

Mental Health Customer Voice Group

Session 3 – 6 February 2024

Jemena

Your Facilitation Team



Lyndal Mackintosh

Principal Facilitator



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Senior Facilitator



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Senior Facilitator



Aaron Bosch

Facilitator

Welcome

Ana Dijanosic
Customer Voice Group Champion
General Manager - Regulation Jemena



Jemena


“We acknowledge the Traditional Owners of the land on which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.”

Working online



Manage your mute



Links and instructions



Aaron
0411 818 817



Gotta go? Tell us in chat



Collaboration



Virtual Patience



Virtual Presence

The activity status in Zoom may be activated - we support participation of all by monitoring activity in the breakouts -

Cultural Safety

An environment that is safe for people:

- ✓ Where there is no challenge or denial of their identity, of **who they are** and **what they need**.
- ✓ It is about **shared respect**, **shared meaning**, shared **knowledge** and **experience**, of **learning**, **living** and working together with **dignity and truly listening**.

Purpose

For this session our purpose is to:

- **Recap CVG journey so far (CVG 1 & 2)**
- **Explore:**
  - **customer experience expectations**
  - **perspectives about measuring customer service performance**
  - **customer support options**



Activity – Let’s Connect

Instructions: Let’s ReConnect

- What examples (non-Jemena) do you have of great and not so great customer service?
- What are the common characteristics for each?

(Zoom Breakouts and Groupmap)

Browse to **join.groupmap.com**
and enter invite code

87C-696-BF7

We will be using GroupMap to share ideas and collaborate

Please open the link to our workspace in the chat

Keep this link open
– we use it often

GroupMap

AGENDA

(ISH ☺)

Time	Item
5:30PM	Welcome & Introductions
5.40PM	Let's Reconnect
5.55PM	Agenda overview & remit reminders
6.00PM	Recap: Our CVG journey so far
6.25PM	Jemena Overview: Customer Service & Small group discussion activities in Zoom breakout groups and using GroupMap to capture your perspectives
6.50PM	Short Break
7.05PM	Jemena Overview: Measuring good service & supporting customers & Small group discussion activities in Zoom breakout groups and using GroupMap to capture your perspectives
8:30PM	Finish

Jemena's 2026-31

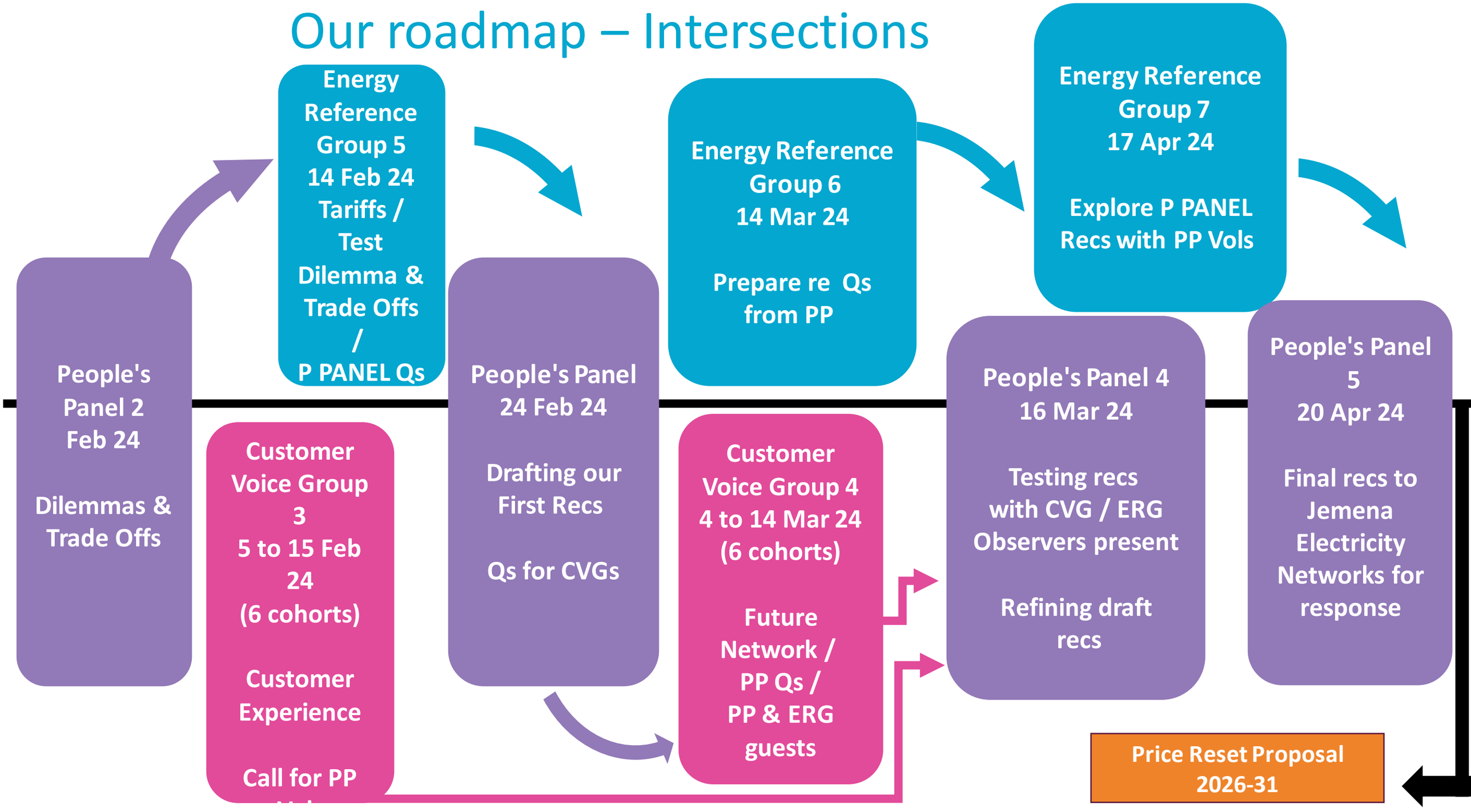
Electricity Distribution Price Reset

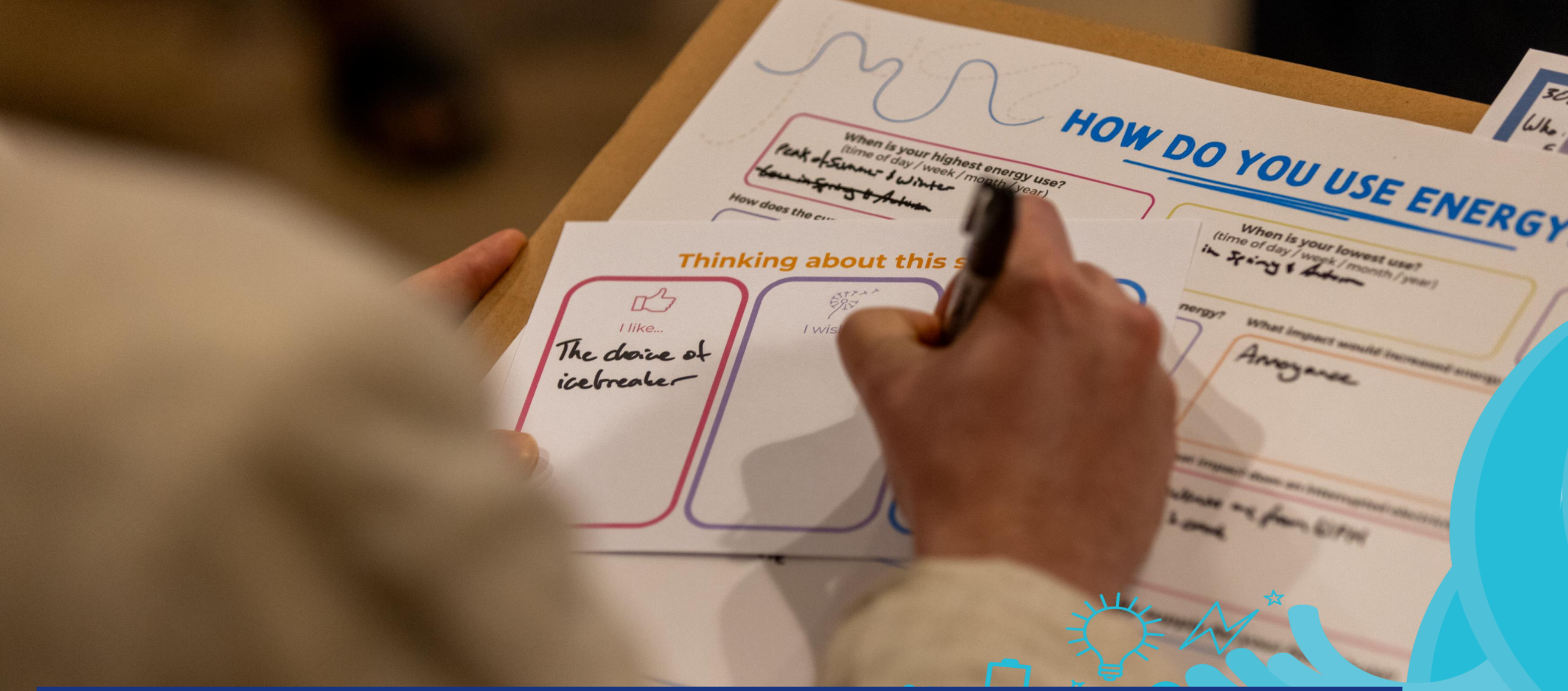
Network businesses submit regulatory proposals, which are assessed against factors including:

- efficiency of costs
- quality of engagement with customers
- projected demand for energy
- age of infrastructure
- operating and financial costs
- network reliability and safety standards.

AER decisions on revenues generally apply for 5 years. To recover these revenues, network businesses adjust their prices annually, in accordance with the requirements in the Rules (including any relevant AER pricing decisions).

Our roadmap – Intersections





Recap: Our CVG journey so far…

Jemena pop quiz!



Kahoot.it

Recap CVGs

Round 1

- Who is Jemena
- What’s a Price Reset?
- Exploring household energy & electricity usage
- Thoughts about the future of energy

Round 2

- Electricity distribution process
- Fairness & equity
- Pricing Principles
- Helping Our People's Panel:
  - Dilemmas
  - Key Messages

Customer Voice Groups – what we are hearing



Disability Customer Voice Group

Find out more >



First Nations Customer Voice Group

Find out more >



Mental Health Customer Voice Group

Find out more >



Multicultural Customer Voice Group

Find out more >



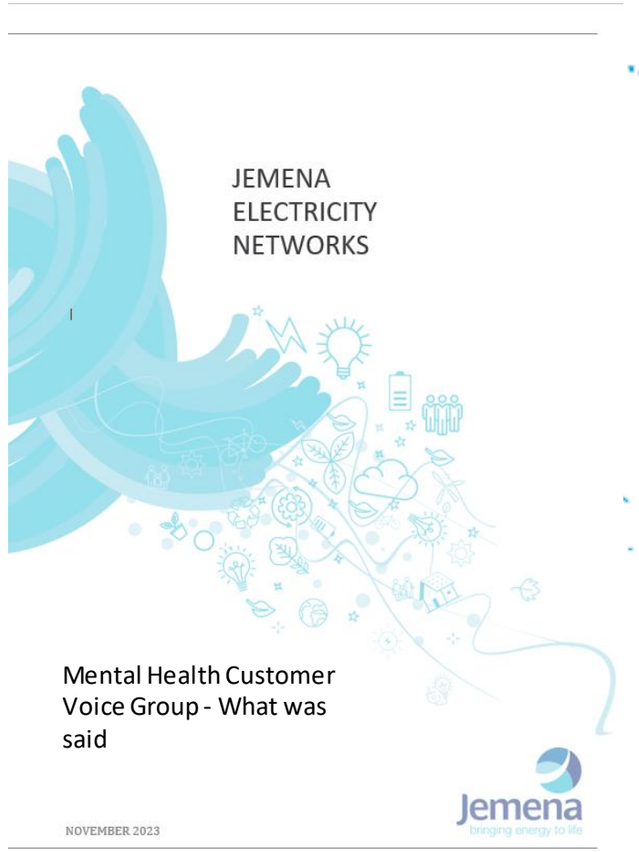
Seniors Customer Voice Group

Find out more >



Young People Customer Voice Group

Find out more >





Activity

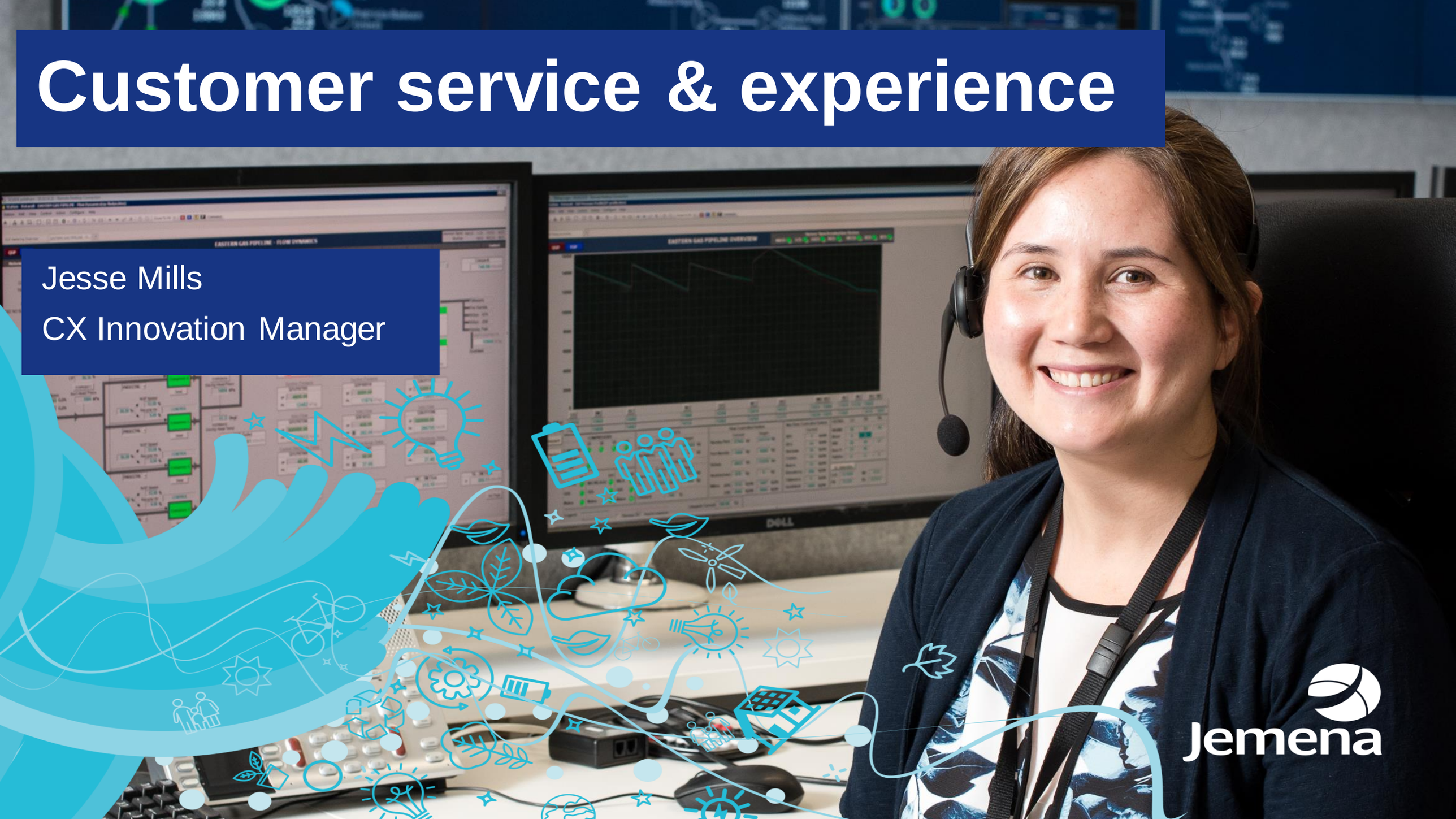
om Breakouts & Groupmap)

Instructions:

- **Questions arising from the recap?**

Customer service & experience

Jesse Mills
CX Innovation Manager



What we do



Electricity supply



Emergencies



Billing (retailers)



Streetlights



Projects



Maintenance



Solar connections



Connections

Customer Engagement



Customer contact



Outage notifications



Life support



Annual communications



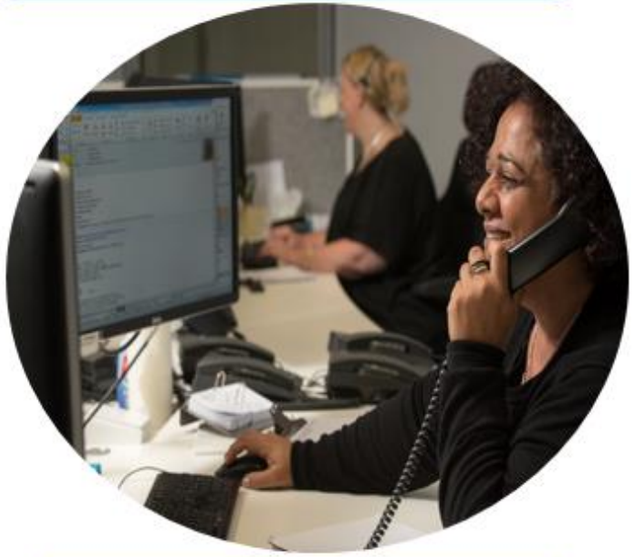
Website



Portals



Field engagement



Account Management

Top enquiries we get

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Connections

- When is the power being turned on/off?
- When are you connecting the power to the new house?
- What's the status of my new connection?
- Upgrade or removing supply (e.g. meter) applications
- New connection and solar applications
- When are you coming & other status updates?
- Organising truck appointments

Billing

- Consumption and usage history
- High bills
- Solar feed in credits

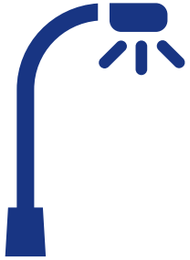
Outages & faults

- Reporting a power outage
- Updates on power outage

How we measure customer service



Connect new properties within 10 business days



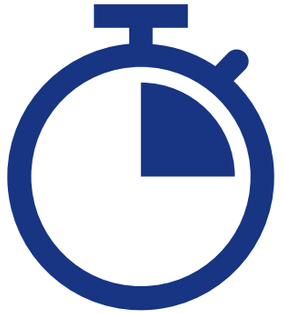
Fix streetlights in 2 days



Turn up for appointments on time



Number of power outages you have



How long your power is out for



73% calls answered within 30 seconds



Notifying customers about planned outages (4 business days)



Abolishments in 20 business days

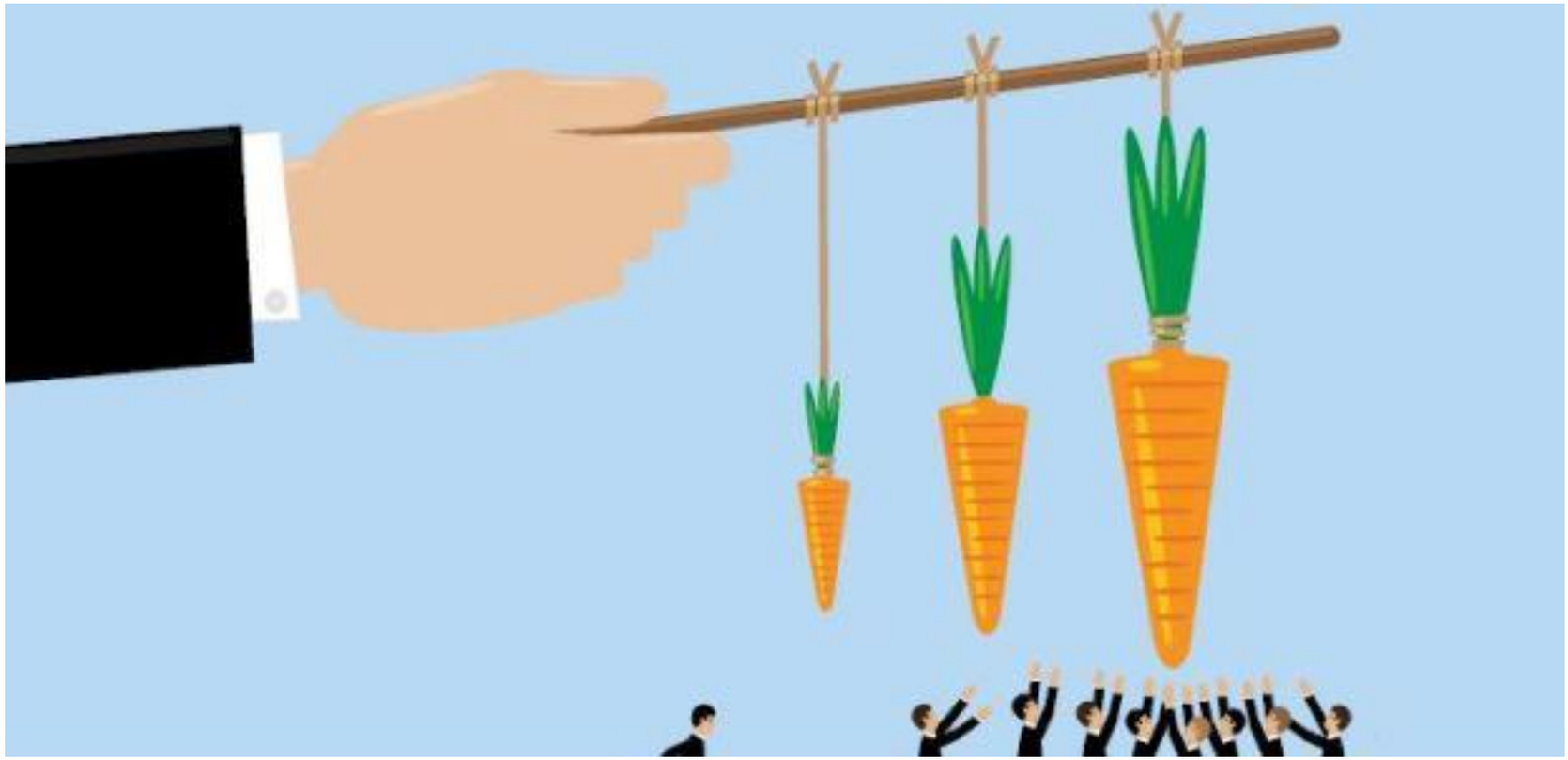


Complaints



Customer Satisfaction

What sits behind our customer service measures



How the regulator rewards or penalises Jemena for its customer service

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Rewards or penalties

Customer Service Incentive Scheme (CSIS)



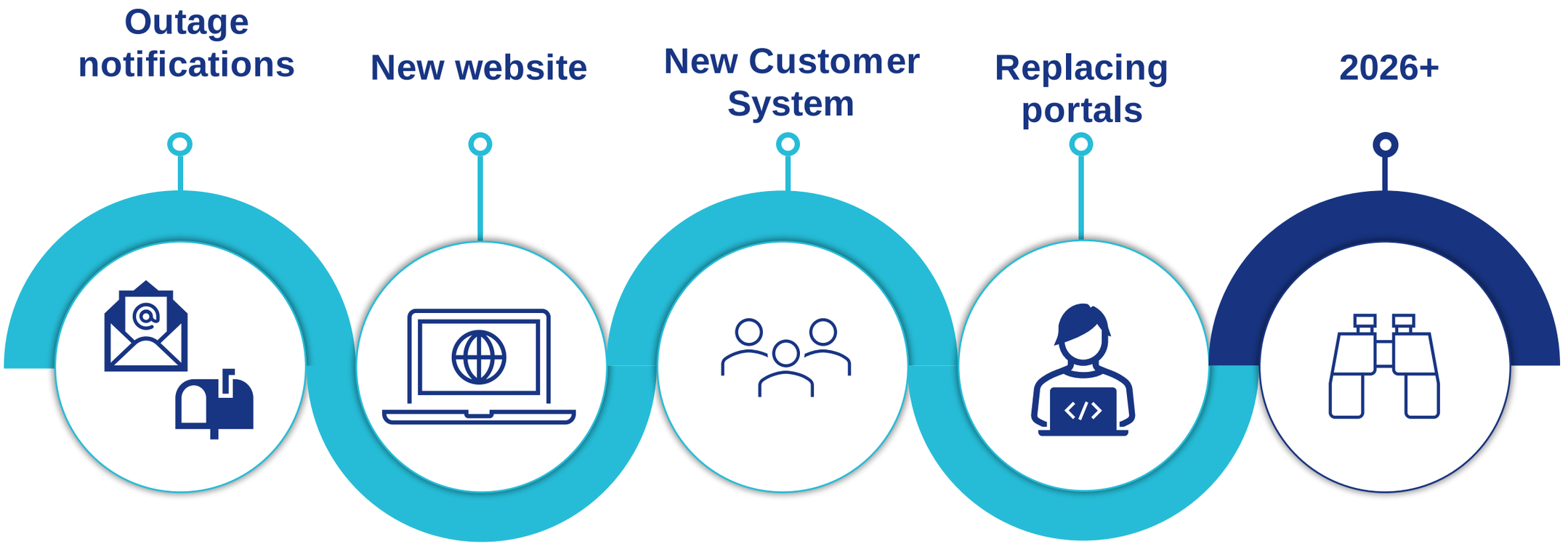




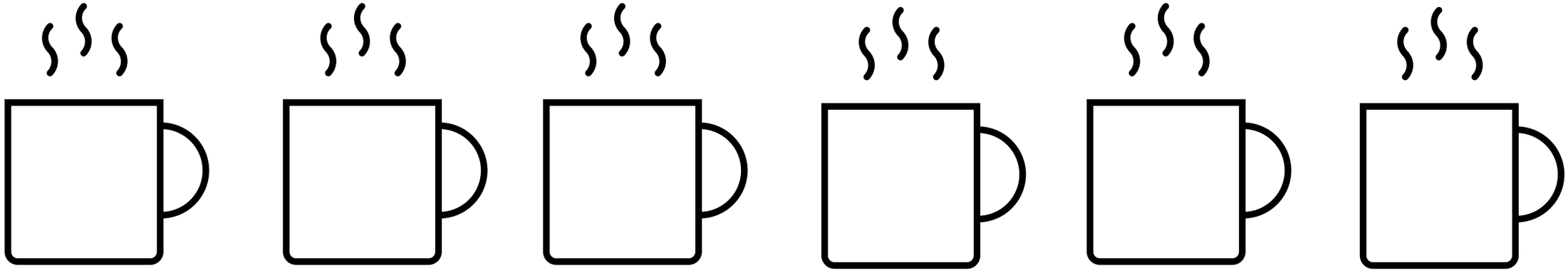
- Network Performance 4.5%
- Customer service 0.5%

Evolving our digital customer service

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Questions?
&
Activities
AND
then





Activity

Instructions: CX expectations

(Zoom Breakouts)

- **When you contact Jemena for information, what experience do you expect to have?…**



Activity – what are you views about

Instructions: CSIS

(Zoom Breakouts)

- **As a group representing mental health - what are your views about how to measure good customer service …**



Take a break

back at 7.20pm

Case studies of how customers can experience vulnerability



Susie*, Jemena customer
Living in regional Victoria, multiple outages impacted Karen's wellbeing



Donna*, Jemena customer
Identity theft left Donna with a sudden inability to pay her bills and navigate the billing system

Supporting customers experiencing vulnerability

- **Building energy literacy** and reducing barriers to accessing information on energy and bills (for example, in-language information and translators)
- **Coordination and support in understanding** their retailer bill and how to seek help
- **Financial coordination and advice (Uniting Energy Assist Program).**



Jemena bringing energy to life | Uniting



BILL BASICS
Better understand your energy bill, if you are on the 'best deal' for you, and get help comparing offers

DISCOUNTS & CONCESSIONS
Get help checking all available discounts and/or concessions are being applied to your bill





HOME ENERGY EFFICIENCY
Learn how to save money on your bills with simple energy savings tips

PAYMENT SUPPORT
Get advice and support when you can't pay a bill, such as setting up an affordable payment plan, budgeting, and energy retailer support program referrals





ENERGY RIGHTS
Better understand your rights and where to get different kinds of support, including Government schemes

ADVICE IN YOUR PREFERRED LANGUAGE
Translator support is available if you would prefer to speak a language other than English.





Activity –

Instructions: CX expectations

(Zoom Breakouts)

- **How else could Jemena support customers experiencing vulnerability?**



Activity – Stop / start / keep / change

(Zoom Breakouts & GroupMap)

Instructions: Your best advice

- **As a group representing mental health – what specifically could Jemena consider its customers?**
- **What could Jemena:**

  Stop - Start - Keep - Change?

Lead into CVG 4

Next meeting we may have some potential questions from the Jemena Energy Reference Group / Jemena People's Panel to better understand your lived experience …

We may have some guests from these groups!!

Call to Action

Would you like to come along and see the Jemena People's Panel in Action?

JEMENA'S PEOPLE'S PANEL DAY 4
Saturday 16 March 24
9am to 5pm
Broadmeadows Town Hall
10 Dimboola Rd, Broadmeadows VIC 3047

Next Meeting is IN PERSON
See you on:

Tuesday 5 March 2024

5.15 PM for a 5.30PM start

Finish at 8.30PM

to hear,
listen
and think



Jemena