

# Customer Access to Real Time Information

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# The Tasmanian Experience

## Prepayment Product

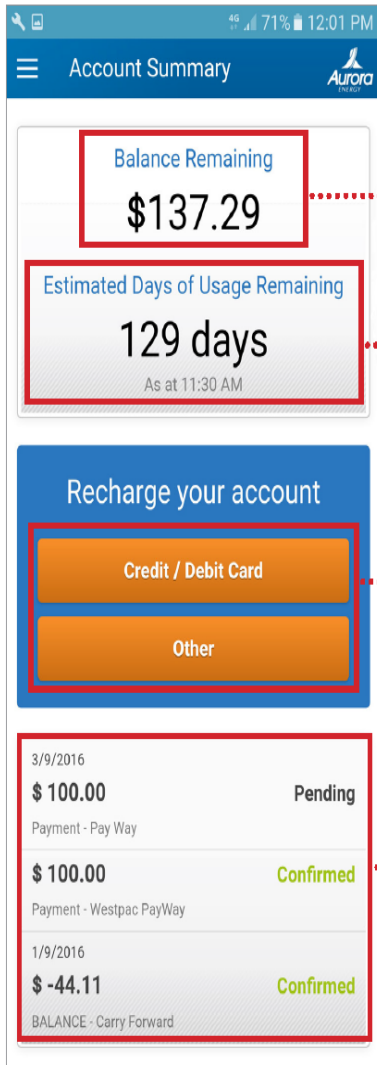


# Product Features



| From A Customer Perspective                     | Current APAYG Product | Replacement Product |
|---|-----------------------|---------------------|
| Visibility of Usage                             | x                     | ✓                   |
| Visibility of Account Balance in Real Time      | ✓                     | ✓                   |
| Avoid Bill Shock                                | ✓                     | ✓                   |
| Customer Engagement                             | x                     | ✓                   |
| No Quarterly Bill                               | ✓                     | ✓                   |
| Ease of Payment                                 | x                     | ✓                   |
| No Self-Disconnect                              | x                     | ✓                   |
| Product Designed to Support Remaining in Credit | ✓                     | ✓                   |

# Information Availability



Account Summary

Balance Remaining  
**\$137.29**

Estimated Days of Usage Remaining  
**129 days**  
As at 11:30 AM

Recharge your account

Credit / Debit Card

Other

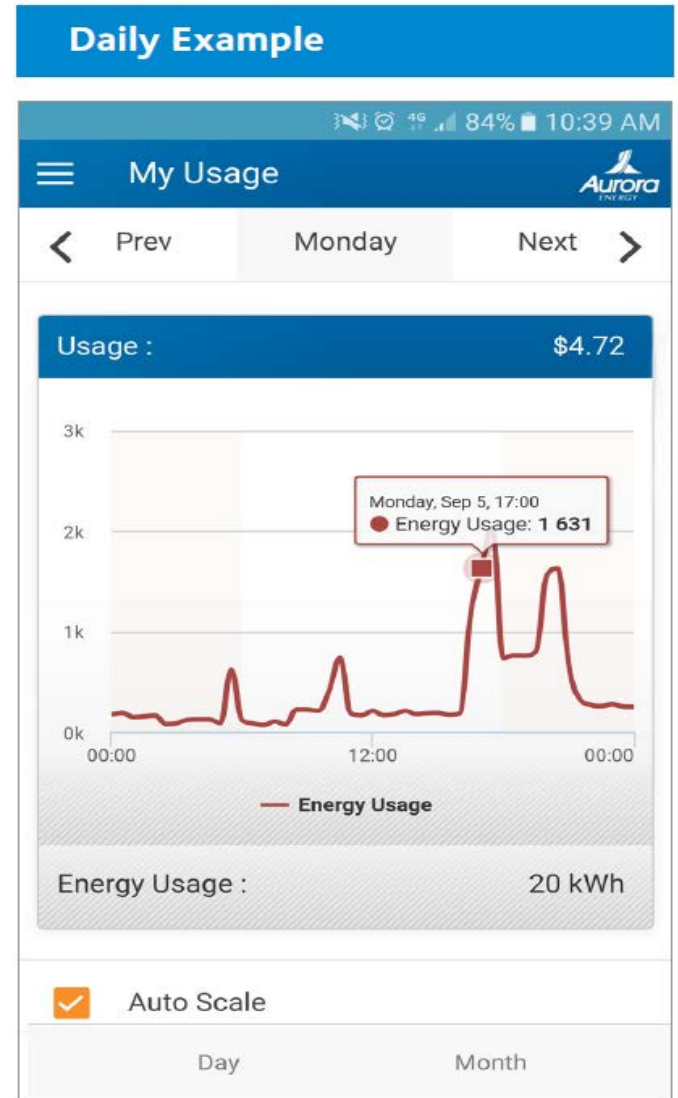
|                          |           |           |
|--------------------------|-----------|-----------|
| 3/9/2016                 | \$ 100.00 | Pending   |
| Payment - Pay Way        |           |           |
|                          | \$ 100.00 | Confirmed |
| Payment - Westpac PayWay |           |           |
| 1/9/2016                 | \$ -44.11 | Confirmed |
| BALANCE - Carry Forward  |           |           |

Your remaining credit or debit amount will be displayed here.

Your estimated days of usage remaining will be displayed here.

Click here to recharge or top up your balance. Press the button that applies to your payment method.

An overview of all your recorded transactions will be displayed here.



Daily Example

My Usage

Usage : **\$4.72**

Monday, Sep 5, 17:00  
● Energy Usage: 1 631

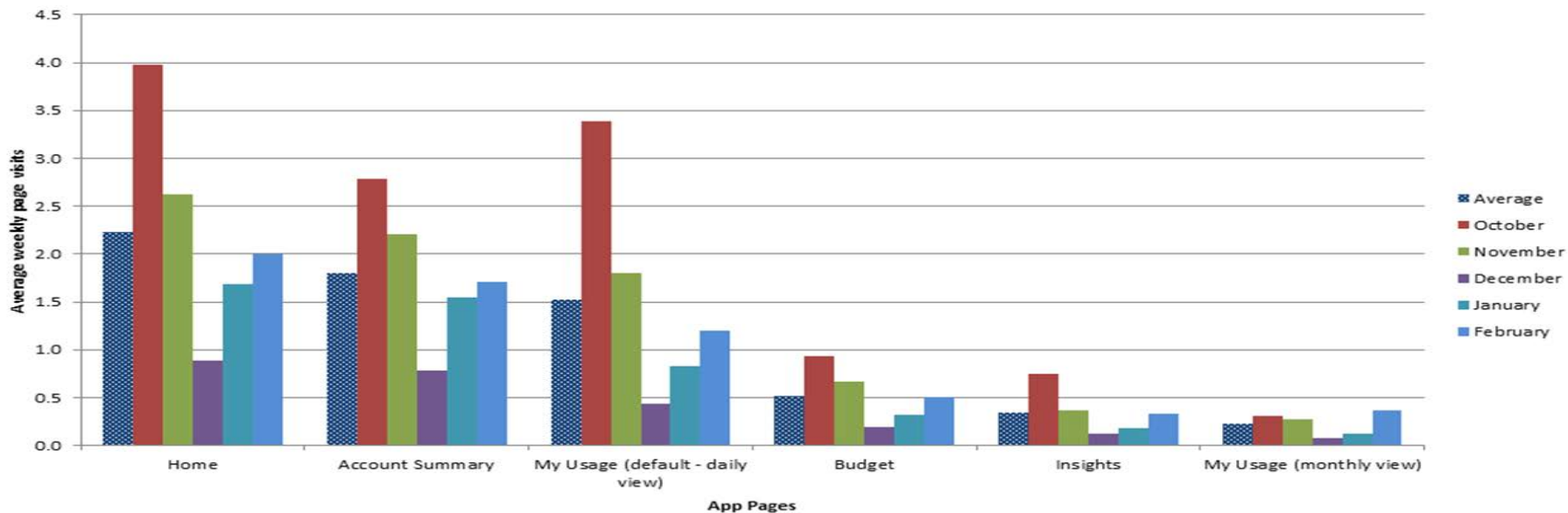
Energy Usage

Energy Usage : 20 kWh

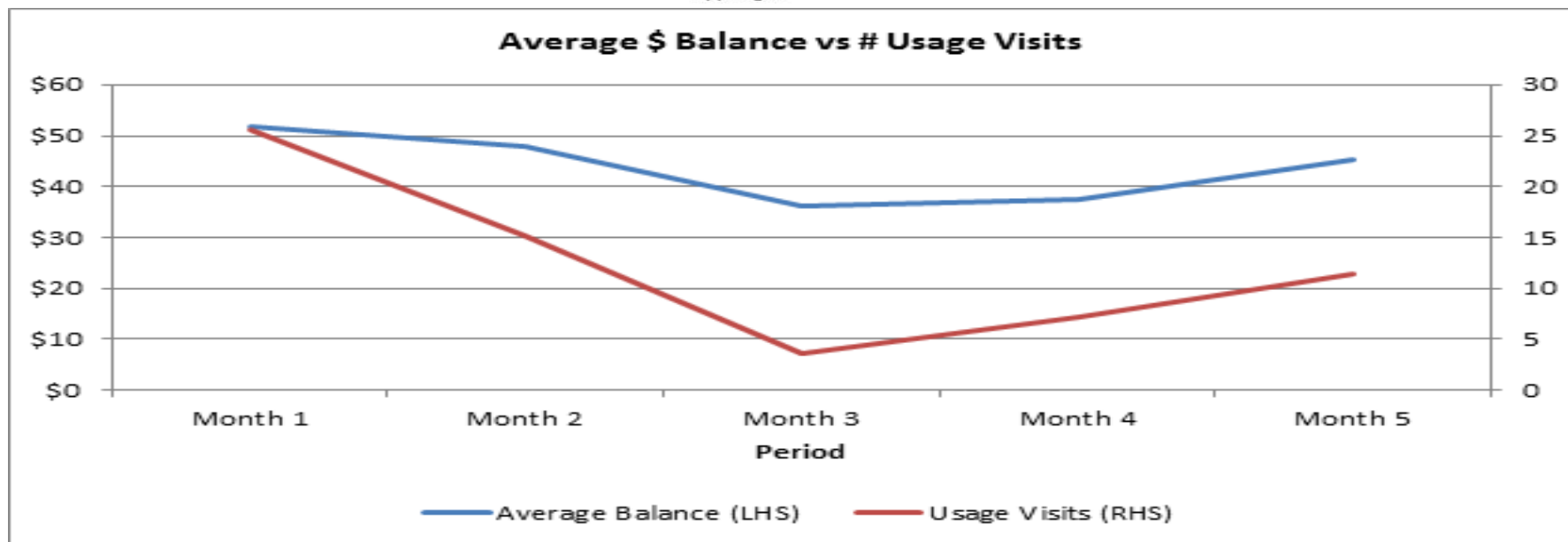
Auto Scale

Day Month

# What Information Customers Valued

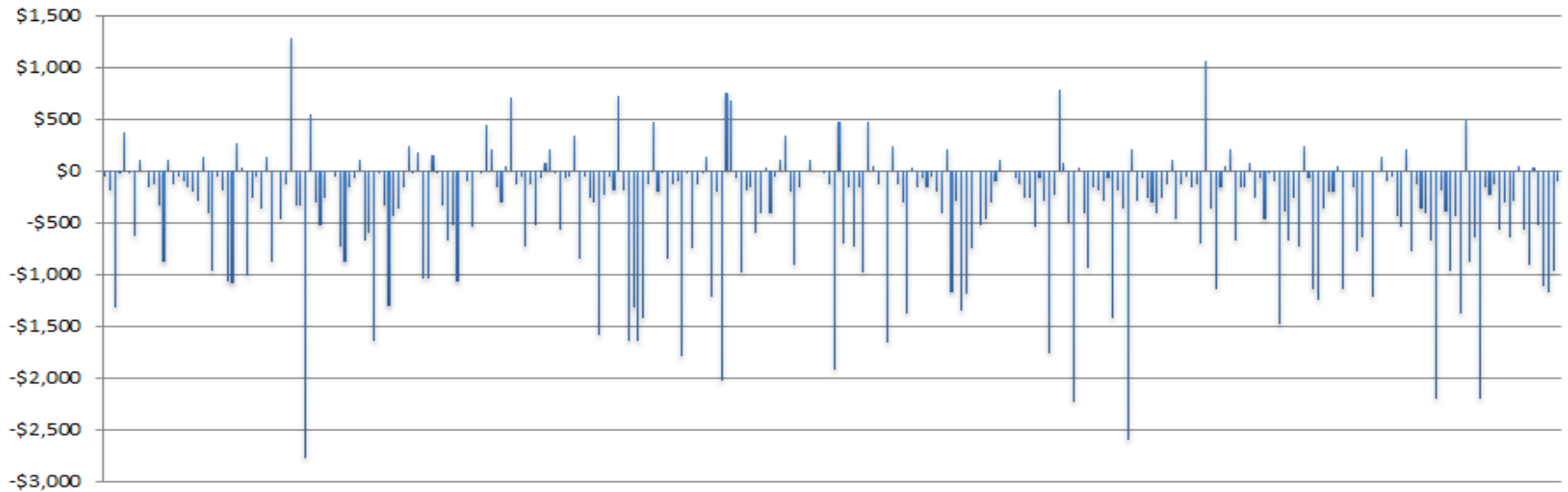


**Average \$ Balance vs # Usage Visits**

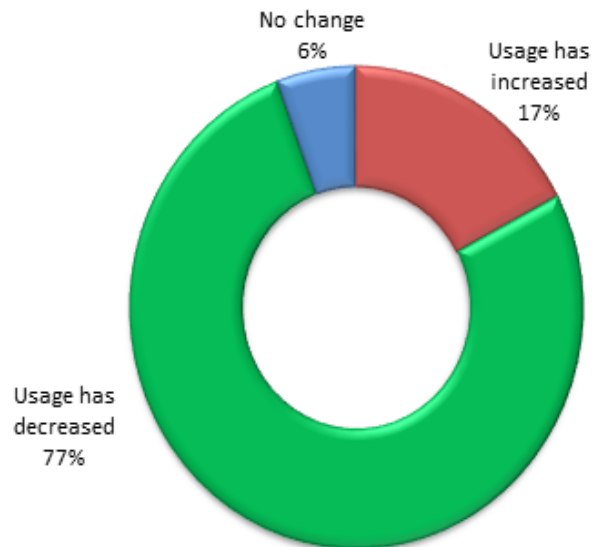


# Consistent with YES Program Findings

## YES Program customer usage change - annualised



## YES Program customer usage outcomes



Thank You

Questions?

