AusNet

Committed to Customers Report

2024–2025 addendum to our Energy Charter Disclosure report made for our Electricity Distribution Price Review 2021–26

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1 Our annual performance is reported through our Energy Charter Disclosure Report

AusNet's customers are at the heart of everything we do, and we are committed to continuously improving our understanding of their needs and delivering meaningful outcomes for them. We aim to create a seamless customer experience, build trust and do what's right for the communities we serve.

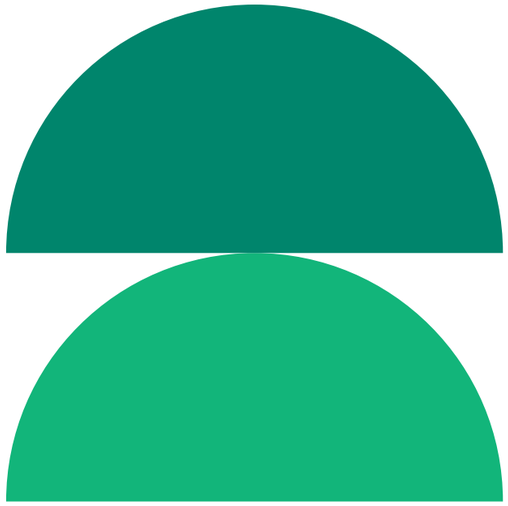
In 2019 AusNet made six commitments to our customers, co-designed with our Customer Forum during the Electricity Distribution Price Review (EDPR) 2021-26 process. Each year, we report on our progress against these commitments through the Committed to Customers report (formerly known as the Customer Interactions and Monitoring Report), which helps keep us accountable for delivering better outcomes for our customers.

As a Full Signatory to the Energy Charter, we are also required to publicly release an annual Energy Charter Disclosure Report (Disclosure), outlining our performance against the Energy Charter's five principles.

There is significant alignment between the Disclosure and our Committed to Customers report. All six of our customer commitments are reflected within the Energy Charter's five principles and are therefore reported through the Disclosure.

We are publishing our Committed to Customers report as an addendum to our 2024-25 Energy Charter Disclosure. This addendum outlines how our 2021-26 customer commitments align with the Energy Charter principles, how they are addressed in the Disclosure, and includes reporting on sub-commitments not covered in the Disclosure.

This is the last year we will publish this addendum to our Disclosure to report on our 2021-26 customer commitments. We've been working with our 2026-31 EDPR customer panels to update the set of commitments made in 2019. These updated commitments are now more closely aligned with the Energy Charter principles.





EDPR 2021-26 customer experience commitments

As part of our 2021-2026 Electricity Distribution Price Review, customer and community representatives helped develop a set of commitments to customers.

We have been reporting on our progress against these commitments annually since 2020. This will be the last year we report on these commitments.

Our six commitments to customers are:

Commitment 1: Building our understanding of customers' needs and expectations

Commitment 2: Establishing clearer accountability for customers

Commitment 3: Aligning our incentives with customer outcomes

Commitment 4: Fixing customer pain points and improving the customer experience

Commitment 5: Collaborating with the community and taking care of customers in vulnerable circumstances

Commitment 6: Making our organisation easier to deal with

For more information on our commitments to customers, please visit our website **here**.

The Energy Charter Disclosure

The Disclosure highlights our annual performance against the Energy Charter's principles and our future focus areas. It demonstrates our ongoing efforts to meet customer needs and deliver better outcomes for our customers.

The Energy Charter principles are:

Principle 1: We will put customers and communities at the centre of our business and the energy system

Principle 2: We will improve energy affordability and value for customers and communities

Principle 3: We will provide energy safely, sustainably and reliably

Principle 4: We will improve the customer and community experience

Principle 5: We will support customers and communities facing vulnerable circumstances

Alongside our CEO and senior leaders, customer and community representatives on our Customer Consultative Committee assessed our performance on these principles. In September 2025, we published our **2024-25 Disclosure Report**.

2 Reporting on our commitments to customers | 2024-25 in review

In the table below we have outlined how we have addressed and reported on our customer commitments through our Energy Charter Disclosure report from July 2024 to June 2025, as they relate to the electricity distribution network.

AusNet's 2021-26 commitments to customers	Where to find reporting on this commitment in the Energy Charter Disclosure (or this addendum)	Proof points in the 2024-25 Disclosure (or this addendum)
1. Building our understanding of customers' needs and expectations	2024-25 customer highlights **Energy Charter principle 1:** We will put customers and communities at the centre of our business and the energy system	• An overview of how we have broadened and deepened our customer and community engagement to understand changing customer needs, which we use to help inform our planning is available on page 8 of our Disclosure. Highlights from our industry leading research program can be found on page 9 of our Disclosure, further information on our research program can be found on our community hub website **here**.
2. Establishing clearer accountability for customers	2024-25 customer highlights	• Discussions held through our broad and deep customer and community engagement keeps us accountable, as we seek direct feedback on meeting customer expectations. Further information on the customer engagement we undertake to keep ourselves accountable to customers can be found on page 8 of the Disclosure.
	Message from the CEO	• As a Full Signatory to the Energy Charter, we undertake a CEO-led accountability process, covering many aspects of our performance in delivering for customers. This includes publicly releasing our annual Disclosure and having regular discussions with our Customer Consultative Committee about what we are doing well and where we are not meeting customers' needs and expectations. Our commitment to accountability through this process can be found on page 1 of our Disclosure.
	Addressed in this addendum	• Appropriately resourcing customer experience and having clear accountability for customer outcomes was a key focus for the Customer Forum during engagement for the EDPR 2021-26. We agreed to publish details on volume of engagement occurring until mid-2026. These details are not included in our Disclosure, so we have addressed this sub-commitment in Section 2.1 of this addendum.
3. Aligning our incentives with customer outcomes	Performance metrics	• Our business performance indicators have been developed to align with The Energy Charter's five principles. The performance metrics we report on in the Disclosure are the same ones that the AusNet team and our Board see. This directly aligns our business' performance incentives with customer outcomes. Our performance metrics can be found on pages 9, 11, 13 and 16 of the Disclosure.
4. Fixing customers pain points and improving the Customer Experience	**Energy Charter principle 4:** We will improve the customer and community experience	• Our Re-imagining Customer Connections program has identified customer pain points and improved the connections process through the introduction of a new customer portal. More information can be found on page 16 of our Disclosure. • The customer experience has been enhanced through Improvements we've made to our GridView portal and our automated Interactive Voice Response systems. Further enhancements such as the establishment of a customer testing panel, and a full review of outage communications are also enhancing users' experience. More information can be found on page 17 of our Disclosure. • Dedicated roles and programs, including an uplift in our contact centre service and a refreshed approach to tracking customer satisfaction are also contributing to reducing customer pain points and making improvements in customer experience. More information can be found on page 18 of our Disclosure.
	Addressed in this addendum	• We made a sub-commitment to report on work we are doing to address a specific customer pain point – alleviating constraints in solar exports – until mid-2026. This is not included in our Disclosure so we have addressed this item in Section 2.2 of this addendum.
5. Collaborating with the community and taking care of customers in vulnerable circumstances	**Energy Charter principle 5:** We will support customers and communities facing vulnerable circumstances	• We are strengthening our presence in communities, including – but not only – when things go wrong. This includes increasing the number of Emergency Management Mobile Assistance vehicles and establishing a dedicated Community Support Team. More information can be found on page 20 of our Disclosure.
	Energy Charter principle 5: We will support customers and communities facing vulnerable circumstances	• Each year we offer a $30,000 Vulnerability Research Grant to a social service organisation or public institution. This grant supports research projects aimed at understanding and addressing the needs of a specific customer cohort. Details of the Vulnerability Research Grant are on page 19 of our Disclosure. • Our $1.5 million ElectriFAIRcation project is placing low-income households at the heart of the energy transition. This project supports households to replace gas appliances with efficient electric alternatives, install rooftop solar, and enhance home energy performance. Details on this project can be found on page 7 of our Disclosure.
6. Making our organisation easier to deal with	**Energy Charter principle 5:** We will support customers and communities facing vulnerable circumstances	• We have increased the number of Emergency Management Mobile Assistance vehicles and establishing a dedicated Community Support Team to expand our community presence, provide more direct support and make it easier for customers to interact with us during outages and emergency events. Further information can be found on page 20 of our Disclosure.
	2024–25 customer highlights **Energy Charter principle 4:** We will improve the customer and community experience	• We are improving the experience for our customers in the various ways in which they engage with us. The highlights for how we are making our organisation easier to deal with can be found on page 6 of our Disclosure. Further examples of how we are improving customer and community experience can be found on pages 16, 17 and 18 of our Disclosure.

▲ **Table 1:** Alignment between customer commitments made in our 2021-26 EDPR and reporting in the Energy Charter Disclosure



2.1 Engagement by the numbers in 2024-25

Understanding and having clear accountability for customer outcomes is very important to AusNet and was a key focus for our Customer Forum during EDPR 2026-31 during the 2026-31 EDPR process. The volume of engagement occurring was agreed as a key indicator of AusNet's performance meeting this commitment.

Previously we have reported on volume of meetings, but after considerably increasing our customer experience resourcing and engagement practices over the past few years, it is now impractical to calculate this. We have instead reported on the change in resourcing customer experience seen since the start of the EDPR 2021-26 period.

In addition to extra resourcing in customer engagement and experience-related roles, our corporate strategy makes it very clear that accountability for customers is not the responsibility of these people alone, and there are many others across the business who directly engage with customers are/or are accountable for and contribute significantly to customer outcomes.

9,600+ customers

shared thoughts with us through our research program, helping AusNet to reflect their needs and priorities in our decisions

39 staff

in customer engagement, service design, communications and research – an increase of 26 people since 2021*

2021

1 x GM overseeing key electricity distribution customer service functions

2 x relationship management and works engagement specialists

1 x price reviews and standing forum engagement specialists

1 x customer researcher

3 x service designers

1 x Flexible Exports program engagement specialist

4 x communications specialists

2025

1 x GM overseeing key electricity distribution customer service functions

16 x major customer account management and works engagement specialists

3 x price reviews and standing forum engagement specialists

1 x customer researcher

5 x service designers

1 x Flexible Exports engagement specialist

12 x communications specialists

*The numbers above refer to engagement staff working on AusNet's regulated networks.

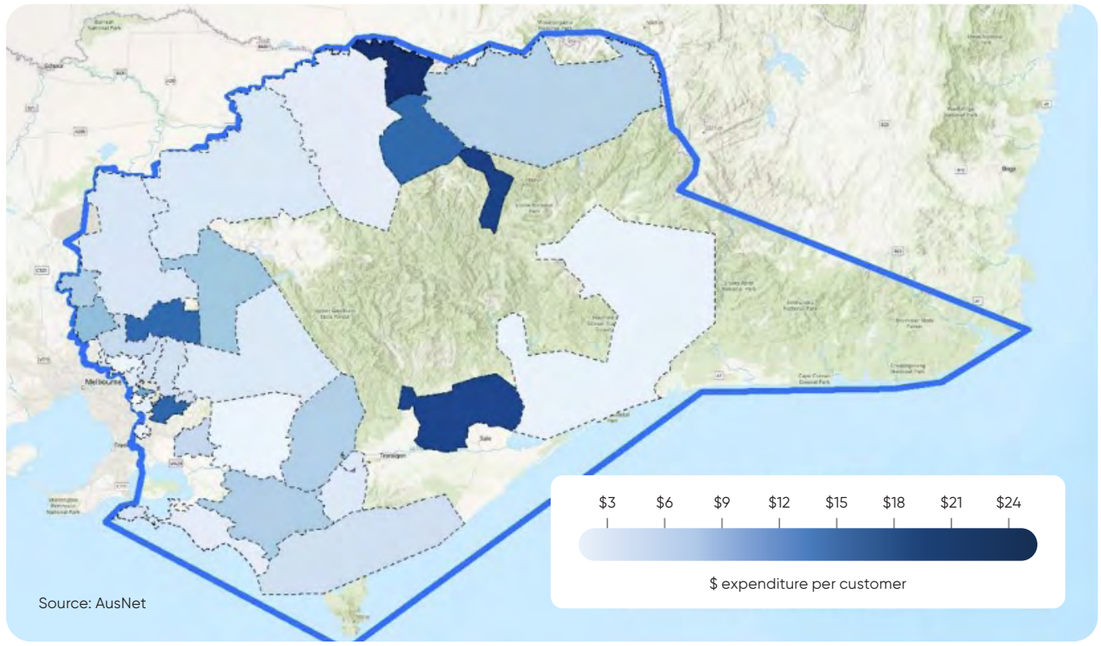
2.2 Enabling more Consumer Energy Resources (CER) to interact with the network

AusNet is investing to support more customers with their own CER investments, like rooftop solar and batteries, to interact with the network. This investment helps enable customers to share solar power they don't use with their communities and to be paid for their excess generation.

Investment to enable more rooftop solar exports was proposed and approved by the Australian Energy Regulator in EDPR 2021-26, and AusNet is supporting CER integration through a range of projects. In recognition of the importance of addressing solar export constraints to customers, we made a sub-commitment to report publicly on how much and where AusNet is investing to enable more rooftop solar into the network.

Completed projects include:

- 78 individual projects completed as part of the **Supply Improvement Program** – an initiative that includes a variety of solutions for more than 298 sites experiencing voltage issues. These 78 completed projects have strengthened network integrity and compliance for hundreds of customers. Solutions include:
  - **upgrading distribution substations** with a wider tapping range to cater to an increase in rooftop solar penetration
  - low-voltage circuit upgrades and rearrangements
  - rebalancing loads and the addition of high voltage and low voltage circuits.



Source: AusNet

Projects currently being delivered include:

- The **Supply Improvement Program Calendar Year 2024 – 2026 (CY24-CY26)** – following the completion of the 78 individual projects since 2023, $9M has been committed to continue ongoing low voltage upgrades and optimisation works. These works have an increased emphasis on non-traditional solutions such as electronic devices including static synchronous compensator (STATCOMs) to regulate voltage, improve overall grid stability and address emerging network challenges.
- The **Proactive Voltage Management for replacement of voltage regulating relays (VRRs)**, valued at $4.5million (expected to increase), includes replacing VRRs at 20 locations. VRRs monitor and help ensure a stable voltage supply through different operating conditions. The new VRR's would enable upper and lower limits to voltage control. It will also cater for reverse power flow, which is causing voltage issues with older VRRs. As part of this initiative a Voltage management action plan was delivered at 52 locations to improve voltage compliance, performance and enabling more solar into the network.
- The **Dynamic Voltage Management** project is being commissioned in late 2025. It leverages a digital platform with advanced analytical capabilities to optimise voltage control across five sites. This initiative forms part of the broader digital project that's aimed at delivering the advanced network analytics platform.



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