

AusNet's proposed Customer Service Incentive Scheme

AusNet has proposed a customer service incentive scheme (the scheme) that it developed in negotiations with its Customer Forum. This scheme provides an incentive for distributors to improve their customer service.

How would the proposed scheme work?

Under the scheme, electricity distributors may apply to the AER to have incentives to improve customer service.

Annually, the AER would compare a distributor's actual performance to its target. If the distributor beats its target it would be rewarded and if it fails to meet the target it would be penalised.



How are rewards or penalties calculated?

The reward or penalty is calculated by multiplying the difference between actual and target performance by an incentive rate determined by the AER.

How is AusNet proposing to apply the Scheme?

The scheme allows a distributor to propose customer service parameters. AusNet is proposing the scheme target four customer interactions:

- communication around unplanned interruptions
- communication around planned interruptions
- connections, and
- complaints

Under its proposal, after AusNet engages with a customer, that customer may be asked to rate the engagement with a score from 1 to 10. These results are combined to produce an overall customer satisfaction score for each of the above customer interactions.

AusNet's performance targets for these customer interactions would be based on surveys of its customer's sentiment.

AusNet is proposing its incentive rate be calculated based on an 'Industry Leading Level' which is the highest score achieved by any gas or electricity distributor. The incentive rate is calculated such that AusNet would receive the maximum reward under the scheme if it achieves the industry leading level.