

2023-27

POWERLINK QUEENSLAND REVENUE PROPOSAL

Appendix 3.05 – PUBLIC

Customer Panel Evaluation Survey

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Customer Panel Evaluation Survey

December 2020



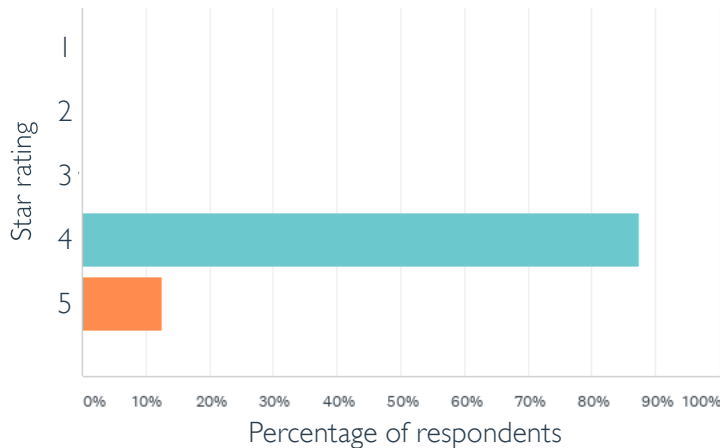
Background

In December 2020, a short online survey was sent to the 12 members of Powerlink’s Customer Panel to gain quantitative evaluation data on our engagement approach for the Revenue Proposal. Eight members completed the survey with results shown below.

Question 1 – How would you rate Powerlink’s engagement approach for its Revenue Proposal?

Total rating of 8.26 out of 10.

Breakdown of results below: [1 star = Not satisfied | 5 star = Extremely satisfied]

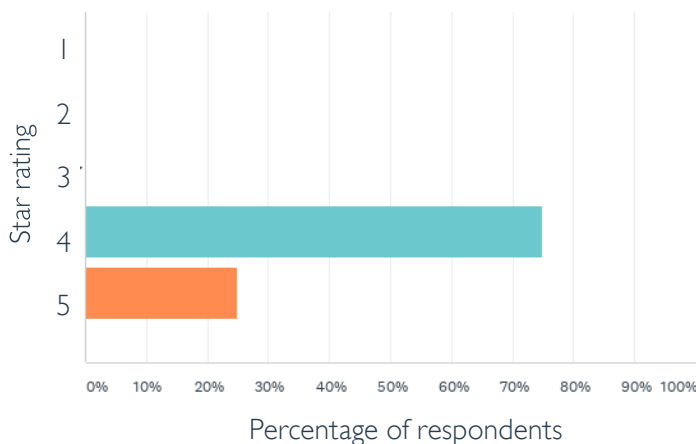


1 star	2 star	3 star	4 star	5 star	Total	Weighted Average
0.00%	0.00%	0.00%	87.50%	12.50%		
0	0	0	7	1	8	4.13

Question 2 – How would you rate the effectiveness and quality of information provided by Powerlink to support engagement?

Total rating of 8.5 out of 10.

Breakdown of results below: [1 star = Not satisfied | 5 star = Extremely satisfied]

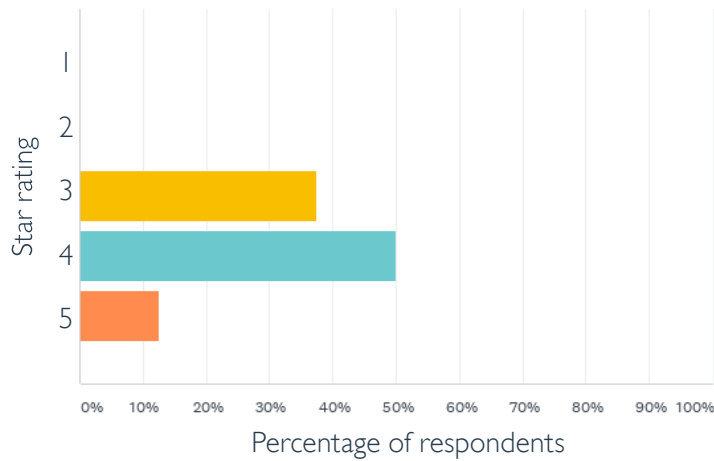


1 star	2 star	3 star	4 star	5 star	Total	Weighted Average
0.00%	0.00%	0.00%	75.00%	25.00%		
0	0	0	6	2	8	4.25

Question 3 – Do you agree that your input had an appropriate influence on decision-making as part of the development of the Revenue Proposal?

Total rating of 7.5 out of 10.

Breakdown of results below: [1 star = Not satisfied | 5 star = Extremely satisfied]

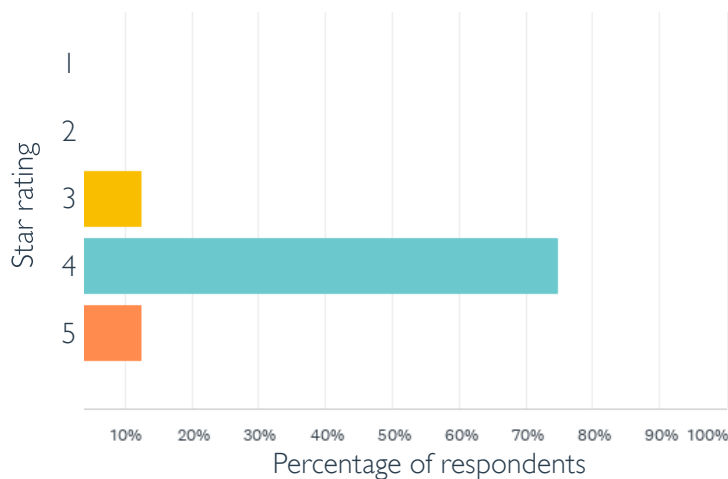


1 star	2 star	3 star	4 star	5 star	Total	Weighted Average
0.00%	0.00%	37.50%	50.00%	12.50%		
0	0	3	4	1	8	3.75

Question 4 – Do you believe that the engagement scope achieved the appropriate balance between areas that could be influenced through engagement and impact on Maximum Allowed Revenue (MAR)?

Total rating of 8 out of 10.

Breakdown of results below: [1 star = Not satisfied | 5 star = Extremely satisfied]



1 star	2 star	3 star	4 star	5 star	Total	Weighted Average
0.00%	0.00%	12.50%	75.00%	12.50%		
0	0	1	6	1	8	4.00