



# Energy Charter Disclosure 2023-24

## Customer and Stakeholder Feedback Report

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November 2024



## Who we engaged

On 4 September 2024, we tabled the draft 2023-24 Energy Queensland Energy Charter Disclosure Report [Disclosure Report] for feedback to the Energy Queensland Customer and Community Council (the Council). Following review, the Council members provided their thoughts on our Disclosure Report with feedback regarding our performance and progress against the Energy Charter principles over the 2023-24 period.

Following publication of our Disclosure Report, along with the other Queensland signatories of the Energy Charter, CS Energy and Powerlink, we attended the Powerlink hosted Chief Executive Officer (CEO) Accountability Forum on 11 November 2024 to obtain further feedback from customer representatives and other stakeholders as part of the accountability process.



## How we engaged

The purpose of the CEO Accountability Forum is to have an energy supply chain CEO-led discussion with Energy Queensland, Powerlink and CS Energy and each of their respective Customer and Community Councils and other key stakeholders. This provides an opportunity to cross-review each organisation's Disclosure Reports, feedback received and future focus areas that they are working towards.

As our Chief Executive Officer, Peter Scott, was unable to attend, Chief Customer Officer, Michael Dart, stood-in to represent Energy Queensland along with Executive General Manager Retail, Ayesha Razzaq and Manager, Customer Advocacy, Kenny Mizzi. The Forum was conducted face-to-face, with a combination of presentation and Question-and-Answer Panel session.



## Council Feedback

Feedback from the Council members and stakeholders who attended was that collaboration between all three organisations continues to be critical in ensuring we are all doing our best to manage costs and customer impacts during the energy transition. An online satisfaction survey was sent to attendees of the Accountability Forum and an average score of 7.6/10 was achieved. Responses indicated a preference to shift away from the 'presentation' format to enable more meaningful dialogue on customer and community outcomes and a potential to explore real life examples where lessons were learned or a complex matter was handled well. We will continue to work with CS Energy and Powerlink for future Accountability Forums and, at the time of writing this report, are in the process of reshaping our own Customer and Stakeholder Engagement Framework for 2025 and beyond, that will provide for additional customer and stakeholder engagement channels to support the development of our business strategies and approaches, including our work in relation to the Energy Charter.

The following table provides all feedback received to date from the Council, adopting the 'You Said'; 'We Heard' and 'We Did/Will Do' format to align with Energy Charter feedback reporting requirements.

# Feedback Received and Actions

| You said   | We heard   | We did (will do)  |
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| How do you [as CEOs and Executive Members] stay in touch with the 'average citizen' to ensure you are across the authentic customer experience?  | Committee members are interested in how senior representatives in the business keep in touch with, and across our customers' issues and experiences. | <ul style="list-style-type: none"> <li>• We will continue to host regular stakeholder events across Queensland, which provide the opportunity for our Board, Executive and Management teams to interact and hear directly from our customers and stakeholders.</li> <li>• Our Board, Executive and Management teams see the immense value in learning from our customers' lived experiences and partake in regular customer site visits to get out of the office and into areas where are customers live and work.</li> <li>• Our Board, Executive and Management teams regularly 'double-jack' and listen to customer calls in our Contact Centres so they hear firsthand our customers issues and the service experience.</li> <li>• We will continue to maintain and evolve our existing robust customer and stakeholder issues reporting framework, reporting at the Energy Queensland Board and subsidiary Boards levels. We highlight trends and report outcomes from when issues are raised through to business solutions put in place to address them and improve the overall customer experience.</li> <li>• Many of us live in the communities we service and get regular feedback locally.</li> </ul>  |
| How are you dealing with disengaged customers who feel like the transition is being done <b>to</b> them rather than <b>for</b> them? Should there be a clearer public narrative on this? If so, whose job is this? | Council members are interested in how we are working to empower and engage all our customers as a part of the energy transition.                     | <ul style="list-style-type: none"> <li>• We have recently reviewed and refreshed of our Customer Strategy, having listened to feedback from our customers and stakeholders. We believe that all organisations in the energy supply chain have a collective responsibility to provide a clearer public narrative on the energy transition, together with both the state and federal governments, as this will help build trust in the transition and new energy future. We have evolved our 'deliver value' principle to 'Collaborate to deliver value', with a renewed emphasis on 'collaboration' as our commitment to working with others to deliver on our customers' needs and expectations in relation to the energy transition and other energy related matters. This collaboration takes many forms and includes, for example, our work on several Energy Charter #BetterTogether initiatives.</li> <li>• We introduced a draft new customer principle of 'Empower our customers' as part of our Customer Strategy refresh. We are committed to providing our customers with information and guidance to make informed choices round their energy usage to maximise value. This will include communicating proactively to arm our customers with relevant information; providing data and insights to customers about their energy usage, and, providing guidance to customers on navigating the energy transition. <ul style="list-style-type: none"> <li>- For example, Ergon Energy Retail have been developing tools to make electricity tariffs easier to understand and improve awareness of their energy usage and associated costs to empower customers to take control of their energy usage and better manage their costs where possible. They are also involved in community outreach initiatives and various community engagement activities, with staff providing information and guidance to customers in understanding their electricity bill, electricity tariffs/pricing plans, rebates and concessions available, and information on both energy efficiency and appliance energy costs.</li> </ul> </li> </ul> |

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| There's a lot of talk about well-intentioned activities of each individual business [Energy Queensland, CS Energy and Powerlink] - what are the key opportunities to work together?  | Council members are interested in how the whole of energy supply chain is collaborating.   | <ul style="list-style-type: none"> <li>• We will continue our commitment to work, not only with CS Energy and Powerlink, but also others across the energy supply chain and in the energy ecosystem to deliver better outcomes for our customers. As referenced earlier in this report, we believe it is important to 'collaborate to deliver value' and build the trust and social licence required to operate. We work together as GOCs and with others, including other signatories to the Energy Charter, on a range of initiatives that require collaboration to succeed and make a lasting, sustainable difference to the customers and communities we serve.</li> <li>• We will continue to work with our customers, stakeholders and community representatives to benefit as a business from their shared lived experience and perspectives. We recognise the importance of customer representative groups and other stakeholders, many who are common to us all, to highlight the opportunities they see for greater improvement and collaboration between our businesses and others.</li> </ul>   |
| You're all in the leaky boat of "social licence". Transmission can't control prices... Networks can't control how transmission engage in the community. Generators are now having to engage in new communities. How can you collaborate? | Council members are interested in how the whole of the energy supply chain is collaborating on engaging communities to build social licence. | <ul style="list-style-type: none"> <li>• We will continue our collaboration with CS Energy and Powerlink, together with others in the energy supply chain, which is ingrained throughout our business processes. Additionally, we will continue to participate, with CS Energy, as members of Powerlink's Customer Panel – sharing experiences. We often conduct emergency response training together to ensure cohesion for Queenslanders during emergency situations. This is in addition to the collaboration with contractors, emergency services, local councils and other key stakeholders.</li> <li>• We will continue to include community impacts and how we can incorporate local industry (such as procurement and supply) as a standard part of our planning when considering any work or project. We can see the work Powerlink has done to develop in this area and this is a great learning opportunity for us.</li> <li>• We will regularly collaborate around community and stakeholder engagement. We have been able to learn and develop in this area with other Energy Charter signatories as part of the Energy Charter Better Together initiative – National Landholder and Community Engagement Training.</li> </ul> |
| We hear quite a bit from regional communities about the pros of nuclear. How does nuclear align to your business and are you planning to include this as part of the transition?   | Council members are interested on whether nuclear power is being considered as part of the energy transition.                                | <ul style="list-style-type: none"> <li>• Currently nuclear power is not at a point where it is part of our considerations. The future of nuclear power is with policy makers at this point.</li> </ul>  |
| What keeps you [CEOs and Executive Members] awake at night? Where do you think the biggest uncertainty is?   | Council members are interested in what are our high priority issues.   | <ul style="list-style-type: none"> <li>• We will keep safety for our people, customers and communities, as always, our number one priority. Community safety around electricity as a product and our infrastructure, as well as our own workplace health, safety and wellbeing are central corporate responsibilities. We are focused on the security of supply through the clean energy transformation, and safety and reliability outcomes.</li> <li>• We will work to provide a fair and equitable energy transition so that the benefits of renewable energy can be shared by all customers and that cohorts such as renters and vulnerable customers are not left behind. We are currently outworking Local Renewable Energy Zone (LREZ) pilots in Caloundra and Townsville, which will allow us to work with local communities, local councils and industry to increase renewable energy options across the community, including those who have barriers to renewable uptake, such as renters.</li> </ul>   |

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| <p>Where are the other Government Owned Corporations (GOCs) and how do you bring renewable developers into this important discussion [on the energy transition]?</p> | <p>Council members questioned how greater collaboration between renewable developers, GOCs and others within the energy ecosystem can better deliver for customers.</p> | <ul style="list-style-type: none"> <li>• As referenced earlier in this report, we have recently reviewed and refreshed our Customer Strategy, evolving our 'deliver value' principle to 'Collaborate to deliver value', with a renewed emphasis on 'collaboration'. We believe that all organisations in the energy supply chain, including all energy related GOCs and renewable developers, have a collective responsibility to come together in regard to the energy transition, and better deliver for customers. We have commitment to working with others to deliver on our customers' needs and expectations in relation to the energy transition and other energy related matters.</li> <li>• Our Yurika business continued to grow its presence in the resources and renewables industry, supporting Australia's largest wind farm projects, installing utility-scale batteries, and trialling vanadium flow tech, as well as constructing a community microgrid, and driving the electrification of transport.</li> <li>• We will incorporate learnings from the 'Queensland Renewable Energy Code', which is part of the Energy Charter's #BetterTogether initiatives. This is being co-designed with senior leaders from across the Community Outcomes Group and industry collaborators. This involves industry working with the agricultural sector, local government, conservation, First Nations, community stakeholders and others.</li> <li>• We will advance our understanding of the benefits and challenge of distribution network-connected energy storage through collaboration. For example, Energex has partnered with electricity retailer, Origin Energy in the Ipswich Neighbourhood Batteries Trial. This is one of many trials and pilots that is allowing us to evaluate how energy storage solutions works best for each step in the energy supply chain.</li> </ul> |
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Recent government energy rebates suggest politicians know energy prices are too high. Is the risk allowance in the regulated pricing model skewed too much in favour of networks?

Council members are interested if, despite energy rebates, we seriously consider our customers in relation to 'affordability' when balancing against Network investments and associated costs recovered from our customers.

- We will continue to facilitate the connection of solar, batteries and electric vehicles to the network, as customer adoption of these technologies continues to grow, which enables customers to potentially save on their energy and other household costs. As outlined in our 2025-30 Tariff Structure Statements submitted to the AER in November 2024, we will also provide network tariff choices to assist customers with managing and potentially reducing their electricity costs directly and help keep the overall downward pressure on electricity prices through negating the need for additional augmentation of the electricity network where possible.
  - We will continue to collaborate with a range of the non-government organisations (NGOs) who are recipients of the Queensland Government's Enable Grant funding, to support customers on a range of issues relating to energy, including increasing energy literacy, energy efficiency, tariffs/pricing and awareness and processes around, for example, concessions and rebates.
  - We will ensure our view, as referenced earlier in this report, that customers should not pay a dollar more than they need to for the efficient and prudent delivery of the services we provide, is a priority for our portfolio of businesses.
  - We will incorporate the workings of our customer and stakeholder based Network Pricing Working Group (NPWG) into a new Customer and Stakeholder Framework from 2025.. We recognise the importance of tariffs in cost recovery and will ensure that discussion with customers and stakeholders around network tariffs, customer price impacts and associated matters is an ongoing and evolving discussion.
  - We will continue to proactively seek our customer and stakeholder feedback through a variety of engagement forums and channels where their views on a range of matters, including costs and affordability, are provided and tracked by the business. Some examples are:
    - After-interaction surveys from our customer facing teams across the business,
    - Quarterly customer surveys - Customer Satisfaction (CSAT), Net Trust Score (NTS).
    - The annual Queensland Household Energy Survey (QHEs).
    - Customer and stakeholder groups and forums, such as the Voice of the Customer Panels, Customer and Community Council, Agricultural Forum, the Demand Flexibility & Innovation Working Group, and various Community Reference Groups specific supporting our projects.
    - We will adopt a new Customer and Stakeholder Engagement Framework from 2025, that builds on the aforementioned groups and forums, to ensure ongoing dialogue with our diverse range of customers and stakeholders providing an opportunity to strengthen our structures for gathering insights and input from our customers and stakeholders into our decision making processes. Ergon Network and Energex have submitted 2025-30 Revised Regulatory Proposals to the AER with a strong focus on energy affordability, using a range of strategies to limit future increases in distribution network charges. We built our five-year investment plans for our distribution networks with consideration of customer feedback. To address concerns around energy affordability, we tested the prudence of several elements of our plans, ensuring we are only spending what is absolutely necessary for the continued safety, reliability and broader performance of our electricity networks.
    - We have, as aforementioned in this feedback report, applied a 1% productivity dividend as part of our regulatory reset investment plans for 2025-30 to keep the business focused on costs and efficiency.
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| <p>How do you intend to balance transformation, automation and Artificial Intelligence (AI) integration with your commitment to social performance, particularly in relation to jobs, workforce skills and positive community support?</p> | <p>Council members are interested in how the energy transition is balancing integrating new technologies with the broad range of other priorities.</p>   | <ul style="list-style-type: none"> <li>• We will continue to invest in future-proofing our customer contact technology platforms to deliver increased diversity in interacting with our business. Through our customer and stakeholder engagement, our customers have told us this is important to them and they have a desire for us to adopt new technologies to provide greater channels of choice and improved information and access to information where relevant so that the overall customer experience can be improved.</li> <li>• We will continue to be a strong employer across Queensland, supporting local communities in their economic growth. Over the last year we grew our workforce by over 10% as part of our commitment to supporting the energy transformation – including another record intake of apprentices and graduates, as we build a skills pipeline for the future.</li> <li>• We did and will continue to engage with First Nations employees for their experience and input on attracting and recruiting First Nations people and understanding what is required for retention. We will incorporate these Insights from onboarding and recruitment to training and permanent employment. This is a part of our Reconciliation Action Plan (RAP), and will continue to grow our workforce for the future,</li> <li>• The energy transformation continues to accelerate on the back of significant advancements in technologies. We intend to use these advances to aid and support us in delivering our extensive program of works as we work towards our 2032 commitments and we are looking at ways to do this responsibly.</li> </ul> |
| <p>When can we expect the new [Liberal National Party] state government to clarify their energy policy, and what do you think it will contain?</p>   | <p>Council members are interested in what impact the recent change (October 2024) of government in Queensland may have on energy policy and how this might affect future plans and projects.</p> | <ul style="list-style-type: none"> <li>• The new Government have made commitments about their energy policy which are publicly available. We will be working with the new government to implement their policies as a priority.</li> <li>• We will treat the recent change of government as an opportunity to put our best foot forward and put a spotlight on the work we have been undertaking in support the energy transformation and our plans into the future that will support both the energy transition and our strategic objectives set out in our Strategic Plan 2032.</li> <li>• We will continue to take direction as a business from the government in terms of both government and customer expectations in service delivery. The introduction of a new Minister for Customer Services and Open Data by the state government, with a focus on a ‘people-first’ framework to improve customers’ interactions with government and related services, complements our existing focus on our delivering for our customers through our principles-based Customer Strategy and other work, including the Energy Charter.</li> <li>• We have applied a 1% productivity dividend as part of our regulatory reset investment plans for 2025-30 to keep the business focused on costs and efficiency. This is in line with the new Government plans also placing a renewed emphasis on costs and efficiency, which fits with our long-held view that customers should not pay a dollar more than they need to for the efficient and prudent delivery of the services we provide.</li> </ul>   |



**[energyq.com.au](http://energyq.com.au)**

Energy Queensland Limited  
ABN 96 612 535 583

Head Office Level 6  
420 Flinders Street  
Townsville QLD 4810  
PO Box 1090  
Townsville QLD 4810