

Energy Charter
Disclosure Report 2023
Feedback Summary



How we engaged and who we talked to

As a foundation signatory to the Energy Charter, CS Energy is committed to transparently reporting how we are achieving better outcomes for customers and communities.

In FY2023 we established a Stakeholder Advisory Council, which includes members from the Energy Users Association of Australia, representatives of our largest customer, the Queensland Manufacturing Institute, Powerlink Queensland, St Vincent de Paul, local business associations and the Clean Energy Council.

Through the council, our customers and stakeholders have a voice on projects, initiatives or issues that interest them. The council has also provided a channel for CS Energy to obtain feedback on how we are progressing against the Energy Charter principles and maturity model.

CS Energy met with our Stakeholder Advisory Council in early September 2023 to obtain their feedback on our draft Energy Charter Disclosure Report. Their feedback was noted on page 1 of our final Energy Charter Disclosure Report and changes were made to incorporate their feedback.

On 11 October 2023, CS Energy held a joint accountability forum with the other Queensland-based signatories to the Energy Charter – Energy Queensland and Powerlink Queensland. This forum provided customers and stakeholders of the three organisations with a direct forum to ask questions and provide feedback, with the event split into two sessions:

- **Looking back** – briefings on each organisation's disclosure and what was achieved.
- **Future focus and strategic outlook** – presentations from each organisation on focus areas for FY2024.

Attendees at the forum included large-scale industrial customers, industry bodies, energy user groups and advocacy groups from across all three GOC customer and stakeholder advisory panels. CS Energy panel members included the Clean Energy Council, St Vincent de Paul's, the Callide Dawson Chamber of Commerce, the Queensland Manufacturing Institute and Queensland University of Technology.

What we said

At the joint accountability forum, CS Energy's Executive General Manager Future Energy Emma Roberts presented on behalf of our CEO Darren Busine. We began by providing a recap of our FY2023 Energy Charter Disclosure Report, including key customer outcomes, our maturity journey and progress on meeting commitments from the previous year, and areas for improvement. We also shared the results of recently commissioned research that illustrated the social impact and value of CS Energy in our local communities and areas where we need to improve our performance.

In the future-focussed session, CS Energy outlined our priorities for the year ahead and their linkages to the Energy Charter principles. This included:

- **Future Energy Development Strategy** – how CS Energy will decarbonise our portfolio through a mix of renewable energy and firming solutions, with a focus on adding clean energy hubs to our thermal generation sites.
- **Retail Transformation Program** – creating new products and services aligned to customer requirements and enabled through technology and data.

- **Restoring Callide C Power Station** – enabling the safe return to service of the two Callide C generating units and releasing the findings of the external, independent investigation into the Unit C4 incident.
- **Callide Clean Energy Hub** – developing our shared vision with employees and stakeholders for the future of Callide Power Station.
- **Reconciliation Action Plan** – implementing the actions from our inaugural Reflect Reconciliation Action Plan.
- **Supporting vulnerable customers and working with our communities** – broadening our understanding of hardship customers of our Alinta Energy joint venture in South East Queensland; consulting with our Stakeholder Advisory Council on what further actions we could take to assist vulnerable customers; and continuing to invest in our local communities.

Feedback summary

The table below summarises feedback CS Energy received from our Stakeholder Advisory Council before we published our disclosure report, as well as feedback relevant to CS Energy at the joint accountability forum.

You said / We heard	We did / Will do
<p>Provide more detail about the work our retail team does to enable our large commercial and industrial customers to improve their energy efficiency and reduce energy costs.</p>	<p>Every year we perform network tariff reviews on behalf of all customers to ensure they are on the most cost-effective tariff. Additionally, we provide customers the opportunity to be part of our Demand Response Program, which incentivises customers to “turn down” consumption during periods of peak demand.</p> <p>Looking forward, CS Energy is building its capability to provide customers with advice and services to install energy infrastructure such as solar, batteries and EV chargers at their places of business. These services will help customers increase their energy efficiency, reduce costs and potentially access new value streams all whilst accelerating their path to net zero targets. We will provide greater detail in our FY2024 disclosure report.</p>
<p>How will CS Energy incorporate feedback from our stakeholder trust research into business as usual activities?</p>	<p>Building trust should also be included as a focus area in Principle 5. A change was made to the report to reflect this.</p>
<p>There was a high level of interest in the work our retail joint venture partner Alinta Energy is doing to assist households and small business customers in financial hardship in South East Queensland.</p>	<p>Alinta Energy has a Financial Hardship Program to ensure that their customers have access to the best possible support when faced with energy-related debt and adheres to the principles established in the Australian Energy Regulator’s Sustainable Payment Plans framework.</p> <p>CS Energy and Alinta Energy regularly discuss programs and support available to hardship customers, given the pressures of increases in the cost of energy, and cost of living in general, on our customers.</p> <p>Alinta Energy is committed to implementing various initiatives to assist customers best navigate these challenges. Initiatives include financial support programs with investment to date approaching \$775,000, partnering with community organisations, and the review and redesign of customer journeys to mitigate early risk factors.</p> <p>CS Energy will ensure that customers in hardship, and strategies to assist this cohort, continue to be a key focus of the joint venture.</p>
<p>Feedback was given that council members would like to talk with CS Energy about how we engage with local communities to develop local supply chains that could help with the social licence for the energy transition.</p>	<p>CS Energy will include this for discussion in a future Stakeholder Advisory Council meeting.</p>
<p>With regards to CS Energy’s support of the Uniting Energy Support Program, there was a suggestion to consider what actions CS Energy could take beyond financial support – to provide a longer-term solution. For example, funding education and literacy around energy bills.</p>	<p>CS Energy will look to identify opportunities to leverage existing channels that may be able to provide programs to assist with energy literacy.</p>

Feedback summary (continued)

You said / We heard	We did / Will do
A community representative provided feedback that CS Energy could do more beyond the Uniting Energy Support Program to assist electricity customers in vulnerable circumstances.	We have added this as a focus area for Principle 5 in FY2024. The Uniting Energy Support Program is designed to support vulnerable electricity customers in our two host communities of Central Queensland and the Western Downs.
At the joint accountability forum, an industry representative asked the three organisations: “How are energy companies working together to ensure that they have one consistent message for communities? There is a lot of support in the community for renewables and isolated pockets that are not. How do you prevent silos?”	<p>The Powerlink CEO outlined how the CEOs of Queensland Government-owned energy companies meet quarterly to discuss key issues and how advice is fed back to the Queensland Government and our shareholding Ministers, the Minister for Energy and the Queensland Treasurer. He also outlined the connectivity between the organisations in a crisis such as a cyclone, Lack of Reserve (LOR) market event or notice and bushfires. The annual sector-wide Exercise Wirraway to test emergency response preparedness was cited as another example.</p> <p>CS Energy’s EGM Future Energy spoke about how the Queensland Energy and Jobs Plan (QEJP) provides a clear vision for Queensland’s publicly owned energy sector and how it is going to transform. CS Energy has started talking about the QEJP with our customers so they understand our role in the plan.</p> <p>CS Energy regularly meets with Powerlink to test the modelling we use for expanding our generation fleet.</p>
How do your three organisations work together to keep the end bill of customers in mind?	When planning new projects, CS Energy takes into account the Queensland Renewable Energy Zones and works with Powerlink Queensland and Energy Queensland to make sure we are putting assets in the best locations to maximise generation and to keep costs down by limiting upfront spend on connection assets and transmission wires. This is an example of how our organisations work together to achieve lower costs for customers.

Our engagement performance

There has been an increase in CS Energy’s stakeholder engagement activities this year to support the diversification of our energy portfolio. As the energy market changes, our success will depend on our ability to earn the trust and confidence of stakeholders including our people, customers and communities.

The establishment of our Stakeholder Advisory Council and a biennial stakeholder trust research program have provided valuable insights, as has the recent completion of a CS Energy social value baseline assessment.

CS Energy’s stakeholder engagement framework is based on the principles and approaches from the International Association for Public Participation. This framework, along with the Energy Charter engagement objectives, guided us when we sought feedback on our disclosure report in 2023.

This was the first year we produced our Energy Charter disclosure report with a feedback loop process. In FY2024, CS Energy will engage with our stakeholders earlier in the year about the content that they would like to see in our disclosure report.

Anecdotal feedback from attendees at the joint accountability forum with Energy Queensland and Powerlink Queensland was extremely positive. There is an opportunity for our three organisations to work together to obtain measurable feedback from attendees at the 2024 forum to drive continual improvement and achieve better outcomes for our customers and communities.



Contact

Brisbane office and registered office

CS Energy Limited

Level 12, 31 Duncan Street
Fortitude Valley Qld 4006

PO Box 2227
Fortitude Valley BC Qld 4006

P: +61 7 3854 7777
E: energyinfo@csenergy.com.au
W: www.csenergy.com.au

ABN 54 078 848 745