

Customer Services Hub



April 2018

missionzero

Customer Services Hub



The Hub is made up of four teams:

Customer Contact Centre

Inbound and outbound Call Centre, Planned and unplanned outage communications, Customer data, Life Support management, DBYD, My Home Energy Portal.

New Connections

Meter installation to new premise, Additional and alterations of meter, Solar approval requests under 15kw.

Customer Projects

Register, plan and design low voltage infrastructure for customer requests. Pole to Pits, Private mains on public land, subdivisions, public street lights

Customer Resolutions

Handles all customer Complaints, Ombudsman, Claims and any investigations

Transformation Objectives



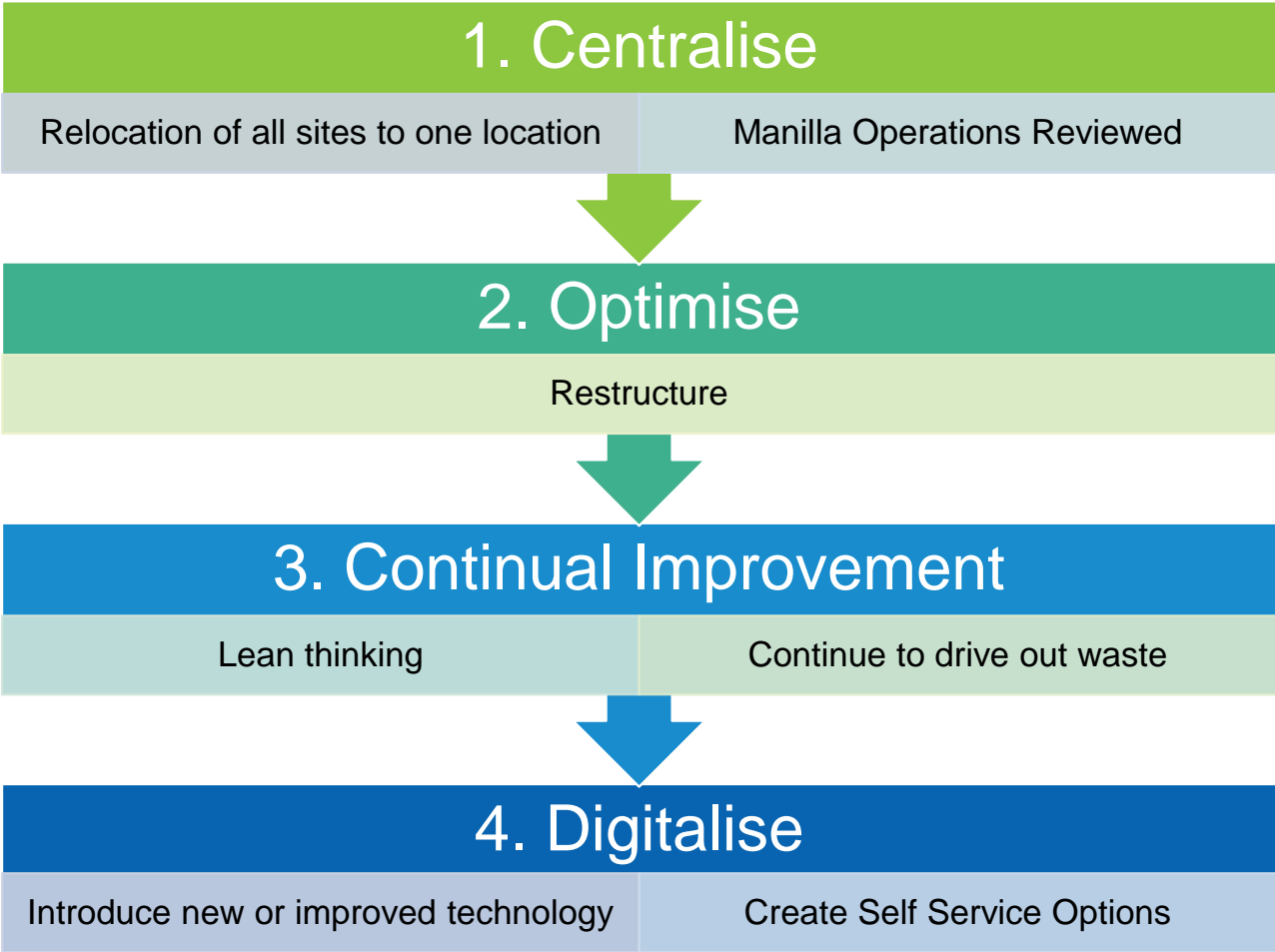
The Program objective was to consider alternative, more cost-effective and efficient ways to deliver business support services

The overarching objectives are to:

- Support transitioning the business to a sustainable cost base to maintain financial performance;
- Deliver an uplift in existing functional capability across the in-scope activities that aligns with the future needs of the business;
- Create flexibility in the scale and capacity of transactional activities that support implementation of AusNet Services' Corporate Strategy.

**We generate trust and respect with our customers
by providing them a superior and effortless service**

Creation of the Customer Services Hub



Customer Benefits of Customer Services Hub



Measures/ Matrix	Ave Jan-17	Ave Dec-17	Change (Jan to Dec)
New Connections Lead Time#	8 days	5 days	38% ↑
Customer Initiated Projects Ave Lead Time to Make Offer (P)	31 days	22 days	29% ↑
Contact Centre STIPIS – GOS (P)	Target 80.33%	FINAL 84.97%	5.78% ↑
Customer Effort Score (Q)	3.7	FY 3.86	4.32% ↑

Digital Improvements



Digital service channels

Improve understanding of the customer

- Customer account management
- Customer interaction history
- Sell and provision new products and services
- Digital two-way communications



Account management and preferences

Create tailored customer experience

- Customer profile and details management
- Preferred contact channels
- Notification preferences
- Nominated authorise third parties to access energy use information



Automated notifications and alerts

Ability to send custom notifications

- Outage notifications
- Application receipt and error handling
- Service approval and payment notifications
- Service delivery status updates
- Notification of service completion



Energy portal information

Improved MyHome Every portal

- Meter data, and pay for data outside specific ranges
- Log-in to an energy use portal that is equivalent to other distributors
- Third party meter data access (with authorisation only)



Customer focussed web properties

Build a better online presence

- Easy to find the information
- Online ability to check status request
- Provide access to third party information
- Ability to check network outages
- New portal features (notification preferences, and service request features)



Applications and payments online

Allow customers (or retailers) to apply for products and services, and support workflows

- Application submission handling and workflow approvals
- Product catalogue and pricing
- Quoting and confirmation tools
- Terms and conditions management
- Payment handling and receipting



Real time feedback

Ability for customers to submit feedback for further actioning

- Customer satisfaction surveys
- General issues as related to the network
- Issues associated with specific jobs
- Collaborate with AusNet Services and third parties



Fault feedback information

Online tools for customers to report network faults

- Crowd source network faults (photos, GPS location)
- Provide a tool for AusNet Services staff to review and action problems as they are submitted

Customer Services Mgmt Solution

Cost Calculator

Outage Tracker

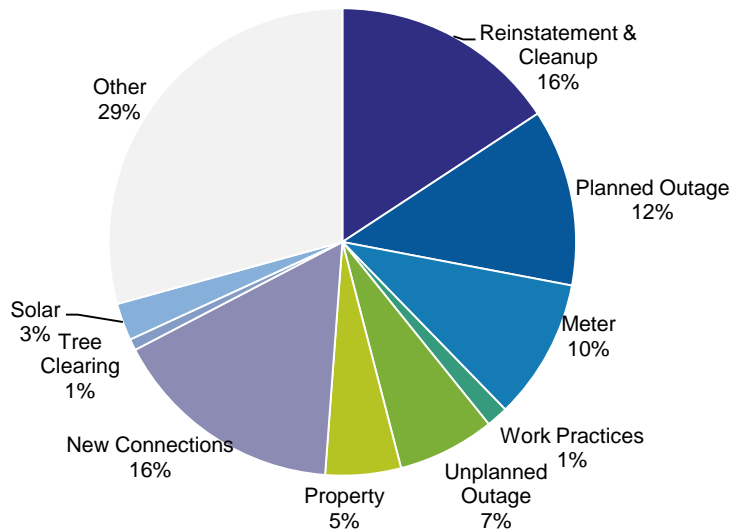
Solar Pre-Approval

Energy Portal

Complaints Analysis



Complaints FY 2018



Complaints Comparison FY16 - 18

