

When we've
got a

BIG

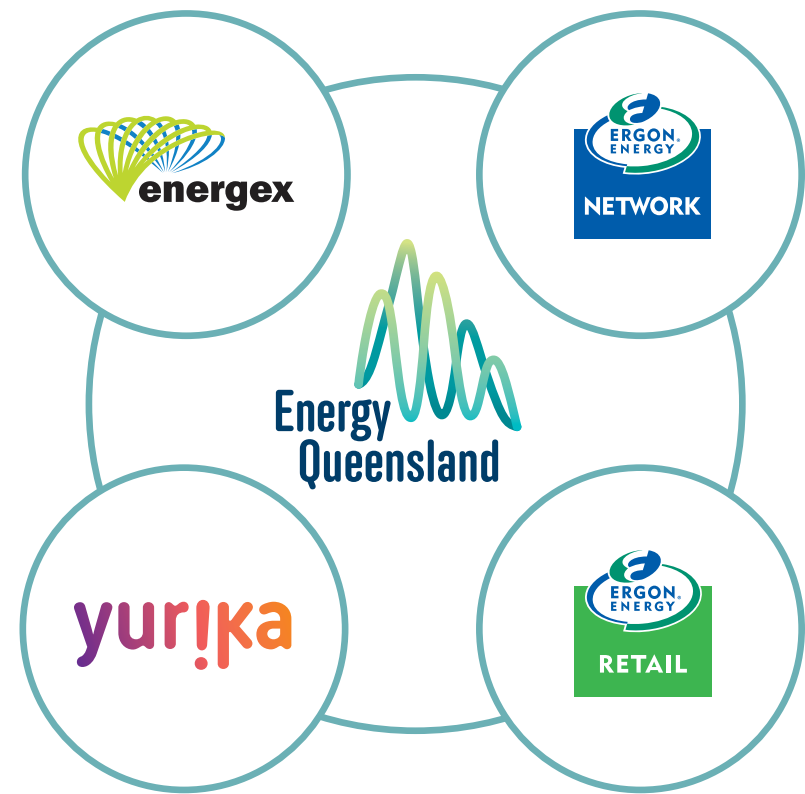
it brings
out our best.

job to do,



Scan the QR Code to watch how
our people are powering Queensland,
today and into the future.

Sustainability in Review
2024-25



About us

Energy Queensland is Australia's largest, wholly government-owned electricity company, made up of Ergon Energy Network, Energex, Ergon Energy Retail, and Yurika.

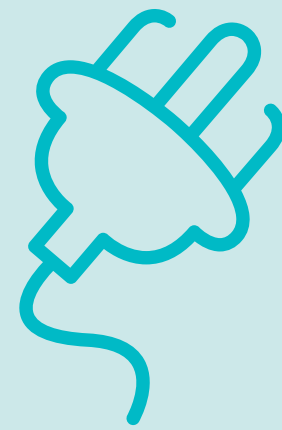
The Group was created in 2016, bringing together more than 100 plus years of experience in electricity retailing, distribution, generation, and energy services, to energise Queensland communities.

Our reporting

This report showcases how we create value and deliver each day for the communities we serve across Queensland.

It is a snapshot of Energy Queensland's Annual Report 2024-25, which details our efforts across the social, environmental, and economic sustainability topics that matter most to our stakeholders, and our business.

In 2025, we completed our third assessment of our most material sustainability topics, with our refreshed topics now guiding our strategy and reporting approach.



2.4 million
connected customers

752,900

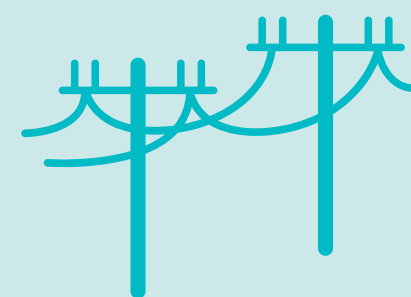
retail customers



9,700+
employees

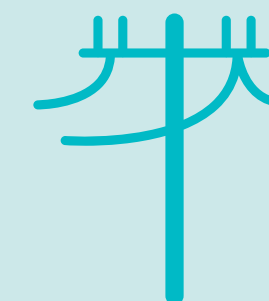
680

graduates and
apprentices



210,000km
powerlines (overhead and underground)

1.7 million
power poles



\$31.7 billion
asset base



36,700GWh
electricity distributed (a year)

UNPLANNED OUTAGES (average per customer a year)

Energex
0.87

Ergon Network
2.37



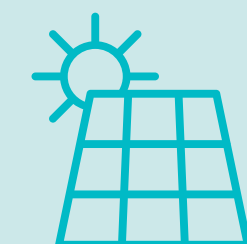
6 customer
contact
centres



3 network
control
centres



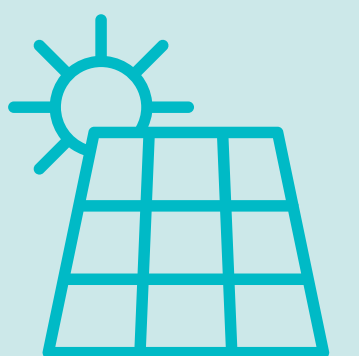
34
power stations
(including network-connected Barcaldine)



46
large-scale solar energy
connections

900,000

rooftop solar energy systems connected



Our people bring the energy of Queensland.

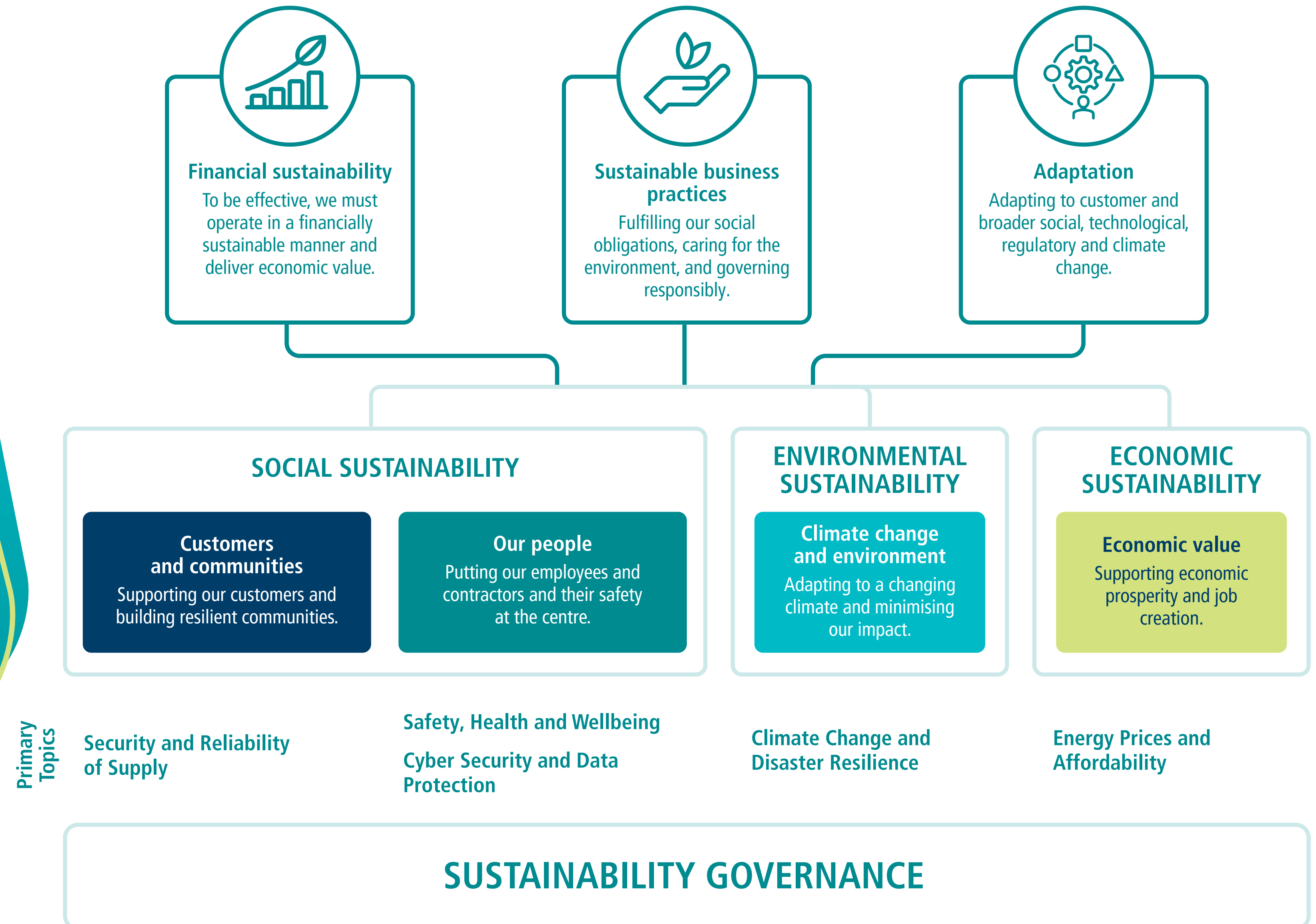
We're all about delivering a safe, reliable, and affordable electricity supply to the communities we serve, wherever they are across our vast state.

When we have a big job to do, like we did last year with natural disasters north, south, and west, and a record infrastructure investment, it certainly brings out our best.

Our dedication extends beyond today. To us the energy transition is about working smarter for tomorrow. We know we must find a balance between our response to the challenges that are before us and the cost of that response.

Together with our stakeholders, we are shaping the energy future, so Queenslanders can use energy their way.

Contributing to Queensland's sustainability...



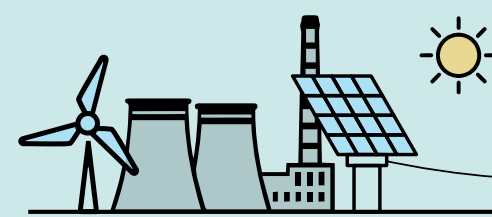
Our value chain

Through our value chain, we are safely delivering secure, affordable and sustainable energy solutions with our communities and customers.

Up stream

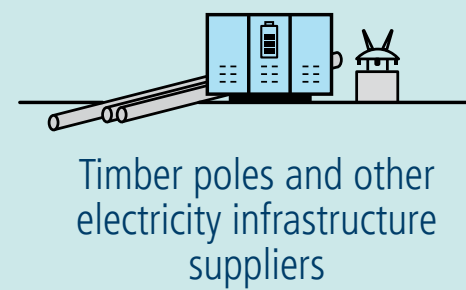
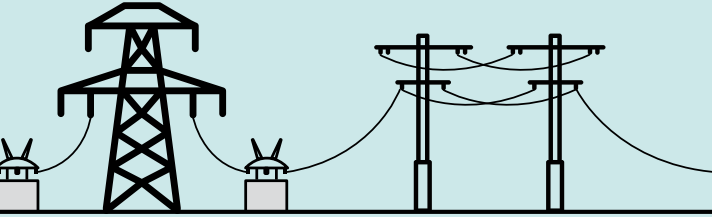
Generation

Electricity coal, gas, hydro, solar, wind, and biomass



Transmission

The state's high voltage electricity networks



Our industry partners are part of the value chain. They are critical to delivering positive economic, environmental, and social outcomes for Queensland.

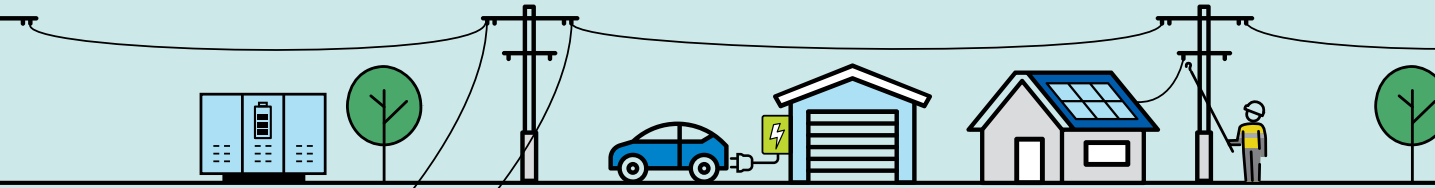
In addition to our own operations, a responsible supply chain minimises potential impacts (from greenhouse gas emissions to natural resource use and waste, to biodiversity and other environmental impacts).

Our businesses



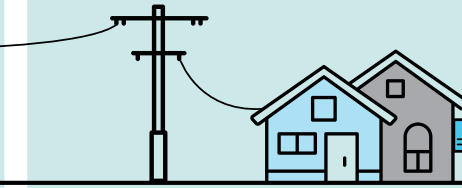
Distribution

Ergon Energy Network and Energex – High and low voltage 'poles and wires'



Retailers

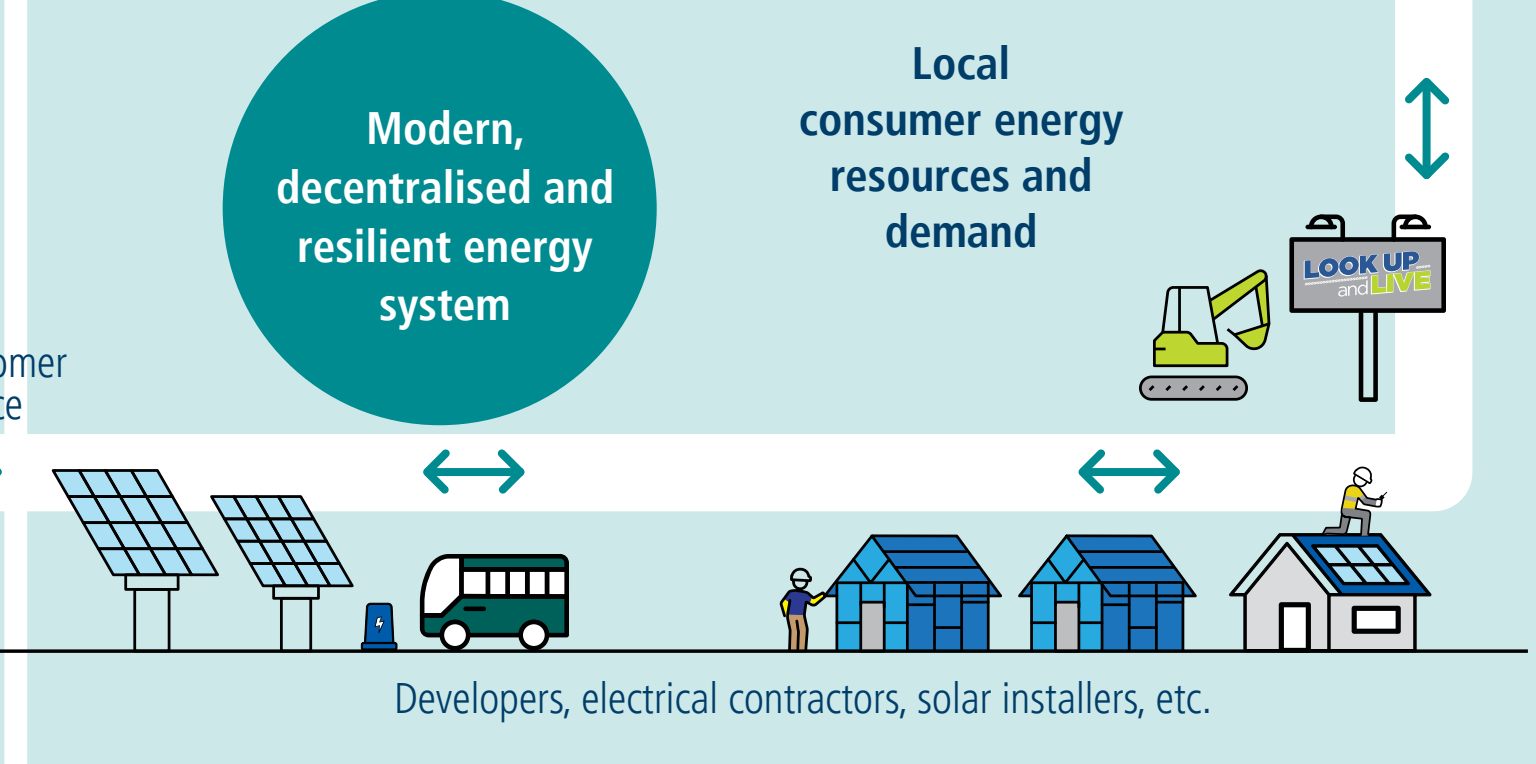
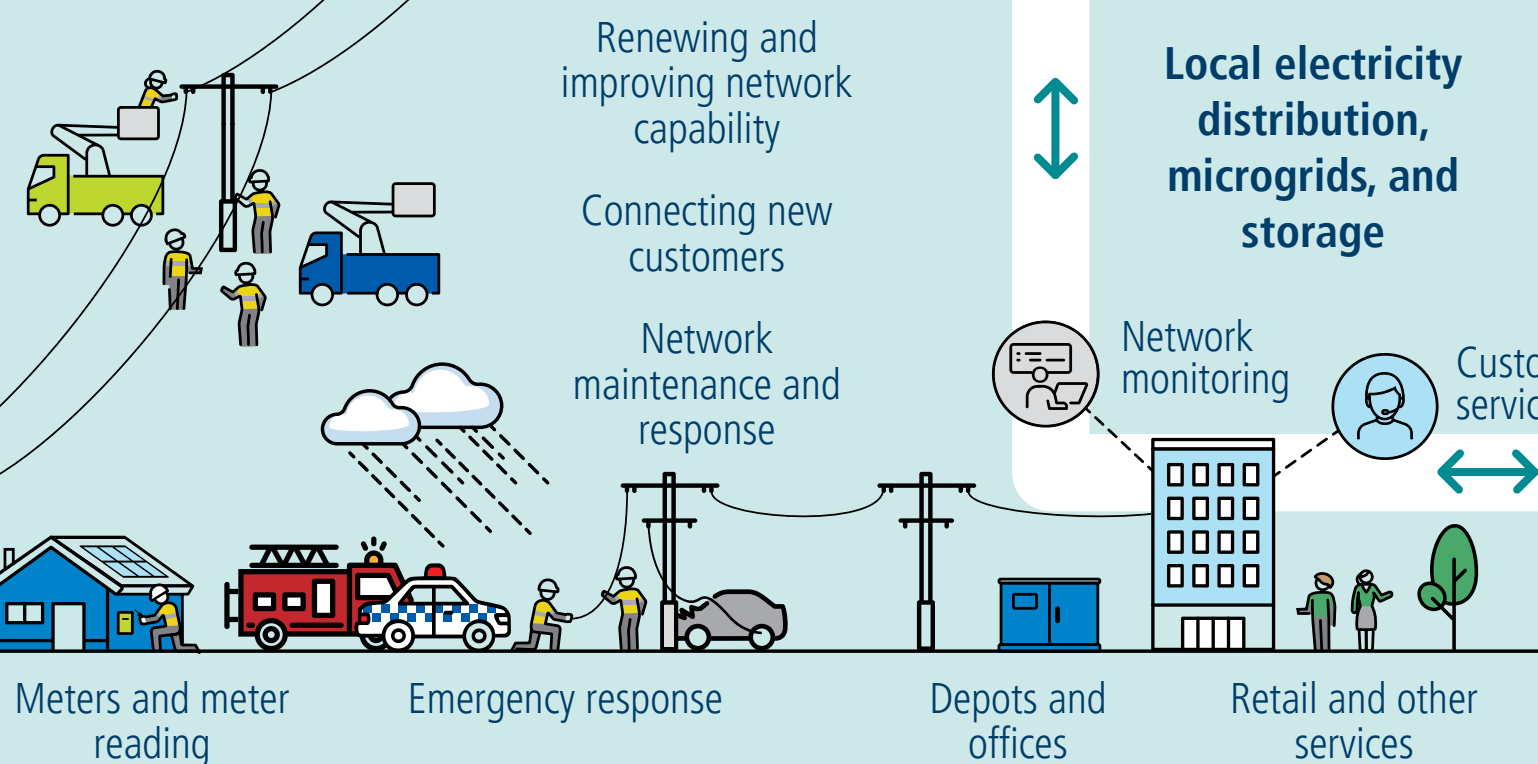
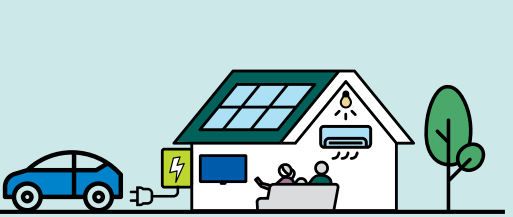
Ergon Energy Retail and others operating across Queensland



Down stream

End Use Consumers

Smart, clean, affordable energy solutions



Delivering what matters most...



Security and Reliability of Supply



Safety, Health and Wellbeing



Energy Prices and Affordability



Cyber Security and Data Protection



Climate Change and Disaster Resilience

Our customers and communities play an important sustainability role – we are helping enable more rooftop solar, the electrification of transport, and other solutions that can bring down the cost of energy for all.

We are supporting safe, efficient energy use, and minimising end-of-life waste – advancing a circular economy to reduce the impact on the planet.

Showcasing our response to Queensland's extreme weather

Queensland's 2024-25 summer brought extreme weather events – floods, cyclones, and severe storms – one after the other. We are especially proud of our response to the destruction caused by the Ingham floods in the north, the widespread impact of Cyclone Alfred in the south, and the inundation of a vast expanse in the west by rainfall and flooding.

2024-25 disaster response snapshot:

- **Tropical Lows and Floods in North and Far North Queensland (late January – early February 2025)**
 - 33,000+ customers affected
 - 2,017mm rain in 8 days recorded in some areas
 - 300 of our people, on the ground or in support
 - 14 days of restoration work.
- **Tropical Cyclone Alfred (8 March 2025)**
 - 500,000+ customers affected
 - 9,000km+ of network impacted including 1,600+ downed powerlines
 - 175km wire replaced
 - 2,400 field resources
 - 11 days of restoration work.
- **South West and Central West Floods**
 - 450 customers
 - Extensive rainfall and flooding resulted in no road access across the region and completely inundated townships
 - 100 field resources
 - 16 days of restoration work.
- Multiple responses to heatwave conditions in December and January across Queensland required adjustments to the network and deployment of mobile generation to key locations.

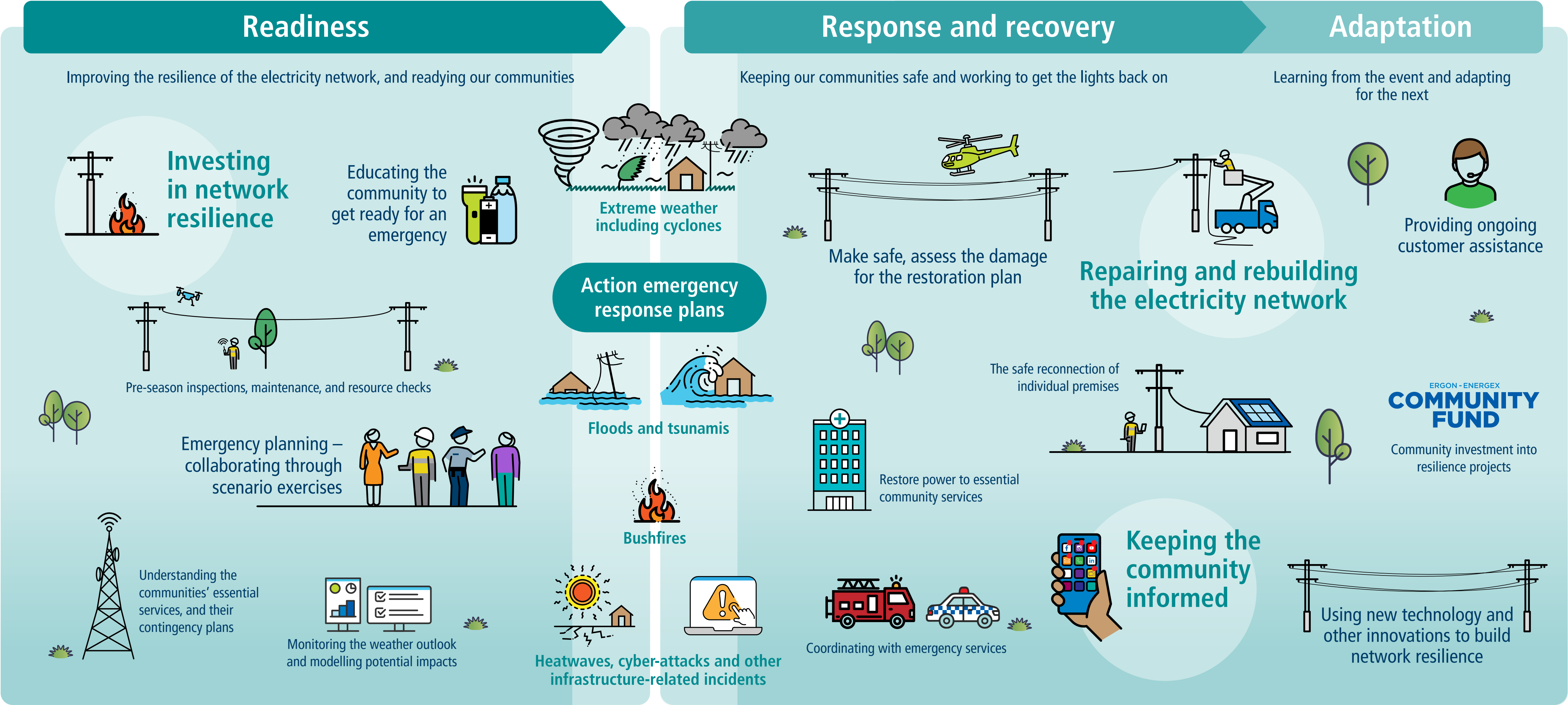
Ergon Network and Energex's cyclone and flood response saw **electricity restored to more than 530,000 homes and businesses**

- ① We gave power restoration updates through the media and our socials, and online, with 42.5 million visits to our Outage Finder.
- ② We worked closely with the various emergency services, following the destruction of the Ingham floods, to ensure public safety, an effective response, and future resilience.
- ③ Cyclone Alfred led to Queensland's largest ever power outage, with crews facing hazardous conditions, and major access issues to repair the damage – most notably throughout the Gold Coast hinterland.
- ④ Our community teams were out and about providing safety advice, and reconnection support.
- ⑤ With no vehicle access across the far south west, our fly-in, fly-out teams cleaned out entire power stations, rigged up generators, re-stood poles, and repaired supply, while also giving a helping hand where they could.



Disaster resilience

We are here 24/7, Queensland-wide and always at the ready to be there after the storm.



Maintaining our readiness capability and looking after the safety and wellbeing of our employees.

Here are some more of our 2024-25 highlights...



1



2



3



4

① In recognition of our commitment to graduate development, Energy Queensland was named one of Australia's Top Graduate Employers and ranked among the Top 25 medium-sized employers by the Australian Association of Graduate Employers.

② To better support new housing developments, like this one in Cairns' southern growth corridor, we are focusing on an uplift in our network connection services. We believe we can make an important contribution to housing availability and affordability.

③ With a strong focus on the reliability and safety of our networks, we invested significantly into network renewal, including \$26.5 million to replace the overhead line from Kilcoy to Somerset Dam.

④ Ergon Retail maintained its long-standing partnership with the Royal Flying Doctor Service (Queensland Section), with more than \$20 million raised over 25 years for rural healthcare.

Ergon Retail achieved a
Customer Happy Index
score of **90%**
for its customer
interactions and service –
a world-leading result.

Ergon Network and Energex
managed
55,000 network
connection applications,
addressing a backlog and an
increase to deliver consistently
within timeframes.

**Welcomed a
record intake of 184
new apprentices,**
including 73 women and
19 First Nations people,
fostering diversity and the
next generation of skills.



- ① In partnership with the South Burnett Regional Council, Yurika's delivering an independent telecommunications network to bring economic and social benefits to the communities of Nanango and Kingaroy. The local First Nations artwork commissioned for the fibre-optic project tells a story of adaptation, bridging ancestral knowledge with modern innovation.
- ② In Doomadgee we are installing a 4.5MW solar array and 3.7MW/4.5MWh of energy storage, with the civil works completed by the local council. The project will save at least 680,000 litres of diesel fuel a year, secure local power supply, and reduce greenhouse gas emissions by 50%.

The Ipswich Neighbourhood Battery Trial has led to Energex and Ergon Network's **wider community battery rollout**, delivered in step with our utility-scale battery plan.

Yurika was awarded Excellence in Large Scale Renewables, and a national industry Innovation Award.

Invested \$1.9 billion into Ergon Network and Energex's networks to ensure safe, reliable, and secure electricity supply for Queensland.

Scan the QR code to read more about our year, the successes and the challenges.



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