

# Customer Experience and Service Performance

Energex  
December 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.

■ 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

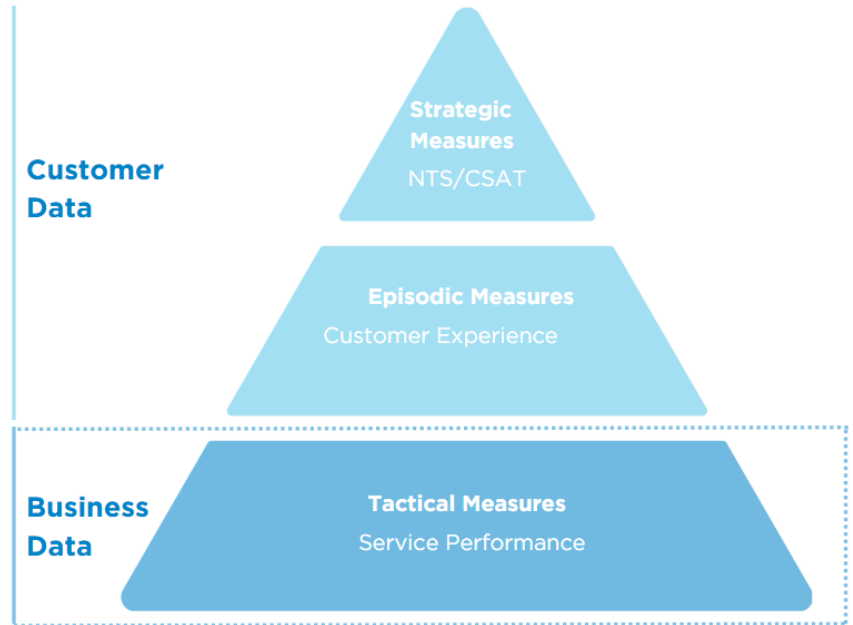
This report provides a quarterly summary of our customer experience and service performance across seven key service interactions identified by our Voice of the Customer Panel and Customer Focus Group participants during our 2025 to 2030 Regulatory Determination consultation. These areas—Customer Satisfaction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

# Strategic level measures






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

\*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 and an essential service provider.

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

\*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)	62.9  1.0	9% 	38% 	53% 	63	64
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### % of Customers by satisfaction rating








Dissatisfied 	Neutral 	Satisfied 
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Customer Satisfaction (CSAT)	69.4  1.8	5% 	31% 	64% 	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 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

### 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 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			
Q4			

\* NTS is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY). Net trust score is derived from 973 survey responses.

## What the data tells us

Our result to the end of December 2025 reflects overall medium customer confidence in Energex, with feedback showing a mix of both trust and distrust, with a high proportion of customers reporting limited direct interaction or knowledge of the network.

- Customers most commonly link trust to **reliability and responsiveness**, particularly restoration after outages and the **availability of information during severe weather events**. Expectations of **openness and doing the right thing** remain central, with **honesty, transparency and clear communication** shaping overall trust.
- Safety remains an assumed baseline for trust**, with transparency, fairness and communication now playing a stronger role in shaping customer confidence. While customers continue to recognise Energex's focus on maintaining a **safe and reliable network, affordability concerns and perceptions of profit motives** continue to influence sentiment.

Overall, trust is supported where customers experience **reliable supply, prompt restoration and clear communication**, but can be undermined where **value and transparency** are questioned. These insights will guide our focus on clearer communication, visible improvements 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 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 		
<b>Customer Contact Centre</b> General Enquiries interactions	60.2  1.1	36%	6%	58%	<b>General Enquiries</b> Total number of calls received Average call handling time (minutes)	72, 930 10.2
<b>Customer Contact Centre</b> Loss of supply   Emergency interactions	84.6  1.5	13%	2%	85%	<b>Loss of supply  Emergency</b> Total number of calls received % of calls answered within 30 seconds	64, 777 89.1%
<b>Website self service</b> All pages interactions Outage finder interactions	48.1  0.0 47.3  3.6	41% 43%	15% 12%	44% 45%	<b>Website</b> Number of website visits: all pages Number of website visits: Outage Finder	729, 501 1, 423, 171
<b>Unplanned Power Outages</b> Interactions 	60.3  0.5	26%	20%	54%	<b>SAIDI</b> (System Average Interruption Duration Index) CBD Urban Short rural	0.02 36.05 65.32
<b>Planned Power Outages</b> Interactions 	63.7  0.0	28%	11%	61%	<b>SAIFI</b> (System Average Interruption Frequency Index) CBD Urban Short rural	0.003 0.050 0.134
<b>Connections</b> Negotiated customer project interactions	67.2  2.4	27%	6%	67%	<b>Connections</b> Total number of negotiated customer projects completed % of negotiated customer project delivered on time	457 94.9%
<b>Customer Complaints</b> Complaint handling and resolution	57.5  11.9	35%	5%	60%	<b>Customer Complaints</b> Total number of complaints % of complaints resolved within 10 days	1015 93.6%

## 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 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?

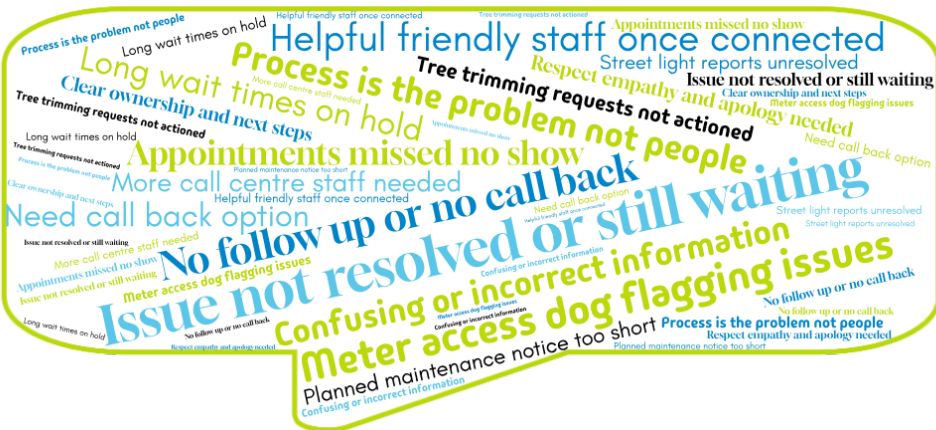
We measure how satisfied customers are with their experience when calling the EnergyX General Enquiries telephone number (13 12 53). This enables us to understand if calls were answered within reasonable timeframes, enquiries were resolved in a timely manner, and if customers were treated with professionalism 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

Quarter	Satisfaction Score	Change
Q1	59.1	↓ 9.6
Q2	60.2	↑ 1.1
Q3		
Q4		

\* General Enquiries interaction satisfaction scores derived from 1,269 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		
Q4		
YTD rolling result	72, 930	10.2

\*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 General Enquiries calls improved this period, indicating a modest uplift in overall experience. Customers continue to value the **professionalism, courtesy and helpfulness** of contact centre agents, with many noting positive interactions once they are connected.

However, feedback consistently highlights **long call wait times** and **difficulty accessing support** as key friction points. While customers remain appreciative of the **empathy and expertise shown by agents**, extended delays, repeated call attempts and limited follow-up continue to detract from the end-to-end experience. This suggests that while frontline service quality remains a strength, improving accessibility and responsiveness remains critical to sustaining and building on recent satisfaction gains.











