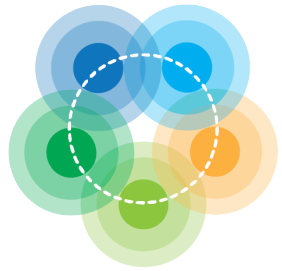


Energy Charter Disclosure

September 2023

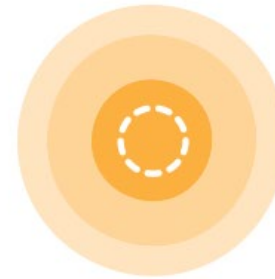


Our commitment to the Energy Charter



The Energy
Charter

SIGNATORY



**National
Customer Code**

Energy Brokers,
Consultants & Retailers

Proudly supported by the Energy Charter

SIGNATORY

Your feedback on the Energy Charter Disclosure Report content

- Thoughts on our maturity assessment – endorse or challenge
- Have we focused on the right areas?
- Is something missing?
- Unnecessary detail?
- What would you like to see next year?



The maturity assessment

- All Disclosures refer to the Energy Charter Maturity Model and include a maturity assessment against each Principle, validated by engagement.
- The objective of the Maturity Model is to allow signatories to:
 - Subjectively assess their level of maturity against the Principles and Principles in Action
 - Articulate their current position of maturity
 - Indicate where they intend to get to, and how they intend to make that progress.

The Maturity Model allows constructive comparison of improvement in performance over time, understanding that each signatory has different capabilities and priorities. The Maturity Model is not a compliance tool, it is a tool to encourage continuous improvement internally within the business.

1

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

- FY21
- FY22
- FY23
- FY24 target

Elementary

Emerging



Evolve



Empowered

Exceeding



2

We will improve energy affordability for customers

- FY21
- FY22
- FY23
- FY24 target

Elementary

Emerging

Evolve

Empowered

Exceeding



3

We will provide energy safely, sustainably and reliably

- FY21
- FY22
- FY23
- FY24 target

Elementary

Emerging



Evolve



Empowered

Exceeding



4

We will improve the customer experience

- FY21
- FY22
- FY23
- FY24 target

Elementary

Emerging



Evolve



Empowered



Exceeding



5

We will support customers facing vulnerable circumstances

- FY21
- FY22
- FY23
- FY24 target

Elementary

Emerging

Evolve

Empowered

Exceeding



Top 3 customer outcomes in FY2023



1. We developed a 100 per cent renewable energy product that assisted our customer AMP Capital in achieving their net zero goals
2. Our new Stakeholder Advisory Council has provided our customers and stakeholders with a voice
3. We initiated a multi-year Retail Transformation Program to deliver further improvements in the retail customer experience

Do you agree?

Your feedback on the Energy Charter Disclosure Report process

- How should we do this next year?
- How can we play your feedback back in the report?
- Joint accountability forum with CS Energy and Energy Queensland
11 October – *what do you want to talk about?*



Questions?
What have we missed?