

Hi Wendy,

As discussed at the Stakeholder forum in Brisbane on 10th October the metric that I use to gauge my satisfaction with the electricity industry is the Frequency of Failure to meet my expectations for customer service. I keep a rolling list of those occasions. As promised below are the frequency statistics for my unsatisfactory experiences with Energy Queensland for the six month periods from 1 July 2018 to 31 December 2018 and 1 January 2019 to 30th June 2019.

Six Month Period	Frequency of Failure
1 July 2018 to 31 December 2018	28
1 January 2019 to 30 th June 2019	35

However I am very pleased to advise that in the past couple of months I have noticed that a few very dedicated staff members from Energy Qld have made a concerted effort to move beyond the mere rhetoric of external marketing of customer focus to actually addressing the underlying issues causing the Standard Electricity Industry Run-around (SEIR) in the first place. In my opinion the Australian Electricity Industry has a long way to go to regain trust however those few individuals who have embraced change are a breath of fresh air in an industry which has historically provided just lip service to customer focus. My expectation is that in the future good customer service from the Australian electricity industry should be the norm not a rarity.

Regards

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