



Summary of Achievements

The following reports are published on the website for public transparency

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 majority of the 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	100% complete	■
We will ensure 100% of asset inspection and maintenance activities in high bushfire risk areas are up to date prior to and throughout every declared bushfire season	100% complete	■



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	2 nd lowest urban network	■
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	Commitment met	■
We will continue to measure and benchmark ourselves against competitors and publicly demonstrate initiatives that reduce charges over time	Commitment met	■



RELIABILITY

We will sustain more than 99.95% supply availability	99.996% availability	■
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CUSTOMER CHOICES

We will retain and develop our in-house regional based Australian 24/7 contact centre to provide fast and efficient customer experiences	Commitment met	■
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	Partially met	■
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	99.7% can export	■



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	100% of projects assessed	■
We will proactively share residential solar installations and capacity metrics to transparently demonstrate how we are enabling customer DERs and export growth	Commitment met	■
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	Commitment met	■

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

Powercor is currently meeting eleven of the fourteen customer commitments



SAFETY



AFFORDABILITY



RELIABILITY



CUSTOMER CHOICES



ENVIRONMENT

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	100% complete	■
We will ensure 100% of asset inspection and maintenance activities in high bushfire risk areas are up to date prior to and throughout every declared bushfire season	Index decreased to zero in December	■
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	Lowest rural network	■
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	Commitment met	■
We will continue to measure and benchmark ourselves against competitors and publicly demonstrate initiatives that reduce charges over time	Commitment met	■
We will sustain more than 99.95% supply availability	99.978% availability	■
We will reduce our annual planned outages by 1.5 million customer minutes across the Powercor network and 1.1 million customer minutes across the United Energy network relative to our historical annual performance over 2015-2020	Commitment not met	■
We will retain and develop our in-house regional based Australian 24/7 contact centre to provide fast and efficient customer experiences	Commitment met	■
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	Partially met	■
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	99.5% can export	■
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	100% of projects assessed	■
We will provide certainty for large renewable generators (like wind and solar farms) and will target project delivery completion for the connection point within the timeframe agreed with the developer	One large generator project completed	■
We will proactively share residential solar installations and capacity metrics to transparently demonstrate how we are enabling customer DERs and export growth	Commitment met	■
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	Commitment met	■