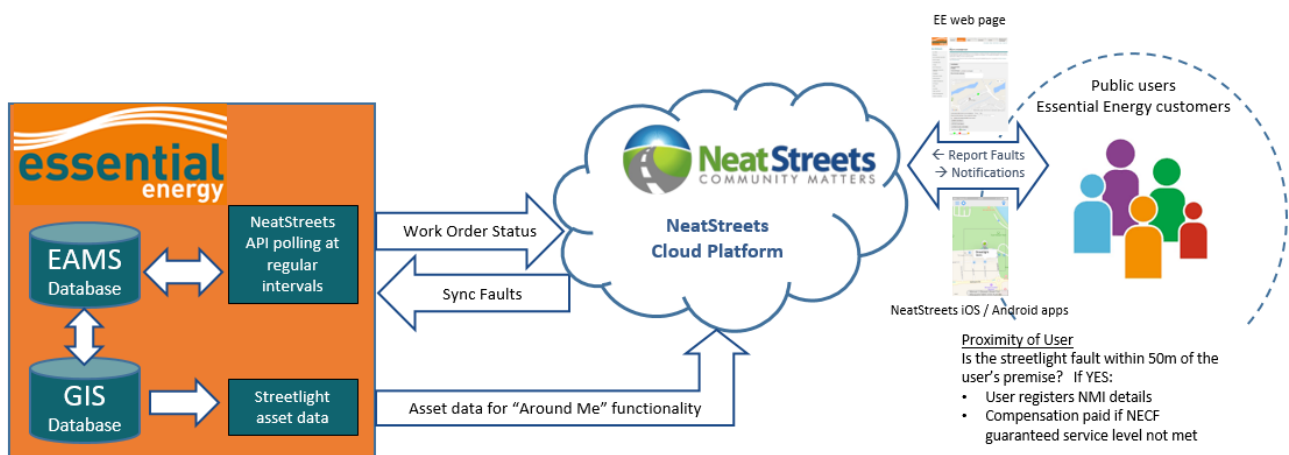


STREETLIGHT FAULT REPORTING AT ESSENTIAL ENERGY

Powered by  **NeatStreets**
COMMUNITY MATTERS

PepperStack Global and we-do-IT have been working with Essential Energy on their Streetlight Fault Reporting system since April 2017. With over 150,000 streetlights serving councils across New South Wales within the Essential Energy network area, the reporting of broken or faulty streetlights helps to create and maintain a street lighting system that is reliable, energy efficient and safer for the community.

Essential Energy's engagement with PepperStack Global and we-do-IT has utilised the NeatStreets mobile app and NeatStreets web plugin fault-reporting tools which have together facilitated significant benefits for both the internal and external customers of Essential Energy.



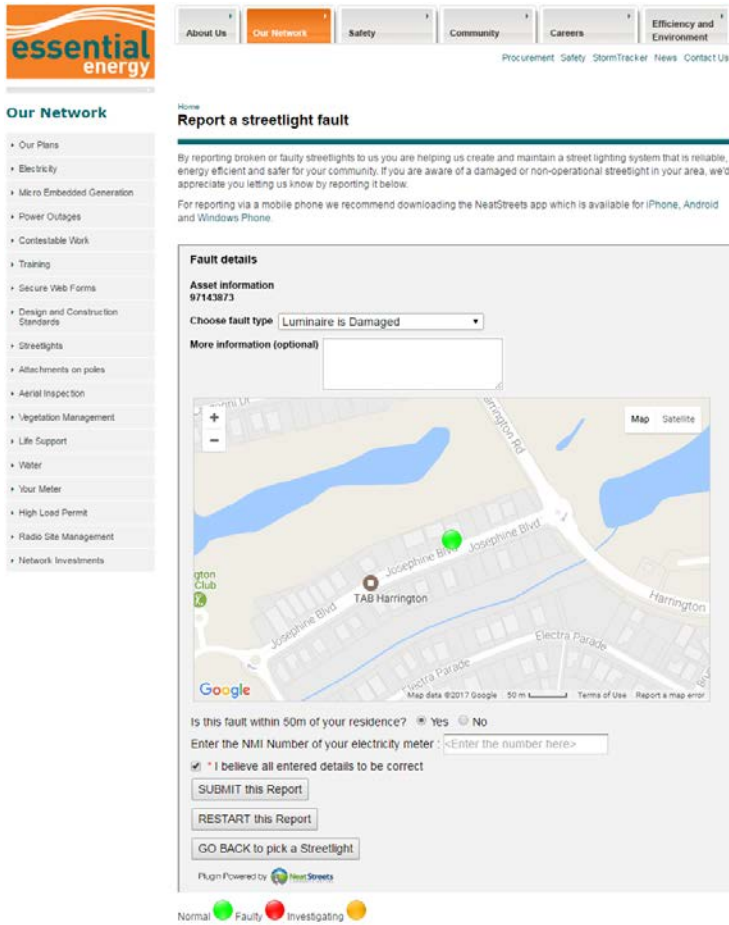
NeatStreets Platform Linkages to Essential Energy Systems

By utilising the NeatStreets platform as a customer front-end to Essential Energy's streetlight fault reporting system, customer contact staff have experienced a reduction in workloads, with the removal of customer outage report double handling, allowing staff to devote more direct contact time to customers. Additionally, streetlight outages previously reported via back-end systems are now dealt with more quickly and accurately.

Contact staff actively engage with external customers and recommend the use of NeatStreets Applications for reporting streetlight faults. According to Lea Morosin, Manager of the Essential Energy Contact Centre, the new reporting and response capabilities are a marked improvement for her staff compared to the previous system of streetlight fault reporting and management.

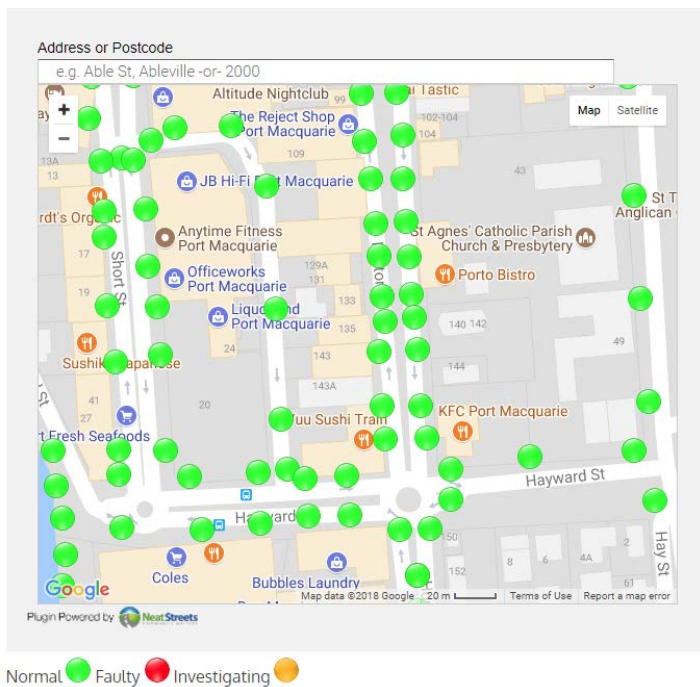
The delivery of the NeatStreets capabilities to Essential Energy was completed on time and within budget. Working closely with PepperStack Global and we-do-IT, Essential Energy experienced an average of one-day turnaround responses from the NeatStreets development team, enabling an effective solution to be implemented in accordance with Essential Energy's requirements.

In addition, a utility bill number based monetary compensation process is facilitated by the NeatStreets platform API, allowing customers to benefit from Essential Energy's strict service level agreement for fault correction turnaround times.

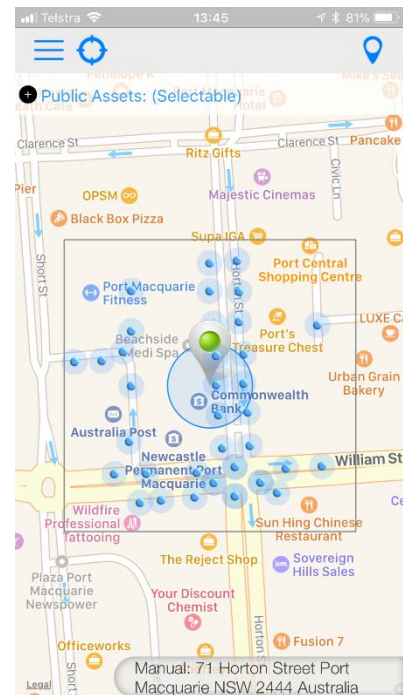


Streetlight Fault Reporting using the NeatStreets Platform

Since implementation of the fault-reporting system, uptake by users has almost doubled since the beginning of 2016 and Essential Energy is focused on achieving all streetlight fault-reporting through NeatStreets.



NeatStreets Web Plugin on Essential Energy website



NeatStreets iOS app