

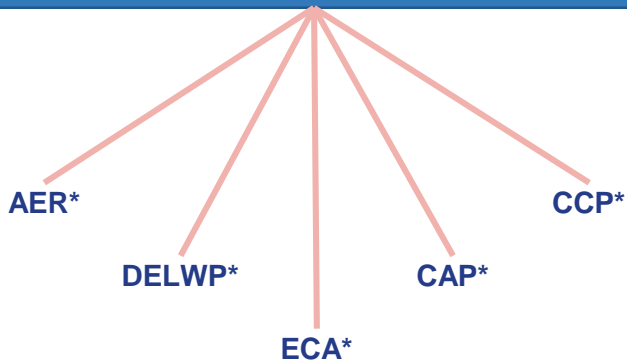


Delivering  
Customer  
Outcomes

# Customer Commitments

# Concept | A set of robust customer commitments will build confidence in us in the eyes of stakeholders and drive additional customer & business value

We have received feedback from our stakeholders that customer commitments would build trust in us to deliver what we promise in our proposal



Commitments will only be effective if they are simple, bold in nature, well thought out and meaningful.

### Commitments should:

- Link back to our corporate vision statement of providing safe, reliable, affordable electricity to customers
- Have a mix between longer term visionary goals and tangible immediate/5 year priorities
- Be achievable based on our current planning (in line with our existing big-ticket promises), but stretch us in terms of customer outcomes achieved
- Be closely aligned to the most important priorities for customers
- Have a mixture of inputs (things we will do) outputs (things we will achieve) and overarching bold principles

### Key Considerations:

1. What do we commit to doing (inputs) that we control?
2. What specific outcomes (outputs) are we trying to achieve?
3. What might we aspire for as overarching principles?

\*Australian Energy Regulator (AER), Department of Energy, Land, Water & Planning (DELWP), Energy Consumer Australia (ECA), Customer Advisory Panel (CAP), Consumer Challenge Panel (CCP)

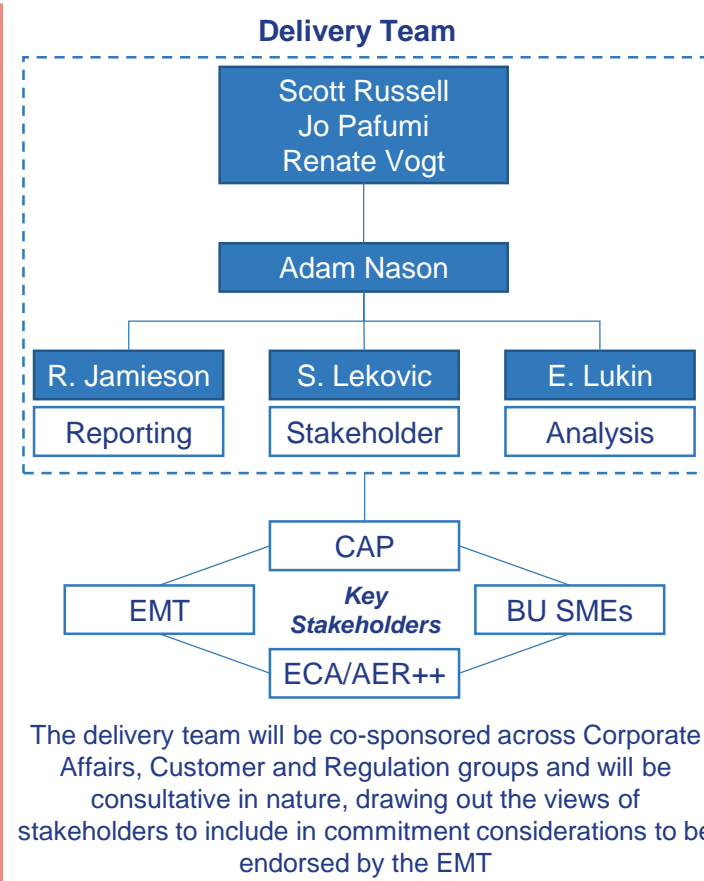
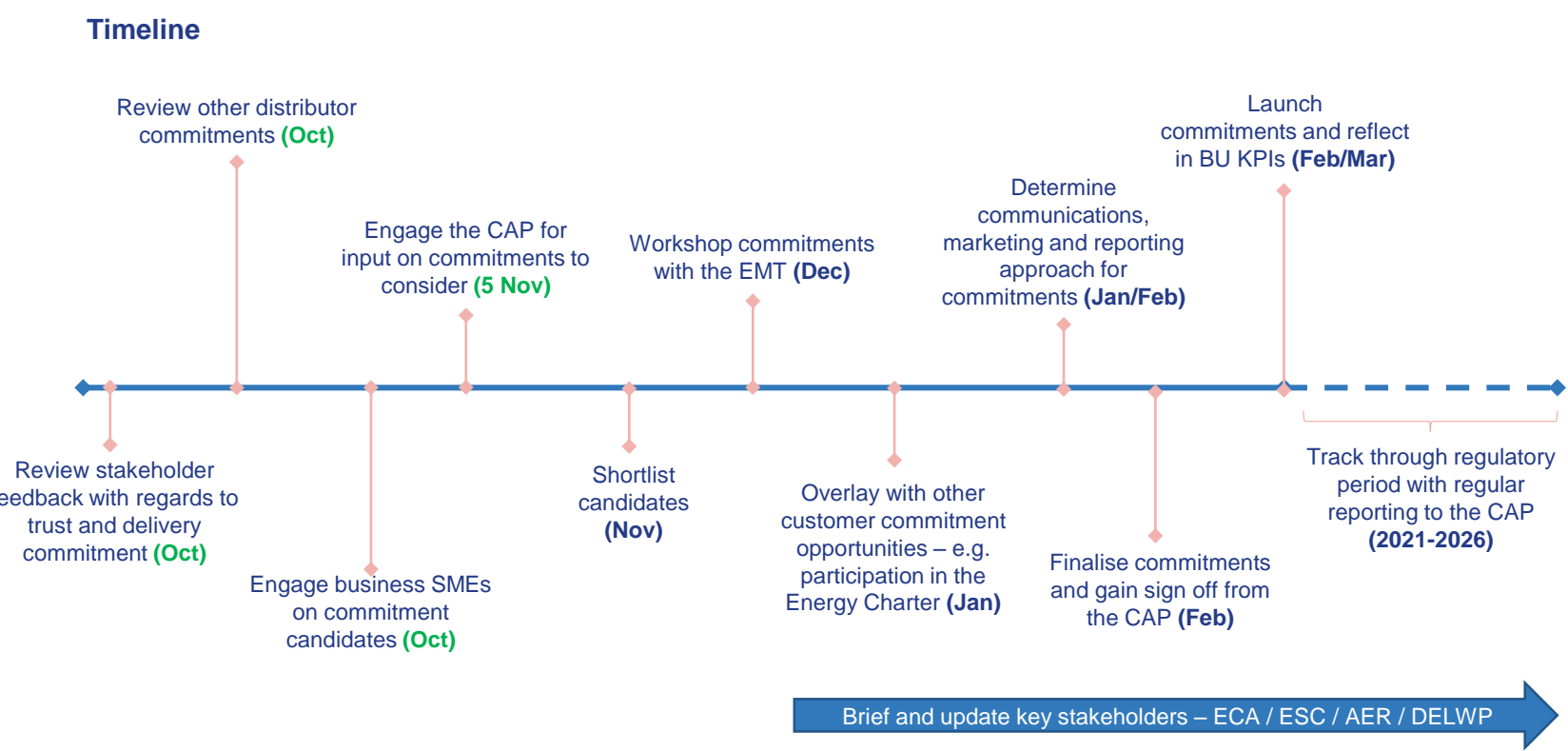
# Candidates | We would like to develop and prioritise commitments relating directly to what customers and stakeholders value

<b>Affordability:</b>  <b>Commitments that support customers with energy affordability</b>  Example candidates: <ul style="list-style-type: none"> <li>Tariff trials, savings targets, customer education programs</li> </ul>	<b>Enabling DER &amp; Demand Response</b>  <b>Commitments that link to customer's future network ambitions</b>  Example candidates: <ul style="list-style-type: none"> <li>Enablement outcome targets, development of emerging strategies, industry leadership ambitions</li> </ul>	<b>Improving the Customer Experience</b>  <b>Commitments that make us easy to engage reinforce how we place the customer at the centre of our business</b>  Example Candidates: <ul style="list-style-type: none"> <li>Culture and centricity programs, investment in digital tools, endorsed visions and strategies</li> </ul>	<b>Improving Customer Outcomes</b>  <b>Commitments that focus on outcomes most important to our customers</b>  Example Candidates: <ul style="list-style-type: none"> <li>Important operational targets (speed, efficiency), measurable experience outcomes</li> </ul>
<b>Maintaining a Reliable &amp; Safe Grid</b>  <b>Commitments that entrench our reliability and safety standards</b>  Example Candidates: <ul style="list-style-type: none"> <li>Delivery to our inspection and electricity safety management systems plans, reliability targets</li> </ul>	<b>Ensuring Protection from Cyber Risks</b>  <b>Commitments that build confidence in our ability to protect and manage important data</b>  Example Candidates: <ul style="list-style-type: none"> <li>Privacy governance frameworks, investment in programs to protect us from a cybersecurity breach</li> </ul>	<b>Long Term Visions</b>  <b>Bold longer-term commitments that position us as industry leaders</b>  Example Candidates: <ul style="list-style-type: none"> <li>Innovation programs, ambitious principle based opportunities</li> </ul>	<b>Stakeholder Engagement</b>  <b>Commitments that demonstrate how we will engage when making important decisions, and how we will offer transparency to our stakeholders</b>  Example Candidates: <ul style="list-style-type: none"> <li>Ongoing involvement of the CAP, performance reporting approach, stakeholder management frameworks and plans</li> </ul>

**We seek the CAP's input to commitment candidates we can consider**

1. How do you see the role of our customer commitments?
2. What should our key areas of focus be for our customer commitments, are there any other not listed here?
3. What are the top priorities for what we should be tracked against? – How do we transparently report our performance against commitments
4. What major programs from our proposal should be tracked?

# Timeline & Delivery Team | A dedicated process has been put in place to determine and communicate our chosen commitments



We are taking a strategic and consultative approach to determining our commitments.  
The CAP will play a key role in helping us to set and track our performance on our customer commitments