

**ActewAGL  
Energy Charter  
Disclosure 2021**

# Message from our CEO

2021 has been a challenging year and it will come as no surprise that this year's disclosure shows that both our customers and the way we conduct our business continue to be affected by the impacts of the global pandemic. As an essential service provider, we are acutely aware of the role we play in our community and we are focused on responding to our customers in the most effective ways possible.

This disclosure demonstrates our commitment to improved outcomes for all customers and the steps we have taken to achieving these. With the challenges of the past year, we have intensified our efforts to ensure those customers who require additional assistance get the support they need, as and when they need it.

Our customers continue to be at the centre of everything we do and this disclosure also demonstrates how we listen to our customers to make improvements to our business products and processes collaboratively and responsibly. We have been upfront in acknowledging that, despite our best efforts, we don't always get it right, but we are committed to working with customers, community and advocacy groups to improve the way we do things.

Perhaps the only thing we know for sure about the future is that change and a level of uncertainty have become the norm. With a positive mindset, we will continue to collaborate with all stakeholders to ensure we adapt effectively and responsibly and provide the best possible customer outcomes.



  
John Knox  
Chief Executive Officer

# Intro

Over the past 18 months, the capital region faced a range of challenges, including the Black Summer bushfires and the ongoing COVID-19 pandemic. While these developments resulted in difficult times for our community, they also provided opportunities for ActewAGL to contribute additional, direct and meaningful support to our region.

Throughout ActewAGL's disclosure, we highlight that it is customer outcomes that drive our actions. Customer research and engagement underpin our energy products and propositions, and support the evolving energy experience. We are focused on maximising customer value as awareness and uptake of new and emerging technologies continue to grow over time.

# We haven't always got it right

As the *Voice of the Customer* examples throughout our disclosure demonstrate, we don't always get it right the first time. We recognise the value in customer feedback as a meaningful driver for positive improvements and measurable outcomes. Our 'close the loop' project, reported in last year's disclosure, means key customer feedback is reviewed and actioned for continuous improvement.

# Our disclosure

ActewAGL's disclosure is separated into two closely linked sections. Section one outlines ActewAGL's current and aspirational maturity rating, case studies, outcomes and how customer feedback directly drives changes. Section one, particularly the key customer outcomes, directly relates to the commitments outlined in section two.

Per the Independent Accountability Panel's (IAP) recommendation, section two is a single table of the commitments ActewAGL made, how we delivered and what we are committing to in order to drive further improvements.

# Section One

## P1 – Put customers at the centre of our business and the energy system

EMERGING 2021

EVOLVED 2022

### Maturity rating

Several key changes were implemented that transitioned ActewAGL from Emerging to Evolved. The coming year will be one in which ActewAGL will concentrate on further embedding and refining these changes throughout the business.

### Key customer outcomes

- ✓ Consistency in quality and customer experience across ActewAGL.
- ✓ System enhancements, services and products are developed and implemented based on customer inputs and feedback.
- ✓ Customers calls are more efficient and focused—with tools enabling personalised advice for customers.
- ✓ Staff satisfaction with learning and development opportunities has increased.
- ✓ Real-life examples of customer experiences, frustrations and opportunities for improvement have been shared through relevant regulatory and government working groups and forums.

### Voice of the customer

“Once I got over the wait time and numerous button pushes, the assistant was able fix my request.”

“Your staff member was very helpful and gave me advice on ways to reduce my bill.”

“There were long waiting periods on my first two attempts, but the third went through quickly. It took a while for this person to explain the Home Demand tariff system. However, in the end all went well. Thanks, ActewAGL.”

### Directly drives the changes we make

Enhancements and changes to the My.ActewAGL online customer platform are prioritised based on customer feedback.

Changes to our Interactive Voice Response (IVR) are scoped and prioritised based on customer feedback.

Responded to customer feedback and expanded the number and locations of Energy Bars, providing additional face-to-face channels for customer conversations.

### Outcomes not actions

In our 2019–20 disclosure, we committed to establishing a customer reference group, in the form of a panel. We have since established the ActewAGL Powerboard (‘Powerboard’).

The Powerboard gives us access to expanded capabilities for both quantitative and qualitative customer research activities; including surveys, polls, interviews and case studies.

The Powerboard ensures we remain oriented with what matters most to our customers, in a way that complements our business and customer service culture. It facilitates evidence-based decisions relating to products, services and experiences by distilling insights from the community through various research channels.

## P1 Metrics

COMPLAINTS RESIDENTIAL & SMALL BUSINESS

2019/20

1235

2020/21

1035



+71

Net Easy Score



CSBA = 76%

1st in energy sector



56,680

Customers used IVR

4.3

Customer Satisfaction (‘CSAT’) Score

+31

Net Promotor Score

# P2 – Improve energy affordability for customers

💡💡💡 EMPOWERED 2021

💡💡💡 EMPOWERED 2022

## Maturity rating

ActewAGL made further progress, with several additional initiatives launched during the reporting period. We will continue embedding recent changes, working in partnership with government, consumer advocates and the broader community.

## Key customer outcomes

- ✓ Customers are enabled to reduce their emissions profile by increasing the efficiency of appliances in their homes.
- ✓ Improved energy efficiency also supports cost savings, assisting customers with managing their costs of living.
- ✓ Customers have access to ActewAGL's Chilly Season plan (15% discount off electricity usage and 30% discount off gas usage), designed with Canberra's seasonality in mind and specifically targeting a reduction in winter heating costs.
- ✓ Customers have received a total of \$193,000 in incentive payments as a result of more than 10,000 older, inefficient fridges being collected and recycled across the community.

## Voice of the customer

"There were happy tears from a client this week, who thought they were in serious debt, only to have their concessions applied properly and find they were actually in credit! These very simple acts that your team do every day, are often the ones that make lasting impacts on vulnerable members of our community."

"My issue was dealt with quickly. The operator also took the opportunity to discuss my plan and saved me money. Thanks for her initiative."

"Your staff member was very helpful and gave me advice on ways to reduce my bill."

## Directly drives the changes we make

Staff have access to clear and relevant information on available products, including the unique benefits of each offer, empowering them to provide more meaningful and personalised assistance to customers.

Staff are recognised and rewarded for positive customer outcomes and excellence in customer service.

Customers installing a smart meter can choose between an underlying time-of-use or demand network tariff, depending on which is best suited to their individual consumption patterns.

Customers can choose the market offer which best suits their circumstances, from a suite of products tailored to our customer base.

## Outcomes not actions:

### Energy Efficiency in Public Housing

Under the Energy Efficiency Improvement Scheme (EEIS), ActewAGL and the ACT Commissioner for Social Housing deliver energy efficiency upgrades for public housing. This initiative commenced during December 2018 and throughout its duration is delivering 2,200 energy-efficient upgrades to public housing properties in the ACT. These upgrades include replacing old, inefficient ducted gas heaters with ducted reverse cycle, gas room heaters to room air conditioners and gas hot water to hot water heat pumps.

With the continuing impacts of the COVID-19 pandemic, it has been more critical than ever to support vulnerable households. Positive collaboration with the ACT Government and other key stakeholders on initiatives such as these through the EEIS, lead to demonstrably better outcomes for customers and the broader community.

# P2 Metrics



30,000

cars off the road for one year



69%

of ACT concession cardholders receiving discount



483

customers had a new concession applied



>9%

customers accessing MRCs

# P3 – Provide energy safely, reliably and sustainably

🌱🌱🌱 EXCEEDING 2021

🌱🌱🌱 EXCEEDING 2021

## Maturity rating

ActewAGL has maintained a maturity level of Exceeding.

**Safety:** ActewAGL's Joint Venture Health & Safety Strategy and Retail Safety Committee program are comprehensive and underpin the continuing focus on our safety initiatives and practices.

**Sustainability:** ActewAGL's Joint Venture Sustainability Strategy sets out our focus as we work with our stakeholders, towards a sustainable, net zero greenhouse gas emissions energy future.

**Reliability:** We are targeting the development of future-focused solutions that can be implemented across the supply chain. This will lead to outcomes that are optimised for our various cohorts of customers

## Key customer outcomes

- ✓ Customers are being provided with the information and product opportunities to support the transition to zero emissions vehicles.
- ✓ Business customers are benefiting from the cost savings and emissions reductions being delivered through the EEIS commercial lighting upgrade program.

## Voice of the customer

"We will save about \$15,000 in the next financial year and savings over the next five years will be considerable...It allows us to direct more money immediately into our Christmas programs and we simply couldn't have done it without the support of ActewAGL." (St Vincent de Paul Society, ACT)

"I can honestly say, from the first pitch discussions in December last year, this collaboration has been a real joy. Aligned vision, everyone willing to get stuck in and a great bunch of people to work with." (Evie Networks)

"Came looking to see what rates were for charging electric vehicles from home. Other states have \$1 day deals and the like as an incentive to be green."

## Directly drives the changes we make

Comprehensive and relevant information is accessible for staff, ensuring they are empowered to effectively support customers as the energy market and sustainability priorities continue to evolve.

Expanded innovation initiatives and partnerships have been included in ActewAGL's suite of community partnerships and support programs.

Expanded discussions and engagement with others across the supply chain have continued to occur through the Energy Charter and other relevant forums, enabling the most meaningful outcomes to customers.

## Outcomes not actions

### Driving Electric Vehicles (EVs) in the ACT

ActewAGL is focused on supporting the electrification of transport, with transport emissions currently making up 57.2% of greenhouse gas emissions in the ACT. EVs are beneficial for both individual customers and the environment, particularly when charged on renewable electricity, as is the case in the ACT.

From forming the ACT Electric Vehicle Council in 2009, to advocating for EVs as a viable transport option in the region and pioneering public EV charging infrastructure in the ACT during 2016, ActewAGL has been leading the region in this space for some time.

During 2020, ActewAGL began work on an ARENA-funded Realising Electric Vehicle-to-Grid Services project as a lead proponent of an industry, government and research consortium. This project is at the forefront of EV charging technology and will help us better understand the collective value available from EVs and battery technologies, including how the technology can support customers by reducing the overall cost of EV ownership.

We know that in the longer term, EVs provide significant savings on the running costs of owning a vehicle. To further support these savings, ActewAGL launched the EVolve plan this year, designed to help customers maximise the value of their EV investment. The plan provides customers with a bill credit that covers the cost of charging a typical EV on off-peak time-of-use energy rates to a value of 4,000 kms of travel per year.

This year, we also partnered with national EV charging network operator, Evie Networks, and are working together to expand the EV charging network across the capital region and beyond, to ensure a well-connected community and further support the uptake of EVs. Initial plans will see the current public ActewAGL/Evie Networks EV charging infrastructure double in capacity between now and 2022. So far, ActewAGL's public charging infrastructure has supported over 450,000kms of travel for EVs, with plans for much more to come.

Finally, ActewAGL has signed a Memorandum of Understanding (MOU) with the Australian Electric Vehicle Association (AEVA), with the key principles being to:

- promote the use of EVs to reduce transport emissions in the ACT and surrounding region
- work with AEVA members and the wider community to develop appropriate services and products that support EV owners and users
- share information, where appropriate, to reduce the barriers for widespread adoption of EVs.

# P3 Metrics

-7%

Decrease in staff engagement in 2021 survey

88%

Safety Culture Score

51+

'The Week That Was' communications

19

Community Grants funded

4000+

business customers provided with energy efficiency upgrades

# P4 – Improve the customer experience

EVOLVED 2021

EMPOWERED 2021

## Maturity rating

To move from Evolved to Empowered over the coming year, ActewAGL will be targeting improved customer feedback relating to the online experience and further optimisation of the portability of customer data for an improved experience.

## Key customer outcomes

- ✓ Customers can access relevant and helpful information through whichever channel best suits their individual preferences.
- ✓ Customers can choose from a range of new and innovative market offers, and access EvenPay which has helped a significant number of customers manage their payments and budgets.
- ✓ Use of the Australian Death Notification Service (ADNS) has removed the extra burden of customers needing to make notifications regarding accounts, following the death of a loved one.

## Voice of the customer

"I wanted to pass on how happy I've been with ActewAGL customer service staff, in particular over the phone. In the last five years, every single time I call, they're cheerful, extremely helpful and provide easy to understand and in-depth information."

"This problem would never have arisen if ActewAGL had not spelled my name incorrectly in the first place."

## Directly drives the changes we make

Customer service training has been expanded for staff and a new coaching program implemented.

Our 'close the loop' capabilities have been expanded, ensuring customer feedback is managed more effectively.

Additional improvements to online capabilities have been scoped and are scheduled to be delivered during Q1 2021–22.

## Outcomes not actions

### In-person advice and service

Ongoing feedback from our customers and community indicates that many still find the energy industry confusing. Customer feedback also indicates that many prefer to engage with us in person rather than on the phone or through digital channels.

Last year, we had one Energy Bar offering in-person advice and service. Today, we have permanent Energy Bars located in the centre of Canberra, Batemans Bay and Bega. We also operate several mobile Energy Bars, rotating throughout central locations in the region.

Our Energy Bars are available to anyone who would like to speak with an ActewAGL team member in person to better understand their bill, update their details, check their plan is meeting their needs or discuss options to increase their energy efficiency. Many customers express appreciation that they can speak to a local team member who has the knowledge needed to best support their individual circumstances.

### CX110 – Design and delivery of customer-centricity

ActewAGL's customer service excellence program, CX110, continued during the past year, with a range of initiatives designed to further improve customer-centric outcomes. Key initiatives and outcomes this year included:

- Wrap-up code optimisation and improved insights on issue management, ensuring more targeted performance improvement initiatives.
- Root cause analysis to assist in managing high volumes of call transfers. This also contributed to identifying knowledge management gaps which were able to be targeted for resolution.
- An increased frequency of quality assurance measures within the Contact Centre, improving the consistency of agent communications.
- For all staff, an enhanced process was introduced to identify areas requiring improvement. One-on-one coaching, guidance and further training can be provided more quickly and effectively, as and when it is needed.
- The expanded 'close the loop' process is supporting ongoing root cause analysis activities. This process has dedicated outbound resources assigned who review customer feedback, identify low satisfaction or unresolved issues and proactively contact customers to resolve.

# P4 Metrics

## DISCONNECTIONS RESIDENTIAL/NON-PAY CUSTOMERS

### ELECTRICITY



### GAS



145

customer letters rewritten

6081

Customers attended the  
ActewAGL Energy Bar

10

Shark Tanks >120 participants

## P4 – Improve the customer experience

### Crucial partnerships

In ActewAGL's experience, partnerships with key consumer advocates and community organisations are essential in order to deliver effective assistance to customers who are experiencing vulnerability or who are in crisis. The following example illustrates the tangible outcomes of these partnerships.

A young woman with mental health concerns had been living without power for a month, following disconnection by another retailer. The ACT Civil and Administrative Tribunal (ACAT) approached ActewAGL to ask if we would work with them to assist the customer. A Contact Centre team member facilitated a conference call involving the customer's healthcare worker and was able to create an account immediately. She then transferred the call to our hardship team, ActewAGL Staying Connected, who further connected the customer with the additional assistance she needed. While the customer and her health worker were engaged with the ActewAGL Staying Connected team, the Contact Centre team member raised an after-hours reconnection, monitored the order, and finally called the distributor to ensure they understood that the reconnection was a priority. ActewAGL is extremely proud that our staff regularly go 'above and beyond', particularly for vulnerable customers. In this case, it would not have been possible without the collaboration and partnerships that have been built over time with key stakeholders. All parties worked together to ensure that a vulnerable customer was given all possible assistance and was reconnected as soon as possible.

## P5 – Support customers facing vulnerable circumstances

👉👉👉 EMPOWERED 2021

👉👉👉 EXCEEDING 2021

### Maturity rating

ActewAGL rates its maturity as Empowered. Our ActewAGL Staying Connected hardship team, suite of community partnerships and support programs and ongoing work with consumer advocates, community groups and ACAT, all position us well to support customers experiencing vulnerability. Initiatives have been designed in response to the specific needs of customers experiencing these challenges, and outcomes are measured to ensure effectiveness.

To move to Exceeding, ActewAGL will explore additional measures to reduce the number of customers unsuccessfully exiting the hardship program. While this can often occur due to circumstances beyond the control of our ActewAGL Staying Connected team, we know that being able to maintain their payment arrangement followed by successful completion of a hardship program is an important measure of assistance effectiveness for vulnerable customers. ActewAGL will continue to ensure assistance is tailored to individual customer circumstances.

### Key customer outcomes

- ✓ Customers are able to engage with ActewAGL without fear of judgement, knowing they will get confidential, personalised support tailored to their individual circumstances.
- ✓ Customers experiencing trauma have access to dedicated processes designed to minimise potential challenges.
- ✓ ActewAGL has a tailored program with additional protections for customers who are experiencing domestic or family violence situations.
- ✓ Consumer advocates and community groups can connect with the ActewAGL Staying Connected hardship team directly and facilitate immediate assistance for their clients.

### Voice of the customer

"The ActewAGL Energy Efficiency Scheme has been an incredible blessing to our community service. The application, arrangement and installation of the reverse cycle heating and hot water system was seamless. The new system is top of the range and works brilliantly. This program has benefited our youth homelessness service, decreasing electricity bills and cutting off gas all together. Our participants are stoked to have such an amazing system that keeps them warm in the winter." (Canberra City Salvos)

"Thank you for your understanding because it really has been a struggle. Thank you for calling. I really appreciate it."

"It was almost as if they were able to "walk in my shoes", so to speak."

"Not judgemental about me not being able to pay my bill. Very understanding and very helpful."

### Directly drives the changes we make

Expanded the provision of information relating to assistance for vulnerable customers.

Expanded partnerships to ensure support measures through the COVID-19 pandemic remained effective over time.

Expanded our ActewAGL Staying Connected hardship support to include small-to-medium business customers.

Proactively monitored hardship customers to ensure the maximum number were on the best offer for their individual circumstances.

## P4 Metrics



38,610

new customers signed up to EvenPay

## P5 Metrics

### HARDSHIP CUSTOMERS

#### ELECTRICITY



#### GAS





# P5 – Support customers facing vulnerable circumstances

## Outcomes not actions

### Domestic violence assistance: ActewAGL's Enduring Support Scheme (ESS)

ActewAGL's Staying Connected hardship program assists customers who are experiencing financial hardship or other related vulnerability. The ActewAGL Staying Connected hardship team also administers our Enduring Support Scheme (ESS) for residential customers who need assistance managing their energy and water accounts due to domestic or family violence.

Recently, a residential customer spoke with the ActewAGL Contact Centre enquiring about a new electricity account. She also needed to ensure that her name was no longer listed on her previous address as she had moved out over a year prior.

At the time, and because of a domestic violence order, the customer had not been able to ensure that her ex-husband, who was still living at the previous address, had removed her name from the account. Upon investigating the address, the Contact Centre operator uncovered that the electricity account at her previous address was still active and remained in her name. While the operator was able to organise for the account to be closed, the final invoice remained unpaid.

As the account holder, the customer was financially responsible for the final invoice of almost \$500. The ActewAGL Staying Connected hardship team applied an immediate \$100 Energy Support Fund voucher then further adjusted the balance under the ESS. These actions resolved the issue quickly without making the situation any more difficult for the impacted customer.

### Community Energy Efficiency Scheme (CEES)

One of our newest community support programs, the Community Energy Efficiency Scheme (CEES), provides free appliance upgrades to community organisations providing services and support to vulnerable Canberrans, including those with an increased risk of experiencing poverty or economic disadvantage. The program helps organisations upgrade from ducted gas heating to ducted reverse-cycle air conditioning or a wall-mounted unit, or alternately, change from their gas or electric resistance water heater to a highly efficient electric water heater at the organisation's premises. These small changes empower these organisations to focus more on their community and less on their energy bills.

The CEES launched during December 2020 and runs until December 2023 with targets to undertake one install a month, at no charge, for an eligible community organisation.

Since the program commenced, CEES has enabled a total of eight upgrades of hot water systems, ducted heating and lighting for eligible community organisations. Some of the organisations in receipt of support are Salvation Army (Braddon), the Lanyon Community Centre (YWCA) and YWCA Canberra (Spence).

### Hardship assistance for business

As noted in last year's disclosure, ActewAGL is committed to supporting local businesses with adapting their business models in the face of the current COVID-19 pandemic lockdown conditions. With this in mind, ActewAGL has partnered with local business advisors, Queanbeyan Enterprise Centre Incorporated (QECI). ActewAGL's small-to-medium business customers who are accessing the ActewAGL Staying Connected hardship program, have been eligible for free mentoring sessions with QECI. These mentoring sessions covered the individual needs for each organisation, whether it be marketing assistance, pivoting their operations under new COVID-19 pandemic lockdown restrictions or assistance with budgets and projections.

## P5 Metrics



29

businesses assisted via our Staying Connected program



2,344

customers accessing Utilities Support Fund



95%

of hardship customers now receiving a discount



9

Bring Your Bills Days carried out, in addition to a virtual event



## Section 2: ActewAGL commitments snapshot

In response to the Independent Accountability Panel (IAP)'s recommendation that Signatories "ensure that Disclosures make clear whether previous year commitments have been delivered" (R15), ActewAGL has prepared the below snapshot. The snapshot spotlights ActewAGL's progress against the three stages of disclosure commitments: What we committed to previously, our progress, and the future commitments we're making in order to drive real and lasting change for our customers, community and industry.

### P1 – Put customers at the centre of our business and the energy system

PIA: Principle in Action IAP: Independent Accountability Panel Recommendation ✓ Achieved \*\*\* Partially achieved ✗ Not achieved

WHAT WE SAID WE'D DO	HOW WE'VE DELIVERED	WHAT NEXT	STATUS	PIA	IAP
Explore further options for IVR self-fulfilment.	As a result of multiple regulatory projects, the capacity of the technical team was significantly reduced and this commitment was postponed to next year.	Further enhancements to the IVR will be guided by direct feedback from customers.	✗	1.1	R7
Revise and update KPI reporting to expand beyond transactional metrics to measures which represent more holistic and strategic outcomes. This includes a customer satisfaction (CSAT) and Net Promoter Score (NPS).	Introduced Net Easy Score in this reporting period to drive improvements in CX. Introduced additional reporting mechanisms to capture and respond to customer feedback (including dissatisfaction, not just formal complaints), which is providing further CX insights. ActewAGL is focused on identifying the root cause and implementing process improvements, for continual improvement in customer satisfaction.	Continue to revise and update KPI reporting to expand beyond transactional metrics to measures.	✓ BAU	1.2	R7
All Retail Group Managers to spend time in the Contact Centre at least once per month.	During the reporting period, the General Manager Retail (GMR) shadowed staff in the Contact Centre on average, once per week. Feedback from the GMR directly drives change and delivers outcomes for customers. An example of this is a project that has just commenced to rewrite all customer letters. The outcome of this project will be improved communications that are clear, informative and easier to understand.	Complete updates to customer communications. GMR to continue shadowing staff in the Contact Centre. Continue to work towards Group Managers shadowing in the Contact Centre at least once per month.	***	1.2	R7
Additional Executive team members to regularly visit the Contact Centre.	The CEO and members of the Safety, Audit and Risk Committee of the Joint Venture Board visited the customer Contact Centre during the reporting period. Feedback from these visits has supported changes and improved outcomes for customers.	These sites visits are being embedded in BAU operations.	✓ BAU	1.2	R7
Implement staff engagement initiatives postponed due to COVID-19. Regular engagement pulse checks to ensure measures remain effective.	In response to the feedback staff provided through our annual engagement survey, a 'Rules of Engagement' workshop was held with key leaders from across ActewAGL. This workshop facilitated open and honest discussions about how we can address and improve our communication and collaboration and lead to tangible and measurable commitments.	Implement staff engagement initiatives that were previously postponed due to COVID-19. Regular engagement pulse checks have been embedded in BAU operations, ensuring measures remain effective.	*** BAU	1.3	-
If conditions allow, expand shadowing and secondment opportunities (both formal and informal arrangements) further in 2021.	There have been 20+ secondment opportunities for ActewAGL staff this year, as a result of multiple projects being undertaken across the business. Time and resourcing constraints have resulted in fewer shadowing opportunities.	If conditions allow, expand shadowing opportunities per our 2019-20 commitment.	*** BAU	1.3	-
Establish panel of research organisations. Panel to be implemented and in use by the next disclosure.	Established the Powerboard and utilised it to conduct customer research, which in turn has informed service and product design.	Utilise the Powerboard to inform future projects which positively impact the customer.	✓ BAU	1.4	R10
Continue to engage customers in product design and prioritisation.	Customer validation has been built into our product development framework and is a key component of the opportunity screening process.	This initiative has been embedded in BAU operations.	*** BAU	1.4	R9
Explore opportunities to further expand the ways customers can provide feedback.	This initiative has been partially achieved with further opportunities in data analytics to explore. The 'close the loop' project has been largely completed and ensures customer feedback is actioned and root cause analysis feeds back into the business to drive improvements. ActewAGL has also expanded the number of Energy Bars for in-person customer service support, providing customers with additional opportunities to provide feedback. Finally, ActewAGL established the Powerboard to conduct customer research.	Explore ways in which we can better utilise data analytics to drive improved customer outcomes.	***	1.4	R9
Continue to identify opportunities which support customer and community engagement.	1. ActewAGL joined both the Australian Energy Regulator's Better Bills Guideline working group and the Australian Energy Market Commission's Metering Review working groups.	Utilise the Powerboard to test bill changes with customers and the community, as well as share and respond to relevant feedback.	***	1.5	R10
	2. Our Reflect Reconciliation Action Plan (RAP) was finalised and submitted to Reconciliation Australia for review and endorsement. The RAP Working Group is comprised of employees from across the business.	Once approved, the RAP will outline a path forward for our business on better engaging the Traditional Owners of the land on which we work and live, to create a more collaborative path forward. The RAP is proposed to run from October 2021 to September 2022.	***	1.5	R11

## P2 – Improve energy affordability for customers

PIA: Principle in Action IAP: Independent Accountability Panel Recommendation ✓ Achieved \*\*\* Partially achieved ✗ Not achieved

WHAT WE SAID WE'D DO	OUR PROGRESS THIS YEAR	WHAT NEXT	STATUS	PIA	IAP
Lead the 'Realising Electric Vehicle-to-Grid Services' (REVS) consortium to demonstrate how EVs can support the electricity grid.	The REVS project was launched, with ActewAGL working alongside Evoenergy, Nissan, SG Fleet, JET Charge, ACT Government and the Australian National University to test vehicle-to-grid technology.	Project will run over two years.	✓	2.1	R4
Continue to promote and refer customers to available energy efficiency programs.	Customers are regularly referred to programs under the EEIS including the Fridge Buyback and Commercial Lighting Program. Commenced investigation into new initiatives that will expand our energy efficiency offering, supporting customer demand for a more energy-efficient home and the associated affordability benefits.	This initiative has been embedded in BAU operations.	✓ BAU	2.2	R6
Ongoing monitoring to ensure customers have access to the best offer for their individual circumstances.	In response to customer feedback, we increased our educational campaign to help customers better understand what makes up an energy price.	This initiative has been embedded in BAU operations. Expand use of smart meter data to deliver optimised and tailored energy solutions, ensuring every customer can access a product that is right for them.	✓ BAU	2.2	R1
Monitor customer usage and determine options for proactively advising customers if there is a better tariff option for them based on their usage profile.	Responding to customer feedback, usage modelling and local knowledge, ActewAGL reintroduced the Chilly Season plan (15% discount off electricity usage and 30% discount off gas usage). This plan was designed to specifically assist customers to manage higher winter bills resulting from the cold Canberra weather.	On-bill notification of the availability of a better offer will be implemented over the next 12 months.	*** BAU	2.2	R1
Continue with regularly scheduled discussions and collaborate on projects, processes and initiatives that will deliver better customer outcomes.	Regularly scheduled meetings are held with Metering Coordinators (MCs), Distributors and other external stakeholders who provide services to customers on our behalf.	Expand collaboration with stakeholders across the supply chain, where there is value.	✓ BAU	2.3	R13
Implement additional transparency and comparability measures approved by the ACT Government in response to the Independent Competition and Regulatory Commission's recommendations.	Implementing changes to ensure customers have access to the new measures set out through the ACT Retail Electricity Transparency and Comparability Code.	This initiative will be embedded in BAU operations.	*** BAU	2.5	R13

## P3 – Provide energy safely, reliably and sustainably

WHAT WE SAID WE'D DO	HOW WE'VE DELIVERED	WHAT NEXT	STATUS	PIA	IAP
Maintain, or improve the annual Safety and Engagement Score.	Difficult conditions resulting from changed working environments (COVID-19) along with an increase in workload as a result of a significant regulatory change program, in addition to BAU operations, temporarily impacted safety and engagement scores. Management responded and has strengthened the tools and supports that are in place, particularly around flexible working and mental health.	Improve the annual Safety and Engagement Score to its pre-COVID level, at a minimum.	✗	3.1	-
Ongoing monitoring of contractor safety performance and compliance.	To undertake verification beyond written processes and documentation, ActewAGL staff spend time in the field with service providers, including third-party meter reading providers, MCs and EIS service delivery partners.	Conduct a minimum of four field monitoring exercises per annum.	✓ BAU	3.1	R12
Continuation of the Community Grants Program.	ActewAGL's 2021 Community Grants Program expanded its focus to include organisations demonstrating innovation, environmental sustainability and support for 'at risk' and disadvantaged populations. Grants were provided to 19 applicants up to the value of \$10,000 each. In addition, ActewAGL partnered with the Canberra Innovation Network for the ZeroCO2 hackathon, contributing as both a prize partner and mentor.	This initiative has been embedded in BAU operations.	✓ BAU	3.2	R4 R6
Continue to participate and collaborate to deliver tangible sustainability benefits.	Expanded partnerships and initiatives aimed at developing an improved and more expansive charging network for EV owners in the ACT and broader capital region.	ActewAGL is committed to sustainability and the transition to net zero emissions and will continue to collaborate and advocate to ensure all customer impacts are considered through the transition to net zero greenhouse gas emissions.	*** BAU	3.4	R4 R6
ActewAGL is supporting a PhD student in researching the impact of housing energy efficiency on bill changes, driven by time-of-use rates.	ActewAGL will receive the final report, along with the supporting data, in the next reporting period. The outcomes of this research will be shared with consumer advocacy groups and may inform the development of future energy efficiency programs and innovative tariffs.	This initiative will be embedded in BAU operations once complete.	***	3.5	R6
Explore new opportunities to support business customers to improve their energy efficiency.	ActewAGL has developed and launched an Energy Solutions capability to facilitate the sale, installation and financing of new energy-efficient products and services. The Energy Solutions business is currently focused on assisting our business customers navigate the complex energy landscape and drive greater energy efficiency outcomes. Over 4,000 businesses participated in the ActewAGL Commercial Lighting program, with over 320,000 energy-efficient lights installed.	Further development of the Energy Solutions business through expansion to residential customers focused on smart home products/services and electrification of the home.	***	3.5	R1
Explore alternative options with our MCs to leverage technology and improve communication with customers.	ActewAGL leaders and staff regularly undertake site visits to observe MCs working in the field. In the reporting period, this included our Chief Executive Officer, General Manager Retail, Chief Financial Officer and a number of Group Managers, all of whom attended site visits to observe diverse types of work and review safety, quality and customer experience conditions.	Staff shadowing is now embedded in BAU operations. ActewAGL will continue to explore technology that assists customers derive better outcomes from their smart meter.	***	3.6	R7

## P4 – Improve the customer experience

PIA: Principle in Action

IAP: Independent Accountability Panel Recommendation

✓ Achieved

\*\*\* Partially achieved

✗ Not achieved

WHAT WE SAID WE'D DO	HOW WE'VE DELIVERED	WHAT NEXT	STATUS	PIA	IAP
Monitor the number of customers accessing available market offers and discounts.	ActewAGL actively monitors the number of customers accessing available market offers and discounts and has increased promotion of these offers across channels.	This initiative has been embedded in BAU operations.	✓ BAU	4.1	R7
Continue to update the Energy Charter resource hub with relevant material.	ActewAGL contributed initially to the Energy Charter resource hub however due to competing priorities for resources during this time, the same did not occur during the second half of the reporting period.	ActewAGL will ensure this commitment is embedded in BAU operations.	*** BAU	4.2	R11
Continue to promote the availability of EvenPay through customer conversations and correspondence.	EvenPay was strongly promoted throughout the year and the benefits of regular, budgeted payments regularly discussed with customers who were particularly focused on price and discounts.	This initiative has been embedded in BAU operations.  ActewAGL will further explore ways to effectively measure customer sentiment relating to fair outcomes.	✓ BAU	4.2	R7
Continue to hold Shark Tanks at least quarterly.	A total of ten separate Shark Tank sessions were conducted during 2020–21.	This initiative has been embedded in BAU operations.  Product development and initiatives will continue to be guided by what customers say matters most.	✓ BAU	4.3	R8
Continue to utilise direct customer feedback, from a variety of sources, to inform decisions and design	As a result of customer feedback, ActewAGL connected with the NSW Department of Customer Service's 'Australian Death Notification Service' portal. When someone has passed, their family can use the portal to notify several businesses at once about their loved one's accounts.	Whilst this initiative has been embedded in BAU operations, to further improve, ActewAGL will target feedback relating to the customer online experience.	*** BAU	4.3	R7
Continuing to focus on improving CSAT and NPS while looking to also introduce the 'Net Easy Score'.	The Net Easy Score was implemented and will contribute to ensuring that fact-based decisions drive improvements.  CSAT and NPS scores continue to rank ActewAGL as first in the energy sector.	This initiative has been embedded in BAU operations.  As a result of customer feedback, ActewAGL will launch an app this year to further enhance the customer experience.	*** BAU	4.3	R7
Continue to work in partnership with the ACAT to support customers as relevant (as relates to customers in crisis).	See 'Crucial partnerships' below.	This initiative has been embedded in BAU operations.	✓ BAU	4.4	R1

## P5 – Support customers facing vulnerable circumstances

WHAT WE PROMISED	HOW WE'VE DELIVERED	WHAT NEXT	STATUS	PIA	IAP
Exploring the option of a dedicated phone line to assist community groups.	The establishment of a dedicated phone line for Aboriginal and Torres Strait Islander customers and the installation of a First Nations Liaison Officer in the Contact Centre has been included as an objective in ActewAGL's Reconciliation Action Plan.  The ActewAGL Staying Connected hardship team promotes direct contact details and has a strong network of internal and external support options available for vulnerable customers for referral as relevant. These services include Care Financial, ACTSmart, The Salvation Army Moneycare, St Vincent de Paul Society, Domestic Violence Crisis Service, ACAT and other local and national services, as appropriate.	Initial work on establishing a dedicated Aboriginal and Torres Strait Islander line has commenced and is due to be completed within the next year.  Community group support through the ActewAGL Staying Connected hardship team has been embedded in BAU operations.	***	5.2	R11
Continue to provide refresher training (around hardship) to staff.  Utilise feedback to identify any gaps in the training program.	Annual hardship training is being delivered to customer-facing staff. The induction training has also been reviewed, with the ActewAGL Staying Connected hardship team delivering training related to vulnerable and hardship customers to all new starters.  In addition to the regular training, five new training sessions were introduced in the reporting period, all dedicated to improving the customer experience.	Incorporate staff feedback into training materials in order to drive continuous improvement.	***	5.3	R11
Continue working with community partners, advocates and stakeholder groups to ensure effectiveness of support measures.	In the reporting period, ActewAGL participated in multiple community-based events (e.g. 'Bring Your Bill' days) with Salvation Army, St John's Reid, Council on the Ageing, ACTSmart and others.  Monthly meetings were held with local community and support organisations to seek direct insights on the impacts of COVID-19 and other challenges and opportunities as relevant.  During Anti-Poverty Week, our ActewAGL Staying Connected hardship team participated, for the first time, in the Energy & Water Ombudsman NSW (EWON)'s Virtual Tenant Support Days for NSW Public Housing occupants.	Expand the community partners, advocates and stakeholder groups we work with where it will provide access and assistance to customers we are not yet reaching.	✓	5.4	R11
Monitor and maintain commitments through our suite of community partnerships and support programs.	We are providing expanded support through our Community Grants Program, Powerhouse partners and suite of community support programs.  The Community Energy Efficiency Scheme (CEES) was also launched during the reporting period.	To continue until 2023.	✓	5.4	R11
The current Energy Support Fund (ESF) is in place for the 2020–21 financial year. Ongoing dialogue with the ACT Government to facilitate continuance of the program.	Distributed 2,344 vouchers to the community in the reporting period.  Referred 83 voucher recipients for one-on-one financial capability appointments with Care Financial, who also distributed 453 Energy Support Vouchers throughout this time.	Continue to partner with ACT Government to facilitate continuance of the Utilities Hardship Fund.	✓	5.4	R11