

Reflections from our accountability forum

CS Energy held an Energy Charter Joint CEO accountability forum with Powerlink Queensland on 24 November 2022. Attendees included customers and stakeholders of our two organisations, including CS Energy nominated representatives from Queensland Government Procurement, Queensland Manufacturing Institute and Toowoomba and Surat Basin Enterprise, as well as Powerlink's Customer Panel.

The forum provided participants with an opportunity to hear directly from each CEO, ask questions and provide feedback. After the Energy Charter section of the forum, the two CEOs provided an update on projects the two businesses are working together on, such as battery and renewable developments.

What we said

CS Energy CEO Andrew Bills provided a recap of CS Energy's 2022 Disclosure Statement, including CS Energy's top three outcomes for customers, maturity journey, progress on 2021 commitments, feedback from our customer survey, areas for improvement in 2023 and our plans to establish a Stakeholder Council. [View CS Energy's presentation to the forum.](#)

What we heard

Participants provided positive feedback about CS Energy's transparency and commitment to becoming a more customer-focussed organisation. The main questions asked of our CEO were:

Q: *Is price or decarbonisation a higher priority for large commercial and industrial (C&I) retail customers?*

A: Two or three years ago, price was often the only driver for CS Energy's large C&I customers, whereas now their priorities are the ability to access a decarbonisation pathway at affordable pricing. This was confirmed through our recent customer research, undertaken in September 2022.

Q: *What were our views on the 'mixed messaging' about the energy transformation in the media and whether it will be cheaper for customers?*

A: It's generally acknowledged in the energy sector that the energy transformation will not always be easy. What is key is having a coordinated transition to renewables that ensures electricity remains reliable and affordable for energy users. The Queensland Energy and Jobs Plan provides a great opportunity to coordinate the energy transformation.

Q: *How do small to medium (SME) manufacturers with less spending power decarbonise?*

A: CS Energy is working to better inform SME customers about their energy choices. For example, simplifying our communications and informing them about tailored options such as products that enable customers to purchase a 'slice' of a renewable project, rather than committing to a long-term Power Purchase Agreement.

What we are doing

CS Energy will progress our maturity in terms of how we engage with our customers and as part of this we are establishing our own Stakeholder Council. After the forum we surveyed our guests to obtain further feedback about the forum and involve them in our plans to create our own Stakeholder Council in 2023. We have already received some very constructive feedback, including that further conversations about energy affordability, CS Energy portfolio diversification, and energy policy would be welcome.