

# Energy Charter Report

2021 - 2022



# Contents

Introduction by Chair and CEO	2
About Us	3
What we heard - Customer Priorities	4
Highlights	5
Performance Metrics	6
Principles	7
What we are doing in 2022 - 2023	12

TasNetworks acknowledges the palawa (Tasmanian Aboriginal community) as the original owners and custodians of lutruwita (Tasmania). TasNetworks acknowledges the palawa have maintained their spiritual and cultural connection to the land and water. We pay respect to Elders past and present and all Aboriginal and Torres Strait Islander peoples.



We are committed to providing accessible services to Tasmanian residents from all cultural and linguistic backgrounds. If you have difficulty understanding this Report and require an interpreter, please contact the Translating and Interpreting **Service (TIS National) by phoning 131 450.**

# Introduction by Chair and CEO

The way we deliver on our purpose to power a bright future for Tasmanians is a journey of continuous adaptation and innovation. In recent years we've seen our relationship with our community become closer than ever, with customers advocating for reduced energy costs, climate action and a faster transition to renewable energy in Australia.

The priorities and expectations of our customers are more important than ever. To ensure we deliver services that are not only safe, affordable and reliable now but fit for the needs of our customers of the future, we must understand what our customers need and want from us as a network service provider.

We are strongly committed to embedding a customer-centric culture within our business, in November 2021 we signed up to the Energy Charter. We are using his framework to put customers at the centre as we transition to a clean energy future, innovate with peers and build trust with the Tasmanian community.

As a first step, we've laid the foundation towards embedding the Energy Charter into our business operations. We've reflected on our business initiatives and performance and evaluated against the Energy Charter Principles.

We have more work to do to improve our maturity, sitting at an overall rating of emerging, we aspire to move forward and embed a customer-centric culture. We are committed to genuine and long term change to see our maturity move to empowered.

We've sought feedback from our Customer Council representatives on our maturity assessment. Through that engagement we have recognised what we are doing well and received valuable feedback on our opportunities for improvements. This feedback enables us to lift our maturity to better meet customers' needs into the future.

We are committed to embedding improvements. This includes a more cohesive cross-business approach to customer engagement, lifting our environmental maturity and improving reliability in low performing areas.

Our report highlights that expenditure forecasts for 2024-29 are designed to contain spending at or below current levels and how we are pursuing efficiency through our Transformation program. We are cognisant of balancing our customer priorities of affordability and reliability while facilitating the adoption of emerging renewable technologies, including solar generation, batteries and electric vehicles.

We are proud of the role our network will play in achieving the renewable energy targets of Tasmania's Government and the economic benefits delivered to the Tasmanian community. This includes thousands of jobs, skills, training and workforce development in regional Tasmania and Victoria. A sustainably prosperous economy can be achieved when we work together with local agencies, organisations, businesses and our customers.

We greatly appreciate the efforts of our customer representatives to provide input into our Energy Charter report, and the collaboration of our peers on our Energy Charter better together initiatives. Together, through the Energy Charter framework, we aim to generate a better customer experience and deliver greater economic, social and environmental benefits for communities.

On behalf of the Executive, Board and broader business, we welcome this opportunity to submit our first disclosure report under the Energy Charter.



*Roger Gill*

**Roger Gill**  
TasNetworks Chair



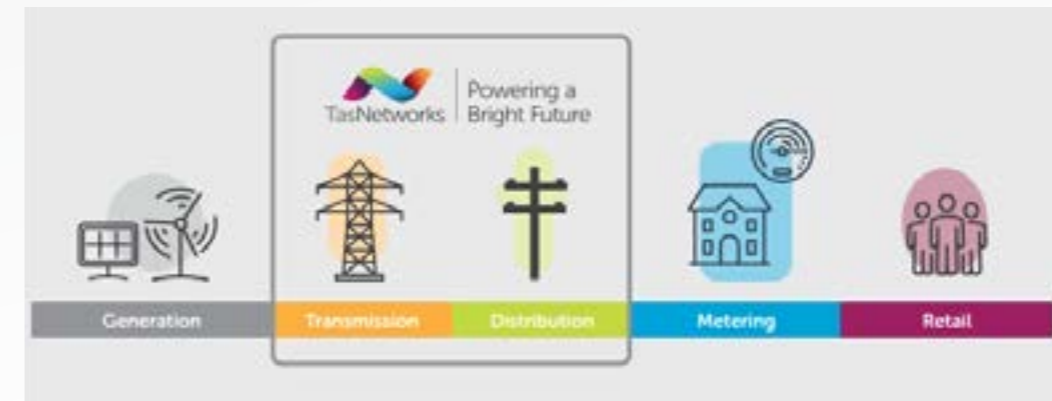
*Seán McGoldrick*

**Seán McGoldrick**  
Chief Executive Officer

## 1. About us

A safe, reliable and affordable supply of electricity is a cornerstone of our modern way of life and Tasmania's economy. TasNetworks is a State-owned Corporation that owns, operates and maintains the electricity transmission and distribution networks in Tasmania. We facilitate the transfer of electricity between Victoria and Tasmania via Basslink, the sub-sea electricity interconnector. We also provide telecommunications and technology services.

TasNetworks' role in the electricity supply chain

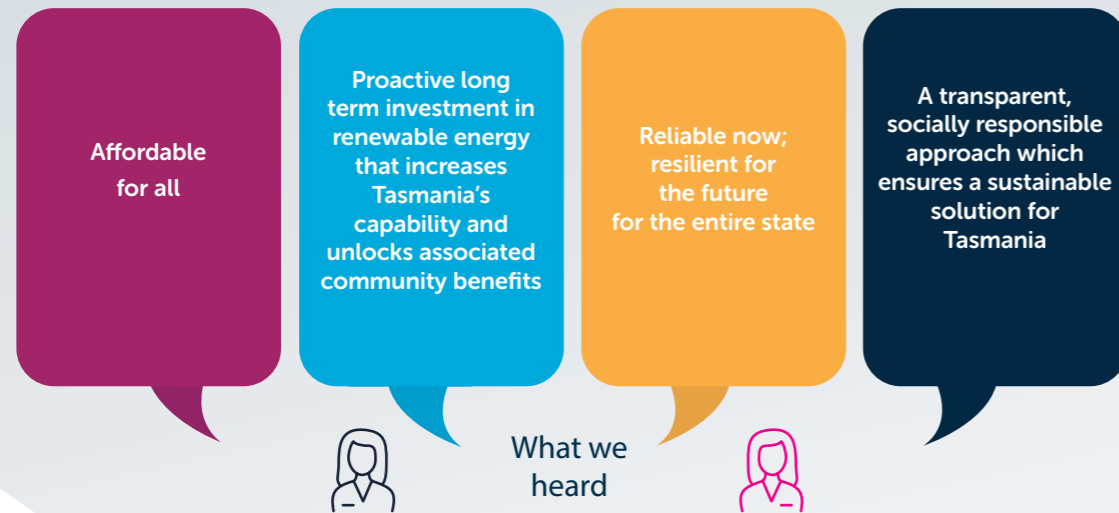


## 2. Our customers and our communities

TasNetworks delivers electricity to more than 295,000 Tasmanian households, businesses and organisations. Our customers include the Tasmanian community, connected customers including transmission (e.g. major industrials) and distribution (eg. Large-small businesses and residential) and retailers, representative groups, partners and stakeholders.



## What we heard - Customer Priorities



We are continuing to engage with our customers and stakeholders on updates as we prepare our transmission revenue proposal and distribution regulatory proposal to the Australian Energy Regulator. This Proposal will forecast the expenditure we will need to operate and maintain our networks from 1 July 2024 to 30 June 2029 (2024-2029).



**The key issues that our stakeholders care about (2022 Materiality Assessment)**

- \* Affordable services \* Customer experience
- \* Stakeholder engagement
- \* Economic resilience for Tasmania
- \* Climate change adaption
- \* Vulnerable customers \* The renewable energy transition



## 3. Highlights

Key customer outcomes			
<b>Customers received better customer service and communications</b> through improving connections processes, upgrades to customer management systems and enhancing SMS.	<b>Supporting the Reconciliation movement</b> by building respect, relationships and opportunities through our Reflect Reconciliation Action Plan.	<b>Promoting social inclusion</b> by engaging vulnerable customers on our future expenditure and engaging with young people on future developments.	<b>Caring for customers affected by storms</b> by choosing not to treat outages as exempted under the GSL scheme and honouring all GSL payments

Room for improvement		
<b>Enhancing customer engagement</b> by implementing key actions to increase organisational capability and embedding responsibility for engagement across our operations.	<b>Improving reliability</b> by augmenting the distribution network in low performing areas and trialling self-sufficient technologies, such as micro-grids.	<b>Uplifting our environmental maturity</b> by enhancing our environmental management system, our training programs, and our due diligence processes.

Key drivers that make a difference		
<b>Building community trust</b> by managing Environment Social Governance (ESG) risk and understanding our material impacts and opportunities.	<b>Delivering affordable services</b> by finding more efficient, cost-effective ways of delivering on our core mission, and passing those savings on to our customers, through our business Transformation.	<b>Acting on climate change</b> by taking steps to reduce our emissions, manage climate risk and progress Marinus Link and North West Transmission Developments.

Our self-assessed maturity and future aspiration					
	Elementary	Emerging	Evolved	Empowered	Exceeding
Principle 1: We will put customers at the centre of our business and the energy system		2021 - 2022	2022 - 2025	2025 +	
Principle 2: We will improve every affordability for customers		2021 - 2022	2022 - 2025	2025 +	
Principle 3: We will provide energy safety, sustainably and reliably		2021 - 2022	2022 - 2025	2025 +	
Principle 4: We will improve the customer experience		2021 - 2022	2022 - 2025	2025 +	
Principle 5: We will support customers facing vulnerable circumstances		2021 - 2022	2022 - 2025	2025 +	

#### 4. Performance Metrics 2021-22

Overall customer metrics	Target	Result	
Customer trust		70%	✓
TasNetworks works in customers best interest		48%	✗
Customer Satisfaction	> 7.6	7.6	✗
Customer net promoter score	> + 12	+ 21	✓
Customer complaints - volume	< 1,950	835	✓

Vulnerable customer metrics	Target	Result	
Investment in Tasmanian community groups	\$200,000	\$200,000	✓
Life Support breaches	0	2	✗

Safety, sustainability and reliability metrics	Target	Result		
Reliability - Service incentive bonuses earned – transmission and distribution (\$million)	3.4	(0.8)	✗	
Reportable incidents	Environment	< 55	45	✓
	Safety		4	
Significant incidents	Environment	< 8	0	✓
	Safety		5	

Afordability metrics	Target	Result	
Price	No greater increase than CPI	Distribution - Prices will increase in line (or below) CPI  Transmission - The weighted annual charge impact (excl. contingent projects) for directly connected transmission load customers is less than CPI  The weighted annual charge impact (excl. contingent projects) for transmission connection points is less than CPI	✓

<sup>1</sup> Service incentive bonuses and penalties are set by the AER. To earn a bonus, service levels provided have to be above the previous long-term levels.

Our self-assessed maturity and future aspiration				
Elementary	Emerging	Evolved	Empowered	Exceeding
	2021 -2022	2022 - 2025	2025 +	

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

**Our customer culture** - "Customer Focus" is a core competency that all team members must demonstrate at work, and is scored in annual performance reviews. The strategic initiative to advance our stakeholder engagement, identified that although we believe we act in a customer focused way, we have some work to do to ensure customers realise the benefits of these efforts. Our business Transformation is focused on improving customer focus and enabling that objective through the creation of a Stakeholder Group.

**Customer focused incentives and targets** - In 2021-22 there were three direct customer focused measures and targets on our Annual Balance Business Plan (BBP) - "Customers support our approach to Revenue Reset 2024 – 2029", "On time delivery for customer connections" and "Customer Satisfaction". All team members are responsible for the delivery of BBP targets, and they affect individual's annual performance review scores and remuneration, with a higher accountability weighted on business leaders. This aligns with previous Independent Accountability Panel recommendations to link performance review standards and leadership remuneration to customer outcomes. We met targets for connections, however we were just under meeting our target for Customer Satisfaction. Whilst our engagement feedback to date on our Revenue Reset 2024-2029 (R24) is meeting targets, we had deferred release of the R24 Draft Plan to July 2022 which affected the achievement of this target. We will seek this endorsement early 2022-23.

**Stakeholder engagement uplift** – With the energy landscape rapidly changing, there is extensive engagement required to support Marinus Link, North West Transmission Development, and our next Revenue Reset 2024-29. Given this, customer engagement has been identified as a strategic focus in our 2021-24 business plan with an aim to uplift TasNetworks' low level of Stakeholder Engagement maturity. In 2021-22, a three year engagement maturity roadmap was developed, with actions to increase organisational capability and embed responsibility for engagement across our operations. Understanding what our customers need and what they want in the future helps us continually improve our services.

**Customer performance** - 2021-22 has seen TasNetworks continue to retain our customer satisfaction overall score of 7.6 out of 10. Survey results and feedback have shaped improvement programs, with the last 12 months focusing on the final stages of the Customer Connections Refresh Program, incorporating a new service model for complex distribution connections processes, and upgrades to our customer management system and Connections Portal. TasNetworks also participates in Customer Service Benchmarking Australia's (CSBA) energy benchmarking research program. To date, we have performed well, and for 2021-22 we ranked 1st in 4 out of 5 areas - unplanned outages, planned outages, general enquiries and complaints. We placed second for new connections. In addition to these measures, we conduct annual research about the needs and attitudes of customers. In 2021-22, 70% (n 674) of customers surveyed think TasNetworks is trustworthy, with 48% feeling that TasNetworks acts in its customer's best interest. This illustrates there is work to do to build a positive reputation and trust with communities.

**TasNetworks youth panel** - Like any major infrastructure project, TasNetworks' North West Transmission Development will have an impact on nearby communities during its construction and operation. We recognise this, and have established a regional Youth Panel to co-design a Community Benefits Program. The aim of the program is to empower impacted communities, define how benefits are delivered, and who should be eligible to access them.

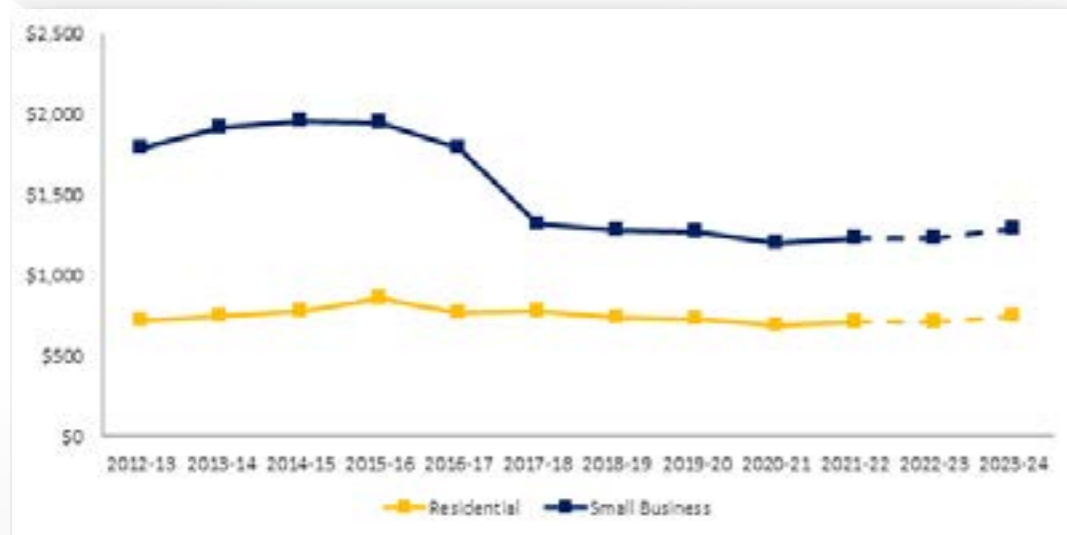
[View a video](https://www.youtube.com/TasNetworks) about our Youth Panel on our YouTube channel: [www.youtube.com/TasNetworks](https://www.youtube.com/TasNetworks)

Our self-assessed maturity and future aspiration				
Elementary	Emerging	Evolved	Empowered	Exceeding
	2021 - 2022	2022 - 2025	2025 +	

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

**R24 engagement** – In 2021-22 we advanced our approach to customer engagement. This included early dialogue with our customers, stakeholders, peers and the Australian Energy Regulator. As part of this approach, we co-designed our draft Engagement Strategy for our 2024-29 Regulatory Proposal. The draft Engagement Strategy was made available for public consultation with a total of 56 individuals contributing. This engagement, further heightens our awareness of the burden that rising electricity costs impose on customers. Our expenditure forecasts for 2024-29 are thus designed to contain TasNetworks' spending at or below current levels to put downward pressure on prices, while maintaining and improving the reliability for customers.

**Pricing** - In 2020-21 network charges dropped 5.2%, bringing network charges down to the same level in real terms, as in 2009-10. We continue to transition to more cost reflective pricing, which encourage customers to use electricity at times when there is spare network capacity. In 2021-22, close to 58,000 residential customers were on the residential time of use tariff and the small business time of use tariff, resulting in approximately 19% of all customers. The majority of customers are better off on time of use tariffs.



Over the past 10 years the network component of a residential customer bill has remained relatively flat, while there has been an overall reduction in network prices for small business.

TasNetworks continues to value and engage with our major industrial (transmission connected) customers, ensuring our electricity services in Tasmania are fit for purpose, and support strong commercial outcomes for these businesses. We work closely with transmission customers with a focus on sustainable outcomes for all Tasmanians.

**Transformation** - Finding more efficient, cost-effective ways of delivering on our core mission allows TasNetworks to pass those savings on to our customers. This year, we undertook a comprehensive strategic review to critically assess the way we do business and identify opportunities to provide more value to our customers while preparing for the challenges of a changing energy landscape. As a result, we are undertaking a series of targeted initiatives designed to empower our teams with the organisational framework, processes, tools and support they need to maintain the highest standards of safety, reliability and quality. The benefits from these Transformation initiatives are already being realised and will continue to accelerate over the next two years.

**Who pays for Marinus?** Our customers are concerned about how an investment in Project Marinus will increase their energy bills. This transmission cost allocation (or "who pays") has been identified as a critical issue for the project. Marinus Link and the Commonwealth and Tasmanian Governments are exploring options to ensure the costs and benefits of Marinus Link are shared with National Energy Market (NEM)-wide beneficiaries. Customers across the NEM are forecast to be better off with Marinus Link in service through lower energy prices, even after paying their share of the projects costs.

**Partnerships with Australian Energy Foundation** - To support customers to lower their power bills, in partnership with the Australian Energy Foundation, we provided our customers with free 20 minute over-the-phone home energy advice. In 2021-2022 we also facilitated free online information sessions such as seasonal energy efficiency and an introduction to solar and batteries.

Our self-assessed maturity and future aspiration				
Elementary	Emerging	Evolved	Empowered	Exceeding
		2021 - 2022	2022 - 2025	2025 +

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

**Our commitment to Corporate Social Responsibility (CSR)** - As part of our Corporate Social Responsibility Strategy, we are managing Environment Social Governance (ESG) risk and building trust with communities. In 2021-22 we refreshed our materiality assessment, which identifies affordability, reliability, climate change and the renewable energy transition as being the issues with the highest impact to our business and our communities. This work helps us to identify our priority areas for action against the United Nations Sustainable Development Goals.

**Keeping our people and customers safe** - We asked our customers if we deliver a safe electrical power supply, and 93% said yes. In 2021-22 we focused on four key Safety and Wellbeing foundations; psychological safety, HSE leadership, critical risk management and optimising our safety documentation. We also developed a Community Safety Plan and established a committee to resolve public safety and environmental concerns. This work saw us raise our Safety and Wellbeing maturity to "Established", up from "Developing". In 2021-22 we also commenced the phase out of CablePI, a device which has provided Loss of Neutral (LoN) notifications to customers since 2007. Instead, we'll be using data collected by advanced meters to detect potential faults at a customer's property. This means we can monitor and detect LoN events automatically, without customer involvement. We partnered with metering service providers to run a successful pilot with over 20,000 meters. In the future, we will collect a variety of advance meter data, including power quality data. This can be used to improve reliability and safety for our customers, including identifying asset deterioration, and real-time supply interruptions.

**Protecting cultural heritage and uplifting environmental maturity** - We have made a step change in our environmental maturity; from "basic" to "developing", with a focus on our high risk areas (threatened species, biosecurity and Aboriginal Heritage). In total, approximately 110km of bird mitigation measures were deployed on our distribution network, and almost 95% of threatened bird incident response jobs were closed out within the required timeframes. We had 31 impacts to listed threatened birds, doubling from 2020-21 (15). A contributing factor to this, is increased community awareness through our newspaper and radio ads. We have developed a new Biosecurity Standard which sets out the requirements for managing biosecurity risks including weeds, pests and disease. We have improved and implemented our Aboriginal Heritage work practice and are committed to engaging with the Aboriginal community earlier to better understand cultural landscapes.

**Acting on sustainability and climate change** – TasNetworks is committed to tackling climate change risk. We have undertaken an analysis to support development of our enterprise wide climate change strategy. This included a Taskforce of Climate Related Financial Disclosure (TCFD) aligned scenario analysis and a pathway to achieve Net Zero emissions. We also surveyed customers to understand their expectations of us to mitigate and adapt to climate change.

**Enabling the energy transition** - The Australian Energy Market Operator's (AEMO) 2022 Integrated System Plan (ISP) states the importance of urgently progressing Marinus Link to benefit all Australian energy consumers. We have secured funding from the Tasmanian and Australian governments to the end of the Design and Approvals phase. More than 400 landowners were engaged on supporting North West Transmission Developments, with 75% signing access agreements, representing 89% of all land parcels. We also held North West workshops with key stakeholders to develop an economic development strategy. Under the State Government's Tasmanian Renewable Energy Target (TRET), the State's renewable energy output will double. As Tasmania's jurisdictional planner in the NEM, we are managing this step change in the generation and transmission of electricity through the Tasmanian network planning process. We consider the technical and safety requirements of the National Electricity Rules and developments that provide our customers with affordability, reliable and sustainable electricity services. Recently, we have been working with the Tasmanian Government and other local infrastructure providers, to plan the Tasmanian Renewable Hydrogen Action Plan and Green Hydrogen Hub at Bell Bay Tasmania.

We completed the Future Distribution System Vision and Roadmap project, a plan that prioritises engagement with customers. A large emphasis is placed on facilitating customer adoption of Distributed Energy Resources (DER), which includes rooftop solar, battery storage and electric vehicle (EV) charging. This is based on principles of using DER to improve electricity affordability and optimising access to DER connections. Several supporting projects are underway: an EV Grid Trial, the Derwent Bridge Microgrid Feasibility Project and the deployment of Advanced Metering Infrastructure (AMI).

**Reliability** – In 2021-22, our distribution customers experienced poorer network reliability than previous years. Due to this, we received a distribution Service Target Performance Incentive Scheme (STIPIS) penalty of around \$4.16 million. Causes included equipment failure, damage to assets from vegetation, vehicle accidents and severe weather events. We are working to reduce the negative impact on customers by investing in improving reliability in low performing areas. Our service performance to customers is solid, our transmission network reliability is performing well (determined on a calendar year) for the first half of 2022, and is trending positively towards a STIPIS bonus payment.

Our self-assessed maturity and future aspiration				
Elementary	Emerging	Evolved	Empowered	Exceeding
	2021 -2022	2022 - 2025	2025 +	

## 8. Principle 4: We will improve the customer experience

**Improving our dispute resolution process** - We have a complaints resolution process which we review annually. We monitor complaints to identify improvements to customer experience and provide complaint reporting to business leaders. We continue to see a significant reduction in complaints this year from 1,123 to 835, which can be attributed to recent improvements in processes, systems and the increased use of our customer SMS system. We work closely with the energy ombudsman to rectify escalated complaints and implement improvements. In 2021-22 we developed a process for responding to customer threats of self-harm, which we will implement during the next reporting period.

**Communications driven by customers' needs and preferences** - We have continued to expand the use of our SMS system over the last year as we receive continual feedback that customers would prefer this way of communicating. We now send SMS notifications for planned outages, cancellation of planned outages, helicopter and drone asset inspections, bird mitigation, customer connection updates, and for adhoc customer messages. We also have a subscription service where customers can choose to receive messages on unplanned outages and meter reading.

Our digital engagement site, Talk with TasNetworks, provides customers with a user-friendly platform to share feedback which shapes our current and developing projects. In 2021-22, this included topics such as climate change and distributed energy resources; with our R24 Proposal engagement and North West Transmission Development being the major sources of the traffic to the site.

**Strengthening relationships with councils and electrical contractors** - In 2021-22 we worked with councils to implement a quarterly forum to increase trust and visibility and provide a regular point of contact. The forum has enabled us to actively address issues and provide mutual understanding. To better support our Electrical Contractors, we created an online 'Electrical Professionals Information Hub' and held online Industry forums to deliver the new Service and Installation Rules. In response to feedback, in 2021-22 we are reviewing our sponsorship arrangement with various Industry bodies to strengthen electrical industry education and help contractors keep abreast of changes to our business and infrastructure.

Our self-assessed maturity and future aspiration				
Elementary	Emerging	Evolved	Empowered	Exceeding
	2021 -2022	2022 - 2025	2025 +	

## 9. Principle 5: We will support customers facing vulnerable circumstances

Our annual survey showed that 53% of customers believe that TasNetworks cares about issues that affect vulnerable customers. As a network service provider, our greatest impact on vulnerable customers is the price of our services. We are working to reduce impacts through our transition to cost reflective time of use network pricing and driving operational efficiencies (described in Principle 2). We continue to offer payment plans for our connections services, and for those re-paying costs incurred by asset damage.

**Improving outcomes for Life Support customers** - TasNetworks has an impact on vulnerable customers reliant on medical equipment (Life Support). In 2021-22, there were two occasions where we did not provide the required amount of notice to these customers. In response, we implemented infield connectivity validation to enhance our data. Our asset mapping system was upgraded to help assist the field in identifying customers affected by an outage. We introduced phone calls to all Life Support customers before planned outages as well as planned outages SMS to ensure our Life Support customers were getting enough notice due to Australia Post COVID delays. We also participated in a Life Support research program in collaboration with the Australian Energy Foundation. We identified areas of improvement, created educational materials and worked with other Distribution Network Service Providers to share knowledge and deliver improved outcomes across the NEM.

**Building community resilience** - Through our Community Partnerships Program, we seek to make a positive, long term difference in the communities we live and work in every day. In 2021-22 we joined TasCollab, a partnership with the Tasmanian Council of Social Services (TasCOSS), our energy peers, and other community services organisations. TasCollab works to share the perspectives of people facing vulnerable circumstances. The program, called 'Community Partnership Program'; creates paid opportunities and training for people on low incomes to influence services, policies, procedures, and decisions that affect them. The program participants receive ongoing mentoring, and work with community service organisations to sit on boards, interview panels or committees and speak at business engagements and events. Furthermore, in 2021-22 we invested \$200,000 in community partnership activities and engaged meaningfully with our customers events.

**R24 engagement with vulnerable customers** - A key priority in the development of our 2024-29 Regulatory Proposal was to hear from customers facing vulnerable circumstances to ensure their perspectives reflect in our proposals. To do this, we partnered with various social support sector organisations to recruit participants to join our discussion sessions. A total of nine sessions were held with a diverse group of customers experiencing vulnerability; in a safe, informal, small group environment.

**Supporting customers affected by storms** - In response to the storm event that impacted the power supply to 20,000 customers in June 2022, TasNetworks chose not to exercise the option to apply to the Office of the Tasmanian Economic Regulator (OTTER) for this storm event to be treated as an exempted outage under the Guaranteed Service Level (GSL) scheme. We intend to honour all GSL payments to impacted customers, estimated to be \$1.83M.

In addition, TasNetworks has chosen to pay an additional \$160 to customers that were without power for more than four days, estimated to be a further \$170k in payments.

**Building trust with Aboriginal and Torres Strait Islander peoples** - In June 2021, we proudly launched our first Reflect Reconciliation Action Plan (RAP) at the Aboriginal Elders Council in Launceston, committing us to meaningful actions to build respect, relationships and opportunities with Aboriginal and Torres Strait Islander peoples. We have achieved positive momentum with Aboriginal engagement and reconciliation and we are continuing to strengthen our actions. [View our Reflect Reconciliation Action](#) plan on our website.

## 10. What are we doing in 2022 - 2023

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

- Deliver customer focused initiatives through strategic initiatives and the Transformation program.
- Deliver on our target to receive customer endorsement on our approach to Revenue Reset 2024 – 2029.
- Commence implementation of our business-wide 3-4 year engagement maturity roadmap.
- Create a new landowner compensation framework in response to customer feedback and engagement with our renewable energy development projects.
- Executive Team members to attend our quarterly Customer Council meetings, and spend time in our Customer Call Centre listening to conversations with our customers.
- Energy Charter to be included as a standing agenda item at Executive Team meetings each month.

### Principle 2: We will improve energy affordability for customers

- Understand what customers value and deliver a R24 proposal that balances competing customer needs and supports sustainable pricing outcomes.

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

- Develop our Climate Change Action Plan and release of our climate change statement and net zero target.
- Lift our environmental maturity level to “established” by enhancing our environmental management system, environmental training program, and environmental due diligence processes.
- Expand the Loss of Neutral (LoN) technology to all advanced meters in the state, and to new meters as they come online to improve safety, reliability and performance for our customers.
- Network augmentation to improve reliability in poorer performing areas of Zeehan (West-Coast), Railton (North) and the Stanley Peninsula (North-West).
- Improve the resilience of our networks to climate change, including by transitioning to assets with increased bushfire resilience in high risk locations across Tasmania.
- Develop and release the final Community Benefits Sharing Framework and Economic Development Strategy for North West Transmission Development.
- Continue to collaborate with retailers and community in Tasmania on opportunities and partnerships to improve outcomes for customers.

### Principle 4: We will improve the customer experience

- Conduct an audit on our external communications to ensure they are clear and accessible for all audiences.
- Improve the accessibility of our website and online tools to ensure people with disabilities can use them.
- Develop a customer segmentation model to help us to better understand our target audiences, and ensure communications and messages are personalised to them.
- Enhance our customer management system so we can better categorise the validity of complaints and provide more accurate reporting.
- Enhance our SMS technology including an ‘opt out’ subscription for larger unplanned outages.
- Refocus our Digital Strategy (2022-23) to support true customer needs including the acceleration of delivery of digital tools in the field, resulting in a reduction of lead times for connections.

### Principle 5: We will support customers facing vulnerable circumstances

- Leverage a new partnership with Rural Alive and Well to support building healthy and resilient rural communities in Tasmania and reduce the prevalence of suicide.
- Launch our TasCollab Community Partnership Program, including training people on low incomes to influence services, policies, procedures, and decisions that affect them.
- Deliver a Life Support online education campaign and engage with care agencies, medical associations and Life Support equipment providers to share information with their customers/patients to ensure they have considered back-up power supply or an action plan in the event of a power outage.
- Progress to the Innovate Reconciliation Action Plan (RAP) in 2023-24, the next stage of the RAP framework, to strengthen our trust and connection with the palawa in lutruwita/Tasmania.





[TasNetworks.com.au](http://TasNetworks.com.au)