

2010 Electrical Contractor & PV Installer | survey results

ETSA Utilities recently surveyed a number of companies across the Registered Electrical Contractors (RECs) and PV Installer industry to determine how they felt about recent improvements to REX and Online PV application systems. The individual companies surveyed were chosen because of the number of work requests they had lodged with ETSA Utilities over the previous 12 months.

More than 200 surveys were issued to small and large companies across South Australia (these organisations conduct approximately 80% of work requests with ETSA Utilities) and pleasingly there was an average completion rate of 53%.

The survey included both statistical and customer service focused questions

Who did we survey?

- Current REX users
- Non-REX users (Paper Form A)
- PV Application users (Online)

Why did we do the survey?

We conducted the survey for three main reasons:

- To listen to our customers and find out how they feel about the new REX and online PV application systems
- To understand how RECs and PV Installers feel about the current level of customer service provided by ETSA Utilities
- To identify how/what we can do to improve services delivered to RECs and PV Installers in the future.

What our customers said about:

The new PV online application form:

- The form is easy to use and widely used
- 93% of respondents said the application was processed by ETSA Utilities in a timely manner

Paper Form A:

- Retailers are taking too long to notify applicants of application rejections
- 97% of form users are calling the ETSA Utilities Builders & Contractors line up to five times a week to manage current jobs
- Many respondents reported being aware of REX but hadn't yet signed up

Using the REX system:

- 89% of users said navigating through REX was simple and easy
- While many users were aware of REX's features, some were not aware of the 'Job Scope' information that shows Servicing, Metering and Charge information
- Users said they were happy with the SMS and email notification options

Booking options:

- Users said they were happy with the booking options available
- The majority of users selected the option of being notified via SMS and/or email prior to the ETSA Utilities booking

ETSA Utilities customer service:

- Users said the Builders & Contractors group and PV Application groups delivered a good level of customer service
- Users also said they were very happy with the Scopers and Field Crews

Things you identified we could improve:

- Increase liaison with Retailers to ensure they process applications in a timely manner, including rejection notifications (Particularly Paper Based Form A)
- Provide more access to Scopers so that Servicing and Metering information is available
- Builders & Contractors and PV Application administration groups need more technical knowledge to assist them to understand job details, requirements, and questions from RECs and PV Installers
- Field Crews should always contact the REC when a connection is not to proceed

Did you know?

- REX provides automated notifications to users (RECs) should the Retailer reject the request
- REX already provides an online booking feature that allows users to book and cancel their own jobs
- REX also provides a summary of the 'Job Scope' that can assist in viewing the Servicing, Metering and Charge details

What actions is ETSA Utilities going to take?

We have developed a plan to implement the improvements identified from the survey. This includes:

- Improvements to REX and the online PV Application systems throughout 2010 and beyond
- Improved training for staff so they can better deliver services to our users.

How to join REX:

Simply click on the link and follow the prompts: www.etsautilities.com.au/rexsignup.