

## **Customer engagement protocols and customer service measures**

To monitor the quality of electricity distribution service and customer satisfaction levels PowerNet conducts the following types of survey annually:

- Customer Engagement survey (mass market)
- Customer Engagement survey (major customers)
- Electrical Contractor Survey

These surveys help gather the following key insights:

- Awareness levels
- Perceived reliability of the network
- Perceptions of PowerNet's performance
- Power outage experiences
- New and altered connection experience
- Attitudes towards new technologies

PowerNet uses a mixed method of data collection, using both telephone and online surveys.

In addition to this, PowerNet will start using the following metrics for evaluating customer experience from 2023.

- The Customer Satisfaction Score (CSAT)
- The Customer Effort Score (CES)