

Jemena performance reporting H1 2019

Master Planning Review: - Business days from design submission to preliminary review (average days)

2017-18 Result	H1 2019 Target	H1 2019 Result
> 10 Days	15 Days	20 Days

- Jemena only received 3 masterplans for review in the first half of 2019, one review was completed in 9 days the other two in just over 20 but have 2-4month delays in receiving update plans after initial review by Jemena.

Construction Audit: - Business days from works complete to audit completion (average days)

2017-18 Result	H1 2019 Target	H1 2019 Result
> 5 Days	N/A Service contestable	

- Jemena offer auditing as a contestable service and as such do not measure performance.
- If developers feel that Jemena's accredited auditors can't provide a service that meets their requirements Jemena encourage developers to approach Jemena with additional contractors that Jemena can accredit

Tie-in: - Business days audit completion to connection 'tie-in' (average days)

2017-18 Result	H1 2019 Target	H1 2019 Result
> 20 - 180 Days	25 days or by customer agreed date	N/A Service contestable

- Jemena offer tie-in as a contestable service; our control room requires all applications to be submitted 25 business days prior to a tie in on site being required to ensure minimal risk and impact to our customers

Temp Connections: -

2017-18 Result	H1 2019 Target	H1 2019 Result
> 10 Days	>10 days	99.53% > 10days