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Sent: Tuesday, 16 May 2023 11:57 AM

To: AERresets2024-29 <AERresets2024-29@ aer.gov.au>

Subject: submissions on Issues Paper, Ausgrid's 2024–29 Regulatory proposal

Hello there,

I have a few comments for Ausgrid's CSIS measures:

1. Planned Outage Service Ease: The metrics are so low. Why are the scores in 60s? Is this considered a good score? The organisation should be made more accountable for delivering superior experience. This is a monopoly so are they not supposed to work for customer satisfaction? A private competitive organisation has to put a lot more effort in customer service, why can a monopoly get away with poor scores.

Also for the below statement, how are the surveys done on SMS? Is it SMS only? How come it is not seen as spam?

We will commission surveys of our customers' satisfaction with how Ausgrid engaged with them about the outage. These are sent to customers via SMS after a planned outage occurs. Responses are measured separately for Urban and Regional customers. We will measure our performance using the Service Ease Score (the percentage of customers that answer 'Strongly Agree' or 'Somewhat Agree' to the survey question: 'Dealing with Ausgrid for this service was easy').

2. DER/CER measure: There is no measure related to solar/renewable space when the focus is towards net zero?

How about solar complaints & resolution timeframe? How many do they get? How well it is being managed? Are complaints a priority for them or not?

3. Website 50% & improvement over 50% should be incentivised? This is the most pessimist approach & an entitlement to get rewarded for what should be considered a basis touch point in 21st century for such a large organisation.

Do you know that NSW public transport satisfaction over 90%. Even govt works to deliver on positive experiences. Just these energy monopoly are working to suck funding from AER to get STI & LTI for achieving basic 50% score?

Will you have confidence in a doctor who has just got passing marks of 50%?

I hope this is all questioned from Ausgrid.