

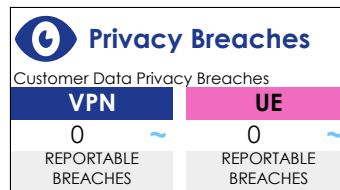
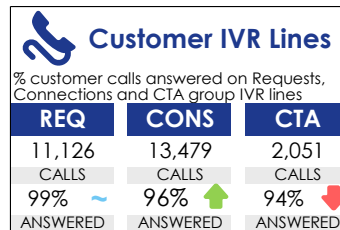
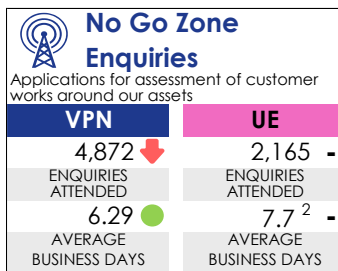
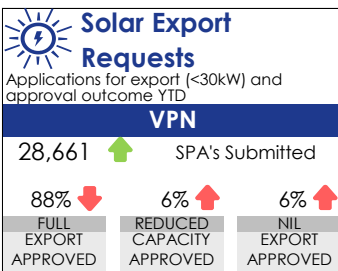
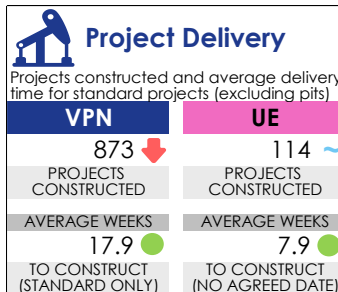
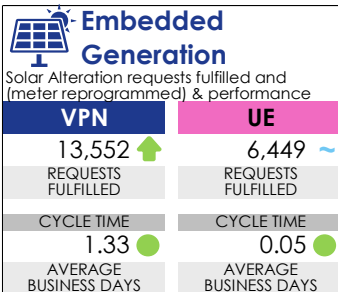
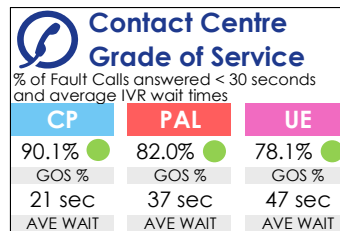
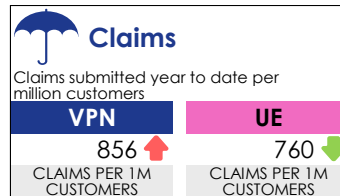
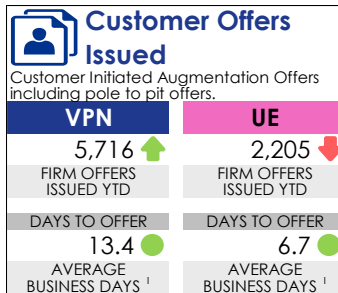
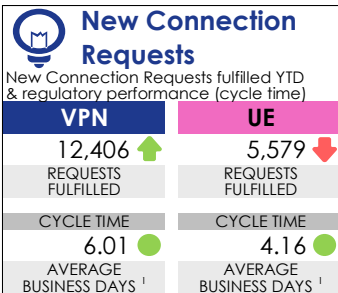
CUSTOMER EXPERIENCE DASHBOARD | Q2 2020

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



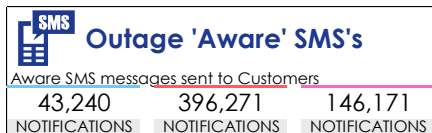
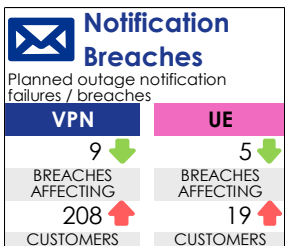
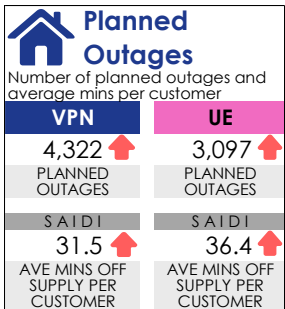
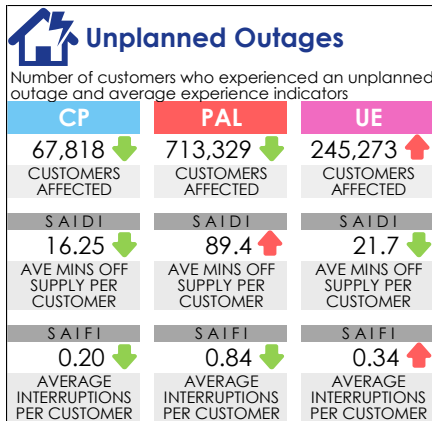
COMMENTARY

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



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

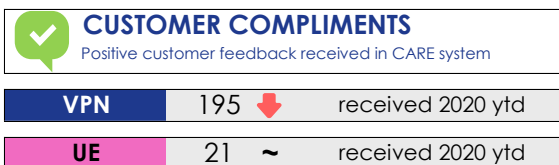
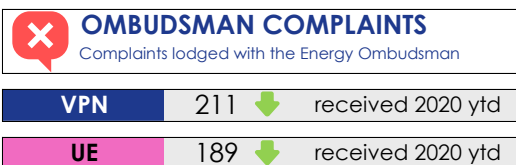
PIPELINE:

UE Connections Portal; VPN Payment Portal

TOPICAL RAW INSIGHTS

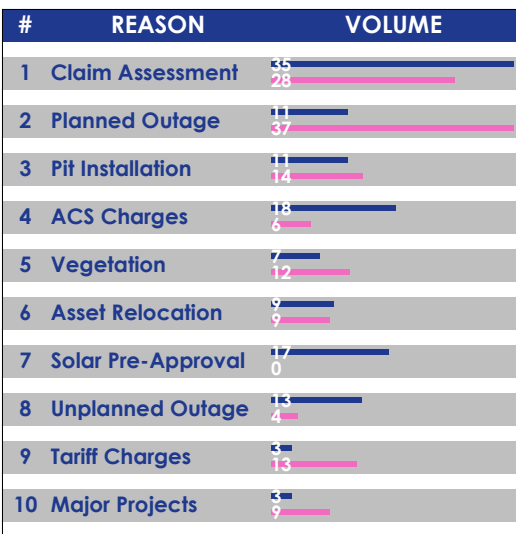
NEW CONNECTIONS			WORST PERFORMING FEEDERS		
FEEDER NAME	CUSTOMER MINS OFF SUPPLY	FEEDER LOCALE ³	FEEDER NAME	CUSTOMER MINS OFF SUPPLY	FEEDER LOCALE ³
POWERCOR					
CMN001	5,021,938	CASTLEMAINE	CMN001	5,021,938	CASTLEMAINE
LV003	2,105,427	TRUGANINA	LV003	2,105,427	TRUGANINA
CLC013	1,798,913	COLAC EAST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

COMPLAINTS & COMPLIMENTS



LEAD CAUSES

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



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



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.

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