

CUSTOMER EXPERIENCE DASHBOARD | Q2 2020

2020 year to date performance in key customer experience measures across the business.

PUBLISHED JULY 2020
 ▲ Indicates performance against same period last year
 ● Indicates year to date performance against KPI

OPERATIONS

New Connection Requests

New Connection Requests fulfilled YTD & regulatory performance (cycle time)

VPN	UE
12,406 ▲ REQUESTS FULFILLED	5,579 ▼ REQUESTS FULFILLED
6.01 ● CYCLE TIME	4.16 ● CYCLE TIME
AVERAGE BUSINESS DAYS	AVERAGE BUSINESS DAYS

Customer Offers Issued

Customer Initiated Augmentation Offers including pole to pit offers.

VPN	UE
5,716 ▲ FIRM OFFERS ISSUED YTD	2,205 ▼ FIRM OFFERS ISSUED YTD
13.4 ● DAYS TO OFFER	6.7 ● DAYS TO OFFER
AVERAGE BUSINESS DAYS	AVERAGE BUSINESS DAYS

Claims

Claims submitted year to date per million customers

VPN	UE
856 ▲ CLAIMS PER 1M CUSTOMERS	760 ▼ CLAIMS PER 1M CUSTOMERS

Contact Centre Grade of Service

% of Fault Calls answered < 30 seconds and average IVR wait times

CP	PAL	UE
90.1% ● GOS %	82.0% ● GOS %	78.1% ● GOS %
21 sec AVE WAIT	37 sec AVE WAIT	47 sec AVE WAIT

Embedded Generation

Solar Alteration requests fulfilled and (meter reprogrammed) & performance

VPN	UE
13,552 ▲ REQUESTS FULFILLED	6,449 ~ REQUESTS FULFILLED
1.33 ● CYCLE TIME	0.05 ● CYCLE TIME
AVERAGE BUSINESS DAYS	AVERAGE BUSINESS DAYS

Project Delivery

Projects constructed and average delivery time for standard projects (excluding pits)

VPN	UE
873 ▼ PROJECTS CONSTRUCTED	114 ~ PROJECTS CONSTRUCTED
17.9 ● AVERAGE WEEKS TO CONSTRUCT (STANDARD ONLY)	7.9 ● AVERAGE WEEKS TO CONSTRUCT (NO AGREED DATE)

Solar Export Requests

Applications for export (<30kW) and approval outcome YTD

VPN	UE
28,661 ▲ SPA's Submitted	
88% ▼ FULL EXPORT APPROVED	6% ▲ REDUCED CAPACITY APPROVED
	6% ▲ NIL EXPORT APPROVED

No Go Zone Enquiries

Applications for assessment of customer works around our assets

VPN	UE
4,872 ▼ ENQUIRIES ATTENDED	2,165 - ENQUIRIES ATTENDED
6.29 ● AVERAGE BUSINESS DAYS	7.7 ² - AVERAGE BUSINESS DAYS

Customer IVR Lines

% customer calls answered on Requests, Connections and CIA group IVR lines

REQ	CONS	CTA
11,126 CALLS	13,479 CALLS	2,051 CALLS
99% ~ ANSWERED	96% ▲ ANSWERED	94% ▼ ANSWERED

Privacy Breaches

Customer Data Privacy Breaches

VPN	UE
0 REPORTABLE BREACHES	0 REPORTABLE BREACHES

COMMENTARY

• Despite the uncertainty created by COVID-19, the volume of New Connections requests fulfilled has increased by 2% in VPN due to a 7% growth in residential connections within the Powercor network. Impacts felt more heavily in CitiPower and United Energy, however United have made a strong recovery in recent months.

• Contact Centre grade of service achieving maximum KPI for CitiPower and United Energy; Powercor achieving Target.

• A correction to the SPA calculation in February has resulted in an decrease to the % of customers who are approved at full export. This has resulted in a sharp increase to the number of customers requesting a further assessment of their request and is a leading contributor to ombudsman complaints received.

SUPPLY

Unplanned Outages

Number of customers who experienced an unplanned outage and average experience indicators

CP	PAL	UE
67,818 ▼ CUSTOMERS AFFECTED	713,329 ▼ CUSTOMERS AFFECTED	245,273 ▲ CUSTOMERS AFFECTED
16.25 ▼ SAIDI	89.4 ▲ SAIDI	21.7 ▼ SAIDI
16.25 ▼ AVE MINS OFF SUPPLY PER CUSTOMER	89.4 ▲ AVE MINS OFF SUPPLY PER CUSTOMER	21.7 ▼ AVE MINS OFF SUPPLY PER CUSTOMER
0.20 ▼ SAIFI	0.84 ▼ SAIFI	0.34 ▲ SAIFI
0.20 ▼ AVERAGE INTERRUPTIONS PER CUSTOMER	0.84 ▼ AVERAGE INTERRUPTIONS PER CUSTOMER	0.34 ▲ AVERAGE INTERRUPTIONS PER CUSTOMER

Planned Outages

Number of planned outages and average mins per customer

VPN	UE
4,322 ▲ PLANNED OUTAGES	3,097 ▲ PLANNED OUTAGES
31.5 ▲ SAIDI	36.4 ▲ SAIDI
31.5 ▲ AVE MINS OFF SUPPLY PER CUSTOMER	36.4 ▲ AVE MINS OFF SUPPLY PER CUSTOMER

Notification Breaches

Planned outage notification failures / breaches

VPN	UE
9 ▼ BREACHES AFFECTING CUSTOMERS	5 ▼ BREACHES AFFECTING CUSTOMERS
208 ▲ CUSTOMERS	19 ▲ CUSTOMERS

Outage 'Aware' SMS's

Aware SMS messages sent to Customers

VPN	PAL	UE
43,240 NOTIFICATIONS	396,271 NOTIFICATIONS	146,171 NOTIFICATIONS

COMMENTARY

• SAIDI & SAIFI are measures of reliability performance and represent the overall average experience of all customers across each network.

• There has been a 7% decrease to the number of customers who have experienced an unplanned outage in VPN when compared to 2019, while there has been an 8% increase in UE.

• Planned Outages are a leading cause of Ombudsman complaints among United Energy customers despite a range of great initiatives to reduce impacts during COVID.

KEY STRATEGIC INITIATIVES

Project Vista

mySupply self service project status tracking

Release 2 deployed to production 4th of May 2020. Status tracking and email updates for Minor Works, No Go Zone and key project types delivered.

COMPLETE

Privacy Audit Program

Audit action items arising from internal privacy audit

All audit items completed on or ahead of schedule. The actions have significantly improved our privacy governance, reporting, policies, training and processes.

COMPLETE

mySupply for United Energy

Digital customer projects application portal

Awaiting formal endorsement to pause project based on IT capital funding review and opportunity to combine with UE Connections portal.

PAUSED

Project Lumos

Enable online fault reporting

Development continuing, preparation for user acceptance testing starting. Next showcase scheduled for August 4th.

ON TRACK

United Energy Outages API

Improved outage SMS functionality

Unplanned outage release complete 25th of May. Moved into warranty support - functionality working as designed.

COMPLETE

Customer Service Incentive Scheme

Expand focus of Incentive Scheme

Customer engagement has commenced and measurements are being determined in readiness for EMT approval.

ON TRACK

Major Customer Incident Management

Defining and implementing S&CG role in major escalations

Approach is progressing, with key roles within the newly formed Customer Experience team updated to reflect new responsibilities.

ON TRACK

PIPELINE:

UE Connections Portal; VPN Payment Portal

COMPLAINTS & COMPLIMENTS

OMBUDSMAN COMPLAINTS

Complaints lodged with the Energy Ombudsman

VPN	UE
211 ▼ received 2020 ytd	189 ▼ received 2020 ytd

CUSTOMER COMPLIMENTS

Positive customer feedback received in CARE system

VPN	UE
195 ▼ received 2020 ytd	21 ~ received 2020 ytd

LEAD CAUSES

Top 10 reasons for customers contacting the Ombudsman across Victoria Power Networks and United Energy 2020 YTD

#	REASON	VOLUME
1	Claim Assessment	55
2	Planned Outage	37
3	Pit Installation	14
4	ACS Charges	18
5	Vegetation	12
6	Asset Relocation	9
7	Solar Pre-Approval	17
8	Unplanned Outage	4
9	Tariff Charges	13
10	Major Projects	9

COMPLIMENT HIGHLIGHTS

A very small sample of some of the positive feedback received from customers across our business in the first half of 2020

Recipients: Tim Crase, Peter Chew & Theo Stefanidis
 Once again, please pass our gratitude onto Theo, Peter & Tim for their relentless efforts and professional expertise in resolving/delivering a complication intersection at Leakes/Palmers Rd. One particular moment which stuck with me, was how tough the field crew were braving the hail rain/cold on the 66KV shutdown across palmers rd, I know a lot of contractor's would've packed up and came back

Recipient: Nicky Rose
 I wanted to give some feedback about excellent customer service that I received this morning from Nicky in the No Go Zone Applications department. In these extraordinary times with our city in lock down and our families displaced, Nicky was calm, impressive and assisted me in a very professional way.

Recipient: United Energy Faults Crew
 Malcolm called to thank field crew who attended fault & advised they were great people and 'knew what they were doing'. He was full of praise for the crew who attended & the whole fault experience

Recipient: Miles Tobias
 The site crew from powercor did an outstanding job at package 7A, thank you to Miles and the team. With minimal disruption and collaboration, the guys were able to get the job done on a timely manner and we look forward to work with you again in the near future

CUSTOMER EXPERIENCE SURVEYS

- SERVICE**
- Claims & Complaints**
Customer Resolutions Interactions
- Customer Projects**
Offers Issued & Projects Constructed
- Embedded Generation**
Meter Reprogram Process
- No Go Zone**
No Go Zone & Permit to Work Assessments
- Phone Enquiries**
Contact Centre Enquiries
- Planned Interruptions**
Planned Outage Events
- Quality of Supply**
Supply Quality Interactions
- Unplanned Interruptions**
Unplanned Outage Events
- Vegetation Management**
Vegetation Management Interactions

UNDER CONSTRUCTION

Survey questionnaires have been revised in line with the focus on customer experience and effort.

24 reports from multiple systems across VPN and UE have been provided to our survey partner Quantum for the 9 services listed alongside.

Wave 1 of the refreshed customer experience surveys has commenced. Results expected to be available mid-August.

TOPICAL RAW INSIGHTS

FEEDER NAME	CUSTOMER MINS OFF SUPPLY	FEEDER LOCALE ³ SUBURB
POWERCOR		
CMN001	5,021,938	CASTLEMAINE
LV003	2,105,427	TRUGANINA
CLC013	1,798,913	COLAC EAST
CITIPOWER		
BC015	258,708	ST KILDA EAST
WB013	242,674	BRUNSWICK
WD011	225,894	BALWYN NORTH

NEW CONNECTIONS

• In **United Energy**, it takes an average of **24.7 business days** from receipt of the establish supply service order from the retailer to the supply being connected in the field. In **CitiPower** it takes an average of **46 business days** from submission in eConnect to supply being connected / fulfilled in the field, while in **Powercor** it takes **19 business days** on average. These figures include time spent waiting for the nominated retailer to provide additional service orders, waiting for non-compliances to be rectified and any requests fulfilled by customer or business initiated appointments.

1. Requests subject to timing requirements only
 2. UE measure is from the date that the request is issued to Zinfra, not application date.
 3. Feeder location only - not a reflection of all customers serviced via feeder