

**Attachment 2.02**  
**Customer engagement survey**  
May 2014



Ausgrid engages with its customers, stakeholders, consumers and the community via a range of established methods and channels. This is a list of recent engagement activity as part of that process. Where possible, the results of this activity are published on Ausgrid's website, to enhance transparency of how we consider feedback.

<b>Activity</b>	<b>Description</b>	<b>Status</b>
<b>Your Power Your Say</b>	Facebook campaign designed to inform consumers about operations and plans and provide a platform for their views.	Launched in November 2013. Ongoing engagement and consultation channel on Ausgrid's plans and operations. Strategy and monitoring report provided in documents.
<b>Planning for Future</b>	Page on Ausgrid Website that houses all regulatory documents pertinent to Transitional and Substantive Submissions. This includes engagement and consultation documents and activity and feedback channels for consumer views to be captured.	Launched to coincide with lodging of Transitional Regulatory Proposal on January 31, 2014. Ongoing updating and promotion of page.
<b><i>Giving Electricity Consumers a Voice</i></b>	Media release announcing consultation via Facebook campaign	Published November 2013
<b><i>Electricity Bill Relief for NSW Households</i></b>	Media release announcing lodging of Transitional Regulatory Proposal	Published January 2014
<b>Presentation to Ausgrid's Customer Council</b>	Presentation on Ausgrid's approach to its Transitional Regulatory Proposal to Members of Ausgrid's Customer Council	November 2013
<b>Presentation to Local Councils</b>	Presentation on pricing options and performance trade-offs of LED street lighting	August 2013
<b>Street lighting forums and working groups with local councils</b>	Forums and meetings with local council representatives to discuss technology, pricing and maintenance options for public lighting.	2009-14
<b>Stakeholder letters</b>	Letters to State Members of Parliament, Local Councils and peak industry associations on Facebook consultation channel	November 2013 December 2013

<b>Activity</b>	<b>Description</b>	<b>Status</b>
<b>Stakeholder letters continued</b>	Letters to welfare, environment and industry stakeholders about publishing of Transitional Regulatory Proposal	January 2014
<b>Research</b>	<p>Co-managing Home Energy Demand: RMIT University report on Ausgrid customers pricing and tariffs research.</p> <p>Ausgrid Peak Demand Management Research: Research to understand customer views on tariffs.</p> <p>Customer Engagement Study: Qualitative research into Customer views on Ausgrid's operations and plans.</p> <p><i>Smart Grid, Smart City</i> Customer Research Report: Institute of Sustainable Futures Report into trial participant views on tariffs and behaviour.</p>	<p>April 2012</p> <p>January 2013</p> <p>July 2013</p> <p>October 2013</p>
<b>Online Monitoring Reports</b>	Analysis of existing social media interaction to provide insights on community and consumer sentiments, views and preferences	March 2011-October 2013
<b>Media Analysis Summary</b>	Analysis of existing media reports to provide insights on community and consumer sentiments, views and preferences	March 2011 to June 2013
<b>EWON reports, Customer Correspondence and Community Consultation</b>	Analysis of EWON data and reports, customer correspondence and direct community consultation on major projects to understand consumer and community views and preferences	2012-13
<b>Consumer and Welfare Group Forum</b>	A public forum for consumer and welfare group representatives	March 2014
<b>Electricity Retailers Forum</b>	A forum for electricity retailers	April 2014
<b>Stakeholder letter</b>	Letter to stakeholders, Members of Parliament and local councils on AER TRP decision	April and May 2014
<b>Consumer Challenge Panel Meeting</b>	Meeting with AER consumer Challenge Panel on Ausgrid TRP	April 2014
<b>Letter to Accredited Service Providers</b>	Letter to ASPs informing them of proposed changes to ancillary network service fees.	April 2004.