

# 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 twelve of the thirteen 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

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<sup>nd</sup> 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

Achievement at risk



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**

99.99% 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

Exceeded target



## CUSTOMER CHOICES

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



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



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

99.9% 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**

On track to meet commitment

