



Energy Charter Disclosure Report

2024-2025

**Our performance and progress against
The Energy Charter principles**

1 July 2024 – 30 June 2025

Acknowledgement of Country

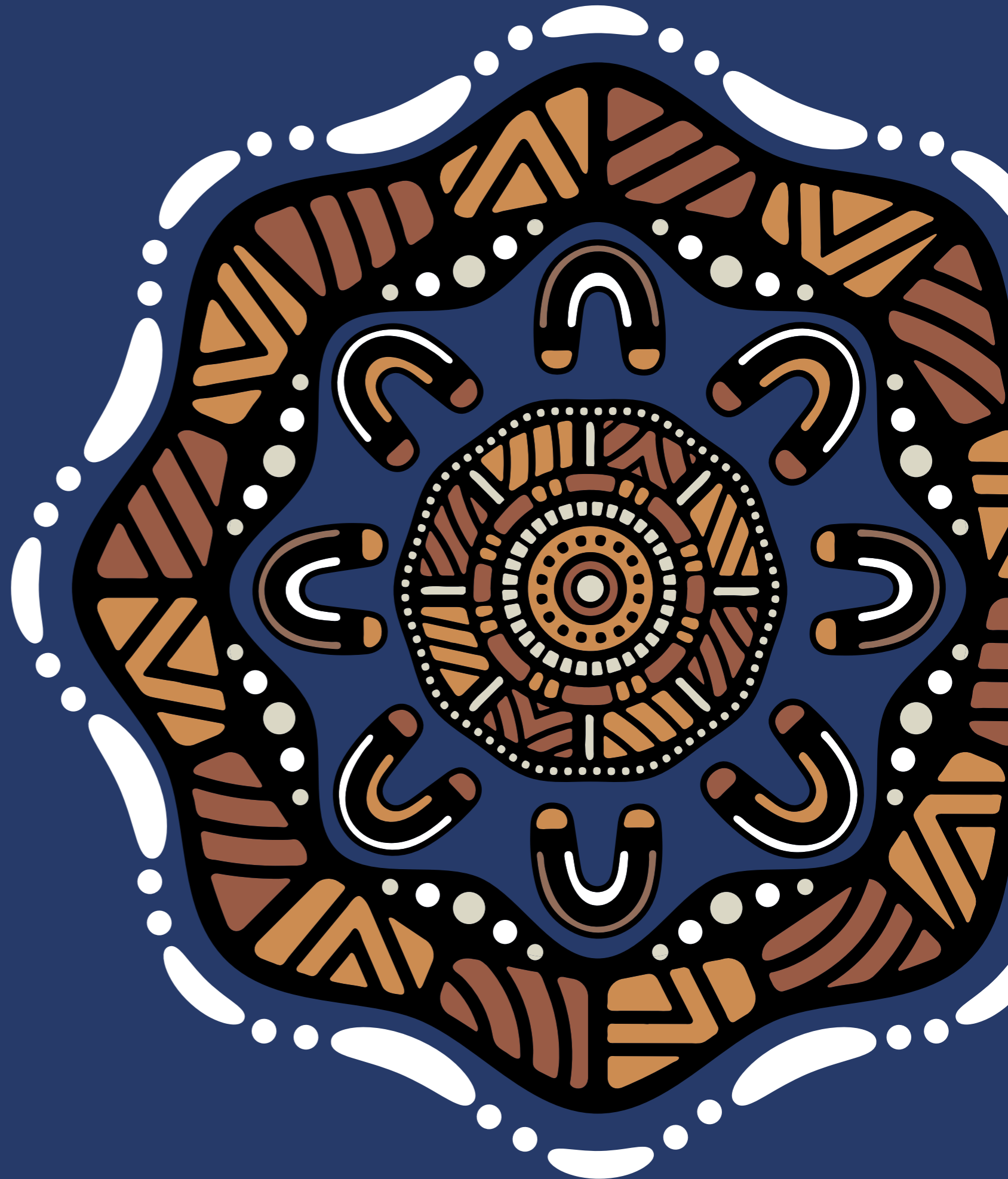
AusNet acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders past and present, and celebrate their continuing connection to Country.



About the artist

As part of our reconciliation action plan we have commissioned an artwork by the artist Bitja (also known as Dixon Patten). A proud descendant of the Gunnai, Gunditjmara, Dhudhuroa, and Yorta Yorta tribes, with blood ties to Wiradjuri, Yuin, Wemba Wemba, Wadi Wadi, Monaro and Djab Wurrung, Bitja is deeply connected to his roots.

The artwork honours the strength in being part of a community, it honours our commonality as humans, but honours our diversity also and by having different views and experiences.



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Message from the CEO

When we released AusNet's inaugural Energy Charter Disclosure Report in late 2024, we had just announced a refreshed corporate strategy and organisational structure designed to better serve our customers and strengthen our connection to the communities we support.

One year on, I am proud to say we are already seeing encouraging signs that this new model is helping us become more customer-focused and accountable in how we operate. We are also more driven in our purpose to connect communities with reliable, affordable and sustainable energy.

Our four lines of business – Electricity Transmission, Electricity Distribution, Gas & Metering and Development & Future Networks – have now firmly established themselves, and are actively working to become industry leaders in their respective fields. While there is still progress to be made, this Disclosure Report highlights many examples that indicate we are heading in the right direction.

The structural changes have been important, but just as importantly, they're helping to drive a broader cultural shift across the organisation.

This report outlines our performance against The Energy Charter's principles. We are committed to sharing key customer-focused performance indicators, such as those seen throughout this report. These metrics reinforce accountability and drive our commitment to the Charter's work, delivering improvements for customers and communities. We are grateful for the Charter's ongoing leadership and collaboration, and I'm honoured to have been appointed Deputy Chair.

In early 2024, our network was devastated by the most damaging weather event in AusNet's history. Thankfully, 2025 has so far spared us from major events. During this time, we have focused on strengthening our network's resilience and invest in our response capability, so we are better prepared for future challenges.

The energy transition has accelerated over the past year, supported by policy continuity following the Federal Government's re-election.

We are connecting more renewable energy to our transmission and distribution networks, partnering with the Victorian Government on gas substitution and continuing to provide reliable service to our gas customers. Our Development & Future Networks teams have advanced the Western Renewables Link's Environment Effects Statement and are installing more batteries than ever before.

Our progress continues to be guided by our Customer Consultative Committee, whose input and insights have been pivotal in keeping us accountable and focused on the things that really matter.

We look forward to continuing to report on our improvements against the five principles even though it is no longer a requirement of membership. We consider it as an important tool to keep communities and stakeholders informed, maintain the pressure on us to continuously improve and deliver better energy outcomes for all.



David Smales
Chief Executive Officer, AusNet

Our customers and communities

AusNet is an Australian energy delivery business and the custodian of more than \$13 billion of electricity and gas network assets across Victoria.

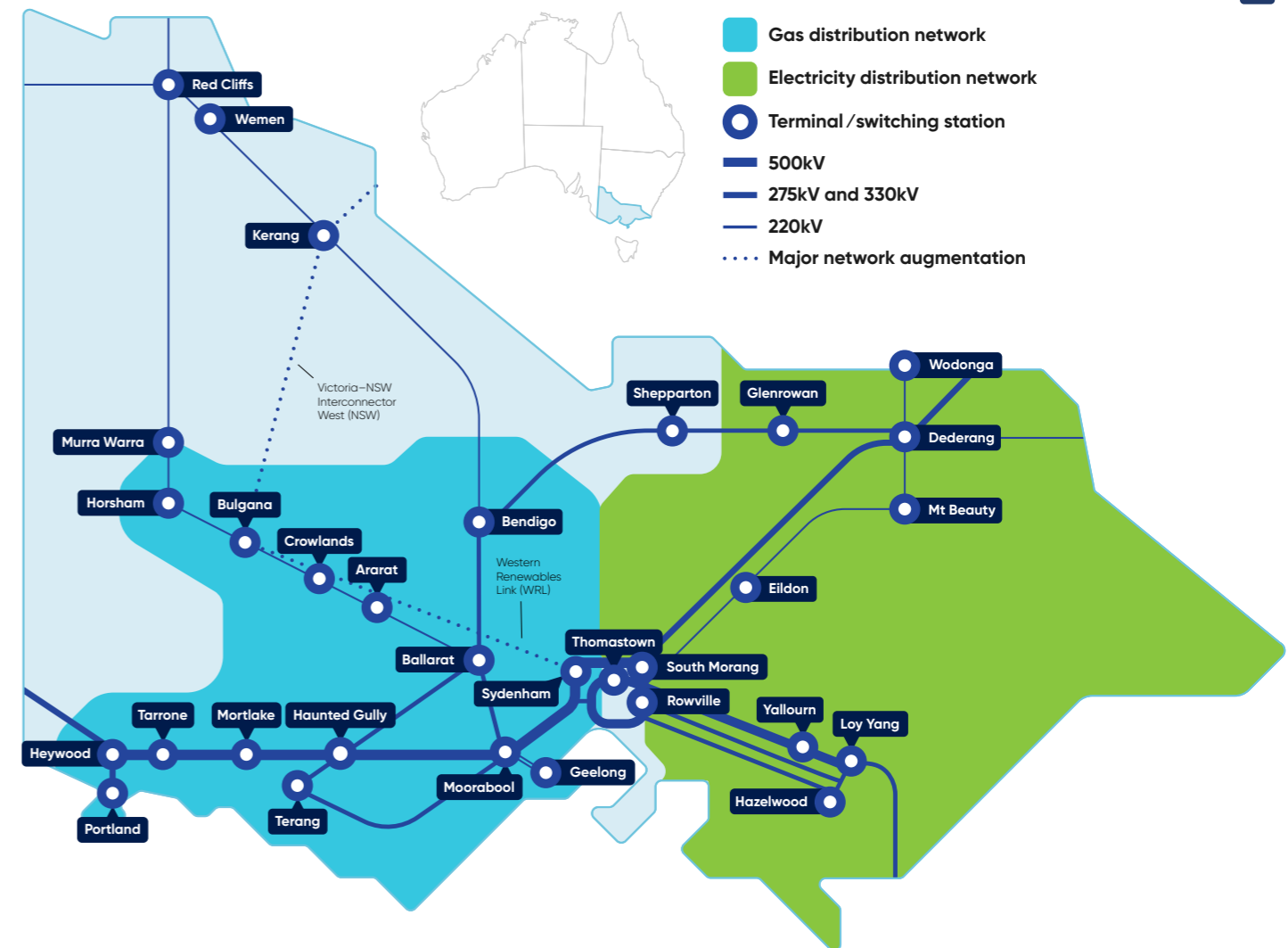
We provide essential electricity and gas distribution services to more than 3.8 million people, and the electricity transmission network for all of Victoria.

This means all Victorians – if they use energy from a grid – are interacting with AusNet in some way every day. We are one of Victoria's five electricity distribution networks and one of three gas distribution networks, delivering electricity to customers in the east and gas to customers in the west of the state.

Our customers

AusNet's customers are diverse, ranging from households and small businesses to schools, councils, farms, hospitals and large commercial and industrial customers.

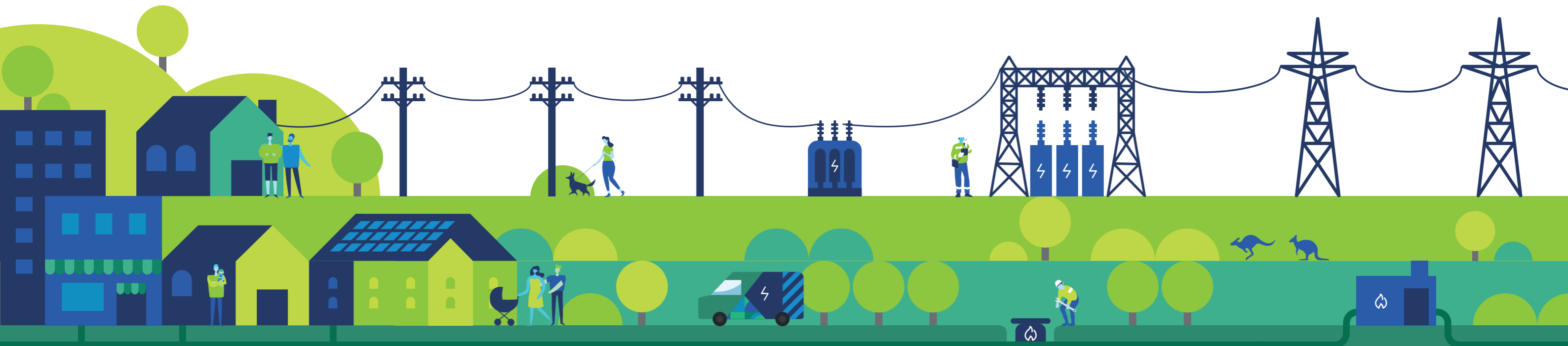
- Roughly two in three households and businesses on each of the electricity and gas distribution networks are located in greater metropolitan Melbourne and one in three live in regional Victoria.
- A significant portion of AusNet's customers speak a language other than English at home – 28% of electricity customers (top languages spoken are Mandarin, Punjabi, Italian) and 38% of gas customers (top languages spoken are Vietnamese, Punjabi, Arabic).
- Approximately 6% of residents on both networks identify as needing assistance with core activities, and 33% have a chronic health condition, slightly above the national averages.



Our gas network:



Our electricity network:



2024-25 customer highlights

Improving the customer experience

Over the past year we have taken meaningful steps to uplift the customer and community experience, recognising that reliable service and clear communication are essential, especially during outages, emergencies or when providing important information.

A major focus for us has been on improving accessibility and responsiveness across our customer interactions. This includes enhancements to the contact centre experience and a stronger emphasis on resolving issues at first contact. We have put these changes in place to streamline interactions, build greater trust, and improve the overall experience for customers when interacting with us.

We have also focused on inclusive service design, particularly for Culturally and Linguistically Diverse (CALD) communities. We have mapped the top 20 languages spoken across our networks and have

developed tailored communication strategies, including translated materials and plain language messaging for our diverse customer base. These efforts were recognised externally for moving beyond translation toward equitable service design.

To further improve usability and the customer experience, we have established a customer test panel that directly involves customers in the design and testing of new systems and tools, helping us ground improvements in real user feedback. Our GridView platform was upgraded to improve usability and access to network data, supporting community energy projects and informed decision-making.

Communications have been expanded through outreach programs focused on energy literacy and preparedness for extended outages, and our planned and unplanned outage communications, including SMS updates and self-service tools have seen recent improvements, making it easier for customers to stay informed.

As part of our focus on improving the customer experience, we are making service delivery enhancements guided by a more customer-centric approach. In an evolving energy landscape and with customer expectations always changing, placing customers at the centre allows our services to remain relevant and equitable, and the experience of our customers to be improved. By listening to feedback and acting on it, we are aiming to improving individual customer interactions, as well as strengthening our relationships with the communities we serve.



*Text is aligned to support this language

2024-25 customer highlights

ElectriFAIRcation

Our ElectriFAIRcation project is our flagship electrification trial initiative and represents a transformative step in improving the customer and community experience by placing low-income households at the heart of the energy transition.

With a \$1.5 million investment, the trial supports 50-60 households in Morwell, Hazelwood, and Hazelwood North to replace gas appliances with efficient electric alternatives, install rooftop solar, and enhance home energy performance.

These upgrades not only improve comfort and energy literacy but also help reduce household energy costs, with households potentially saving up to

\$1,250 annually, according to Victorian Government modelling.

The trial explores both the opportunities and challenges of electrification for low-income households. By collecting and analysing data, we aim to better understand the customer experience and network impacts of the switch, which we can use to help inform future programs and policy. The project was initiated by the customer, community and industry representatives on our Innovation Advisory Committee, who help prioritise and design AusNet's innovation projects.

A key feature of the trial is its community-first approach to delivery. Delivered in partnership with Morwell Neighbourhood House and the Gippsland Climate Change Network, and supported by Solar Victoria's Residential Electrification Grants, the project was co-designed with local residents with

upgrades being delivered by local suppliers. This approach is helping build the local electrification industry and distributing the benefits of the ElectriFAIRcation project more broadly.

Engagement activities have included education sessions, multilingual materials, in-home visits, and community events like BBQs and coffee cart pop-ups. These grassroots efforts helped build trust, shift initial scepticism, and foster genuine participation, which resulted in strong uptake and overwhelmingly positive feedback from participants.

The trial also includes an independent research component led by the University of Melbourne, capturing insights into customer experiences and network impacts. This approach helps us to better understand how electrification affects both households and infrastructure, which will help to inform future planning and investment strategies.

Key outcomes of the trial include:

- Redefining what customer-centric innovation looks like in practice, with a move beyond consultation to genuine collaboration, empowering communities to shape their energy future. The trial is helping us build trust, advance energy equity, and lay the groundwork for scalable, community-informed models that can be shared across the sector.
- Strong participation: 60% of target households engaged in the first phase.
- Positive experience for trial participants: More than 90% are satisfied with the upgrade process and all participants said they would recommend the program to neighbours. Benefits reported by participants include increased comfort using electric appliances (particularly for heating and cooking), improved understanding of energy providers and network roles, and enhanced confidence in energy decisions and use of household technology.
- Demonstrating how inclusive and adaptable, place-based engagement can deliver meaningful outcomes and address a critical sector challenge. In particular, for communities with older network infrastructure who are often overlooked in mainstream electrification models.
- Highlighting that low-income communities are fully capable of engaging in the energy transition when supported with the right tools, respect, and meaningful involvement. Co-designed delivery, ongoing dialogue, and a strong local presence weren't just beneficial, they proved to be critical to building trust and driving participation.
- Understanding the impacts of electrification to help inform our network planning for the future.

Our next step is to fully analyse the data to assess the impact of increased load on network performance.



2024-25 customer highlights

Broadening and deepening our customer engagement

We want to better understand our customers and communities and their growing needs and expectations. To do so we have significantly evolved our approach to customer and community engagement. Recognising the diverse needs of our customers, we have implemented a range of initiatives so that engagement is not only broader in reach but also deeper in impact.

Over the past 12 months, we have continued to embed customer and community voices into our planning, decision-making, and service delivery through a broad range of engagement approaches. Some of our recent engagement wins are below.

Localised and tailored engagement

- We recognise the impacts of our projects early and prioritise local engagement so that the expectations of those most affected are actively considered and met throughout our project planning and delivery. In response, we established two new teams – our Customer & Community Works (Distribution) and Landholder & Community (Transmission) teams – to lead engagement on our large capital projects and maintenance works.
- Dedicated relationship managers have been introduced as part of our newly established major customer engagement program, where we focus on large electricity users to support their complex needs during the energy transition.
- Our connections team continues to work closely with developers to adopt a landholder-first approach to corridor assessments, incorporating landholder feedback and sentiment to directly inform the selection of infrastructure corridors.

Our Electricity Distribution Price Review (EDPR) engagement process put customers at the centre of our proposal

We are proud to have submitted a Proposal to the Australian Energy Regulator (AER) in January 2025 that reflected customers' priorities and the outcomes they are seeking from their distribution network at a cost they were willing to pay. It included several new customer-initiated and customer-supported categories, such as upgrades for worst-served customers, a regional reliability fund, and a set of advocacy priorities – areas they wanted AusNet's support challenging existing regulatory frameworks.

The engagement and research underpinning our Proposal was the most extensive we have undertaken for a price review, by a significant margin. The decisions being made in this regulatory period – around our role in the transition to net-zero emissions, preparing for extreme weather events and many more – will have a significant impact on our customers' lives in the upcoming regulatory period and beyond, so putting customers at the centre of this process was essential.

Our engagement and research program included:

- Extensive customer research, hearing from over 16,000 customers via 17 unique studies.
- A broad program of engagement, totalling over 150 formal engagement hours with customers and other cohorts via workshops, forums, one-on-one meetings and others.
- An additional 240 formal hours (and many more informal hours) of detailed discussion time with our six Customer Panels, debating the outcomes to be achieved for each of our Tariffs

& Pricing, Electricity Availability, Future Networks, Benchmarking & Opex and Customer Experience workstreams, supported by a Research & Engagement Panel and a Coordination Group tasked with an overarching governance and coordination role in the engagement program.

Our EDPR Proposal is currently being considered by the AER.

Senior leaders have joined our engagement forums and panels to have deeper discussions with community representatives and stakeholders

Over the past year, Board members and senior leaders have actively participated in several customer forums, where they engaged directly with our communities and stakeholders. At these forums, Board members and senior leaders are held to account by customer representatives and develop a better understanding of their priorities to inform key decision-making at senior levels. This has included joining our customer panel to discuss key decisions in our EDPR proposal, as well as joining our Customer Consultative Committee to review our performance as outlined throughout this Disclosure Report.

Our other engagement forums also put customers at the centre of our business

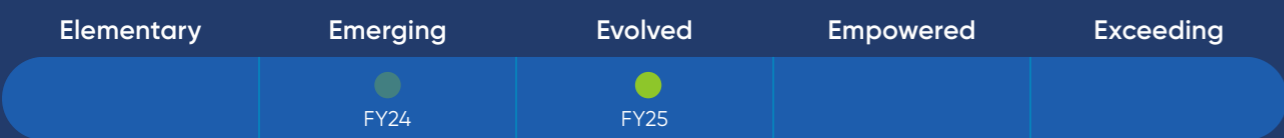
- A refreshed Customer Consultative Committee brings the voices of our communities and customers into our business, where AusNet senior leaders and community representatives come together for vital discussions about our current and future plans.

- An Innovation Advisory Committee brings customer perspectives to shape the design and prioritisation of AusNet's innovation projects, including the initiation of our ElectriFAIRcation project mentioned above.
- The Developer Consultative Committee allows us to work with developers and their representatives to discuss and raise matters that will help to improve the experience of negotiated electricity connections for all. Through this forum we also provide developers with updates on industry and policy changes, as well as other industry relevant information.
- Numerous forums with customers and stakeholders focused on our Western Renewables Link project including a Council Advisory Group, a Local Government CEOs monthly forum, Energy Regional Advisory Panel, and a Community Consultation Group.
- The Transmission Stakeholder Advisory Panel (TSAP), comprising a panel of experts from across the energy sector, including consumer advocacy, infrastructure delivery, retail, generation, distribution, and large-scale industrial energy users. This panel plays a vital role in shaping our 2027-2032 Transmission Revenue Reset that delivers the best possible outcomes for customers, now and into the future.
- We've also highlighted some of our other customer and community forums and collaborations throughout the report.



Principle 1

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



Performance metric	FY24 (Jul 23 – Jun 24)	FY25 (Jul 24 – Jun 25)
Customer and community engagement outcomes	N/A – see case studies	N/A – see case studies
Our reputation among key stakeholders	59%	43%
AusNet staff agreement that we are putting customers first: "I am confident that our new Vision and refreshed Strategy will lead to positive outcomes for AusNet's community and customers"	N/A – to be set for FY25 [New internal survey question]	66%
Embedding better practice engagement for new transmission projects % of committed actions and outcomes from Energy Charter Better Practice Social License Guidelines	65%	75%
Supporting rooftop solar installations Measured as % of households with solar on the distribution network	28.0% (adjusted from 29.4%) ¹	29.4%
Enabling more rooftop solar into the grid by customers having flexible solar export limits Measured as % of customers with flexible export limits	<0.1% (~40 customers on trials at present)	<0.1% (~32 customers on trials at present)
Investments in community projects, sponsorships, and partnerships that create positive social impact	\$30k (Scholarships) & \$200k (Partnerships)	\$49k (Scholarships) & \$200k (Partnerships)
Amount invested to share the benefits of new transmission infrastructure with communities	\$550k (WRL)	\$545k (WRL)
Social procurement spend, to drive positive social impacts through society	1.06% - Corporate category spend	0.83%
Total hours employees spent giving back to communities through volunteering	1050 hrs	934 hrs

¹ In 2025, we updated the way we measure rooftop solar connections to improve the accuracy of this data. We reported 29.4% last year but using the current, more accurate, methodology, this would have been 28.0%

Putting customers and communities at the centre of our business requires us to continuously meet the evolving needs and expectations of those we serve, and we are committed to considering customers' interests in every decision we make.

We take customer outcomes very seriously, and our case studies below show how we are continuing to refine our approach to customer-centricity, but our headline performance scores have varied over the past year:

- We have introduced a new question in our staff survey to track staff agreement that we are putting customers at the centre of our business, which we will now track on an ongoing basis.

- Our better practice engagement for new transmission projects has seen improvement this year with 15 (up from 11) of the 20 priority actions and better practice opportunities now being marked as complete. These improvements largely reflect the project phase progress made on our Western Renewables Link project, with our Environment Effect Statement on exhibition, landowner conversations further progressed and community benefits also further advanced.
- Our stakeholder reputation score declined in the December 2024 study, with stakeholders reflecting on our performance during the February 2024 mass outage event and heightened expectations with AusNet's new leadership and operating model.
- Our social procurement spend was slightly lower this year, however our procurement team is currently developing a 3-year sustainable procurement plan to help drive positive social impacts through society and our communities.

We undertake industry leading research to understand changing customer needs

Over the past year we have deepened our commitment to customer-centricity by expanding and refining our research program. Our work continues to lead the industry in understanding evolving customer behaviours, expectations, and experiences, particularly in areas such as reliability, electrification of gas and transport, affordability and resilience.

We actively share these insights with government policy makers, energy businesses and social service organisations to help improve outcomes for all customers. Our research is not only used to inform our own planning but also to support broader sector-wide improvements.

Key research initiatives in 2024-25 include:

- Energy Sentiment Tracker: This twice-yearly survey continues to provide strategic insights into customer sentiment, energy behaviours and experiences across our gas and electricity network. In 2025, the tracker maintained its core methodology: surveying 300 residential and 100 business customers per wave to monitor evolving trends and inform business decisions. Through this continuity, we have learned how customer sentiment shifts over time and how

- external factors influence trust and satisfaction.
- Gas dormant customer research: In response to the growing number of customers remaining connected to the gas network – despite zero usage – we conducted a study combining an online survey and in-depth interviews. The research explored customer motivations for remaining connected, barriers to disconnection or abolishment, and future intentions. We learned that many customers are unaware they are still connected, while others retain the connection for perceived flexibility or resale value. Environmental concerns and cost were the most common reasons for ceasing gas use. These insights are informing our future service design, communications, and risk assessments.
- Transparency in research: In 2024-25 we took big steps toward making our research more accessible and visible to stakeholders by publishing key projects and findings on our Community Hub site. Publicly sharing our research makes AusNet's customers' insights accessible to more people and helps reduce duplication and promote efficiencies across the sector.



Our Western Renewables Link (WRL) project launched the Voluntary Hosting Benefit and continued refining the project route based on community feedback

In response to landowner and community feedback on the WRL project, we introduced a new Voluntary Hosting Benefit in April 2025, offering higher payments for land access, increased flexibility in agreements for the acquisition of easements on landholders' properties, and greater community benefits in the development phase of the project. These new initiatives recognise the significant role landowners, and the community play in delivering critical energy projects and the challenges hosting infrastructure poses to their communities.

We have refined the route of the WRL based on feedback from landholders and stakeholders, alongside results from a technical investigation, to minimise impacts and thoroughly assess alternative options. Throughout this process, further design refinements have been made in response to landholder input to reduce disruption and better align with local land use.

We are delivering lasting community benefits and strengthening our local community engagement practices

Rokewood Football Club – Golden Plains Wind Farm project

In March 2025 we entered into a Grazing Licence agreement with the Rokewood Football Club, allowing them to crop and graze livestock on the land. This provides the club with a welcome additional income stream and, as an added benefit, supports our vegetation management and bushfire mitigation efforts. To enable this partnership, we also funded essential infrastructure, including fencing, gates and sheep yards.

Strathbogie Benalla Community Group (SBCG)

In response to the reliability issues faced during the 2023–24 summer, we established a forum for community members, organisations and businesses to give their feedback to us and ask questions on what we are doing to improve power reliability in the Strathbogie and Benalla area. The SBCG has been meeting regularly with senior AusNet managers since August 2024. Recent feedback from SBCG members was that the group felt that given the issues with BN11 had largely been addressed by the \$10m works program in late 2024 and that AusNet was waiting on the outcome of its EDPR submission, further discussions were not needed. The SBCG agreed that meetings could be paused and the group meet by exception.

Wimmera Southern Mallee Regional Energy Collaboration

We are a founding member of the Wimmera Southern Mallee (WSM) Collaboration – a place-based partnership between regional communities and the energy sector, aimed at helping the region benefit from the renewable energy transition. This pilot model for regional collaboration brings together over 10 renewable energy and transmission companies, supported by Wimmera Southern Mallee Development, and the Energy Charter.

As the winner of this years' Clean Energy Council Collaboration Award, the Collaboration was recognised for its work in:

- Building a shared vision for regional development.
- Co-designing and committing to community priorities.
- Establishing a public register of commitments.
- Developing a transparent governance model for accountability.

With industry and community working side by side to shape a clean energy future, the WSM Collaboration is a model of community and energy sector partnerships which can be adopted across the industry to build better outcomes for communities through commitments and accountability.

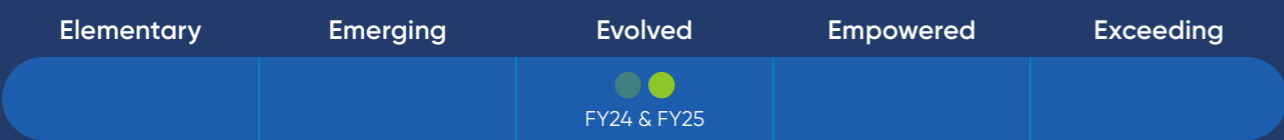
Future focus areas

- Maintaining existing and expanding new feedback channels to help keep AusNet accountable to customers and to make it easier for AusNet teams to factor customer outcomes into their decisions. Planned initiatives include further expanding our customer satisfaction program, setting up reference groups to inform improvements (e.g. to the GridView portal), establishing a new reference group for our gas business, and others if/as needed.
- Establishing new and strengthening existing partnerships with peak bodies and community organisations, to help monitor and respond to customer and community needs. We want to be having more proactive and strategic conversations, as well as reactive, issues-based ones, and better coordinate this engagement within AusNet with more clearly defined 'owners'.
- Continuing to influence and push for customer-centric decision-making across the industry, including by preparing well-considered policy submissions, sharing information and insights including from customer research and engagement, challenging others to clearly communicate

- the outcomes for customers in their work, and advocating for outcomes that reflect customer needs and expectations.
- Further improving engagement with landholders and regional communities for major transmission and distribution projects, building on the strong foundations built in the past 12 months, with the creation of two new engagement teams. Opportunities for continuous improvement include earlier and more transparent communication, and tailored engagement strategies to articulate project benefits and impacts.
 - Strengthening and streamlining reporting frameworks by aligning success measures across strategy, planning and operations. This includes developing consistent KPIs, integrating performance tracking tools, and identifying more actionable lead indicators.
 - We are currently preparing our Transmission Revenue Reset Proposal and focusing on delivering a high-quality engagement process and plan that reflect customers' interests. We'll submit our Proposal in October 2025, with further engagement and updates continuing into 2026.

Principle 2

We will improve energy affordability and value for customers and communities



Performance metric	FY24 (Jul 23 – Jun 24)	FY25 (Jul 24 – Jun 25)
% of households on pricing plans that match the actual cost of providing electricity (% on cost-reflective tariffs)	47% electricity distribution	49.6% electricity distribution
How much of the electricity grid is being used (network utilisation) ²	57% electricity distribution	58% electricity distribution

² Peak demand ÷ capacity at zone substation level ⁴

We are focussed on how we can keep costs down and minimise the financial impact of the energy transition on customers. We are acutely aware of the impact of cost increases during the current cost-of-living crisis.

This year, the percentage of households on pricing plans that match the actual cost

of providing electricity has seen a slight increase due to the default tariff for all new connections being our residential Time of Use tariff – i.e. the most cost reflective tariff for households. Network utilisation has also slightly increased this year due to an increase in peak demand.

We’ve been focusing on keeping affordability and delivering value for customers at the centre of our planning processes, while also making strategic investments into community organisation projects to help support affordability along the route of our Western Renewables Link project.

We are thinking holistically about affordability through our price review processes

Our planning is guided by delivering value for customers, not just the lowest possible cost and price. While we continue to improve efficiency and manage costs, we recognise that service levels must align with customer expectations. We play a key role in energy affordability, but we are also part of a broader energy supply chain, where decisions made in isolation can shift costs elsewhere, often with larger impacts to households and businesses.

Reducing network investment may lower prices in the short term but lead to longer outages, higher costs in other parts of the system, or higher costs in the future. Customers have told us they value predictability and stability, especially those facing financial hardship who rely on consistent bills to manage household budgets.

As Victoria transitions to net-zero, with rising demand from electrification and declining gas usage, network investment will increase. Our goal is to minimise the overall cost of this transition for customers by making smart, forward-looking decisions.

We are applying these principles across our business:

- Electricity Distribution Price Review: Focused on affordability, value-for-money, and fair outcomes for customers by balancing price and service levels, and optimising network performance and investments. We are deepening our understanding of equity across different customer groups to support an inclusive transition.
- Gas Access Arrangement Variation Proposal: We proposed to further reduce capital expenditure and address declining demand, balancing prices today with intergenerational fairness. While our proposal was rejected, we are proud to be leading open engagement with industry and stakeholders to facilitate these important conversations.
- Transmission Revenue Reset: Balancing the need for increased transmission investment with overall energy affordability. AusNet’s transmission costs are set to rise significantly due to a wave of transmission assets built in the 60s and 70s reaching end of life. Simultaneously, there is a large amount of investment in new transmission infrastructure initiated by other parties that will also impact customers’ bills. Affordability is a key consideration throughout our Transmission Revenue Reset engagement process. This process has been an effective tool for communicating openly and honestly with customers and their representatives on prices, value, reliability and responsiveness to other stakeholder concerns.



Our Western Renewables Link (WRL) project is making valuable investments in the community to make energy more affordable for community organisations

Our WRL project is making strategic investments to help community organisations along the project route access more affordable energy. In 2024-25 these initiatives included:

- Delivering \$500,000 of in-kind services to deliver the Ballarat West Employment Zone Distributed Energy Assessments for organisations selected by the Ballarat Energy Network, supporting organisations to deliver their renewable energy objectives.
- Delivering \$150,000 worth of energy assessment services and providing over \$200,000 for the installation of rooftop solar and accompanying batteries for Ballarat Community Health. This included an assessment of energy demand and use across its seven sites and providing advice on demand management, retailer and tariff selection and the optimal mix of additional infrastructure (solar and batteries). Five of the seven sites were assessed as suitable for rooftop solar upgrades with installation in progress.
- Delivering \$370,000 of in-kind consultation services to the City of Ballarat for its North Ballarat Precinct Structure Plan. We worked with the local council and the Victorian Planning Authority to conduct an energy analysis to inform the renewable energy requirements and recommendations to encourage developers to build sustainable greenfield suburbs.
- Providing \$500,000 of support through the WRL Community Benefits Program for the Pyrenees Shire which included installing solar panels at the Lexton Community Hub at the Lexton Recreation Reserve, installing solar panels and batteries at Waubra Recreation Reserve, and installing solar and batteries to support a backup power system at the council offices in Beaufort.

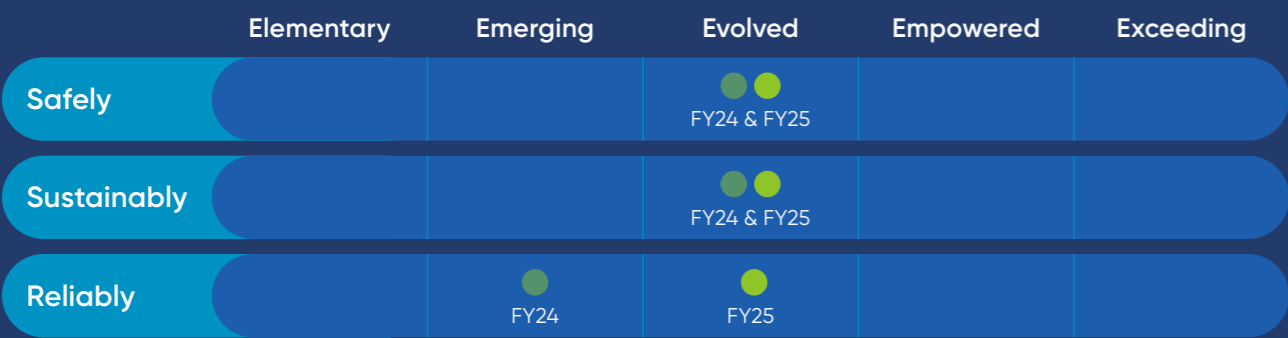


Future focus areas

- Broadening tailored communications and campaigns, including for customers who speak languages other than English or have other accessibility barriers, to further improve customer agency on actions to reduce their usage and save on their energy bills.
- Continuing to advocate for long-term, customer-focused pricing by facilitating open and honest conversations on price drivers and trade-offs between costs and service-levels, particularly through price reviews. This includes strategic planning that balances affordability and value with reliability and other needs. In 2025-26, we will be working on three price reviews, with one to be completed, one continuing and one commencing during this time.
- Continuing to facilitate and encourage challenging conversations on fair and equitable allocation of costs with customers and other stakeholders, including government, through price review processes.
- Expanding our communications campaigns to include messaging on tariffs, and peak and off-peak times.
- Finding efficiencies in our costs (particularly in distribution-related opex) and approaching major capex decisions with robust, customer-centric economic analysis.
- Publishing our improved connections and joint planning process, incorporating new frameworks to be established by VicGrid.
- Improving our communication and messaging on the value of our investments and services to customers, particularly as electricity and gas bills are increasing for many as we replace ageing network and generation infrastructure, move to all-electric homes and transport and reduce emissions.
- Continuing to work with and consider industry and large energy users in the energy transition across gas and electricity distribution, and transmission networks. This includes an increase in the number of large customers we have dedicated engagement with and incorporating messaging on affordability and support for the energy transition into these discussions.
- Introducing a new low cost 'solar soak' time period in our time of use tariff, from 11am to 4pm, to encourage customers to consume more electricity during the day when more lower cost solar energy is available.

Principle 3

We will provide energy safely, sustainably and reliably



Performance metric	FY24 (Jul 23 – Jun 24)	FY25 (Jul 24 – Jun 25)
Amount of large renewables and storage AusNet has connected to:		
Our high-voltage transmission network	4.6 GW (delivered) 3.5 GW (under construction)	5.6 GW (delivered) ³ 3.5 GW (under construction)
Our high-voltage transmission network that includes a contestable component	3.0 GW (delivered) 2.3 GW (under construction)	4.1 GW (delivered) 1.9 GW (under construction)
Our sub-transmission and distribution network through regulated connections	0.54 GW (operational)	0.01 GW (operational)
New hosting capacity for renewable projects being created by AusNet, through removing constraints on existing network and building new transmission lines	9 GW of constraints relieved 3 GW of new hosting capacity under development – WRL	10.7 GW of constraints relieved ⁴ 3 GW of new hosting capacity under development – WRL
Percentage reduction in controllable Scope I and II emissions compared to 2022 levels	13.7% reduction from 2022 (FY23)	16.2% reduction from 2022 (FY24)
Average number of minutes customers on different types of feeders are without power each year. Includes both planned and unplanned outages⁵		
Urban	196.7	164.9
Rural (short)	335.0	455.1
Rural (long) – inadequately served customers	541.2	810.5
Number of planned outages	7,305	7,837
Reducing the risk of bushfire starts from powerlines, measured via Ignition Risk Units (F-Factor)	133.8 (regulated target 131.7)	193.1
Total number of gas leaks	27.2 leaks per 1000km of mains 5.92 leaks/1000 customers	18.4 leaks per 1000km of mains 3.84 leaks/1000 customers
Money given to customers and communities to fund their own energy resilience	\$2.7m (ERCF) out of \$12m allocated	\$4.2m (ERCF) out of \$12m allocated
Additional support provided to communities affected by extreme weather events	N/A – see case studies	N/A – see case studies
Amount invested to advance the energy transition, measured by the size of each of our:		
Regulated asset base	\$11.85 bn	\$12.41bn
Contracted asset base	\$1.43 bn	\$1.73bn

³ Connected projects only

⁴ Cumulative value based on records of projects available, excludes projects under development, terminal station upgrades, rebuilds and asset replacements.

⁵ Removes STPIS performance exclusions for MEDs, Transmission events, impact from REFCL testing and operations and some incidents during total fire ban days

Sustainability is embedded in our core business planning, not treated as a standalone initiative, but driven and funded across the business.

We are continuing to make progress on providing energy sustainably, by enabling the shift to large-scale renewables across our networks. This helps our customers reduce their emissions. Meanwhile we are also focused on reducing our own emissions and environmental impact. Our reduction in scope 1 and 2 emissions this year can be accredited to decreasing SF₆ emissions from equipment and increasing the use of renewable energy in our facilities, and we continue to connect renewables to our networks.

Through targeted asset management and a proactive mains replacement program, we have reduced the number of gas leak on our network this year. Our replacement program focused on systematically removing older infrastructure, such as cast iron and early-generation polyethylene pipes, from low and medium-pressure parts of the network.

Although our transmission and gas networks remain highly reliable, we continue to experience significant reliability challenges on our electricity distribution network for a variety of reasons, including the frequency and severity of extreme weather events, and the densely vegetated and hard-to-access nature of our network. These characteristics make outages harder to avoid, and it can take us longer to repair damage and restore power than other distribution networks.

We saw an increase in the risk of bushfires from powerlines, measured via Ignition Risk Units (IRU) this year due to a series of fires on overhead line connection boxes, particularly in February 2025. While we have had similar volumes of these fires over many years, in early 2025 they occurred on high fire danger days and in codified areas. The combination of these two factors meant we incurred higher IRU's in 2024-25 than in previous years. We are currently investigating potential causes for these fires and will review operating conditions and maintenance practices to address the findings from the investigation.

This year also saw an increase in the total minutes customers were off supply, primarily driven by a higher number of moderate to high activity days (such as storms and other weather-related events) compared to the previous year. While these events led to a greater number of faults, many did not meet the criteria for exclusion under Major Event Day classification. As a result, the unplanned customer minutes off supply were higher, reflecting the impact of more frequent adverse weather conditions. While classifying weather events is important for data accuracy and comparisons, we recognise that outages, regardless of their classification, affect customers lived experience.

While we are making progress with our approach to improving electricity reliability for our customers we acknowledge that several of the rural communities we serve are yet to see an improvement in the reliability of their supply and this is reflected in our rural reliability metrics. We remain committed to continuously improving our approach and expect to see noticeable gains in network reliability over the coming years.

We are progressing on our commitment to reduce our own emissions, and are expanding our climate reporting

We have committed to achieving net zero Scope 1 and 2 CO₂-e emissions by 2045. As part of this long-term goal, we have set an interim target to reduce these emissions by 50% by 2030, using 2021-22 as the baseline year. To reach these targets, our efforts are focused on two key areas: network loss emissions, which account for around 97% of our total emissions, and in-house emissions, which make up 3%. This year we focused on decreasing SF₆ emissions from our equipment and increasing the use of renewable energy in our facilities.

In 2023 we set these targets, and in 2024 we released our Task Force on Climate-related

Financial Disclosures (TCFD) Performance Update where we disclosed our performance to date. Building on this, this year we are preparing for the first year of mandatory climate reporting to cover the 2025 financial reporting period. The reporting will be in accordance with the Corporations Act and the Australian Sustainability Reporting Standards. These standards build on the TCFD and requires more detailed qualitative and quantitative disclosures of how climate change affects our business model and value chain. The Sustainability Report will be subject to third party assurance, similar to requirements for financial reports under the Corporations Act.

We are making flexible exports for solar energy available for customers

To support the growing uptake of residential solar and maximise the value customers can get from their energy investments, we introduced Victoria's first Flexible Export connection offer. This initiative reflects our commitment to managing distributed energy resources effectively and sustainably, while putting customer needs and sustainability at the centre of our planning.

These flexible exports allow eligible residential solar customers to export up to 5kW per phase, compared to the standard fixed export limit of 1.5kW per phase, meaning more customer

generated solar energy can be fed into the grid. Smart solar inverters dynamically adjust export levels based on local network conditions, helping balance supply and demand while maintaining network stability. This approach not only improves customer outcomes but also enhances the efficiency of the grid.

Currently available to eligible customers, we plan to expand the program over time, enabling more households to utilise flexible exports for their solar energy.

Our Energy Resilience Community Fund (ERCF) is providing benefits by strengthening community energy resilience and helping communities prepare for and recover after severe weather events or outages

Our ERCF has invested over \$4.2 million in grants to community and not-for-profit organisations, local councils and essential small businesses. By investing in community resilience, we aim to reduce the impact of extreme weather events on communities and help them recover faster.

Projects funded through the ERCF this year included:

- Over 40 Community resilience hubs to provide shelter, hot meals, showers, heating/cooling, charging stations and serve as emergency support centres for people experiencing vulnerable circumstances.
- Mobile energy resilience assets such as trailer-mounted generators and mobile kitchen and shower units.
- Education, awareness and literacy programs including teaching and empowering children to be active participants in preparedness, response and recovery for emergency situations.
- First Nations resilience hubs to provide culturally safe spaces for Aboriginal elders and other First Nations peoples.



Our Reliability Improvement Program and Emergency Management Uplift projects are improving our approach to reliability and our response to network outages

This year we have initiated substantial investments in our distribution network as part of our Reliability Improvement Program. These efforts are aimed at enhancing the resilience and performance of our infrastructure. While we are yet to see significant performance improvements as a result of these upgrades, we anticipate noticeable improvements in network reliability and service quality in the next year.

We are leveraging scenario analysis and long-term modelling to proactively identify assets within our electricity distribution network that are most vulnerable to future climate-related risks. These insights are guiding targeted investments in network hardening initiatives, so that resources are directed toward strengthening the network in areas that are most susceptible to extreme weather events and other climate hazards.

As reported last year, in August 2024 severe weather impacted 340,000 customers on our electricity distribution network in the longest sustained weather event we have experienced in over 10 years. We were able to implement and test some learnings from a similar storm event experienced in February 2024 and noticed a significant improvement in community sentiment compared to the February event.

We have improved the safety for those living and working underneath our transmission lines

This year we contacted all landholders with transmission lines on their property that dipped below the minimum clearance height of 7.5 metres. Over 1,500 sections of transmission lines were identified as falling below the minimum clearance height and posing safety risks. The transmission landholder engagement team delivered direct communications and visited every affected landholder. Tailored information packs were developed for each property, including factsheets that outlined permitted and non-permitted activities under transmission lines, and guidance on how to work with AusNet to seek additional permissions if needed. This engagement with our landholders helped improve customer safety awareness and helps us meet regulatory compliance.

We also launched a transmission safety campaign aimed at landholders who host existing transmission assets on their property. The campaign used a multi-channel strategy, including direct mail,

Our response to the August storm included standing up our Incident Management team earlier, deploying network generators into communities ahead of the storm event, being more visible in local communities with our Emergency Management vehicle and presence at community centres, and engaging and communicating more regularly and proactively with key stakeholders.

Following these storm events, we also undertook an Emergency Management Uplift (EMU) project. This project has provided us with an improved emergency management posture and capability. This includes restoration prioritisation, improved communication channels, targeted regional and municipal engagement and closer alignment with Victorian emergency management and related regulatory settings. This project streamlined our storm response processes, enabling more efficient business wide coordination during extreme weather events. These improvements are aiming to reduce outage durations and increase network reliability, so customers are without power for shorter periods of time as climate-related disruptions become more frequent. These changes are also helping us respond more effectively and empathetically to those impacted during these disruptions.

social media and above the line advertising, to reach a range of landholder demographics. We also delivered an uplift to the transmission safety webpage, which now contains clear and accessible information on permitted activities, non-permitted activities and raising awareness on living and working safely around transmission infrastructure

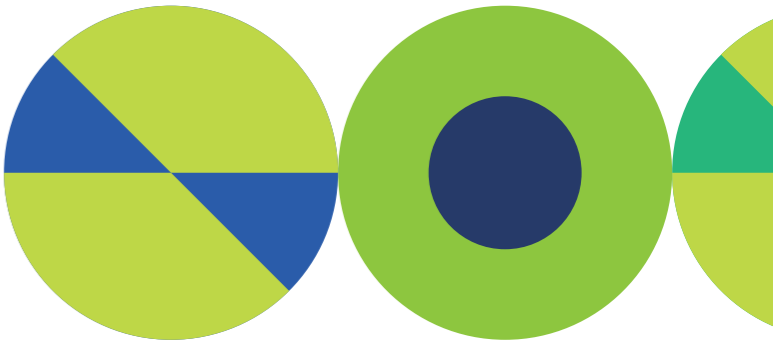


Proposals for an uplift in reliability in our Electricity Distribution Price Review (EDPR) are supported by customers

Our EDPR submission for 2026–31 outlines a series of targeted investments to improve network reliability and resilience. These proposals were shaped through extensive engagement with customer reference groups, who supported the need for investment to deliver better reliability outcomes for communities.

A key input to our long-term planning was a comprehensive climate impact study through to 2050, which informed our investment strategy to address future climate-related risks and maintain network reliability. This study was submitted to our regulator as part of our EDPR proposal.

We also recognise that regional communities are among the worst served in terms of reliability. Through our customer engagement process, there was strong support for a regional reliability uplift, and we have included additional improvements to regional reliability in our EDPR proposal to address this gap.

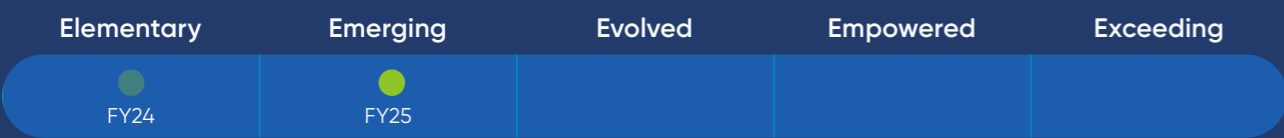


Future focus areas

- Completing the environmental clean-up of three former gasworks sites at Portland, Hamilton and Warrnambool following EPA approval of our plans in 2024–25.
- Assessing how senior leadership interactions, embedded through the Energy Barrier Safety approach, have impacted high-risk incidents, and leveraging those insights to drive improvements, strengthen business-wide engagement, and embed lasting change.
- Exploring how we integrate sustainability considerations into our design, deliverability and procurement decisions.
- Continuing to advance Consumer Energy Resource initiatives that strengthen our Distribution System capabilities, further progressing our partnerships supporting Electric Vehicle charging infrastructure, and expanding our flexible exports offering.
- Engaging constructively with customers, regulators and policymakers on electrification and the transition of the gas network, including in our upcoming engagement for the Gas Access Arrangement Reset for 2028–33.
- Continuing to improve the safety of our network through interventions such as early fault detectors.
- Evolving and adapting our approach to better serve our worst served customers who continue to experience reliability issues.
- Continuously improving customer and community education on gas and electricity safety in their homes and communities and directing our efforts and funding for these activities to where they are most useful.
- Continuing to reduce our greenhouse gas emissions, particularly by minimising the energy lost, and the associated emissions in the transport of electricity through our transmission and distribution networks from generators to customers. We are aiming to reduce our network loss emissions by 0.84 million tonnes CO2-e, and our in-house emissions by 0.03 million tonnes CO2-e by 2030.

Principle 4

We will improve the customer and community experience



Performance metric	FY24 (Jul 23 – Jun 24)	FY25 (Jul 24 – Jun 25)
Customer satisfaction with AusNet’s customer service, rated out of 10	6.7 – Dx CSAT	6.6 – Dx CSAT*
	8.2 – Gas CSAT	8.0 – Gas CSAT*
	3.5 – Dx complaints	2.7 – Dx complaints*
	3.6 – Gas complaints	3.4 – Gas complaints*
Getting your issue resolved on the first call or message (first contact resolution)	N/A – to be set for FY25	70% (Baseline)
Satisfaction with network connection experience	Dx – 6.6 (CY23)	Dx – 6.5 (CY24) ⁶

⁶ Generators above 5GW

*Our methodology for calculating customer satisfaction (CSAT) scores was updated in January 2025, shifting from phone-based surveys to online surveys.

The scores provided above is the average across the year combining the two methodologies, and the scores on the right show the two separate results.

- July–December 2024: based on the previous phone survey methodology
- January–June 2025: based on the new online survey methodology

The impact of the methodological change may have resulted in lower average scores in the second half of the year, however we will still report the average score from both methodologies combined for our performance this year.

	Jul-Dec 2024 (old methodology)	Jan-Jun 2025 (new methodology)
Dx CSAT	7.2	6.0
Gas CSAT	8.4	7.5
Dx complaints	3.7	1.7
Gas complaints	3.6	3.2



We’ve made meaningful progress this year in enhancing the experience for our customers and communities.

However, we recognise that expectations continue to evolve, and there’s more work to be done. We’re investing across key areas of customer service and will continue to build on this momentum to deliver even better outcomes into the future.

This year our satisfaction scores have been affected by a change in methodology, and

they do not yet reflect the significant uplifts we’ve made in our approach to improving the customer experience. The initiatives we have implemented are outlined below, and we expect their impact to be more visible in future results. We introduced a new first call resolution metric in January 2025, establishing a baseline that we will continue to track and report on in the years ahead.

We have also made significant upgrades to our customer portal to improve the connection experience. As these changes were introduced later in the year, we are looking forward to seeing their impact reflected in future performance metric results.

We have identified customer pain points and made improvements to the connections process through the introduction of a new customer portal

Through our Re-imagining Customer Connections program (RiCC) we have streamlined and improved the connection experience for new customers, making it faster and easier to connect. This project has brought metered connection, alteration and abolishment applications into a new customer portal, launched in May 2025. Electricians no longer need to submit paper-based Electronic Works Requests (EWRs), abolishment forms, or supporting documents to retailers. Instead, they now complete online applications through our upgraded customer portal. These applications are automatically validated, typically in under five minutes, before being sent to retailers to raise a Service Order. The shift to digital forms also means clearer, typed responses, making the process easier for both retailers and AusNet.

This enhancement builds on the capabilities introduced in October last year, when we launched the portal for solar pre-approval and post-installation applications to meet our Solar Emergency Backstop obligations.

An alternative connection process has also been launched to make it easier, and in some cases more affordable, to connect a community battery to our Low Voltage network. The process was refined based on feedback from leading community energy proponents and has improved messaging around complex connection arrangements to help customers navigate the connection processes with greater ease.

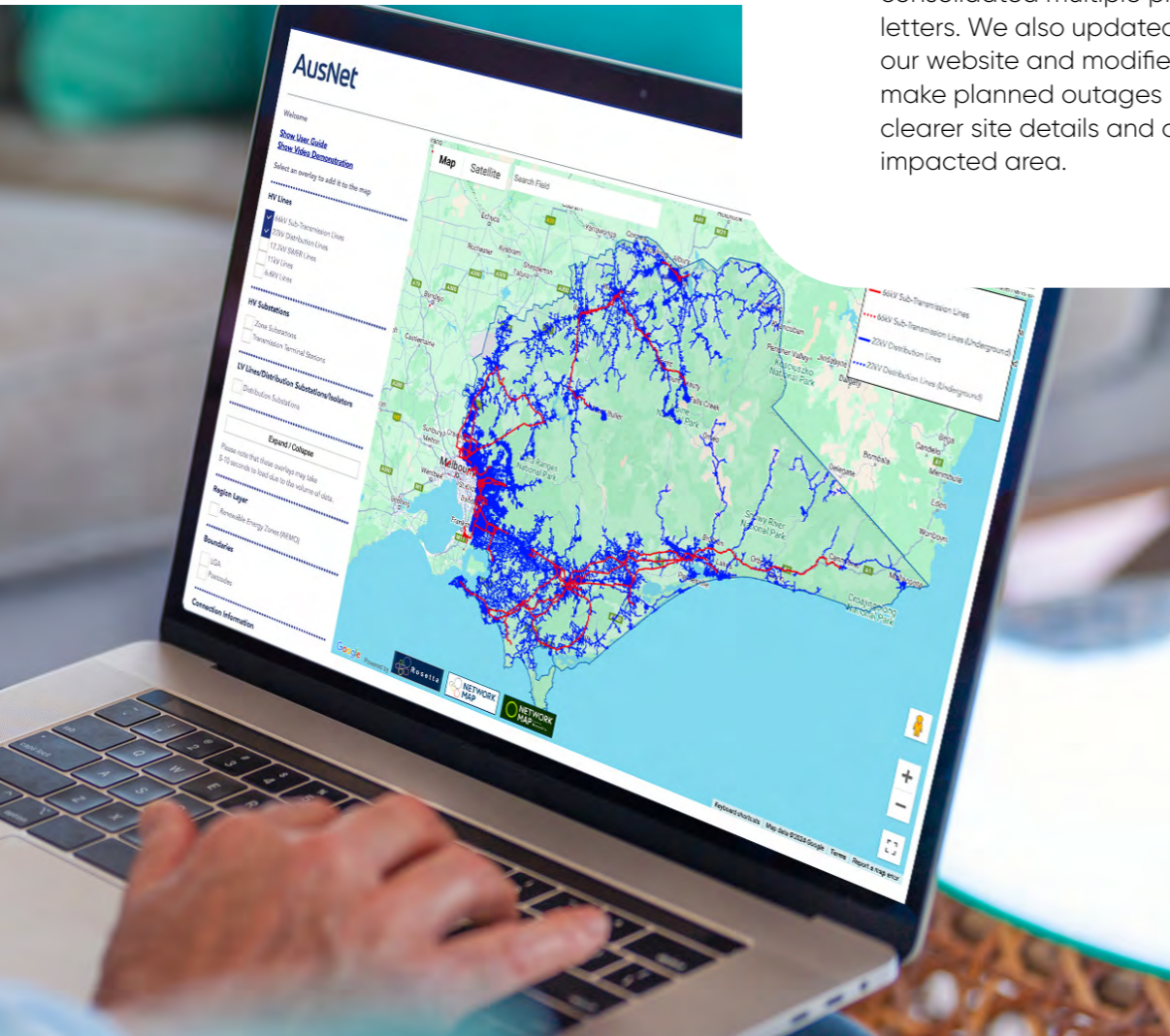
We have also made it easier for community energy groups to access meter data for their premises so they can evaluate the feasibility of a community battery project. This has involved refreshing the process to make it easier to navigate and submit a third-party meter data request.

With the rollout of these changes, we expect a drop in incoming calls from property contacts seeking connection updates, along with improved customer satisfaction. Our connections team is also seeing benefits, with less manual processing required due to increased automation. We are also expecting a reduction in penalties such as Guaranteed Service Level (GSL) payments, Energy and Water Ombudsman Victoria (EWOV) cases and the risk of regulatory intervention.



Improvements to our GridView portal and our automated Interactive Voice Response systems, coupled with the establishment of a customer testing panel, and a full review of outage communications are enhancing users' experience

- We established a customer test panel to test new systems, processes and online tools to improve the overall usability and experience of AusNet processes. The customer test panel was involved in testing our Outage Tracker and unplanned outage management systems, and we made improvements based on its feedback.
- Our GridView portal provides an interactive map of the electricity network, giving users in-depth information, to evaluate data for community energy projects. GridView was upgraded to improve accessibility, usability, and provide more relevant, up-to-date data to users. These improvements include the ability to search by specific feeder and see the length, type and number of customers for that feeder and removing the requirement to apply for an account to use the platform. These updates have made it easier for customers and stakeholders to interact with the platform, access the information they need and make informed decisions.
- Our automated Interactive Voice Response (or IVR) phone system was integrated into our outage management platform, introduced new self-service capabilities for customers during major outage events. These enhancements allow customers to access real-time information and support more easily, improving their experience and reducing the need for manual assistance during outages. This is particularly useful when we are receiving high volumes of calls, as it enables customers to access the information they need quickly during outages when phone batteries may be low and customers need information urgently, without having to wait for an agent.
- A full review of planned outage communications, along with improvements to customer portals, web navigation, and content, has helped to streamline customer access to information. Following this review, we identified the need to simplify the planned outage customer journey and align it with the approach and systems currently used for unplanned outages. As a result, we removed duplicate information and consolidated multiple phone numbers in our letters. We also updated outage information on our website and modified our outage tracker to make planned outages more visible, including clearer site details and a map view showing the impacted area.



We are improving the experience for our Culturally and Linguistically Diverse (CALD) communities

We are committed to making our communications more inclusive and accessible for CALD communities across our gas and electricity networks. We are continuously developing tailored translation and communication strategies for these communities. These are rolled out across multiple channels and customer touchpoints.

We are also enhancing readability by using plain language, particularly to support customers with low literacy levels or limited English proficiency.

This year we have:

- Translated materials and dedicated communications for CALD communities as part of our Summer and Winter customer campaigns.
- Received recognition as a finalist in the Shared Value Awards (Advancing Equity category) for moving beyond translation to equitable service design.
- Awarded a \$30,000 Vulnerability Research Grant to RMIT University to explore how we can further improve communications with CALD communities.

These efforts reflect our commitment to improve equity and accessibility for our customers.

Customers connected to our gas network, and those who experience unplanned outages have seen an uplift in our communications

- Communications related to our gas distribution network have been uplifted since last year, including proactive communications on who we are, our role as a gas distributor, and how customers can maintain their gas heaters and appliances, and save money on their gas bills.
- Unplanned SMS communications have been refreshed and updated based on customer feedback, streamlining the timing and contents of communications to provide clearer information for customers during and after disruptions.



The service provided by our contact centre teams has significantly improved relative to our peers

We have significantly strengthened our contact centre quality program to help deliver a more seamless and effective customer experience. This includes a comprehensive review of approximately 150 frontline processes and scripting, with a strong emphasis on safety and resolving customer issues at first contact. A dedicated SharePoint site has been implemented to provide frontline agents with easy access to documents and resources.

To further support resolution, reduce escalations and provide customers with fit-for-purpose support,

we established a Customer Care team that provides a clear pathway for handling complex enquiries that cannot be resolved at first contact.

We partnered with Customer Service Benchmarking Australia (CSBA) to conduct independent quality reviews of our customer interactions. This has helped benchmark our performance against industry peers and drive continuous improvement. As a result, we have significantly improved our ranking - from 17th to 5th - on CSBA's energy industry leaderboard.

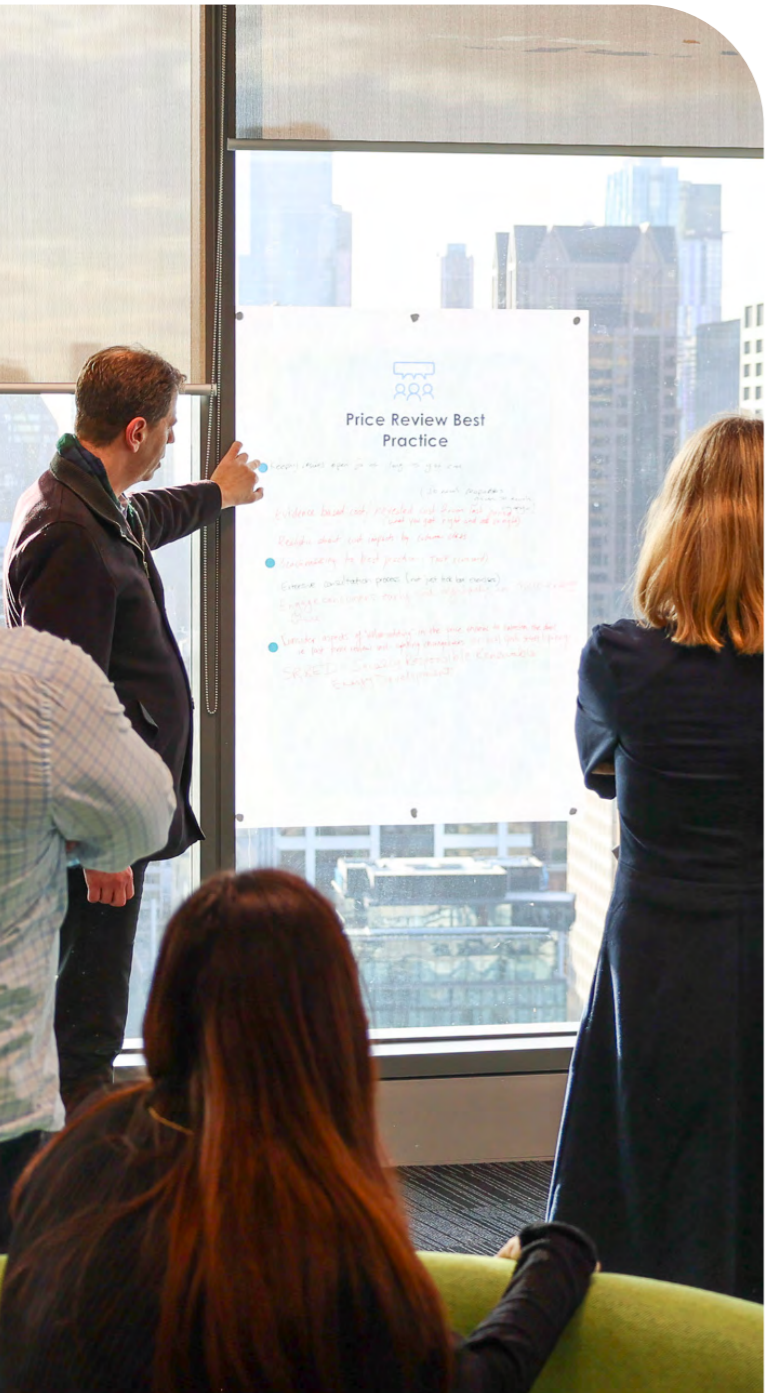
Dedicated roles and programs, and a refreshed approach to tracking customer satisfaction are enhancing customers' experience

We have introduced a number of other initiatives and uplifts across our business to improve the customer and community experience:

- We have created a Quality Analyst role within our customer service team, to track and strengthen insights across customer interactions with AusNet. This role helps identify opportunities for improvement to maintain a consistent, high-quality customer experience.
- We have developed a community outreach program within our distribution business to build stronger local community presence and improve energy literacy. Although the program has not yet been fully developed, this year it has focused on delivering education on key topics such as preparing for extended outages, helping customers feel more informed and supported. We are looking to further develop and enhance this program over the coming years.
- Our Customer Satisfaction program has been refreshed to embed feedback opportunities into everyday interactions, enabling all customers, not just those selected for post-interaction phone surveys, to share their experience. This shift has improved our ability to identify and act on service improvement opportunities in real time. Capturing feedback at the point of interaction provides richer, more actionable insights and helps us detect and respond to emerging issues faster.

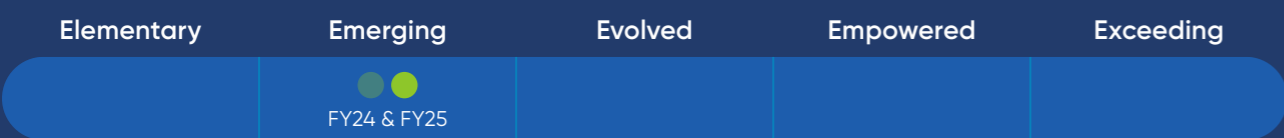
Future focus areas

- Continuing to improve the performance of our contact centre when customers contact us, building on strong improvements made in 2024-25 and having a stronger focus on resolving customer issues before we receive complaints.
- Progressing work already underway on step-change improvements to our feedback loops for customer experience. We will establish new lines of sight and strengthen existing programs to better understand our customers' experiences to identify and act on opportunities to improve them, through new strategies, processes and systems. We will also continue to explore how we might track other interactions, such as landholders' experiences with AusNet to provide us with a more complete view of our performance, and how to improve these interactions.
- Enhancing our website and online tools by implementing software designed to customise user experience based on their individual needs, including screen readers, visual aids and intuitive translations of web content. This initiative will improve accessibility and deliver a more streamlined, user-friendly experience for our customers and stakeholders.
- Continuing to extend meaningful and timely dedicated engagement with major customers, essential services, local councils and community energy groups, to improve access to information, support them in their resilience planning and strengthen ongoing relationships.
- Improving our planned outage communications to align with the customer journey and solution for unplanned outages to help support a smoother transition for customers to use electronic communication channels to access key information during planned outages.
- Continuing to investigate and potentially add more channels for customers to communicate with us, such as social media messages, to keep our communications options aligned with customers' preferences.



Principle 5

We will support customers and communities facing vulnerable circumstances



Performance metric	FY24 (Jul 23 – Jun 24)	FY25 (Jul 24 – Jun 25)
Ongoing focus on understanding and providing for diversity of needs across our customer base	N/A – see case studies & research outcomes	N/A – see case studies & research outcomes

Our customers and communities each have unique circumstances, capabilities, and needs, shaped by factors such as where they live, their ability to pay energy bills, invest in energy-saving technologies, or access support due to age, disability, or other considerations.

These factors may result in some customers and communities having a higher reliance on energy and our customer services.

Our performance this year has mostly focused on continuing making smaller improvements to our existing approach to supporting vulnerable customers and communities. In order to lift our performance in this space, we recognise that we can have a greater focus on projects and initiatives that are above and beyond only meeting requirements and obligations.

We have clearly established processes for communicating with and supporting life support customers

We have robust support processes in place to support life support customers, including a dedicated 24/7 priority phone line and information sharing with government authorities to enable welfare checks during widespread outage events. In 2024–25 we established a clear process for communicating with life support customers

throughout their journey, from education on the type of support we can provide, to ongoing engagement before, during and after outages. This also includes information on what being a life support customer means, AusNet’s responsibilities to them and how to build their agency to keep themselves safe and informed.

Our Vulnerability Research Grant supports research projects to improve outcomes for customers experiencing vulnerability, this year focusing on improving communications for CALD communities

Each year, we offer a \$30,000 Vulnerability Research Grant that supports partnerships between social service organisations or public institutions and research bodies to explore emerging challenges and develop practical, inclusive solutions.

In January 2025, we committed to extending this grant until 2030. The decision to extend the grant was made in collaboration with our EDPR customer panels, based on the success of the grant to date in identifying the needs and aspirations of specific customer groups.

The 2024 research grant was awarded to Council on the Ageing (COTA) Victoria, with a focus on supporting older Victorians through the energy transition. The study concluded in August 2024, and found older Victorians have varied attitudes and approaches to the energy transition, and targeted efforts for this customer cohort are required to keep them informed and comfortable

during the transition. Together, AusNet and COTA promoted the findings of the study widely to help build awareness and knowledge across the energy and social services’ sectors of the challenges and opportunities experienced by older Victorians.

The 2025 grant was awarded to RMIT University who are undertaking a project focused on improving energy communications for CALD communities. This work is providing us with recommendations to better help customers access and act on energy information, contributing to our broader goal of placing customers at the centre and designing services that reflect diverse needs. RMIT’s report is expected in September 2025.



By increasing the number of Emergency Management Mobile Assistance vehicles, and establishing a dedicated Community Support Team, we are expanding our community presence to provide more direct support during outages and emergency events

We have increased our presence during large-scale, prolonged distribution-related unplanned outages, focusing on supporting vulnerable communities. Our teams also work closely with local councils and major customers, providing real-time updates and assistance to help escalate and resolve issues quickly.

In 2024–25 we increased the number of Emergency Management Mobile Assistance (EMMA) vehicles in our fleet from one to four. These vehicles are equipped with mobile device charging stations,

satellite internet access, and emergency medical supplies, including defibrillators and first aid kits. They are designed to enhance customer support during extended outages, particularly in areas that may also experience communications disruptions.

In 2025 we established a new dedicated Community Support Team, which includes trained volunteers from across the business, to increase our capacity to respond to significant outages and emergency events, so we can provide timely, meaningful support where it’s needed most.



Future focus areas

- Further enhancing the inclusive design of our customer service improvements so our services are accessible for our customers. We will continue to test improvements with our customer test panel to give us confidence investments will result in benefits for customers.
- Continuing to support life support customers by:
 - helping them understand their responsibilities and entitlements, and what they need to do to keep themselves safe, including by promoting the materials developed with life support customers and medical professionals through the Energy Charter
 - working to keep the life support register up to date
 - backing the changes being proposed by the Essential Services Commission to improve protections for these customers. We will advocate for enhanced life support details to help support emergency agencies to provide these protections during prolonged power outages, and to expand communications to keep these customers informed of outages impacting them. We will support the use of a standardised medical confirmation template and will encourage the use of the back-up template, which will help life support customers prepare for and stay safe during unplanned outages.
- Sharing and promoting engagement with the findings from RMIT’s research on improving communications with CALD communities from our Vulnerability Research Grant. This includes responding directly to the actions relevant to us and advocating for those we are not best-placed to deliver to be actioned by others.
- Continuing to undertake, action and share learnings from research and innovation projects, such as our ElectriFAIRcation project.
- Launching additional initiatives to support gas customers experiencing vulnerability through our Priority Services Program and collaborating with others in the industry on initiatives where collaboration will improve outcomes for customers.
- Building a greater understanding of vulnerable customer journeys when interacting with AusNet and the energy system, including First Nations and CALD communities, so we can tailor programs to meet the needs of these customers.
- Implementing further policies and procedures to support customers experiencing vulnerable circumstances and make it easier for them, including expanding tailored and broad support mechanisms.

Appendix 1

Summary of our maturity levels

Principle	Elementary	Emerging	Evolving	Empowering	Exceeding
1. We will put customers and communities at the centre of our business and the energy system		●	●		
2. We will improve energy affordability and value for customers and communities			● ●		
3a. We will provide energy sustainably			● ●		
3b. We will provide energy safely			● ●		
3c. We will provide energy reliably		●	●		
4. We will improve the customer and community experience	●	●			
5. We will support customers and communities facing vulnerable circumstances		● ●			

● FY24 ● FY25

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