

November 2024

AusNet EDPR customer workshops

Participant feedback for
rounds 1 to 4



senate **shj**

About this report

This report presents findings from a survey distributed to all participants who attended four rounds of customer workshops between August 2023 and October 2024.

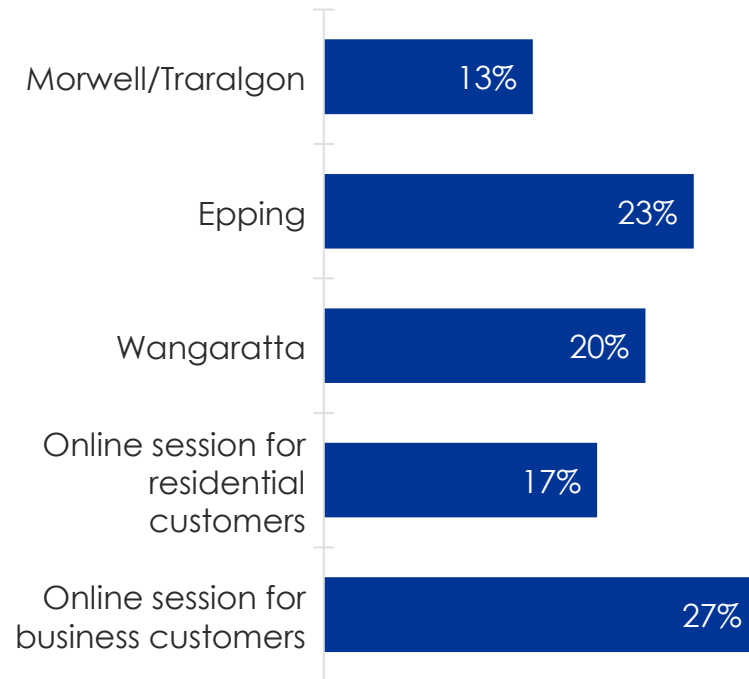
The survey was sent to participants after the final Round 4 workshop in October 2024 and sought to gather participants' feedback for all workshops and gauge their overall sentiment.

A total of 30 participants provided their responses.



Overall feedback was very positive

Q2: Which session did you participate in?



Sample size: n=30 (participants who answered the feedback survey)

Q3: Overall, how did you find the workshops?

- *“**Absolutely fantastic!** I learnt a lot about just how things work with AusNet. This made things clearer for me to help with the workshops. Nothing worse than seeing farmlands taken up by solar panels and thinking it’s your energy supplier when it’s not. Having AusNet listen to us and seeing ideas implemented was amazing.”*
- *“I thought it was a **good session**, we went over past and future progress, and it was understandable.”*
- *“**Really good!** I get bored easily but these workshops had short topics with just the right amount of interaction!”*
- *“I loved them. I felt **my voice was heard** and concerns were listened to.”*
- *“**I put a lot of research** into this especially the last session, and really shone according to your team and the others, who appointed me Team leader.”*
- *“I am keen to see how it does all pan out. I have attended a lot of meetings like this before I retired, and found your **session so well-run and believe we all got a lot** out of the last session, glad I attended.”*
- *“Very **well-organised** and run.”*
- *“Interesting, a lot of information to take in.”*
- *“Interesting and great participation.”*
- *“I really liked them. Enjoyed the content. I loved the incentives.”*
- *“Very good and well-run.”*
- *“Well presented, professional.”*
- *“Engaging.”*
- *“Enjoyable and frank.”*
- *“Very well-planned. Clear communication.”*
- *“Great, informative, structured and able to state our opinions.”*
- *“Very interesting, there is one thing I would love to talk to someone from the company about. There is a way to get a great deal more customers and still keep the costs down to the consumer. Many of the pensioners have to decide if they have food or medication each week so if costs can be kept down that would be great. The company has to make money too and be able to make changes to advance both the company and help the planet. Why no one has thought of this idea is a shock to me.”*
- *“Overall I found the sessions quite interesting but not enough input from all group members.”*

Almost all participants felt they were able to contribute to the discussion and most felt that AusNet took their feedback seriously

Q4: Did the discussion groups allow you to contribute as you would have liked to?
Q5: Can you please tell us why and share your thoughts/ideas on how we can improve this?



97% said the discussion groups allowed them to contribute



3% Would have wanted to contribute more

"I think everyone answering individually allows for everyone's opinion without the louder team members taking over discussion."

Q6: To what extent do you agree or disagree with the following statement:
I feel that the AusNet team took our feedback seriously



Strongly agree

50%



Somewhat agree

33%

Total agree

83%



Neither agree nor disagree

10%



Somewhat disagree

7%



Strongly disagree

none

Sample size: n=30 (participants who answered the feedback survey)

Net Promoter Score (NPS)

Q7: On a scale of 0 to 10, how likely are you to recommend these sessions to other AusNet customers?
 Q8: What is the primary reason for your score?

NPS scale results



Promoters

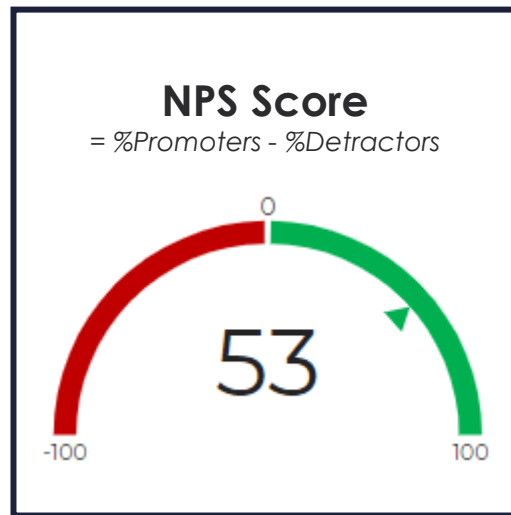
56%

Passives

41%

Detractors

3%



An NPS of 50-70 is interpreted as excellent, showing high customer satisfaction.

The range of NPS scores for workshops focused on sustainability and renewable energy is 50-70.

Reasons for NPS ratings

PROMOTERS

- "Anything to have a better service would be beneficial."
- "Provokes discussion and is in everyone's interest."
- "Being able to talk, one on one with others about my concerns and ideas, with being provided with clear answers to why something would or would not work."
- "The information in the sessions was invaluable."
- "I thought they were great!"
- "The sessions were well facilitated and a pleasure to be a part of."
- "A brilliant team, AusNet picked their staff very well, they communicate very well, and did listen."
- "Very professionally-run session."
- "They listen to what we had to say."
- "Very friendly sessions and easy to follow along."
- "It was a great forum to discuss power distribution policy."
- "It was enjoyable, well compensated and left you with the feeling your concerns were being heard."
- "It was facilitated wonderfully."
- "The content was/is of primary interest to the community and was presented in an easy-to-understand format. Participants were from a wide range within the community, and all were treated with respect by the facilitators."
- "Non-threatening and at a convenient time."

PASSIVES

- "Lots of info and you get the chance to have a say."
- "It was nicely played out. Hope the execution is in favour of the customers."
- "All the hosts were great."
- "Kind of have no choice but to. No other electricity provider in area."
- "Would've preferred them closer together. I'm a carer for my partner so the 3 hours were a bit long, maybe 6x2 rather than the 4&3."
- "The payment worth the time."
- "It was interesting."
- "Because of how it was run and structured."
- "I felt there was a lot more to be said that did not happen and I did not do it as I did not want to make anyone else go in a different direction."

- "They were a little technical at times." - **Detractor**

Sample size: n=30 (participants who answered the feedback survey)

Other feedback on the sessions

Q9: If you have any other feedback about these workshops, please share below.

- “Some members didn't contribute but still got paid.” – [Morwell/Traralgon](#)
- “Overall experience good.” – [Epping](#)
- “I'm looking forward to seeing the results when they are published.” – [Morwell/Traralgon](#)
- “Overall, well done. Moderators did well, and information was communicated clearly.” – [Epping](#)
- “No, other than having to reschedule, they were well run and professional.” – [Online business customer](#)
- “If anyone is interested to hear my ideas please feel free to give me a call.” – [Online residential customer](#)
- “After the workshop in December I phoned up to ask when the next one was and I was told they had finished!” – [Morwell/Traralgon](#)
- “Our hosts were amazing folks. Food was great.” – [Wangaratta](#)
- “I haven't seen such a good team like yours ,and no doubt you would be happy with the result, as most groups I have attended a few tend to hang back a bit ,but I found even I was encouraging them getting them involved, time went fast. Your team seemed very happy at the end, and I was surprised after it was over a new member of your staff came over and thanked me and praised my input, yes a good result.” – [Wangaratta](#)
- “Enjoyed being part of the future of projects, and having a say in what may happen.” – [Online business customers](#)

Sample size: n=30 (participants who answered the feedback survey)



Thank you

