AUSNET REVIEW SECTION 7 "PROVIDING A BETTER CUSTOMER EXPERIENCE" Table 5.

Commitment:

Significantly improve customer experience by making customer's interactions with AusNet quicker and easier and fixing customer pain points

Sub Commitments:

Improve customer satisfaction with key points of interaction with the business

• Extend meaningful and timely dedicated engagement with commercial, industrial and farm (CIF) customers, essential services, local councils and community energy groups, and improve access to key information

• Proactively detect and address pain points, including through monitoring sentiment, complaints and claims

• Support communities impacted by extreme weather events with onsite presence in impacted communities

• Make it easier for customers to know who to contact

Bunyip Renewables Action Group and Komo Energy have been working on the 2 projects outlined below and communicating with AusNet has proven difficult:

Power Generation Opportunities

1. Solar and battery project for our local Recreation Reserve: enabling sporting groups to utilise locally generated solar energy to power the field lights in the evening and off-peak (This requires the release of interval data for each club so Komo can ascertain the feasibility of the project)
2. A small scale 5mw solar farm and 10mwh battery storage system: which Komo is still seeking permission from AusNet to export to the grid.

Our Suggestions to streamline processes

- We believe that to enable community groups to provide interval data to Komo, or giving permission to a third party to access that data, should be able to be done without having to find out the original committee member's name and phone number registered with Aus Net.
- The entity/sporting club that is registered and the current committee should be able to access, or give permission to others to access their own data simply by making a phone call, sending an email request or requesting online through AusNet's website.
- We believe these various options should all be available as not all volunteer committee members are sufficiently computer literate or have the time to spend completing an onerous online form …. It needs to be easy and accessible for EVERYONE!!
- We were extremely disappointed that, due to the difficulty accessing this data, we missed the opportunity to apply for a grant under the 100 Neighbourhood Batteries DEECA grant scheme, that was due in late October… We started asking in early September but our requests were all declined without clear explanations, which was very frustrating.