

Customer Commitments

In 2021, we introduced our first public customer commitments, outlining the standards our customers can expect and **reinforcing our commitment to delivering on our promises.**

Our Vision

Our vision is reflective of what customers indicated was most important to them in research feedback

Commitment Themes

Our commitment themes support our vision and reflect the areas of greatest value and importance to customers



In 2025, we've met 12 of the 13 commitments

united energy 

We commit to deliver **SAFE, RELIABLE** and **AFFORDABLE** supplies of electricity that empower our **CUSTOMERS' CHOICES** and provide services important to our communities and **ENVIRONMENT**

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**



Third most affordable 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



Literacy content and activities



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



Met and ongoing commitment

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



2025 program completed in June



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%

Reliability



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



99.99%



We will **reduce** our annual planned outages by **1.1 million customer minutes** across the United Energy network relative to our historical annual performance over 2015-2020



Reduction not met

Customer Choices



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



96.5%



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 **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 in 2022

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%



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**



Developed & execution underway