



Energy Charter Disclosure Report 2024

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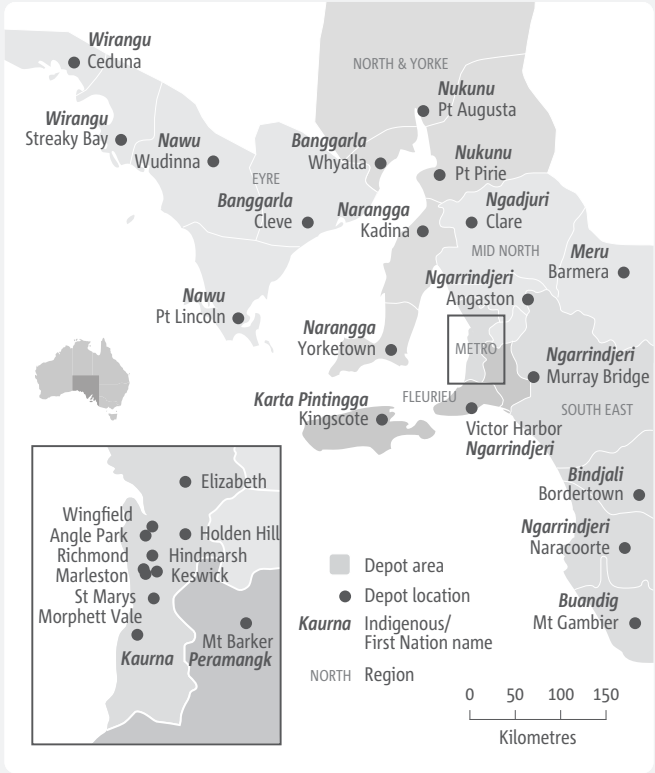
Acknowledgement of Country

In the spirit of reconciliation, SA Power Networks and Enerven acknowledge the multiple Traditional Owners of the lands that host the South Australian electricity network and their connections to land, sea and community. We would also like to pay our respects to Elders past and present and acknowledge that these are living cultures.

The visual centrepiece of our first Reconciliation Action Plan is *Empowering South Australia*, by Presten Warren, an artist and proud Wirangu/Dieri/Kokatha/Mirning man.

Purpose

The purpose of this report is to disclose how SA Power Networks is delivering against the five Energy Charter principles and includes self-assessed maturity ratings using the Energy Charter Maturity Model. The report highlights achievements in 2024 and future commitments for 2025 that will progress maturity for each principle, with the aim of delivering better outcomes for customers and communities.



Disclaimer

This report has been prepared as at 30 January 2025, covering the 2024 calendar year. This report and the information contained in this report is for general information only, is subject to change and correction and should not be taken, read or relied upon as anything other than general information. To the extent permitted by law SA Power Networks makes no representation and gives no warranties in relation to the accuracy, completeness or suitability of the information for a particular purpose.

CEO introduction



Our second Energy Charter Disclosure Report covering the 2024 calendar year provides an important opportunity for us to share our progress, reflect on the challenges and achievements of the past year, and outline how we continue to work towards delivering a more sustainable, affordable, and reliable energy future for all South Australians.

Energy affordability remains a priority for SA Power Networks, and we recognise that this issue is multi-faceted. In 2024, we have focused on clearly defining our role in contributing to energy affordability and ensuring that our efforts have a meaningful impact on the total cost of electricity bills for our customers.

Firstly, our focus on energy affordability resulted in working tirelessly to identify efficiencies and make prudent investments that reduce costs without compromising on service. Secondly, we understand that the regulatory environment in which we operate significantly impacts the distribution component of the bill. That's why we are committed to positively influencing regulatory outcomes through advocacy and collaboration with industry stakeholders. Finally, we recognise the importance of

optimising the broader electricity bill by working to support our customers with the tools, resources, and information they need to manage their energy use efficiently.

Our commitment to these objectives was reinforced in 2024, when we submitted our 2025–30 Regulatory Proposal in January and our Revised Regulatory Proposal in December to the Australian Energy Regulator. Our proposal has customers at the core and an important consideration was energy affordability. In response to customer and stakeholder feedback we balanced the need for prudent investment in our network to maintain current service levels with our responsibility to keep costs low. At the same time, we are committed to improving service delivery for our customers where the benefits of doing so outweigh the costs and are aligned to customer preferences. This includes reducing bushfire risk, improving reliability for our worst-served customers in rural and remote areas, and upgrading our customer-facing systems. Through these proposals, we also continue to support South Australia's leadership in embracing Customer Energy Resources (CER), particularly as the demand for energy is expected to increase significantly in the coming decades.

As more South Australians transition to electric vehicles, install rooftop solar, and electrify their homes, demand on the energy system could potentially double by 2050. To address this, we are focused on ensuring that electrification is as efficient as possible, leveraging the collective potential of CER to benefit all customers, while promoting the most cost-effective energy solutions. Importantly, as a result of our efforts, we expect that the distribution component of

the average electricity bill will be lower in real terms at the end of the 2025–30 regulatory period than it is today.

In 2024, we continued to expand the Flexible Exports offering, which is now available to approximately 75% of our customers, with 85% of eligible customers choosing to participate. This ongoing program is central to supporting the efficient integration of CER, empowering customers to optimise their energy use while contributing to South Australia's transition to a cleaner, more sustainable energy future.

We also partnered with the Australian Renewable Energy Agency (ARENA) and the South Australian Government on the nation-first Energy Masters project, a groundbreaking initiative that explores the customer and industry benefits of leveraging customer demand flexibility. This initiative is part of our broader strategy to enhance the role of demand-side measures in meeting South Australia's energy needs, using a whole-of-energy-system approach that maximises the efficiency of our network and reduces the overall cost of energy for customers.

In 2024, we also introduced our inaugural Reconciliation Action Plan, demonstrating our ongoing commitment to reconciliation with First Nations Peoples and communities. This year, we saw meaningful progress in our Reconciliation Education efforts, reflected in an increase in participation in our Reconciliation Culture Survey from 10.5% in 2022 to 29% in 2024.

Our Employee Foundation also reached a significant milestone, donating \$5.7 million

to the South Australian community, with \$590,000 contributed in 2024 alone. In addition, our employees dedicated over 1,200 hours to volunteering, further demonstrating our commitment to making a positive impact in the communities we serve.

We have also doubled down on our safety commitments to employees, customers, and the community through our Fatal Hazard and Critical Controls program, which ensures that safety remains at the forefront of our operations. In addition, we have enhanced our focus on cyber security to safeguard our business and customers against evolving digital threats, ensuring the integrity of our operations in a connected world.

We are also proud to have become the first Australian electricity distributor to issue a certified green bond, a significant step in aligning our financial strategies with our environmental goals. This achievement underscores our commitment to sustainability, and we are excited to continue to explore new ways to contribute to South Australia's energy transition.

As we look ahead, we remain focused on delivering long-term, positive outcomes for our customers, stakeholders, and the broader community. We are committed to keeping the distribution component of energy as low as possible for South Australians while supporting the state's transition to a low-carbon energy future. We hope that this report provides you with valuable insight into our progress and the steps we are taking to shape the energy landscape of tomorrow.

Andrew Bills
Chief Executive Officer

SA customers and communities

SA Power Networks is the primary electricity distributor in South Australia and provides power to over 1.7 million South Australians in a network that covers an area of almost 180,000 square kilometres. Our customers include residential homes, businesses large and small, metropolitan, regional and remote communities, customers with and without solar PV, and include those who are experiencing vulnerable circumstances.

South Australia is proud to be paving the way in renewable energy with 38% of SA customers with solar, more than 370,000 solar PV systems enabled, and 100% of our distribution network demand is regularly met by renewables.

South Australia facts



Renewables powered
72%
of electricity use
(over 12 month period)



SA Government committed to
100% net renewable
energy generation in SA by
2027



Around
\$20 billion
of renewable energy
projects in the pipeline in SA

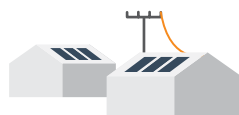


100%
of distribution network
demand regularly met
by renewables

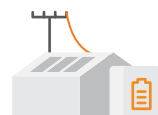


38%
customers in SA
with solar
– highest in National
Electricity Market (NEM)

SA Power Networks Group highlights 2024



~370,000
solar PV systems
enabled



~46,500
home batteries
enabled

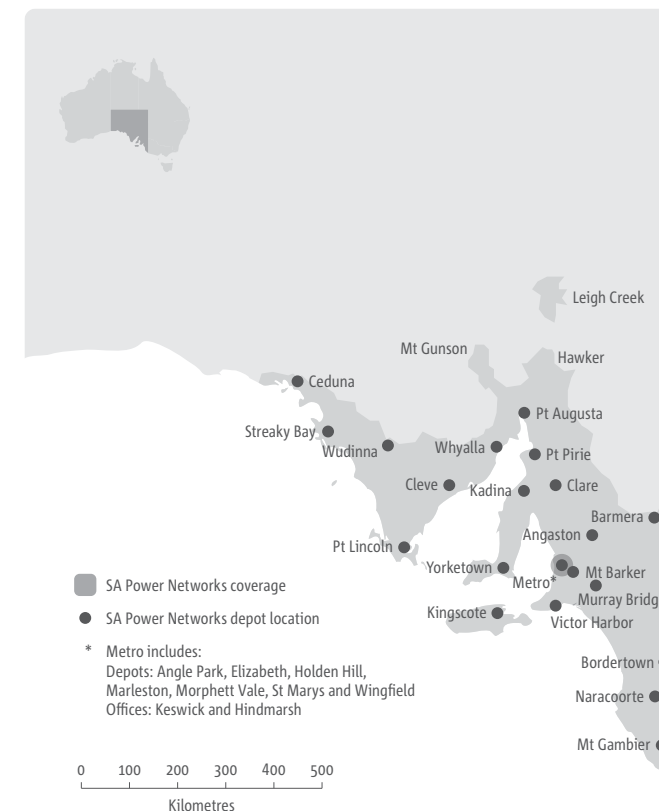


Facilitating
18
Virtual Power Plants
(VPPs) in SA



#1
Benchmark ranking for total
factor productivity by the
Australian Energy Regulator
(AER)

SA Power Networks coverage



Through extensive engagement with our customers to develop our 2025–30 Regulatory Proposal, they told us they want us to:

Maintain safety and reliability – keep the lights on and minimise the risk of public harm from the failure or operation of network infrastructure.

Deliver good service – be easy to deal with and help customers navigate the complex choices they have in responding to the new energy future.

Enable the clean energy transition – since this is fundamental to mitigating climate change, and over the long-term, will result in significant reductions to customers’ energy bills.

Keep the price as low as possible and play our part in improving equity – because some customers are doing it particularly tough as interest rates and cost of living increases impact.

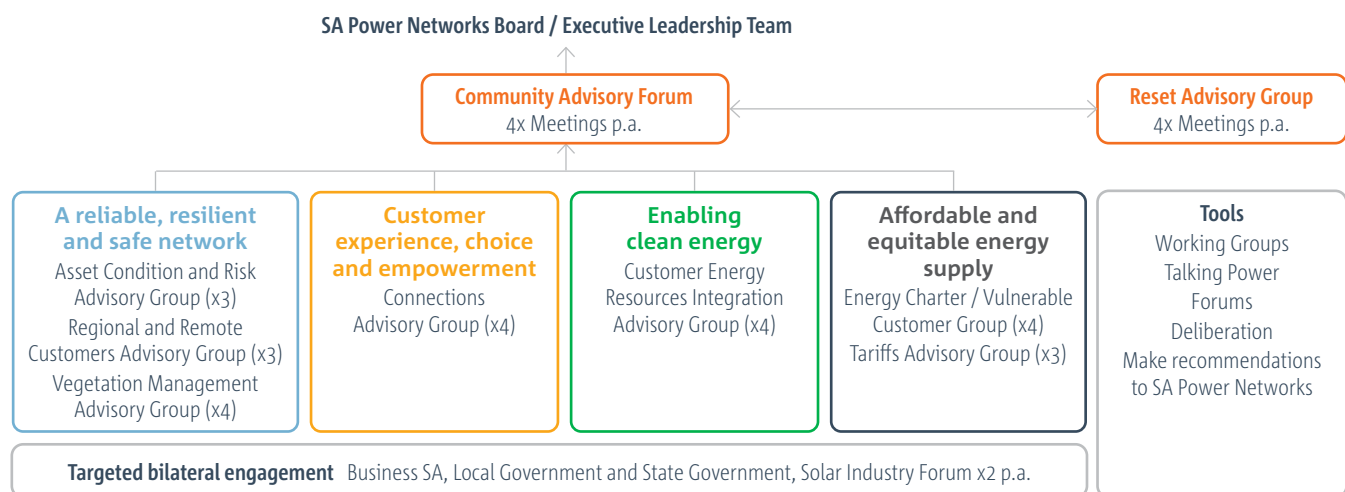


To listen and understand our customers needs, SA Power Networks has an extensive consultative group structure for ‘business as usual’ (BAU) engagement on a range of strategic and operational topics.

In April 2024 we implemented our new and revamped consultative group model, including our Community Advisory Forum (CAF, formerly our Community Advisory Board), an ongoing Reset Advisory Group as part of our BAU engagement and seven advisory groups to allow engagement on key topics that matter to our business and our customers (refer Figure 1 below).

Our BAU engagement will enable us to continue to build relationships with customers and stakeholders to improve service delivery for the future. Our CAF has a strong interest in customer outcomes with the Chair, Dr Andrew Nance, asking all Advisory Groups to develop customer outcomes to ensure our decision-making reflects what customers value and is in the long-term interests of consumers.

Figure 1: SA Power Networks consultative group model



Customer and community highlights

Exploring demand-side flexibility with Energy Masters

Launched in October by South Australian Minister for Energy and Mining, Hon Tom Koutsantonis MP, and SA Power Networks Chief Operating Officer, Mark Vincent, SA Power Networks' Energy Masters pilot will explore the network, industry and customer benefits of demand flexibility and smart homes, and accelerate their deployment at scale.

The project is expected to deliver some immediate benefit to participating households, including appliance subsidies, network tariff rebates and the opportunity to be among the first to trial the latest in demand flexibility technologies. However, the research and analysis of the project's outcomes are also expected to demonstrate the potential benefits and pathways for electrification and demand flexibility to benefit future energy-smart households at scale, and indeed all electricity users. This is because well integrated, flexible Consumer Energy Resources (CER) could reduce the need for billions of dollars of spend on network upgrades to cater for growth in both peak and minimum demand.

Evolution of interoperability and SA Power Networks' leadership

Non-standardised

Basic CER
Solar & batteries
Solar PV and batteries have no remote management capabilities

VPPs
Home batteries
Residential batteries remotely managed to release market benefits and provide grid support services

Salisbury VPP trial
Advanced VPP Grid Integration

2010–2017

2017–2019

Energy smart homes

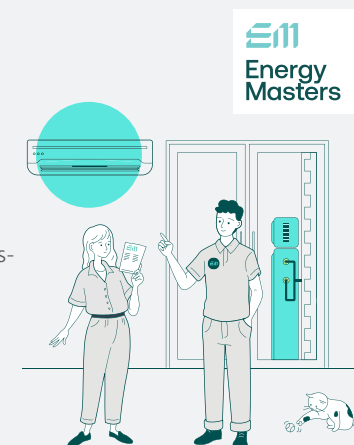
Energy Masters will trial smart, flexible energy management in 500 South Australian households and further strengthen our State's position at the front of the global energy transition. At least 10% of places in the program are set aside for 'Priority Group' households, as defined by the Minister for Energy and Mining, and these households will receive higher subsidies for their eligible appliance purchases under the program.

Participating households will have access to appliance subsidies, simple retail offers from partner electricity retailers, and a free smart home energy management system to help optimise their home energy use. Subsidies will be available for smart split-system air-conditioners, heat pump hot water, and smart electric vehicle (EV) chargers. In return, households will participate in a demand flexibility trial and longitudinal research that aims to demonstrate the value of energy-smart households and a simple, reliable and cost-effective way for South Australians to support better decisions about energy use.

Energy smart grid

As customers move to further electrify their homes and transport, demand on the electricity distribution system could double by 2050. Demand-side flexibility technology enables households to better optimise their in-home energy use, while supporting the needs of the grid at certain times.

This helps to reduce the amount of additional generation, network and storage capacity needed to meet this growing demand. SA Power Networks is already a national leader in CER integration and standards-based interoperability and Energy Masters will help inform future developments of the critical interoperability needed for a smart and flexible energy future.



Standards based interoperability

Energy Masters will standardise:

Dynamic Operating Envelopes
Bi-directional limits for smart appliances within the home – solar, batteries, hot water, heater, EV charger, etc
• Responding to network export and import limits published by a DNSP

Orchestrated Homes
Market active solar, batteries, hot water, heater, EV charger
• Responding to market signals and optimisation from a retailer/aggregator
• Sophisticated optimisation of energy use within the home
• Operating within the DoE published by the DNSP

Smart Home Vision
Customers have access to simple retail offers enabled by smart 'plug and play' CER/appliances and home energy management technology

Flexible Exports
Smart Solar
Solar system provided with dynamic export limits to manage network constraints and become more market-aware

Flexible Exports for Solar PV
Market Active Solar Trial

2020–2023

2023–2026

2030+

Damage and Outage Claims Scheme

Throughout our extensive customer engagement in recent years, our customers told us there is an important gap to address, which can have a significant financial impact. Occasionally, through no fault of SA Power Networks, network equipment failure leads to a power surge not covered by insurance. We listened to our customers, strongly advocating to the South Australian Government to implement a new Small Claims Compensation Scheme.

In 2024 we worked closely with the SA Government to design a proposal for the Small Claims Compensation Scheme to enable residential and small business electricity customers to file small compensation claims for property damage due to electrical infrastructure equipment failures leading to voltage variation outside SA Power Networks' control.

The proposal was released for public consultation in September, and is expected to be implemented in early 2025. This is an example of our collaboration and advocacy efforts to address broader cost of living and energy affordability issues for our customers and community.



Long Range Drones – Technology making asset inspection and outage restoration quicker and safer in regional areas

Drones are already providing significant benefit to our operations and have the potential to revolutionise the way we perform work in the field. Drones provide safer, more efficient solutions for tasks such as powerline stringing, inspections, and data collection. By continuing our focus on incorporating drones into our work, we hope to improve customer experience while delivering insights in a more cost effective, faster and reliable manner.

We have a large fleet of drones currently in the field and are working on integrating more complex operations using larger and long-range drones with high quality cameras and LiDaR¹ data capture. Smaller ‘Tool of Trade’ drones are kept in field vehicles and used by our field crews as they are easy

to fly and capable of capturing high resolution imagery – good for fault finding difficult-to-see defects.

Coupled with the use of smaller drones, asset inspections are conducted by conventional crewed aircraft (helicopters and light planes) or ground crews. Approximately 30% of our customers live in remote areas, and each year our crews drive in excess of 20 million kilometers across the State to patrol and maintain our vast network. Being able to deploy long range (‘Beyond Visual Line of Sight’, BVLS) drone patrols will drive greater efficiency in our asset management program and provide genuine safety benefits for our people and community.

In 2024 – with the approval of the Civil Aviation Safety Authority – we undertook a BVLS trial in SA’s south east, paving the way for wide-scale use by our field crews. Replacing traditional inspection methods with long range drone aircraft, will bring operational efficiencies and reductions in CO2 emissions. It is expected safety will also improve through reducing arduous manual inspection programs and the potential risk from helicopter and light plane accidents. In addition, wildlife and farm animal benefit with less noise shock and environmental or biosecurity impacts.



1 Light Detection And Ranging, is the practice of using light or non-visible (eg infrared) electromagnetic radiation to detect and measure distance to objects.

Performance scorecard

As we seek to progress our maturity against the Energy Charter Principles, we will report on the following metrics to help track our performance. These measures will continue to evolve over time to support achievement of our strategic ambitions.

Principle	Measure	2024 Target	2024 Result		2025 Target
Principle 1 We will put customers at the centre of our business and energy system	Customer Satisfaction	7.8	7.8	●	68% ¹
	Combined Grade of Service	85%	91.2%	●	85%
Principle 2 We will improve energy affordability for customers	AER Benchmark Performance	1	1	●	1
	Average distribution bill (incl GST) for residential customers consuming 4000kWh pa as per the AER's Default Market Offer (DMO) ²	n/a	\$613		\$615
Principle 3 We will provide energy safely, sustainably and reliably	Total Recordable Injury Frequency Rate (TRIFR)	≤8	10.4	●	≤9
	Sustainability: GHG emissions	Publicly disclose near term & long-term scopes 1,2 and 3 GHG reduction targets	Small increase in emissions from 2023 due to a range of factors (refer to the 2024 Sustainability Report)	●	Reduction trajectory on track
	System Average Interruption Duration Index (SAIDI) unplanned ⁴	143	142	●	142
	CER Capacity (solar and batteries) ⁵	n/a	2,741MW		3,090MW
Principle 4 We will improve the customer experience	% complaints referred to Ombudsman	7.25%	7.65%	●	7.25%
	Complaint Satisfaction	5.5 / 10	5.69 / 10	●	54% ³
Principle 5 We will support customers facing vulnerable circumstances	Life Support Breaches	0	0	●	0

●●● Performance – On or above target / Slightly below target / Below target

¹ Change in method from 2025 onwards. New target and projection aligned to historical customer satisfaction metric.

² This is an updated measure representing the distribution bill for a 4,000kWh residential customer, based on AER bill impact methodology. Results are for 2024/25 financial year data, nominal dollars.

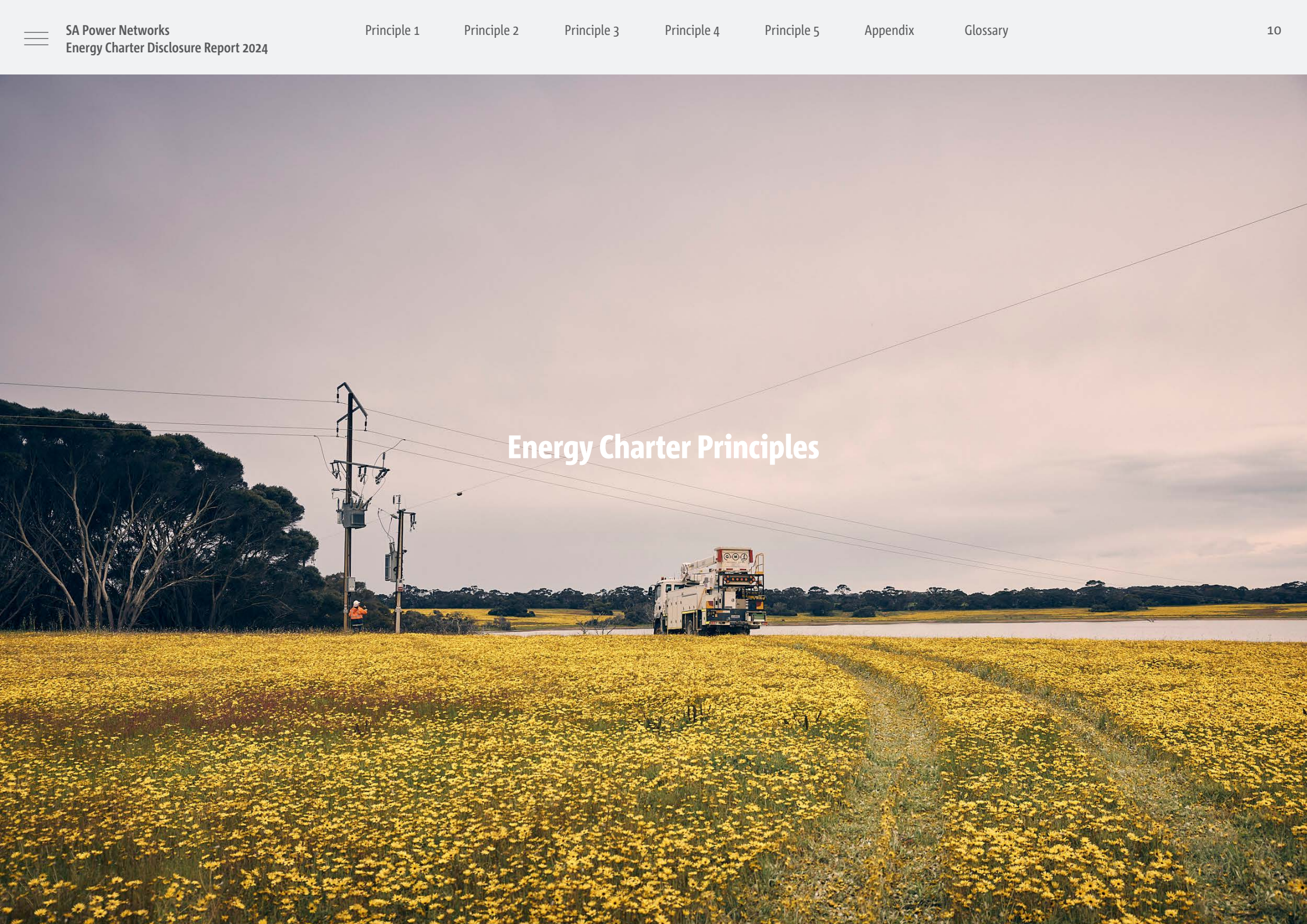
³ Change in method from 2025 onwards.

⁴ Results are for 2023/2024 financial year.

⁵ Change in method from 2024 onwards, includes solar inverter capacity (AC) + battery inverter capacity (AC) only.



Energy Charter Principles



Principle 1

We will put customers at the centre of our business and energy system

We are committed to ensuring we deliver a great service to our customers and the community. By listening to our customer needs through meaningful engagement and insights, supported by an engaged workforce with a customer-focused culture, we can continue to deliver the services our customers and communities value.



2024 Completed Commitments

Customer Insights Capability

We implemented a new customer insights platform that captures and analyses the voice of our customers through surveys. This platform gives us the ability to link customer feedback to actionable initiatives and helps us to understand our performance more deeply. This improved visibility will help us utilise these valuable insights to target specific improvement areas and provide customers with better services and offerings.

Stakeholder Engagement and Consultative Governance model

We developed and implemented a new Stakeholder Engagement and Consultative governance model, incorporating feedback from our advisory group members to support meaningful engagement on key topics and priorities. The new model includes a direct communication line to senior executives to provide ongoing feedback and escalate key topics of interest.

Embed Energy Charter Principles

We continued to embed the Energy Charter principles across the business and promote #BetterTogether initiatives and outcomes through leader updates and departmental team briefings. We increased Executive and Board visibility through our first published Disclosure Report and regular briefings of key #BetterTogether initiatives, including Life Support Customers and Customer-led tariffs.

Culture and Employee Engagement

We actively engaged our workforce through the 2024 Enterprise Pulse Survey, and the findings showed progress in enhancing the visibility and accessibility of senior leaders. Employee Focus Groups were held to identify improvement initiatives centred around Communication and Collaboration, and Feedback and Recognition. These were endorsed by the executive and implemented throughout the year.

AI Automation

We further integrated predictive maintenance into our asset management practices through AI and automation to improve safety, enhance operational efficiency, and manage costs to our customers.

Enterprise Data Platform

Through active engagement with the Data Council in 2024, we continued to embed data governance across the business, with Network Asset data being the main data ingestion achieved. The launch of datalabs and improved data engineering processes have ensured accurate, reliable data, enhancing our forecasting and decision-making.



In Progress

We are continuing to review and refine our Corporate Performance Measures to ensure relevance and alignment to strategic objectives, and a proposed Stakeholder Sentiment metric will be included in this review.

We successfully transitioned all senior leadership roles to our new Operating Model and implemented new structures within impacted departments. This new way of working will help position the business to meet challenges and opportunities in the changing energy landscape. The program will continue into 2025 with a focus on strengthening organisational culture and leadership capabilities.

Future Commitments – 2025

- Continuing our journey on augmenting our workforce with fit-for-purpose automation and AI tools to improve quality of service and experience for our customers.
- Establishing our AI ethics framework and governance to ensure that we use AI ethically and responsibly to protect employees and customers.
- We are continuing the enhancements of our Enterprise Data Platform to seamlessly integrate AI and data science into our operations, fostering innovation and driving business value through advanced data insights.
- Building a data literacy program through targeted business groups and data governance education, enabling employees to fully utilise and benefit from our data assets.
- Leveraging our new customer insights platform, we have redefined how we capture and analyse Customer Satisfaction (CSAT) as a business, enabling a more focused approach to enhancing the customer experience. Our goal is to achieve a 68% satisfaction target across key service areas, including planned work, unplanned outages, connection services, and general enquiries.



Principle 2

We will improve energy affordability for customers

We know that challenging cost of living conditions have persisted in 2024, with many South Australians feeling the impact of high inflation and the flow on to their household budgets. Energy affordability remains a topic of concern for customers and communities and can contribute to the financial difficulties that some of our customers face.

We recognise that providing equitable access to energy requires an industry-wide approach. We engage with stakeholders across the energy value chain, collaborating with our peers, government, non-government organisations, customers, and the private sector to advocate for energy equity.



2024 Completed Commitments

Advocacy

In 2024 we continued to proactively engage with the SA Government's Department of Energy's Planning and Forecasting unit, to advocate for the inclusion of demand-side measures, including thermal efficiency, as part of the State's plan to meet future demand. We also became the first electricity network to join the Energy Efficiency Council (as a member with Board representation). This acknowledges our key role in delivering capacity for greater electrification, through customer flexibility, rather than building out network infrastructure.

Tariffs

In 2024–25, we will continue to have a number of trial tariffs, most of which will become part of our standard suite of tariffs in 2025–30. These tariffs include the 'Electrify' tariffs which encourage consumption outside of a short, highly priced, evening peak window, flexible tariffs for large business to incentivise flexibility and avoid the summer peak of 5pm–9pm November to March, and export tariffs for those customers with the ability to export up to 30kW.

'Diversify' is one trial tariff which will continue to be available on a trial basis in 2024–25 and into 2025–30. The Diversify trial tariff offers a daily rebate to incentivise residential customers with devices that have the ability to receive and respond to dynamic distribution network signals. The objective of this trial tariff is to better understand how customers respond to financial rewards in exchange for offering flexibility. This trial first commenced in 2022–23.

2025–30 distribution prices

In our upcoming regulatory control period 2025–30 we acknowledge the current cost of living pressures on the community, with affordability being a key customer and stakeholder concern. In an attempt to provide some bill relief in the first three years of the new regulatory period we are proposing a revenue smoothing profile which minimises increases in the distribution component of the bill for the

2025–30 period. There will be a step up in distribution bills in year four, however this will be offset by the conclusion of the SA Government PV Feed in Tariff scheme (44c/kWh) in June 2028 lowering residential bills on average by \$54 in real terms.

Lodging of our revised Regulatory Proposal for 2025–30

On 2 December our Revised Regulatory Proposal was lodged with the Australian Energy Regulator, outlining how we will manage South Australia's electricity distribution network from July 2025.

Our proposal was shaped by the views and feedback received from our customers and stakeholders during a comprehensive two-year engagement program. It also incorporated solid governance, reliable forecasting methods, and high-quality analysis and documentation of investment efficiency. This approach enabled us to deliver a proposal that reflects an appropriate balance of service and price for our customers.

Our engagement with the community and our key stakeholders has been central throughout the development of our original and revised proposals. We sought to reflect an appropriate balance of our customers' preferred service level outcomes and price. Customers and stakeholders have been consistent in their feedback that they do not want service levels to decline. However, we are also acutely aware of cost-of living pressures and the importance of affordability for all customers. As a result, downward conservatism has deliberately been applied throughout our forecasts.

In real terms, our proposed expenditure should see the average distribution component of bills across the 2025–30 period remain comparable to those of today. By the year 2029/30, the average residential customer with a usage of 4,000 kWh can expect the distribution component of their bill to be \$570, a decrease from \$613 in 2024/25. Similarly, small businesses using 10,000 kWh will see the distribution component of their bill reduced to \$1,362, compared to \$1,466 in 2024/25.



In Progress

#BT Customer-led Tariff collaboration

We have co-led the #BT Customer-led Tariff alongside Energy Australia and Essential Energy, and together with the Customer Outcomes Group, this Energy Charter initiative is aiming to take a customer-centred, innovative approach to tariff designs. Together we are working on designing network tariffs that provide price signals to retailers, encouraging customer load coordination and the development of simple retail product offerings. The initiative also aims to promote efficient Customer Energy Resources (CER) uptake by increasing value for all customers and retailers, including non-CER customers. Stage 1 of this initiative has recently been completed, and we are now progressing to Stage 2.

Australian Energy Market Commission (AEMC) Pricing Review

On 25 July 2024, the AEMC initiated a broad forward-looking review to address the important role that electricity pricing, products, and services will play in supporting the diverse needs of customers, including delivering the CER necessary for the energy transition. We provided a submission to the draft terms of reference on 22 August 2024, encouraging the AEMC to consider:

- the need for future pricing models beyond volumetric or demand tariffs, instead exploring the potential for advanced cost-reflective network pricing signals to be coupled with home energy automation to produce simple, co-optimised retail offers;

- the evolving role of the DNSP and our transition to a Distribution System Operator (DSO), and the need for formal roles and responsibilities to be established between DSOs and the Australian Energy Market Operator (AEMO) for the functions of system operations and planning;
- the need for DNSPs to be appropriately incentivised to avoid network augmentation to meet future demand, and instead seek to procure flexibility services from customers; and
- the need to formerly recognise energy service providers such as CER aggregators, Virtual Power Plant operators and energy advisory services within the Rules, noting that these parties currently have no defined obligations placed on them but are increasingly becoming a core part of the energy system.

CEO Andrew Bills was invited to participate in the AEMC's Advisory Group for this review and attended the first session at the AEMC's Sydney office on 10 October 2024. On 7 November 2024, the AEMC released the final Terms of Reference for the review and a Consultation Paper, with submissions to the consultation paper due by 12 December 2024. We are committed to providing input into the review to help improve future customer outcomes as we progress the energy transition.

Future Commitments – 2025

- Progress with Stage 2 of #BT Customer-led Tariff for customer-centred, innovative approach to tariff designs.
- Continue participation in the AEMC Pricing Review through ongoing submissions and involvement in the AEMC's Advisory Group.
- Continue to focus our advocacy on improving energy affordability for more vulnerable households, through improved access to technology to optimise energy use, improved household efficiency, and improved energy policies for rental households.
- Undertake a post implementation review of our Regulatory Proposal engagement program with internal and external stakeholders.
- Continue engagement with our new BAU Reset Advisory Group on service levels and expenditure during the 2025–30 Regulatory Period.



Principle 3

We will provide energy safely, sustainably and reliably

Safety is our top priority and while our safety record in one we are proud of, we recognise that we cannot be complacent. To ensure our people and contractors work safe, and go home safe, every day, we are increasing our focus on managing risks and transforming our safety leadership. We are committed to providing a safe and reliable electricity supply for South Australians and an important part of this is ensuring the wellbeing of the community.

Reliability and resilience of supply for our customers and community are an important and ongoing focus for our business. We have a holistic approach to organisational resilience that assists in managing both foreseen and unforeseen risks. Our key reliability and resilience issues include increasing bushfire risks and severe weather events, flooding, increased demand on the network, ageing assets, declining reliability in

some rural areas, wildlife interactions, and increasing cyber threats. We are committed to responding to these issues through many initiatives to help deliver a reliable, resilient and safe network for our customers and community.

We know that our role extends beyond being an essential service and acknowledge our impact and influence on the continued prosperity of South Australia. Our sustainability approach reflects this, through the work we do to support and strengthen our customers and communities, collaborate on innovative opportunities with Government and the private sector, empower our workers, and protect the natural environment. For more detail on our sustainability vision, goal and initiatives, access our Sustainability Strategy.



2024 Completed Commitments

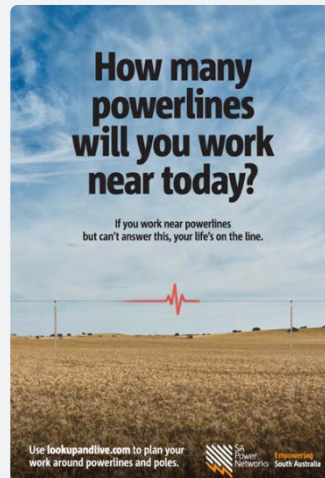
SAFETY

Building Community Resilience

We collaborated on the #BetterTogether Community Resilience initiative to help build community resilience in response to our changing climate, through better community preparation for extended unplanned power outages, particularly during extreme weather events. Guided by a Lived Experience Panel and Customer Outcomes Group (COG), the initiative will deliver a co-developed power outage plan template and improve awareness through a national campaign, empowering customers to effectively prepare for loss of power in extreme weather.

Community safety campaigns

We refreshed our farm safety campaign to tackle ‘inattentional blindness’ around powerlines on farms, and tip truck safety awareness. The campaign included television, radio, press and digital advertising, targeted to regional areas during the seeding and harvest times throughout 2024.



Key Metrics

- Over 2,900 TV and radio spots
- 5.8 million digital ad impressions
- 521,000 people reached
- 12,300 clicks through to the website for more information

Campaign Outcomes

- 13 Incidents reported – January to April
- 2 Incidents reported – May to September



2024 Completed Commitments

RELIABILITY

Asset Management Transformation Program

We progressed the Asset Management Transformation Program (AMTP), establishing Asset Management Objectives (AMOs) in conjunction with stakeholders and customer representatives through the Asset Condition and Risk Advisory Group. These AMOs have a strong emphasis on customer experience and include:

- being focused on developing and maintaining an unwavering focus on customers,
- improving affordability, equity and accuracy of information for customers,
- enabling Customer Energy Resources.

We are currently formulating goals to reinforce the AMOs that will be incorporated into the Strategic Asset Management Plan, which is set to be ingrained with our asset managers, in collaboration with stakeholders. This approach helps keep our customers at the core of our decision-making process.

Flexible Exports

We continued to activate our dynamic flexible exports connection offering across the network, enabling new and upgrading customers to export any surplus (up to 10kW per phase based on local capacity noting that in some areas significantly less than 10kW will be available) from their solar panels. In 2024 we saw the program successfully rolled out to 71% of customers in the State and it was recognised through receiving the Clean Energy Council's 2024 Industry Collaboration Award.

Interest in flexible exports continues nationally, and we are providing information and support to other networks in the development of their approach to solar backstop being sought by respective jurisdictions. We are committed to collaborating to support positive outcomes for customers through the energy transition.

Advanced Distribution Management System

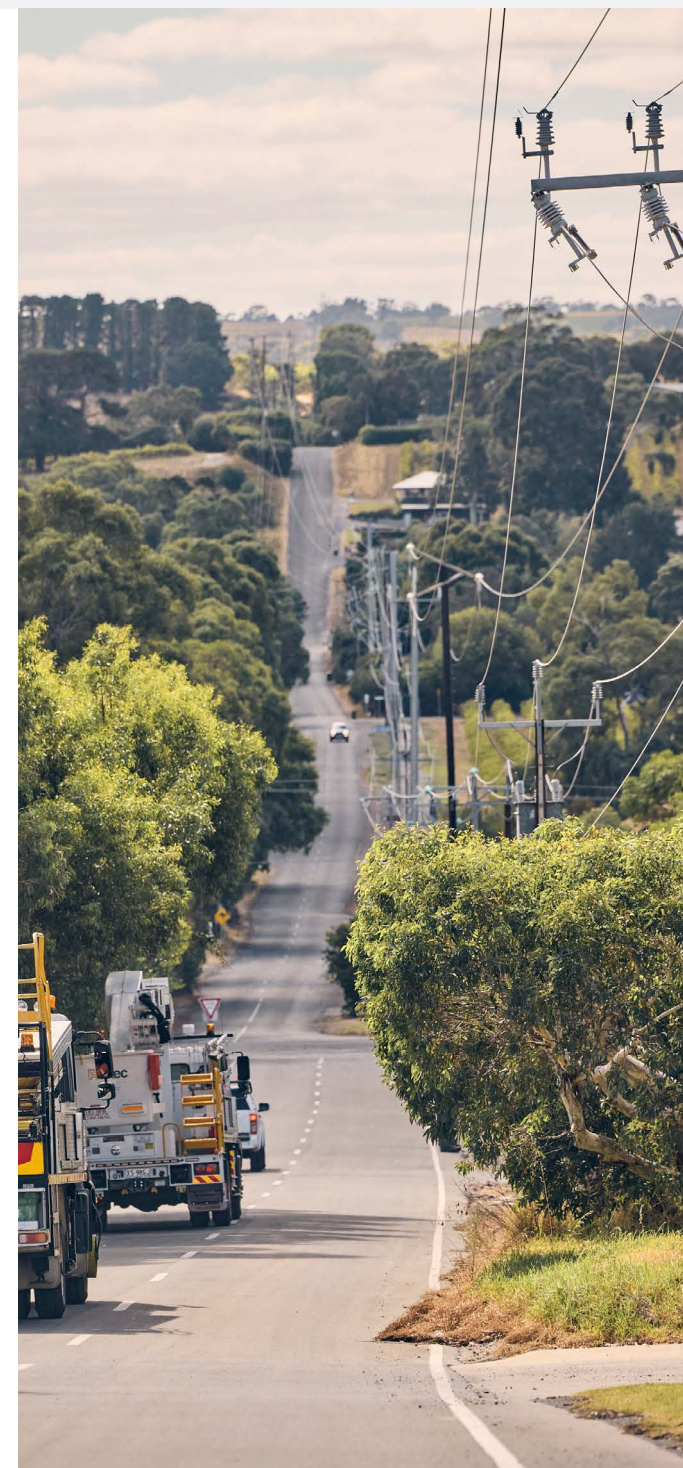
We successfully implemented the Advanced Distribution Management System (ADMS) upgrade in March 2024, which has enhanced our network management and modelling capabilities. In early 2025 we are on track to launch the Distributed Energy Resources Management System (DERMS), within the ADMS, which will enable us to better manage Customer Energy Resources (CER), aligning with our commitment to support the integration of renewable energy into our network.

The implementation of systems to specifically analyse and present smart meter data is underway to provide even greater levels of visibility within our network to further support this integration of CER. These advancements are not only improving our operational capabilities but also delivering tangible benefits to our customers through improved service reliability, enhanced security, and greater access to the network.

Vegetation Management

We added more tree species to the approved lists for planting near powerlines and continued to educate our stakeholders and the community about appropriate planting under powerlines, while working with stakeholders to find ways to increase green canopy cover in urban areas across South Australia. These efforts recognise the important amenity and health benefits green canopy provides while attempting to reduce the costs of vegetation management around powerlines for energy consumers.

The education of stakeholders about appropriate planting under powerlines has assisted to create a beneficial legacy for vegetation maintenance by reducing future unsightly trimming and ongoing trimming costs. Adjusting the timing of scoping and trimming activities in some areas has reduced maintenance costs while maintaining legislative compliance.



2024 Completed Commitments

Streamlining electric vehicle charging infrastructure

One of the key pillars in our approach to the Electric Vehicle (EV) transition is to streamline the connection of EV charging infrastructure. This was accelerated during the state government funded border-to-border public EV charger rollout of 140 sites, which was delivered by RAA in 2024. This program of work challenged traditional ways of working in our organisation, requiring our people to rapidly adapt. Based on our learnings, we published a simple guide for industry stakeholders looking to install public EV charging which has since been actively shared with industry groups like the Motor Trade Association and the Australian EV Association.

This guide includes reference to our Network Visualisation Portal, for a high-level feasibility of the High Voltage available capacity – a key recommendation of the Energy Networks Australia EV connection harmonisation report released in early 2024 in collaboration with all distribution networks in Australia. By streamlining our connection process for EVs, we will help make it easier to install public EV charging infrastructure, and other emerging CER technologies like community batteries.

Reliability programs

Our reliability programs are aimed at:

- mitigating escalating external causes of outages,
- reducing the number of customer interruptions,
- and improving supply restoration times.

Our commitment to addressing the increasing incidence of lightning strikes damaging the network, particularly in rural areas, has led to the ongoing upgrade of porcelain insulators on thousands of poles to more lightning-resistant options. Additionally, we have installed protective covers over bare conductors to counteract the effects on the network of an increasing vegetation urban canopy. We have also placed animal guards on over 3,000 poles to protect wildlife and reduce interruptions caused by the increasing flying-fox population.

Our Low Reliability Feeder Improvement Program continues to enhance supply reliability for our most affected customers. We are committed to reviewing and improving our operational processes and have now established a Reliability Best Practices Workgroup. Led by SA Power Networks, this program is dedicated to identifying and sharing best practices in reliability management across electricity distribution companies in Australia and New Zealand.

AI enhancing safety and reliability

We enriched our network fault analytics and other asset management systems through AI and machine learning to more deeply understand our network to enhance network safety and reliability. This increases our asset data quality, thereby improving accuracy of our ability to predict the likelihood and location of potential future network defects.





2024 Completed Commitments

SUSTAINABILITY

In 2024, we completed the development of our *Climate Change Transition Roadmap* (CCTR), which describes our approach to climate change and the key steps of our journey to contribute to a dynamic, decentralised and low carbon energy system; achieve our greenhouse gas (GHG) emission reductions targets; and build resilience into our grid, people and communities.

We commenced work to understand requirements of a standard based on the guidance of the Taskforce on Nature-related Financial Disclosures (TNFD), including foundational steps to develop an Action Plan for Nature and Biodiversity.

We continued to contribute to the transition towards a circular economy on a state-wide level through supporting the state's transition towards renewable energy, via supply chain initiatives and improved waste management, with our landfill diversion rate increasing to around 90%.

Detailed information on all our Sustainability achievements can be found in our 2024 Sustainability Report.

In Progress

Mitigation of CBD fault levels

We progressed the CBD Fault Level Reduction Project to improve community safety through reducing the risk of cable faults. Design and onsite construction of the new automation scheme was completed in 2024 with commissioning scheduled for 2025.

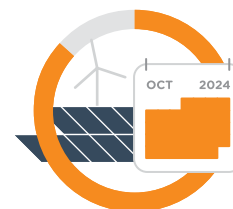
Focus on fatal hazards

We undertook a safety review to assess how fatal and serious harm risks are managed, identifying Fatal Hazards and developing a Fatal Hazard Critical Control (FHCC) Program to support the elimination of fatal risk events. The program is underpinned by contemporary, research-based principles and methodology, and once fully implemented will see cross-departmental focus on the Critical Controls essential to ensure serious harm is prevented. We have focused on finalising the Operational Critical Controls and trialled new tools and processes at two powerline depots.

South Australia facts



Renewables powered
72%
of electricity use
(over 12 month period)



Renewables powered
86.9%
of State electricity use
during October 2024
(averaged)



SA Government committed to
100%
net renewable
energy generation in SA
by 2027



38% ↑
customers in SA
with solar
– highest in National
Electricity Market (NEM)

SA Power Networks Group Sustainability highlights 2024



#1
Benchmark ranking for
total factor productivity
by the AER



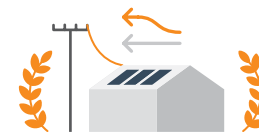
Launched
Sustainable Financing
Framework and
certified Green Bond



Enerven secured
3
renewable energy
projects



Launched
**Energy Masters
Pilot**



Award-winning
**Flexible Exports
initiative**



Diverted
90% ↑
of our waste
from landfill



110
Record number
of new starters in our
Early Career Programs



\$1.67m
invested over the year
in community
partnerships and grants



Achieved
\$5.8m
in donations through
the Employee Foundation
(cumulative)



0
fatal incidents
(employees and
contractors)



System reliability
improvement – decrease to
142 ↓
average minutes off supply over
2023/24 regulatory year



Commenced
first phase of
climate scenario
analysis



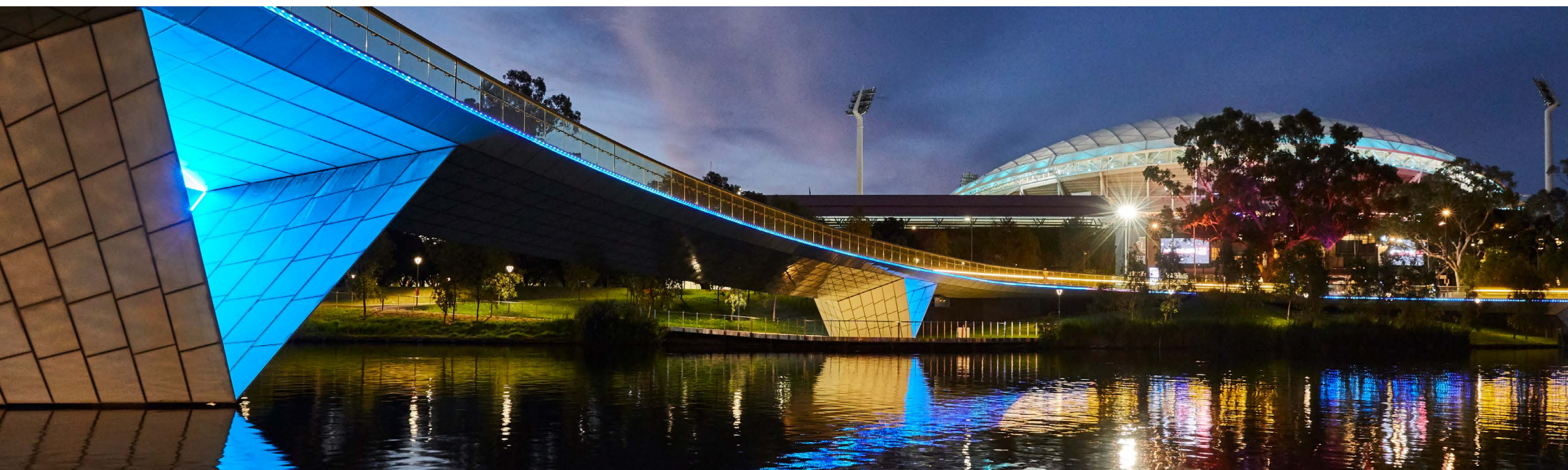
1,415
Employee
volunteering
hours



Award-winning
cyber security
team

Future Commitments – 2025

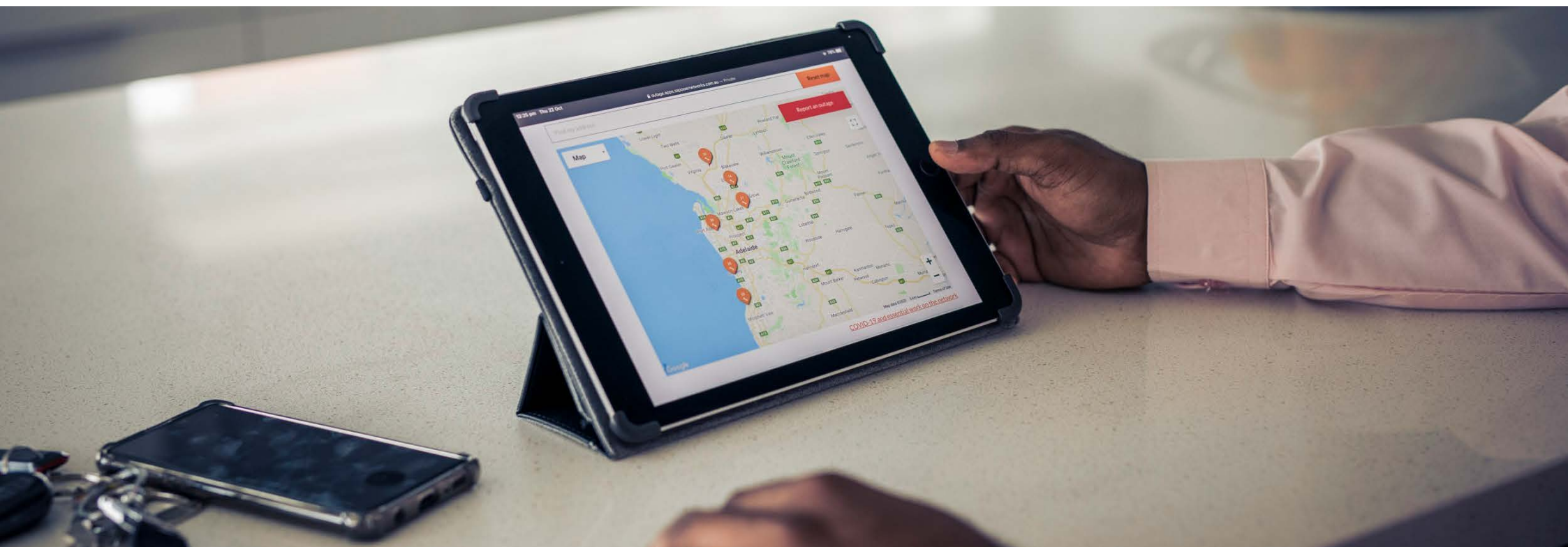
- Develop a more detailed Climate Transition Action Plan (CTAP).
- Continue development of an integrated TFND Action Plan for Nature and Biodiversity.
- Launch the Distributed Energy Resources Management System (DERMS) within the ADMS to better manage CER on the network.
- Subject to AER approval, commence a five-year CBD reliability improvement program to improve reliability in the Adelaide CBD. This program will include a combination of replacing underground high voltage electricity cables in poor condition and installing automated switches at multiple locations to rapidly restore supply to customers when outages do occur.
- Continue our Low Reliability Feeder Improvement program, improving reliability for our customers most affected by outages.
- Install two community resilience batteries to help support the maintenance of community services in areas that are vulnerable to long duration, widespread power outages in regional and remote areas, especially during extreme weather.
- Implement the learnings from our Fatal Hazard Critical Controls Program pilot in our operations across the organisation.
- Continue to implement our suite of flexible connection offers and capabilities.
- Deliver customer value through an enterprise-wide innovation framework.



Principle 4

We will improve the customer experience

Our customer expectations are increasingly shaped by their experiences with other industries, where efficient, seamless, and timely service has become the standard. At the same time, the energy transition is fundamentally changing how customers use and manage energy, with many looking to decarbonise and electrify their lives. We understand that enhancing our customer experience while improving efficiency, reducing costs, and shortening time-to-serve is vital for meeting these expectations. By focusing on both customer and employee experiences across our service delivery, we can better direct our efforts toward empowering customers to navigate their energy needs, while driving better outcomes for the business and supporting the shift to a cleaner energy future.



2024 Completed Commitments

Customer Energy Education

We continued to inform customers on energy issues including opportunities to reduce their energy costs, through 12 campaigns in our ‘Trusted Voice – Energy Literacy’ categories reaching 68,042 customers across the State. We know that through improving energy understanding, customers will be able to make more informed decisions around their energy use and investments, saving energy and money.

Complaints Framework

We continued to review and evolve our complaints framework including the introduction of a root cause analysis of complaints received through Energy and Water Ombudsman of South Australia (EWOSA), and refinement of complaint categorisation with our Customer Relationship Management (CRM) system. These improvements allow for more accurate understanding of dissatisfaction drivers and enable us to better identify areas to improve our customer service delivery.

Improved Customer Service Measures

We gave a significant focus to understanding metrics that matter and have worked hard to ensure data captured reflects actual performance as a base, and from there increase our understanding of performance. In 2025, we will transition from a 7.8/10 Customer Satisfaction (CSAT) target to a 68% target, supported by service-level metrics across four key service areas: unplanned outages, planned outages, new connections, and general enquiries.

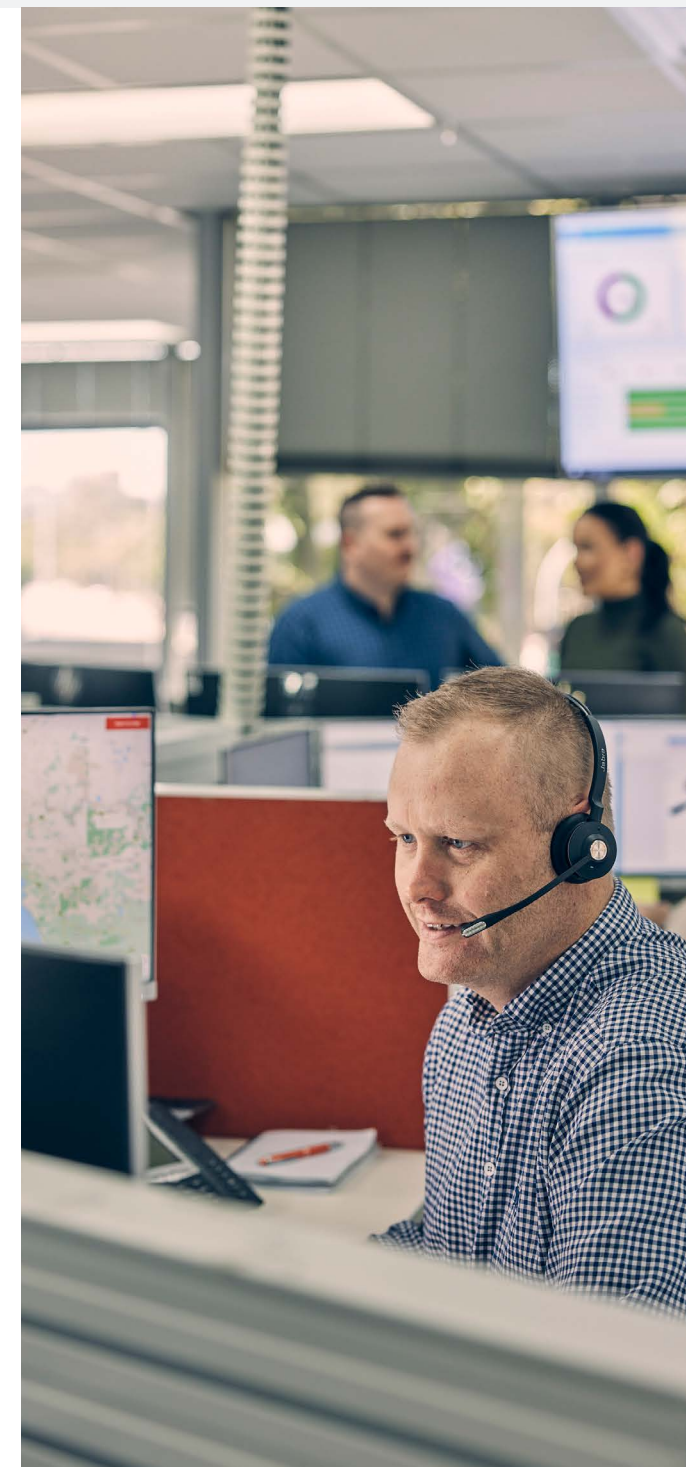
Additionally, we will capture improved complaints feedback and First Call Resolution (FCR) for the Essential Services Commission of South Australia (ESCOSA) as key metrics to bring together all customer feedback and insights into a streamlined format across the business.

Other CX improvements

We enhanced our SMS customer experience through refining templates to be more concise and tailored across planned work, unplanned outages, connections and other services. These updates focus on delivering clear, actionable information that improves the customer experience. Additionally, we are consolidating messaging under the SA Power Networks brand to enhance trust and brand recognition. Text messages now come from a SA Power Networks-branded number rather than an unbranded one, fostering a stronger connection with customers.

We improved efficiency through our Customer Relationship Management (CRM) system integration, enabling streamlined customer service delivery and reduced handling times. This integration will provide better transparency across the business, ensuring staff have the insights they need to address customer needs effectively. These improvements are expected to lead to higher first contact resolution rates and faster, more efficient service delivery.

With a strong focus on customer experience, we are leveraging data-driven insights to inform internal decision-making. By blending customer feedback with operational data, we aim to identify performance improvement opportunities and drive meaningful outcomes that benefit both customers and the business.



In Progress

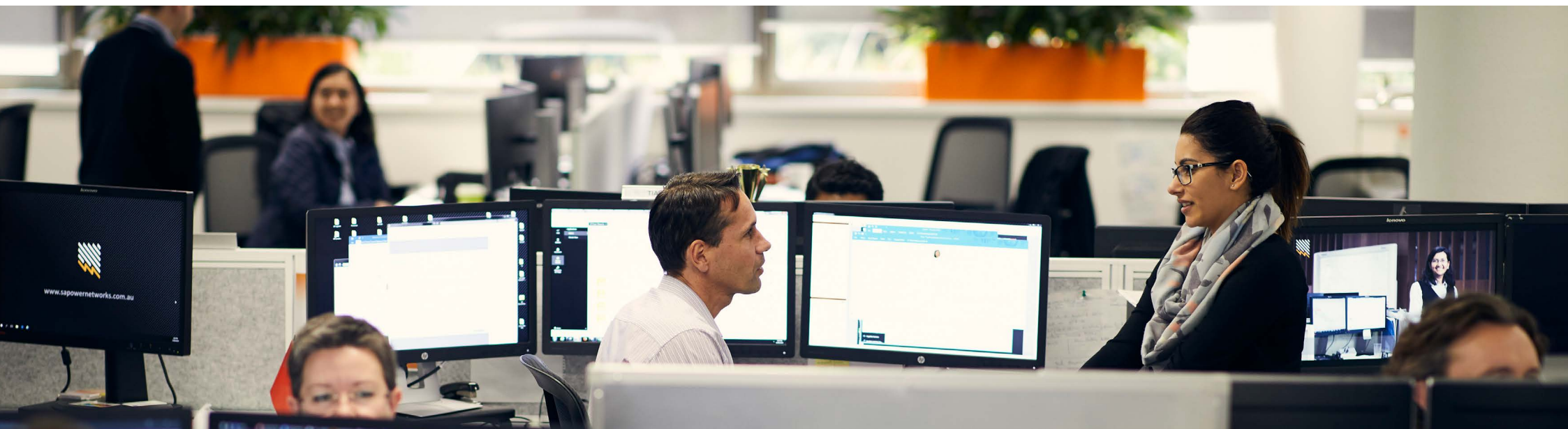
Connections Portal

We are continuing to develop a consolidated connections portal that streamlines the experience for customers, electricians, and retailers by enabling efficient management of minor connection services. In 2024, we successfully conducted extensive internal testing and industry stakeholder engagement, gathering valuable insights to improve the platform's functionality and user experience.

We have improved the portal's security through the implementation of Multi Factor Authentication (MFA) for all users and our first service, Permanent Disconnections (Abolishments) is now live in our production environment for internal users. We have a planned release strategy for the remaining minor connections services which will see Network Access Permits and New Service Provisions released early 2025.

Future Commitments – 2025

- Continue improving the complaints framework to deliver faster resolutions and better outcomes for customers.
- Refine customer communications across the business by using clearer, customer-focused language to enhance satisfaction.
- Increase visibility of service performance with clear actions identified and implemented to address any issues.
- Build engagement with the new insights platform, ensuring feedback is shared and used to drive meaningful improvements.
- Continue development of the connections portal including new services and functionality including mapping tools and negotiated connections.



Principle 5

We will support customers facing vulnerable circumstances

Our aim is to support customers in vulnerable circumstances through regular community engagement initiatives, providing face-to-face opportunities to address their needs. We value our ongoing engagement with the Vulnerable Customer Advisory Group (VCAG) to listen and incorporate customer views into our business improvement initiatives, our sponsorships and partnerships, and our advocacy work.



2024 Completed Commitments

Reconciliation Action Plan

We successfully delivered 50 reconciliation education presentations to field and corporate work groups across our business. This initiative contributed to the employee awareness and understanding of reconciliation and our Reflect Reconciliation Action Plan (RAP).

Other initiatives included inviting a local a First Nations artist to create and paint a mural on our Murray Bridge South substation which represented the lands of the Ngarrindjeri People and SA Power Networks' reconciliation journey. We also developed and implemented a guide to Cultural Protocols for Welcome to Country and Acknowledgement of Country to increase employee understanding of the use, purpose and significance. We will continue to support First Nations Peoples and communities and through A Sign Of Respect we look forward to the rollout of new depot signs that acknowledge the lands on which the depot sits.



As we have built new relationships with key stakeholders and other like-minded organisations, track progress in the right direction and are moving forward in a positive yet effective way. Following on from our first Reconciliation Culture Survey in 2022, our 2024 survey was designed to gather insights into how our RAP journey was tracking, and gain insights to feed into our cultural awareness training design and delivery. Our survey participation rate grew from 10.5% in 2022 to 29% in 2024, indicating a growth in employee awareness of our reconciliation journey.

Financial Counselling Support

To help meet the growing demand for financial counselling services in the community, we contributed to the Financial Counselling Industry Fund. This commitment will increase the number of financial counsellors in our State to help more South Australians access these professional services when they need it.

Vulnerable Customer Advisory Group (VCAG) engagement

We met with our Vulnerable Customer Advisory Group throughout 2024 to progress a number of initiatives, with members providing valuable input to guide our participation in #BetterTogethers and other initiatives to improve outcomes for customers experiencing vulnerability. This ongoing engagement ensures we are advocating to improve energy affordability, with electricity being an essential service.

Knock to Stay Connected

We continued to deliver the Knock to Stay Connected program for escalated customer disconnections, where trained crews conducted in-person visits to offer support information to engage with their retailer before disconnection. These visits resulted in 55% of customers engaging with their retailer and avoiding disconnection. We also collaborated with consumer advocates and the Energy Charter to re-design the 'leave behind' information for SA customers, with a focus on simplified, easy language and improved accessibility.

Better Protections for Life Support Customers

We continued to co-lead the #BT Life Support Customers (LSCs) initiative together with Essential Energy, engaging and collaborating extensively with energy and health consumer representatives, including a Lived Experience Panel, a Life Support Medical Advisory Group (LMAG), the Justice and Equity Centre (previously Public Interest Advocacy Centre) and the Consumers Health Forum of Australia (CHF). This consultation highlighted opportunities to better protect the most vulnerable LSCs and informed the proposal draft rule change submission to the Australian Energy Market Commission (AEMC). Whilst the rule change proposal goes through consultation, the #BT is progressing with co-developed commitments: a national medical registration process, a national outage back-up plan template, and a national information and awareness campaign.

2024 Completed Commitments

Community Events

In 2024 we participated in 23 metro and regional SA community events, offering information on electricity safety, what to do in extreme events, energy advisory services, and education about SA Power Networks' role in the industry. These events provided a face-to-face opportunity for customers to engage with SA Power Networks, ask questions, air concerns, and improve their overall understanding. It also helps us to understand customers' evolving needs through insights and trends, which we then share with the broader business to improve customer experiences.



Community Grants and Partnerships

Partnerships

Our Community Partnerships program supports a wide range of community organisations and aspirations. Our program prioritises helping vulnerable communities, youth education, regional social inclusion, development pathways for women and increasing opportunities for First Nations peoples. We also support projects that promote environmental and social sustainability, while encouraging innovative solutions to meet the evolving needs of our customers and the broader community. Through these partnerships, our goal is to foster a more inclusive, connected, and resilient South Australia for future generations.

Community Grants program

Since 2022, our Community Grants program has provided over \$375,000 to community projects, with more than half of the funding supporting regional and remote South Australian communities. In 2024, the grant program focused on two main areas – sustainability and innovation. We awarded funds to 30 groups across South Australia for initiatives such as solar-powered community centres, STEM equipment for schools, community gardens, and programs on energy transition, cost savings, and upcycling.



Case Study: Community Grants recipient

Community workshop sparks action for more sustainable homes

In 2024, 43% of our grants funded solar and battery storage for community facilities, while 20% supported community education on topics such as energy transition, cost savings, upcycling, and cultural cool burning to reduce bushfire risks.

One of our grant recipients, Electrify Adelaide, used the funding to host a free workshop on electrification, its challenges and grid impact. Attendees joined expert-led Q&A sessions on solar, batteries, EVs, heating, and more, followed by drafting their own electrification plans.

An SA Power Networks representative attended to share insights, answer questions, and introduce the Energy Masters pilot project, offering discounts on energy-smart devices to help South Australians electrify their homes.

In Progress

Energy Literacy training program

We partnered with South Australian Financial Counsellors Association (SAFCA) to co-develop an Energy Literacy program aimed at those experiencing vulnerability. The training modules were scoped and a training plan drafted in co-development with SAFCA representatives. Training module development will be completed and tested through a pilot, and the full training program rolled out in 2025.

Future Commitments – 2025

- Progress our reconciliation journey through the development of an 'Innovate' RAP, including approval from Reconciliation Australia.
- We will begin the rollout of Cultural Awareness Training across the organisation.
- Implement 'A Sign of Respect' depot signs acknowledging lands on which the depot sits.
- Undertake a review of partnerships/sponsorships strategy to align with business strategic objectives and customer expectations.
- Continue to deliver Knock to Stay Connected site visits for all escalated disconnection requests.
- Continue to co-lead the #BT Better Protections for Life Support Customers, and deliver the committed template materials and national awareness campaign.
- Continue to engage and collaborate with the Vulnerable Customer Advisory Group (VCAG) to ensure feedback and input on Energy Charter initiatives and advocacy positions.
- Support our vulnerable customers through funding to increase the number of financial counsellors in South Australia.





Appendix

2024 Maturity Assessment

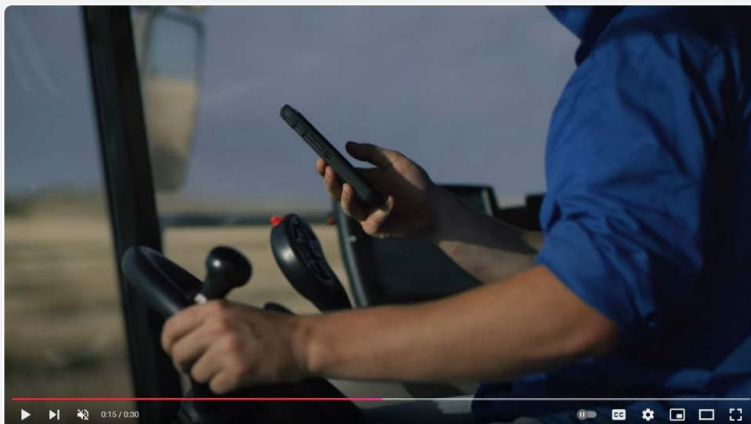
As part of our Energy Charter Disclosure Report preparation, we have assessed our maturity for each Energy Charter principle using the Maturity Model. This model allows us to self-assess our performance in 2024, indicating which maturity level we are at, where we intend to progress to, and by when.

Our 2024 maturity ratings for each principle have remained consistent with our 2023 levels. We delivered many of our 2024 commitments outlined in the 2023 Disclosure Report, with some commitments still in progress and expected to be completed in 2025. With the future commitments for 2025 outlined in this report, we are on track to meet our aspirational targets listed below.

Energy Charter Principle	Elementary	Emerging	Evolving	Empowered	Exceeding
Principle 1 We will put customers at the centre of our business and the energy system			2023 2024	Aspiring 2025	
Principle 2 We will improve energy affordability for customers			2023 2024	Aspiring 2027	
Principle 3 We will provide energy safely, sustainably and reliably				2023 2024	Aspiring 2029
Principle 4 We will improve the customer experience			2023 2024	Aspiring 2027	
Principle 5 We will support customers facing vulnerable circumstances			2023 2024	Aspiring 2026	

Note: Maturity rating assessments are based on calendar year performance. Aspirational targets are indicative of where we intend to progress to, with exact timing of progress heavily dependent on our next Regulatory Proposal outcome. We will continue our ongoing engagement with our Customer Advisory Groups and provide updates on how we are tracking against our commitments.

Farm Safety Campaign



Improving farm safety around powerlines

SA Power Networks
1.22K subscribers

Analytics Edit video

Like Comment Share Promote Download

51K views 8 months ago



Improving farm safety around powerlines (T30s)

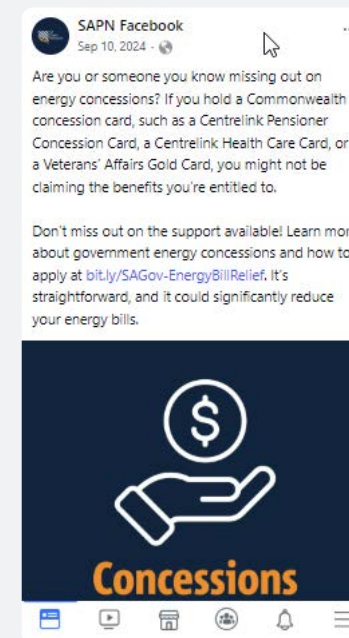
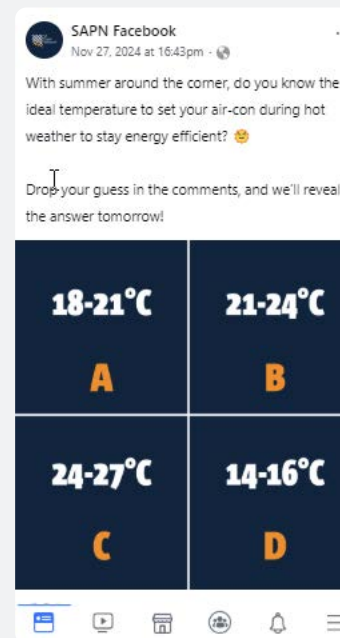
SA Power Networks
1.22K subscribers

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23K views 8 months ago

Customer Energy Education



Glossary

Term	Definition
ADMS	Advanced Distribution Management System
AEMC	Australian Energy Market Commission
AER	Australian Energy Regulator
AMO	Asset Management Objective
AMTP	Asset Management Transformation Program
ARENA	Australian Renewable Energy Agency
BAU	Business as usual
BVLS	Beyond Visual Line of Sight
CAF	Customer Advisory Forum
CCTR	Climate Change Transition Roadmap
CER	Customer Energy Resources
CHF	Consumers Health Forum of Australia
COG	Customer Outcomes Group
CRM	Customer Relationship Management
CSAT	Customer Satisfaction
CTAP	Climate Transition Action Plan
CX	Customer Experience

Term	Definition
DERMS	Distributed Energy Resources Management System
DoE	Dynamic operating envelope
DMO	Default Market Offer
DNSP	Distribution Network Service Provider
DSO	Distribution System Operator
ESCOSA	Essential Services Commission of South Australia
EV	Electric Vehicle
EWOSA	Energy and Water Ombudsman of South Australia
FCR	First Call Resolution
FHCC	Fatal Hazard Critical Controls
GHG	Greenhouse Gases
kW	Kilowatt
kWh	Kilowatt-hour
LiDAR	Light Detection and Ranging
LMAG	Life Support Medical Advisory Group
LSC	Life Support Customer
MFA	Multi Factor Authentication
NEM	National Electricity Market
PV	Solar photovoltaic

Term	Definition
RAP	Reconciliation Action Plan
SAFCA	South Australian Financial Counsellors
SAIDI	System Average Interruption Duration Index
STEM	Science, Technology, Engineering and Mathematics
TRIFR	Total Recordable Injury Frequency Rate
TNFD	Taskforce on Nature-related Financial Disclosures
VCAG	Vulnerable Customer Advisory Group
VPP	Virtual Power Plant
#BT	Better Together initiative

