

Customer Forum Week 12: Customer experience initiatives

Update

21 March 2019



Updates

- ▶ **Meeting our customer relationship managers**
 - › @ 9.30am Monday 25 March

- ▶ **Call centre staff empathy training**
 - › Customer Forum briefing @ 2.15pm 21 March

- ▶ **Solar and battery pre-approval tool go live**

- ▶ **Bundoora HVI**

- ▶ **Planned outage management processes**
 - › Discussion of Dalyston

**Solar and batteries pre-approval tool
- Live on 6 March 2019**



What can the new tool do?

The **scope of the new tool has been broadened** to assess battery systems as well as solar systems

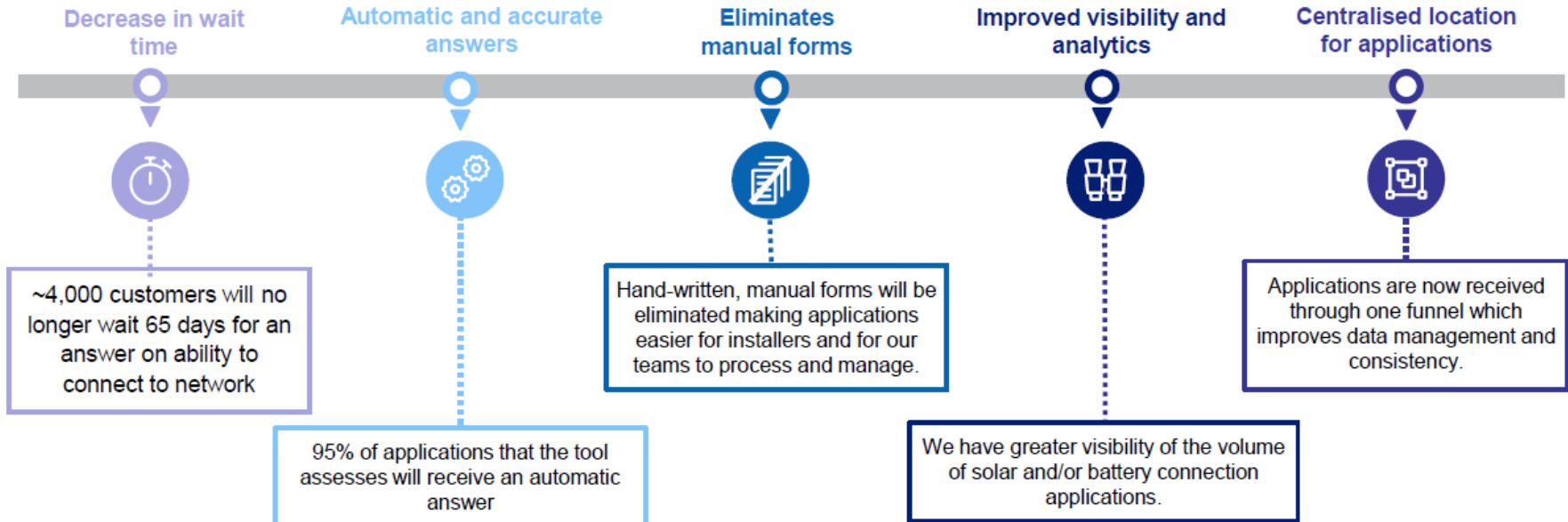
We now provide the **maximum amount** the customer is able to **export** as well as the **inverter capacity** allowed for the system

Assess applications **without the need** for a **Single Line Diagram** to be provided

Easy for installers to **obtain an automatic indication of whether they can connect** a customer and what restrictions may apply

Produced **simple and clear output** for our both installers and customers to understand so that they can **install the right system**

What are the benefits you will see from our new tool?



Benefits

- › An additional ~4,000 customers will no longer wait 65 days for an answer on whether they can connect to the network or not
- › 94% of applications that the tool assesses will receive an automatic answer, resulting in more time for the Design Engineers to do more value adding work
- › Hand-written, manual forms will be eliminated making applications easier for installers and for our teams to process and manage
- › Applications are now received through one funnel which improves data management and consistency
- › We have greater visibility of the volume of solar and/or battery connection applications

So far.....

- ▶ **Over 1,000 applications received since go live**
 - › More than 94% have been able to use the automated tool
 - › So 940 customers have saved 60 days each

- ▶ **Per day solar applications are 60% higher than in the past due to Solar Homes policy**
 - › This tool is now crucial to the functioning of the new connections team

- ▶ **Important new functionality for customers and us is the connection to information about our network capacity to accept exports by location**
 - › We can be more transparent with customers
 - › Customers can make better informed decisions

Bundoora HVI event Feb 2019



Bundoora HVI event: 2 Feb 2019

▶ HVI at 9.02pm due to a transformer fault

- › Impacted 75 residential customers

- › Repairs were completed 3rd February at 11.18am

- › New process to assist customers were implemented including:
 - AusNet Services had electricians on hand to assess properties (rather than the customer expected to source and pay for an electrician, whilst being off supply)

 - Resolution team members attended the incident communicating directly with impacted customers
 - Resolution team members wore branded polo shirts & hard hats – promoting AusNet Services face to face with our customers
 - The claims process was discussed including how to lodge a claim
 - Initial assistance answering questions as to what the event was & reconnection timeframes
 - No need for customers to source individual repairers
 - Close communication with the Faults Supervisor enabled vulnerable / elderly customers to be prioritised & customers were proactively sent SMS messages at the end of the event if still off supply and any further actions required
 - Immediate assistance (vouchers) offered to customers on the day
 - Customer details if required, were taken & we provided these directly to a 3rd party repairer / assessor, engaged by AusNet Services to attend their properties (These were attended on appointment with the customer)

Significant improvement on Healesville outcomes



Outcome	Bundoora	Healesville
No. of customers impacted by event	75	61
No. of customers who experienced internal supply issues requiring on-site electricians for repairs – arranged and paid for by AusNet Services (Note: Contracted rates will provide an overall reduction in costs to AusNet Services whilst improving the customer reconnection time & overall experience)	13	0
Customer damage assessed to date by Repairer arranged and paid for paid by AusNet Services (Note: This assisted customers who didn't know how to source an assessor for their appliances. Contracted rates will provide an overall reduction in costs to AusNet Services)	5	0
Settlement timeframe for claims (days)	8	42
No. of claims settled or offer made within first 2 weeks	5	0
No. of customer complaints received within first 2 weeks	0	4
Average time to restore individual customer supply following Network restoration (Using Power On Fusion & meter data for each customer)	1.8 Hours	5.1 Hours

Data provided by Brent Price, Customer Resolutions Manager

**Planned outage management
- Dalyston**



FOR DISCUSSION ON THE DAY