

CUSTOMER COMMITMENTS

We have published our **first ever set of public customer commitments** to position ourselves as a **customer centric** organisation, **build trust** and demonstrate that we will **deliver against promises** made in our regulatory proposals

CitiPower is currently meeting all eleven of our customer commitments.



SAFETY

We will inspect **100% of our powerlines** for vegetation encroachment through **aerial services** and **targeted ground inspections** each year, up from a 2 year cycle



CUSTOMER CHOICES

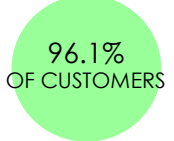
We will **retain and develop** our in-house regional based Australian 24/7 contact centre to provide **fast and efficient customer experiences**



We will ensure **all key campaigns and communications** are accessible to culturally and linguistically diverse (CALD) communities and will **translate** all communications to the **top 5 languages** other than English in our network region



We will connect **all customers** wishing to install rooftop solar and ensure 85% of all solar customers can **export excess energy** into the grid 85% of the time



LEGEND



AFFORDABILITY

We will have the **lowest rural and urban residential distribution tariff costs** in Victoria, and remain in the **top 5 most affordable electricity networks** in Australia



We will **assist customers in identifying savings** by empowering them to better use their energy consumption data, including delivering **energy literacy and bill support programs** to 1,000 of our **vulnerable customers** per annum



We will continue to **measure and benchmark** ourselves against competitors and publicly demonstrate initiatives that **reduce charges** over time



RELIABILITY

We will sustain more than **99.95% supply availability**



ENVIRONMENT

We will conduct an **environmental or native vegetation assessment** as part of every applicable project and take action to **minimise our impact** and provide a **cleaner environment for Victoria**



We will **proactively** share residential solar installations and capacity metrics to **transparently demonstrate** how we are **enabling** customer DERs and export growth



We will develop and execute an **Electric Vehicles (EV) strategy**, working with our communities to trial new tariffs to see what charging mechanisms deliver the **best long-term outcomes for customers**

