



Questions and actions raised at Customer Advisory Panel

From meeting: Thursday, 7 June 2018

Agenda item	Questions and actions raised	Answer
Reliability	1. Orion will commence a project to review communications around planned outages	<p>The message Orion received through various customer engagement forums is that customers would like more proactive communication about planned outages. Orion has established a project team that is exploring a number of options and conferring with others in the industry to learn from their experience. It's noted that the Commerce Commission is asking EDBs to develop measures of customer satisfaction and communications around planned outages is being proposed as a key theme.</p> <p>There is no single solution, it will be a multiple channel approach, ranging from letter box drops to digital apps, to communicate with the diverse range of people in the Orion region in ways that work best for them.</p>
	2. Orion to look into the Selwyn Gets ready app, and make contact with Council communications to explore utilising their channels.	<p>We meet with the Selwyn App sales consultant who gave us an in depth tutorial of the app. The app was launched in May this year and it offers news, weather, things to do, restaurants, health, and services – in the Selwyn District. There is more than 53,000 people in the Selwyn District and more than 37,000 are adults with mobile devices. In the month of July there was more than 16,000 views. This app is the only source of daily news in the Selwyn District and so Orion can see the benefits of this app. Especially with the 'push notifications' for urgent updates, which would be beneficial during an unplanned power outage. This app will be considered as part of our planned outages review.</p>
	3. What was the percentage of the lines company portion of the power bill 10 years ago? Currently 26%, has that changed?	<p>10 years ago the lines company portion of the average residential monthly power bill was around 25% for both Orion and nationally.</p>

Temporary disconnections	4. Orion to report back on progress with temporary disconnections review.	Orion is developing a proposal for the Senior Leadership Team to consider. It is anticipated that this will be presented by Christmas and it was noted that any change to Orion's approach would take some time to be implemented.
Wrap-up and close	5. Orion to establish the agenda and timing for the next meeting.	Complete
	6. Orion to send a short survey to members	Survey complete – the results were covered off in the meeting.