

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

United Energy is currently meeting all thirteen 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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	3 rd most affordable network	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
We will continue to measure and benchmark ourselves against competitors and publicly demonstrate initiatives that reduce charges over time	Commitment met	<input checked="" type="checkbox"/>
We will sustain more than 99.95% supply availability	99.9% availability	<input checked="" type="checkbox"/>
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 met	<input checked="" type="checkbox"/>
We will onshore our customer service operations to our in-house regional based Australian 24/7 contact centre to provide fast and efficient customer experiences	Commitment met	<input checked="" type="checkbox"/>
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	Commitment met	<input checked="" type="checkbox"/>
We will connect all customers wishing to install rooftop solar and ensure 95% of all solar customers can export excess energy into the grid 85% of the time	98.9% can export	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
We will proactively share residential solar installations and capacity metrics to transparently demonstrate how we are enabling customer DERs and export growth	Commitment met	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>