

Customer Experience and Service Performance

Energex
June 2026

START >

This report is presented using an interactive format.



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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.

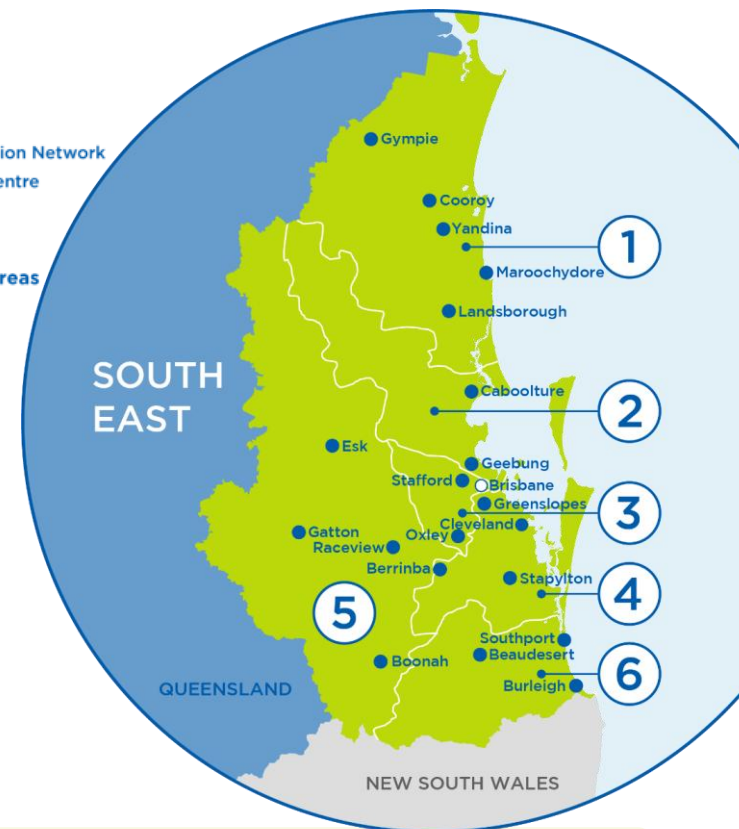
We provide services to approximately 1.6 million domestic and business customers, across a growing population base of around 3.8 million people.

- 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

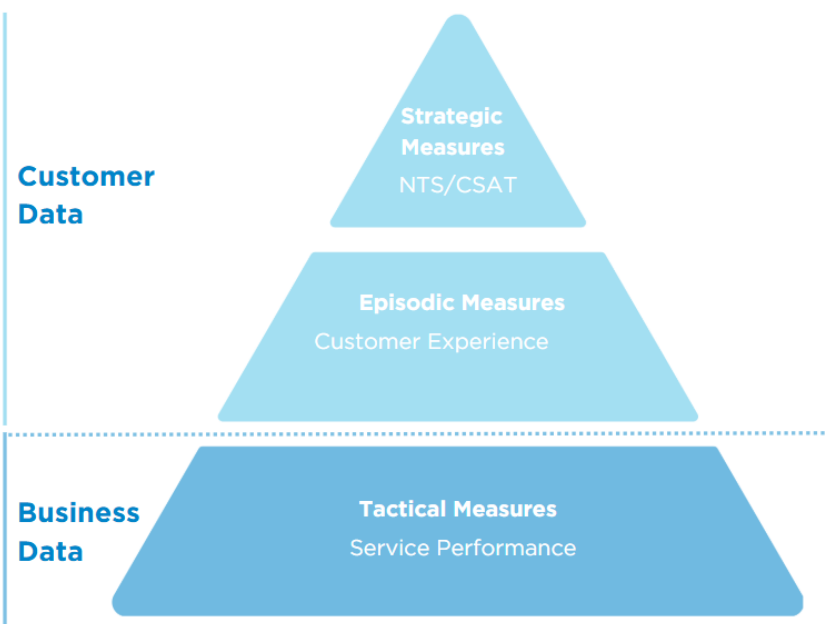
This report provides a quarterly summary of our customer experience and service performance across seven key service interactions identified by our Voice of the Customer Panel and Customer Focus Group participants during our 2025 to 2030 Regulatory Determination consultation. These areas—Customer Satisfaction (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 as 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)	62.5 ↓ 0.1	10%	37%	53%	63	64
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% of Customers by satisfaction rating		
Dissatisfied	Neutral	Satisfied

Customer Satisfaction (CSAT)	69.8 → 0.0	6%	29%	65%	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 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	63
Q2	62.9	↓ 1.0	
Q3	62.6	↓ 0.3	
Q4	62.5	↓ 0.1	

* NTS is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY).
Net trust score is derived from 2,026 survey responses.

What the data tells us

Our result to the end of this period reflects a slight softening in overall community trust in Energex compared with last quarter. Customer feedback continues to show a mix of trust and concern, with many customers reporting limited direct interaction with the network.

- Customers most commonly link trust to reliable service, with many describing Energex as a trusted organisation that provides good customer service and supports the community through a dependable electricity network.

- At the same time, feedback highlights ongoing concerns about high electricity prices and perceptions that the organisation is too focused on profit, which can influence customer sentiment.

Overall, trust is strengthened where customers experience reliable service and positive interactions, but can be impacted where concerns about affordability and value remain. These insights will guide our focus on clear communication, delivering reliable services and demonstrating 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	69.8	→ 0.0	

* CSAT is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY).
Customer Satisfaction score derived from 1,191 responses

What the data tells us

Our results to the end of this period show overall customer satisfaction remains stable, with no change from last quarter. Customer feedback continues to highlight the aspects of our service that matter most:

- Reliable power supply remains a key strength, with many customers satisfied with the consistency of supply and the reliability of the network.
- Customers also recognise good customer service, with helpful staff and positive interactions contributing to satisfaction.
- At the same time, some customers continue to express concerns about high electricity prices, while others reported frustration with frequent outages and long call wait times.

Overall, customer satisfaction is supported where customers experience reliable power supply, helpful service and positive interactions, but can be impacted where concerns about cost, outages and accessibility remain. These insights will guide our focus on improving service delivery, communication and the overall customer experience.

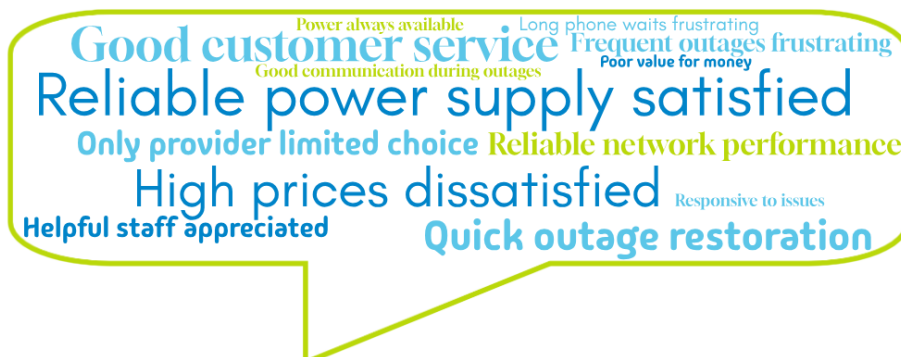
Why is CSAT important for our customers and the business?

- 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



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	
General Enquiries interactions	58.1  -2.8	39%	6%	55%	Total number of calls received Average call handling time (minutes)	144, 632 9.0
Customer Contact Centre					Loss of supply Emergency	
Loss of supply Emergency interactions	84.3  0.3	13%	2%	85%	Total number of calls received % of calls answered within 30 seconds	114, 667 88.7%
Website self service					Website	
All pages interactions	50.1  1.3	39%	13%	48%	Number of website visits: all pages	1, 502, 237
Outage finder interactions	46.6  0.3	44%	12%	44%	Number of website visits: Outage Finder	2, 139, 540
Unplanned Power Outages					SAIDI (System Average Interruption Duration Index)	
Interactions	60.1  0.2	26%	21%	53%	CBD Urban Short rural	1.470 70.56 151.90
Planned Power Outages					SAIFI (System Average Interruption Frequency Index)	
Interactions	63.4  0.1	29%	10%	62%	CBD Urban Short rural	0.010 0.138 0.284
Connections					Connections	
Negotiated customer project interactions	71.6  1.9	20%	8%	72%	Total number of negotiated customer projects completed % of negotiated customer project delivered on time	944 94.9%
Customer Complaints					Customer Complaints	
Complaint handling and resolution	54.1  1.2	40%	5%	55%	Total number of complaints % of complaints resolved within 10 days	3, 526 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: $(3 + 4 + 4 + 5 + 5) \div 5 = 4.2$. We then convert this to a score out of 100 for ease of interpretation.

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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	58.1	↓	2.8

* General Enquiries interaction satisfaction scores derived from 2,707 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	35, 950	6.8
YTD rolling result	144, 632	9.0

*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 decreased this period. Customers continue to value the professionalism, courtesy and helpfulness of contact centre agents, with friendly staff, prompt responses and clear answers contributing to positive experiences. However, feedback also highlights ongoing frustration with long call wait times, difficulty reaching the right person and issues that remain unresolved.

To improve the customer experience, we continued a trial to better connect customers with the right specialists to help ensure enquiries are resolved more effectively. We also introduced new on-hold messages to provide helpful information and support self-service while customers wait.

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	84.3	↓ 0.3

* Loss of supply | Emergency interaction satisfaction scores derived from 5,003 survey responses.

Key topics and issues raised by customers

Professional staff great service
Friendly call staff very helpful
Helpful advice much appreciated
Issue fixed same day
Problem still not resolved
Friendly crew very helpful
Poor communication very frustrating
Long wait for attendance
Prompt response issue resolved
Follow up never received
Power restored quickly satisfied
Clear communication much appreciated
Crew arrived very quickly

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*	91.7%*
Q2	44,925	86.9%
Q3	27,493	88.2%
Q4	22,397	90.6%
YTD rolling result	114,667	88.7%

*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 decreased slightly this period, although overall satisfaction remains very high, with most customers satisfied with the support provided. Customers continue to recognise the professionalism and helpfulness of call centre staff and crews, particularly during outages and emergency incidents. Feedback highlights prompt responses, quick power restoration, friendly crews and professional service as key drivers of satisfaction. Customers value efficient support and timely resolution of issues. Some customers, however, reported frustration with longer response times, unresolved issues and poor communication during outage events.

This period was outside the storm season, with no significant events affecting network operations. Overall, our continued focus on safety, efficient restoration and customer support helps maintain confidence during loss of supply and emergency events.

Website

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	50.1	↑ 1.3	46.6	↓ 0.3

* All website interaction satisfaction scores derived from 2,709 survey responses. Outage Finder website interaction satisfaction scores derived from 3,788 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; however, feedback was mixed with many customers finding the website easy to use and informative, while others reported difficulty finding information, locating forms and contact details, and navigating key processes. Some customers also experienced issues with online forms and portals.

In contrast, satisfaction has decreased for the Outage Finder webpage, feedback indicates ongoing challenges accessing outage information, including finding planned outages, estimated restoration times and outage notifications. Customers also highlighted opportunities to improve map usability, information accuracy and update visibility.

Overall, feedback highlights opportunities to improve navigation, findability and access to key information. Feedback will continue to be monitored to identify practical improvements that enhance the customer experience.

Service performance

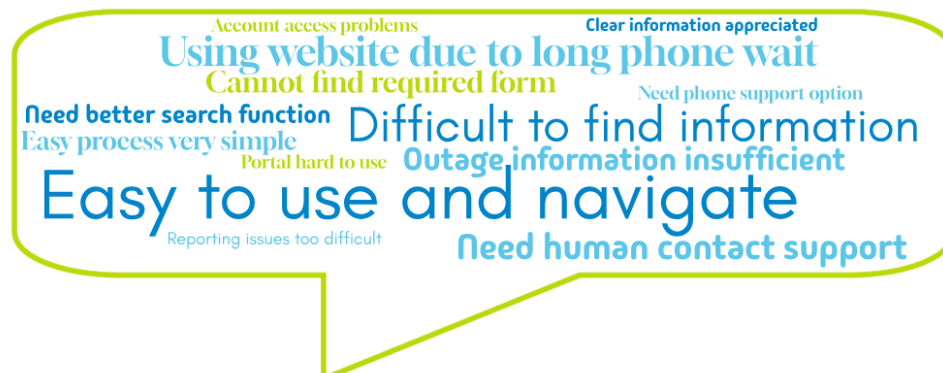
Why we monitor our website usage?

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	288, 047	264, 082
YTD rolling result	1, 502, 237	2, 139, 540

Key topics and issues raised by customers



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	60.1	↑	0.2

* Unplanned power outage interaction satisfaction scores derived from 2,677 survey responses.

Key topics and issues raised by customers

Reliable restoration much appreciated
Power restored quickly satisfied
Too many power outages
Network needs upgrading
Frequent outages very frustrating
Power back on promptly
Communication during outage poor
Website updates insufficient
Battery backup avoided impact
Long outage very inconvenient
Business impacted financially
Would like text updates
Need estimated restoration time

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	1.470	70.56	151.90

Unplanned Outages SAIFI

	CBD	Urban	Short Rural
FY24/25	0.034	0.630	1.317
YTD	0.013	0.652	1.223

What the data tells us

Customer satisfaction has improved slightly this period. Customers who were satisfied highlighted quick power restoration and reliable restoration efforts, recognising the work undertaken to restore power safely and efficiently. Some customers, however, reported frustration with frequent outages, long outage durations and poor communication during outage events.

During the fourth quarter, the highest contributors to unplanned outage duration were underground equipment failures in CBD areas, overhead equipment failures in urban areas, and vegetation-related outages across short rural areas. The highest contributors to unplanned outage frequency were underground equipment failures in CBD areas, adverse weather in urban areas, and vegetation in short rural areas.

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	63.4	↑	0.1

* Planned power outage interaction satisfaction scores derived from 3,179 survey responses.

Key topics and issues raised by customers

Long outage very inconvenient
Outage completed within timeframe
Generator needed during outage
Frequent planned outages frustrating
Good communication before outage
Weekend outage poorly timed
Business impacted by outage
Able to plan ahead
No outage notification received
Power restored later than schedule
Work completed efficiently
Plenty of advance notice
Power restored earlier than expected

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	2.09	32.78	80.58

Planned Outages SAIFI

	CBD	Urban	Short Rural
FY24/25	0.004	0.145	0.307
YTD	0.010	0.138	0.284

What the data tells us

Customer satisfaction has improved slightly this period. Customers highlighted advance notice of planned outages, outages being completed within the advised timeframe and power being restored earlier than expected. Some customers, however, reported not receiving outage notifications, experiencing long outages or having power restored later than scheduled. We know timely and accurate updates help customers plan ahead and reduce disruption during planned outages. We remain focused on providing clear communication throughout planned works.

This period, planned maintenance was the largest contributor to outage frequency across CBD, urban and short rural areas. These works remain important for maintaining a safe and reliable network and helping prevent future unplanned interruptions.

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	71.6	↑ 1.9

* Negotiated customer project interaction satisfaction scores derived from 145 survey responses.

What the data tells us

Customer satisfaction has improved this period, with most customers satisfied with their negotiated connections experience. Customers particularly value helpful teams, professional support and clear communication throughout the process. However, customer feedback continues to highlight areas of frustration, including long timeframes and a process that can be confusing and difficult to follow.

Overall, this suggests that frontline support and communication are key strengths, while faster turnaround times and greater process clarity remain important to improving the end-to-end experience. Note: The satisfaction score movement reflects a small number of survey responses early. Results have since stabilised.

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	245	87.9%
YTD rolling result	944	94.9%

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, 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	54.1	↑	1.2

* Managed complaint interaction satisfaction scores derived from 121 survey responses.

What the data tells us

Satisfaction results have improved this period. Customers highlighted prompt follow-up, helpful communication throughout the process and quick complaint resolution as key drivers of a positive experience.

Some customers, however, reported investigations did not meet expectations, or communication could have been clearer.

Overall, the feedback indicates that timely responses, clear communication and effective resolution are key to a positive complaints experience, while ongoing communication and thorough investigations remain important areas for improvement. Note: The satisfaction score movement reflects a small number of survey responses early in reporting year with relatively high scores. Results have since stabilised.

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	691	94.0%
YTD rolling result	3, 526	94.3%

Key topics and issues raised by customers

Prompt follow up appreciated
Issue still awaiting response
Respectful staff very helpful
Helpful communication throughout
Need better investigation
Complaint resolved quickly
Poor communication frustrating
Escalation handled well
Felt listened to