

Customer engagement protocols and customer service measures



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

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

These surveys and metrics 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
- Customer service quality

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

Electricity Assets We Manage

