



**Energy Charter
Disclosure 2022-23
Customer and Stakeholder
Feedback Report**

30 November 2023



Who we engaged

We tabled the draft 2022-23 Energy Queensland Energy Charter Disclosure Report [Disclosure Report] for feedback on 6 September 2023 to the Energy Queensland Customer and Community Council (the Council). Following review, the Council members provided an update in our Disclosure Report and feedback regarding our performance in 2022-23 and their thoughts on our progress against the Energy Charter principles.

Following publication of our Disclosure Report, along with the other Queensland signatories of the Energy Charter, CS Energy and Powerlink, we hosted a joint consultative Chief Executive Officer (CEO) Accountability and Future Focus Forum on 11 October 2023 to obtain further feedback as part of the accountability process.

How we engaged

The purpose of the CEO Accountability and Future Focus Forum is to have an energy supply chain CEO-led discussion with Energy Queensland's, Powerlink's and CS Energy's respective Customer and Community Councils and key stakeholders. This provides an opportunity to cross-review each organisation's Disclosure Reports, feedback received and suggestions for areas of focus in the future.

In addition to our Chief Executive Officer, Peter Scott, Energy Queensland was also represented by Chief Customer Officer, Michael Dart, Executive General Manager Retail, Ayesha Razzaq and General Manager Renewables and Distributed Energy, Glenn Springall. The Forum was conducted both face-to-face and online, with a Question-and-Answer session to engage all customer advocates and stakeholders who attended.

Council Feedback

Anecdotal feedback from the Council members who attended was that it is valuable to have a Forum to discuss and share insights with all three organisations and see the commitment by all three organisations to be customer focused across Queensland. We will work with CS Energy and Powerlink for future Forums to collect feedback more formally to assist with further improvement opportunities.

The table below provides all feedback received to date from the Council, adopting the 'You Said'; 'We Heard' and 'We Did/Will Do' format as required for Energy Charter feedback reporting.

Feedback Received and Actions

You said	We heard	We did (will do)
<p>I have no idea whether the metrics you report on support your maturity assessment.</p>	<p>A Council member does not understand the connection of metrics to the maturity assessment.</p>	<ul style="list-style-type: none"> • We created the metrics reported in the Disclosure Report in discussions with previous Council members and also to reflect a consistency with other Energy Charter members. • We will review these metrics and provide opportunities for clarification with our Council members in 2023-24 to ensure relevance and understanding as a continuous improvement opportunity. • From our network businesses 2025-30 regulatory proposal engagement activities and customer discussions around customer service metrics, we will engage and collaborate with Council members on developing a suite of metrics that may also be relevant to include in future Disclosure Report reporting.
<p>For future Disclosure Reports please provide more detail on how the metrics reported on are moving over time; and more detail on how far they are moving up or down. It may also help to see some analysis alongside certain metrics which can help to contextualise when there are changes due to external factors, and changes which are more likely occurring in light of efforts from Energy Queensland.</p>	<p>Council member is seeking more information, explanation and insights on the suite of metrics contained within the Disclosure Report.</p>	<ul style="list-style-type: none"> • Will look to table progress of metrics at future Customer Council meetings as part of Energy Charter updates.
<p>What specific benefits does the local community get for local batteries? Can they store their excess solar in the battery and draw it down to lower their bills? Or are the benefits essentially socialised across all network customers i.e., lower network costs overall that are passed on to retailers but no guarantee they will be passed on in retail tariffs?</p>	<p>Council member would like more details about battery storage (community and household), their integration into the network, and associated costs and impacts on pricing.</p>	<ul style="list-style-type: none"> • The core community benefit in stacking the value chain is in finding the most economical way to support more rooftop solar and reduce emissions; batteries help manage the local and upstream network, and in sharing their storage capacity with electricity retailers, help reduce the pressure on wholesale electricity prices. To continue the energy transition, batteries are needed throughout the electricity supply chain, at the customer premises, as well as distribution and transmission levels. We are currently undertaking a ‘neighbourhood’ battery trial with Origin Energy that is testing a product offering/s that may allow customers to store solar generated energy locally, for use locally in the evening. More information is available at: Neighbourhood Network-connected Batteries Talking Energy. • An update on the ‘neighbourhood’ battery trial will be provided to Council members and other stakeholders as part of the proceedings of a stakeholder forum on 14 December 2023.

<p>Principle 5: We will support customers facing vulnerable circumstances - Seems a bit slim in commitments - why do you think those commitments will be enough to keep your assessment at 'Empowered' with just one focus area into the future? Are the 2022-23 focus areas relating to this principle continuing?</p>	<p>Council member notes our reporting on Principle 5: We will support customers facing vulnerable circumstances seems limited in Focus Areas.</p>	<ul style="list-style-type: none"> • Will work with Energy Queensland staff and senior management to review current and future business activity in the context of supporting customers in vulnerable circumstances and provide additional information in future Disclosure Reports. • Additionally, at future relevant customer and stakeholder engagement activities we will better articulate how business activities and initiatives take account of vulnerable customers in both design and outcomes.
<p>Energy Queensland's emissions targets seem to be slipping are you doing anything about these?</p>	<p>Council member is seeking more information on our emissions and related reporting as part of our Principle Three: We will provide energy safely, sustainably and reliably.</p>	<ul style="list-style-type: none"> • Programs currently active are: <ul style="list-style-type: none"> - Remote Generation have for a number of years been enabling customer distributed generation (solar panels on their roofs) through software and hardware upgrades of generation sites. - Streetlighting has been replacing mercury vapour lights with Light Emitting Diodes (LEDs) and has in fact specified that since 2017 all new lights will be LED • Our Fleet Services has modernised the vehicles with less reliance on diesel fuel options. • Our Property Services have been upgrading lighting and building management systems whilst rationalising properties. • Our carbon footprint continues to be largely due to the energy that is lost while distributing electricity across Ergon Network and Energex's networks (an indirect, Scope 2 emission). These network line losses are largely unavoidable, as an inevitable part of distributing electricity across the state. Engineering solutions are cost-prohibitive and of limited value. We will be refreshing our emissions targets in 2023-24 and can provide an update to the Council.
<p>The number of customers receiving rebates reported in the metrics seems to have decreased. Are you doing anything about less customers getting rebates?</p>	<p>Council member needs more detail on rebate awareness and customers receiving rebates.</p>	<ul style="list-style-type: none"> • We have reviewed the data for this metric and noted an error. The hardship program is currently 229,616 as against 223,038 reported in the 2022-23 Disclosure Report. • We do undertake extensive social media campaigns particularly under the Ergon Retail brand, who also conduct outbound campaigns to increase awareness on rebates amongst those eligible to apply.
<p>Has the 'Knock to Stay Connected' program been extended or consideration been given to communities using card operated meters?</p>	<p>Council member would like more information on the future of the 'Knock to Stay Connected' program and if it will be expanded to additional communities.</p>	<ul style="list-style-type: none"> • We currently have emergency cards to assist anyone in card operated communities who require it. • The smart meter roll out and previous work we have done in the communities of Woorabinda and Cherbourg (e.g. listening tours) and lessons learnt from this work will inform future activity in relation to customer communications and disconnection processes. • We are also updating our PowerSavvy program materials to be rolled out in these communities, with the aim of assisting customers in these communities to increase energy literacy and better understanding of measures available to assist them in managing their energy usage and associated costs.

<p>The 'solar soak' tariff has great benefits for customers and ways to promote using energy during daytime hours.</p>	<p>Council member believes tariff options, such as the 'solar soak' tariff can positively influence customer energy use behaviour and assist in reducing their energy costs/ address affordability.</p>	<ul style="list-style-type: none"> • We intend providing more information regarding retail tariffs to customers. • The new Kraken customer information system will assist with greater energy literacy and case management features for our Ergon Retail staff to assist customers.
<p>Is the end of rising retail prices in sight or is there more price pain for consumers?</p>	<p>Council member seeking direction on how we can support affordability for our customers.</p>	<ul style="list-style-type: none"> • Digital meters will assist customers in helping to manage energy costs from both an information and tariff choice perspective. • The Energy Analysis tool available to Ergon Retail smart meter customers allows customers to review their energy usage over 12 months and highlights if their current tariff, or an alternate tariff would be best matched against that usage. • We do not set electricity prices which can fluctuate both up and down depending on a range of market and industry conditions.
<p>Is there any way to compare distribution entities who are signatories to the Energy Charter via the metrics approach?</p>	<p>Council member would like to be able to better compare performance between distribution entities who are signatories to the Energy Charter.</p>	<ul style="list-style-type: none"> • As a reporting mechanism, The Energy Charter is a continuous improvement tool and is not intended to be used as a specific comparison tool as all the signatories are at different stages of their improvement journey. • Energy Queensland will continue to work with the Council to ensure we can incorporate their feedback around the improvements we make to support customers. • Through both the Energy Charter and the Energy Networks Australia (ENA) we also share insights with other distribution entities across Australia to learn and improve.
<p>How do the three organisations [Energy Queensland, CS Energy and Powerlink] work together to keep the end bill of customers in mind?</p>	<p>Council member is interested in the whole of energy supply chain approach to affordability and the overall costs customers incur.</p>	<ul style="list-style-type: none"> • We strive for prudent expenditure and reliability of the network for our customers. • The three organisations are working towards the Queensland Energy and Jobs Plan which outlines how the Queensland energy system will transform to deliver clean, reliable and affordable energy with all three organisations playing a role in its delivery.
<p>How are the three organisations [Energy Queensland, CS Energy and Powerlink] working together to have one consistent message for Queensland customers?</p>	<p>Council member is interested in the whole of energy supply chain in communicating energy related issues to customers.</p>	<ul style="list-style-type: none"> • The CEOs of Energy Queensland, CS Energy and Powerlink frequently meet with and without Government and Shareholding Ministers. Structured conversations around issues for the industry are part of these meetings. In addition, all Queensland Energy Charter signatories work together for media and disaster management and also look at ways to work in collaboration around other issues such as procurement and recruitment. • It is intended that all CEOs of the Queensland Energy Charter signatories will continue work together and hold these Forums.



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