

Customer Experience and Service Performance

Energex
September 2025

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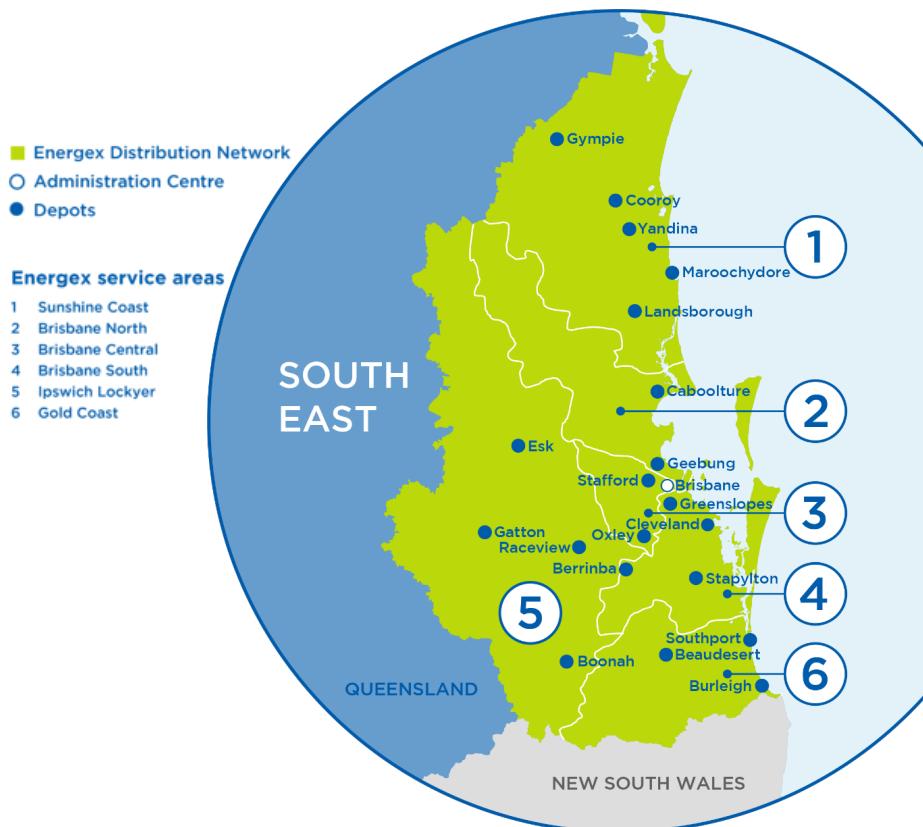


About us

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.



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.

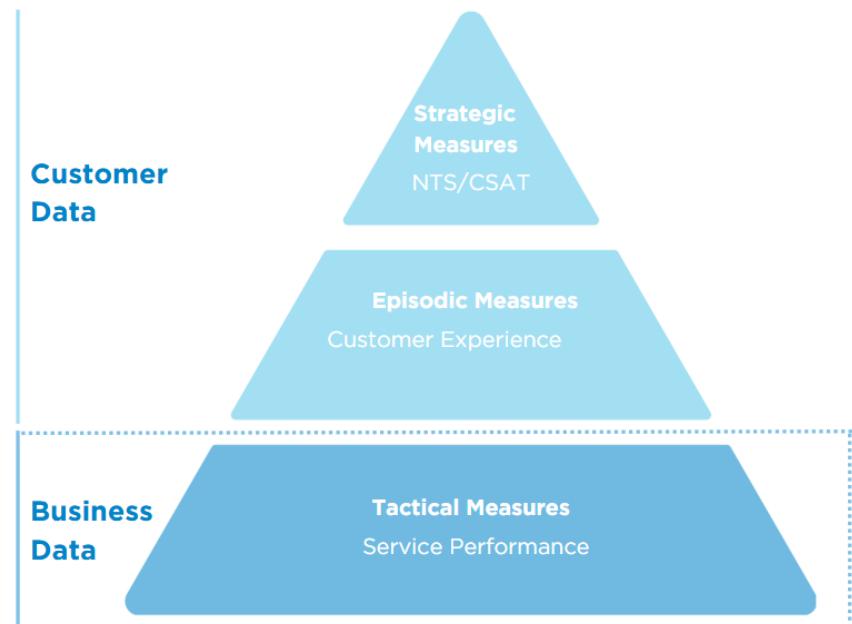


Our approach

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.

Strategic level measures

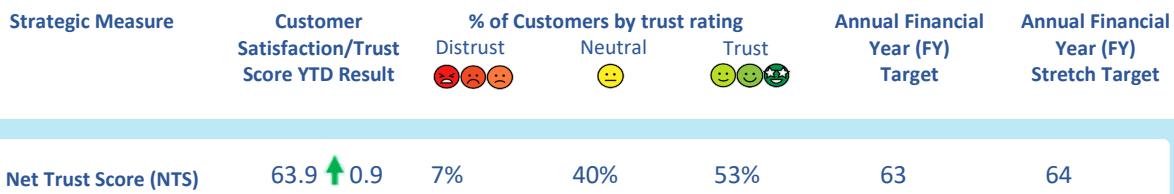


What is Net Trust Score (NTS) and why do we measure it?

*NTS measures how much the community trusts Energy Queensland's customer service companies: Energex, Ergon Energy Network, Ergon Energy Retail and Yurika, 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 and an essential service provider.

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

*CSAT reflects how well Energy Queensland's customer service companies: Energex, Ergon Energy Network, Ergon Energy Retail and Yurika, 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.



*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 one (Q1) there were 501 survey responses for NTS and 287 survey responses for CSAT.

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 63.9	↑ 0.9	
Q2		63
Q3		
Q4		

* NTS is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY).

Net trust score is derived from 501 survey responses.

What the data tells us

Our result to the end of September 2025, reflects overall medium customer confidence in our brand.

- Reliability and professionalism** are consistently recognised, with many customers describing Energex as dependable and expert in their field.
- Safety and reputation as a local employer** remain strong drivers of trust, with positive mentions of the company's commitment to community and safety standards.
- Innovation and adaptability** are noted, with customers seeing Energex as forward-thinking and capable of leading through the energy transition.
- Openness and doing right by customers** have shown modest improvement, with feedback referencing helpfulness and responsiveness, particularly following recent weather events.
- Affordability** continues to be a concern, with electricity costs frequently mentioned as a pressure and about whether Energex delivers value for money.

Overall, trust in Energex remains steady, supported by reliability, safety, and professionalism. However, affordability and perceptions of value continue to influence customer sentiment. Ongoing efforts to communicate how Energex delivers value and supports customers will be important for further strengthening trust and confidence to ensure customers feel informed, respected and supported through every interaction.

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	
Q2		71
Q3		
Q4		

* CSAT is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY).
 Customer Satisfaction score derived from 287 responses

What the data tells us

Our result to the end of September 2025, has remained steady across all key service areas, and reflects a medium customer confidence in Energex. Customer sentiment has strengthening around **reliability**, **ease of interaction**, and **timely service delivery**.

- Customers continue to value **dependable electricity supply** and **clear communication**, while feedback highlights that streamlined processes and responsiveness are making a positive difference.
- ‘**Easy to deal with**’ recorded the largest increase this quarter, reinforcing the importance of simple, customer-friendly engagement.
- Customers tell us that **getting work done promptly** has the biggest influence on their overall experience, reinforcing the need to **maintain efficiency and timely delivery**. While improvements are evident, customers continue to look for **clearer value in the services we provide**.
- Proactive updates during planned outages**—especially for customers with life-critical electricity needs—continue to be highly valued.

These insights present clear opportunities to build on recent improvements and **strengthen trust** through **timely, transparent communication** and **efficient service delivery**.

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 Measure 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	59.1  -9.6	39%	4%	57%	General Enquiries Total number of calls received Average call handling time (minutes)
					36,610 11.5
Customer Contact Centre	86.1  1.1	10%	2%	87%	Loss of supply Emergency Total number of calls received % of calls answered within 30 seconds
					20,023 91.3%
Website self service	48.1	42%	15%	44%	Website Number of website visits: all pages
All pages interactions	43.7	49%	12%	39%	347,303
Outage finder interactions					477,312
Unplanned Power Outages	59.8  0.5	27%	21%	52%	SAIDI (System Average Interruption Duration Index) CBD Urban Short rural
Interactions					0.02 9.34 17.65
Planned Power Outages	63.7  -3.5	28%	12%	60%	SAIFI (System Average Interruption Frequency Index) CBD Urban Short rural
Interactions					0.002 0.026 0.072
Connections	69.6  -4.9	25%	0%	75%	Connections Total number of negotiated customer projects completed % of negotiated customer project delivered on time
Negotiated customer project interactions					228 94.5%
Customer Complaints	69.4  12.0	23%	7%	70%	Customer Complaints Total number of complaints % of complaints resolved within 10 days
Complaint handling and resolution					874 94.7%

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 calculated?

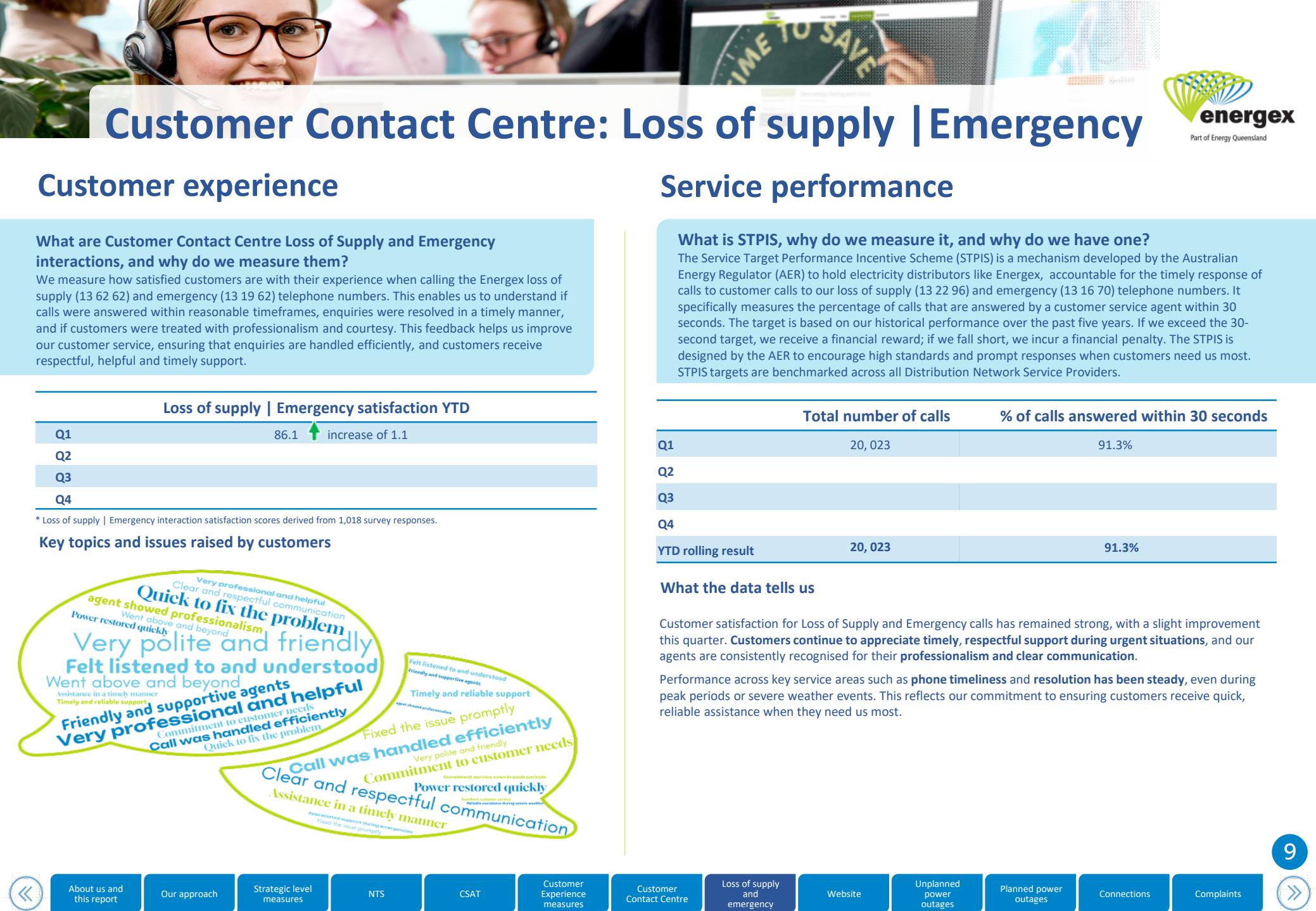
A mean score is the average of all customer responses to a survey question. To calculate it, we add up all the individual scores and divide by the number of responses.

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 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.



Unplanned Power Outages

Customer experience

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

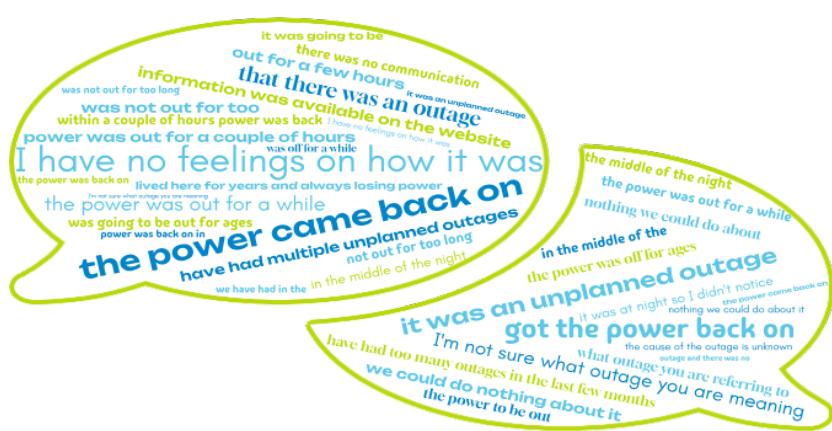
Unplanned power outages are when a customer unexpectedly experiences a loss of electricity supply. We measure how well we handle these unexpected power outages and the customer experience around the information provided, including restoration times. This feedback from our customers helps us improve our 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 Australian Energy Regulator (AER) to ensure accountability and drive improvements in service reliability.

Unplanned Power Outage satisfaction YTD

Q1	59.8	 increase of 0.5
Q2		
Q3		
Q4		

* Unplanned power outage interaction satisfaction scores derived from 617 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 regions, 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.

Unplanned Outages	SAIDI YTD results	Unplanned outages	SAIFI YTD results
SAIDI - CBD	0.02	SAIFI - CBD	0.000
SAIDI - Urban	9.34	SAIFI - Urban	0.085
SAIDI - Short Rural	17.65	SAIFI - Short Rural	0.166

What the data tells us

During this period unplanned outages were mainly caused by transient faults in the CBD, **wildlife and vegetation** in urban and short rural areas, and **overhead equipment failures**. Energex also declared one Major Event Day on 2 July 2025, which was excluded from network performance reporting.

Customer satisfaction with unplanned outage management showed a slight improvement this period. Many customers appreciated that **power was restored quickly** after outages and found information available on the website helpful. However, some customers noted frustration with the **frequency of outages**, especially those occurring at night or lasting longer than expected. Comments also highlighted that **communication about the cause and duration of outages** could be improved.

While some customers felt there was little they could do during an outage, others expressed that timely updates and clear information made a difference. We recognise that ongoing improvements in outage notifications and restoration timeframes remain important for building trust and reducing disruption.

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 of these interactions are 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 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	69.4	 increase of 12.0
Q2		
Q3		
Q4		

* Managed complaint interaction satisfaction scores derived from 30 survey responses.

What the data tells us

Customer satisfaction with our managed complaint handling has increased this period, with feedback also highlighting areas for improvement.

We have seen an increase in property damage during site works and delays to rectification. Customers have also highlighted concerns about our safe entry policy, meter access, and the need for clearer communication around resolution actions. They told us we need to improve communication clarity, site restoration quality, and resolution timeliness.

Note: These satisfaction results are based on a smaller number of responses early in the reporting period and may appear higher than usual. Scores are expected to settle 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		
Q3		
Q4		
YTD rolling result	874	94.6%

Key topics and issues raised by customers

