

AusNet



# Energy Charter Disclosure Report 2023–2024

Our performance and progress against  
The Energy Charter principles

1 July 2023 – 30 June 2024



# Acknowledgement of Country

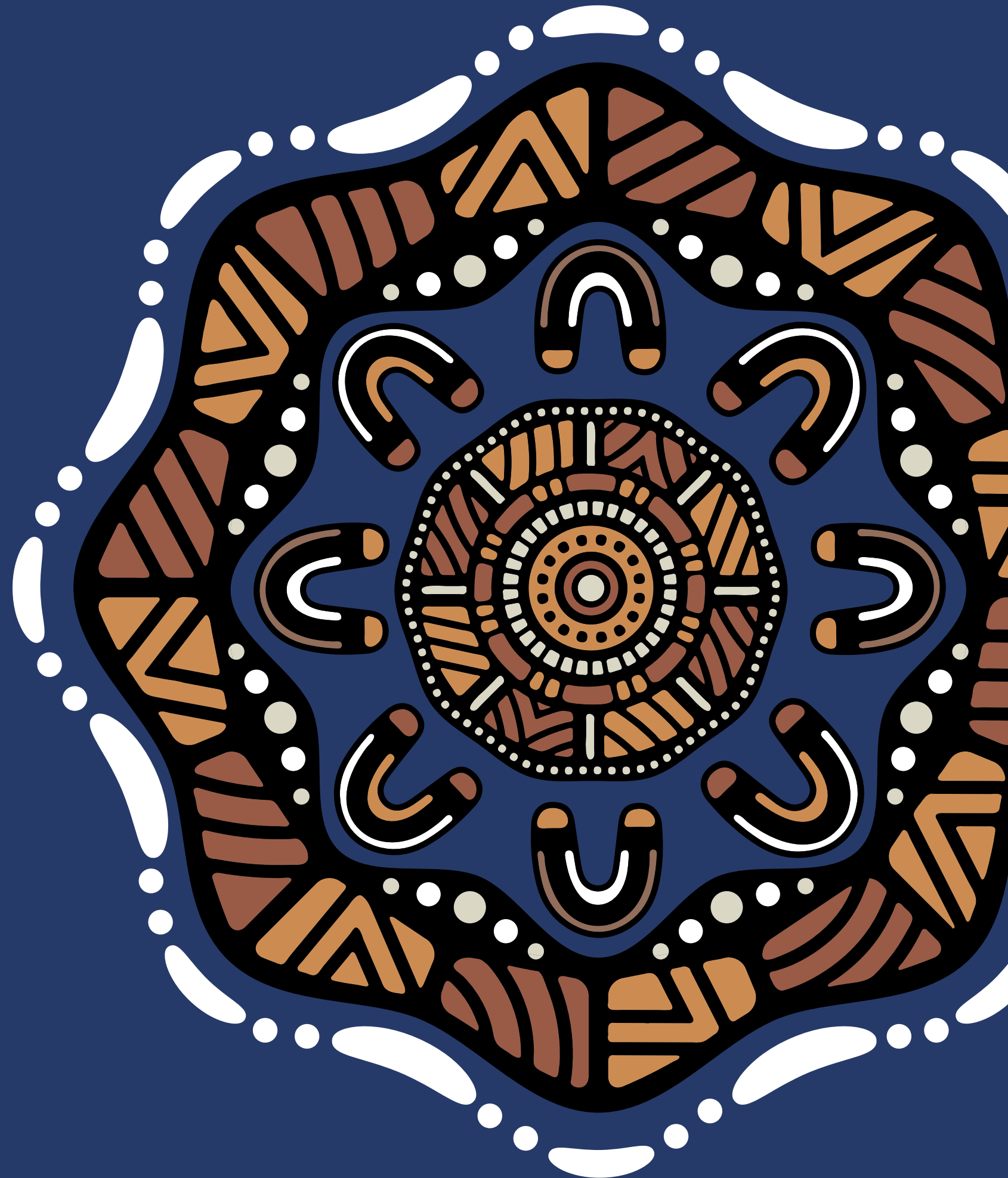
AusNet acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders past and present, and celebrate their continuing connection to Country.



## 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

**As we share AusNet's inaugural Energy Charter Disclosure Report, I'm proud to reflect on our ongoing journey to connect communities with reliable, affordable and sustainable energy.**

The energy transition is accelerating, and having the customers and communities we serve at the centre of our planning is critical. As the owner of electricity distribution, transmission and gas distribution networks plus a contestable business, we play a unique role on the path to net-zero emissions, which presents both a challenge and an opportunity.

Many of my actions since joining AusNet in late 2023 have been focused on enabling our business to deliver for our customers and stakeholders. We acknowledge there are many opportunities for AusNet to improve in our delivery of energy and energy services to customers. While we are striving to improve today, we know that uplifting our performance is not a one-off activity and we need to continue evolving with changing customer and community expectations.

This report highlights our performance against The Energy Charter's principles and our efforts to become more customer-focused in all that we do. We have refreshed our corporate strategy and organisational structure to strive for alignment and focus on delivering for our customers. We have made progress and will continue to enhance our understanding and capacity to meet our customers' needs, particularly in enhancing communication and support during unplanned outages and extreme weather events, and making our services more accessible.

A key focus of our efforts has been to support the energy transition and the integration of renewable energy sources. We understand the importance of this shift, both for customers, and for achieving Victorian and Australian renewable energy targets. We are working diligently to help equip our networks to handle the evolving requirements of a more sustainable future.

Our progress has been guided by the valuable insights from our Customer Consultative Committee, whose input has been pivotal in assessing our performance against The Energy Charter's maturity model. We are deeply grateful for their ongoing support and collaboration.

We look forward to continue reporting on our improvements against The Energy Charter's principles as we enhance our approach, implement meaningful changes for our customers and communities, and deliver better energy outcomes for all



*David C Smales*

**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.

## Location of our networks

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

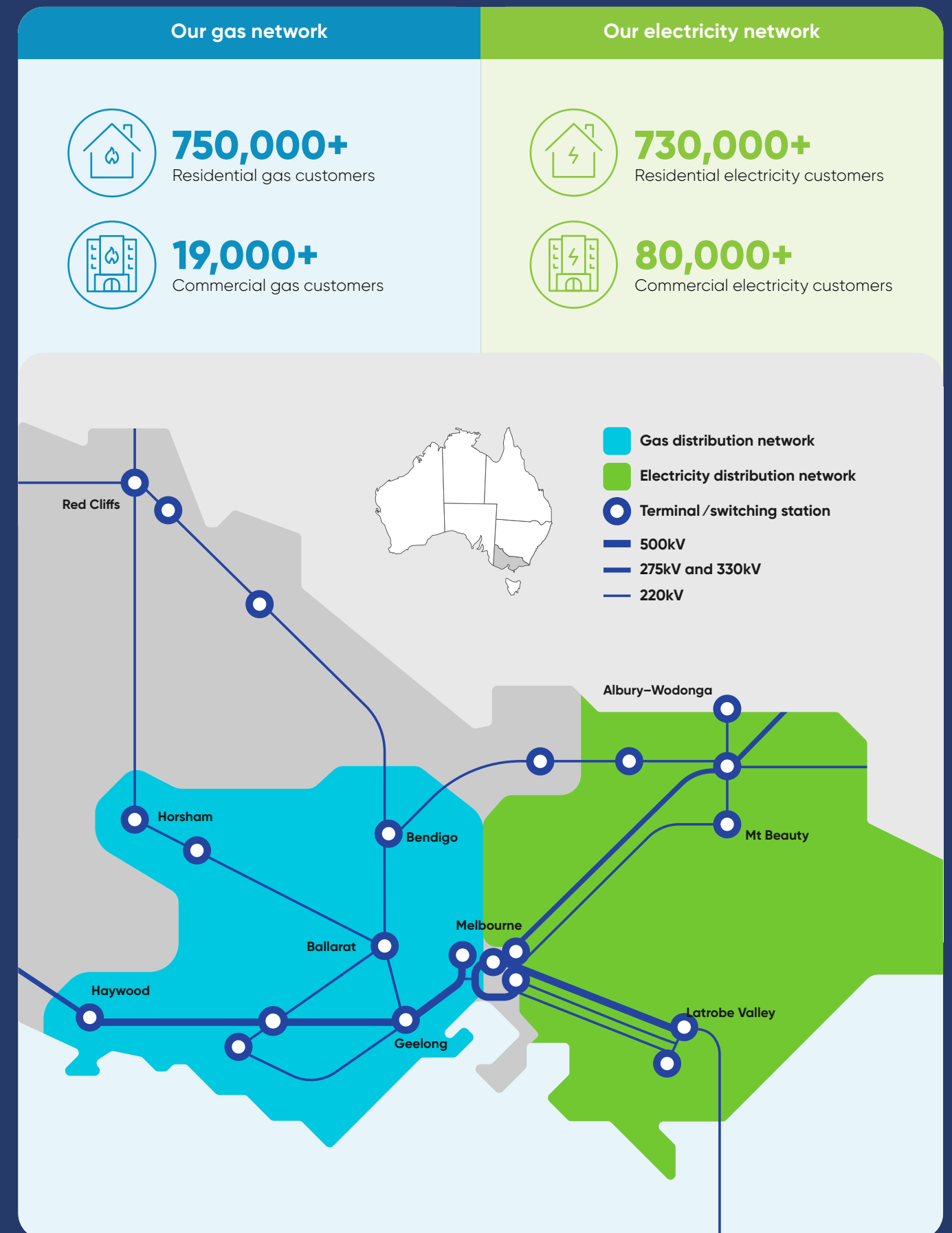
Analysis of the 2021 census data tells us:

### People and households

- 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.
- Labour force participation rates of distribution and gas customers are similar to each other and the national average, with 63% of residents employed at the last census. The top industries of employment include healthcare and social assistance, construction, and retail trade.
- While living arrangements are diverse, the most common living arrangement is a household comprised of a couple with children residing in a large, detached house with multiple cars.

### Businesses

- Businesses connected to our electricity distribution network are most commonly involved in the following industries – construction; transport, postal and warehousing; and professional, scientific and technology services. Our transmission network directly serves the five Victorian electricity distributors and several major customers who are directly connected to it.
- Businesses connected to our gas network are most commonly involved in the following industries – construction; transport, postal and warehousing; professional, scientific and technology services; and rental, hiring and real estate services.





# 2023/2024 customer highlights

## AusNet corporate vision and strategy refresh

The energy landscape is changing, and we need to change with it. Our stakeholders, including government and regulators, are expecting more from us, and customers are demanding it. We know we need to do better – particularly when it comes to supporting our customers and communities to become more resilient to, and able to better respond and recover from extreme weather events.

To this end, we have developed a refreshed Purpose for AusNet. AusNet’s purpose is to “Connect communities with reliable, affordable and sustainable energy”.

In June 2024, we announced our new vision, along with a refreshed corporate purpose and strategy. It articulates who we are, what we stand for and signals our intent to be a leader in the energy transition. Success means we will need to deliver more impactful outcomes for our communities and stakeholders. We need to keep the community and customer at the centre of all that we do, so we can deliver secure, safe and sustainable energy.

Our new vision is to be “Trusted to bring the energy today and build a cleaner tomorrow.”

- Trusted to bring the energy today: Our vision is to remain trusted to deliver our customers’ energy needs. Every day we provide essential services to communities. Looking forward, we need to be able to manage a more complex energy system, with more frequent extreme weather events. This will earn us the right to grow
- Build a cleaner tomorrow: We want to shape the energy transition over the coming decades and be the partner of choice for governments and stakeholders to build a cleaner tomorrow. Together we can deliver the energy network infrastructure and services to enable the energy transition.

Our refreshed strategic pillars are:

- Safely deliver our customers’ energy needs today.
- Create the energy network of tomorrow.
- Enable the transition to a net zero future.

### Changing our structure to be more externally facing

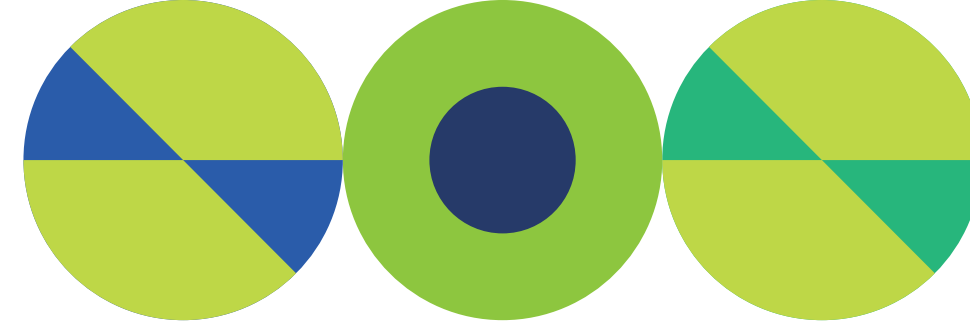
In response to this changing context, we have restructured our organisation from a functional operating model to one which centres around our core lines of business. This will enable us to be more outwardly focused, bringing the community and customer to the centre of all we do, while reflecting the unique differences and strategic environment of our four lines of business: electricity transmission, electricity distribution, gas distribution and contestable energy infrastructure.

Led by Chief Executive Officer, David Smales, the leadership team is dedicated to driving exceptional performance outcomes across their respective areas. Each leader now has greater accountability for delivering results for their community, customers and stakeholders while enabling a sustainable energy transition.

This transformation is designed to enhance clarity and decision making across our gas and electricity networks. It enables us to plan more strategically for each network and for the transition as a whole, such as whether to invest in new capacity on the transmission or on the distribution network, and the speed of gas electrification.

### Aligning business performance with customer outcomes

Our business performance indicators have been developed to align with The Energy Charter’s five principles – that is, the measures we are reporting on in this Disclosure are the same ones that the AusNet team and our Board see. This alignment helps keep customers and stakeholders at the centre of our business decisions, and keeps the team focused on the things that really matter.



## Western Renewables Link

The proposed Western Renewable Link (WRL) will be a new transmission line designed to transport renewable energy from wind and solar farms in Western Victoria to homes across the state and into the National Electricity Market. As Victoria transitions from coal to sustainable green energy, this crucial upgrade will help maintain reliable power supply and put downward pressure on energy prices.

We recognise that, when we commenced this project in 2020, our initial engagement did not meet community and landholder expectations at that time. We have learned many valuable lessons through working with the project’s many stakeholders and have invested in improving our engagement and project development practices, to more clearly align with community and landholder expectations.

### Creating benefits and improving outcomes for our customers

We have dedicated considerable effort to actively listening to our landholders, communities, Traditional Owners and other stakeholders, whose input and feedback has been vital in shaping the proposed route for the transmission line, as well as the project design, tower and access track locations and our ongoing engagement approach. Our engagement approach has included:

- Providing landholders with direct contact details for their designated Land Liaison Officer and establishing a dedicated project phone number available during business hours.
- Establishing a Ballarat project office with over 20 regional employees including the WRL land and engagement teams to support the local economy and stay attuned to community sentiment.
- Employing a team within the WRL project to engage with Traditional Owners and Registered Aboriginal Parties to identify and protect cultural heritage sites in line with best practice, and make sure the project delivers meaningful benefit sharing outcomes for Traditional Owners.
- Ongoing engagement with the six Local Government Areas along the proposed route to provide project updates and discuss impacts and opportunities for communities during the planning and construction phase.
- Collaborating with the agricultural sector to help develop The Energy Charter’s Better Practice Social Licence Guidelines, to better understand how we can improve our practices for agricultural

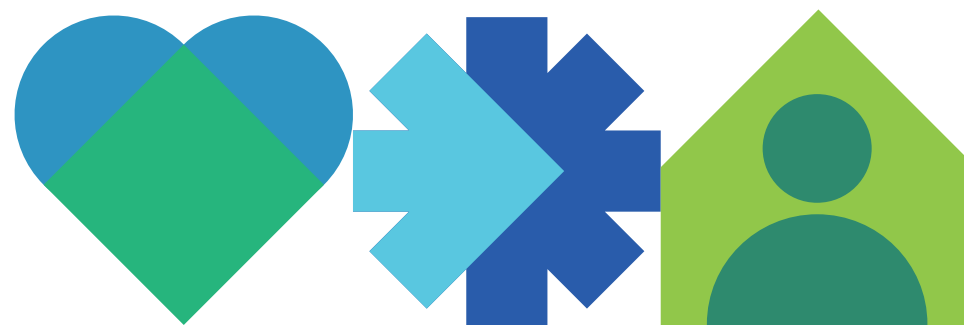
landholders in particular and commenced reporting against our progress.

- Establishing an Energy Regional Advisory Panel for local input from knowledgeable stakeholders who can advise the project on regional energy needs and inform the project.
- Actively seeking feedback from directly impacted landholders on the placement of towers and access tracks by providing draft plans and opportunities for input.

We have prioritised informing and supporting communities to ensure their voices are heard. We have aimed to make sure that AusNet employees are equipped to understand and address community needs, and landholders and communities have detailed information and access to professional advice through a range of activities. This includes:

- Offering landholders financial support for professional services, such as legal and accounting fees, related to reviewing Option for Easement proposals or to obtain independent property valuations.
- Providing informational resources, including documents on compensation, FAQs, videos and guides, that directly address questions and feedback received from landholders and the community.
- Providing landholders with information on the project’s biosecurity procedures and presenting opportunities for landholders to advise on any further biosecurity requirements for their property.
- Remunerating landholders in recognition of the value of their time engaging with AusNet throughout the Land Access Consent process and as consideration for their time and effort in allowing land access for a set period of time for the project to conduct required field surveys and investigations.
- Providing industry-recognised training (IAP2), Frontline Adaptive Communication Training, and training from The Energy Charter Landholder Engagement Training and the Essential Services Commission (ESC) Land Access Code of Practice for WRL team members, including Land Liaison Officers.

Given the inevitable impact on communities, we have also committed to giving back wherever feasible, and have developed plans for a Community Benefit Fund, co-designed with the community, and are committing \$5 million in social value activities to be delivered over the next 12 months. We expect to have more to share on this in our next Energy Charter disclosure report.





## Learning from previous events to improve our storm and emergency response

We are improving our network and response to extreme weather events to better support our customers.

In February 2024, severe storms in Victoria caused significant damage to the electricity system, resulting in more than 500,000 Victorian homes and businesses losing power, including 360,000 on AusNet's electricity distribution network. AusNet's Outage Tracker failed, leaving customers without power and access to crucial information about restoration timeframes. Understandably, this resulted in significant frustration and added to the disruption caused by the storm event. We immediately recognised that we need to do better.

We undertook an extensive independent post-incident review of our storm response and an independent technical review of the Outage Tracker failure. We have also entered into an [Enforceable Undertaking](#) with the Essential Services Commission, in acknowledgement of our contravention of the Electricity Distribution Code of Practice. As part of our post-incident review, we have spent extensive time understanding our customers' experiences and opportunities for improvement, through spending time in impacted communities, town-hall style meetings, feedback surveys, meetings with our Customer Consultative Committee, customer workshops, analysing enquiries and other initiatives. The Victorian Government also initiated an independent [Network Outage Review](#), underpinned by extensive community engagement, to assess the operational effectiveness of Victorian transmission and distribution networks in large weather events like the February 2024 storm, building on its review into Network Resilience, following the storms of 2021. The findings are due to be released around the time this disclosure report is published.

### Creating benefits and improving outcomes for our customers

We are committed to learning from past events and experiences to drive real, step-change improvements to the way we prepare for and respond to future widespread and long-duration network outages. This includes:

- Implementing all of the 31 recommendations from the post-incident review and the 41 recommendations from the Outage Tracker review, which have been endorsed in full by AusNet's Board. This includes:
  - improving the resilience of Outage Tracker and establishing a back-up tool in the case of future outages
  - expanding customer communication channels during extreme weather events and mass outages to reduce call wait times and in the event of loss of telecommunications infrastructure
  - improving the accuracy of estimated restoration times so customers can keep themselves safe and plan.

- Rolling out a fleet of Emergency Management Mobile Assistance (EMMA) vehicles that are equipped with mobile device charging points, satellite internet access and emergency medical supplies, including a defibrillator and first aid equipment. They are designed to enhance customer support during prolonged power outages, especially in areas that may become isolated due to additional communications outages.
- Establishing the Energy Resilience Community Fund, which provides grants to community and not-for-profit organisations, local councils and small businesses to help build and strengthen community energy resilience. This will include funding for physical and mobile energy resilience assets and education, awareness and literacy programs to help build and strengthen community energy resilience, and help communities prepare for and recover after a severe weather event or outage. By investing in community resilience, we aim to reduce the impact of extreme weather events on communities and help them recover faster.
- Proposing significant investment through the Electricity Distribution Pricing Review 2026-2031 to enhance reliability and resilience for our customers. These proposed investments have been carefully reviewed and discussed with customer and stakeholder representatives to ensure the proposed expenditure aligns with customer needs and expectations and is currently out for public consultation.

On Sunday 25th August 2024, severe weather impacted 340,000 customers on our electricity distribution network in the longest sustained weather event we've experienced in over 10 years. We were able to implement and test some learnings from the February storm, and noticed a significant improvement in community sentiment from February. This included standing up our Incident Management team earlier, deploying generators into communities ahead of the storm event, being more visible in local communities with our EMMA vehicle and presence at community centres, and engaging and communicating more regularly and proactively with key stakeholders. As we do for all major incidents, we are conducting a review of this event to support our continuous improvement.

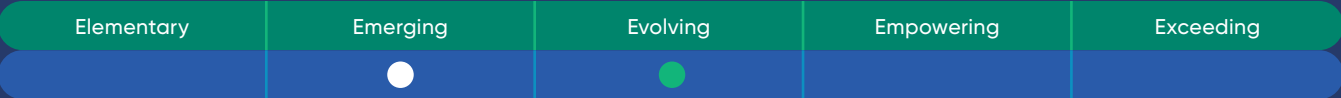




# Principle 1



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



● 2023/2024 ● 2024/2025 aspiration



Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
Customer and community engagement outcomes	N/A – see case studies	<b>Empowered customers</b> <ul style="list-style-type: none"><li>• Be trusted by our stakeholders to identify and meet customer needs</li><li>• Enable customers to use CER flexibly</li></ul>
Our reputation among key stakeholders	59% <sup>1</sup>	
AusNet staff agreement that we’re putting customers first “AusNet considers customer outcomes in decision making (in my area)”	N/A – to be set for FY25 [New survey question]	
Embedding better practice engagement for new transmission projects % of committed actions and outcomes from Energy Charter Better Practice Social Licence Guidelines	65% (committed action and outcomes)	
Supporting rooftop solar installations Measured as % of households with solar on the distribution network	29.4%	<b>Local, tangible, lasting community benefits</b> <ul style="list-style-type: none"><li>• Invest in regional and community development and create local benefits</li></ul>
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)	
Investments in community projects, sponsorships, and partnerships that create positive social impact	\$30k (Scholarships) & \$200k (partnerships)	
Amount invested to share the benefits of new transmission infrastructure with communities	\$550k (WRL) <sup>2</sup>	
Social procurement spend, to drive positive social impacts through society	1.06% – Corporate category spend	
Total hours employees spent giving back to communities through volunteering	1050 hrs	

Putting customers at the centre of our business requires us to continuously reflect on the evolving needs and expectations of those we serve. In “bringing the energy”, we understand that our customers expect us to deliver energy reliably and safely, but to also do so in ways that supports their individual needs, aspirations and future plans.

This responsibility goes beyond the delivery of energy. Whether it’s providing a reliable customer experience, investing in innovative solutions to improve network performance or reduce costs, fostering strong relationships with the communities we serve, or advocating on behalf of our customers to regulators and policy-makers, we are committed to considering customers’ interests in every decision we make.

While we do take customer outcomes very seriously, we’d like to be more customer-focussed. As outlined in our earlier case study, AusNet has developed its whole organisational strategy and organisational design with customers at the centre. We know being a customer-centric organisation is a practice, not a destination, and it will be realised in the actions we take and decisions we make on a daily basis, much more-so than one-off activities. We look forward to you seeing our progress.

1 Stakeholder Reputation Study  
2 Community energy initiatives invested within the relevant timeframe in the WRL project area



## We undertake industry leading engagement to understand changing customer needs, which we use to inform our own planning and support others' decision-making

AusNet's research and engagement are industry-leading, and we put considerable effort into making sure we stay abreast of customers' changing needs, behaviours and expectations on reliability, electrification of gas and transport and many other topics. We share these insights widely with others working to improve outcomes for customers, including government policymakers, other energy businesses and social service organisations. Recent studies include:

- Our Energy Sentiments survey which we run bi-annually (since 2021). This evaluates customers' sentiment towards AusNet, their experience when interacting with AusNet and their energy behaviours and intentions. This survey highlights key areas for us to improve and understand what is working well.
- Our Customer Segmentation study which explored household demographics, energy usage patterns and how those might change moving forward. This understanding of how customers are using energy helps us better plan our services today and predict how customers' needs might evolve in future, so we can be ready to meet them.
- Our Quantifying Customer Value Study which quantified the value our customers place on benefits not captured in investment decisions, including reliability, resilience and flexible electric vehicle charging. This will help ensure we are appropriately balancing a reliable network, with the cost of electricity bills.

## We are empowering customers by meeting growth in demand and enabling customers to use CER flexibly

Electric vehicle charging tariff trials: We launched a tariff trial to better understand our customers charging behaviour. The tariff incentivises customers to change their charging behaviour by responding to requests from AusNet to start or stop charging their electric vehicles when there is excess solar capacity or a demand constraint in the network. Customers responding to these requests will be able to access a rebate. Learnings from the trial will help inform the development and design of tariffs to complement the electric vehicles, and ensure they effectively meet customers' needs and keep network costs down for all customers.

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

Better practice social licence guidelines: We collaborated with The Energy Charter on their #BetterTogether initiative to develop better practice social licence guidelines. The guidelines support transmission businesses to better understand and act on the factors that contribute to building trust and maintaining social licence with agricultural landholders and their communities. In 2024, we took part in an independent review of our performance against the guidelines for our new transmission projects. This helped to identify areas where we are doing well, and areas where there is room for improvement.

## Customers benefit from the energy supply chain having complex and challenging conversations on trade-offs, and we are proactively driving these through the industry

Centring our pricing reviews around our customers: We engage extensively with a broad range of customers and other stakeholders for our pricing reviews. We are in the middle of an intensive 24-month period in which we're undertaking three price reviews simultaneously, for our electricity and gas distribution, and electricity transmission networks. Within these, we're having extensive challenging conversations on customers' long-term interests and complex trade-offs in decision-making. This involves making decisions that disadvantage some for the benefit of customers' overall. Looking after three different networks has also meant we've grappled with challenging conversations at the intersection of their planning, including forecasting and planning for electrification of the gas load.

Improving energy equity through our Worst Served Customer reliability proposal: One example of complex trade-offs we've been discussing as part of our 2026-2031 Electricity Distribution Pricing Review (EDPR) proposal is around reliability standards for customers on our 10 worst-served feeders. This proposal is the result of strong advocacy from customer representatives, and aims to deliver a 37% improvement to reliability for customers on the lowest reliability feeders, who have consistently missed out on investment as they've failed traditional economic efficiency tests. As part of this discussion, we've collaborated in depth with customer advocates on the definition of worst-served customers, the amount that should be spent, and whether the cost of this program should be socialised vs paid for by only the customers directly benefitting. Our approach to this and many other complex issues we're planning for in our Electricity Distribution Price Review 2026-31 are currently out for public consultation.

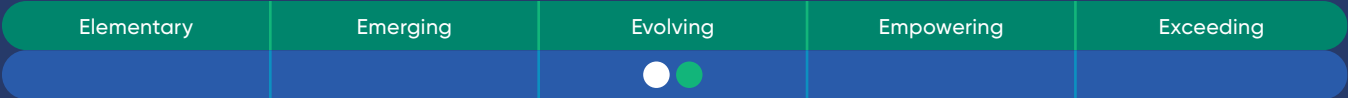
## Future commitments

- As we continue to implement our new corporate strategy and structure, we will firmly embed customer and stakeholder outcomes within strategic and financial decision making. This will include empowering staff to consider these outcomes and tie more closely with business and individual performance and incentives.
- We will take more of a leadership role within the industry to influence key stakeholders including governments, regulators, customer and industry participants. Our focus will be on putting customers at the centre of the system, not just our business, and advocate so customers have greater agency.
- We will be open and transparent about community energy data and will look to further our work with community energy groups.
- We will progress identified actions to address gaps in our performance against the Better Practice Social Licence Guidelines for our new transmission projects.
- We will restructure our Customer Consultative Committee (CCC) to better set it up for future success in our evolving operating environment and to better complement our other engagement channels. The CCC will also be taking on greater oversight responsibilities for keeping us accountable to commitments we make – including through The Energy Charter and various regulatory reviews, on things like customer experience and improving regional network reliability. The restructure will involve appointing more AusNet distribution customers to the CCC via a competitive open process and working together to develop new terms of reference.

# Principle 2



We will improve energy affordability for customers



● 2023/2024 ● 2024/2025 aspiration



Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
% of households on pricing plans that match the actual cost of providing electricity (% on cost-reflective tariffs)	47% Electricity distribution	<b>Affordability, value for money &amp; a just transition</b>
How much of the electricity grid is being used (Network utilisation) <sup>3</sup>	57% Electricity distribution	<ul style="list-style-type: none"><li>• Deliver prudent and efficient outcomes for customers</li></ul>

We are focusing on how we can minimise the financial impact of the energy transition and keep costs down for customers, particularly during the current cost-of-living crisis.

- Being efficient and working to reduce our own costs is of course key, but we also have important roles to play in:
- supporting a cost-effective energy transition, including helping new renewables and storage connect to the network
  - helping customers maximise the value of their energy investments, including being able to electrify their homes, charge electric vehicles and connect solar and export their excess to the grid
  - incorporating bill-saving advice into our communications, such as messages on using appliances efficiently and ensuring customers are receiving concessions they're entitled to
  - making new tariff structures, which enable customers who are interested to shift their usage to times when electricity generation is more available and grid congestion is less, which brings down costs for all customers (as well as their own bills)
  - sharing and promoting customer insights and innovation activities to help the whole energy sector deliver its services and progress the energy transition more efficiently and in a manner consistent with customers' interests.

3 Peak demand ÷ capacity at zone substation level 4



## Innovating in cost effective solutions and optimising our existing networks

### Using Battery Energy Storage Systems (BESS) to support the existing network and lower costs

We are exploring and proposing developments to the existing electricity transmission network to deliver much needed transmission capacity at lower costs than powerline upgrades. This would include configuring network solutions to enable BESSs to connect to the existing transmission network. We have several grid-scale BESS projects including in Altona and Thomastown (which are currently being developed), and Ballarat (which is operational). These have been strategically chosen for their proximity to existing terminal stations. As well as being cost-effective and helping improve energy affordability, the BESS' will also increase the reliability and resilience of the energy system which further improves customer experience.

### Large renewable connections initiative

We are planning to invest \$120million to augment the sub-transmission network to enable 950MW of efficient renewable energy connections. Efficient connection of renewables helps keep wholesale electricity prices down and reduce greenhouse gas emissions, benefitting more than 9 million homes and businesses in the National Electricity Market.

### Solar Soak Tariff

In our 2026-31 Electricity Distribution Pricing Review, we are 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 solar energy is more plentiful and lower cost. This was co-designed with Victoria's other four distribution networks. This will provide low-cost electricity in the middle of the day enabling all customers to benefit from the extra solar generation coming into the system and aims to address minimum demand issues and improve our overall network utilisation.

## We have delivered measures to support affordability

### Energy safety and bill saving tips featuring in our communications campaigns

We currently run campaigns throughout the year to build customers' understanding of energy efficiency and safety. We aim to reach all customers with our campaigns, via targeted SMSs, emails and letters, as well as mass media channels such as Facebook, radio, digital screens and ads on catch-up TV. We measure the impact of these campaigns, which in our most recent electricity awareness campaign for the summer of 2023/2024, led to a 12% increase in customers feeling prepared for power outages.

## We are thinking holistically about affordability

### Our planning is focusing on value rather than lowest possible cost

While we are focused on improving our efficiency to keep our costs as low as can be, we also need to offer customers service levels in line with their expectations. We are very mindful that AusNet is only part of the energy supply chain and that decisions we make on trading off service levels for cost savings can leave households and businesses worse-off by pushing costs elsewhere – for example, direct costs incurred during outages, limiting the amount of value they can extract from energy investments like rooftop solar, or pushing costs to other parts of the supply chain where they cost more.

We also know that customers are unwilling to trade off lower prices today at the expense of steep price rises or price instability later on. This predictability is very important to our customers, and most-so for those who can least afford their electricity bills, who value being able to budget. With electricity networks doing much of the heavy-lifting in the transition to net-zero emissions, and network investment forecast to rise as customers move away from gas and fossil fuel cars to electric alternatives, we need to keep pace with the societal shifts underway to minimise the overall cost of the transition to our customers. We are following these principles in our price review planning, as well as our business-as-usual decision-making.

## Future commitments

- We will continue to look for opportunities to improve our communications campaigns to help build customers' agency around energy-saving activities, including adding new messages such as those in The Energy Charter's 'Keep the Money. It's yours' concessions campaign.
- We will continue to advocate for predictable pricing over time, which we know is the strong preference of our customers, and reflect this in our pricing decisions. We will also continue to monitor customers' preferences on pricing and billing matters, changes in preferences on cost vs service level trade-offs, and on costs incurred to help us advocate for their interests within and beyond AusNet and help ensure we're fully considering the implications of our decision-making.
- We will continue to facilitate and encourage challenging conversations on fair and equitable allocation of costs with customers and other stakeholders, including government.



# Principle 3



**We will provide energy safely, sustainably and reliably**

	Elementary	Emerging	Evolving	Empowering	Exceeding
3a. Sustainably			●●		
3b. Safely			●●		
3c. Reliably		●	●		

● 2023/2024 ● 2024/2025 aspiration



Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
Amount of large renewables and storage AusNet has connected to		<b>Decarbonisation</b> <ul style="list-style-type: none"><li>• Accelerate supply of decarbonised energy</li><li>• Reduce own greenhouse gas emissions</li></ul>
Our sub-transmission and distribution network through regulated connections	0.54 GW (operational)	
Our high-voltage transmission network	4.6 GW (delivered) <sup>4</sup> 3.5 GW (under construction)	
Our high-voltage transmission network that includes a contestable component	3.0 GW (delivered) 2.3 GW (under construction)	
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 <sup>5</sup> 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)	
Average number of minutes customers on different types of feeders are without power each year. Includes both planned and unplanned outages <sup>6,7</sup>		<b>Safe, reliable and resilient supply</b> <b>Improve our supply reliability</b> <ul style="list-style-type: none"><li>• Deliver safe supply</li><li>• Improve community resilience and response to major outages</li></ul>
Urban	196.7	
Rural (short)	335.0	
Rural (long) – inadequately served customers	541.2	
Number of planned outages <sup>6</sup>	7,305	
Reducing the risk of bushfire starts from powerlines, measured via Ignition Risk Units (F-Factor)	133.8 (regulated target 131.7) <sup>6,8</sup>	
Total number of gas leaks	27.2 leaks/1000km of mains 5.92 leaks/1000 customers	
Money given to customers and communities to fund their own energy resilience <sup>9</sup>	\$2.7m (ERCF) out of \$12m allocated	
Additional support provided to communities affected by extreme weather events	N/A – see case studies (e.g. EMMAs)	
Amount invested to advance the energy transition, measured by the size of each of our:		<b>Sustainable business</b> <ul style="list-style-type: none"><li>• Invest capital to deliver the energy transition</li></ul>
Regulated asset base	\$11.85 bn	
Contracted asset base	\$1.43 bn	

4. Connected projects only

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

6. Performance is being audited as at September 2024 and subject to change

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

8. First time since inception in 2016 we have exceeded the target

9. ERCF has only funded emergency relief and hardship support in FY24, ERCF will fund resilience initiatives in FY25 10. Generators above 5 GW

**We are continuing to make strong 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're also focused on reducing AusNet's own emissions and environmental impact.**

We have a strong safety record and have made significant improvements that we are proud of, but we are always seeking to improve. Since 2009, AusNet's reportable injury frequency rate (RIFR) has dropped dramatically, and we've driven down electric shocks, fire starts, non-notification of outages for life support customers, and invested heavily in new safety technologies including the Rapid Earth Fault Current Limiter (REFCL) program below. We have seen an uptick in safety incidents over the past 12 months with some clear trends – including an increase in hand injuries at some sites – that we have identified and are addressing.

Our transmission and gas networks remain highly reliable, though we do continue to experience significant reliability challenges on our electricity distribution network for a variety of reasons, including the increase in frequency and severity of extreme weather events and the densely vegetated and hard-to-access nature of the AusNet network, which makes it harder to avoid and longer to repair outages compared to other distribution networks.

## We have publicly committed to reduce our own climate impact

### Reducing our emissions

We have set a goal of achieving net zero Scope 1 and 2 CO<sub>2</sub>-e emissions by 2045. In pursuit of this goal, AusNet has set an interim target to reduce Scope 1 and 2 emissions by 50 per cent by 2030 (relative to a 2021/22 baseline). To achieve this, we're concentrating on two key areas: network loss emissions, which account for around 97% of our total emissions, and in-house emissions, which make up 3%. We are actively working to reduce network loss emissions by connecting new renewables as quickly and efficiently as possible, increasing network capacity through new high-voltage transmission infrastructure, and integrating consumer energy resources onto our distribution network.



## We are developing transmission infrastructure and supporting new connections to accelerate the supply of renewable energy

### Connecting renewable energy into the grid

We are actively supporting the connection of new renewables into the National Electricity Market via our transmission, distribution and contestable business. This includes connecting the first 756MW stage of Australia's largest wind farm (Golden Plains Wind Farm) to the grid, which will provide clean energy to 750,000 homes, enabling more renewables to connect to our sub-transmission network, and investing to enable more rooftop solar into the distribution network. We are also delivering the proposed Western Renewables Link transmission line which is critical to support the transition from coal by unlocking wind and solar projects in western Victoria.

### Stand-Alone Power Systems (SAPS)

As part of a two-year trial, we have successfully designed, developed, and delivered 17 SAPS for a selected group of customers within our network. We are now focusing on designing and installing the next batch of SAPS for 20 additional customers. SAPS are an independent electricity generation and supply system. This includes solar panels, a battery bank, a backup generator and safety equipment. We have prioritised remote customers that can experience frequent and long outages for the trial. The feedback from participants has been very positive, and the insights gained are helping to shape our future network planning strategies.

## We are an industry pioneer, delivering innovative research and development

### Integrating rooftop solar into the network

From 2021 to 2023, we conducted a trial on flexible exports for residential solar PV systems. Following a record number of installations in 2020, where 1 in 4 Australian homes had rooftop solar, the increased energy generation resulted in additional technical and compliance issues on our network, leading us to apply static limitations on solar export capacities for many of our customers. Flexible exports enable us to monitor and adjust rooftop solar exports in order to maximise all available capacity, providing Victorian solar customers with greater opportunities to export their excess solar power without overloading the network. During the trial, customers with previously restricted export limits were able to benefit from up to 5kW in flexible exports. We've used insights from the trial to develop a plan to operationalise flexible connections, advancing our goal of integrating more renewable energy into the network. We intend to make solar exports available to any eligible customers within the next twelve months.



## Promoting an organisational-wide safety culture that has delivered long-term improved safety performance

### Working safely

At AusNet we care for our people, customers & the environment and believe that they should be in a better state at the end of the day than when they started it. We have a relentless pursuit for keeping our people safe and achieving our missionZero strategy, with the goal of achieving zero injuries and zero negative impacts on our people, our customers, and the environment. In August 2023, we introduced a Safety Innovation Forum which runs quarterly, focusing on promoting better practice. We have also introduced a Safety Framework through which the AusNet team can flag issues outside their control for action.

## Investing in network safety

### Reducing the risk of bushfires

In 2023 we completed the installation of 22 Rapid Earth Fault Current Limiter (REFCL) units in high bushfire-risk areas to protect over 300,000 AusNet customers. REFCLs limit the amount of energy released when an earth fault occurs on a powerline, for example, a tree falling against a powerline. This reduces the possibility of a fire being started, or of a nearby person or animal receiving an electric shock. REFCLs were activated 1,455 times over the last Declared Fire Danger Period (2023/24 summer), quickly shutting down the lines to prevent potential fire starts. We have encountered some unintended consequences including a drop in network reliability due to the triggering of REFCL devices, particularly on our longest feeder – the Bendalla-Euroa line. It has caused significant disruption for impacted communities but we have a plan in place involving some already completed actions and some longer-term initiatives to improve performance.

## Future commitments

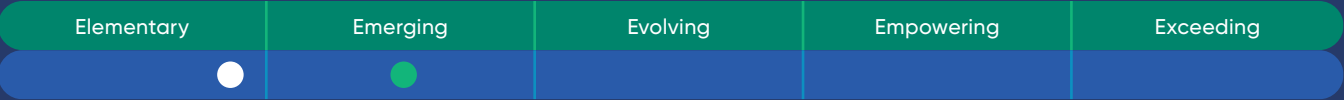
- We will consult with customers on an offset strategy to meet AusNet's obligations to reduce its emissions in line with Australia's emission reduction targets of 43% below 2005 levels by 2030 and net zero by 2050, under the Safeguard Mechanism. This will include a 5% reduction in annual scope 1 emissions.
- We will continue to support our customers and landholders to reduce their emissions by:
  - making it faster and easier to connect solar
  - enabling more rooftop and small-scale solar into the grid via our Flexible Exports program and modest network investment
  - addressing issues in our control that prevent agricultural customers from connecting to solar, such as low-spanning lines.
- We will undertake the commencement of remediation of the former Portland gasworks site under EPA Audit.
- We will continue to prioritise embedding safety culture across the organisation and continuously improving, including:
  - Learning from teams excelling in safety to uplift the whole business' safety culture.
  - Embedding safety into contracts and service providers' key performance indicators (e.g. RIFRs).
  - Placing an ongoing focus on aligning our documentation to applicable regulatory obligations and safety standards.
  - Continuing to build our understanding of safety risks beyond AusNet. How can we contribute to a safer society, and work to minimise any safety risks associated with our services (e.g. outages)?
- We want to think holistically about how we can support customers, or support those who are supporting customers, who are particularly reliant on energy or have more complex needs to stay safe, such as hospitals, life support customers and remote communities.
- We will continue to advocate for greater equity in reliability outages and for proactive investment in resilience in a manner consistent with customers' needs, expectations and willingness to pay for improvements through regulatory processes and with government.
- We will continue investing in emergency management and coordination to restore power quickly after major outages, and in our response to help increase community resilience during unplanned outages, including purchasing more EMMA's, and increasing communications on where people can find emergency response hubs.
- We will publicly disclose our progress working with First Nations people and review our reconciliation action plan and update our REFLECT RAP.
- We will continue to identify, advocate for, and invest in unlocking additional capacity for large-scale renewable energy across our networks, and contribute to supportive frameworks through engagement with the industry and government.
- We will accelerate the deployment of integration technologies and non-network solutions (including Stand-Alone Power Systems and Battery Energy Storage Systems) across our networks.
- We will continue exploring ways to keep customers informed on safety, particularly during major storms and unplanned outages, including through our co-leading of The Energy Charter's Resilience #BT.



# Principle 4



**We will improve the customer experience**



● 2023/2024 ● 2024/2025 aspiration



Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
Customer satisfaction with AusNet's customer service, rated out of 10	6.7 – Dx CSAT 8.2 – Gas CSAT	<b>We will improve the customer experience</b> <ul style="list-style-type: none"><li>• Deliver leading levels of customer experience for end customers</li><li>• Improve the connections experience for customers</li></ul>
Getting your issue resolved on the first call or message (first contact resolution)	N/A – to be set for FY25	
Satisfaction with network connection experience	Dx – 6.6 (CY23) <sup>10</sup>	

**We are aware that our customers' experience on the electricity distribution network for unplanned outages, claims and complaints, and general communications are falling consistently short of expectations. Our gas customer satisfaction remains strong across most interactions, though of course still has room for improvements.**

We have heard this feedback consistently via a range of channels from our residential, business, industrial and council customers. We know our customers do not expect AusNet to provide, and are not willing to pay for world-class customer service, but they do expect AusNet to be available and to receive consistent and quality communications and customer service when they do interact with us on critical matters. They also expect the AusNet team to be available and in the case of commercial and industrial customers, councils and critical services such as hospitals and other utilities, to have dedicated contacts within AusNet. We have been investing heavily in many areas of customer service and will continue to do so but are not keeping up with the rise in volume and complexity of customers' service needs. We have concrete plans to address this.

10. Generators above 5 GW

## We have identified customer pain points through research and engagement

### Improving our connections process

Our process for connecting new renewable energy projects (over 1.5 megawatts) to the electricity sub-transmission and distribution networks has been challenging for some large customers. Our Network Connections team has prioritised a customer-focused approach to identify and address issues in the connection process for developers, which has included establishing a customer experience survey to better understand the difficulties associated with connecting to our network. The insights from this survey have been used to create an action plan aimed at improving the connection process. We recorded a material improvement in customers' feedback on our customer service in our 2023 survey, noting that there are still opportunities to improve and that the capacity of the network and cost to connect new infrastructure are persistent pain points for developers.

### Improving usability of our Unplanned Outage Management tool

We've introduced new tools and processes to enhance customer experience during unplanned outages. Our updated outage management system includes automated communications for timely, consistent updates, keeping customers informed throughout an outage. We've also added a new online form for customers to manage their communication preferences easily, and have made it easier to report outages. Additionally, the outage hub offers targeted advice on preparing for and managing outages, ensuring customers feel more informed and supported. The new Outage Tracker was launched in January 2024 and despite some reliability issues – most notably the site crashing during the February 2024 prolonged outage event mentioned earlier – the Outage Tracker has materially improved the delivery of information to customers during outages. We are continuing to make incremental improvements to our Outage Tracker to improve its accuracy and overall usefulness to customers.

## We are beginning to improve equity and inclusivity through energy literacy, accessibility & use of plain language

### Improving communications and the experience of our Cultural and Linguistically Diverse (CALD) customers

We have partnered with CALD (Culturally and Linguistically Diverse) experts the LOTE Agency to enhance our communication and engagement outcomes with CALD communities in our gas and electricity networks. We have data mapped the top 20 languages in each network and are focusing on developing our translation and engagement strategies, which will be implemented through various channels, mediums, and customer touchpoints over the coming years. Additionally, we will continue to improve our communications by using plain language to increase readability and accessibility, particularly for customers with low literacy levels or limited English proficiency.

## We're strengthening our presence in communities, including – but not only – when things go wrong

When things go wrong, we know our customers want to know we're working on solutions, especially if they're taking a bit of time to fix. Our customers on the 1,200 kilometre Benalla to Euroa powerline (BN11) experienced a sudden and sustained drop in reliability of their electricity supply in late 2023. Frustrated by the frequent outages and lack of information from AusNet, locals made this known and we implemented a number of short-term fixes and are implementing some longer-term improvements to reliability on this line. To fill the information gaps and help keep the community informed on progress, we established a dedicated page on our website to update the community on progress, created a video to explain what was happening and how we were responding, participated in a number of community meetings on the issue and established the Strathbogie Benalla Community Liaison Group (SBCLG) of community leaders to provide feedback to us and share progress with the community. Our future plans for customer experience involve a lot more community-specific and on-the-ground proactive engagement, and reactive engagement like we're undertaking in Benalla.

## Future commitments

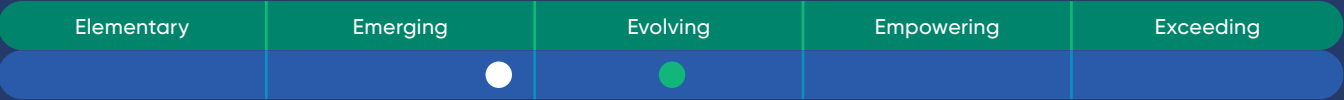
- We will continue to improve the customer experience and accessibility of our website and Outage Tracker, and continue uplifting our CALD communications.
- We will progress work already underway on step-change improvements to our feedback loops on customer experience, establishing new lines of sight and strengthening existing programs to ensure we understand our customers' experiences and can better identify and act on opportunities to improve them.
- 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.
- We will continue building our community outreach programs and strengthening our relationships with councils, large and critical customers, and community groups.
- We continue to expand our customer engagement team for proactive outreach and on-the-ground support to customers and communities for complex enquiries, managing planned outages, and emergency response.



# Principle 5



We will support customers facing vulnerable circumstances



● 2023/2024 ● 2024/2025 aspiration



Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
Ongoing focus on understanding and providing for diversity of needs across our customer base	N/A – see case studies & research outcomes	<b>Affordability, value for money &amp; a just transition</b> <ul style="list-style-type: none"><li>• Support vulnerable customers</li></ul>

Vulnerability is a complex matter and not something that can be solved by AusNet alone. But we do have a critical role to play in doing our part for collective efforts to address disadvantage in society, and to not exacerbate or entrench disadvantage with the decisions we make and the way we design our services.

We also see – and we know our customers see – a role for AusNet in building customers' agency by giving them the information and support they need to make decisions that serve them.

All our customers have unique sets of circumstances, capabilities and needs, be that where they live, their ability to pay their energy bills, ability to invest in energy-saving technologies and improvements, disability, age or many other factors that may make them more reliant on energy or our customer services. We are working to make this diversity among our customer base front-of-mind when putting customers at the centre of our business, per Principle 1.



## We have clearly established processes for communicating with life support customers, however, have limited processes to identify and manage other types of vulnerable customers

### Supporting our life support customers

We continue to work with government and regulators to streamline the life support registration process and allow better prioritisation of customers with urgent needs. This includes supporting The Energy Charter's Life Support Customer #BT initiative. 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. We are also about to commence a campaign for our life support customers to remind and educate them on what being a life support customer means, AusNet's responsibilities to them, and build their agency to keep themselves safe and informed.

## We have established programs specially to support fair and equitable outcomes for customers

### Our Electri-fair-cation trial

We are investing \$1.5 million in a trial aimed at understanding how low-income households can benefit from electrification. This trial involves upgrading gas appliances to electric alternatives as well as making minor home energy improvements for 60 AusNet customers, all to be completed by the end of 2025. Additionally, solar panels will be installed on all participating homes to enhance the study from both a customer and network perspective. This trial will help us understand the opportunities and challenges of electrification for Victorian households, which include bill savings. This project will allow us to develop industry-first electrification models based on real-world measurements, demonstrating the impact of electrification on established parts of the distribution network.

### Customer hardship grants

Following the February 2024 storms, in addition to administering Prolonged Power Outage Payments (PPOP), we provided hardship grants for AusNet residential and business customers. This was available for customers who were without power for more than 72 hours but were not eligible for PPOP because their power was restored within a week. Residential customers were eligible for a \$300 payment, while businesses could receive up to \$5,000. In total, we issued 1,109 residential payments amounting to \$332,700 and 35 business payments totalling \$125,683.

### Vulnerability Research Grant

Each year, we offer a \$30,000 research grant to a social service organisation or public institution. This grant supports research projects aimed at understanding and addressing the needs of a specific customer cohort. We had committed to delivering this each year to 2026 but are finding great value in the program and have recently committed to extending it to 2031. In addition to uncovering new insights about a customer cohort's needs, this program upskills the grant recipient in energy so they can better represent customers' interests in energy conversations, and typically includes specific recommendations for AusNet and other parties in the energy sector that we can directly respond to and advocate for change on. The Council on the Ageing (COTA) Victoria received our 2023 Vulnerability Research Grant. COTA's research focused on how older customers (aged 65+) are navigating the energy transition and provided valuable recommendations for energy distribution companies, retailers, and the Victorian Government to help overcome the barriers and challenges faced by older people during this transition.

## Future commitments

- We will continue to focus on inclusive design in our customer service improvement and business planning activities.
- We will commence a proactive campaign to educate our life support customers on what it means to be a registered life support customer, to help these customers understand their entitlements, keep our life support register up to date, and help build their agency to keep themselves safe and informed.
- We will continue to deepen our understanding of life support customers to improve our service for them, including by supporting the work of The Energy Charter's Life Support #BT and represent the interests of life support customers in conversations with government and regulators.
- We will continue to collaborate with others, such as councils, other utilities and community service organisations to better support customers who need support during and after major power outage events.
- We will share and promote engagement with the findings of COTA research that we funded, responding directly to the actions relevant to us and advocating for those we're not best-placed to deliver to be actioned.
- We will continue to undertake, action and publicly share learnings from research and innovation projects.
- We will continue to work through the finer details of our customer commitments for the 2026-31 regulatory period for our electricity distribution price review.
- We plan to extend the Vulnerability Research Grant out to 2031 given the value it is creating.

# Appendix 1

## Summary of our maturity levels

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

● 2023/2024 ● 2024/2025 aspiration

# Appendix 2

## Summary of our performance metrics

Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
Principle 1: We will put customers at the center of our business and the energy system		
Customer and community engagement outcomes	N/A – see case studies	<b>Empowered customers</b> <ul style="list-style-type: none"><li>• Be trusted by our stakeholders to identify and meet customer needs</li><li>• Enable customers to use CER flexibly</li></ul>
Our reputation among key stakeholders	59% <sup>1</sup>	
AusNet staff agreement that we’re putting customers first “AusNet considers customer outcomes in decision making (in my area)”	N/A – to be set for FY25 [New survey question]	
Embedding better practice engagement for new transmission projects % of committed actions and outcomes from Energy Charter Better Practice Social Licence Guidelines	65% (committed action and outcomes)	
Supporting rooftop solar installations Measured as % of households with solar on the distribution network	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)	<b>Local, tangible, lasting community benefits</b> <ul style="list-style-type: none"><li>• Invest in regional and community development and create local benefits</li></ul>
Investments in community projects, sponsorships, and partnerships that create positive social impact	\$30k (Scholarships) & \$200k (partnerships)	
Amount invested to share the benefits of new transmission infrastructure with communities	\$550k (WRL) <sup>2</sup>	
Social procurement spend, to drive positive social impacts through society	1.06% – Corporate category spend	
Total hours employees spent giving back to communities through volunteering	1050 hrs	
Principle 2: We will improve energy affordability for customers		
% of households on pricing plans that match the actual cost of providing electricity (% on cost-reflective tariffs)	47% Electricity distribution	<b>Affordability, value for money &amp; a just transition</b> <ul style="list-style-type: none"><li>• Deliver prudent and efficient outcomes for customers</li></ul>
How much of the electricity grid is being used (Network utilisation) <sup>3</sup>	57% Electricity distribution	

<sup>1</sup> Stakeholder Reputation Study

<sup>2</sup> Community energy initiatives invested within the relevant timeframe in the WRL project area

<sup>3</sup> Peak demand ÷ capacity at zone substation level 4

Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
<b>Principle 3: We will provide energy safely, sustainably and reliably</b>		
Amount of large renewables and storage AusNet has connected to		<b>Decarbonisation</b> <ul style="list-style-type: none"> <li>Accelerate supply of decarbonised energy</li> <li>Reduce own greenhouse gas emissions</li> </ul>
Our sub-transmission and distribution network through regulated connections	0.54 GW (operational)	
Our high-voltage transmission network	4.6 GW (delivered) <sup>4</sup> 3.5 GW (under construction)	
Our high-voltage transmission network that includes a contestable component	3.0 GW (delivered) 2.3 GW (under construction)	
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 <sup>5</sup> 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)	
Average number of minutes customers on different types of feeders are without power each year. Includes both planned and unplanned outages <sup>6,7</sup>		<b>Safe, reliable and resilient supply</b> <b>Improve our supply reliability</b> <ul style="list-style-type: none"> <li>Deliver safe supply</li> <li>Improve community resilience and response to major outages</li> </ul>
Urban	196.7	
Rural (short)	335.0	
Rural (long) – inadequately served customers	541.2	
Number of planned outages <sup>6</sup>	7,305	
Reducing the risk of bushfire starts from powerlines, measured via Ignition Risk Units (F-Factor)	133.8 (regulated target 131.7) <sup>6,8</sup>	
Total number of gas leaks	27.2 leaks/1000km of mains 5.92 leaks/1000 customers	
Money given to customers and communities to fund their own energy resilience <sup>9</sup>	\$2.7m (ERCF) out of \$12m allocated	
Additional support provided to communities affected by extreme weather events	N/A – see case studies (e.g. EMMAs)	
Amount invested to advance the energy transition, measured by the size of each of our:		<b>Sustainable business</b> <ul style="list-style-type: none"> <li>Invest capital to deliver the energy transition</li> </ul>
Regulated asset base	\$11.85 bn	
Contracted asset base	\$1.43 bn	

4. Connected projects only

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

6. Performance is being audited as at September 2024 and subject to change

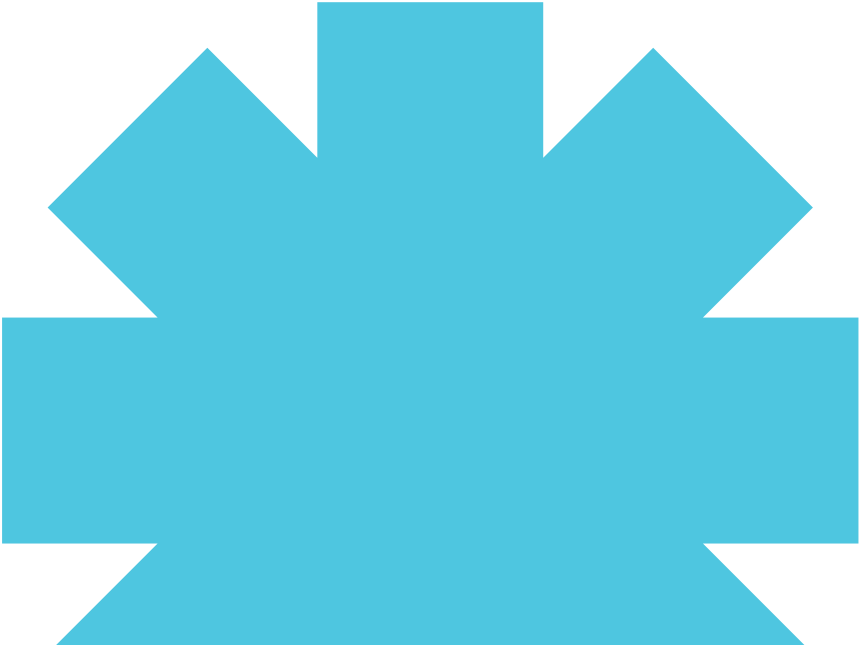
7. Removes STPIS performance exclusions for MEDs, Transmission events, impact from REFCL testing and operations and some incidents during total fire ban days

8. First time since inception in 2016 we have exceeded the target

9. ERCF has only funded emergency relief and hardship support in FY24, ERCF will fund resilience initiatives in FY25

10. Generators above 5 GW

Performance metric	FY24 Performance (Jul 23 – Jun 24)	Corporate strategy alignment
Principle 4: We will improve the customer experience		
Customer satisfaction with AusNet’s customer service, rated out of 10	6.7 – Dx CSAT 8.2 – Gas CSAT	<b>We will improve the customer experience</b> <ul style="list-style-type: none"><li>• Deliver leading levels of customer experience for end customers</li><li>• Improve the connections experience for customers</li></ul>
Getting your issue resolved on the first call or message (first contact resolution)	N/A – to be set for FY25	
Satisfaction with network connection experience	Dx – 6.6 (CY23) <sup>10</sup>	
Principle 5: We will support customers facing vulnerable circumstances		
Ongoing focus on understanding and providing for diversity of needs across our customer base	N/A – see case studies & research outcomes	<b>Affordability, value for money &amp; a just transition</b> <ul style="list-style-type: none"><li>• Support vulnerable customers</li></ul>





# Appendix 3

## Performance metric definitions

### % of households on pricing plans that match the actual cost of providing electricity (% on cost-reflective tariffs)

Cost reflective tariffs more accurately reflect the costs of serving electricity to our customers. For example, tariffs that reflect different charges at peak and off-peak times (time-of-use tariff) as opposed to one flat rate (single-rate tariff).

### Average number of minutes customers on different types of feeders are without power each year. Includes both planned and unplanned outages

This is a calculated value by summing the duration of all customer minutes off supply for the entire year AND dividing the value by the customers for each feeder class (i.e. urban, short/long rural) noting planned vs unplanned outages are as defined on our [website](#) and feeder classification follows our Regulatory Information Notices (RIN) Basis of preparation. This calculation takes into account both sustained and momentary outages.

### Contracted asset base

Unregulated assets whose revenues are principally recoverable through long-term contracts with customers

### Customer Satisfaction (C-SAT)

Our CSAT program adopts a quantitative (numerical ratings) and qualitative (text comments) approach with a telephone survey to gas and electricity distribution customers who have interacted with us in relation to planned or unplanned outages, new connections (including solar and battery for electricity) or a claim/complaint in the month prior. Scores are provided from a 0-10 scale, with 10 being highest satisfaction.

### Customers with flexible export limits

To keep our network stable, some customers in congested areas have low or zero solar export limits. Flexible Exports provides an alternative to these restrictions and uses technology to balance customers' exports against local network supply and demand.

### Amount of large renewables and storage AusNet has connected to

Our high-voltage transmission network: Reflects non-contestable cut-in interface works to the primary Victorian Transmission network operated by AusNet.

Our high-voltage transmission network that includes a contestable component: Contestable shared network or connection assets to connect renewable generators to the medium and high voltage Transmission network.

Our sub-transmission and distribution network through regulated connections: Reflects renewable generator and storage (>1.5 MW) connected to the high and medium voltage Distribution network

### Employees giving back through volunteering

This reflects the total number of employee volunteer hours. For AusNet in FY24, this reflects our employee volunteer hours with Foodbank and Landcare.

### Embedding better practice engagement for new transmission projects

The Energy Charter Better Practice Social Licence Guidelines Co-existence and shared value opportunities for transmission + agricultural landholders has 20 Priority Actions and 17 Better Practice Opportunities. In the 12 months since the guides release, AusNet reported 'having commenced the action or having evidence of previously taking action' on the recommendations to a total of 65% across the Guide. AusNet will track and report on our increase in implementing the 37 guidelines across the transmission business.

### Investments in community projects, sponsorships, and partnerships that create positive social impact

This reflects the investments we have made in broad (non-project or program specific) socially beneficial causes. This includes community grants (excluding our energy resilience community fund), sponsorships (e.g. with Federation University for Aboriginal or Torres Strait Islander students and women in STEM) and corporate partnerships (Foodbank, Landcare, Liptember).

### Number of planned outages

This reflects the count of planned interruption events. Planned Interruption means an Interruption resulting from a Distribution Network Service Provider's intentional interruption of electricity supply to a customer's premises where the customer has been provided with prior notification of the interruption in accordance with all applicable laws, rules and regulations.

### New hosting capacity for renewable projects being created by AusNet, through removing constraints on existing network and building new transmission lines

Constraints relieved: Reflects works undertaken on the network to reduce existing network constraints, including but not limited to lines, comms, primary and secondary plant and equipment.

New hosting capacity under development: Reflects transmission 'backbone' infrastructure to connect and allow export from new areas with renewable development (e.g. Renewable Energy Zones) to the rest of the network.

### Network utilisation

Measures the extent to which a network assets are being used to meet maximum demand. This reflects the ratio of reported non-coincident maximum demand (MVA) to total zone substation transformer capacity (MVA).

### Our reputation among key stakeholders

We engaged an external provider to conduct a stakeholder research survey in 2023, to Government and regulators; developers; industry advocates; large customers. The reputation score is the % of respondents who gave a rating of 7 or higher, to the question: "How would you rate the overall reputation of AusNet as an organisation? Please use a 0 to 10 scale where 0 means you think AusNet has a very poor reputation and 10 means you think it has an excellent one".

### Reducing the risk of bushfire starts from powerlines, measured via Ignition Risk Units (F-Factor)

The F-factor is a regulatory incentive mechanism, administered by the Australian Energy Regulator (AER), which has the objective of ensuring distribution businesses have a performance incentive targeted toward the mitigation of network related fire incidents. The F-factor reporting framework monitors actual fire incidents, consequences and their causes. The F-factor scheme includes a risk weighted value (Ignition Risk Unit) for each fire incident.

### Regulated asset base

The regulated asset base (RAB) is an accumulation of the value of investments that we have made in our network. It includes assets of various useful lives.

### Satisfaction with the transmission shared network connection experience

*\*To be formally defined when AusNet sets a 2025 performance baseline.*

### Social procurement spend

This reflects spend under AusNet's corporate services category (material code), under any Line of Business – with suppliers certified by Supply Nation, Kinaway and Social Traders.

# AusNet


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