

## 5.2 Customer Service and Management

### 5.2.1 Diverse Channels for Engagement and Communication

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#### Taipower TV - YouTube Channel ▶▶

Taipower places great emphasis on issues of concern to the general public. Through diverse channels, the Company maintains bilateral communication with its customers and improves service quality by following customer suggestions. In addition, Taipower facilitates customer inclusion by attempting to resolve all service hindrances caused by language, culture, and literacy-related issues. Taipower's customer services are now available in Mandarin Chinese, Taiwanese, Hakka, and English to cater to customers' power service needs in the language of their preference.

#### Taipower's Official Website ▶▶

In order to increase public awareness of issues affecting the electricity industry, Taipower has disclosed 32 items of information on its official website under six categories. These include Management, Power Generation Information, Power Supply and Demand, Customer Information, Environmental Information, and Engineering Information. These disclosures allow the public to browse online and gain a greater understanding of the actual operation of the company.



Taipower's Official Website

Taipower TV was established on May 1, 2013. The channel's planning, filming, editing post-production, uploading and marketing are conducted entirely in-house to create internet videos tailored for different target audiences. As of 2022, the channel had accumulated 2.4 million views on YouTube. The main focus of the content is to promote Taipower's stable supply of power and net-zero initiatives. Other topics include the causes of regional blackouts, projects to enhance grid resilience, energy storage at the Tainan Salt fields, the Songhu Substation, the Taiwan-Penghu Submarine Cable, the offshore wind power, power trading platform, green energy development, and various convenience and energy-saving measures. The content is presented in diverse styles to allow for greater communication effectiveness. Additionally, important meetings, forums, and press conferences organized by Taipower are released to the public in real-time through this platform.



#### The Taipower Fan Page on Facebook ▶▶

The Taipower Fan Page on Facebook currently has over 250,000 followers and has had more than 40 million views as of 2022. The themes of the posts include electricity knowledge, power saving, power safety, convenience measures, activities, etc. In addition, Taipower hopes that through this visual approach the public will recognize its efforts in stabilizing the power supply and reducing coal and emissions at the Taichung Thermal Power Plant even as power consumption hit new highs in 2021. Taipower wishes to improve the effectiveness of its communications through social network sharing. The content of posts has been actively quoted by major media platforms. In 2022, it generated 88,557 online responses, including 4,000 press citations and 18,641 Facebook shares.



The Taipower Fan Page on Facebook



## User Communication and Management ▶▶

Taipower has formulated Guidelines for Handling Customer Petitions that safeguard the rights and interests of its customers by ensuring that their suggestions or appeals receive fair and reasonable resolutions and remedies in a timely manner. The Company's commitment to this enhances the quality of services provided by the company and builds a positive image. Users are encouraged to express their opinions on various business measures, service attitudes, public interests, or the protection of rights and interests through diverse communication channels provided by the Company.

### District Service Offices

Taipower has established a closely-linked service network across Taiwan that offers over-the-counter applications for various power and consultation services. These offices are responsible for the construction and maintenance of power supply lines within their service areas and for accommodating customer needs with speedy and convenient responses. They are also responsible for the establishment of direct communication and the maintenance of good interactions with customers.

Each year, Taipower holds a seminar with the Taiwan Electrical Engineering and Industrial Association to facilitate two-way communication and consensus-building with contractors in the electrical engineering industry. The seminar helps address electricity application issues for the public and businesses while also promoting Taipower's important business initiatives. The seminar for the year 2022 was successfully held on November 10, 2022, at the Taipower Hualien District Office.

### Feedback Channels

Taipower has established the 1911 customer service hotline, an online service counter, and the Taipower e-Counter app to meet various user service needs through multiple channels.

Customer Feedback Channels		
Customer feedback mailbox	Customer Service Hotline	Enterprise Dedicated Service
A customer feedback mailbox was established on the corporate website to provide a smooth and effective feedback channel for the immediate processing of customer opinions, thereby improving service quality and satisfying customer demands.	The hotline provides 24/7 services all year round, including electricity billing and business inquiries, acceptance of electricity applications, and interactions about the repair of power supply line equipment to improve service satisfaction.	In order to reinforce customer-oriented services, Taipower provides dedicated visitation services to group enterprises and corporate customers using high-voltages (above 1,000 kw), national trade associations with high power consumption, science parks, and service windows in industrial zones under the Ministry of Economic Affairs. These facilitate the maintenance of good communication channels with customers.
The customer suggestion mailbox received 5,434 messages in 2022.	In 2022, more than 1.705 million calls were answered, and 97.88% of calls were answered within 20 seconds.	In 2022, there were a total of 4,981 visitations performed for customers.

## Customer Satisfaction

In 2022, Taipower conducted an opinion survey of its general, medium and large customers. The scope of the survey included quality of service, Taipower's corporate image, customer feedback, and overall customer satisfaction. The survey for the year 2022 was conducted from October 6 to December 9 of that year. Over the past few years, customer satisfaction has consistently remained above 90%, indicating that Taipower's various service efforts have been recognized and appreciated by users.

2022 Survey Objectives, Period and Areas		
Survey objectives	Period	Survey facet
1. General users: low-voltage users who have had business contact with Taipower in the past year. 2. Medium and large users: users with a contracted capacity of more than 100 kW.	October 6 - December 9, 2022.	1. Service quality. 2. Corporate image of the company. 3. Feedback from customers. 4. Overall customer satisfaction.

Customer Satisfaction Scores			
Year	2020	2021	2022
Score	95.7	93.0	95.1

Electricity supply is critical to the national economy and security, and as such, Taipower has continuously worked to improve power supply and capacity by adding new power sources and enhancing maintenance. The Company has also actively promoted measures aimed at energy conservation and refined its demand response load management to suppress power consumption.

Every month, Taipower replies to dissatisfied customers that have expressed concerns through the comment box. This entails reviews and improvements along with supervisor assistance in providing suggestions and disseminating information across units within Taipower. In the future, Taipower will continue to handle customer service-related businesses in accordance with the Ministry of Economic Affairs' Implementation Plan for Improving Service Efficiency, and will strengthen its communication with customers to make service delivery even better.

## 5.2.2 Guarding Information Security

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### Product Liability and Personal Information Protection ▶▶

Taipower's various tariffs are set in accordance with relevant government laws and policies. The processing of customer billing information and the cutting off of electricity due to overdue bills are therefore managed in compliance with the Personal Information Protection Act and the Electricity Act. Taipower also conducts annual reviews of all necessary fields in its personal information files and systems, and revises relevant business rules. As for the confidentiality of customer-related data, Taipower has formulated mechanisms and operational methods that accommodate different targets. Each unit of The Company follows the operating regulations in handling information to ensure the security of customers' personal information throughout the course of business execution. To prevent service personnel at local offices from inadvertently disclosing user's personal information in violation of relevant regulations, while also considering the need for convenient services, specific procedures have been established for verifying the identities of applicants and inspecting identification documents when users or their authorized representatives inquire (or print) electricity usage information through channels such as in-person visits, phone calls (or faxes), or online platforms. This ensures compliance with legal requirements and protects user privacy. For critical databases, Taipower has established a database activity monitoring system. The system inspects the database and protects it through real-time monitoring and event analysis. Monthly reports of exception records are generated and sent to the maintenance department for review. In 2022, the results of the quarterly reviews were normal, and there were no violations of regulations due to the provision and use of products and services.

### Information Security Plan ▶▶

Information and Communication Infrastructure is one of the areas of concern as Taipower develops a smart grid. To enhance data quality, improve analysis and application, and ensure the security of information systems and program-controlled systems, Taipower has formulated a Cyber Security Policy and set up a Cyber Security Steering Committee for management.



In line with the government's policy on dedicated manpower for cybersecurity, a plan has been developed to adjust the cybersecurity workforce to specialized positions. The principle of upward concentration has been adopted, with specialized personnel centralized in the supervisory department. This aims to achieve the goals of having dedicated cybersecurity personnel and conducting training for field protection.



The company is strengthening its information and communication security responsibility management mechanisms and promoting key performance indicators (KPIs) for information and communication security to enhance the effectiveness of cybersecurity governance.

### Cyber Security Policy

1	Information assets and critical information infrastructures shall be regularly inventoried, classified, and graded, and risk assessments shall be conducted for critical information assets and critical information infrastructures so that appropriate protective measures can be implemented accordingly.
2	The collection, processing, and utilization of personal information shall comply with the provisions of the Personal Information Protection Act.
3	Unit supervisors shall pay close attention to the identification and control of confidential and sensitive information. They shall be responsible for supervising, executing, and auditing the compliance of cyber security policies, relevant laws and regulations, and operational specifications. They shall also ensure their implementation in the routine operations of each unit and employees' daily work.
4	It is necessary to have complete notification and contingency measures for cyber security incidents and to conduct regular information security drills to ensure continuous business operations.
5	All employees shall be fully aware of the purpose of the cyber security policy and their responsibilities under it.
6	The effectiveness of the information security management system shall be reviewed regularly.
7	The cyber security policy and related operational specifications shall be revised appropriately according to business changes, information technology developments, and risk assessment results.

### Information Management Performance Indicators and Achievements

Management Dimension	Management Performance Indicators	2022 Achievements
Information Security	<ul style="list-style-type: none"> <li>Information security policy documents approved and released by management shall be communicated to all employees</li> <li>Assets shall be classified</li> <li>Vulnerability assessments will be conducted on host computers quarterly and improvement records will be tracked</li> <li>The use of information and communication products from Mainland China is prohibited to reduce information security risks</li> <li>Vulnerabilities shall be patched and updated regularly</li> <li>The core information and communication system shall conduct a business continuity drill once a year</li> <li>Social engineering drills shall be conducted twice a year</li> <li>All core information and communication systems shall undergo a penetration test once a year</li> <li>In the event of an information security incident, the Cyber Security Incident Notification and Response Management Procedures shall be followed</li> </ul>	After review, the results for 2022 were normal, and there were no violations of laws or regulations
Customer Privacy Information	<ul style="list-style-type: none"> <li>The Director and Deputy Director of the unit or interdepartmental organization shall be designated as responsible for advancing information security matters, through measure such as examining whether the handling of operational records is consistent with the relevant regulations of the Establishment Guidelines for the Security and Maintenance of the Personal Information Files Team</li> <li>Personal information shall be inventoried in accordance with the Security and Maintenance Plan for the Personal Information Files and Personal Information Processing Methods after Business Termination</li> <li>The content of cyber security requirements in the outsourcing contract shall include the Personal Information Protection Act, a definition of the rights and responsibilities of both parties, the right to audit manufacturers, security controls, and other legal requirements</li> <li>Personnel with access to confidential or sensitive information shall be decentralized and rotated</li> <li>The identification codes, access codes and permissions of transferred, departed or retired personnel shall be canceled immediately</li> <li>Confidential information shall be handled in physical isolation</li> </ul>	After review, the results for 2022 were normal, and there were no violations of laws or regulations