

# AEMO Gas Retail Report Vic - KPI Report for Week ending 24 Mar 2024

From 18-Mar-24 To 24-Mar-24

Version 3.0

Extracted : 2024-Mar-25 10:48:44

## 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	24 Mar 24	1,734	23,994	1	25,729
<b>Total</b>		<b>612,268</b>	<b>8,217,197</b>	<b>3,740</b>	<b>8,833,205</b>

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

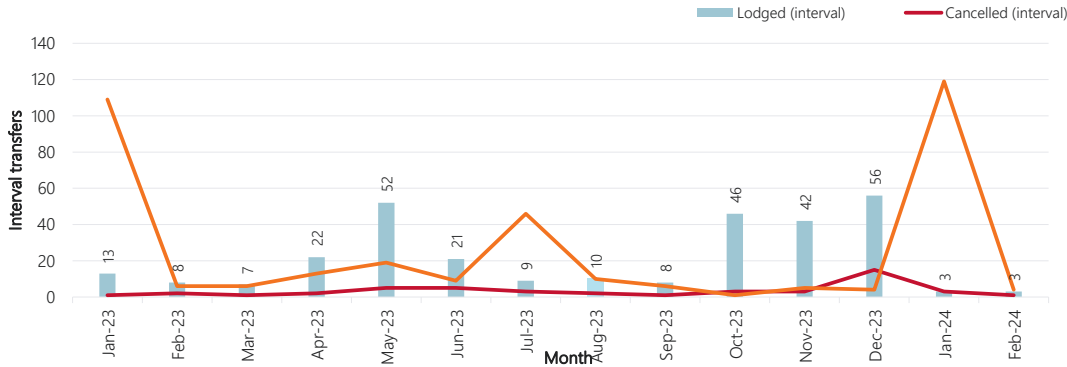
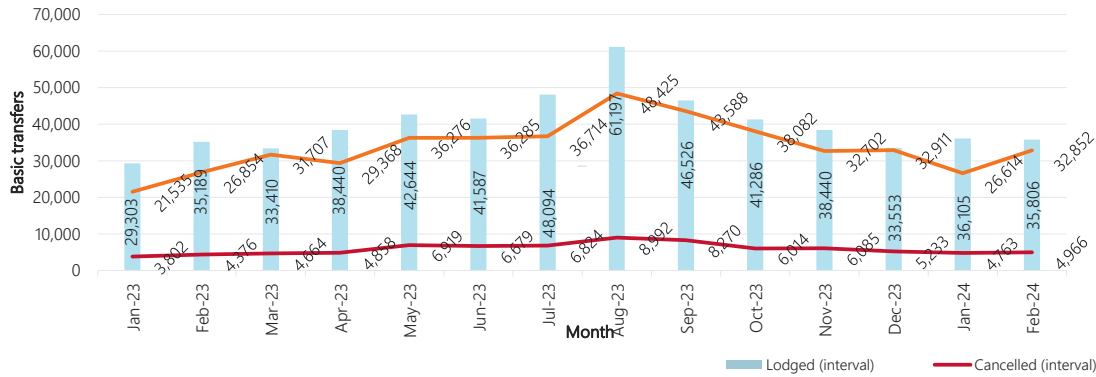
### Summary for week from 18 Mar 24 to 24 Mar 24

	Greenfield <sup>2</sup>	Lodged	Completed	Cancelled	Objected*	Pending*	Requested*
Basic	602	8,074	7,376	1,179	61	12,616	3,036
Interval	0	3	0	2	0	1	1
<b>Total</b>	<b>602</b>	<b>8,077</b>	<b>7,376</b>	<b>1,181</b>	<b>61</b>	<b>12,617</b>	<b>3,037</b>

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

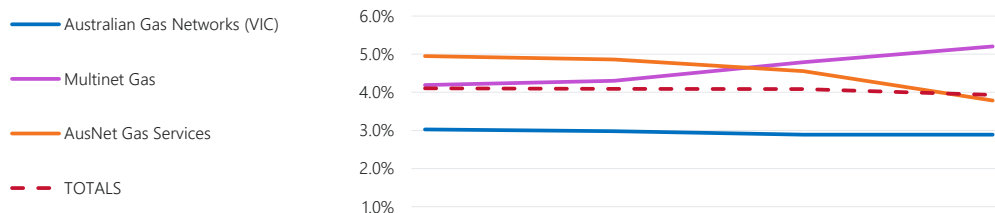
## Transfer History - Past 13 Months \*

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



## 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)



	3-Mar-24	10-Mar-24	17-Mar-24	24-Mar-24
Australian Gas Networks (VIC)	3.0%	3.0%	2.9%	2.9%
Multinet Gas	4.2%	4.3%	4.8%	5.2%
AusNet Gas Services	5.0%	4.9%	4.6%	3.8%
<b>TOTALS</b>	<b>4.1%</b>	<b>4.1%</b>	<b>4.1%</b>	<b>3.9%</b>

<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

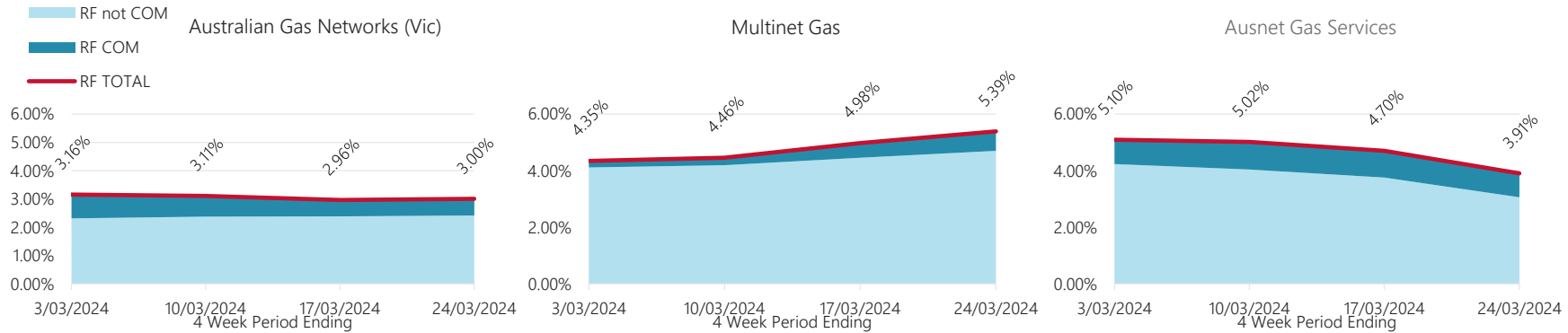
## AEMO Gas Retail Report Vic - Distributor Performance ending 24 Mar 2024

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

Version 3.0

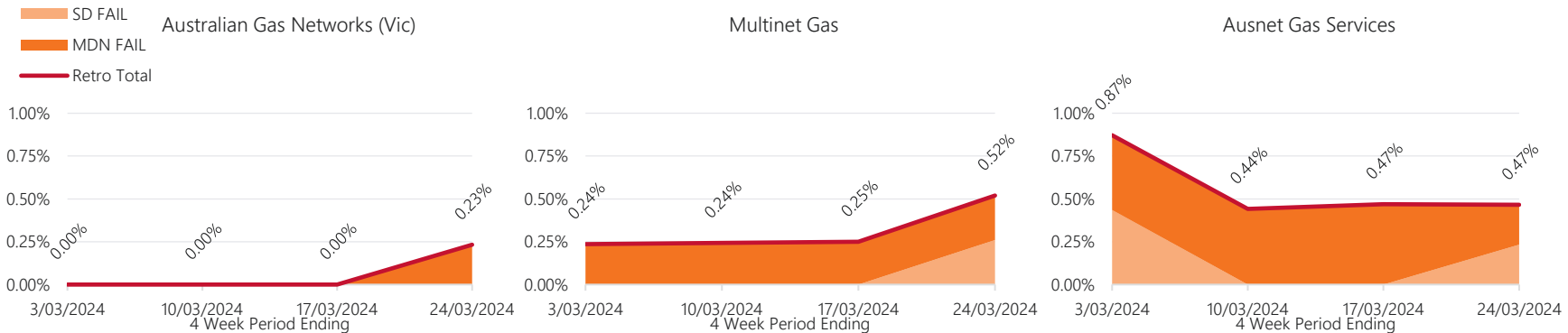
(The read failure statistics are generated from the data available at the time of report generation, which may be impacted by performance issues. Read failures can be a reflection of all participants' performance with transfers and of AEMO's Gas FRC Hub performance. A key reason for the difference between 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
4-Feb-24	3-Mar-24
11-Feb-24	10-Mar-24
18-Feb-24	17-Mar-24
25-Feb-24	24-Mar-24

**Notes:**

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

