

Customer Experience and Service Performance

Ergon Energy Network
March 2026

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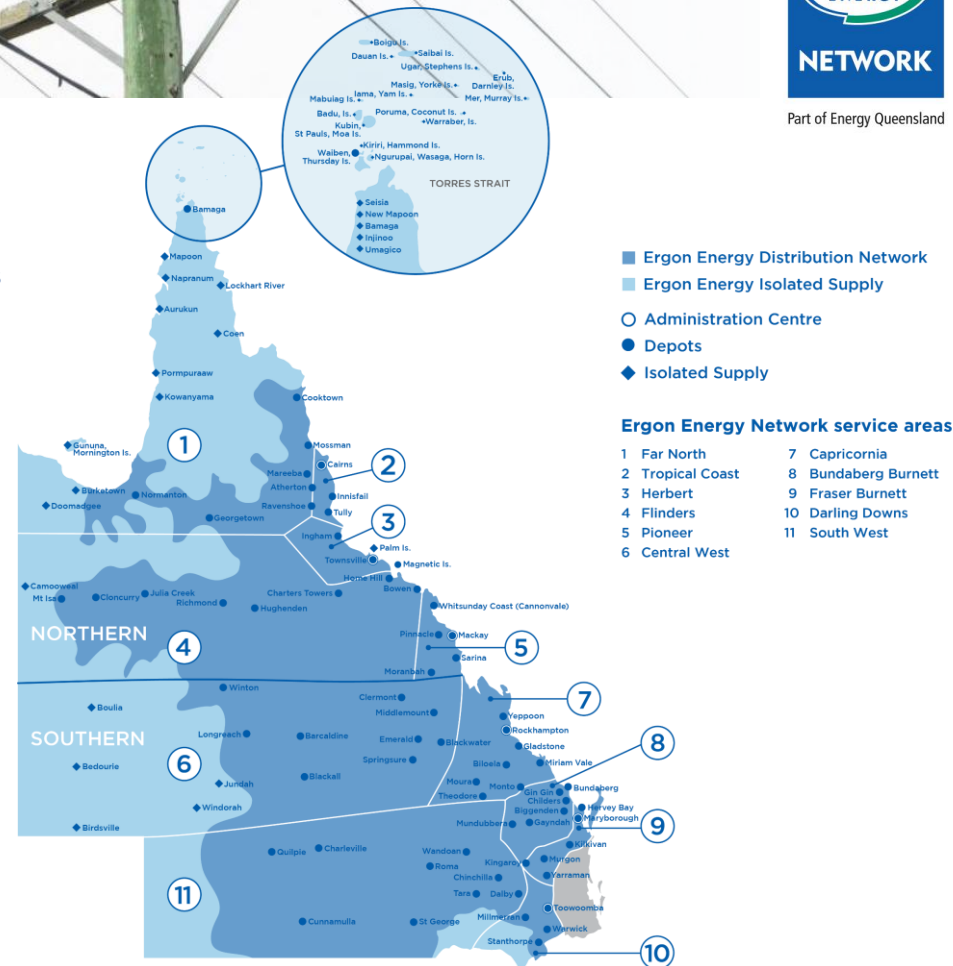
Part of Energy Queensland

About us

We operate and maintain one of Australia's largest electricity networks, which extends across 97% of Queensland—around 1.7 million square kilometres. We energise communities across regional Queensland, from coastal and rural areas to the outback and the Torres Strait Islands.

We provide services to more than 790,000 domestic and business customers, across a growing population base of around 1.5 million people.

- Our power is supplied through more than 154,300km of overhead powerlines and underground cables, 360 substations and more than 106,000 distribution transformers.
- We collectively own, operate and maintain approximately 152,000 street lights across regional Queensland.
- We maintain almost one million power poles.
- We provide electricity supply via 33 stand-alone power stations to our [isolated communities](#).
- We operate over 75 operational depots across regional Queensland.



About this report

This report provides a quarterly summary of our customer experience and service performance across seven key service interactions identified by our Voice of the Customer Panel and Customer Focus Group participants during our 2025 to 2030 Regulatory Determination consultation. These areas—Customer Satisfaction (CSAT), Net Trust Score (NTS), Contact Centre, Website, Power Outages, Connections, and Complaints—reflect the measures our customers have told us are most important to them. This report demonstrates our commitment to transparency and continuous improvement. It also shows customers that we listen and how we both track and interpret what they have told us.

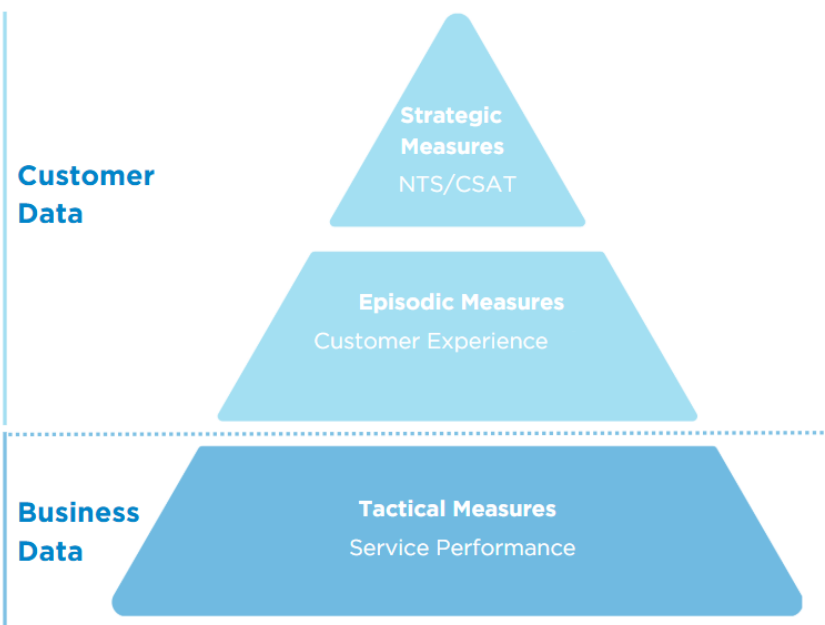


Our approach

Understanding how we measure customer interactions is key to improving the way we serve our customers. That's why we track feedback at multiple levels, providing different insights that help us take meaningful action.

- At a **strategic level**, we look at our overall reputation in the community through measures like our **Net Trust Score (NTS)**, which tells us how much people trust Ergon Energy Network to do what's right. We also track **Customer Satisfaction (CSAT)** to see if we're meeting customer needs and delivering value. Through our NTS and CSAT we are also able to identify how customers rate us compared to a range of other service providers.
- At a more detailed level, we measure **episodic customer experiences (Customer Experience Measure)**, gathering feedback post interactions to identify trends and improve our service.
- Our **tactical measures (service performance)** focus on actual performance, using service level data to track whether we're meeting our operational commitments.

By analysing customer experience and feedback from multiple angles and identifying trends, we can better understand what matters most to our customers, where things are working well or where improvements are needed. Customer feedback is central to our continuous improvement efforts, enabling us to make cost-effective and prudent investment decisions with our customers' needs and expectations in mind.



Several factors influence both customer experience and service performance. The key drivers, which are the main reason behind a particular result or change, help us understand what's working well and where we can improve. These include **being treated with respect, timely resolution of issues, and how effectively services are delivered**. Timeframes, in particular, can be influenced not just by our internal processes and investment decisions, but also by customers meeting certain requirements that are part of the overall service delivery process. All results provided in this report are cumulative year to date.

Strategic level measures

What is Net Trust Score (NTS) and why do we measure it?

*NTS measures how much the community trusts Ergon Energy Network, through an independent survey of randomly selected Queensland residents and businesses. Using a seven-point scale, we ask “**How much do you trust us to do what is right?**”. This feedback helps us understand what’s important to customers and the community in building and maintaining their trust in us as an essential service provider.

What is Customer Satisfaction (CSAT) and why do we measure it?

*CSAT reflects how well Ergon Energy Network is meeting our customers’ needs and expectations through a survey of randomly selected Queensland residential and business customers. We ask “**How satisfied are you with the services you receive from us?**”. This feedback helps us understand what’s important to customers and the community in the services we deliver.

Strategic Measure	Customer Satisfaction/Trust Score YTD Result	% of Customers by trust rating			Annual Financial Year (FY) Target	Annual Financial Year (FY) Stretch Target
		Distrust	Neutral	Trust		

Net Trust Score (NTS)	63.7 0.4	11%	30%	57%	63	64
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% of Customers by satisfaction rating		
Dissatisfied	Neutral	Satisfied

Customer Satisfaction (CSAT)	68.9 0.7	12%	20%	68%	71	73
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*The NTS and CSAT are surveys of customers conducted quarterly via an independent panel. Survey participation is not dependent on a recent interaction with Ergon Energy Network, which provides a wider community perspective on Trust and Satisfaction. The results for both are calculated by taking an average of all survey responses and converting them to a 100-point mean score scale using the following weightings: residential (90%) and business (10%) customers. Survey results are based on statistically valid sample sizes, ensuring they are representative of our customer base. At the end of Quarter two (Q2) there were 972 survey responses for NTS and 493 survey responses for CSAT.



Legend

Mean Score	Customer Satisfaction Survey Net Trust Score Scales	
100	Extremely satisfied Trust a lot	
83.3	Satisfied Trust somewhat	
66.7	Somewhat satisfied Trust a little	
50	Neutral Neutral	
33.3	Somewhat dissatisfied Distrust a little	
16.7	Dissatisfied Distrust somewhat	
0	Extremely dissatisfied Distrust a lot	

Movement from last Quarter

What is a mean score and how is it calculated?

A mean score is the average of all customer responses to a survey question. To calculate it, we add up all the individual scores and divide by the number of responses. For example, if five customers rate their experience as 3, 4, 4, 5 and 5, the mean score would be: $(3 + 4 + 4 + 5 + 5) \div 5 = 4.2$. We then convert this to a score out of 100 for ease of interpretation.

This helps us understand the overall customer experience based on everyone’s feedback.

Why do we use a mean score?

A mean score gives us a simple way to measure and track trust/customer satisfaction over time. Instead of looking at individual scores, it helps us see trends—whether customer experience is improving, staying the same, or needs attention. This allows us to make informed decisions and deliver better service for our customers.



Net Trust Score (NTS)

Net Trust Score result YTD		Movement since last report	Target
Q1	64.6	↑ 1.3	63
Q2	63.3	↓ 1.3	
Q3	63.7	↑ 0.4	
Q4			

* NTS is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY).
Net trust score is derived from 1460 survey responses.

What the data tells us

Our result to the end of this period reflects an improvement in overall community confidence in Ergon Energy Network, with feedback continuing to show a mix of trust drivers shaped by both lived experience and broader perceptions of the energy sector.

- Customers most commonly link trust to reliability and responsiveness, particularly a dependable power supply, timely restoration after outages, and clear communication during storm season and extreme weather events.
- Positive feedback highlights that trusted service and good communication help build confidence.
- At the same time, some customers expressed concerns about high price of electricity, poor service and frustration with frequent outages, which continue to influence perceptions of value and fairness.

Overall, trust in Ergon Energy Network is strengthened where customers experience reliable supply and clear communication, but can be impacted where concerns about cost, choice and outages remain. These insights will guide our focus on improving communication, demonstrating value and maintaining a reliable service for regional Queensland communities.

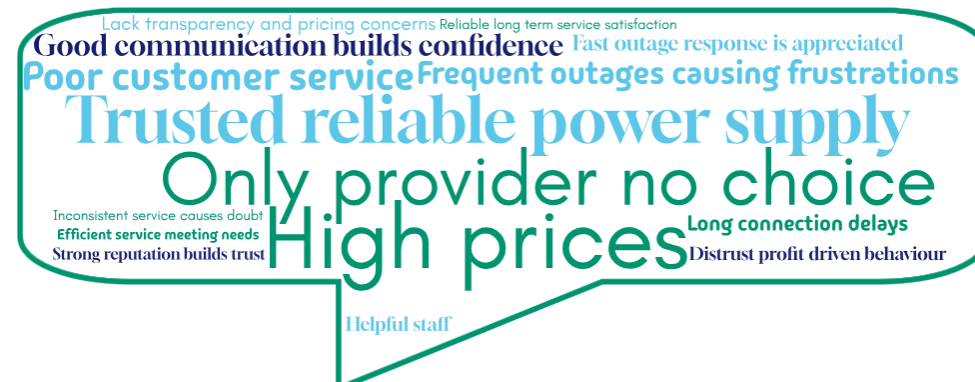
Why is NTS important for our customers and the business?

- Greater visibility of how trust in Ergon Energy Network is evolving
- Assurance that community sentiment is heard and valued
- Ongoing improvements in transparency, safety, and community engagement.

How is customer feedback influencing business improvements?

- Customer feedback has led to stronger communication around community value and safety
- Trust-building initiatives have been shaped by insights from survey responses and engagement forums.

Key topics and issues raised by customers



Customer Satisfaction (CSAT)

Customer Satisfaction result YTD		Movement since last report	Target
Q1	68.9	↓ 0.7	71
Q2	68.2	↓ 0.7	
Q3	68.9	↑ 0.7	
Q4			

* CSAT is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY). Customer Satisfaction score derived from 755 survey responses.

What the data tells us

Our results to the end of this period show an improvement across several key service areas, with the overall result increasing slightly. Customer feedback continues to highlight the aspects of our service that matter most:

- Customers remain focused on network performance, outage duration and restoration time, particularly during storm season and extreme weather events.
- Reliable power supply continues to be a key strength, with many customers satisfied with consistent supply, fast outage response and helpful staff supporting restoration efforts.
- At the same time, feedback highlights ongoing concerns about high electricity prices, long wait times and poor customer service, which continue to impact perceptions of value and overall experience. These insights reinforce the importance of improving accessibility and strengthening service interactions

Overall, customer satisfaction is supported where customers experience dependable power, timely restoration and helpful support, but can be impacted where service and cost concerns remain. These insights will guide our focus on improving service delivery, communication and the overall customer experience.

Why is CSAT important for our customers and the business?

- Clear insights into how well we're meeting customer expectations
- Confidence that satisfaction results are monitored and acted upon
- Improvements in responsiveness, service quality, and customer support.

How is customer feedback influencing business improvements?

- Customer satisfaction insights inform our approach to communications and service delivery across all customer touchpoints
- Regular reviews of service performance consider customer feedback to ensure our approach remains attuned to the diverse needs and experiences of our customers.

Key topics and issues raised by customers



Customer Experience and Service Performance measures

Part of Energy Queensland

What is the Customer Experience Measure and why does it matter?

The Customer Experience Measure is a key part of our Voice of the Customer program, designed to help us better understand a customer's experience when interacting with Ergon Energy Network. After an interaction with us, customers may receive a short survey inviting feedback. Customers receiving the survey are randomly selected from across different interaction touchpoints. These insights help us track how well we're meeting customer needs and expectations, and identify ways to improve our services.



Customer Experience Measure

Customer Satisfaction Score YTD Result

% of Customers by satisfaction rating

Dissatisfied Neutral Satisfied

Service Performance YTD Result

Customer Contact Centre General Enquiries interactions	59.7 ↑ 1.7	38%	5%	57%	General Enquiries Total number of calls received Average call handling time (minutes)	63,989 9.5
Customer Contact Centre Loss of supply Emergency interactions	85.3 ↑ 0.2	11%	2%	87%	Loss of supply Emergency Total number of calls received % of calls answered within 30 seconds	76,832 84.7%
Website self service All pages interactions Outage finder interactions	44.9 ↑ 1.5 39.9 ↓ 1.5	47%	11%	42%	Website Number of website visits: all pages Number of website visits: Outage Finder	541,660 1,050,616
Unplanned Power Outages Interactions	62.1 ↓ 0.5	23%	20%	57%	SAIDI (System Average Interruption Duration Index) Urban Short rural Long rural	105.95 245.33 739.51
Planned Power Outages Interactions	65.7 → 0.0	24%	12%	64%	SAIFI (System Average Interruption Frequency Index) Urban Short rural Long rural	0.434 0.740 1.549
Connections Negotiated customer project interactions	79.3 ↓ 1.8	13%	2%	84%	Connections Total number of negotiated customer projects completed % of negotiated customer project delivered on time	1,495 96.5%
Customer Complaints Complaint handling and resolution	61.3 ↓ 1.4	32%	9%	58%	Customer Complaints Total number of complaints % of complaints resolved within 10 days	1,856 95.7%

Legend

Mean Score	Customer Satisfaction Survey Net Trust Score Scales	
100	Extremely satisfied	
83.3	Satisfied	
66.7	Somewhat satisfied	
50	Neutral	
33.3	Somewhat dissatisfied	
16.7	Dissatisfied	
0	Extremely dissatisfied	

↑ ↓ → Movement from last Quarter

What is a mean score and how is it calculated?

A mean score is the average of all customer responses to a survey question. To calculate it, we add up all the individual scores and divide by the number of responses. For example, if five customers rate their experience as 3, 4, 4, 5 and 5, the mean score would be: $(3 + 4 + 4 + 5 + 5) \div 5 = 4.2$. We then convert this to a score out of 100 for ease of interpretation.

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Why do we use a mean score?

A mean score gives us a simple way to measure and track customer satisfaction over time. Instead of looking at individual scores, it helps us see trends—whether customer experience is improving, staying the same, or needs attention. This allows us to make informed decisions and deliver better service for our customers.



Customer Contact Centre: General Enquiries

Customer experience

What are Customer Contact Centre General Enquiries interactions, and why do we measure them?

We measure how satisfied customers are with their experience when calling the Ergon Energy Network General Enquiries telephone number (13 74 66). This enables us to understand if calls were answered within reasonable timeframes, enquiries were resolved in a timely manner, and if customers were treated with professionalism and courtesy. This feedback helps us improve our customer service, ensuring enquiries are handled efficiently, and customers receive respectful, helpful and timely support.

General Enquiries satisfaction YTD

Q1	59.4	↓ 5.2
Q2	58.0	↓ 1.4
Q3	59.7	↑ 1.7
Q4		

General Enquiries interaction satisfaction scores derived from 715 survey responses.

Key topics and issues raised by customers



Service performance

Why we monitor the number of General Enquiries calls received and the average call handling time

We monitor both the number of General Enquiries calls received and the average call handling time to help us understand customer demand, identify trends, and ensure our Customer Contact Centre delivers a cost effective, efficient and reliable service to our customers. The average call handling time measures how long, on average, it takes for our agents to manage a customer’s call—from the moment it is answered to when the call is finished.

General Enquiries can cover a wide range of topics, some of which are complex and may take longer to resolve. We aim to respond as efficiently as possible, and while shorter handling times can mean quicker answers, our priority is to ensure every response is clear, accurate and leaves our customers feeling confident and satisfied with the outcome. By tracking this, we can continuously improve how we support our customers and ensure we’re delivering a consistent and helpful experience for everyone who contacts us.

	Total number of calls	Average call handling time (minutes)
Q1	*22, 192	*9.7
Q2	19, 999	9.9
Q3	21, 798	8.9
Q4		
YTD rolling result	63, 989	9.5

*Q1 figures have been updated following the identification of a reporting error. The revised data is reflected in this report.

What the data tells us

Customer satisfaction for General Enquiries has improved this period. Customers continue to value the professionalism, courtesy and helpfulness of contact centre agents, though feedback still highlights frustration with long call wait times. Customer feedback also points to helpful, friendly staff, alongside ongoing concerns with unresolved issues. Some customers report being redirected between teams or not receiving clear updates, which can leave issues feeling unresolved.

We’ve recently introduced changes to better connect customers with the right specialists. While this can take a little longer, it helps ensure enquiries are resolved more effectively. We’re also expanding the information available on our website so customers can find answers quickly and reduce the need to wait on the phone. Despite these challenges, many customers report positive interactions once connected, reinforcing that frontline service quality remains a strength.

Customer Contact Centre: Loss of supply | Emergency

Customer experience

What are Customer Contact Centre Loss of Supply and Emergency interactions, and why do we measure them?

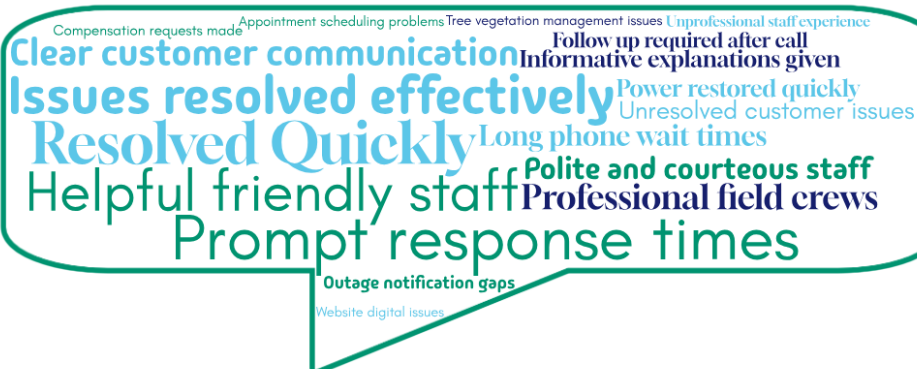
We measure how satisfied customers are with their experience when calling the Ergon Energy Network loss of supply (13 22 96) and emergency (13 16 70) telephone numbers. This enables us to understand if calls were answered within reasonable timeframes, enquiries were resolved in a timely manner, and if customers were treated with professionalism and courtesy. This feedback helps us improve our customer service, ensuring that enquiries are handled efficiently, and customers receive respectful, helpful and timely support.

Loss of supply | Emergency satisfaction YTD

Q1	85.7	↓ 0.5
Q2	85.1	↓ 0.6
Q3	85.3	↑ 0.2
Q4		

* Loss of supply | Emergency interaction satisfaction scores derived from 2,823 survey responses.

Key topics and issues raised by customers



Service performance

What is STPIS, why do we measure it, and why do we have one?

The **Service Target Performance Incentive Scheme (STPIS)** is a mechanism developed by the **Australian Energy Regulator (AER)** to hold electricity distributors, such as Ergon Energy Network, accountable for a range of customer service and performance measures. For this report, we focus on customer service and performance outcomes related to the timely response to customer calls to our loss of supply (13 22 96) and emergency (13 16 70) telephone numbers. Under STPIS, performance is measured by the percentage of calls answered by a customer service agent within 30 seconds. The target is based on our historical performance over the past five years. If we exceed the 30-second target, we receive a financial reward; if we fall short, we incur a financial penalty. The STPIS is designed by the AER to encourage high standards and prompt responses when customers need us most. STPIS targets are also benchmarked across all Distribution Network Service Providers.

	Total number of calls	% of calls answered within 30 seconds
Q1	*16, 597	*86.9%
Q2	34, 789	82.1%
Q3	25, 446	86.9%
Q4		
YTD rolling result	76, 832	84.7%

*Q1 figures have been updated following the identification of a reporting error. The revised data is reflected in this report.

What the data tells us

Customer satisfaction for Loss of Supply and Emergency interactions has improved this period, reflecting continued confidence in the support we provide during these calls. Customer feedback highlights prompt response times and positive experiences with helpful, friendly staff. Customers consistently note that their issues are resolved effectively, supported by clear communication throughout the interaction. This reflects a strong focus on delivering timely, straightforward support and ensuring customers feel informed and confident during their experience.

During severe weather or peak periods, we continue to manage demand to ensure customers can reach us quickly. Even in these high-pressure situations, strong service standards have been maintained—providing timely, respectful support when customers need us most. This continued focus on safety, effective resolution and clear communication means customers can rely on us, no matter the circumstances.

Website

Customer experience

What are website interactions, and why do we measure them?

We measure customer satisfaction of our Ergon Energy Network websites (**all webpages**) and our **Outage Finder webpage** to ensure each provides easy access to important information and services. Satisfaction scores for each reflect how easily customers can navigate our website, locate what they need, and how helpful the information is. For **all webpages**, this includes general service information and digital tools. For **Outage Finder**, it includes timely updates and outage-related support. Customer feedback helps us identify areas for improvement, such as layout, content, clarity and functionality tailored in our digital platforms. It also highlights where additional support or clearer information may be needed to enhance the customer's digital experience.

	All webpages satisfaction YTD		Outage Finder webpage satisfaction YTD	
Q1	41.7	N/A	41.7	N/A
Q2	43.4	↑ 1.7	41.4	↓ 0.3
Q3	44.9	↑ 1.5	39.9	↓ 1.5
Q4				

* All website interaction satisfaction scores derived from 1,102 survey responses. Outage Finder website interaction satisfaction scores derived from 2,556 survey responses.

What the data tells us

Customer satisfaction has increased across Ergon Energy Network's website pages this period, indicating an improved experience for customers accessing general information and completing routine tasks online. Customers generally found content useful once located, supporting self-service for non-outage-related needs. While overall results have improved, there is still room for improvement, with customers noting navigation challenges and difficulty finding information.

In contrast, satisfaction has decreased for the Ergon Energy Outage Finder webpage, with feedback highlighting 'hard to find' outage information.

Overall, while this feedback highlights areas for improvement, major changes are not currently planned. Feedback will continue to be monitored and practical ways to optimise the experience within existing systems will be explored, with a focus on ensuring information remains clear, accessible, and helpful in supporting customers.

Service performance

Why we monitor our website usage?

We track key data on how customers use our website including the **number of website visits**. It provides information on the overall engagement and demand for online information and services.

We measure this data because it helps us understand customer preferences and how they interact with our digital services. It allows us to identify trends, such as increased digital adoption or areas where improvements are needed, and it supports our planning for future enhancements to ensure customers have seamless access to the information and services they need.

Number of website visits	All webpages	Outage Finder webpage
Q1	228, 526	352, 735
Q2	148, 474	350, 838
Q3	164, 660	347, 043
Q4		
YTD rolling result	541, 660	1, 050, 616

Key topics and issues raised by customers

Need more frequent updates
 Helpful online resources
 Portal login issues
 Unable to complete tasks online
 Hard to find outage information
 Online forms confusing
 Technical issues experience
 Website slowness
 Website difficult to navigate
 Website information unclear
 Easy to navigate

Unplanned Power Outages

Customer experience

What are unplanned power outages, and why do we measure them?

Unplanned power outages are when a customer unexpectedly experiences a loss of electricity supply. We measure how well we handle these unexpected power outages and the customer experience around the information provided, including restoration times. This feedback from our customers helps us improve our response to unplanned outages, ensuring customers get timely updates, understand the reason for the outage and expectations are managed around power restoration timeframes. Our performance is also measured against **SAIDI** and **SAIFI** targets, which reflect the average duration and frequency of power outages. These are monitored by the **Queensland Competition Authority (QCA)** to ensure accountability and drive improvements in service reliability via the **Minimum Service Standards (MSS)**. See next page for MSS explanation.

Unplanned Power Outage satisfaction YTD

Q1	62.9	↓ 0.1
Q2	62.6	↓ 0.3
Q3	62.1	↓ 0.5
Q4		

* Unplanned power outage interaction satisfaction scores derived from 2,221 survey responses.

Key topics and issues raised by customers

Poor communication during outage frustrating
Long outage duration very frustrating
Unexpected outage disrupted plans
No prior notice
Unplanned outage frustration
Business impact from outage severe
Power restored quickly appreciated
Frequent outages causing concern
Delayed restoration caused frustration
No notification of changes frustrating
Outage updates unclear frustrating
Unexpected outage safety concerns raised
Lack of information frustrating experience

Hard working crews

Service performance

What is SAIDI and SAIFI?

SAIDI (System Average Interruption Duration Index) measures how long, on average, customers lose their power. If the number is high, it means people are losing power for long periods of time.

SAIFI (System Average Interruption Frequency Index) measures how often, on average, customers lose their power. If the number is high, it means the power goes out a lot.

Because Queensland communities include a mix of cities, urban centres and rural areas, we track SAIDI and SAIFI performance across different powerline categories, classified as Urban, Short Rural and Long Rural to reflect their unique power supply characteristics.

- Urban:** Powerlines serve major cities like Cairns and Townsville, offering consistent power (low SAIFI) and efficient repairs (low SAIDI) due to easy access.
- Short Rural:** Powerlines serve small towns and nearby countryside, providing stable power (moderate SAIFI) with manageable repair times (moderate SAIDI) compared to more remote areas.
- Long Rural:** Powerlines cover remote areas in regional Queensland, ensuring power reaches distant communities (high SAIFI) while requiring longer repair times (high SAIDI) due to greater distances and exposure to elements such as weather and trees.

Why quarterly comparisons aren't shown

Unlike other service performance measures in this report, SAIDI and SAIFI results can change during the year. This is because customer numbers generally increase over time due to new connections and population shifts, and because outage information continues to be confirmed as data is finalised. As a result, quarterly figures may change over time and can be misleading when compared side-by-side. For transparency, we report the most accurate year-to-date result and provide prior financial year results for comparison.

Unplanned Outages SAIDI

	Urban	Short Rural	Long Rural
FY24/25	141.04	327.27	982.12
YTD	105.95	245.33	739.51

Unplanned Outages SAIFI

	Urban	Short Rural	Long Rural
FY24/25	1.265	2.395	4.821
YTD	1.057	1.877	3.890

What the data tells us

During this period, outages were driven by multiple factors, with the highest contributors to unplanned outage duration being emergency maintenance in urban areas, transient faults across short rural networks, and severe weather impacting long rural.

Customer feedback highlights frustration with unplanned outages, especially where unexpected outages disrupted plans, and with poor communication during outage events. Limited updates and unclear information made these experiences more difficult. We understand that power outages can be disruptive, especially in regional areas, and keeping customers informed while restoring power safely and quickly remains a key priority.

Planned Power Outages

Customer experience

What are planned power outages, and why we measure them?

Planned outages are where we have scheduled work to be carried out on our network that involves temporary loss of supply and pre-notification of that planned outage to customers. We measure how satisfied customers are with how we manage planned power outages. It looks at whether customers received useful, accurate and timely information and if the power was restored within the notified timeframe. Feedback from our customers helps us improve how we communicate and manage planned outages, making sure customers are well informed and experience as little disruption as possible. Our performance is also measured against **SAIDI and SAIFI targets**, which reflect the average duration and frequency of outages. These are monitored by the **Queensland Competition Authority (QCA)** to ensure accountability and drive improvements in service reliability via the **Minimum Service Standards (MSS)**.

Planned Power Outage satisfaction YTD

Q1	65.9	↑ 1.4
Q2	65.7	↓ 0.2
Q3	65.7	no change
Q4		

* Planned power outage interaction satisfaction scores derived from 2,360 survey responses.

Key topics and issues raised by customers

Confusing outage information is frustrating
Poor planned outage communication
 Planned outage cases disruptions
 No cancellation notice is frustrating
 Shorter outage than expected is positive
 Business disruption significant frustration
Insufficient notice is frustrating
 Unexpected changes poorly communicated
Outage duration longer than expected
 Hot with no aircon
Clear notice was helpful for planning
 Food spoilage fridge freezer risk

Service performance

What is SAIDI and SAIFI?

See previous page for explanation of SAIDI and SAIFI.

What is a Minimum Service Standard?

Minimum Service Standards (MSS) are legislative benchmarks established to ensure a consistent and reliable electricity supply for customers. These standards are set by the Queensland Government and monitored by the **Queensland Competition Authority (QCA)**.

What is a Major Event Day?

A **Major Event Day (MED)** as defined by the **Australian Energy Regulator (AER)**, is a day when extreme external events—typically severe weather or natural disasters cause widespread and prolonged interruptions to electricity supply. The AER considers these events to be outside our reasonable control, and because they can impact our planned work activities, MEDs are excluded from the reliability (SAIDI) and (SAIFI) performance metrics to ensure we are not unfairly penalised for events beyond our control.

Why quarterly comparisons aren't shown

Unlike other service performance measures in this report, SAIDI and SAIFI results can change during the year. This is because customer numbers generally increase over time due to new connections and population shifts, and because outage information continues to be confirmed as data is finalised. As a result, quarterly figures may change over time and can be misleading when compared side-by-side. For transparency, we report the most accurate year-to-date result and provide prior financial year results for comparison.

Planned Outages SAIDI

	Urban	Short Rural	Long Rural
FY24/25	134.91	273.35	533.25
YTD	121.93	213.42	451.68

Planned Outages SAIFI

	Urban	Short Rural	Long Rural
FY24/25	0.510	0.923	1.864
YTD	0.434	0.740	1.549

What the data tells us

This period, we've continued to carry out essential planned maintenance across urban, short rural and long rural areas to keep the network safe and reliable. While this planned maintenance remains the main reason for both how often outages occur and how long they last, these works are important for maintaining the network and preventing unplanned interruptions in the future.

Customer satisfaction has decreased this quarter, with feedback highlighting poor communication about planned outages and confusion when scheduled works are changed. We know clear, timely updates, especially about outage timing and any changes make a big difference during planned outages. We remain focused on improving our communications so customers can better plan ahead and experience less disruption while planned works are carried out.

Connections

Customer experience

What is a 'simple connection' and a 'negotiated customer project', and why do we measure them?

A connection refers to situations where a customer requires electricity supply to their property or premises. There are two connection types:

- A **simple connection** means the electricity network can be connected to the customer's property or premises relatively quickly as no major network upgrades are required to make the connection. Satisfaction with these interactions is included in our Customer Contact Centre General Enquiries satisfaction results – [see page 8](#).
- A **negotiated customer project** involves a more complex connection, where electricity supply is not readily available at the property or premises. These projects typically require electricity network upgrades, such as building or upgrading poles, wires or underground cables. The process includes detailed assessment, planning, design and construction to deliver supply to the customer's premise. Due to the complexity of this process, these projects take longer to deliver as the scope of works varies.

We measure the **negotiated customer project** customer's satisfaction after their project is completed (from the time it takes to submit a connection application to when supply is made available). It assesses whether the customer felt informed throughout the process. We measure this to ensure customers experience minimal delays when establishing supply. It also helps to identify opportunities to improve the connection process, communication and supports for efficient service delivery to meet customer needs and expectations.

Negotiated customer project satisfaction YTD

Q1	82.5	↑ 7.1
Q2	81.1	↓ 1.4
Q3	79.3	↓ 1.8
Q4		

* Negotiated customer project interaction satisfaction scores derived from 83 survey responses.

What the data tells us

While customer satisfaction has softened slightly this period, most customers who completed the survey are satisfied with their negotiated connections experience, particularly once a project officer is assigned and direct contact is established. Customer feedback continues to highlight areas of frustration with delays early in the process, portal usability and limited upfront cost visibility, which can create uncertainty for some customers.

Overall, this indicates that while personal service and communication are strong, earlier engagement, clearer upfront information and faster timeframes are key to improving the end-to-end connections experience. Note: This satisfaction score is based on a small number of survey responses early in the reporting year, so scores may stabilise as more feedback is received.

Service performance

Why we monitor our Connection service performance?

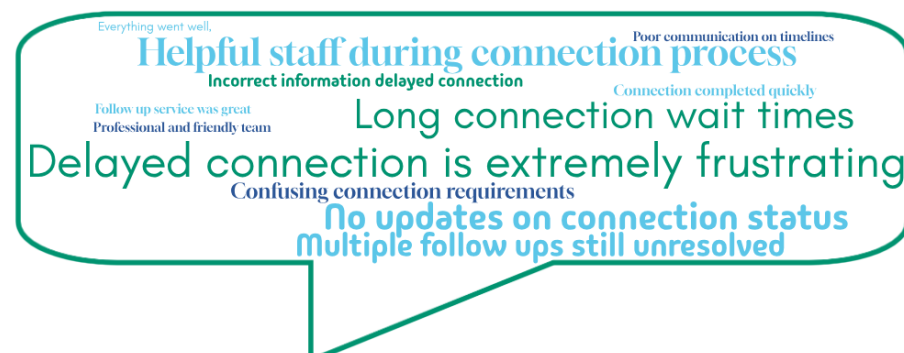
We track key performance data for connections, including:

- total number of negotiated customer projects completed
- percentage of negotiated customer projects delivered on or before the customer's required by date—measures how often connections are delivered within expected timeframes.

We measure this data because it helps us track demand for connections and resource planning, it ensures timely service delivery and identifies any delays in the process. It also supports continuous improvement efforts to meet both customer needs and expectations and regulatory requirements.

	Total number of negotiated customer projects completed	% of negotiated customer projects delivered on time
Q1	507	91.5%
Q2	492	98.0%
Q3	496	98.4%
Q4		
YTD rolling result	1, 495	96.5%

Key topics and issues raised by customers



Complaints

Customer experience

What is complaint handling and resolution, and why do we measure it?

Our goal is to resolve customer concerns as quickly and fairly as possible. Most complaints are **resolved at first point of contact** with our customer service agents—satisfaction with these interactions is included in our Customer Contact Centre satisfaction results—see page 8.

In cases where a customer concern is more complex or cannot be resolved immediately, it is escalated through a managed complaint process. Given managed complaints are often more involved and may require a detailed investigation and follow up, we measure the satisfaction of these interactions. This allows us to assess whether customers felt informed throughout the process, if their complaint was resolved in a timely manner, and whether they received a clear and understandable explanation. We measure this to ensure customers feel heard and supported when raising concerns. It also enables us to identify areas where communication and resolution processes can be improved.

While our target is to resolve ***all complaints within 10 business days**, there are some cases where this timeframe may be exceeded due to factors outside of our immediate control. These can include access limitations, weather conditions, or where a customer requests an alternate timeline for resolution.

Managed complaint satisfaction YTD

Q1	65.3	↑ 16.1
Q2	62.7	↓ 2.6
Q3	61.3	↓ 1.4
Q4		

* Managed complaint interaction satisfaction scores derived from 65 survey responses.

What the data tells us

While most customers are satisfied with their complaints experience, satisfaction results have softened this period, with feedback highlighting concerns about how complaints are handled. Customers reported frustration with a complaints process that can be confusing, excessive information requirements, and slow complaint processing, which detracted from their overall experience.

Once complaints progress and communication is clear, customers express their satisfaction with polite, professional service and feel informed throughout the process. Overall, the feedback suggests that clearer processes, reduced information requirements and faster resolution are key to improving the end-to-end complaints experience. Note: Results are based on a smaller number of responses early in the reporting year, and scores may stabilise as more feedback is received.

Service performance

Why we monitor our complaint management data?

We track key complaint management data, including:

- total number of all complaints resolved
- percentage of all complaints completed within 10 business days

***All complaints** includes those resolved at first point of contact and managed complaints. We measure this data because it helps us understand trends in more complex complaints that require further investigation. This ensures timely and effective resolution, improving customer confidence in the complaint handling process, and supports ongoing improvements to complaint management processes and service quality.

	Total number of *all complaints	% of *all complaints completed within 10 business days
Q1	664	94.5%
Q2	614	97.6%
Q3	578	95.0%
Q4		
YTD rolling result	1, 856	95.7%

Key topics and issues raised by customers

No compensation disappointed
Property access concerns
Kept updated
Unresolved issue
Missing follow up frustrating
Professional handling highly appreciated
Helpful answers provided
Quick response appreciated