

Customer Forum Week 13: Customer engagement on draft proposal



Update

Sarah Ward, Deirdre Rose
12 April 2019

Communications and stakeholder contacts



- ▶ Broadened social media channels - Twitter and LinkedIn

- ▶ Targeted Facebook/Twitter posts on three key themes, linked back to website content and questions

- ▶ Targeted stakeholder contacts:
 - Advocacy groups: VFF, Cota, St Vincent de Paul, Brotherhood of St Lawrence, CEC

 - All MPs and Councils in our distribution network



AusNet Services



2 April at 5:04 pm · 🌐

How can we power your solar future? Every five years, we develop plans for how we will provide safe and reliable energy services and how much they will cost. Some customers have told us that they want to play a greater role in how electricity is produced and used. With your help, we want to make t... See more



Julie Corcoran and 6 others

2 shares





AusNet Services



2 April at 4:50 pm · 🌐

How can we improve service to our customers? Every five years, we develop plans for how we will provide safe and reliable energy services and how much they will cost. Some customers have told us that it should be easier to do business with us, without increasing prices. We're already w... See more



Julie Corcoran and 19 others 2 shares





AusNet Services



2 April at 4:36 pm · 🌐

What do you want from your energy future? Every five years, we develop plans for how we will provide safe and reliable electricity services and how much they will cost. Our customers have told us that they want a greater role in how electricity is produced and used, at lower cost. With your hel... [See more](#)



MI Helicopters and 15 others

3 shares

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Submissions on the Draft Proposal



▶ AER Guidance Note

- › Opex: key area of concern is step changes incl. cloud IT
- › Augex: guidance for the independent review of the augex projects
- › Price path: NER requirements
- › Innovation: guidance on making the case incl showing customer willingness to pay and the funding gap
- › Smart metering: More detail on 3G to 4G
- › Repex: Suggestions on presentation of price/reliability trade-offs, customer research and having regard to their recently published not on asset replacement planning

Facebook – monitored, not filtered

27 MAR 2019, 18:04



OMFG! You turn the power off at 9am (right through a working day!) and here I sit. 9 fu\$&ing hrs later still no power!
No cooking, no lights, no heating, no solar production all day! WTF?
Maybe hand off the gig to someone that can handle it!!!
Where's my power!?!?

28 MAR 2019, 08:00

Hi Shane,
If you can provide us with your full address we investigate

Sent by Aus Net [?]

29 MAR 2019, 17:05



Yes. It's 6 Jitema st Dartmouth.. And the power is out yet again! That's twice today!!!
How do you expect people to live like this!?!? There are business's up here!!

14:15



Why can't we go a single fucking week without the fucking power going out!?!?!?!!!!!
FUCK!!!!!!!!!!!!!!!!!!!!!!



Facebook

- ▶ **What happens if there is colourful language**
 - › We message the customer directly to resolve
 - › If we get their details we can add to complaints data – otherwise we cannot as unverified
 - › Strong language not left visible on social media