

Attachment 15 – Ausgrid’s pass through application

Customer Sentiment Samples

August 2015



Sentiment Analysis - Negative Sample

Clare Brown How come Sydney only has 4,000 without power and the hunter has over 50,000 still waiting?
Like · Reply · 1 · April 25 at 7:40pm

Adam Marks There is a easy fix in Norville and we haven't seen a ausgrid crew for 5 days working around here.
Like · Reply · 1 · April 25 at 5:40pm

Rosie Posie Gorokan 2263 - anytime now suits us Ausgrid. We have been without power since 1:09am 21 April and its not fun anymore
Like · Reply · April 25 at 3:22pm

Sonia Lester What about 2315 and my street....I have people around me with power but not street...not happy
Like · Reply · April 25 at 2:22pm

Maira Khalid Can I please have an update on Wyoming? It been 4 days and its getting frustrating
Like · Reply · April 25 at 12:10pm

Jess Fowler Looks like all of Berkeley vale except our street has power 😞
Like · Reply · April 24 at 10:40pm

Andrew Milne The pictures says it all, the hunter is half way done, sydney pretty much done, central coast well behind in the support given, how is it that there are so many people working on the lines with minimal impact and no one to tell us what is happening, poor communication results in angry people
Like · Reply · 7 · April 24 at 6:33pm

Suzanne N Mirabelle Christina close, Cardiff Heights is still out and website showed only 3 😞
Like · Reply · April 23 at 9:56pm

Jeff Dellow Send some people to port steps. Disgusted to drive into a street today with power lines all over the rd preventing residents from getting to their house. Fair go.
Like · Reply · 7 · April 23 at 9:33pm

Alberto Arbelo
They are full of it ausgrid
They provide false update and hope for past 4 days thy state 3pm And then 5 etc
Only today they say 3pm add guess what passed and gone
All I would prefer is an honest update like we don't know
We are at day 4 central coast
Like · Reply · April 23 at 6:23pm · Edited

Georgia Crawford Every year it's he same issue so what are u doing about Storm-proofing the lines - putting them underground as you sure as s... Have the revenue and profit to do so
Like · Reply · April 22 at 6:32pm

Georgia Crawford Well it's already been 24 hrs do u intend to compensate us for the 200 bucks of spoiled food? We were told it was only a fuse so a small job and you've already had a truck down there
Like · Reply · April 22 at 6:30pm

Adam Myers Hurry up! I need to watch Game of Thrones!
Like · Reply · 6 · April 22 at 8:01am

Magee Brown
Just called the number on this pages Seaview Avenue newportyou still have the same message as yesterday
You don't know the cause you don't know when the power will be on ...
We have had no power since 6.30am yesterday. ...I told u at 9.30am and got hung up on.....at least update your message and STOP disconnecting people

Sentiment Analysis - Negative Sample

Brad @BC7772
@Ausgrid need some sort of indication where we lie in the plan. Very difficult to be without power and no indication when it will be back!
RETWEET 1
8:34 PM · 22 Apr 2015

Chris Cullen @ccp8
BAIRD: Apology required to hundreds of thousands left without power for week because of your brutal Ausgrid staff cuts #auspol
RETWEETS 14 FAVORITES 7
5:03 PM · 26 Apr 2015

Anthony Manton @anthonymanton
Hearing @Ausgrid is limiting overtime to employees to clean up the #SydneyStorm now is the time it should be all hands on deck
FAVORITES 2
7:38 PM · 22 Apr 2015

stephane 1993 @staktostephane
House Stephane is offering 1000 gold and a lordship to whoever can bring me the head of Ausgrid. Three days with no power is not ok.
10:42 AM · 23 Apr 2015

Leevi Graham @leevigraham
@danking0903 @tonyarnold just got back home. Still nothing. Getting a bit antsy now. @Ausgrid
10:10 PM · 23 Apr 2015

BobbieAnt @toobooesabates
@HyperBrendan @1233newcastle @Ausgrid @EnergyAustralia DOH I haven't a response from ausgrid yet!
9:19 PM · 23 Apr 2015

Ken Semple @SempleKen
@Ausgrid Most homes in street are without power even though lines fixed. The seem to have forgotten to switch us back on
7:13 PM · 23 Apr 2015

Kimberly @kxinfinty19
@Ausgrid Any word regarding Woodberry 2322. Going on day 4 without electricity and it feels like we've been forgotten.
6:39 AM · 24 Apr 2015

1,707 days @ashinthome_1
Also my mums gone crazy, she's asking the dog if she has eaten soap. @Ausgrid please fix our power, we're going insane
7:58 PM · 22 Apr 2015

Richard Freedman @RICHARDFREEDMAN
@Ausgrid Still no power in my street in Avalon. 3 days since it went off. No sign of it being restored either. Hmmm
5:47 PM · 23 Apr 2015

bob the builder @Emgan_1
@Ausgrid seriously how much longer for Narara?? 😞
8:39 PM · 23 Apr 2015

Sentiment Analysis - Positive Sample

Kerrie Pre Thank you Ausgrid, I have power back...I hope this rain doesn't hinder you guys too much. Doing a good job out there under these conditions. 😊
Like · Reply · 👍 1 · April 26 at 2:09pm

Anne Whiddon Thank you connected now and so relieved 😊
Like · Reply · April 28 at 11:31pm

Nikki Maree Thankyou ausgrid!! We have power after a stressful 6 days with a baby. Thanks so much for all the hard work and efforts you guys put in! Much appreciated!
Like · Reply · 👍 2 · April 27 at 10:38pm

Tarsha Mckenny 7 days of no power. To finally get it restored today. Thankyou Ausgrid you made this mummy and kiddies feel like it was christmas.
Like · Reply · 👍 2 · April 27 at 11:15pm

Melina Roberts Awesome power back on in The Hill, thank you!!
Like · Reply · 👍 1 · April 26 at 3:37pm

Karen Johnson Leumeah pl Bolton Point back on, Thank you Ausgrid and all the other power companies that are helping them
Like · Reply · 👍 3 · April 26 at 1:05pm

Brenda Smith Good work any ideas when Talleen Road Nelson Bay will be back online ?
Like · Reply · April 26 at 1:27pm

Michelle Alexander Power back on in luskintyre just now, you rock ausgrid, thanks for the amazing effort!!
Like · Reply · 👍 1 · April 26 at 12:49pm

Carrie Kibble 🙌🙌🙌🙌🙌🙌🙌🙌 great job Resect 😊
Like · Reply · 👍 1 · April 26 at 11:42am

Naomi Ring You guys are amazing. Thanks for all your hard work around the clock. I hope you are being looked after too.
Like · Reply · 👍 5 · April 26 at 11:40am

Lynette Stagg Really feeling for you guys. You will all need long holidays when everything is fixed. Thankyou for all that you are doing.
Like · Reply · 👍 4 · April 25 at 11:20pm

Jessica Sim Stay safe workers! We are all so very grateful for your hard work
Like · Reply · 👍 5 · April 25 at 11:00pm

Brenda Shoesmith Boy will it ever end ... your all working so hard and Mother Nature is being a pain ! We certainly did not need more storms !!
Like · Reply · 👍 7 · April 25 at 10:56pm

Judith Jacques Thank you to a wonderful crew from Bathurst who were helping us out at Saratoga. They were courteous, informative and just so reassuring after many days of seeing nobody
Can you please make sure that they get some great feed back
Like · Reply · April 25 at 10:56pm

Judith Anne Salter Thank you to all the volunteers
Like · Reply · April 25 at 3:46pm

Nicole Selig Well done guys!! Appreciate all the work you are doing. I know you are very busy. Just wondering if there was any estimated time on power back at Portsmouth Road Erina?
Like · Reply · April 25 at 8:20am

Sentiment Analysis - Positive Sample

Katherine Cole @Ausgrid - it was 84 Wolseley - but came back on just over an hour later. Great job on the tweets and updates - thank you!
10:44 AM - 24 Apr 2015

DenyseJWhelan @Ausgrid your #sm communication afte first days of #storms #lossopower exemplary! Just tweeted same to @Telstra who could learn to do same
11:02 PM - 27 Apr 2015

Aron Campbell @Optus hi. Could you please provide similar updates like @Ausgrid where there are damaged areas. Keep us informed 😊
10:09 AM - 25 Apr 2015

S S I R E Love @Ausgrid @Telstra using #social #media to keep us updated. I'm hearing the work being done... Great job to everyone involved. Be safe 🍷
7:46 PM - 22 Apr 2015

Amy Sheriff @Ausgrid any eta on rest of Whitebridge/ Dudley 2290? Also your social media team is brilliant. Showing the rest how it's done
7:10 AM - 25 Apr 2015

The Hungry Mum thanks @Ausgrid for getting our power back on #LoveYourWork
12:42 PM - 21 Apr 2015

Tim Elliott Thank you so much @Ausgrid , power on, freaking awesome.
6:26 PM - 23 Apr 2015

2UE News Talk 2UE 954 A big shout out to all the volunteers helping battle the severe storms in Sydney @NSWSES @FRNSW @nswpolice @NSWRFS @Ausgrid @endeavourenergy
RETWEETS 3 FAVORITES 9

Tony Story During major crises in NSW @Ausgrid are showing how social media from a utility should be done. Fast, responsive, informed. Great job guys.
2:41 PM - 23 Apr 2015

Byron Cooke Thankyou @NSWSES @Ausgrid @NSWRFS @gosford_council @WyongCouncil crews & countless volunteers for this MASSIVE effort #CentralCoastStorms
12:21 PM - 23 Apr 2015

Jeff Sundstrom @Ausgrid just logged an incident at my home, from post I made on their FB page. Good job! @CCExpressadvoc @925CentralCoast @702sydney
3:23 PM - 21 Apr 2015