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# Endeavour Energy FY21 Disclosure Report

## The Energy Charter

Submitted to the Independent Accountability Panel



# 1. Key customer outcomes in FY21



**Residential and small business customers continued to benefit from the second lowest network charges** in the National Electricity Market



Launched our Stakeholder Engagement Framework to embed quality engagement across our business so **our decisions place customers at the heart of what we do**



**19,589 customers received \$3.44 million COVID-19 hardship assistance and bill relief** via Endeavour Energy's retailer support as part of the NSW Networks Assistance Package



**Energy information is more accessible for 1.3 million website users** through our new site which features improved accessible and can translate over 100 languages



**Councils and customers benefited from** the installation of 30,000 LED streetlights to deliver \$1.9 million savings in energy and 11,000 tonnes in CO2 emissions



**All customers and communities** will benefit from targets to reduce **greenhouse gas emissions by 25% by 2024 and 40% by 2035**



**18,000 flood affected customers** had their power restored safely after a 1-in-100 year flood across the Hawkesbury-Nepean catchment in March 2021



**Customers experienced better levels of service** across general enquiries and planned outages which delivered a **+30 net promotor score result**



**Communities and children benefitted from our donation of over \$40,000** to Hawkesbury Helping Hands, Food Angels and Variety's Children's Charity NSW/ACT



**Helped customers through COVID 19 lockdowns** by deferring 80% of scheduled maintenance to **maintain power supply to customers working and schooling from home**



**2,500 customers now benefit from our world leading Off Peak + program** that revolutionises the way affordable solar energy powers off-peak hot water systems, with more to come in FY22



**138,813 customer calls reporting faults & emergencies** were answered by our customer service team

## 2. Foreword

### Another tough year

The last 12 months have been another challenging year for our customers, communities and our nation as the COVID pandemic continues to reshape how we live and work.

Lockdowns, border closures and job losses have created adversity on a scale new to us all.

Our 1,500 workers continued to support 2.5 million people who depend on us to deliver affordable, safe and reliable electricity as they navigated the social and economic effects of the pandemic.

The unknown, long-term community impacts and unpredictable recovery time has challenged us to think differently about almost every aspect of our business.

Throughout, we have kept the lights on, kept our customers safe and well-informed, and kept our people well and in work. That is quite a remarkable achievement.

Unsurprisingly, a central focus for the year was to provide extra support for customers in vulnerability.

In addition to support offered to retailers to defer COVID bill impacts, we extended a hardship package to Hawkesbury Valley customers whose homes were devastated by once-in-50 year floods.

We also partnered across the sector to enhance support for culturally and linguistically diverse communities with energy literacy programs and we found new ways to prevent customers from being disconnected.

These better customer outcomes are the direct benefits of strengthened collaboration across the energy industry, government and customer advocates.

In parallel, we continued to build momentum with our transformation program and refreshed corporate strategy which is starting to demonstrate positive trends.

We have adopted a strong bias to action on the 2019 and 2020 Independent Accountability Panel recommendations specific to Endeavour, with results reported quarterly to the Board.

Our top five actions to drive better customer outcomes over the past year are highlighted in the case studies that follow and are directly related to the Independent Accountability panel recommendations to improve customer communication (IAP 2019) and improve engagement with the Executive team and customers, complemented by improved information systems and developing early warning signs of customer vulnerability. (IAP 2020)

Our second maturity assessment once again reflects the high standards we set for ourselves, with our ambition to improve performance over the next 1-2 years for all principles.

Once again, we are very grateful for the interest, expertise and positive contributions made by members of our Peak Customer and Stakeholder Committee towards shaping better customer outcomes.

We also want to thank our dedicated and resilient people who take great pride in being of service to our customers. It's truly rewarding to see that when our customers need us the most, our people are there.



Hon. Robert Webster  
**Independent Chair**



Guy Chalkley  
**Chief Executive Officer**

### Statement from our Peak Customer & Stakeholder Consultative Committee

*Our aim is to help Endeavour Energy generate better long-term customer and stakeholder outcomes by connecting, understanding and feeding back issues and priorities to its top team.*

*In 2021, we welcomed Endeavour Energy's efforts to strengthen the voice of the customer in key decisions. We also welcomed more frequent and purposeful engagement between committee members and Endeavour Energy's Board, CEO and senior leadership team. This has helped to reinforce a customer-centric culture, led from the top, and focused on issues that matter most.*

*We were consulted on Endeavour Energy's new Stakeholder Engagement Framework, its new website, and its plans to improve customer service. We were also involved in tracking completion of 44 commitments made in 2019, with 72% of milestones finalised. We also note the drive to improve, with benchmarking of strengths and weakness against other network Charter signatories.*

*We commend the significant efforts in responding decisively and sensitively to COVID, historic flooding, and to violent storms. This has helped to retain trust and keep people safe, while maintaining services so business and communities can function during great uncertainty.*

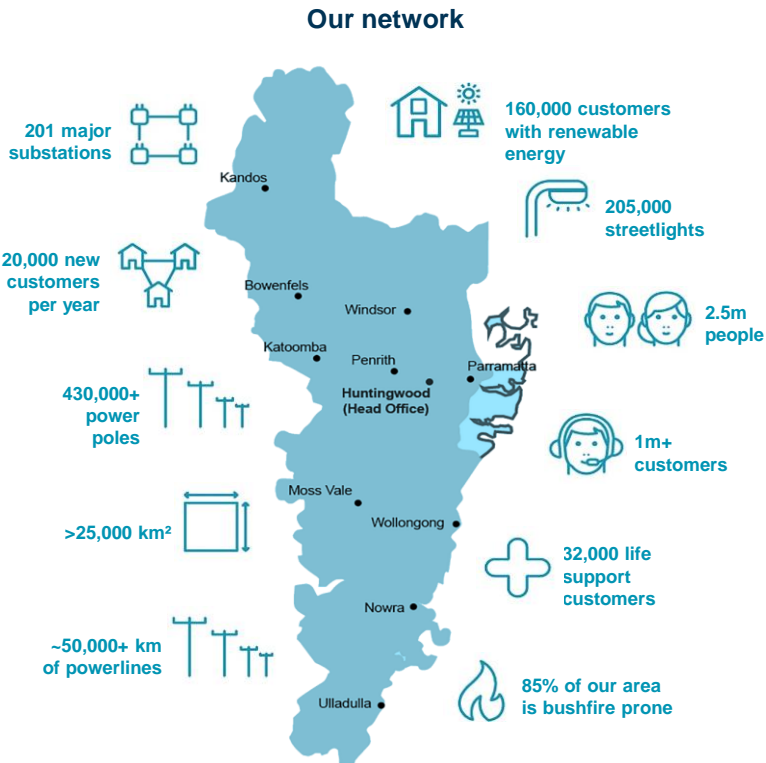
*We sincerely thank Endeavour Energy's people for their sustained, dedicated efforts.*

*We look forward to opportunities to collaborate with Endeavour Energy to embed cultural change using Energy Charter principles for the customers and communities for whom we advocate.*

### 3. About us

Endeavour Energy is responsible for building, maintaining and operating an electricity network that connects 2.5 million people to traditional and renewable energy sources in homes and businesses across Sydney's Greater West, the Blue Mountains, Southern Highlands, the Illawarra and the South Coast.

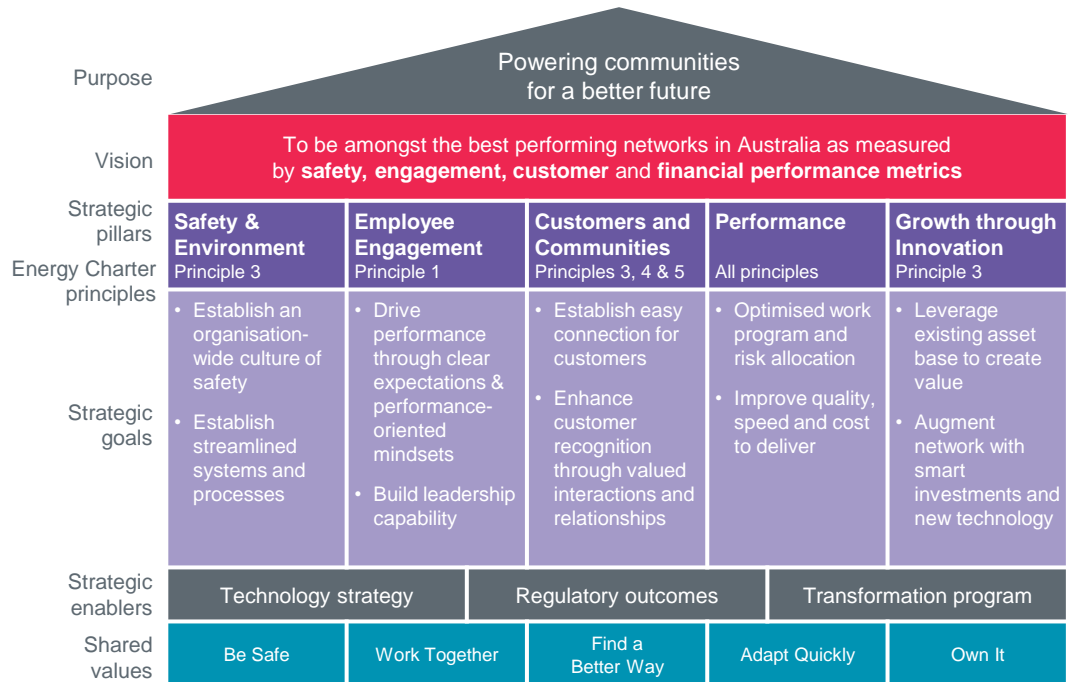
Our work makes a substantial contribution to the economic development, growth and prosperity of the regions we serve. We power Australia's fourth largest economy, Sydney's Greater West. This area includes Sydney's second international airport, its surrounding city of Bradfield, and the NSW Government's priority land release areas in North West and South West Sydney.



Changing customer needs are driving the rapid transition to a modern grid, where traditional and renewable technologies combine to enable the shift to a low carbon environment.

Our people take great pride in being of service to our communities by efficiently distributing electricity to our customers in a way that is affordable, safe, reliable and sustainable.

#### Our strategic framework supports each of the Energy Charter principles



## 4. Our customers and communities

Our customers and communities depend on us to power their homes and businesses safely, reliably and affordably. They also expect us to plan for Australia's vastly different energy needs as Australia rapidly moves to a clean energy future. Our main customer and stakeholder segments are shown here, according to their energy needs and interests.

The largest segment includes 951,507 households located in urban and surrounding rural areas. A rapidly growing subset of this group includes 31,993 life support customers who depend on reliable electricity to power medical equipment. We also have 160,000 solar customers, an annual increase of 2.5%. We expect this group to continue to grow as battery storage becomes more efficient and affordable.

We serve 81,180 commercial customers and 5,415 industrial customers who rely on large amounts of affordable and reliable electricity for their businesses to thrive. They include local councils, hospitals, government businesses, major shopping centres, manufacturers, and a group of high voltage customers.

Retailers are our largest customers by revenue.

Due to the challenges of FY21, our focus has been keeping people safe and the lights on for communities, particularly homes, small businesses and vulnerable customers. To this end, we increased our engagement with retailers – large and small – and supported them via the NSW Networks Assistance Package.

Type	Electricity consumption	Number
Residential	<160 MWh per annum	951,507
Commercial	<160 MWh per annum	81,180
Industrial	>160 MWh per annum	5,415
Site specific	>40 GWh per annum or 10MVA	40



## 5. Our five key focus areas for the year

### 1. Better understanding of vulnerability

**Challenge:** There's concern about how best to address customer vulnerability given the continuing social and economic effects of COVID. Identifying effective ways to address these impacts across the industry has proved to be challenging.

**Solution:** We introduced several initiatives to help customers experiencing vulnerability in all its forms. The continuing NSW networks COVID support packages involved extensive industry collaboration. Seven retailers took part in the program which saw Endeavour Energy rebate \$1.57m to assist 8,589 customers and deferral of \$1.87m to support 11,000 customers. The \$3.44 million assistance program for retailers demonstrated how important it is to create schemes that are simple to administer.

Energy Charter signatories also mapped customer touchpoints and support for vulnerable customers across the supply chain under the direction of the CEO Council. This strategic tool will help to identify the nature of support offered across the industry for future schemes.

We collaborated with other networks and trialled 'Knock Before You Disconnect,' aimed at providing further support to customers struggling to pay their electricity bills and at risk of disconnection. The trial in the Penrith and Seven Hills areas resulted in 46% of potential disconnections being avoided.

In the same spirit we gave South Coast and Southern Highland residents and businesses after devastating fires swept across their areas, we provided much-appreciated assistance packages to help customers and communities get back on their feet following historic flooding across the Hawkesbury/Nepean Valley. This included free inspections of meter boards, waiving all application, establishment and electrical contractor fees, pausing disconnections and providing a Community Liaison Officer at evacuation centres.

**Future focus:** We will expand the Knock Before You Disconnect program across our customer base and use calls to promote other available assistance. We will partner with energy businesses across the supply chain and community organisations to provide targeted support to customers negatively impacted through COVID, with additional focus on training for our contact centre.

### 2. Better understanding of customer experience

**Challenge:** Residential and business customers and suppliers told us they often experienced frustration and obstacles when dealing with Endeavour Energy. Our people also identified pain points and potential barriers when trying to overcome the biggest drivers of poor customer experience.

**Solution:** We embarked on a six-month Customer Journey Mapping Project to identify ways to improve service for key customer segments and remove obstacles to make the process efficient and intuitive.

We researched and developed tools to assist with our aspiration to be seen by our customers as a trusted partner, quality service provider and enabler of future development. The research identified gaps and pain points.

Phase 2 of the project involved creating and testing concepts aimed to improve these problem areas and enhance the customer experience.

To improve customer experience and act on customer feedback, we assigned customer account managers across key customer segments and developed a strategic program of work.

**Future focus:** The next step in optimising the customer experience involves implementing a Voice of Customer program, which is capable of identifying friction points in the customer journey, determining root causes and resolving problems at their origins. This initiative will be implemented during FY22. We will also produce a future state service blueprint with a roadmap for implementation.

## 5. Our five key focus areas for the year

### 3. Improved reliability, safety, service and efficiency for customers via improved network automation

**Challenge:** Customers were experiencing inferior customer experience, safety and reliability outcomes compared to other networks because our network information management systems were approaching their end of life.

**Solution:** Customers will benefit from downward pressure on prices and improved reliability, responsiveness and efficiency, with Endeavour Energy's new Advanced Distribution Management System (ADMS).

ADMS is a collection of applications that can monitor and control our distribution network efficiently and reliably. It follows several years planning, design and testing.

ADMS provides an end-to-end, integrated view of the entire distribution system. This new technology has transformed how we operate our network and interact with customers.

It has significantly changed our way of working by providing an integrated set of tools to remotely monitor and control the network, manage system outages, improve planned and emergency event management, optimise power-flow management, provide fault location analysis, and fault isolation and restoration capabilities.

Customers are the direct beneficiaries of this new system.

**Future focus** Improve reliability for customers via leading network monitoring and control systems that enable agile responses to major events and enable the network to 'self-heal.'

### 4. Better accessibility and ease of service for customers and stakeholders with our new website

**Challenge:** Customers often reported poor customer experience when using our website, seeking improved outage service, information about the transition to a modern grid and practical self-service tools to understand energy use.

**Solution:** We improve customer experience via user centred design on our new digital platform, based on feedback and tested by volunteers from our Peak Customer and Stakeholder Committee.

Content is now designed to international accessibility standards and features simpler navigation so information can be found in three clicks or less. Culturally and linguistically diverse customers benefit from a unique translation service to address the needs of our diverse customer base.

We have listened to our customer and stakeholders and responded by including easy to find information on our future plans in the rapidly changing energy landscape. We have included content about renewables, community batteries, electric vehicles, grid automation, innovations and plans to transition to a low carbon environment.

Customers can find information about how we intend to make the network more resilient from lessons learnt following recent catastrophic bushfires, floods and storms.

**Future focus:** Analyse customer behaviour to inform our Customer and Communities strategy.

### 5. Greater engagement between the Board, executive team and customers

**Challenge:** The Energy Charter works to put customers at the centre of our business and this requires cultural change, led from the top. We self identified a need to strengthen engagement across the business in last year's Energy Charter disclosure.

**Solution:** Endeavour Energy's journey towards a customer centric culture is championed by our Board of Directors, CEO and leadership team.

To help drive a customer focus at a strategic level, our Board is actively involved in engagement initiatives with our Peak Customer and Stakeholder Committee, working collaboratively to design our engagement plan using co design principles. Our Board also endorsed our new stakeholder engagement framework and monitors progress against Energy Charter commitments on a quarterly basis. Directors also participate in strategic customer visits and listening opportunities in the customer contact centre. Greater engagement between the Board, Executive team and customers is also monitored monthly by the Executive, in quarterly reports to the Board and in direct engagement in our regulatory proposal.

The Board also welcomed the opportunity to review the *Customer Voice @ the Board Level Resource* in 2021 to ensure customer voices are appropriately shaping decision making and the direction of our business.

**Future focus:** We will continue to collaborate with our PCSC members and subcommittees and continue our uplift in engagement across Endeavour.



## 6. Principle 1 - We will put customers at the centre of our business and the energy system

**Why this is important to customers:** Endeavour Energy's customers live and work in some of the fastest growing economies in Australia. Their success, and ours, is inextricably linked to a workplace culture that is customer focused and constantly looking to find a better way. This culture understands customers' and communities' energy needs and preferences and looks to collaborate with partners to deliver services and products aligned to those understandings.

**The Employee Engagement pillar of our strategy (see page 2) helps to drive these behaviours**

Measure	Description	FY19	FY20	FY21	Trend
Customer service	Net promoter score (aggregate FY20 avg) relating to customer experience with general enquiries, planned and unplanned interruptions	-	+ 22	+ 30	●
	Customer Satisfaction Index - outages and general enquiries (not comparable with FY19 due to different measures)	8.0	7.5	7.5	●
Customer improvement	Milestones met for customer improvement commitments from FY19 Energy Charter disclosure	-	43%	72%	●



Completed	In progress	The future
<ul style="list-style-type: none"> <li>To drive better customer outcomes we embedded 44 improvement commitments made in our FY19 disclosure into our transformation program, defining 242 discrete milestones which are being tracked and reported to the Board.</li> <li>Of the 44 commitments, 18 are complete with 72% of all milestones now complete.</li> <li>To place customers at the centre of our business, cultural change is underway, led from the top and driven by our refreshed corporate strategy and transformation program.</li> <li>To drive continuous improvement and customer centricity, leading and lagging customer centricity measures are reported to the Board each quarter.</li> <li>Customer advocates have been given direct access to our top team with the CEO and Executive attending quarterly Peak Customer and Stakeholder meetings.</li> </ul>	<ul style="list-style-type: none"> <li>To deliver the best customer outcomes, the Board and executive team are actively engaged with consumer advocates using co design principles and to demonstrate leadership from the top.</li> <li>To deliver better customer experience and identify customer needs, investments have been stepped up in information systems.</li> <li>To bring new insights and better service to our customers, we are establishing a customer relationship management system, launching a new website, and growing our customer engagement</li> <li>To ensure customers' voices are heard by our Board and Executive, we expanded membership of our Peak Customer &amp; Stakeholder Committee and formed a Future Grid committee with strong engagement from various community groups.</li> <li>Improved engagement with culturally and linguistically diverse communities is underway in an energy literacy program in partnership with the Sydney Alliance, AGL, Jemena, Energy Australia, Ausgrid and Endeavour Energy.</li> </ul>	<p>Customers will be able to better exercise choice and control over their energy needs if we achieve our ambition to embed high quality engagement across our business operations.</p> <p>To better understand customers' expectations, we are strengthening the line of sight from reporting metrics to the individual drivers and accountable parties to drive continuous improvement.</p> <p>Customers' preferences will shape our future plans due to a significant uplift in engagement across the business, led by our Board and Executive team.</p>





## 6. Principle 2 - We will improve energy affordability for customers

**Why this is important to customers:** Energy affordability is now more important than ever. Endeavour Energy network charges are amongst the lowest in the National Electricity Market due to sustained efficiency programs. We continue our journey to deliver real savings in our portion of electricity bills while delivering a modern grid in line with customer expectations.

Measure	Description	FY19	FY20	FY21	Trend
Affordability	Average residential network charges (5MWh p.a.)	\$574.56	\$556.88	\$537.88	●
	Average small business network charges (23MW p.a.)	\$2,226.15	\$2,159.31	\$2,075.31	●



Completed	In progress	The future
<ul style="list-style-type: none"> <li>Improved affordability by reducing network costs for residential and small businesses in collaboration with the regulator and locked in plans to decrease network charges by 17.7% by FY24 in real terms.</li> <li>Improved information for customers on energy use via energy saving tips on our new easy-to-use <i>AtHomeSaver</i> app.</li> <li>Kept downward pressure on prices for customers, by recognising the value of non-network solutions. Lower cost technology options feature instead of traditional network augmentation solutions.</li> <li>Gave customers greater choice and control over their energy bill with demand-based tariffs shaped on customer feedback.</li> </ul>	<ul style="list-style-type: none"> <li>To ensure customers enjoy an affordable, reliable and secure supply of electricity, extensive customer and stakeholder engagement is underway to co-design investment decisions for the 2024-29 period.</li> <li>To keep downward pressure on prices and improve customer service, response times and safety, we are using granular insights and analytics to improve productivity, aided by an ambitious technology transformation program.</li> <li>To ensure customers do not pay anymore than is necessary to enjoy the benefits of safe, reliable and secure energy, a value council informs and adjusts the valuation of benefits of network investment with clear alignment to the Board's risk appetite.</li> </ul>	<ul style="list-style-type: none"> <li>A voice of the customer program provides regular soundings and shares insights into customer value drivers and priorities. Quality customer data shapes business decisions.</li> <li>Customers are expected to have greater access to smart meters, enabling customers control over usage. We plan to roll out our Off Peak Plus product which will turn off peak hot water systems into a cost free battery while enabling further solar exports to the grid.</li> <li>Customers in Endeavour Energy's network will continue to benefit from improved energy affordability, with Endeavour Energy targeting an 1.4% real reduction in annual network charges through to 2024.</li> </ul>



## 6. Principle 3 - We will provide energy safely, sustainably and reliably

**Why this is important to customers:** Safe, reliable and sustainable electricity is essential to our customers and communities and underpins everything we do. Our customers expect us to keep them safe, work as efficiently as possible, be environmentally responsible and help pioneer a low carbon future.

\* Public safety: Increased trend due to overhead asset strikes due to increased infrastructure across the network

	Elementary	Emerging	Evolved	Empowered	Exceeding
3.1 Safety performance			●	→	
3.2 Environment performance				●	→
3.3 Shift to a cleaner energy system				●	→
3.4 Connection, service and reliability			●	→	

Measure	Description	FY19	FY20	FY21	Trend
Worker safety	TRIFR - Number of lost time and medical treatment injuries per million hours worked for employees and contractor	15.2	11.5	8.5	●
	LTIFR - Frequency of lost time injuries per million hours worked by employees and contractors	1.1	0.7	0.7	●
Public safety*	Public safety incidents (car hit pole   pole failures   domestic shocks   conductor strikes)	241	2 128 3 207 2 100 7	249 1 104 19	● ● ● ● ● ● ● ●
Sustainability	Greenhouse gas emissions (direct and indirect)*	669kt CO2-e	632kt CO2-e	621kt CO2-e	●
	Global Real Estate Sustainability Benchmark	-	4 star	4 star +	●
Reliability	Unplanned SAIDI (normalised) average duration of minutes interrupted per customer.	78.0 mins	87.6 mins	66.0 mins	●

Completed	In progress	The future
<ul style="list-style-type: none"> <li>Kept customers, communities and our people free from COVID-19 by prioritising infection control across our 19 sites and our operations in the field. Kept the lights on by ensuring our workforce was safe from COVID-19.</li> <li>Met community expectations to transition to a low carbon environment and set 40% reductions in scope 1 and 2 emissions by 2025 under the Science Based Targets initiative.</li> <li>Achieved a four star rating in the inaugural year of our participation in the Global ESG Benchmark for Infrastructure Assets to focus our drive to improve CSG performance</li> <li>Delivered customers a pathway to a future energy grid with a Future Networks strategy, informed by innovation and customer insights.</li> <li>Improved customer service levels for connection, supply quality and reliability via constant measurement and reporting. Implemented action where service levels fell below benchmarks and the results monitored to deliver service improvements mindful of customers willingness to fund such initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>Keeping the lights on for customers by protecting our people from harm with significant improvement in TRIFR underpinned by increased leadership presence across sites, early incident reporting and increased near miss reporting.</li> <li>Set a record for network reliability performance with customers on average having 66 minutes of unplanned supply interruptions in FY21.</li> <li>15 new customer innovations are underway to enable Distributed Energy Resources.</li> <li>Leading and lagging measures created for solar generation levels and two-way power flows as well as market data to inform new tariff design.</li> <li>Solar panels installed at thirteen key sites which have generated 2236.8 MWh of renewable electricity and savings of 1,834 tonnes CO2e.</li> <li>Customers will benefit from improved environmental performance if a proposal to the NSW Government to co fund a broader roll out is successful after Endeavour Energy cut approximately 160 tonnes of CO2e via a Conservation Voltage Optimisation trial.</li> </ul>	<p>We will</p> <ol style="list-style-type: none"> <li>improve customer response times in natural disasters by safely deploying leading network monitoring and control systems and enable parts of the network to 'self-heal' to deliver better reliability performance for customers.</li> <li>work with local councils and the AER to deploy community batteries in FY22.</li> <li>forge partnerships with third party providers to accelerate the roll out smart charging infrastructure to encourage electric vehicles</li> <li>Improve customer experience when connecting to the network by digitising processes and creating self-service capability.</li> <li>transition to a low carbon environment by tracking scope 1 &amp; 2 greenhouse gas emissions to achieve an interim projected reduction of 25% by 2024 and 40% by 2035 against a baseline of emissions in FY19.</li> <li>Enable customer choice and control by transitioning from a traditional network to a future grid.</li> </ol>



## 6. Principle 4 - We will improve the customer experience

**Why this is important to customers:** Customers value experiences that are easy, fair and respectful, especially when things go wrong. Changes in the energy industry should benefit all customers. Customers expect businesses to be well placed to understand where their pain points exist across industry sectors and work to overcome them.

**Our Customers and Communities and Employee Engagement pillars drive our performance.**

Measure	Description	FY19	FY20	FY21	Trend
Ease of service	• Total EWON casework	219	208	172	●
	• Per 10,000	2.09	1.95	1.59	●

	Elementary	Emerging	Evolved	Empowered	Exceeding
4.1 Fair outcomes for customers		●	→		
4.2 & 4.3 Clear customer communication		●	→		
4.4 Handling complaints		●	→		

Completed	In progress	The future
<ul style="list-style-type: none"> <li>• Gave a sharper focus to customer and communities initiatives as a key corporate strategy pillar.</li> <li>• Provided customers real time data on outages and network performance from a major overhaul of our business technology platforms and systems.</li> <li>• Ensured customers stay safe and connected to vital information ahead of and during major outages by embedding the use SMS messages to provide important safety and up-to-date information.</li> <li>• To help more customers access information in a form they want it, we launched a new website built to WCAG 2.1 Level AA accessibility standards with an automated translator to give access in preferred languages.</li> <li>• Improved customer service for key customer segments after customer journey mapping across key touch points identified pain points.</li> </ul>	<ul style="list-style-type: none"> <li>• Making it easier to interact with us via improved communication and engagement opportunities.</li> <li>• Resolving customer issues more efficiently by enabling escalation and framework for consideration of exceptional circumstances.</li> <li>• Improving customer outage communications to realise improvements from the implementation of our Advanced Distribution Management System.</li> <li>• Expanding the choice and ways customers can seek information from us through better use of social media.</li> </ul>	<ol style="list-style-type: none"> <li>1. Voice of Customer program planned to resolve friction points in the customer journey.</li> <li>2. Plans to consolidate all customer information in to one system to help us: better understand our customers; make smarter, quicker decisions; and centrally manage customer communications.</li> <li>3. Customer self-service website options are planned.</li> <li>4. Make it easier for customers to tell us when things go wrong by seeking AS ISO10002-2018 accreditation to achieve best practice Complaints Management</li> <li>5. To improve our response to customer complaints we will introduce a new Customer Advocacy System based on analytics expected to be operational in FY22.</li> </ol>



## 6. Principle 5 - We will support customers facing vulnerable circumstances

**Why this is important to customers:** This has been a priority for us throughout the year. Customers in vulnerable circumstances need tailored support and extra levels of care and flexibility to stay connected. It is important for customer-facing staff to be trained in identifying the varied underlying causes of vulnerability, and in aiding vulnerable customers in the pathways that will provide the right support. See our case study for more details.

**Our Customer and Communities pillar of our strategy supports this focus.**

Measure	Description	FY19	FY20	FY21		Trend
Network hardship support	• Customer payment plans (% affected customers for network defects.)	30%	14%*	8 payment plans		n/a
	• Ex gratia payments	58	474	434		
	COVID-19 NSW Network Assistance Package (number of retail customer rebates/deferrals/ \$M) – cumulative over FY20 and FY21 at 4 September 2021	-		8,538	\$1.55M	●
				11,039	\$1.88M	●



Completed	In progress	The future
<ul style="list-style-type: none"> <li>Kept people safe and the lights on for customers facing hardship during COVID-19 by:               <ul style="list-style-type: none"> <li>implementing the NSW Networks Relief Package to help electricity retailers support people and small businesses, delivering a record support package for retailers</li> <li>building customer awareness of support programs</li> <li>minimising the disruption of electricity supply for routine planned maintenance and prioritising critical maintenance.</li> </ul> </li> <li>Provided support and assistance for customers who cannot afford the cost of repairing private defects or maintaining a safe distance between trees and private powerlines.</li> </ul>	<ul style="list-style-type: none"> <li>Successfully trialed a 'knock-before-disconnect' program to encourage customers in financial stress to contact their retailer and avoid over 47% of disconnections which we plan to roll out broadly.</li> <li>Implementing a Customer Assistance Package to help customers and communities get back on their feet after historic flooding across the Hawkesbury Nepean Valley. The package includes:               <ul style="list-style-type: none"> <li>undertaking free inspections of meter boards to determine if properties are safe to reconnect</li> <li>waiving all application, site establishment and electrical contractor fees (valued between \$350-\$600) for customers reconnecting flood-damaged properties to the network</li> <li>pausing disconnections and follow up on private powerline defects in flood affected areas.</li> </ul> </li> </ul> <p>Partnering with other Energy Charter signatories and community partners to deliver targeted customer assistance and skill our contact centre to better recognise customers in hardship.</p>	<ol style="list-style-type: none"> <li>Deliver future phases of development of The Customer Advocacy System in FY22 to deliver better management of customer claims, payment plans and life support requirements.</li> <li>A Social Programs Lead will oversight a customer support program and develop further support initiatives for customers facing vulnerable circumstances.</li> <li>Provide immediate support for customers during incidents via a new Community Liaison team.</li> <li>Implement knock-before-disconnect across the whole network area as part of business-as-usual activities.</li> <li>Help our communities 'return to normal' post COVID.</li> </ol>

## Appendix 1: We have completed 18 of 44 Energy Charter Commitments since 2019 with progress reported quarterly to the Board

Initiative Name	Additional Commentary
EC1. We will report monthly analysis of customer complaints to the Board from August 2019	Complaints to the Board have been reported for a number of iterations, following feedback from the Board on further detail regarding complaints, more in analysis is now being compiled
EC2. We are creating two new Executive positions: one dedicated to health, safety and the environment; and one who will lead a new customer experience group. This group brings together customer-facing functions	Both of these roles have been established
EC3. Endeavour-wide and local engagement action plans are in place to improve employee engagement	There have been two full Engagement surveys and one update in-between them. There have been detailed branch / section action plans that are in place and are being actioned
EC4. Embed a more robust engagement process by the end of FY20 where our new Peak Customer and Stakeholder Committee and related working groups will help identify customer priorities and partner with us to drive improvements	Peak Customers & Stakeholders defined, engaged with the various entities / bodies, subsequently appointed the committee. Working Groups were then formed who worked with various customers and external stakeholders to identify priorities that we could deliver on to drive improvement. This was set up by March 21 2021
EC5. Share learnings on effective engagement across the energy industry via the Energy Charter's Better Together Working group	Kate McCue is a member of the Energy Charter's Better Together working group 'Know Your Customer and Communities'. The group has designed and published a better practice guide to engagement. This is published on shared learning platform on the Energy Charter's website
EC18. Endeavour Energy has commenced a decarbonisation project which will enable us to set science-based targets to guide our approach for emissions reduction over the long term	GRESB reporting as well as focus on Decarbonisation in Getting to best with some notable initiatives such as 13 Solar Panels installed on a number of owned sites. Additionally engagement of Energetics consultancy to set science based targets completed early 2020
EC21. Instal a grid connected battery south of Wollongong - see Case Study 8	Grid connected battery south of Wollongong has been installed and been operational since 2020
EC22. Deployment of a customer battery scheme within a demand constrained area which has direct financial benefits for the customers involved in the trial as well as deferring system augmentation	Implementation of South Dapto BESS, Bawley Point renewable energy community project commencement and Community Battery trials in Blacktown and Kiama councils commenced. Overall future grid strategy which has been presented and approved by the board & PCSC
EC23. Trial of static var compensator technology that will increase the capability of the local network to host additional customer generation such as roof top photovoltaic cells	Static variance compensator technology deployed

## Appendix 2: We have completed 18 of 44 Energy Charter Commitments since 2019 with progress reported quarterly to the Board

Initiative Name	Additional Commentary
EC26. We have set a customer service standard of processing 85% of design briefs and 90% of design certifications within ten business days.	Metric has been in place and reported against, with consistent over achievement of the target
EC27. Endeavour Energy is chairing a joint working group with EWON, Ausgrid and Essential Energy to develop a set of principles to manage claims from residential and small business customers for loss or damage caused by electricity supply related to voltage variation incidents.	Joint working group started in 2019. Final close out meeting was held on 15 March 2021
EC29. We will review and improve our communication to customers on licenced Customer Service Guarantees.	Customer Service Guarantee comms to customers have been reviewed and deployed
EC32. We are refreshing our customer satisfaction surveys to focus on the key customer outcomes of planned outage management, unplanned outage management and general enquiries and will benchmark our performance against industry peers.	Customer service satisfaction surveys have been refreshed and are being benchmarked against peers
EC34. We're expanding social media use to reach large online communities in FY20.	Facebook page has been launched, as well as YouTube training channel, Twitter and LinkedIn
EC35 We will promote customer engagement and interest in demand management programs	Over 1,300 customers signed up for demand management trial, which has been implemented
EC40. We're planning further training of frontline customer service staff to broaden the capacity of our staff to identify and assist customers facing vulnerable circumstances. We've worked with our field staff who undertake pole and meter disconnections to help identify customers in hardship and engage with their retailer.	Training commenced pre-covid, further follow-up trials and training is ongoing
EC41. We will attend further EWON Anti-Poverty Week events within our network to increase electricity literacy among community advocates and volunteers assisting low income and vulnerable consumers & broaden the scope of our customer service. (Noting the reference to initiative 33 re: New Website still in progress)	Further EWON events have been attended and Vulnerable customers focussed on
EC42. We will expand the reach of outage notice updates to community radio stations and Facebook groups.	Facebook and Radio notice updates enacted