

**Jemena Limited**

**AMI - Customer Management Plan**

**ELE-999-PA-IN-018**

**Internal**



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AMI - Customer Management Plan

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#### **Owning Functional Area**

Business Function:	Network Assets – Electricity Metering
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#### **Review Details**

Review Period:	Revision Date/Last Review Date + 1 Year
NEXT Review Due:	01/10/2026

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# 1. INTRODUCTION

The Customer Management Plan for Jemena's AMI-to-AMI Replacement Program aims to ensure an effective flow of information among all stakeholders to support successful program delivery. It outlines the structure, governance, and processes for managing customer engagement communications, helping maintain clarity around actions, responsibilities, and communication channels across teams.

Given that AMI replacement directly affects both residential and business customers, the plan coordinates timely, accurate, and compliant messaging for notifications and installation scheduling, while supporting regulatory requirements for transparency, safety, and privacy.

Intended for the Program Director, Project Manager, relevant operations and field teams, communications staff, and senior leadership, it should be read alongside the Project Management Plan, which details project objectives, assumptions, deliverables, schedule, and budget.

## 1.1 APPROVAL AND REVIEW OF THIS PLAN

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The Customer Management Plan will be evaluated periodically, aligning with compliance requirements and the different phases of the project. The Project Engineer or Project Manager is responsible for maintaining the Master Copy of the Customer Management Plan.

This Customer Management Plan is a controlled, approved document, and approved by the Group Customer Experience Manager.

## 1.2 IMPLEMENTATION OF THIS PLAN

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This plan describes the recommended customer activities required to support the project. The Project Manager has overall responsibility to ensure this plan is prepared, issued, implemented, maintained and reviewed, including managing the Project under the direction of the Project Director.

## 1.3 OBJECTIVES

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The objectives of the plan are to optimise the outcomes of the AMI-to-AMI meter replacement program through effective customer engagement and buy-in to the reasons for the program. This will be achieved by:

- Informing customers about the change and its timeline.
- How customers schedule appointments and receive updates on work status
- Keeping the targeted audience (internal and external stakeholders) up to date with the latest movements in the project
- Ensuring customer messaging is timely and written for the target audience, depending on the channel being used
- Customers are aware of how they can contact the business, e.g. if they need to make an appointment, and where to go for further information

- Effectively managing the messages to internal stakeholders to ensure the project does not proceed in isolation from the business but is set up with effective processes and linkages back into the relevant business functions and people.

## 2. ROLES AND RESPONSIBILITIES

The following table outlines the project roles and responsibilities in relation to project communications and approvals.

Name	Title	Role	Responsibilities/Approvals
TBA	Project Engineer	Project Support	Manages stakeholder communications and ensures project milestones are met.
TBA	Project Director	Project Management	Provides technical input for project communications and assists in issue resolution
TBA	Project Manager	Project Delivery & Coordination	Accountable for day-to-day delivery of the project, including schedule, budget, scope, risks and issues
TBA	Change Lead	Change Management	Leads change management activities including stakeholder engagement, communications, training and adoption to ensure successful implementation

This section outlines the Customer Engagement and Outage Management Framework, which sets out how customers are informed, supported, and coordinated ahead of any planned power interruptions. The approach is designed to ensure timely notification, responsive engagement, and continuity of supply wherever reasonably practicable. Customers are progressively engaged through early pre-notification, targeted outreach to address concerns and confirm scheduling, tailored communications for high-impact or vulnerable customers, and final confirmation through outage carding. This structured process ensures customer requirements are considered in line with industry obligations, minimises disruption, and supports a consistent, compliant, and customer-focused delivery of planned works.

Steps	Objective	Key Activities
<b>Pre-Notification</b>	Inform customers of upcoming works	Customer notifications, impact assessments
<b>Preparation</b>	Address concerns and finalise the schedule	Direct outreach to affected customers, individual consultations
<b>Customer Coordination on Power Supply Outages</b>	Provide detailed Power interruption information with customer requirements considered as per industry requirements, and as far as reasonably practicable	Personalised engagement for high-impact customers, tailored updates
<b>Outage Carding Customers</b>	Notify the customer of planned outages and final arrangements	Distribution of outage cards

### 3. CUSTOMER ENGAGEMENT

Audience	Engagement Stage	Message	Channel & Media	Timing
Affected Customers	Pre-notification	1. Introduce program 2. Identify likely impact to customer 3. Timing of program 4. Where to find more info	1. Email 2. SMS 3. Letter Drop 4. Door to Door visit	1 Month before Work
	Preparation Notice			1 Week Before Work
	Appointment Scheduling		1. Phone call	
	Outage Notification	1. Confirm meter to be replaced 2. Date and indicative time of replacement	1. Physical carding 2. Email 3. SMS	At least 4 business days' notice
Internal Stakeholders	Monthly Update	1. Program status	1. Email	Monthly

#### 3.1 CONTRACTOR COMMUNICATION – PARKING & ACCESS MANAGEMENT

To avoid customer parking and access issues, contractors will receive clear communication and instructions regarding parking behaviour:

1. Contractors must not park commuting vehicles in front of driveways or block customer access points.
2. Designated parking zones for commuting vehicles will be identified and enforced by the site supervisor.
3. All crews will be instructed as part of initial project induction and reminded daily as part of pre-start meetings about parking and maintaining access protocols.

## 3.2 ESCALATION PROCESS

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1. **Identify Concern** – Capture customer issues.
2. **Assess Impact** – Determine disruption level.
3. **Engage Relevant Teams** – Notify contractors and support teams.
4. **Implement Solution** – Resolve the issue and inform customers.
5. **Follow-Up** – Ensure customer satisfaction.