



# Customer Commitments

October 2021

# Customer Commitments Dashboard

**CitiPower** is currently meeting 9 out of 12 Customer Commitments, with the remaining 3 on track.



THEME	COMMITMENT	RESULT
	<ul style="list-style-type: none"> <li>We will have the <b>lowest rural and urban residential distribution tariff costs</b> in Victoria, and remain in the <b>top 5 most affordable electricity networks</b> in Australia</li> </ul>	2 <sup>ND</sup> URBAN NETWORK MEETING
	<ul style="list-style-type: none"> <li>We will <b>assist customers in identifying savings</b> by empowering them to better use their energy consumption data, including delivering <b>energy literacy and bill support programs</b> to 1,000 of our <b>vulnerable customers</b> per annum</li> </ul>	ON TRACK
	<ul style="list-style-type: none"> <li>We will continue to <b>measure and benchmark</b> ourselves against competitors and publicly demonstrate initiatives that <b>reduce charges</b> over time</li> </ul>	MEETING
	<ul style="list-style-type: none"> <li>We will inspect <b>100% of our powerlines</b> for vegetation encroachment through <b>aerial services</b> and <b>targeted ground inspections</b> each year, up from a 2-year cycle</li> </ul>	100% INSPECTED MEETING
	<ul style="list-style-type: none"> <li>We will ensure <b>100%</b> of asset inspection and maintenance activities <b>in high bushfire risk areas</b> are up to date prior to and throughout every declared bushfire season</li> </ul>	ON TRACK
	<ul style="list-style-type: none"> <li>We will sustain more than <b>99.95% supply availability</b></li> </ul>	99.99% MEETING
	<ul style="list-style-type: none"> <li>We will <b>retain and develop</b> our in-house regional based Australian 24/7 contact centre to provide <b>fast and efficient customer experiences</b></li> </ul>	MEETING
	<ul style="list-style-type: none"> <li>We will ensure <b>all key campaigns and communications</b> are accessible to culturally and linguistically diverse (CALD) communities and will <b>translate</b> all communications to the <b>top 5 languages</b> other than English in our network region</li> </ul>	MEETING
	<ul style="list-style-type: none"> <li>We will connect <b>all customers</b> wishing to install rooftop solar and ensure 85% of all solar customers can <b>export excess energy</b> into the grid 85% of the time</li> </ul>	92.2% 12 MONTH ROLLING MEETING
	<ul style="list-style-type: none"> <li>We will conduct an <b>environmental or native vegetation assessment</b> as part of every applicable project and take action to <b>minimise our impact</b> and provide a <b>cleaner environment for Victoria</b></li> </ul>	100% APPLICABLE PROJECTS MEETING
	<ul style="list-style-type: none"> <li>We will <b>proactively</b> share residential solar installations and capacity metrics to <b>transparently demonstrate</b> how we are <b>enabling</b> customer DERs and export growth</li> </ul>	MEETING
	<ul style="list-style-type: none"> <li>We will develop and execute an <b>Electric Vehicles (EV) strategy</b>, working with our communities to trial new tariffs to see what charging mechanisms deliver the <b>best long-term outcomes for customers</b></li> </ul>	Q2 2022 DEVELOPMENT ON TRACK



# Customer Commitments

October 2021

# Customer Commitments Dashboard

Powercor is meeting 9 out of 14 Customer Commitments, with the remaining 5 on track.



THEME	COMMITMENT	RESULT
	<ul style="list-style-type: none"> <li>We will have the <b>lowest rural and urban residential distribution tariff costs</b> in Victoria, and remain in the <b>top 5 most affordable electricity networks</b> in Australia</li> </ul>	1ST RURAL NETWORK <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will <b>assist customers in identifying savings</b> by empowering them to better use their energy consumption data, including delivering <b>energy literacy and bill support programs</b> to 1,000 of our <b>vulnerable customers</b> per annum</li> </ul>	ON TRACK <b>ON TRACK</b>
	<ul style="list-style-type: none"> <li>We will continue to <b>measure and benchmark</b> ourselves against competitors and publicly demonstrate initiatives that <b>reduce charges</b> over time</li> </ul>	MEETING <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will inspect <b>100% of our powerlines</b> for vegetation encroachment through <b>aerial services</b> and <b>targeted ground inspections</b> each year, up from a 2 year cycle</li> </ul>	85% INSPECTED <b>ON TRACK</b>
	<ul style="list-style-type: none"> <li>We will ensure <b>100%</b> of asset inspection and maintenance activities in <b>high bushfire risk areas</b> are up to date prior to and throughout every declared bushfire season</li> </ul>	ON TRACK <b>ON TRACK</b>
	<ul style="list-style-type: none"> <li>We will sustain more than <b>99.95% supply availability</b></li> </ul>	99.98% <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will <b>reduce</b> our annual planned outages by <b>1.5 million customer minutes</b> across the Powercor network relative to our historical annual performance over 2015-2020</li> </ul>	21/22 FY ON TRACK <b>ON TRACK</b>
	<ul style="list-style-type: none"> <li>We will <b>retain and develop</b> our in-house regional based Australian 24/7 contact centre to provide <b>fast and efficient customer experiences</b></li> </ul>	MEETING <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will ensure <b>all key campaigns and communications</b> are accessible to culturally and linguistically diverse (CALD) communities and will <b>translate</b> all communications to the <b>top 5 languages</b> other than English in our network region</li> </ul>	MEETING <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will connect <b>all customers</b> wishing to install rooftop solar and ensure 85% of all solar customers can <b>export excess energy</b> into the grid 85% of the time</li> </ul>	91.3% 12 MONTH ROLLING <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will conduct an <b>environmental or native vegetation assessment</b> as part of every applicable project and take action to <b>minimise our impact</b> and provide a <b>cleaner environment for Victoria</b></li> </ul>	100% APPLICABLE PROJECTS <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will provide <b>certainty for large renewable generators</b> (like wind and solar farms) and will target project delivery completion for the connection point within the timeframe agreed with the developer</li> </ul>	100% ON TIME <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will <b>proactively</b> share residential solar installations and capacity metrics to <b>transparently demonstrate</b> how we are <b>enabling</b> customer DERs and export growth</li> </ul>	MEETING <b>MEETING</b>
	<ul style="list-style-type: none"> <li>We will develop and execute an <b>Electric Vehicles (EV) strategy</b>, working with our communities to trial new tariffs to see what charging mechanisms deliver the <b>best long-term outcomes for customers</b></li> </ul>	Q2 2022 DEVELOPMENT <b>ON TRACK</b>