

Jemena

Item	October	YTD	YE Forecast	Commentary
CIC* Process				For the fifth consecutive month Jemena achieved 100% compliance
5A NECF Compliance	100%	87%	88%	Forecast that Jemena will finish with seven months consecutive 100%
Avg. cycle time (days)				In 2019 corporate KPI is being set at 45 days vs. Regulated target 65 days
Target date for 5A is 65 days	35 days	52 days	51 days	This measure is a corporate customer KPI (one of approx 15 for JEN)
CIC Business case sign off	In process			Business case to be signed off by 30 November for deployment in 2019
UAT completed for pricing template	100%	100%	100%	Completed Pricing template allows customers to give high level estimate of costs
Portal upgrade to commence in January				Remains on track Note that this covers Mass & Complex connections Incorporated within this change is SMS/email notifications for stagegate progress
Quarterly Council Forum				Regularly 1/4ly meeting at Jemena office 27th November Minutes & attendees can be provided
Annual Reputational Index completed				Includes key Customers & Retailers

