%
- 4.35%

Ausnet Gas Services
- 4.43%
- 4.26%
- 3.96%
- 4.52%

4 Week Period Ending: 28/01/2024, 4/02/2024, 11/02/2024, 18/02/2024

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)

Legend:
- SD FAIL
- MDN FAIL
- Retro Total

Australian Gas Networks (Vic)
- 0.29%
- 0.24%
- 0.00%
- 0.00%

Multinet Gas
- 0.00%
- 0.00%
- 0.00%
- 0.00%

Ausnet Gas Services
- 0.00%
- 0.00%
- 0.46%
- 0.67%

4 Week Period Ending: 28/01/2024, 4/02/2024, 11/02/2024, 18/02/2024

Periods Covered:

From	To
31-Dec-23	28-Jan-24
7-Jan-24	4-Feb-24
14-Jan-24	11-Feb-24
21-Jan-24	18-Feb-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+			
Jan 23	32	15	16	0	1	5.2%	0.0%	2.1%
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%

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

MeterFix Percentage Overdue