

NPS SUMMARY

MARCH 2016 – MAY 2018

ELECTRICITY, GAS & WATER SUPPLY

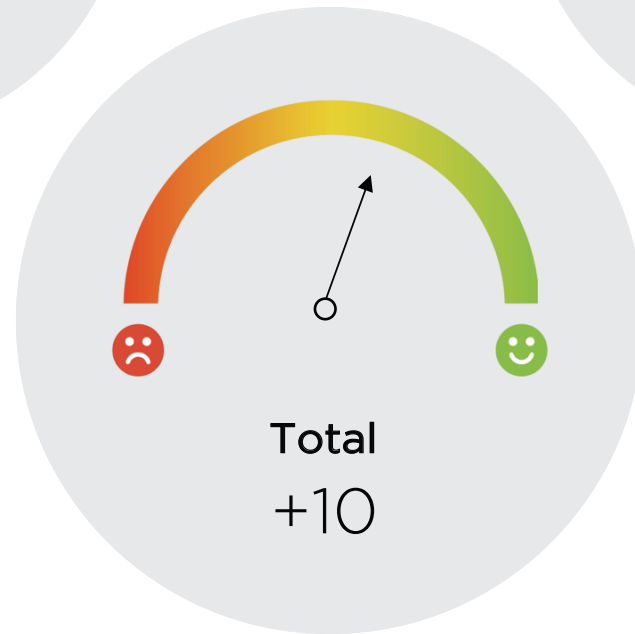
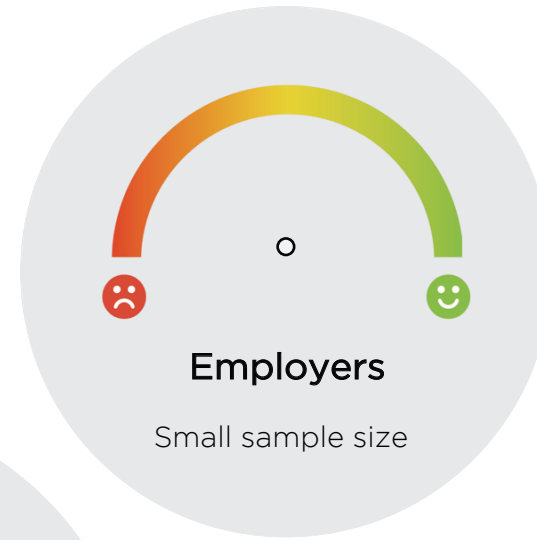


TOTAL* n=136
*Total survey responses for this industry

MEAN EXPECTATION 3.27

MEAN CUSTOMER EFFORT 7.19

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL	4.0
Injured Worker	4.0
Employer	4.0



Easily accessible

TOTAL	3.6
Injured Worker	3.6
Employer	4.0



Easy to understand

TOTAL	3.8
Injured Worker	3.8
Employer	4.0



Knowledgeable & helpful

TOTAL	3.8
Injured Worker	3.8



Dealt with in timely manner

TOTAL	3.1
Injured Worker	3.1



Clear instruction & expectations

TOTAL	3.3
Injured Worker	3.3



SURVEYS

Sent in last 12 months



Sent survey invitations 414



Responses received 74



Injured Workers 68



Employers 6



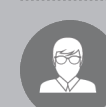
MARCS



MARCS 29
Most at risk customers, 0-4 score in NPS



Injured Workers 24



Employers 2



Others 3