

Are you flexed for the future?!

Michael Dart
Chief Customer Officer



Energy Queensland: A snapshot

8,200
employees

2.3 million
connected customers

500+ graduates
and apprentices

766,000
retail customers

210,000km
powerlines (overhead and underground)

1.7 million
power poles

\$29.2 billion
asset base

5 customer
solutions
centres

3 network
control
centres

34

power stations
(including network-connected Barcaldine)

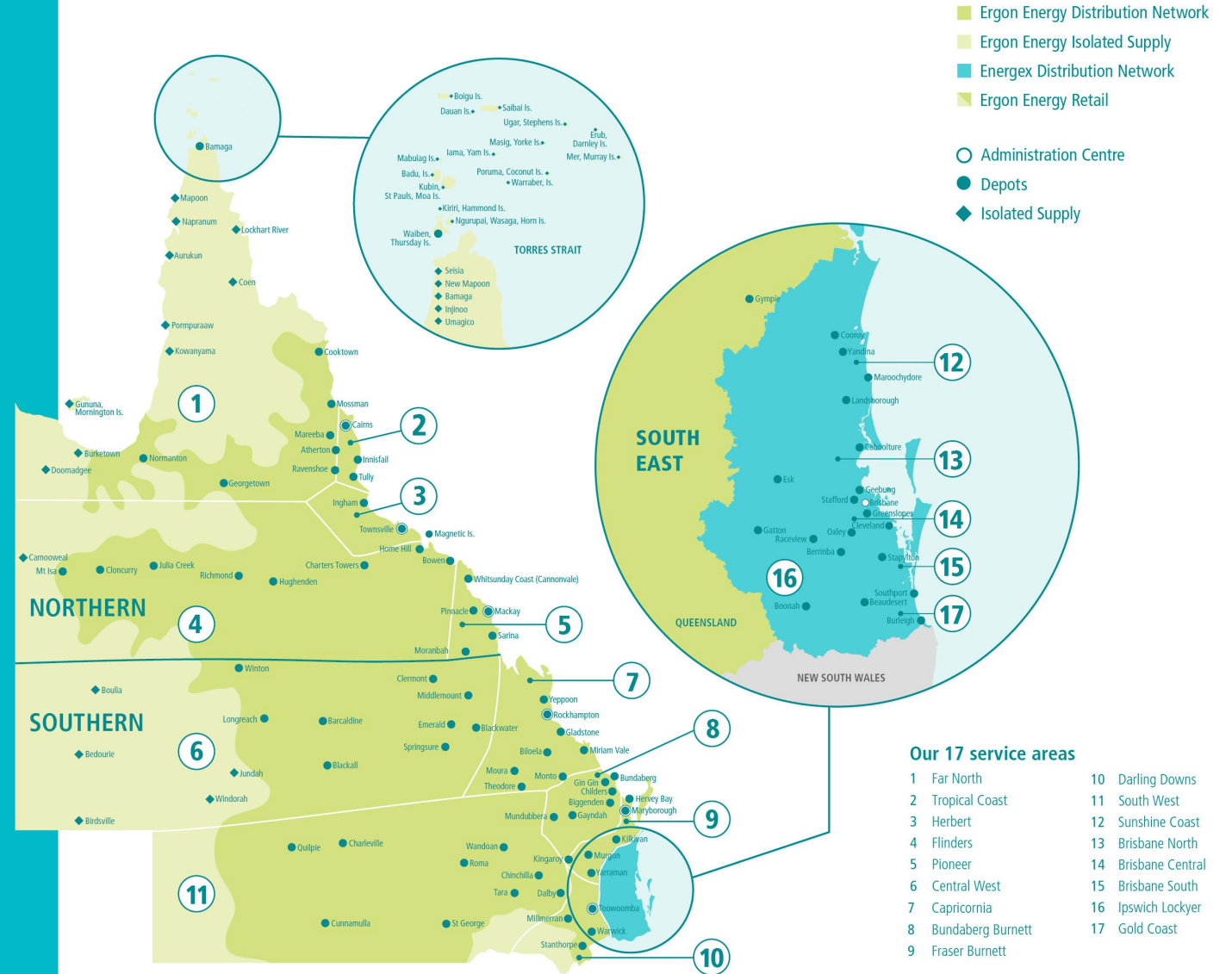
43

large-scale solar
energy connections

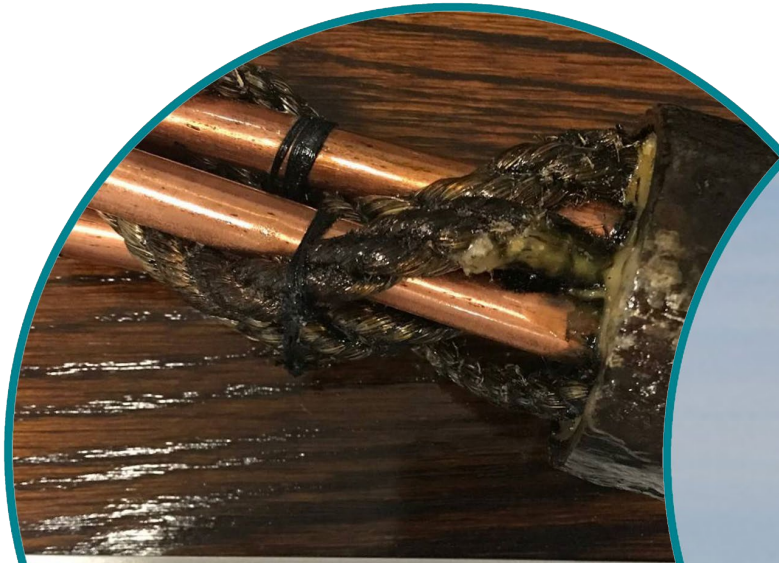
800,000

solar energy systems connected

Source: Energy Queensland Annual Report 2022–23



Evolution of a network business



Edison Tube

cable, known as the Edison Tube, was manufactured by Thomas Edison in New York City and was transported to Brisbane to form the city's first electricity network in 1886.

distributed 110v DC supply from a steam-driven power station in Brisbane to illuminate the State Government's printery and Parliament buildings.

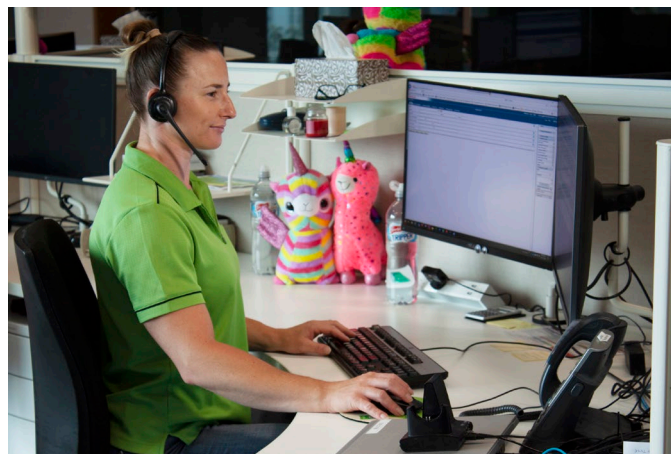
The Government's project manager for the initiative was John Mackay, who had many incarnations but...



Change is the new BAU



Insights from our people



Engagement | 75%

Item	Legend				2022	ANZ - Top Quartile	ANZ - Energy and Utilities Average
	% Positive Perception	% Positive Hesitance	% Negative Hesitance	% Negative Perception			
It would take a lot to get me to leave EQL	83	9	4	4	+6	+20	+26
I would not hesitate to recommend EQL to a friend seeking employment	81	13	3	3	+7	+4	+16
Given the opportunity, I tell others great things about working here	75	18	3	5	+10	-1	+13
I rarely think about leaving EQL to work somewhere else	72	12	8	8	+10	+13	+20
EQL inspires me to do my best work every day	64	23	5	8	+12	-6	+12
EQL motivates me to contribute more than is normally required to complete my work	62	22	7	9	+10	-5	+11

EQL Customer Measurement Strategy

Customer measurement occurs at multiple levels, with each enabling a different type of insight and associated actions

Strategic Measure (Community):

- **Net Trust Score (NTS):** Tracks our overall community reputation at the brand level and identify areas for improvement in brand positioning.
 - *"How much do you trust [INSERT BRAND] to do what is right?"*

Strategic Measure (Customer):

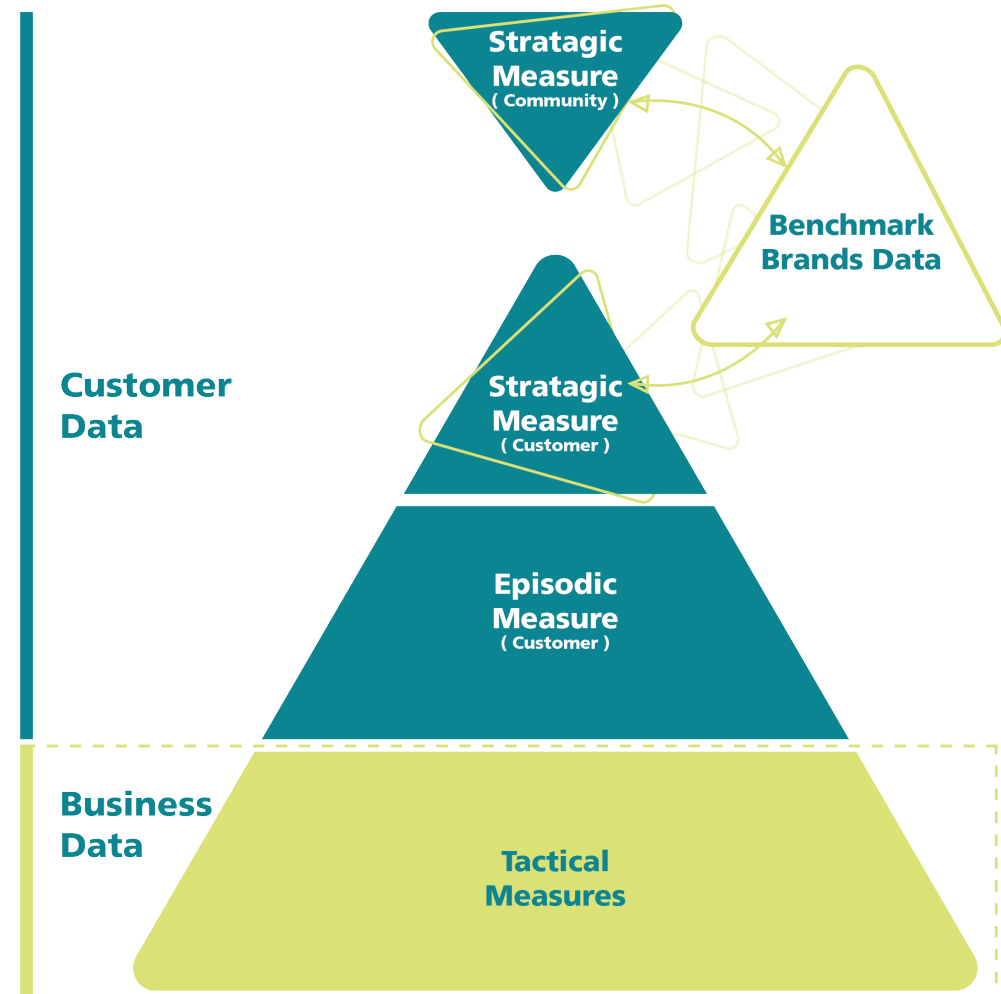
- **CSAT (Customer Satisfaction):** Tracks whether we are delivering value to customers and delivering on their needs and expectations at the brand level.
 - *"How satisfied are you with the services you receive from [INSERT BRAND]?"*

Episodic Measure (Customer):

- **Customer Index / Voice of the Customer Program (CSAT Based):** Tracks the customer experience post interactions with the business and inform service improvements.
 - *i.e. "How satisfied are you with your recent claims experience with [INSERT BRAND]?"*

Tactical Measures:

- **Various measure across business (i.e.. Department based KPIs):**
 - *currently reported against Divisional scorecards through BAU process*



Pacing the revolution for customer trust



What's a disaster got to do with it?



Ergon Energy Network is feeling proud.
Published by Rebecca Winter · 22 December 2023 ·

FNQ FLOODS / EX-TC JASPER: Final update (Friday, 22/12)

🎄🌟 Christmas is coming, and so is the power! We're on the home stretch, with power now restored to more than 99% of the 50,000 customers impacted by #TCJasper and flooding.

In less than a week, our tired, sweaty but very proud teams have repaired, and in some cases completely rebuilt, large sections of the local electricity network. They've worked through extreme heat and humidity, debris, dense foliage, mud, water and rugged terrain; on foot, from the air, and even by boat. They've encountered snakes, spiders, cassowaries, and eyed off crocodiles. And all with one goal: to safely get the lights back on to our communities that have been dealt such an awful hand, so close to Christmas.

By Christmas Eve, we'll have power available to every FNQ household that can be safely resupplied. There's still a handful of properties we simply can't access thanks to landslides taking out roads, or because damaged roads can't support the heavy vehicles we need to rebuild the network. We haven't forgotten these customers, and we're ready to help as soon as it's possible to reach them.

For FNQ, we hope that our teams' efforts have counted: that 10 arduous days to get the lights back on makes a difference to people who have been put through the wringer by cyclones and flooding.

Thank you for your support and encouragement, and please be safe. 🙏

Cairns Regional Council Cairns Disaster Centre Cook Shire Council Wujal Wujal Aboriginal Shire Council Douglas Shire Council Mareeba Shire Council Tablelands Regional Council Cassowary Coast Regional Council Queensland Fire and Emergency Services - QFES Triple M Cairns Hit Far North Queensland ABC Far North Cairns Post Black Star Radio Star 102.7 Cairns Newsport Daily Port Douglas and Mossman Gazette



See Insights

Boost a Post



A brutal summer

- >300,000 homes and businesses without power
- >2000 crew members deployed
- >13million website hits
- >1.2million Facebook page visits
- >3800 media items
- ~50,000 calls to our contact centre

Energex
Published by Rebecca Winter · 15 December 2023 ·

SEQ STORMS - 10PM UPDATE

We have every available crew trying to restore power, but we're unlikely to have a full picture of the destruction until early tomorrow. The scale and extent of the damage we're seeing so far is immense, from the Sunshine Coast hinterland down to the Scenic Rim, and dangerous thunderstorms are still rolling through parts of SEQ.

Currently, there are just under 30,000 homes and businesses without power and that number may climb, with 182,000 lightning strikes recorded so far. More than 200 sections of powerline are on the ground, there are huge trees over wires, snapped poles, and what appears to be significant damage to both the low voltage and high voltage networks. We know people are anxious to know when power will be restored, but we simply won't have a proper gauge on it until tomorrow. Right now, there are 85 crews working in very tough conditions, and we'll have fresh teams coming in tomorrow.

We'll update Outage Finder as information comes to hand:
https://www.energex.com.au/_/emergency-outages-text-view

If you're clearing vegetation or heading out in the morning, please take extra care – look out for fallen powerlines or network damage, report anything you see to 000 or 13 19 62, and stay well clear.

We'll post further updates tomorrow – please stay safe.

EARLIER...

We're tackling an enormous repair job with wild storms smashing the south east, taking down at least 180 sections of powerline and cutting power to nearly 20,000 customers.

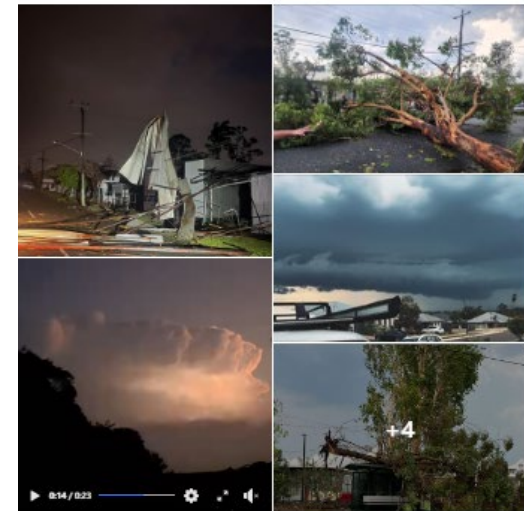
There are trees, sheeting iron and debris in lines, and we've recorded more than 106,000 lightning strikes so far – some of the damage is severe, and it's not going to be a quick fix. We're also monitoring several large storm cells building up behind Ipswich and the Gold Coast.

If you need to be outside, be extremely vigilant for fallen powerlines – report any you see ASAP to 000 or 13 19 62, stay well away, and warn others. Never, ever assume that a downed powerline is anything other than live and dangerous.

We won't have an idea of restoration timeframes until crews have been able to assess the extent of damage, and due to safety concerns, we're unable to send them out to start repairs until the storms and lightning have cleared.

We'll post further updates when we have a clearer picture of the job ahead of us. Outage Finder:
https://www.energex.com.au/_/emergency-outages-text-view

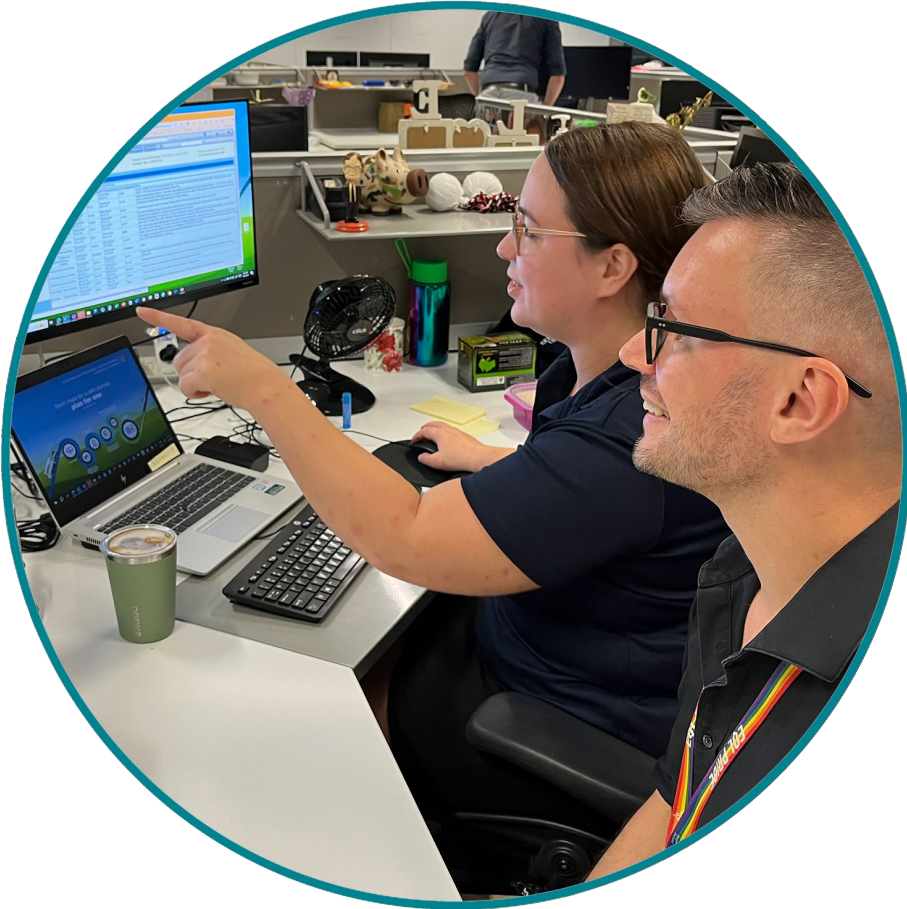
Courier Mail & Queensland Newspapers ABC Brisbane Brisbane City Council Brisbane Times Triple M Brisbane 104.5 B105 Brisbane River 94.9 FM KIIS 97.3FM Nova 106.9 Ipswich City Council ABC Brisbane



See Insights

Boost Unavailable

Looking after your people ...



Staying focused on systems and processes is the key to easy wins

Q&A