



Energy Charter
Disclosure Report 2024
Feedback Summary



Who we engaged

CS Energy's Stakeholder Advisory Council (the council) provides a regular forum for us to connect with our customers and stakeholders to discuss issues important to them and consider their perspectives in our decision-making process.

CS Energy incorporated feedback from the council at two points in the production of our 2024 Energy Charter Disclosure Report (disclosure report):

- In April 2024 we asked the council to suggest topics that they would like included in the disclosure report.
- We provided the council with a draft of the disclosure report in September 2024 to obtain their feedback on its content, in particular our maturity self-assessments against the Energy Charter principles and ambitions for the next year.

Following the publication of our disclosure report, CS Energy hosted a joint CEO accountability forum with other Queensland signatories Powerlink Queensland and Energy Queensland on 11 November 2024.

How we engaged

The purpose of the joint accountability forum was to have a CEO-led discussion with the stakeholder and customer councils of CS Energy, Energy Queensland and Powerlink Queensland.

The forum provided customers and stakeholders of the three organisations with the opportunity to ask questions and provide feedback over two sessions:

- CEO presentations covering their organisation's disclosure report, including performance evaluation, successes, areas needing improvement and vision and strategy for the year ahead.
- Q&A session with CEOs where audience members could ask questions about the disclosure reports and broader energy issues.

Feedback summary

Feedback	Response
The council provided feedback to CS Energy at two points in the production of our 2024 Energy Charter Disclosure Report.	This feedback, and CS Energy's response, is covered on page 2 of our disclosure report .
What is the key focus area for your business from an affordability perspective?	<p>Ensuring our power stations are available when they are needed in the market is one of the most effective ways that CS Energy can support electricity affordability.</p> <p>Customer affordability starts with understanding our own large commercial and industrial customers' needs. In FY2024 we started to develop our product offering to include solar, battery energy storage systems, and virtual power plant and supporting services. We aim to provide customers with the tools and data to take greater control of their energy usage and costs.</p> <p>CS Energy is committed to running our existing business efficiently, with a focus on operational discipline, as well as investing in new technologies so that we can play a leading role in the energy transition.</p>
When can we expect the new Queensland state government to clarify their energy policy, and what do you think it will contain?	Easing cost of living and ensuring there is a reliable energy system are clearly among the key priorities for the new government. CS Energy will work with our shareholding Ministers to play our part in supporting these priorities.
A lot of people across Queensland feel like the energy transition is happening TO them rather than WITH them. What can be done to provide more clarity around the transition so that Queenslanders feel like they have more of an active role in that moving forward?	<p>CS Energy is proud of our partnerships with the communities in which we operate, and we are working to create positive, long-lasting relationships with the communities that we are entering into with our new development projects.</p> <p>Since 2022, CS Energy, has adopted a social value framework, which is a holistic approach to decision-making where we recognise both financial and social benefits and impacts; and acknowledge that each depends on the other for the decision to maximise positive outcomes.</p> <p>We have a social performance metric in our annual report, which is a qualitative metric assessed against a range of criteria including, but not limited to, community grants, engagement, relationships, proactive management of potential issues and ensuring stakeholders are informed.</p>

Feedback summary (continued)

Feedback	Response
We hear quite a bit from regional communities about the pros and cons of nuclear. How does nuclear align to your business and are you planning to include this as part of the transition?	Nuclear energy is not something that CS Energy is considering. As a government owned corporation, we focus on the priorities of our shareholder the Queensland Government.
How do you as CEOs stay in touch with the average Queenslanders to ensure you are across the authentic customer experience?	<p>We have done, and will continue to do, customer surveys and social impact surveys. In FY2025 we will conduct our third customer survey and develop actions in response to key feedback themes. We also receive a lot of direct feedback from our customers.</p> <p>This year we commissioned our first external, independent report into the social value CS Energy generates for the various stakeholder groups in our communities. We now have a baseline understanding of our social impact, including areas of strength and opportunities to create more social value for our stakeholders.</p>

Our engagement performance

In FY2025, CS Energy will apply the Energy Charter Impact Framework to our disclosure report and include more case studies to bring to life the outcomes we are achieving for our customers and communities. CS Energy will also survey our stakeholder council in early 2025 about the format and length of our disclosure report and whether the document meets their needs.

An online survey was sent to all attendees at the joint accountability forum to obtain their feedback on the event. Survey respondents scored the forum 7/10 for facilitating meaningful dialogue about the three organisations' progress on delivering better energy outcomes for customers and consumers.

Survey feedback themes

What did you like most about the forum?

- Participants valued the panel discussion for its depth and variety of insights, specifically noting the impactful involvement of CEOs and Energy Charter representatives, which underscored leadership commitment across the energy supply chain.
- The presence of CEOs from major energy organisations was highlighted as a unique opportunity for participants to gain diverse perspectives on industry priorities and strategies, as well as to engage with peers from across the sector.
- There was appreciation for the forum's role in facilitating networking and collaboration with other customer and community representatives, creating a shared platform for open dialogue.

What could be improved for future events?

- Feedback suggests a preference for shorter, more focused presentations that highlight signatories' achievements and lessons learned, instead of updates or content covered in disclosure reports.
- The potential for a neutral location and facilitator was raised, along with an interest in having more diverse perspectives present in the room and on the panel, for example, from organisations not on customer councils / panels.
- There was a suggestion that a wider variety and number of questions could be addressed by shortening presentations in the first half to allow more time for interaction.

Overall, the feedback suggests that participants valued the forum, but there are opportunities to adjust the format and length of some sections of the forum to better meet stakeholders' interests. CS Energy will work with Powerlink Queensland and Energy Queensland to develop a program for next year's forum that takes this feedback into account.



Contact

Brisbane office and registered office

CS Energy Limited

Level 12
31 Duncan Street
Fortitude Valley QLD 4006

PO Box 2227
Fortitude Valley BC Qld 4006

P: +61 7 3854 7777
E: energyinfo@csenergy.com.au
W: www.csenergy.com.au

ABN 54 078 848 745