Fact Sheet 2024-29 Regulatory Proposal Planning for the future



empowering

Increase in distribution

for 2024-29

+2.97%

+2.97%

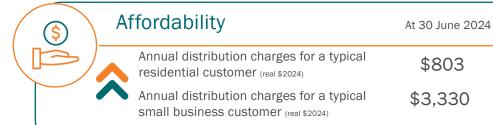
By 30 June 2029 charges p.a above CPI

Delivering on our customers' priorities



Safety

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



(based on recent placeholder interest rates)

Maintain reliability under



Reliability and resilience

normal conditions

Improve network and

community resilience

to better withstand

extreme events

11,000 additional fire proof (composite) poles in high risk areas

\$930

\$3,855

- ✓ 6 microgrids
- 400 Stand-alone power systems
- 40 km of high risk powerlines laid underground
- Portable community hub van and depot
- 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



Weighting

50%

30%

20%



Future focused

- Numbrove 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