

Customer Experience and Service Performance

Energex
March 2026

START >

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Alternatively click on a page tab across the bottom of each page to skip directly to that page.



About us

We operate and maintain one of Australia's largest electricity networks, energising Queensland communities in South East Queensland; from the New South Wales border north to Gympie and west to the base of the Great Dividing Range.

We provide services to approximately 1.6 million domestic and business customers, across a growing population base of around 3.8 million people.

- Our power is supplied through more than 56,700km of underground cables and overhead powerlines, 276 substations and more than 52,500 distribution transformers.
- We collectively own, operate and maintain approximately 400,000 street lights across South East Queensland.
- We maintain more than 640,000 power poles.
- We operate over 20 operational depots across South East Queensland.

■ Energex Distribution Network
○ Administration Centre
● Depots

Energex service areas

- 1 Sunshine Coast
- 2 Brisbane North
- 3 Brisbane Central
- 4 Brisbane South
- 5 Ipswich Lockyer
- 6 Gold Coast



About this report

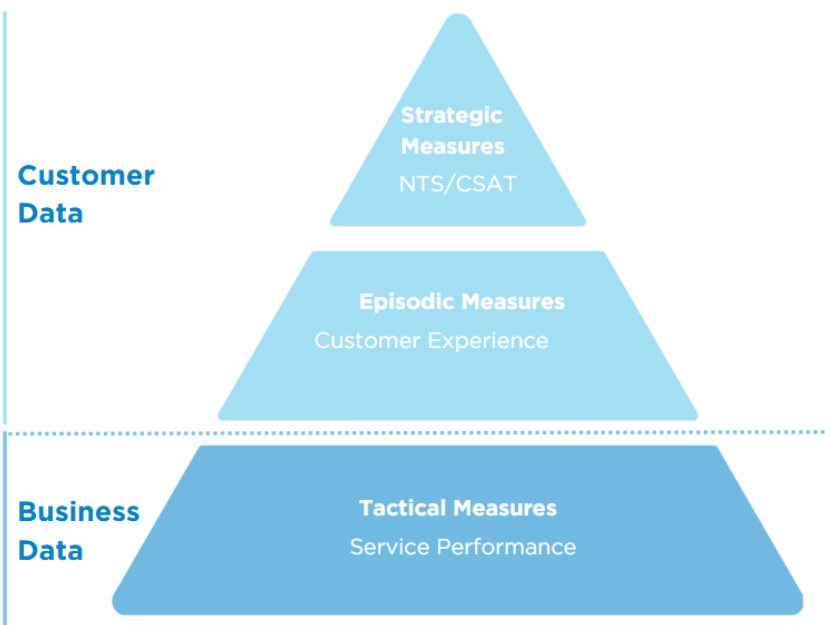
This report provides a quarterly summary of our customer experience and service performance across seven key service interactions identified by our Voice of the Customer Panel and Customer Focus Group participants during our 2025 to 2030 Regulatory Determination consultation. These areas—Customer Satisfaction (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 Energex 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.



*NTS measures how much the community trusts Energex, 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.

*CSAT reflects how well Energex are 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 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)	62.6  0.3	10%	37%	54%	63	64
% of Customers by satisfaction rating						
		Dissatisfied 	Neutral 	Satisfied 		
Customer Satisfaction (CSAT)	69.8  0.4	9%	30%	64%	71	73

*The NTS and CSAT are surveys of customers conducted quarterly via an independent panel. Survey participation is not dependent on a recent interaction with Energex, 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 973 survey responses for NTS and 574 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

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.

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	63.9	↑ 0.9	63
Q2	62.9	↓ 1.0	
Q3	62.6	↓ 0.3	
Q4			

* NTS is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY).
Net trust score is derived from 1480 survey responses.

What the data tells us

Our result to the end of this period reflects a slight softening in overall community confidence in Energex, with feedback continuing to show a mix of trust and concern, and many customers reporting limited direct interaction or understanding of the network.

- Customers most commonly link trust to reliability and responsiveness, with reliable service and fast outage response helping to build confidence. However, feedback also highlights ongoing concerns with high electricity prices, inconsistent reliability and poor communication, which can lead to frustration.
- Safety remains an assumed baseline for trust, with transparency, fairness and communication continuing to play an important role in shaping customer confidence. While customers recognise Energex's focus on maintaining a safe and reliable network, affordability and service consistency continue to influence sentiment.

Overall, trust is supported where customers experience reliable supply, prompt restoration and clear communication, but can be impacted where concerns about cost, reliability and communication remain. These insights will guide our focus on clearer communication, improved consistency and demonstrating how we deliver value for customers and South East Queensland communities.

Why is NTS important for our customers and the business?

- Greater visibility of how trust in Energex 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		Movement since last report	Target
Q1	71.2	↑ 1.0	71
Q2	69.4	↓ 1.8	
Q3	69.8	↑ 0.4	
Q4			

* CSAT is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY).
Customer Satisfaction score derived from 862 responses

What the data tells us

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

- Customers are most focused on network performance, outage frequency and restoration time, particularly during storms and severe weather events.
- Reliable power supply remains a consistent strength, with many customers noting few outages in normal conditions and fast restoration following disruptions, recognising the effort of crews working to restore power safely and quickly.
- Customers also acknowledge Energex's helpful service, with positive, professional interactions contributing to satisfaction.

Delivering value remains an area of concern, with some customers raising issues about high electricity prices, poor communication and difficulty contacting us. Feedback also reinforces the importance of clear, timely outage information, particularly when restoration takes longer, highlighting opportunities to strengthen communication and continue to enhance satisfaction through customer-led improvements.

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



What are the Customer Experience Measures and why do they matter?

The Customer Experience Measures are a key part of our Voice of the Customer program, designed to help us better understand a customer's experience when interacting with Energex. 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			Service Performance YTD Result	
		Dissatisfied 	Neutral 	Satisfied 		
Customer Contact Centre General Enquiries interactions	60.9  0.7	36%	6%	58%	General Enquiries Total number of calls received Average call handling time (minutes)	108,682 9.8
Customer Contact Centre Loss of supply Emergency interactions	84.6  0.0	12%	2%	85%	Loss of supply Emergency Total number of calls received % of calls answered within 30 seconds	92,270 88.2%
Website self service All pages interactions Outage finder interactions	48.8  0.7 46.9  0.4	41% 44%	14% 12%	45% 44%	Website Number of website visits: all pages Number of website visits: Outage Finder	1,214,190 1,875,458
Unplanned Power Outages Interactions 	59.9  0.4	26%	20%	53%	SAIDI (System Average Interruption Duration Index) CBD Urban Short rural	0.180 57.24 127.43
Planned Power Outages Interactions 	63.3  0.4	29%	10%	61%	SAIFI (System Average Interruption Frequency Index) CBD Urban Short rural	0.003 0.081 0.206
Connections Negotiated customer project interactions	69.7  2.5	23%	10%	68%	Connections Total number of negotiated customer projects completed % of negotiated customer project delivered on time	699 95.9%
Customer Complaints Complaint handling and resolution	52.9  4.6	41%	5%	53%	Customer Complaints Total number of complaints % of complaints resolved within 10 days	2,835 94.3%

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) ÷ 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 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 Energex General Enquiries telephone number (13 12 53). 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	59.1	↓ 9.6
Q2	60.2	↑ 1.1
Q3	60.9	↑ 0.7
Q4		

* General Enquiries interaction satisfaction scores derived from 1,890 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's 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	*37, 257	*10.2
Q2	35, 673	10.1
Q3	35, 752	9.0
Q4		
YTD rolling result	108, 682	9.8

*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 them feeling issues are 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 Energex loss of supply (13 62 62) and emergency (13 19 62) 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	86.1	↑ 1.1
Q2	84.6	↓ 1.5
Q3	84.6	no change
Q4		

* Loss of supply | Emergency interaction satisfaction scores derived from 3,854 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 Energex, 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 62 62) and emergency (13 19 62) 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. 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	19, 852	91.3%
Q2	44, 925	86.9%
Q3	27, 493	88.2%
Q4		
YTD rolling result	92, 270	88.2%

*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 remained stable this period, reflecting continued confidence in the support provided during peak and emergency situations. Customers consistently recognise the professionalism and friendly approach of crews, particularly during outages, safety incidents and severe weather events. Feedback highlights that power is restored quickly, with clear explanations that provide a reassuring experience, and efficient service that is highly appreciated.

During severe weather or peak periods, we may adjust staffing and operational responses to ensure customers can access support as quickly as possible. Even in these high-pressure situations, strong service standards have been maintained, with customers acknowledging respectful, safety-focused support when it matters most. This continued emphasis on safety, efficiency and clear communication supports customer confidence during critical incidents.

Customer experience

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

We measure customer satisfaction of our Energex website (**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	48.1	N/A	43.7	N/A
Q2	48.1	no change	47.3	3.6
Q3	48.8	0.7	46.9	0.4
Q4				

* All website interaction satisfaction scores derived from 1,774 survey responses. Outage Finder website interaction satisfaction scores derived from 3,706 survey responses.

What the data tells us

Customer satisfaction has increased across all Energex's website pages this period, indicating an improved overall experience for customers accessing information and completing tasks online. While results have improved, feedback shows there is still room for improvement, with customers noting the website can be difficult to navigate, online forms can be confusing, and information can be hard to find. Customers generally found content useful once it is located.

In contrast, satisfaction has decreased for the Outage Finder webpage, with feedback highlighting challenges accessing outage-related information and navigating to relevant updates. Difficulties locating key details and understanding outage information have been noted, particularly during high-demand periods.

Overall, while this feedback has identified opportunities 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 content remains clear, accurate, up to date 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. 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		347, 303	477, 312
Q2		382, 198	945, 859
Q3		484, 689	452, 287
Q4			
YTD rolling result		1, 214, 190	1, 875, 458

Key topics and issues raised by customers

Portal issues blocked progress
Online forms frustrating to complete
Website slowdown
Need more frequent updates
Easy to navigate
Hard to find outage information
Technical issues experienced
Clear instructions are helpful
Website difficult to navigate
Unable to find information easily
Technical issues experience

Unplanned Power Outages

Customer experience

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

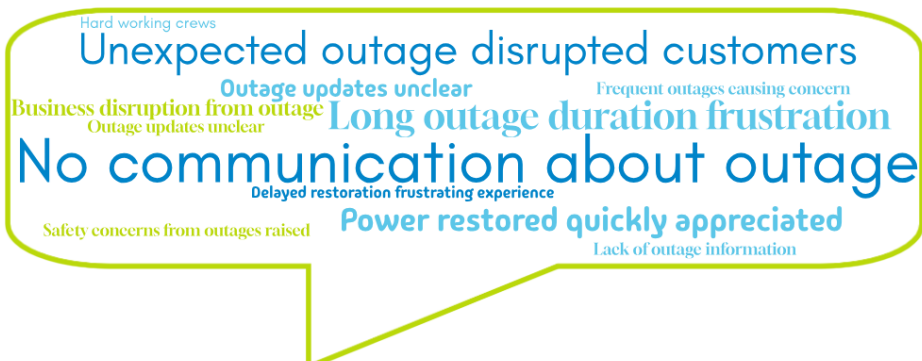
Unplanned power outages are when a customer unexpectedly experiences a loss of electricity supply. We measure how well we handle these unexpected power outages and the customer experience around the information provided, including restoration times. This feedback from our customers helps us improve our 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	59.8	↑ 0.5
Q2	60.3	↑ 0.5
Q3	59.9	↓ 0.4
Q4		

* Unplanned power outage interaction satisfaction scores derived from 2,108 survey responses.

Key topics and issues raised by customers



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

- CBD** – Powerlines serve Brisbane’s city centre, power supply is mostly underground and is more reliable (low SAIFI) and repairs quicker (low SAIDI) when issues occur.
- Urban** – Powerlines serve major cities like the Gold and Sunshine Coasts, Ipswich, Redcliffe, Logan the Greater Brisbane suburbs, 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.

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

	CBD	Urban	Short Rural
FY24/25	7.25	68.35	154.27
YTD	0.180	57.24	127.43

Unplanned Outages SAIFI

	CBD	Urban	Short Rural
FY24/25	0.034	0.630	1.317
YTD	0.001	0.498	0.960

What the data tells us

During this period, outages were driven by several factors, with the highest contributors to unplanned outage duration being adverse weather in urban and short rural areas, wildlife in urban areas, and vegetation across short rural areas. These disruptions contributed to a decrease in customer satisfaction this period.

Customer feedback highlights frustration with unexpected outages, noting that outages without warning can significantly disrupt daily activities and business operations. We understand outages can be disruptive, and providing clear, timely information while restoring power as quickly and safely as possible remains a key priority.

Planned Power Outages

Customer experience

What are planned power outages, and why do 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	63.7	↓ 3.5
Q2	63.7	no change
Q3	63.3	↓ 0.4
Q4		

* Planned power outage interaction satisfaction scores derived from 2,455 survey responses.

Key topics and issues raised by customers

Outage duration too long
Confusing instructions
Planned outage poorly communicated
Outage longer than expected is frustrating
Food spoilage fridge freezer risk
Planned outages disrupt business operations
Changes to schedule confusing and frustrating
Insufficient notice provided is frustrating
Outage shorter than expected is positive
Clear notice was helpful for planning
No update on changes frustrating
Hot with no aircon

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.

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

	CBD	Urban	Short Rural
FY24/25	0.28	29.04	80.37
YTD	1.77	22.98	61.39

Planned Outages SAIFI

	CBD	Urban	Short Rural
FY24/25	0.004	0.145	0.307
YTD	0.003	0.081	0.206

What the data tells us

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

Many customers have told us that timely and accurate updates—especially about when power will be restored—make a big difference during planned outages. Customer satisfaction with outage management remained steady this quarter, and we remain focused on improving our communications so customers can 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 premises. 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 post their project being completed (from the time it takes to submit a connection application to when supply is made available). It assesses whether customers 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	69.6	↓ 4.9
Q2	67.2	↓ 2.4
Q3	69.7	↑ 2.5
Q4		

* Negotiated customer project interaction satisfaction scores derived from 93 survey responses.

What the data tells us

While customer satisfaction has softened this period, most customers who responded to the survey are satisfied with their negotiated connections experience, particularly once the project is underway and a dedicated agent is assigned. However, customer feedback continues to highlight areas of frustration, including long timeframes, the need for multiple contacts and a process that can be confusing and difficult to follow.

Overall, this suggests that while frontline support is strong, earlier clarity, faster turnaround and more consistent updates are key to improving the end-to-end 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, 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	228	94.5%
Q2	229	92.3%
Q3	242	92.4%
Q4		
YTD rolling result	699	95.9%

Key topics and issues raised by customers

Everything went well
No updates provided frustrating experience
Confusing process difficult to follow
Helpful staff
Follow up service was great
Professional and friendly team
Long wait times for connection
Connection completed efficiently appreciated
Incorrect advice delayed connection
Connection delays is frustrating
Multiple contacts required frustrating

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, and this 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 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	69.4	↑	12.0
Q2	57.5	↓	11.9
Q3	52.9	↓	4.6
Q4			

* Managed complaint interaction satisfaction scores derived from 92 survey responses.

What the data tells us

While most customers are satisfied with how their complaints are handled, satisfaction results have decreased this period, with feedback highlighting frustration with how complaints are handled. Customers reported that the complaints process can be confusing, with limited feedback after submission and slow response times, which added to dissatisfaction.

Once complaints are actively progressed and communication is clear, customers continue to report helpful, professional and respectful service, with improved updates and resolution. Overall, the feedback indicates that clearer processes, more regular communication and faster response times 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 resolved 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	874	94.7%
Q2	1015	93.6%
Q3	946	94.8%
Q4		
YTD rolling result	2, 835	94.3%

Key topics and issues raised by customers

Professional service highly appreciated

Poor follow up
Misleading information left unsupported
Unclear outcome
Complaint handling frustrating
Long resolution delays
Ongoing power outages frustrating
Response timely and appreciated
Helpful staff resolved issues quickly
Issue closed before resolution