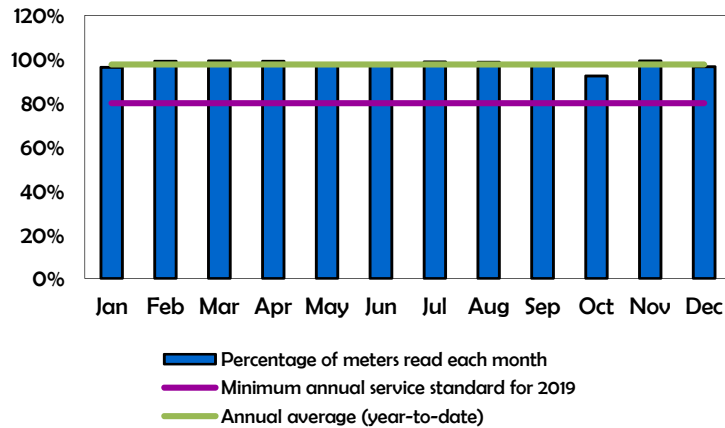


**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Gas Distributors**

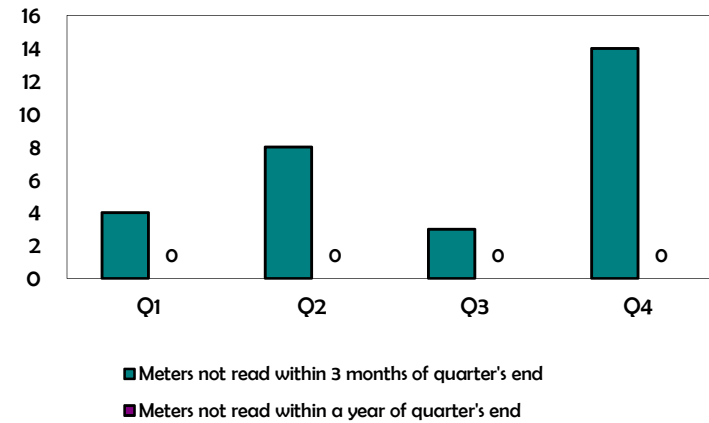
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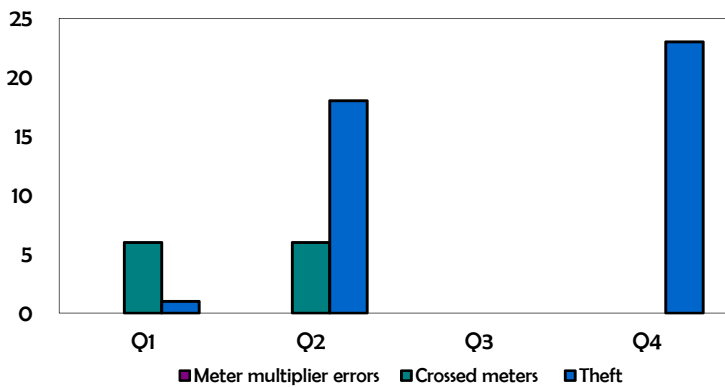
**5.1.1 Monthly billing and meter reading performance -
Percentage of meters read each month
2019**



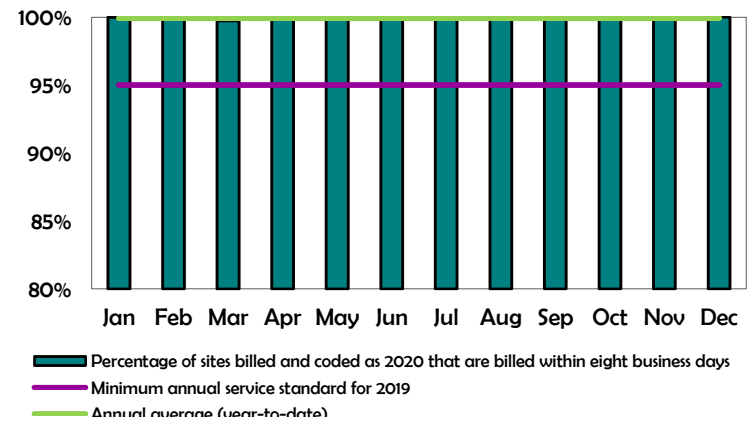
**5.1.2 Cumulative meters not read within three months,
and not read within one year
as of the end of each quarter in 2019**



**5.1.3 Identified meter errors -
by Quarter, for 2019**



**5.1.4 Currency of tariff bill file content
2019**

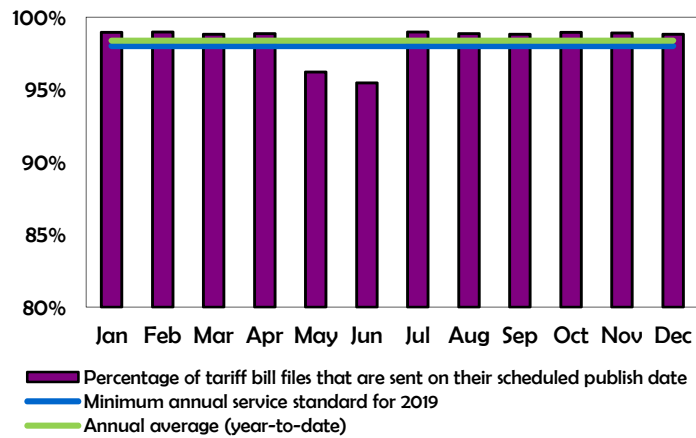


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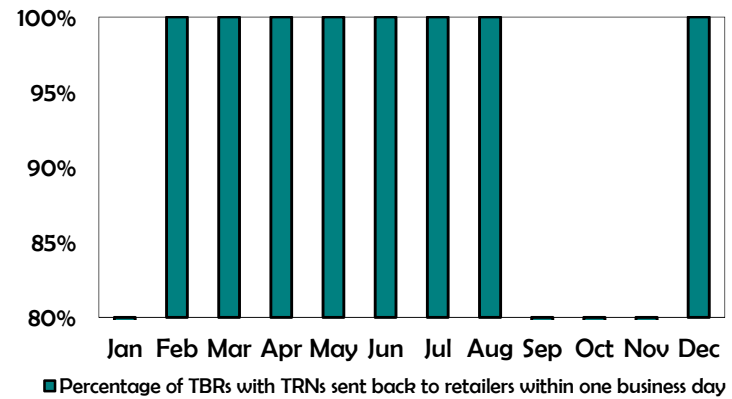
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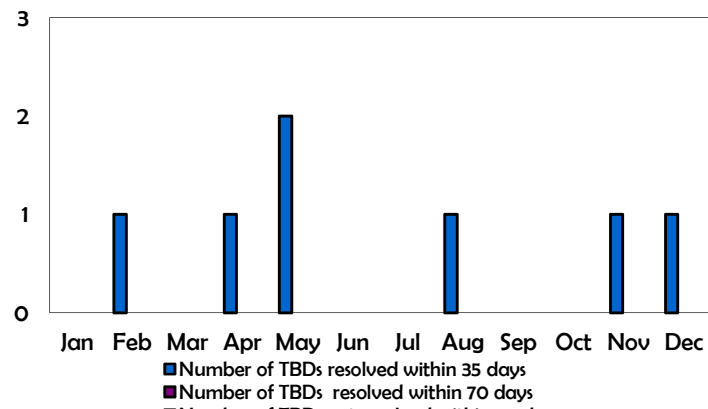
**5.1.5 Tariff bill file completeness
2019**



**5.1.6 Tariff bill file rejection response timing -
Tariff bill rejections (TBRs) responded to within one business day
2019**



**5.1.7 Tariff bill file dispute resolution timing -
Tariff bill disputes (TBDs) resolved within 35 and 70 calendar days
2019**

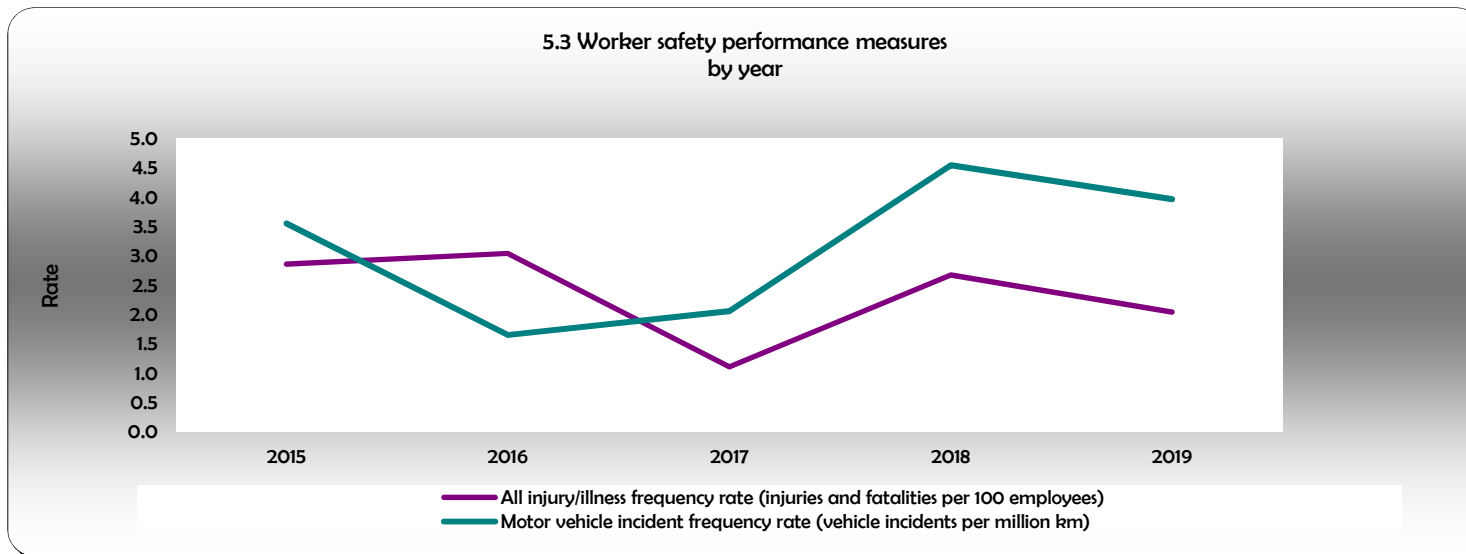
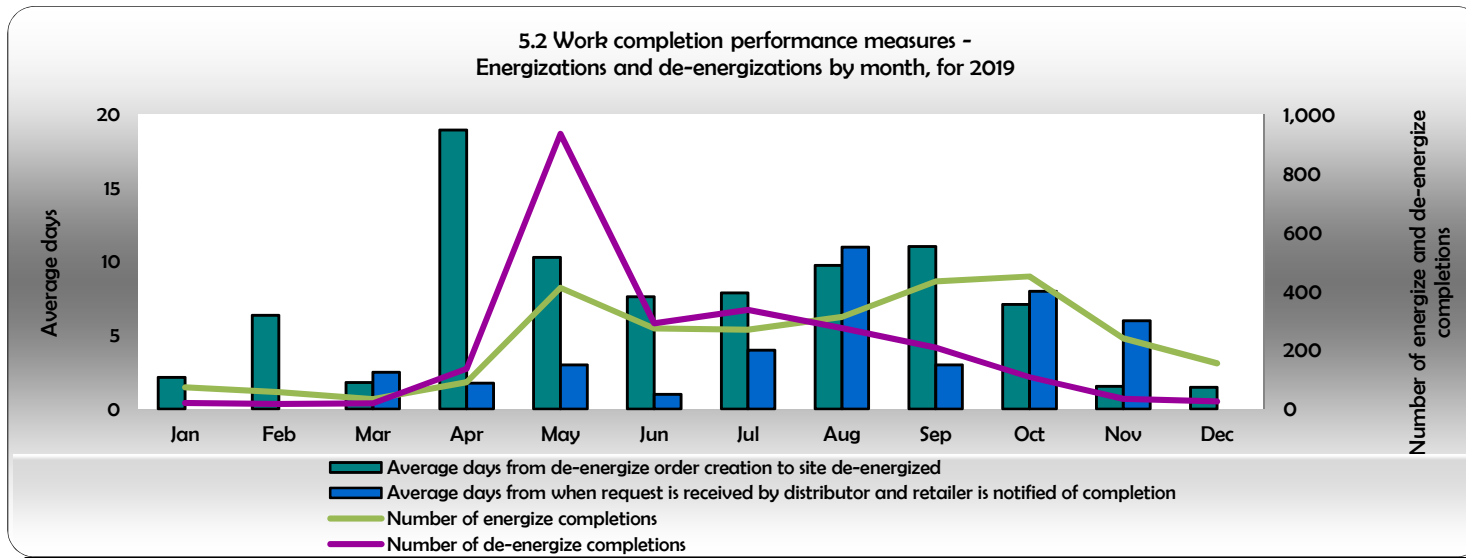


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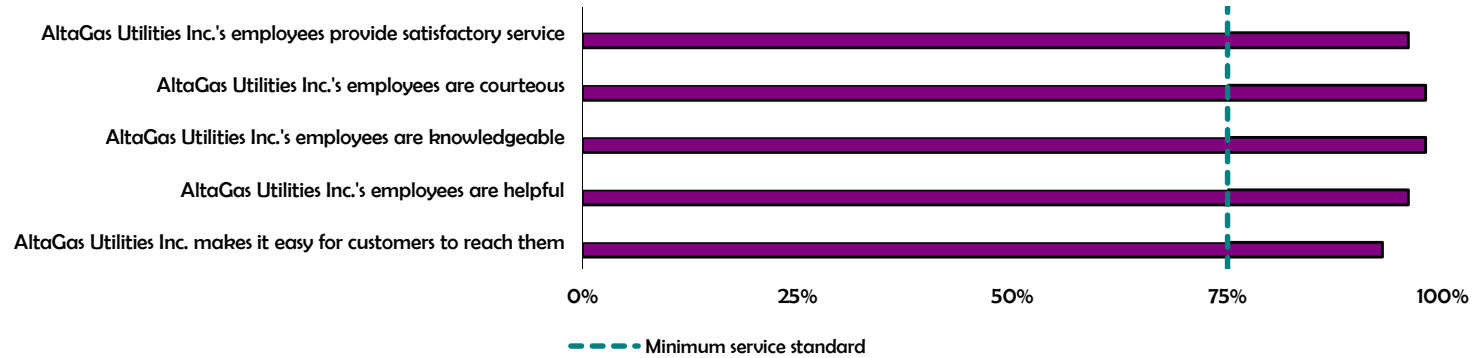
■ Number of TBDs not resolved within 70 days



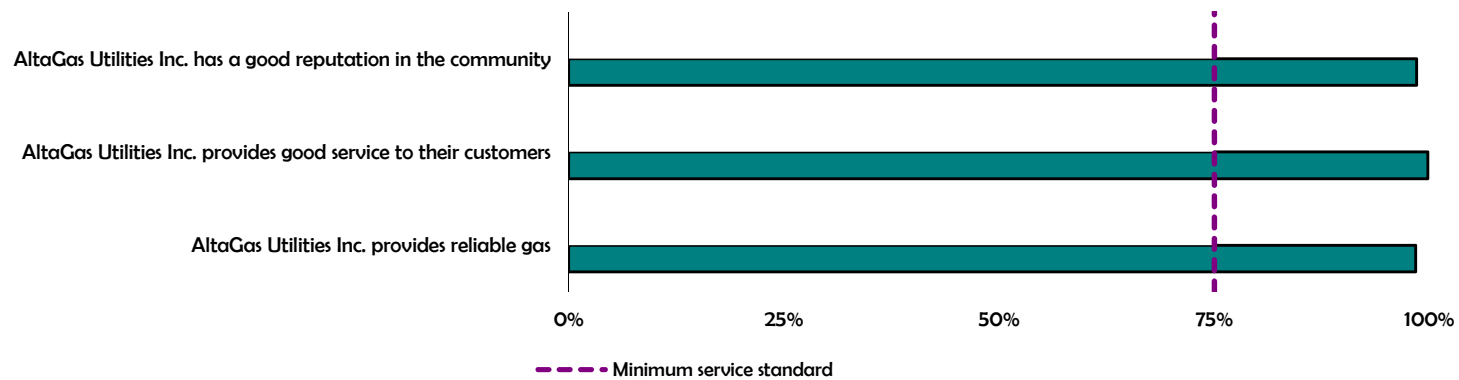
**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
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**5.4 Customer satisfaction measures -
5.4.1 Customer satisfaction following customer-initiated contact with the gas distributor
2019**



**5.4 Customer satisfaction measures -
5.4.2 Overall customer satisfaction measures
2019**

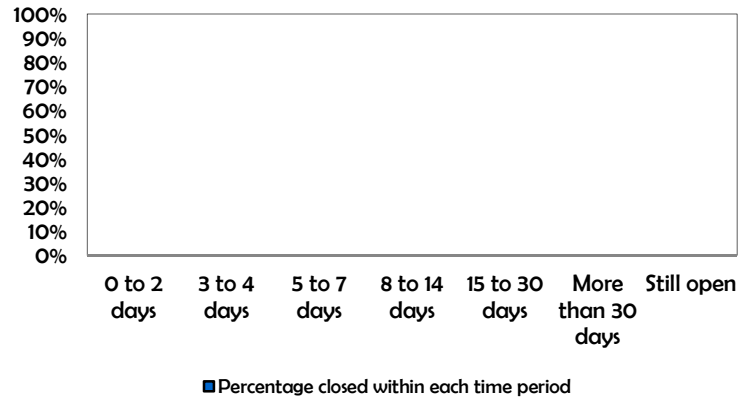


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for Gas Distributors**

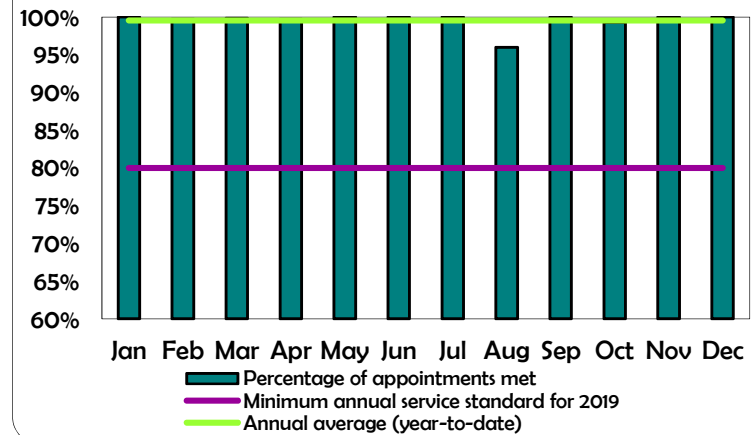
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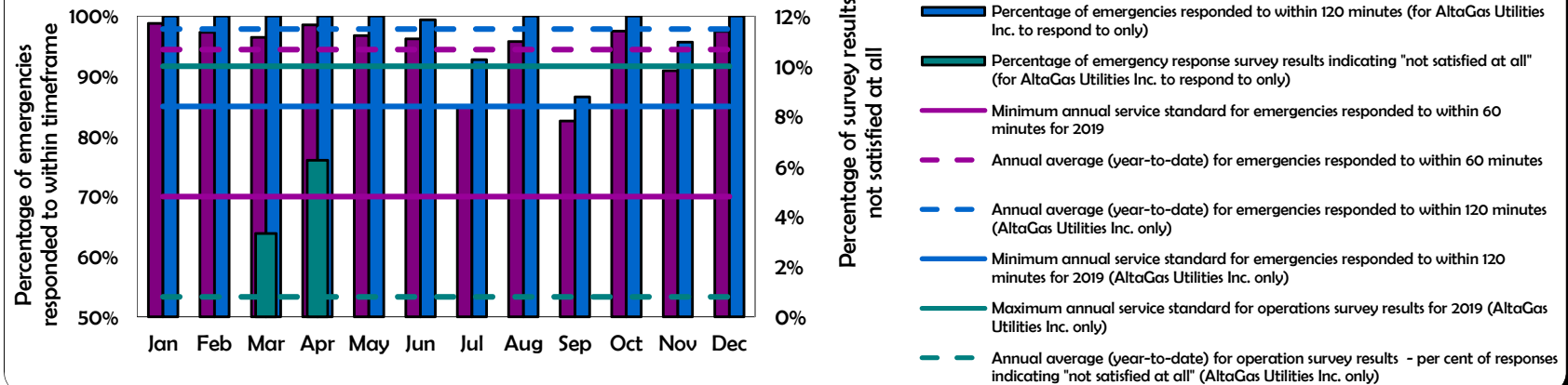
**5.4 Customer satisfaction measures -
Percentage AUC complaints/inquiries closed within
each time period during 2019**



**5.5 Customer appointments
2019**



**5.6 Emergency response time
2019**



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