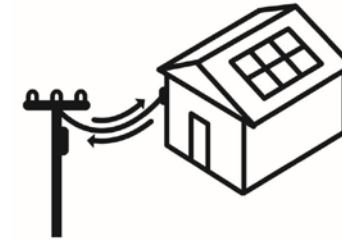


AusNet Planned Outage YTD Comparison	FY18 Final	FY19 Final
Customers Effected (Premises)	720k	773k
Cancellations	112k (16%)	91k (12%)
Over Runs	129k (21%)	130k (19%)



~ 25% Improvement in
Planned Outage
Cancellations during FY19
16% down to 12%
~ 2% Improvement in
Planned Outage Over-
Runs during FY19



AusNet
services

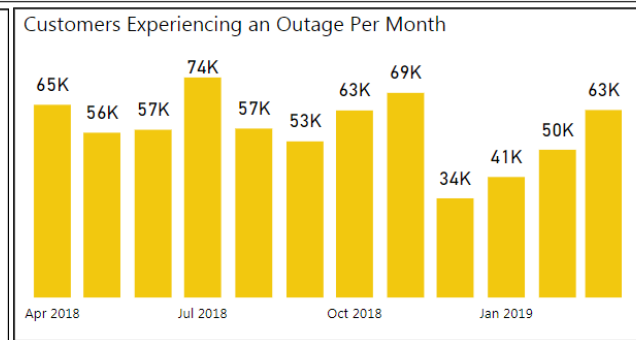
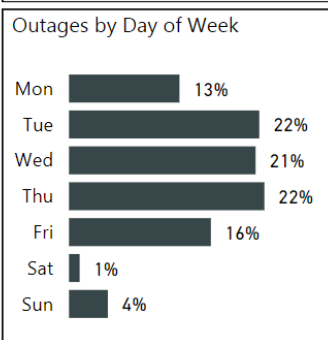
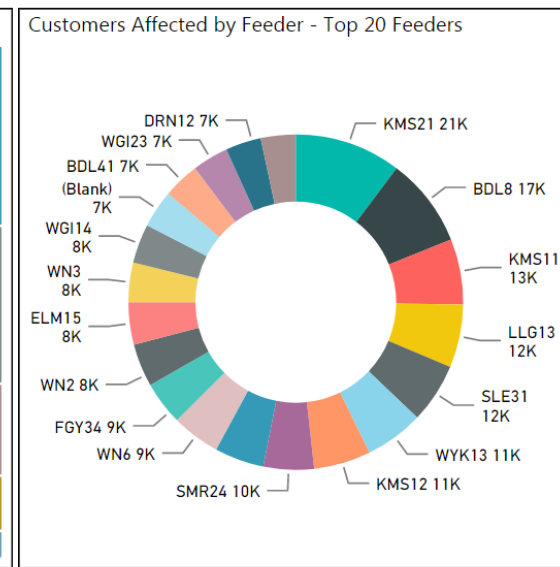
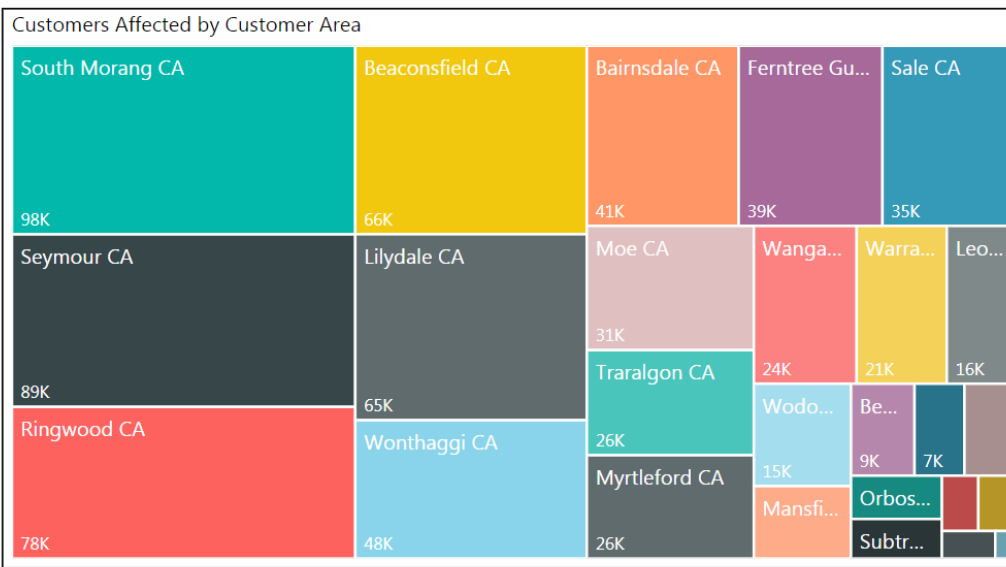
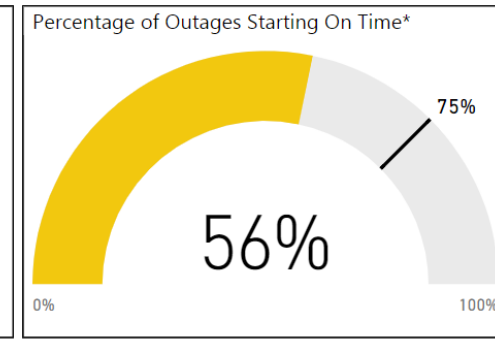
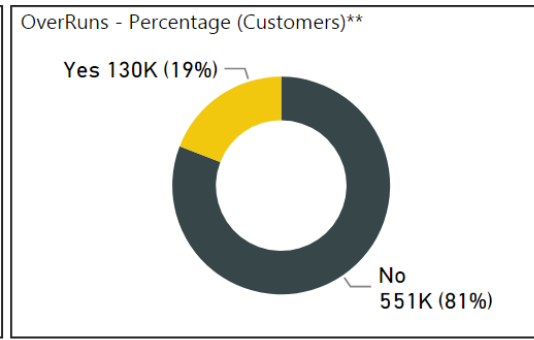
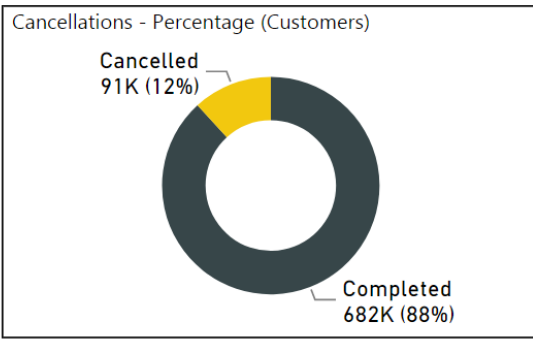
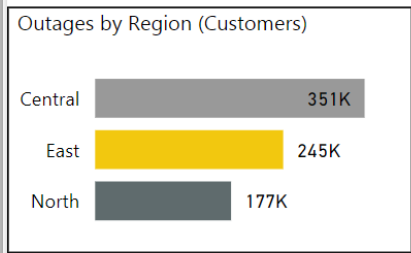
FY19 Final –
Planned
Outage
Dashboard

773K
Total Customers Affected

9045
Total Planned Outages YTD

2,364
Average Customers Per Day

85
Average Customers Per Outage



Top 5 Cancellation Reasons

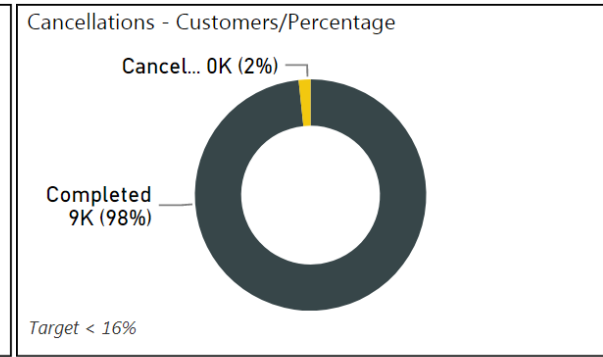
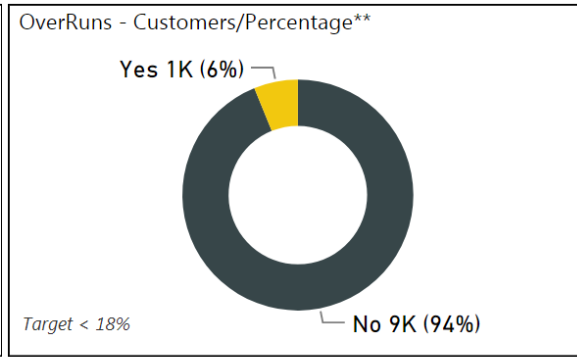
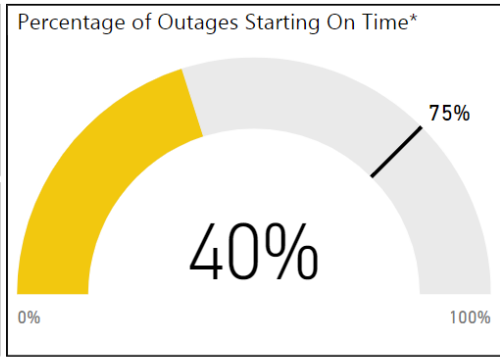
NEMS	Customers	Reschedule Reason
86	9818	Network Access - Forecast Severe Weather
72	9305	Work Not Req - Work Completed Previously
155	9147	Network Access-Operators Unavailable
191	8422	Crew/Person-Unavailable-Faults
152	6830	Cancelled By Controller/Dispatcher
656	43522	

FY20 WK1 – Planned Outage Dashboard

FY20

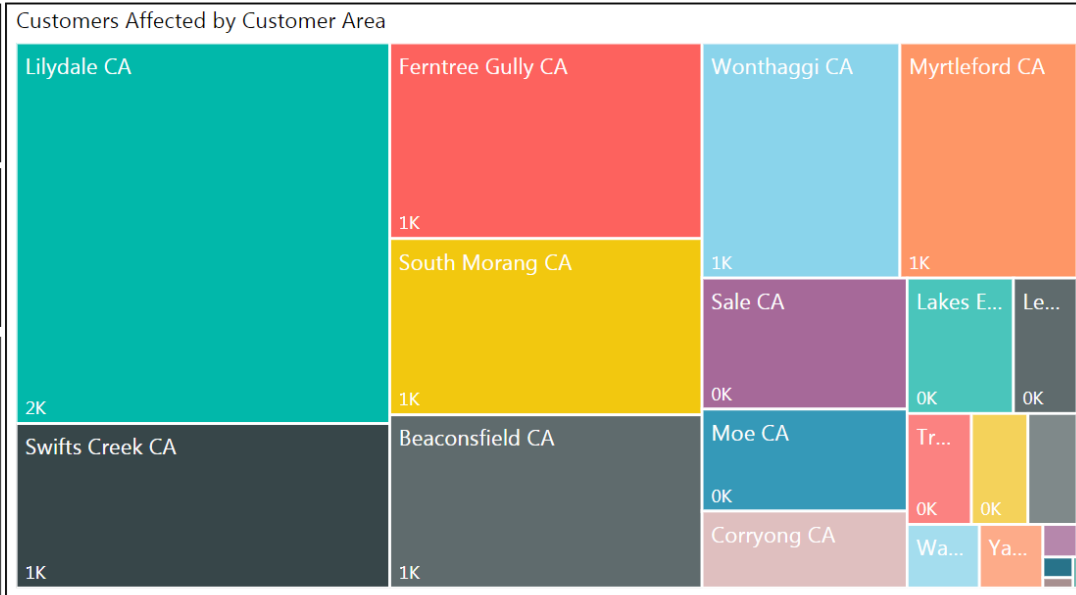
9K
Total Customers Affected

186
Total Planned Outages YTD

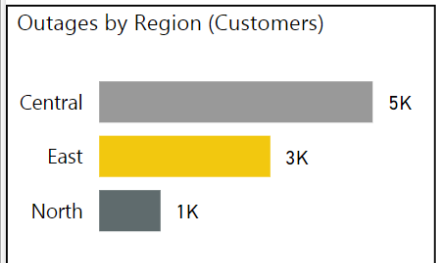


1,332
Average Customers Per Day

50
Average Customers Per Outage



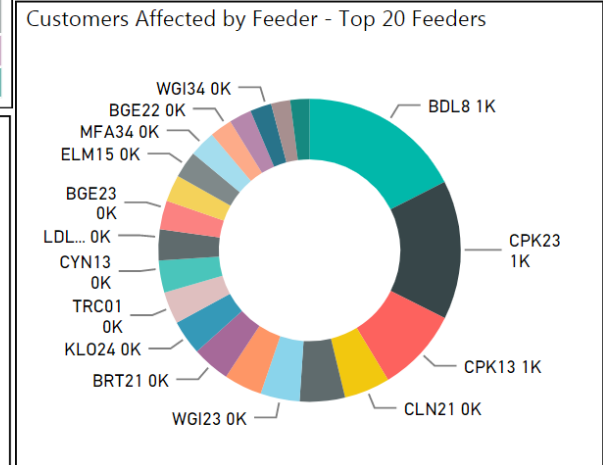
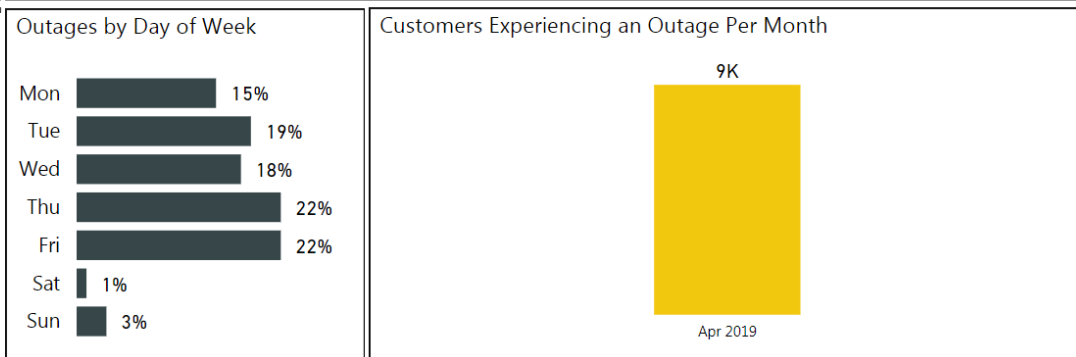
Nems	Cust #	Top 5 Cancellation Reasons
1	95	Crew/Person - Insufficient Time
1	28	Work Not Req - Work Completed Previously
1	9	Access-Lock Out/Property Access Denied
1	9	Access-Rain-Rained Out On The Day
1	5	Extraordinary (Requires Explanation)
5	146	



Controllable Cancellation %

1.54 %

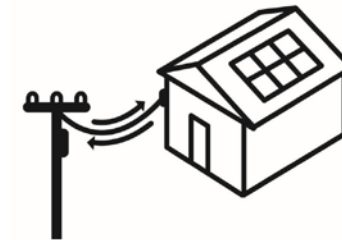
Target < 5%



Development of new Customer Centric FY20 targets
 - Now measured on % customers affected rather than % of jobs.



AusNet Planned Outage YTD Comparison	FY18 Final	FY19 Final
Customers Effected (Premises)	720k	773k
Cancellations	112k (16%)	91k (12%)
Over Runs	129k (21%)	130k (19%)



Planned Outage Measures FY20 - Draft	FY18 Final	FY19 Final	FY20 Draft
Customers Effected (Premises)	720k	773k	NA
Cancellations	112k (16%)	91k (12%)	< 16%
Over Runs	129k (21%)	130k (19%)	< 18%
Controllable cancellations		7%	< 6%

Strive for 10% YOY Improvement on these 2.