

2022 Energy Charter Disclosure Report



Message from the CEO

Ausgrid's Vision is for communities to have the power in a resilient, affordable, Net Zero future.

Over the past 12 months, Ausgrid has partnered with our customers better than ever before. Through face to face forums, online discussions and customer questionnaires, we've heard over 40,000 of our customers' comments to help inform the future of Ausgrid.

In 2022, we brought customers into the heart of our business planning as we revised our vision and strategic objectives. In addition, we collaboratively developed our 2024-29 Network Plan which will be submitted to the Australian Energy Regulator (AER) in January 2023.

Our customers have told us they want us to be more innovative and take a leadership role in the energy transition. Our strategy is stronger for their input. Ausgrid is now better placed to work through the challenges and opportunities the transition to Net Zero will present.

I'm pleased to share our external reputation scores – as measured independently by RepTrak™ – have improved by 1.2 points overall and our customer confidence scores have improved by 13%.

This is due to our ongoing commitment to better customer experiences. In 2022, this has included:

- improved resolution times for complaints, resolving 89% of complaints in under 20 days – an increase on the 77% of last year;
- delivering an automated SMS service for all unplanned power outages and supported by a refreshed website outage page which provides greater detail on repairs required;
- increased digitisation of customer communications, including use of email and SMS for issuing safety defects and bushfire compliance obligations;
- a first-ever Culturally and Linguistically Diverse (CALD) customer training for over 75 staff in customer and partner facing roles to better understand the communities we serve;
- continuing initiatives that will give customers more control and further reduce emissions, such as the installation of 14 JOLT electric vehicle chargers and commissioning the third community battery; and
- improving our safety Total Recordable Injury Frequency Rate (TRIFR) by a significant 19% from our FY21 result.

Furthermore, today our household customers are paying \$241 less than they were in 2014. Since 2015, we have reduced our operating expenditure by around \$400 million resulting in a reduction of our portion of the household energy bill. We will continue to support customers to make their own energy choices while working closely with them to get the balance between decarbonisation, resilience and affordability right.

The Energy Charter is a valuable forum to provide transparency and learnings across the sector and develop initiatives that will provide positive customer outcomes through cross sector collaboration.

Thank you to our customers, our partners and our stakeholders who have dedicated much time to collaborate with us to improve the services we deliver today and as we plan for the future. We have more to do but together, we are making Ausgrid a better business for our customers and communities.



Richard Gross
Chief Executive Officer, Ausgrid





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

Metrics	FY22	FY23 Target
Customer confidence score	68%	68%
Partner confidence score	58%	61%
Reptrak™ Stakeholder score	74.6	Improve from current level

Highlights

- Over 300 people were involved in dedicated focus groups, including Voice of Community panel forums and customer advocate sessions, to shape a new business strategy and vision. Feedback from customers and our people contributed to a shift in focus in the new vision and strategy from Ausgrid-centric to one that resonates with customer needs and expectations, while ensuring our people understand how their actions at work can positively impact the community.
- Ausgrid's RepTrak™ results showed a stakeholder reputation of 74.6 points in 2022 (up 1.2 points from 2021) despite challenges from severe weather and COVID-19. Our community reputation remained stable at 72 points. Key reputation drivers were reliability of the network, good citizenship and open and transparent conduct. The largest improvements to the FY21 results were on the topics 'considers customer needs in the development and execution of strategy' (+19% to 52% agreeing) and 'can be trusted to put the needs of customers first' (+23% to 41% agreeing).
- With Ausgrid's customer advocates, we co-designed both a governance model and customer engagement framework to ensure customer voices (over 40,000 comments) lead the shaping of our 2024-2029 Regulatory Reset Proposal. We introduced a Customer Engagement Program to identify the depth and breadth of customer needs through a 'no one left behind' approach to listen to the more vulnerable groups of people who rely on our network, creating a high-quality engagement program in the process.
- Together with Endeavour Energy, Essential Energy, TasNetworks, Evoenergy and PowerWater, Ausgrid prepared and released a consultation paper 'Network Resilience – 2022 Collaboration Paper on Network Resilience'. The paper laid the foundation for our broader engagement on resilience, which seeks to understand how we can best support communities in adapting to climate change. This engagement has informed the co-design of our Network Resilience Framework.

Delivery on commitments

Maturity Empowered

FY21 Commitment	FY22 Actions
Institute a reward and recognition program to highlight and encourage customer focused actions across the business	<ul style="list-style-type: none"> We introduced the Amped Recognition Program in October 2021 to highlight and encourage customer focused actions across the business. In the 12 months since launch, the program has seen more than 4800 instances of exemplary employee achievements recognised across the business. Our first annual awards event was held in March 2022 with 11 Award categories including the Exceptional Customer Service Award. Introduction of the Business Improvement Group (BIG) as a channel for employees to submit their ideas to improve the way we do business and while delivering better outcomes for our customers. In FY22, over 300 people from across the business participated in this program and some excellent ideas were implemented. Ausgrid's performance development framework for FY22 showed a 3.8% increase in staff exceeding expectations against the customer focused performance standard.
Work collaboratively with Ausgrid Customer Advocates to develop a Regulatory Proposal that reflects customer preferences and needs	<ul style="list-style-type: none"> We co-designed the governance model and customer engagement framework for the development of our 2024-2029 Regulatory Proposal. We established the Reset Customer Panel (RCP) to ensure depth of engagement and to keep us accountable. Over 70 RCP meetings have been held so far. We also established our Voice of Community Panel to engage residential customers across multiple customer groups; the Panel spent over 1,980 hours discussing how Ausgrid can act in the best interests of customers. Additional customer and stakeholder engagement included 17 customer focus groups (remote, Culturally and Linguistically Diverse (CALD), small business customers and customers with different needs such as renters), 8 roundtables with 35 peak bodies, 5 council working groups, 3 service provider workshops, 2 retailer forums and 3 joint distributor forums. We conducted surveys of 74 government MPs as well as more than 3,000 life support customers (LSCs). Engagement continues with the release of a Draft Plan, which invites detailed customer feedback, and ongoing engagement with customer advocates to ensure we are not only listening to customers, but demonstrating where and how their views will make a difference in our final submission.
FY23 Goals	
<ul style="list-style-type: none"> Maintain our customer and partner confidence levels in the face of increasing affordability concerns. Continue the BIG program to embed organisation wide continuous improvement as part of the way we work. 	

Customer impact

The changes we have made in our vision, strategic objectives, governance and regular tracking and reporting of customer outcomes continue to embed genuine customer focus across all business units. The breadth and depth of our regulatory reset customer engagement will ensure the long-term needs of our customers are thoroughly considered in Ausgrid's 2024-29 Regulatory Proposal. Where we direct and how we prioritise investment in the network for current and future needs is at the heart of our shift to becoming more customer focused. We will continue to listen to our customers and make improvements that reflect their feedback while balancing affordability considerations.

Our robust approach to understanding our customers and responding to their needs includes a suite of customer reporting which tracks key metrics indicating customers' responses to service changes. Customer satisfaction is measured through Service Ease, Service Resolution, Customer and Partner confidence scores and the stakeholder and community RepTrak™ scores. Our customer transformation program is directly informed by these customers insights.



Principle 2: We will improve energy affordability for customers

Metrics	FY22	FY23 Forecast
OPEX performance	\$356m	\$377m (excluding SaaS)

Highlights

- Our third community battery was commissioned, bringing the number of customers in the community battery trial to 57. Trial participants saved on average \$67 on their bills across the three sites without needing to own or maintain a household battery system.
- We established Project Edith, a Distributed System Operator (DSO) trial and commenced a dynamic pricing engine trial, which sends network pricing based on temperature and cloud cover out to a Virtual Power Plant (VPP) operator. The intention is that these price signals will provide benefits for both customers and the network through better utilisation of network assets, avoiding unnecessary infrastructure costs in the future.

Delivery on commitments

Maturity Empowered

FY21 Commitment	FY22 Actions
Install community battery in Cameron Park, Lake Macquarie City Council and expand trial participation at Beacon Hill and Bankstown	<ul style="list-style-type: none"> • The Cameron Park battery was installed, adding 20 customers to the trial in Bankstown and Beacon Hill and taking total trial participants to 57. These participants have received a combined total of about \$3,800 in credits and have virtually stored 38,600 kWh of solar energy. • Over the past year we worked through a number of issues with learnings applicable to other innovation projects, such as ring-fencing, cyber security, traffic control, public fire risk potential and noise issues specific to community battery assets.
Continue Demand Management Innovation Allowance programs including the Behavioural Demand Response (BDR) Trial and the Virtual Power Plant Trial (VPP), and introduce the new hot water load control program	<ul style="list-style-type: none"> • The number of BDR trial participants doubled to 5,000 in FY22. Eight trial events were held across 45 suburbs, resulting in customers shifting 23,400 kWh worth of energy usage out of peak demand periods and taking advantage of available off peak rates to lower their electricity costs. • The VPP trial concluded after three years with around 750 customers participating. Over 130 MWh of energy was supplied from customer battery systems over 180 event days. The VPP trial demonstrated how the grid can integrate with renewables and offer potential alternatives to network investment. • The Solar Soak hot water trial aims to shift network load to the middle of the day to make use of available solar energy and help better manage voltages for our network and customer experience. We successfully shifted approximately 50% of hot water energy usage from overnight into the daytime for around 550 customers. The ability to shift load will contribute towards accommodating more flexible energy resource choices for customers. • The Project Edith Distributed Energy Resources (DER) integration trial was launched with Reposit in September 2021. • The Australian Energy Regulator (AER) supported Ausgrid's trial tariffs. The goal of the trials is to provide flexibility and choice for customers who can utilise them.
Enhance Post Implementation Review (PIR) process to standardise the reviews across Ausgrid and improve visibility of outcomes into future investment governance	<ul style="list-style-type: none"> • Three PIRs were selected and two were presented to the Investment Governance Committee (IGC) in FY22. The PIRs captured areas of improvement which, when applied, will increase efficiencies in future projects. • Ausgrid implemented a revised investment process to quantify customer benefits that are not necessarily cost-based, such as representing customer time spent on the phone as a cost per hour. The revised process helps balance customer and shareholder needs.
FY23 Goals	
<ul style="list-style-type: none"> • Select and present a quarterly post implementation review (PIR) to ensure customer benefits are realised and lessons are adopted in relevant projects. • Continue the community battery trial to explore how shared batteries can provide benefits to customers, encourage greater uptake of solar and offer a flexible alternative to network investment. • Expand the Solar Soak controlled load rollout and continue the BDR trial and explore ways to increase customer participation and cost-effectively reduce peak demand. • Identify the role dynamic network pricing plays in unlocking additional value to Customer Energy Resources by completing a proof of concept trial for project Edith. 	

Customer impact

Our research shows that customers want lower bills and flexible pricing, along with incentives to adopt cost-effective renewable energy. Ausgrid's charges are 28% (or \$228) lower on average today than in 2014. This has been facilitated in part by our reduction of operating expenditure by 50% through improved commercial arrangements with key suppliers, streamlined business processes and through uplifting skills of work crews. Other factors, like lower interest rates, also contributed to the bill reductions. For 2024-29 we have committed to operational expenditure (OPEX) productivity improvements of 0.5% per year. The FY23 OPEX is forecast to be higher than FY22 mainly due to high inflation and a one-off cost reduction in FY22.

As the cost of living continues to rise in FY23, more customers will be faced with affordability crises. Our trials explore ways to reduce costs for customers, redistribute demand across the network, facilitate the integration of renewable energy into the grid and incentivise customer adoption of renewable options. Our revised Investment Governance Framework will rebalance, rank and prioritise capital spend to ensure customers get the best value out of Ausgrid's investments. This change embeds customer value in our network investment decisions; the increased visibility of customer elements will support ongoing cultural change.

Through our innovation program, we are trialling alternative technologies to reduce network expenditure and improve customer choice. Our approach to tariff design will support a fairer transition to Net Zero. Ausgrid is currently engaging with customers to develop our approach to future network investment and deliver value to our customers. We aim to strike the right balance between affordability and taking considered steps to deliver a grid that is fit for the future by investing now for the security of future generations.



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

Highlights

Safety

- We have improved our safety performance to reach industry leading levels, with total recordable injury rate reduced by 74% since 2016. This is a direct reflection of progress against our safety program of works under three categories: improve how we manage risk, sustain safe ways of working and reduce the risk people are exposed to.
- We have integrated the use of drones into our annual pre-bushfire season aerial safety patrols, making it safer and more sustainable to examine the grid for defects and bushfire hazards due to vegetation growth.
- We also delivered a safety program to CALD communities, with 67% of participants reporting safer energy practices as a result.

Sustainability

- The LED streetlight rollout program saw us install 26,300 LEDs to bring the total to over 150,000 since commencement of the program. This has delivered a carbon emissions reduction of 9,625 tCO₂ vs. our performance in FY21 (10% street light emissions reduction year on year). As well as lower emissions, the program has resulted in improved community safety and lower costs.
- Ausgrid was a founding partner of the International Community for Local Smart Grids (ICLSG) announced at COP26 in Glasgow. ICLSG is a five-year knowledge sharing and research partnership to unlock a fair, resilient and local transition to Net Zero.

Reliability

- In FY22, we achieved a supply availability of 99.986%, system SAIDI of 74.82 and system SAIFI of 0.61. While we met CBD, Urban, Short Rural SAIDI compliance targets, we missed the Long Rural target due to three long flood outages. We also met CBD, Urban, Short and Long Rural SAIFI targets.
- Ausgrid has led the #BetterTogether Resilience initiative working to develop a Disaster Response Playbook, which identifies how we can better support our customers before, during and after a disaster event.

Metrics	FY22	FY23 Target
Safety	Zero fatalities 4.4 TRIFR (19% improvement vs. FY21) 1 immediately reportable NECF breach	Zero fatalities Maintain 4.4 TRIFR Zero immediately reportable NECF breaches
Sustainability	7.2% carbon emissions reduction vs. FY21 (19.4% reduction vs. FY17 baseline)	44% reduction in carbon emissions by end FY24 (vs. FY17 baseline)
Reliability	System SAIDI 74.82 System SAIFI 0.61 Availability 99.986%	N/A

Delivery on commitments

Maturity Empowered

FY21 Commitment	FY22 Actions
Review our emission reduction targets to align them further to Net Zero emissions ambitions	<ul style="list-style-type: none"> We completed a review of Ausgrid's emissions reduction targets in alignment with the Business Ambition for 1.5°C and Science Based Targets initiatives (SBTi) to achieve emissions reductions (including line losses) of 50% by 2030 and Net Zero by 2050. We achieved a 19.4% reduction in total emissions from a FY17 baseline (24.9% reduction excluding line losses). A review of hybrid and electric vehicle (EV) options available in the market will allow us to evaluate and select fleet efficiency programs to reduce scope 1 emissions. As vehicles are due for renewal, they will be replaced with hybrid or EVs with an aim to reduce emissions by a minimum of 40%.
Carry out the first Stand Alone Power Systems (SAPS) trial with up to 10 participants in the Central Coast and Hunter regions	<ul style="list-style-type: none"> Following discussions with the Singleton, Upper Hunter Shire and Cessnock Councils and interested landholders, Ausgrid has signed four landowner agreements to install SAPS on their properties. We aim to show how SAPS can improve reliability and resilience for landowners and reduce overall costs for Ausgrid and our customers.
Continue to roll out JOLT chargers and accelerate electric vehicle adoption	<ul style="list-style-type: none"> We installed 14 JOLT sites in FY22, delivering 27.3 MWh of energy and 266,000 km of green driving. Additionally, we added 190 EV owners and 190 smart chargers to our EV charger trial in FY22. We are now working with more than 450 EV owners and over 350 smart chargers to encourage EV owners to shift their EV charging away from high demand periods. This is to demonstrate how timing choices can impact the affordability of EVs.
Develop and implement Project Edith to test cost-effective management of network capacity that enables more benefits from customer investments in distributed energy resources (DER)	<ul style="list-style-type: none"> We launched the Project Edith DER integration trial with Reposit in September 2021. Project Edith released a report on developing dynamic pricing to share knowledge on this new area of network management. The Project Edith trial extended the application of dynamic operating envelopes to demonstrate how a dynamic pricing engine would work and drive improved network management and greater value from customers energy resources.
FY23 Goals	
<ul style="list-style-type: none"> Install and commission between 5-8 SAPS. Commence community collaboration program to inform the installation of a microgrid in the Upper Hunter area. Roll out 30 new JOLT chargers and improve our EV charger offering applying trial lessons learnt, building capability to cost-effectively manage EV demand. Identify the role dynamic network pricing plays in unlocking additional value to Customer Energy Resources by completing a proof of concept trial for project Edith. 	

Customer impact

We revised customer notifications on defect rectification to express a more collaborative tone. We did this to encourage greater uptake of rectification, successfully leading to improved community bushfire safety.

Our work in DER integration through the SAPS, community battery and microgrid trials and the work progressed in Project Edith will be used as the basis for further trials on decentralised and cost-effective ways of managing network capacity in a growing two-sided market.

Through enabling the take-up of EVs, Ausgrid will contribute greatly to achieving Net Zero. The actions we have taken to reduce emissions are a response to customers' support for our role in driving toward a Net Zero future. Not only are we reducing our emissions, we are also supporting customers and business to reduce their impact through effective use of customer energy resources.



Principle 4: We will improve the customer experience

Metrics	FY22	FY23 Target
Energy and Water Ombudsman NSW (EWON)	0.2 complaints per 10,000 customers	Maintain reduced volumes
First Call Resolution	93% (vs. 92% in FY21)	N/A

Highlights

- We achieved 20% reduction in the number of externally escalated customer complaints to the Energy and Water Ombudsman and a historical low of under 6% of total complaints escalated via Ombudsman/Government channels.
- The contact centre outage and emergency inbound phone system was refreshed to simplify the customer experience, delivering customer time savings of more than 2,000 hours per annum.
- To improve communications with CALD customers, we conducted a first-ever CALD communication training for over 75 staff in customer and partner facing roles to improve empathy in the delivery of customer service and better understand the communities we serve.
- A Voice of Community initiative, as part of Ausgrid's continuous customer engagement program, was expanded to now measure service performance and gather customer insights across 16 services and channels, capturing community resilience sentiment following major incidents (such as the December 2021 Northern Beaches storm event) and supporting the Regulatory Reset.
- We implemented a dedicated Accredited Service Provider (ASP) web page to improve access to relevant information, providing status updates via emails triggered by web portal workflow. This means ASPs can submit designs and receive and accept connection offers online.

Delivery on commitments

Maturity ●●●●○
Empowered

FY21 Commitment	FY22 Actions
Planned SMS/email outage notifications rolled out to all customers	<ul style="list-style-type: none"> • All customers with a valid phone number now receive SMS notifications when unplanned outages occur and another when supply is restored. For planned outages, customers now also receive reminder notifications and information about cancellations via SMS.
Improve digitisation of customer delivery and communications, including bushfire, safety defects, outages, connections and customer care communications	<ul style="list-style-type: none"> • We introduced refreshed email and SMS notifications for connections, streetlighting, poles and wires maintenance, vegetation management, graffiti removal, bushfire remediation, safety inspections and complaints handling. • Notifications and follow up communications to customers applying to the Customer Assistance Framework are now also sent via email, improving timely support. • We upgraded our power outage map to support improved website performance during major weather events.
Increase awareness and participation in the contestable vegetation management trial and monitor safety, performance and efficiency	<ul style="list-style-type: none"> • In FY22, local authorities used the contestable vegetation management trial option 1,094 times. Under the trial, Councils are able to engage their own contractors (which means they receive better value as they choose their rates and fees) and complete works in shorter time frames.
Review all customer communications for clarity, empathy and consistency in messaging	<ul style="list-style-type: none"> • We adopted the practice of more personalised communications with retailers which has improved confidence scores for our retailer partners by 17 percentage points (63% to 80%). • The bushfire inspection program letter was revised to more clearly direct customers to financial assistance and reframe defect rectification as a partnership between the customer and Ausgrid, reducing friction around roles and responsibilities.
Improve connections process	<ul style="list-style-type: none"> • We established two new metrics to benchmark and track assessment timeframe improvements for complex connections. • Design phase improvements were achieved by amending our Network Standards to allow increased use of pre-configured standard minimum earthing designs, resulting in twice the number of designs being expedited. Changes to standards also provided alternatives to copper cabling to achieve required ratings in conduits for low voltage network distributors, delivering \$11.5M annually in customer savings as well as safety improvements by reducing copper cabling theft. • We expanded the scope of "simple" projects (i.e., no project specific design information required) to specific categories of overhead sub-transmission relocation projects (primarily in the Hunter area, but also smaller single pole relocations in the Sydney area). This change was made following customer feedback on similar projects.
FY23 Goals	
<ul style="list-style-type: none"> • Develop an inclusiveness strategy to improve the experience of customers in vulnerable circumstances, CALD customers and people with disability when dealing with Ausgrid. • Improve vegetation management by expanding data sharing agreements with five more Councils, and use data supplied by vegetation contractors to identify new trimming practices and enable photo uploads of trees requiring trimming to our website. • Implement further enhancements to our Customer Relationship Management systems to deliver customer benefits such as improved customer communications for vegetation management and poles and wires remediation requests, and improved visibility around the connections process for ASPs. 	

Customer impact

Our actions this year have enhanced our customers' visibility of outages in their area, provided an uplift in relationships with councils and created process efficiencies for customers that, in many cases, were overdue. Customers now experience less time waiting for complaint or claims resolution compared to the previous year, leading to a decrease in EWON escalations. Improvements in tone and clarity of our communications has resulted in increased effectiveness, such as for bushfire rectification. This is supported by our RepTrak™ results where customers have stated that Ausgrid "always respond[s] to enquiries quickly" and "the systems that Ausgrid have been developing and working on are making things easier". Our key customers and partners have found that service digitisation has made it easier for them to work with Ausgrid. In the spirit of continuous improvement, we will invest in further improving our systems and processes to elevate the customer and partner experience.



Principle 5: We will support customers facing vulnerable circumstances

Metrics	FY22
Life Support Customer reputation score*	81% satisfied with Ausgrid's notification process for planned outages (May 2022)
Life Support Customer confidence score	75% (vs. 74% in FY21)
*This year, we shifted from reputation scores to confidence scores. We will continue to track confidence which will capture views of our LSCs.	

Highlights

- Our Customer Assistance Framework was expanded to include definitions of domestic violence and tiger tails customers facing short term financial stress.
- We provided proactive support to HSC students and teachers during outages that coincided with exams during lockdown.
- We surveyed 19,973 Life Support Customers to test Australian Energy Foundation recommendations.
- In response to the March and June 2022 floods, we published a web page with easy-to-find financial and restoration service information for customers impacted by flooding.
- We also launched a Flood Assistance Package which included network charge pauses, reconnection fee waivers and reimbursement of up to \$600 of reconnection repair costs. Disconnections for non-payment were paused during these periods.
- We improved coordination with emergency support agencies to prioritise vulnerable customers during flood events. For the June floods, Ausgrid deployed employees to 12 Recovery Centres to directly engage with impacted customers.
- We conducted welfare checks on impacted Life Support Customers during extended unplanned outages by providing door knocks from field staff where they could not be reached by phone.
- High bushfire defect customer-initiated rectification rates were once again achieved through early public outreach, increased communications with Councils, public educational campaigns and contact centre initiatives.

Delivery on commitments

Maturity Empowered

FY21 Commitment	FY22 Actions
Develop and implement a digital customer assistance strategy to better inform customers in vulnerable circumstances on existing broader support channels	<ul style="list-style-type: none"> • A refreshed Customer Assistance Framework was launched in September 2021 and our Customer Portal is also undergoing improvements. These updates will enable registration for online services, including claims, complaints and communication preferences. The customer assistance webpage is now more accessible than ever, making it easier for the contact centre to assist customers by consolidating government assistance links and programs into one location.
Work with the AEF and energy sector on progressing recommendations from the report regarding 'Better outcomes for energy consumers using life support equipment at home'	<ul style="list-style-type: none"> • Results of our LSC Survey, which received 3,400 responses, showed participants wanted: on-time and accurate communication related to outages and advance warnings, back-up power to support their life support equipment and telecommunications, support with getting better information related to battery and solar usage, installation of community batteries in their local network and an easier renewal process of their LSC status. • We partnered with retailers on quarterly reconciliation of LSC records and automated delivery of a number of LSC processes including follow up letters. We also launched a dedicated retailer webpage as a central location for retailer information and, in FY22, we achieved a confidence score of 75 for LSCs.
Trial Knock Before You Disconnect to test program outcomes and long-term benefits	<ul style="list-style-type: none"> • The Knock Before You Disconnect trial was delayed until August 2022 due to the continued impacts of adverse weather, flooding and COVID-19. The three-month trial will be run in South-West Sydney in partnership with Energy Australia and aims to reduce the number of disconnects. • Outcomes of the trial will be compared against a set of targets to determine program effectiveness. This will inform how we progress with the program by assessing costs, resources, process changes and benefits and opportunities for customers.
FY23 Goals	
<ul style="list-style-type: none"> • Implement outcomes from LSC survey results and circulate results with the Energy Charter to identify cross-sector actions. • Complete hardship applications within 30 days and continue to review and update our customer assistance website. • Undertake a comprehensive review of the Knock Before You Disconnect initiative. • Continue to work with the Energy Charter on the Cost of Living #BetterTogether initiative to achieve improvements for customers in vulnerable circumstances. • Commence a technical upgrade of our website to enable future improvements to accessibility for customers with disability. 	

Customer impact

This year, we have improved access to financial and energy advice for customers impacted by floods and we will continue to focus on ways to support community resilience. Improvements made to our Customer Assistance Framework's accessibility makes it easier for customers to seek assistance when needed. Our LSCs have better access to information, better communication and more support during extended outages than ever before. This includes streamlining internal processes to ensure it is easy for these customers to interact with us. We are committed to continuous improvement of the experience our LSCs have when dealing with Ausgrid.