AusNet

Delivering for Customers Report

Our performance based on The Energy Charter Principles

Reporting period 1 July 2025 to 30 June 2026



ausnet.com.au

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.

See AusNet's Reflect Reconciliation Action Plan



Message from the CEO

The 2025-26 reporting year was a year of both preparation and delivery as AusNet progressed critical investments, strengthened our business and laid the foundations for the next stage of Victoria's energy transition. We remain sharply focused on delivering better outcomes for communities, homes and businesses while balancing affordability, reliability and sustainability as Victoria's energy system continues to evolve.

Across the state, new renewable energy projects, emerging industries such as data centres, population growth and accelerating electrification are driving demand for energy infrastructure. As Victoria's energy system evolves, AusNet has an increasingly important role in connecting new generation, supporting economic development, strengthening reliability and helping communities navigate change.

The year was not without its challenges. The January bushfires in regional Victoria had a significant impact on local communities. The damage to energy infrastructure highlighted the vital role energy networks play in underpinning essential services, economic activity and community wellbeing. I am incredibly proud of our people, who worked alongside emergency services, government agencies and local communities to restore services, assist recovery efforts and support customers during a difficult period. The experience reinforced the importance of network resilience and our continued focus on preparedness and emergency response capability.

One of the most significant developments this year has been the rapid growth of interest in large-scale data centres. This trend is increasingly raising questions among customers and communities about the potential impacts on household and business energy costs, network capacity and reliability. As demand from data centres grows, we will advocate for an approach that accommodates new development while maintaining the safe, reliable and affordable energy services existing customers expect.

Throughout this period, our Customer Consultative Committee continued to provide valuable insight, challenge and guidance. Their perspectives help us better understand and articulate community expectations, improve our decision-making and stay focused on the outcomes that matter most to the people we serve.

Our transmission, distribution and development businesses play a central role in building the energy system Victoria will rely on in the future. We connect renewable generation, support electrification, enable new industries and help to deliver the infrastructure that underpins thriving communities.

During the year, we progressed important long-term plans through the Transmission Revenue Reset and Electricity Distribution Price Reset processes. We also kicked off the process for our five-yearly Gas Access Arrangement Review. Through these processes with the Australian Energy Regulator, we are helping to provide greater certainty about the services and infrastructure Victorians rely on.

They also reflect our commitment to engaging early and meaningfully with customers, communities and stakeholders to help shape outcomes that meet their needs.

This year's Delivering for Customers Report (previously the Energy Charter Disclosure Report) highlights the progress we have made towards better serving Victorians. It reflects our commitment to accountability, understanding community expectations and responding to changing needs.

While formal reporting is no longer a requirement of membership to the Energy Charter, we have opted to continue to report publicly. Transparency builds trust, strengthens accountability and helps us deliver better outcomes for the communities, homes and businesses we serve. It also provides an important opportunity to reflect on our progress, leverage feedback and identify where we can continue to improve.

Looking ahead, we are optimistic about the future. Victoria will require unprecedented investment in energy infrastructure to support economic development, demand growth and the energy transition. AusNet is well positioned to play a leading role in delivering this investment and we remain committed to providing the reliable, affordable and sustainable energy services Victorians depend on.



David Smales

Chief Executive Officer, AusNet



Message from the Customer Consultative Committee (CCC)

We are in a period of significant change to our energy system. Community uncertainty and anxiety about the pace and scope of change and its implications for reliability, resilience and costs is high and growing. Engagement with customers and the opportunity to 'be heard' and recognised in decision-making is paramount at this time. Fortunately, AusNet has recognised this need and, importantly, perceives the 'customer' as any end-user of the electricity or gas that it transports across its energy supply system.

AusNet's Customer Consultative Committee (CCC) comprises twelve broadly representative members. Our role is to examine and challenge information provided by AusNet and to provide meaningful feedback and input into decision-making and service improvement initiatives. We also proactively raise issues impacting our communities or constituents. That is, to 'set the agenda' for the CCC.

Our processes are informed by and augment input that AusNet collects directly from customers through surveys, feedback and complaint channels and engagement forums.

The priority AusNet places on the CCC is reflected by the number of senior staff and executive team members who regularly attend. Board members also make themselves available. This gives us direct access to the most senior decision-makers.

In the last 12-month period the CCC has examined a number of issues that are important to customers. These include the vegetation management process, trends in gas usage, gas connection abolition rates and the Gas Access Arrangement Review, website re-design, AusNet's Transmission Revenue Reset proposal, review of the learnings from the January extreme weather event, review of the status of the Energy Resilience Grant program, the Department of Energy, Environment and Climate Action Midday Power Server initiative and lessons learned from the Rhyll Hot Water trial and Morwell Electrification trials.

Importantly, we have seen examples of where our input has influenced outcomes. These include the development and publication of a new vegetation management tool on the AusNet website, changed to the proposed website re-design and reinforcement of the importance of strengthened emergency response processes.

We have found that AusNet is consistently transparent and honest in its interactions with us. Staff readily acknowledge where things have not gone as well as we all would have liked and demonstrate a willingness to listen and respond. We feel respected and trusted and that our views are important.

There are clear areas of challenge and need for more customer service improvements. Importantly, AusNet acknowledges this. The Delivering for Customers Report is a key component of that challenge. The CCC has had significant input into the design and content of this report. We believe that, because of our suggestions and challenges, the report is more meaningful and 'readable' for customers.

We affirm the report and its ratings against the Charter principles and acknowledge both the considerable progress that AusNet has made and its determination to continue to improve its customer services. The quality and authenticity of our interactions with AusNet staff gives us confidence that the customer experience matters to them.

Blake Edwards, Carole Hammond, Chris Harvey, Darren McCubbin, Gavin Dufty, George Trojan, Janine Rayner, Jeff Nottle, Leigh Clemow, Liam Jones, Piang Lilian & Tricia Hiley

Customer Consultative Committee (CCC) members

About this report

AusNet delivers energy to communities, homes and businesses through the electricity and gas networks we build, operate and maintain across Victoria and interstate.

Energy is an essential service and we take seriously our responsibility to provide safe, reliable and affordable electricity and gas to our customers.

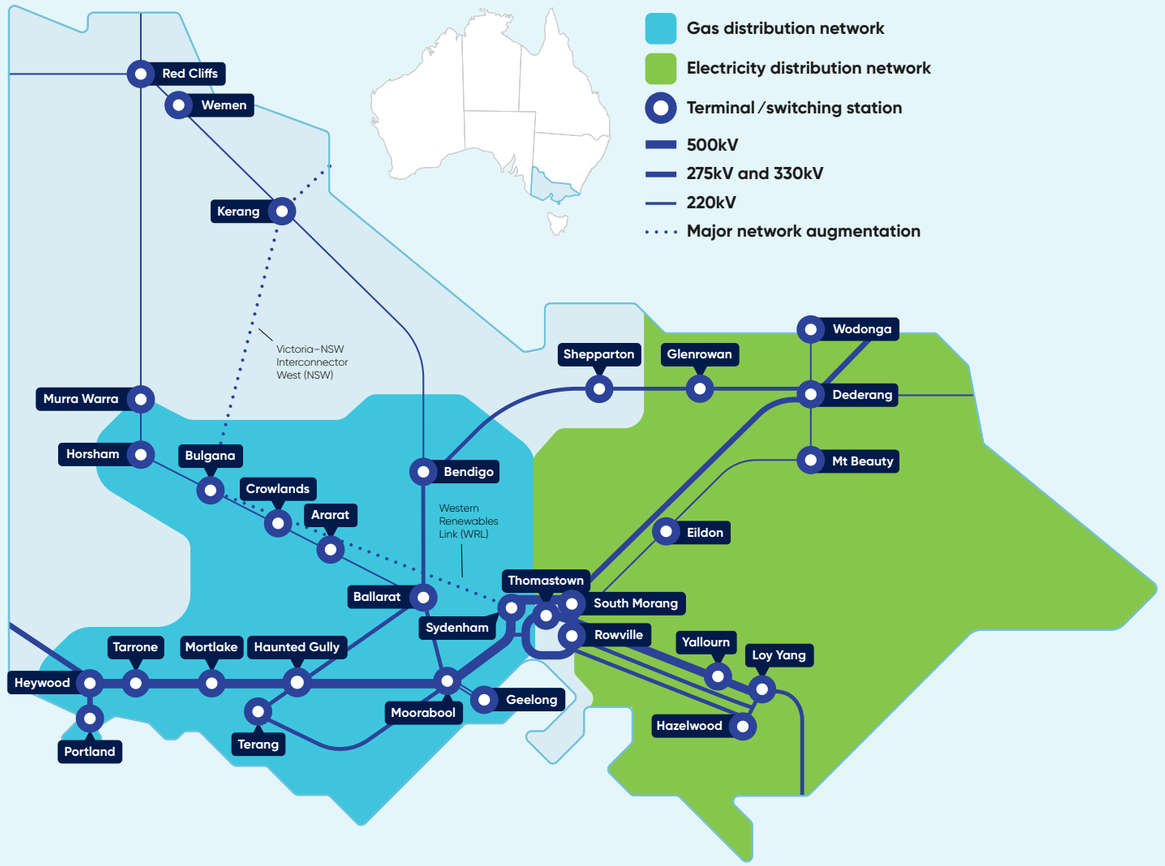
We know that continually listening to and learning from our customers helps us improve the outcomes we deliver, meet community and business expectations and maintain our social licence to operate.

The annual process we undertake to produce our Delivering for Customers Report helps us to critically reflect on our performance, assess whether we are improving customer outcomes as far as we seek to and identify opportunities to do more.[1]

This report explores our performance, highlights key achievements and identifies the actions we are taking to continue advancing our maturity. By publishing it, we aim to provide customers with a clear view of the outcomes we have delivered over the past year, how their feedback has influenced our decisions and where we are focused on improving.

The Report is based on the Energy Charter Disclosure Principles, which provide a framework for transparency, accountability and continuous improvement. It also reflects the ongoing contribution of our Customer Consultative Committee (CCC), whose insights, feedback and constructive challenge have been instrumental in shaping both this report and our work to deliver better customer outcomes.

Over the past year, we believe we have strengthened the outcomes we deliver for customers and improved our performance against two of the five principles of the Energy Charter. While we are encouraged by this progress, our overall performance has not yet moved beyond the "Evolved" level across most Energy Charter principles. This rating reflects both the progress we have made and the opportunities that remain as we continue to strengthen outcomes for communities, homes and businesses.



Our gas network:

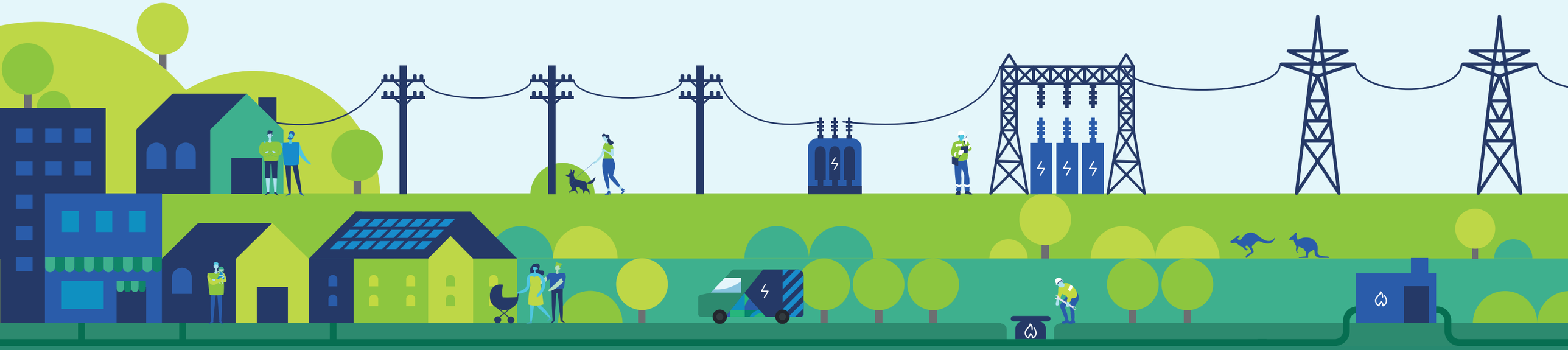
819,171 Residential customers

19,431 Commercial customers

Our electricity network:

758,847 Residential customers

79,087 Commercial customers



1. AusNet operates three distinct networks - electricity transmission, electricity distribution and gas distribution. This report provides a single assessment of our performance across all networks. While a single rating cannot fully capture the different levels of progress across each network, it provides an overall view of the outcomes we are delivering for customers and communities.

Customer highlights

Building stronger and more resilient communities through the Energy Resilience Community Fund (ERCF)

Building energy resilience at the community level requires more than reliable infrastructure. It also depends on strong local networks, trusted community organisations and practical resources that help people prepare for and respond to challenges.

To help communities become better prepared for future events, AusNet established the $12 million Energy Resilience Community Fund (ERCF). The Fund supports community-led projects that strengthen energy resilience, improve energy literacy and help communities prepare for, respond to and recover from extended outages and emergencies.

Since launching in 2024, the Fund has supported almost 110 resilience and education projects across our network and helped establish more than 90 community energy hubs. Projects have delivered practical local solutions, including backup power systems, batteries, generators, satellite communications, community resilience infrastructure and energy education initiatives.

The impact is already being experienced in communities across Victoria.

- In Kallista and The Patch, a $37,500 grant strengthened the communities' emergency response capability by providing reliable back-up power for the local Country Fire Authority station and community hall. The funding was used to modify the emergency vehicle bay doors to operate automatically during outages, supporting essential communications and community response activities when power is lost.
- In Kilcunda, funding was used to install a backup power source for the community emergency centre, enabling the community to communicate during outages.
- In East Gippsland, the Bright Sparks Program was designed and rolled out across secondary schools to equip young people with the practical skills and knowledge they need to be better prepared for the energy transition happening around them.

More than infrastructure, the Fund has helped communities build on their skills, knowledge and local resources that they need to prepare for, respond to and recover from disruptions. It has brought together local councils, emergency services, community organisations, schools, businesses and residents to develop solutions tailored to local needs. Through these partnerships, communities are better equipped to withstand future disruptions and remain connected when they most need to be.





Bushfire response: supporting communities when they needed us most

For customers already dealing with the loss and uncertainty that accompanies a bushfire or other emergency, having access to timely, clear communication and practical support is just as important as restoring supply. In 2024, following a major storm that caused outages across our network, we committed to strengthening our emergency response in the interests of customers. This included mobilising earlier, improving coordination across AusNet's teams and maintaining a visible presence in affected communities throughout the recovery and network rebuilding process.

In January 2026, Victoria experienced some of its most severe bushfire conditions in recent years. More than 60 fires ignited across the state, forcing evacuations and leaving up to 55,000 customers across our network without power. As communities faced outages and uncertainty, AusNet's control room, call centre and community support teams worked together to monitor network conditions, coordinate restoration efforts and keep customers informed throughout the emergency.

Our Community Support Team deployed staff and Emergency Management Mobile Assistance (EMMA) vehicles into affected communities across six local government areas. Over the course of the response, AusNet contributed more than 1,200 hours supporting customers, including 685 hours of community and relief centre engagement, 481 hours coordinating customer issues and 64 hours supporting major customers. Teams engaged directly with communities in 22 locations, helping customers understand restoration timelines, navigate support programs and access practical assistance.

The difference this made was reflected in customer feedback. While many customers experienced significant hardship and long outages, communities consistently valued having AusNet representatives present, listening and providing honest, timely updates. Customers praised the clarity of restoration communications, the visibility of teams on the ground and the practical support provided during recovery.

> **'AusNet have been truly sensational! To think of the massive destruction our location has suffered and a week later we are connection back to the grid. The communication and caring has been exceptional from every AusNet employee'**
>
> **– AusNet customer**

AusNet ultimately restored power and, as part of the rebuild in the hardest-hit regions, replaced hundreds of poles with more resilient materials. While the recovery delivered important lessons and improvements, community expectations continue to evolve. Going forward, AusNet's challenge will be to build on these learnings by providing a visible, local and compassionate response to every emergency.

Principle 1

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



For AusNet, putting customers and communities at the centre of our business means understanding what matters to them and making business decisions accordingly. We gather feedback through our Customer Satisfaction (C-Sat) research, which captures around 10,000 pieces of feedback each year and through more than 30 customer and stakeholder forums held annually. These activities – alongside the countless interactions our field crews, delivery partners and customer-facing teams have in communities every day – provide valuable insight into how communities, homes and businesses experience our services and where they want us to improve.

Through these channels, our customers have told us they want easier access to information, clearer communication and confidence that their views are considered in decisions that affect them.

During 2025-26, we have improved how we share information, strengthened opportunities for communities to influence outcomes and further embedded customer perspectives into decision-making across the business.

As a result, customers and communities are playing a greater role in shaping decisions that matter to them, helping build trust, improve transparency and deliver outcomes that better reflect local needs and expectations.

We have retained our Evolved rating for Principle 1 because while customer and community perspectives are increasingly influencing decisions across our business, we need to do more to improve access to information, demonstrate the impact of customer feedback and help customers feel consistently informed and supported.

Customer perspectives shaping better decisions

For almost a decade, customer advocates, community leaders and industry representatives have collaborated with AusNet through our Customer Consultative Committee (CCC). The CCC provides independent perspectives on our plans, services and communications, helping us better understand what matters most to the people we serve. Its feedback has shaped engagement approaches, customer services and communications across the business, bringing customer and community perspectives into decisions earlier and helping us better meet expectations for transparency, accessibility and engagement with our customers.

A key feature of our CCC is that we engage members early and equip them to provide informed feedback. We share updates on major projects, emerging issues and changes across the business. Members bring local knowledge, lived experience and independent perspectives that help us test ideas, challenge assumptions and shape initiatives before decisions are made. This two-way exchange helps us make better decisions and enables members to share insights with the communities they represent.

Over the past year, we have held seven meetings with our CCC. During a CCC discussion on how AusNet manages the risks associated with vegetation close to our power lines, members challenged us to present planned vegetation works in a more accessible, map-based format. We responded by developing an interactive map that helps communities quickly find out about works in their area and understand who is responsible for vegetation management. The map made this information easier to access and was shared widely across communities in our network, including through coverage in the Gippsland Times, Euroa Gazette and ABC Shepparton Breakfast.

Each year, we invite new members to join the CCC, bringing fresh perspectives and experiences into the conversation. We will continue working with customer and community representatives to test ideas, challenge assumptions and help shape future initiatives.



Turning local priorities into lasting community benefits

Communities along the proposed Western Renewables Link (WRL) route in western Victoria told us they wanted the benefits of the energy transition to be felt locally and long before construction begins. AusNet committed $4 million through the Western Renewables Link Local Grants Fund, which supports community-led projects in seven Local Government Areas along the prosed WRL route. The fund is intentionally flexible and accessible, supporting a wide range of community groups including grassroots organisations and volunteer-led groups, to deliver projects shaped by local priorities. Each project aims to improve community outcomes across one of five categories, including local infrastructure, emergency services, environmental outcomes and community resilience. The initiative was praised by our Customer Consultative Committee, which recognised the value of investing in communities regardless of the project's outcome.

Recognising that local communities are best placed to identify what will make the greatest difference, AusNet established an Independent Local Grants Review Panel made up of community representatives from towns along the proposed route. The Panel was given a direct role in reviewing eligible applications and recommending projects that best reflect local priorities, adding community leadership, independence and transparency to funding decisions.

The benefits are already being seen. Supported by a $200,000 grant, a group of local parents in Waubra led a project to create a new community playground featuring modern play equipment, picnic facilities and improved amenities. The playground has created a welcoming community space for local families, schools and visitors, demonstrating how local ideas can translate into lasting local benefits. More than 100 school and kindergarten students attended the opening celebration.

As more projects are delivered, AusNet will continue working alongside communities to invest in the priorities that matter most to them.

Listening to First Nations perspectives

As part of AusNet's Innovate Reconciliation Action Plan, we strengthened opportunities to listen to and learn from First Nations perspectives, including through engagement with Traditional Owners and the launch of AusNet's inaugural Yarning Circle. The Yarning Circle provides a culturally safe space for Aboriginal and Torres Strait Islander employees to share experiences, perspectives and insights. These conversations are helping us build a deeper understanding of First Nations communities and better consider cultural perspectives in our projects, engagement and decision-making. By listening more closely to the communities we serve, we are strengthening relationships and helping our decisions better reflect community needs and expectations.



Principle 1 – Future focus areas

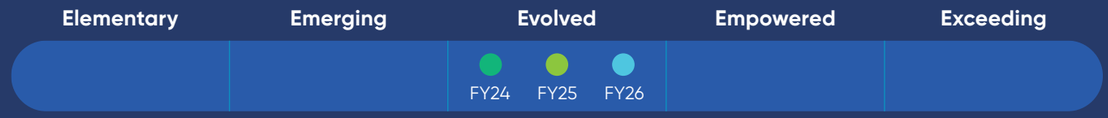
In 12 months, we aim to be able to assess ourselves as “Empowered” for Principle 1. To us, an Empowered rating translates to customers being consistently heard, understood and represented in decisions that affect them. It means leveraging customer insights to shape our services and providing accessible and timely information that helps customers make informed decisions about their energy use. Some of these changes cannot be delivered by AusNet and instead rely on policy reform or action from other energy businesses across the supply chain. In these cases, we will advocate on behalf of our customers for improvements that deliver better outcomes for them.

To achieve an "Empowered" rating for Principle 1, we plan to:

- Improve access to energy and network information, including clearer information on our website about our network and related tariffs, flexible exports and planned works, to enable customers to make more informed energy decisions.
- Strengthen customer feedback and insight programs by continuing to refine our customer satisfaction (C-Sat) program, launch our regular Energy Sentiment Tracker and demonstrate to our standing customer panels how customer feedback has informed business decisions.
- Improve support for customers with complex enquiries by strengthening escalation pathways and making it easier for customers to access the right help when they need it.
- Work more closely with community organisations and peak bodies to proactively identify issues our customers face and test solutions.
- Advocate for better customer outcomes across the energy sector, including improved bill transparency, access to customers’ meter and usage data and clearer customer communications during industry and regulatory changes.
- Reduce the impact of planned power outages on communities by reviewing outage scheduling practices and considering a broader range of local community and business needs when planning works.
- Make our services more accessible and inclusive to better meet the needs of the diverse communities we serve, with a focus on reducing barriers to receiving and understanding customer communications.

Principle 2

We will improve energy affordability and value for customers and communities



Energy affordability remains one of the most important priorities for our customers. As cost-of-living pressures continue, customers increasingly expect energy businesses to help them understand, manage and reduce their energy costs, while maintaining the safe and reliable services they depend on.

Through our regulatory price review processes, we work with customer panels and representative groups to test whether proposed investments align with customer priorities, deliver value and strike the right balance between keeping costs affordable and maintaining a safe, reliable and resilient network. Customer input via these panels has helped us to better understand how we can deliver value in a rapidly changing energy landscape.

We recognise that delivering value for customers is about more than managing network costs.

It also requires empowering customers with the information they need to make informed decisions about their energy use. This includes navigating new technologies such as rooftop solar, batteries, electric vehicles and emerging tariff options.

We have retained an "Evolved" rating for Principle 2. We continue to strengthen the support, information and assistance available to customers, helping them better manage energy affordability challenges. Our Customer Consultative Committee supported the rating and suggested ways we can better communicate affordability outcomes to customers, expand access to energy information and data and support customers through electrification and the gas transition. These insights have helped shape our priorities for the year ahead as we work to improve affordability outcomes and deliver greater value for the customers and communities we serve.

Helping customers get more value from local energy

As more customers install rooftop solar, batteries and electric vehicles, communities are generating more energy than ever before. However, in some areas, local network constraints can limit how much solar customers can 'export' back to the grid and increase the cost of connecting new community energy projects.

To help address this, AusNet introduced two complementary initiatives. First, we developed a dedicated Community Battery Connection Process, providing a clearer and more transparent pathway for community groups to connect grant-funded batteries. The process has already supported 15 community battery projects and enabled around 2 megawatts of community battery capacity – enough to meet the peak electricity demand of around 500 homes. By improving transparency and reducing uncertainty around connection pathways, the process has helped communities progress renewable energy projects while reducing the need for costly network upgrades.

Additionally, we have been trialling innovative low-voltage network technologies, including 10 pole-mounted neighbourhood batteries and 10 low-voltage static compensators across metropolitan Melbourne and regional Victoria. Together, these technologies help create more capacity on the local network, allowing more customers to connect solar, export more of the excess energy they generate and get better value from their energy investments. Pole-mounted batteries act like a local solar sponge, storing excess solar generation during the day and making it available when demand increases later. Each battery can provide enough stored energy to support around 50 homes for up to two hours after sunset.

As we continue to learn from these projects, we are exploring opportunities to increase export limits for eligible customers so more households can maximise the benefits of their rooftop solar and get value from the energy transition.

Helping multicultural communities stay warm and manage energy costs

For many newly arrived migrants and refugee families, Victoria's colder climate can bring unexpected challenges. We know that some customers experience bill shock during their first winter, often because they had arrived from warmer climates or countries where gas is a lower-cost energy source. Through our Culturally and Linguistically Diverse (CALD) Advisory Group, customers told us our information campaign needed to be more practical and provide culturally relevant information to help them stay warm and use energy more efficiently.

Over 2025 to 2026, we partnered with the CALD Advisory Group, multicultural organisations and community members to co-design the Stay Warm campaign. Together, we co-developed practical videos, fact sheets and energy-saving advice. We then analysed the demographics of our customer base to identify the most common cultural groups and languages we serve. We identified six languages: English, Arabic, Hindi, Punjabi, Vietnamese and Mandarin. We sought input from community representatives from each group to tailor both the content and delivery channels. Rather than simply translating English-language resources, we worked with communities to create relevant and accessible content that was focused on the issues that mattered most to them.

Our Stay Warm campaign provided customers with information to help them understand their energy use, compare appliances, choose efficient heating settings and better manage their bills. By providing practical advice before winter and throughout the year, we are helping customers build confidence in their energy decisions, improve energy literacy and reduce the risk of unexpected costs.

Principle 2 – Future focus areas

In 12 months, we aim to be able to assess ourselves as "Empowered" for Principle 2. To us, an Empowered rating translates to customers having the understanding, support and opportunities they need to manage their energy costs and share in the economic benefits of the energy transition. It means delivering efficient network investments, improving access to usage and tariff data, whilst working collaboratively with local governments and other stakeholders to improve affordability outcomes for customers and communities.

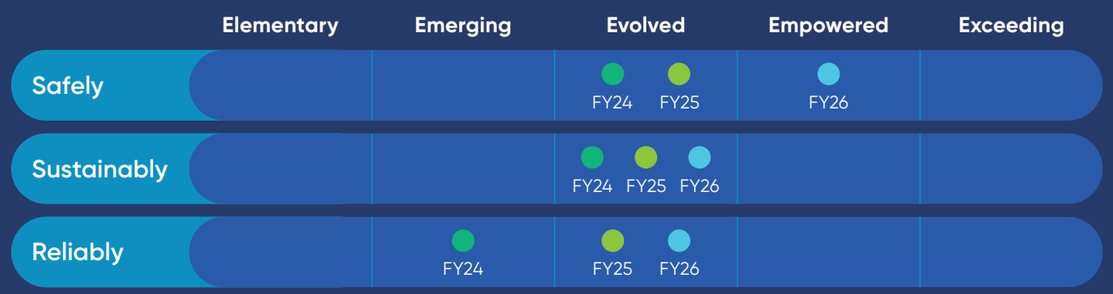
To achieve an "Empowered" rating for Principle 2, we plan to:

- Help customers better understand and manage their energy use and costs by expanding inclusive and targeted communications. This includes continuing our CALD communication improvements and delivering information campaigns on tariffs, electrification and regulatory change.
- Advocate for outcomes that reflect customer priorities through our gas and electricity price reviews, balancing affordability, service levels and long-term investment needs. In 2026-27, we will continue our engagement on the gas price review and start planning for the next electricity distribution price review.
- Find efficiencies to reduce network costs for customers by carefully assessing major investments, reviewing our standards and improving project delivery efficiency.
- Publish our improved connections and joint planning process, aligned with VicGrid's Victorian Transmission Plan (VTP), to better coordinate network and renewable energy investments, reduce duplication and deliver efficient outcomes for customers.
- Further improve how we communicate the value of our network investments and services to customers, particularly as bills increase due to the replacement of ageing infrastructure, growing electrification and the transition to lower emissions. This includes creating clearer and more transparent narratives about investment trade-offs, particularly in the context of resilience and reliability improvements for worst-served customers.
- Deepen engagement with industry and large energy users to support an affordable energy transition across our gas and electricity networks. This includes collaborating with generators and other stakeholders to manage the impacts of large new connections such as data centres, by incorporating affordability, reliability and sustainability considerations into these discussions.
- Continue to actively manage the impacts of electrification on our network by applying insights from our low-voltage network technology trials to minimise service disruptions during the transition.



Principle 3

We will provide energy safely, sustainably and reliably



Reliable energy underpins every aspect of daily life and our customers expect us to deliver it safely and sustainably. Customers understand that severe weather can cause power outages, but they expect us to maintain and improve the network so that disruptions are minimised and, where outages occur, supply is restored quickly and safely.

We recognise that customers measure our performance not only through technical metrics, but through their everyday interactions with the energy system. This year, we continued to invest in initiatives that improve reliability, build resilience to increasingly severe weather events and support the long-term sustainability of our operations. We also advanced important work to reduce emissions across our business, including initiatives to minimise network emissions, transition our fleet and support Victoria's broader decarbonisation goals.

While we have made meaningful progress, we acknowledge that some customers and communities still experience too many outages and we must do more to reduce our emissions. We also recognise the challenges of maintaining and modernising ageing infrastructure, serving large and diverse geographic areas and responding to increasing electrification and growing demand across our networks.

We have retained an "Evolved" rating for sustainability and reliability and increased our safety rating to "Empowered". Our Customer Consultative Committee recognised the strong safety outcomes achieved during the year and supported the increased rating. The CCC also encouraged us to better demonstrate how our investments improve customer and community outcomes, particularly by being more transparent about the decarbonisation, network resilience and reliability improvements we are targeting.

Reducing fire ignition risk through proactive network safety improvements

The nature of our electricity network presents a risk of potential fire ignition and, in the worst case, causing a bushfire. Electricity networks can cause fire ignition if vegetation contacts power lines, third parties or animals damage assets or if assets fail due to condition or age.

We implement robust measures to minimise the risk of our network igniting a bushfire in accordance with our Bushfire Mitigation Plan. These include designing assets to Australian Standards, completing vegetation inspections and clearance, and undertaking preventative inspections and maintenance. We monitor the network 24/7 and use automated protection systems, including Rapid Earth Fault Current Limiter (REFCL) technology, to detect and manage faults that may cause ignition.

Every year ahead of summer, we undertake a range of additional checks and inspections including aerial helicopter patrols of high-risk sections of the network. These additional summer readiness checks confirm asset condition and vegetation clearance to help identify potential issues across our network address these proactively ahead of summer.

We very closely monitor our bushfire key risk indicators (such as on-time completion of asset inspections and maintenance, vegetation clearance and protection system availability) and take action to address emerging risks and trends. Through this process, we identified some legacy issues with a particular type of fuse and have embarked on a replacement program targeting the highest bushfire risk areas. These fuses are being proactively replaced with a new type better suited to the climate and conditions of our network. These replacements will further reduce the risk of fire ignitions and improve safety in the communities we serve.

Our efforts to reduce the risk of our network causing fire ignition have made a measurable difference, with a significant reduction in fuse fire ignitions in the 2025-26 reporting period compared with the five-year average. By continuing to invest in preventative measures, we are helping to reduce bushfire risk and improve the safety and resilience of the communities we serve.

We also continue to invest in asset resilience and emergency response to protect our network from bushfires not caused by our assets, such as those in January 2026 outlined above.

Delivering a lower-emissions energy network

For AusNet, the largest sources of in-house emissions, where we have the greatest ability to drive change and demonstrate progress, is made up of Sulfur Hexafluoride (SF_6) emissions – around 74% – from our transmission and distribution networks and fleet emissions – around 22%. SF_6 is a gas used in electrical equipment to help safely manage electricity, but it is also a potent greenhouse gas.

Over the past year, we strengthened our focus on both. We worked with suppliers to assess lower-emission SF_6 equipment and alternatives and we identified opportunities to reduce leakage and better understand replacement pathways for high-emission assets. These initiatives will be incorporated into a refreshed internal SF_6 strategy which also focuses on improved SF_6 handling procedures and environmentally responsible disposal practices. We are also continuing to plan for fleet electrification.

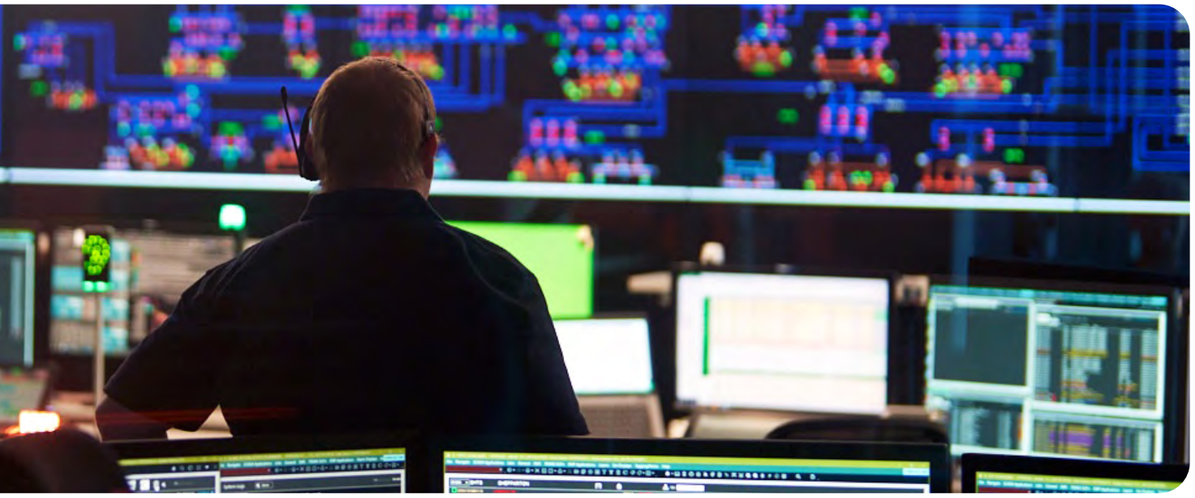
While reducing in-house emissions is a priority that will lower our operational emissions, our main source of reportable emissions are network losses across our three networks. Network losses result in emissions when some energy is lost as electricity and gas travel through the network. While network losses are influenced by factors beyond AusNet's control, we are taking steps to reduce them by connecting new renewable generation efficiently, increasing network capacity through new high-voltage transmission and integrating consumer energy resources into our distribution network.

Building a more resilient and responsive network

We recognise that some regional communities continue to experience longer outages. Communities in remote locations, at the end of long feeder lines or in areas with challenging terrain, can be more vulnerable to prolonged interruptions because faults can take longer to identify, access and repair. We also recognise that these customers often experience a greater impact when outages occur and that improving reliability and restoration times remains an important focus for us. To support this, we have invested in technologies and network upgrades across our network that help us locate faults faster, reduce the extent of outages and restore power more quickly when interruptions occur.

- Our Grid Guard trial tested voltage sensors that help locate faults along a feeder more quickly, reducing the time it takes to identify the source of an outage
- The first stage of our FLISR rollout across 112 electricity feeders, introducing technology that can detect faults, isolate affected areas and support faster restoration of supply to as many customers as possible
- We used network data and analytics to identify high-risk assets for proactive replacement and aim to replace more than 2,700 high-voltage fuses by the end of 2026.

Together, these initiatives are building the foundations for a more resilient and responsive network. While there is more work to do to improve reliability outcomes for customers, particularly in areas that experience longer outages, these investments are helping us better prevent faults, respond faster when outages occur and strengthen network performance over time.



Principle 3 – Future focus areas

Over the next 12 months, our goal for Safety is to reach an "Exceeding" level. To us, an Exceeding rating for Safety translates to performance that consistently goes beyond minimum standards through a strong safety culture and continual improvement.

For Sustainability, our goal is to reach an "Empowered" level, which translates to clear goals, transparent reporting and accountability embedded in how we operate, while demonstrating value for customers, communities and the energy transition.

For Reliability, our goal is to reach an "Empowered" level, where customers and stakeholders play a meaningful role in shaping services and solutions. This means using performance data and feedback to drive continuous improvement and build a more resilient network.

To achieve these ratings, we plan to:

Safety

- Enhance early fault detection and fire risk reduction programs in high-risk areas.
- Inform and educate customers and communities about the risks associated with copper tampering to reduce safety incidents.
- Improve customer and community education on gas and electricity safety, targeting support and resources where they can deliver the greatest impact.

Reliability

- Continue to advance Consumer Energy Resources (CER) initiatives to strengthen our distribution system capabilities by expanding flexible exports, supporting electric vehicle charging infrastructure and progressing trials such as the low-voltage battery storage projects.
- Enhance support for customers experiencing ongoing reliability issues through targeted improvements and the continued delivery of our network reliability improvement program.

Sustainability

- Complete the environmental clean-up of three former gas work sites at Portland, Hamilton and Warrnambool.
- Strengthen the integration of sustainability considerations into design, procurement and delivery decisions, such as for Western Renewables Link (WRL). Specifically, we will embed environmental performance requirements into delivery plans, procurement processes and performance measures.
- Develop a Climate Transition Plan that outlines key initiatives to support our decarbonisation pathway, including an internal SF_6 strategy to reduce emissions and support the transition of our fleet to electric vehicles.
- Build a strong, transparent and informative communications approach to share progress against our 2030 emissions targets and help customers to hold us accountable for our sustainability performance.

Principle 4

We will improve the customer and community experience

Elementary	Emerging	Evolved	Empowered	Exceeding
FY24	FY25	FY26		

Every interaction shapes how customers and communities experience AusNet. Delivering a better customer and community experience is about reducing effort, improving accessibility and providing customers with the right support at the right time.

Customers have told us they value timely, clear and relevant communications, particularly during outages, network works and severe weather events. Over the past year, we strengthened how we communicate, helping customers better understand what is happening, why interruptions are occurring and how they can prepare. As customer needs evolve, including growing uptake of batteries and other resilience technologies, there is an opportunity to provide more targeted information and support that helps customers make the most of these investments and better prepare for planned and unplanned interruptions.

We have assessed our performance against Principle 4 as Evolved. This reflects the progress we have made to improve communications, digital channels and customer support services. We have enhanced our website - including new accessibility tools, improved navigation and expanded project content - to make it easier for our customers to access and understand the services and support available to them.

While our contact centre ranking experience and first call resolution have improved, we remain focused on improving the quality of every interaction. Our overall customer satisfaction results have declined over the past three years across key customer interactions including new connections, unplanned and planned network outages. Customer feedback highlights opportunities to improve the timeliness, accuracy and consistency of communications, particularly when outages are extended or circumstances change, as well as the way we respond to and resolve customer concerns.

We are committed to improving these experiences. In the upcoming reporting year our focus will be on resolving customer concerns before they escalate into complaints, enhancing the communications we deliver during planned network outages and taking further steps to deliver a more accessible, responsive and customer-centred experience for the customers and communities we serve.



Making our digital services more accessible

Customers expect information to be easy to access, understand and act on, particularly during outages, planned works and other situations where advance notice supports informed decisions. Yet for many people living with disability, or facing literacy, language or accessibility barriers, accessing online information is not always straightforward.

To help address this need, we introduced the Recite Me platform across our website. Available on every webpage, Recite Me allows customers to personalise how they access the website through text-to-speech, translation into more than 100 languages, dyslexia-friendly fonts, adjustable text size, colour contrast and reading aids. By giving customers more control over how they access information, the platform helps make our website more accessible to a wider range of users. We are proud to be the first energy distributor in Australia to offer this technology in full.

Since the platform launched in January 2026, customers have accessed the toolbar more than 8,256 times across 260,950 page views and the website content has been translated into 95 languages.

By providing customers with greater control over how they access information, we are reducing barriers and helping more customers find what they need, when they need it most.

Transforming the Customer Contact Centre experience

Eighteen months ago, AusNet's Customer Contact Centre was ranked in the bottom quartile of the energy sector. We knew we had to do better and that our customers expected faster, more consistent and helpful support. In response, we partnered closely with our Customer Contact Centre service provider and committed to a sustained program of quality improvement, including coaching and performance development for staff to strengthen every customer interaction.

The results have been significant. In June 2026, Customer Service Benchmarking Australia ranked AusNet's Customer Contact Centre number one in the energy sector.

More than a ranking, this achievement reflects thousands of improved customer experiences. Customers are receiving faster support, clearer information and greater confidence that their enquiries will be resolved effectively. It also demonstrates the commitment of a team focused on putting customers first and continually improving the service we provide.

Our focus now is on giving customers the materials they need to self-serve with confidence, while providing more tailored support for customers with complex enquiries.

Principle 4 – Future focus areas

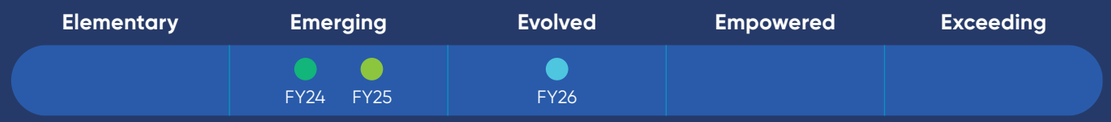
In 12 months, we aim to be able to assess ourselves as "Empowered" for Principle 4. To us, an Empowered rating translates to delivering inclusive, accessible and continuously improving experiences that make it easier for customers to engage with us. It means leveraging customer data, feedback and complaints to identify root causes and drive improvements.

To achieve an "Empowered" rating for Principle 4, we plan to:

- Continue the next phase of our Customer Contact Centre performance improvement plan, which will focus on resolving customer issues before they escalate to complaints.
- Identify opportunities to streamline and simplify the complaints and claims process, informed by customer feedback and recurring pain points.
- Enhance the communications we deliver during planned network outages, including for customers experiencing vulnerability, for major customers and during higher-impact outages.
- Further improve our website and online tool accessibility through enhanced functionality, visual aids and translated content.
- Continue meaningful and timely dedicated engagement with major customers, essential services, local councils and community energy groups to support resilience planning, information sharing and strong stakeholder relationships.
- Continue proactive land access engagement via AusNet's dedicated Landholder Liaison to identify and address landholder concerns early.

Principle 5

We will support customers and communities facing vulnerable circumstances



Supporting customers and communities facing vulnerable circumstances is central to our commitment to delivering a fair and inclusive energy transition. We know that our customers experience vulnerability due to a wide range of circumstances, including financial hardship, physical and mental health challenges, language and accessibility barriers, geographic isolation, domestic violence, natural disasters and the increasing complexity of navigating a changing energy system. Our focus is not only on providing support when challenges arise, but on empowering customers and communities to build the knowledge, resilience and support networks that will enable them to thrive over the longer term.

This year, we have assessed our performance against Principle 5 as "Evolved". This reflects the progress we have made in deepening our understanding of community needs and delivering more targeted support for culturally and linguistically diverse customers and rural communities. In particular, we continued to invest in initiatives designed to improve accessibility and inclusion, support customers experiencing financial hardship and build resilience in communities facing increasing environmental and economic pressures.

While we have made meaningful progress, we are continuing to strengthen how customer insights shape our decisions, improve support pathways for customers with complex needs and measure the long-term impact of our programs. By focusing on the diverse needs of the communities we serve, we are helping build greater resilience, trust and confidence among customers facing vulnerable circumstances.

Understanding barriers to electrification for renters

As Victoria prepares for new minimum energy efficiency standards for rental homes, renters, landlords and property managers are facing new decisions about how to electrify rental properties. We recognise that renters can face barriers to accessing the benefits of the energy transition, despite often standing to benefit most from more efficient homes.

Through our annual $30,000 Helping Our Mission to Equity (HOME) Grant, we support research that helps improve outcomes for customers and communities. In 2026, the grant was awarded to Mycelia Energy Collective to better understand the barriers and opportunities facing tenants, landlords and real estate agents.

Through research, stakeholder engagement with renters, landlords and property managers and pilot trials of electrification upgrades, the project will identify practical solutions and develop evidence-based recommendations to support rental electrification. The study will create a robust evidence base on the practical, financial and behavioural barriers to rental electrification that could inform future policies, programs and industry initiatives.

Supporting customers through gas network changes

We know that for some customers, navigating essential energy services can be more challenging due to financial hardship, disability, illness, family violence, language barriers or other vulnerabilities. As part of extensive customer engagement on our Gas Access Arrangement Review (GAAR) 2024-28, customers and community organisations told us they wanted more personalised support and to understand why changes to their service happen.

In response, we introduced the Gas Priority Services Program (PSP) to provide tailored support, proactive communication and personal assistance for customers who may need additional help when their gas supply is affected.

The program supports customers throughout planned outages and network activities, while initiatives such as Bring Your Bill sessions will help customers better understand their energy use, charges and available support options. By taking a more personalised approach, we are improving access to information and providing earlier support to customers who need it most.

Principle 5 – Future focus areas

In 12 months, we aim to be able to assess ourselves as "Empowered" for Principle 5. To us, an Empowered rating translates to identifying and supporting customers experiencing or at risk of vulnerability early, before issues escalate. It also means delivering effective day-to-day support and tailoring services and programs to customer needs and working with community organisations, service providers and industry partners to deliver better outcomes for customers and communities facing vulnerable circumstances.

To achieve an "Empowered" rating for Principle 5, we plan to:

- Improve our understanding of vulnerable customer experiences, including those of First Nations and CALD communities, by continuing to engage with our CALD Advisory Group, listening to First Nations perspectives and using customer insights to better tailor our support, communications and services.
- Implement the new AEMC Life Support rule changes, including by:
  - Updating registration and customer-management processes
  - Considering how the new life-threatening condition flag and secondary contact options will be managed
  - Communicating the changes to affected customers and stakeholders
- Continue delivering and sharing insights from research and innovation projects (such as the HOME Grant) with energy businesses, researchers and industry bodies to inform future improvements and customer outcomes.
- Seek to continue supporting gas customers experiencing vulnerability through our Priority Services Program, via our 2028-33 Gas Access Arrangements Proposal.
- Further enhance the inclusive design of our customer services through ongoing testing and feedback, to deliver meaningful customer benefits.

Appendix

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

● FY24 ● FY25 ● FY26

Appendix

Principle 1

Performance metric	**FY24** (Jul 23 – Jun 24)	**FY25** (Jul 24 – Jun 25)	**FY26** (Jul 25 – Jun 26)
Our reputation among key stakeholders	59%	43%	56%
Embedding better practice engagement for new transmission projects % of committed actions and outcomes from Energy Charter Better Practice Social License Guidelines	65%	75%	40%[1]
Supporting rooftop solar installations Measured as % of households with solar on the distribution network	28% (adjusted from 29.4%)	29.4%	29.86%
Enabling more rooftop solar into the grid by customers having flexible solar export limits Measured as % of customers with flexible export limits	<0.1% (~40 customers on trials at present)	<0.1% (~32 customers on trials at present)	<0.01% (32 customers)[2]
Investments in community projects, sponsorships, and partnerships that create positive social impact	$30k (Scholarships) & $200k (Partnerships)	$49k (Scholarships) & $200k (Partnerships)	$30k (Scholarships) & $200k (Partnerships)
Amount invested to share the benefits of new transmission infrastructure with communities	$550k (WRL)	$545k (WRL)	$1,296,225 (WRL)
Social procurement spend, to drive positive social impacts through society	1.06% - Corporate category spend	0.83%	0.76%[3]
Total hours employees spent giving back to communities through volunteering	1050 hrs	934 hrs	1,006 hrs

Principle 2

Performance metric	**FY24** (Jul 23 – Jun 24)	**FY25** (Jul 24 – Jun 25)	**FY26** (Jul 25 – Jun 26)
% of households on pricing plans that match the actual cost of providing electricity (% on cost-reflective tariffs)	47% electricity distribution	49.6% electricity distribution	51.3% electricity distribution
How much of the electricity grid is being used (network utilisation)	57% electricity distribution	58% electricity distribution	61.57%

1. The FY25 Disclosure Report used the 2024 Social Licence Guidelines assessment methodology, supplemented by quarterly stakeholder updates. The 2025 review applied a more rigorous methodology, resulting in the assessment changing from 75% to 40%. It identified varying progress across our transmission activities, with some practices not yet meeting agricultural landholder expectations. No material improvement is expected in 2026, given the review was submitted in February. We will work with stakeholders to review the 20 guidelines and set the framework for the next assessment period.
2. FY26 customers are same as FY25 customers as we have not been able to sign up new customers due to system issues. Customers have been transitioned off the trial.
3. Social corporate spend category (PO only) against all company corporate spend category (PO only) = 0.76% (1 July 2025 to 31 May 2026).

Appendix

Principle 3

Performance metric	**FY24** (Jul 23 – Jun 24)	**FY25** (Jul 24 – Jun 25)	**FY26** (Jul 25 – Jun 26)
Amount of large renewables and storage AusNet has connected to: Our high-voltage transmission network	4.6 GW (delivered) 3.5 GW (under construction)	5.6 GW (delivered) 3.5 GW (under construction)	8.3 GW (delivered) 2 GW (under construction)
Our high-voltage transmission network that includes a contestable component	3.0 GW (delivered) 2.3 GW (under construction)	4.1 GW (delivered) 1.9 GW (under construction)	5.8 GW (delivered) 0.9 GW (under construction)
Our sub-transmission and distribution network through regulated connections	0.54 GW (operational)	0.01 GW (operational)	0.01 GW (operational)
Percentage reduction in Scope 1 and 2 emissions compared to FY21/22 levels	14.7% reduction from FY21/22 (FY23)[1]	18.6% reduction from FY21/22 (FY24)[1]	18.1% reduction from FY21/22 (FY25)
Average number of minutes customers on different types of feeders are without power each year. Includes both planned and unplanned outages Urban	196.7	164.9	153.3
Rural (short)	335.0	455.1	397.8
Rural (long) – inadequately served customers	541.2	810.5	655.5
Number of planned outages	7, 305	7,837	7,237
Reducing the risk of bushfire starts from powerlines, measured via Ignition Risk Units (F-Factor)	133.8	195.0	188.4[2]
Total number of gas leaks	27.2 leaks per 1000km of mains 5.92 leaks/1000 customers	18.4 leaks per 1000km of mains 3.84 leaks/1000 customers	16.6 leaks per 1000km of mains (leak type: main leaks) 3.66 leaks/1000 customers (leak type: main leaks and service leaks)[3]
Money given to customers and communities to fund their own energy resilience	$2.7m (ERCF) out of $12m allocated	$4.2m (ERCF) out of $12m allocated	~$8m million (ERCF) out of $12 million allocated
Amount invested to advance the energy transition, measured by the size of our regulated asset base	$11.85 bn	$12.41bn	13.21 bn

Principle 4

Performance metric	**FY24** (Jul 23 – Jun 24)	**FY25** (Jul 24 – Jun 25)	**FY26** (Jul 25 – Jun 26)
Customer satisfaction with AusNet's customer service, rated out of 10	6.7 – Electricity C-Sat 8.2 – Gas C-Sat 3.5 – Electricity complaints 3.6 – Gas complaints	6.6 – Electricity C-Sat 8.0 – Gas C-Sat 2.7 – Electricity complaints 3.4 – Gas complaints	6.2 – Electricity C-Sat 7.6 – Gas C-Sat 2.0 – Electricity complaints No response – Gas complaints
Getting your issue resolved on the first call or message (first contact resolution)	N/A – to be set for FY25	70% (Baseline)	Level 1 FCR: 80.3% (target is 77.6%)
Satisfaction with network connection experience	Electricity – 6.6 (CY23)	Electricity – 6.5 (CY24)	Electricity – 6.2 (CY25)* * Major connections (1.5 MW or above)

1. During the FY24 reporting process, we identified that data provided by a third-party was inaccurate. As a result, our previous GHG emissions were materially overstated. The data has since been reviewed and corrected.
2. Total fire ignitions in FY26 decreased compared with five-year averages, however F-Factor performance remained behind target due an increase in Fire Danger Rating (FDR) days compared to historical averages. Ignition Risk Unit (IRU) calculations are based FDR ratings on the day of an ignition, which are set by Victorian government agencies.
3. Subject to change after audit.

AusNet



AusNet

Level 31
2 Southbank Boulevard
Southbank VIC 3006

1300 360 795

Locked Bag 14051
Melbourne City Mail Centre
Melbourne VIC 8001

Follow us on

@AusNet.Energy

@AusNet

ausnet.com.au