

Fact Sheet 2024-29 Regulatory Proposal

Planning for the future

Delivering on our customers' priorities



Safety



We actively manage the network to reduce bushfires and manage biosecurity and other hazards

Affordability

At 30 June 2024

By 30 June 2029

Increase in distribution charges p.a above CPI for 2024-29

 <p>Annual distribution charges for a typical residential customer (real \$2024)</p>	\$803	\$930	+2.97%
 <p>Annual distribution charges for a typical small business customer (real \$2024)</p>	\$3,330	\$3,855	+2.97%

(based on recent placeholder interest rates)










Reliability and resilience



Maintain reliability under normal conditions



Improve network and community resilience to better withstand extreme events

-  **11,000** additional fire proof (composite) poles in high risk areas
-  **6** microgrids
-  **400** Stand-alone power systems
-  **40 km** of high risk powerlines laid underground
-  Portable community hub van and depot
-  **50** portable solar streetlights
-  Generators - **1,000** small, **20** medium, **20** large
-  **20** portable Stand-alone power systems
-  **3** new staff for resilience work

Good customer service and communication



New customer service metrics



Percentage of unplanned outages with an estimated resolution time



Complaint average resolution time



Customer effort/ease score

Weighting

50%

30%

20%

Future focused









Improve power quality



Facilitate greater levels of export and electric vehicles



Reduce carbon emissions by more than 160,000 tonnes of carbon dioxide equivalent over 2024-29

-  Real-time network monitoring
-  Up to **100** dynamic assets
-  **50** radio sites with batteries and solar panels
-  **20** depots upgraded with solar panels
-  **850** light vehicles moved to electric
-  **104** heavy vehicles moved to electric

Collective benefit



We will make pricing fairer by transitioning to more cost-reflective pricing, including two-way pricing



Transparency and simplicity

New customer relationship management system including a basic one-stop customer portal

A commitment to undertake extensive customer education around smart meters, tariffs and the introduction of two-way prices