



United Energy

United Energy EDPR Information and Consultation Customer Service

August 2014

Session agenda

Time	Item
9.30-9.40	Welcome and introductions
9.40-10.30	Willingness to pay/trade study findings Questions and discussion
10.30-11.00	Proposed customer service/engagement initiatives Additional ideas Discussion
11.00-11.20	Evaluation framework
11.20-11.30	Agree actions Meeting wrap up and close



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Effortless Customer Experience Program

Overview of the program



What's our vision?

Customer Service Vision:

We will be widely recognised as providing **reliable energy services** with an **effortless customer experience**.



What are our objectives?

We are developing a customer-focused operating model to deliver an effortless customer experience to our customers. We will do this by:

- Developing a customer-focused operating model
- Improving communications around our role, services and value we deliver
- Increasing engagement with industry and customer advocacy groups
- Ensuring we align our outcomes with your expectations as we go – dynamic changes



Six goal-oriented project streams have been identified



Know our Customer



Customer Self-Service



Stakeholder Relationships



Customer Service from our Service Providers



Proactive Customer Resolution



Customer Information During Outages



Proposed Customer Service Initiatives

Stream	Initiative	Proposed solutions
Customer Information during Outages	Provide customers with more accurate and timely information on unplanned outages.	<ul style="list-style-type: none"> • Mobile app identifying outages on network with estimated restoration times with options to subscribe for additional relevant outage information • SMS or email notification to subscribed customers when there is an outage at their premises with estimated restoration time and with regular status updates until electricity is restored
Proactive Customer Resolution	Provide online customer claims and complaints lodgement and tracking tools so customers have full visibility of the status of their claim or complaint	<ul style="list-style-type: none"> • Online claims lodgement with immediate feedback on status of claim • Fast turnaround of claims payments, particularly for vulnerable customers • Online lodgement of complaints with real-time tracking of status of complaint



Proposed Customer Service Initiatives (Continued)

Stream	Initiative	Proposed solutions
Customer Self-Service	Implement tools via a customer portal to enable customers to receive notifications of incidents and that are important to them	<ul style="list-style-type: none"> • SMS or email notification to subscribed customers when customer preset usage volumes are met • Notifications to solar customers when their solar inverter is not working or is inefficiently generating power
Customer Self-Service	Provide customers with a customer portal to provide better information on UE and its network operations	<ul style="list-style-type: none"> • Planned outages and status of outages • Planned upgrades schedule of works • Network tariff calculator • Updates on emerging technologies • Energy savings tips and advice
Customer Self-Service	Implement a New Connections customer portal for customers, electricians and developers to streamline the new connections process	<ul style="list-style-type: none"> • Online application for new connections, adds & alts, extensions and meter abolishment requests • Online status tracking of application • Priority and fast-tracking services (with appropriate customer fee)



Proposed Customer Engagement Initiatives

- Integrating customer and stakeholder engagement into BAU
- Community engagement liaison (x FTEs)
 - Major capex projects
 - Community outreach (energy efficiency/awareness) e.g. schools program
 - Energy efficiency advice to business



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Customer service initiatives: evaluation framework



Proposed Customer Engagement Initiatives

- Easy to get carried away with ideas and suggestions – they will come at a cost
- Therefore we need to prioritise and value them
- We would prefer this forum to assign a priority – we will tell you what works best for us however this needs to meet your needs
- We will price these for our next meeting (likely to be indicative pricing)
- Discussion