

# STAKEHOLDER ADVISORY COUNCIL

April 2024



# Agenda

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- **1:00pm** – Arrive, acknowledgement of country and welcome, safety share
- **1:05pm** – Introduce new members and guests
- **1:05pm to 1:15pm** – CEO vision for future of CS Energy
- **1:15pm to 1:30pm** – Priorities for this year
- **1.30pm to 1.45pm** – Energy Charter disclosure statement
- **1:45pm to 2:15pm** – Update on Callide and accountability framework discussion
- **2:15pm to 2:45pm** – Callide vision
- **2:45pm to 3:00pm** – Afternoon tea
- **3:15pm to 3:45pm** – Vulnerable customers – our actions and seeking your feedback on improvements
- **3:45pm to 4:00pm** – Next steps

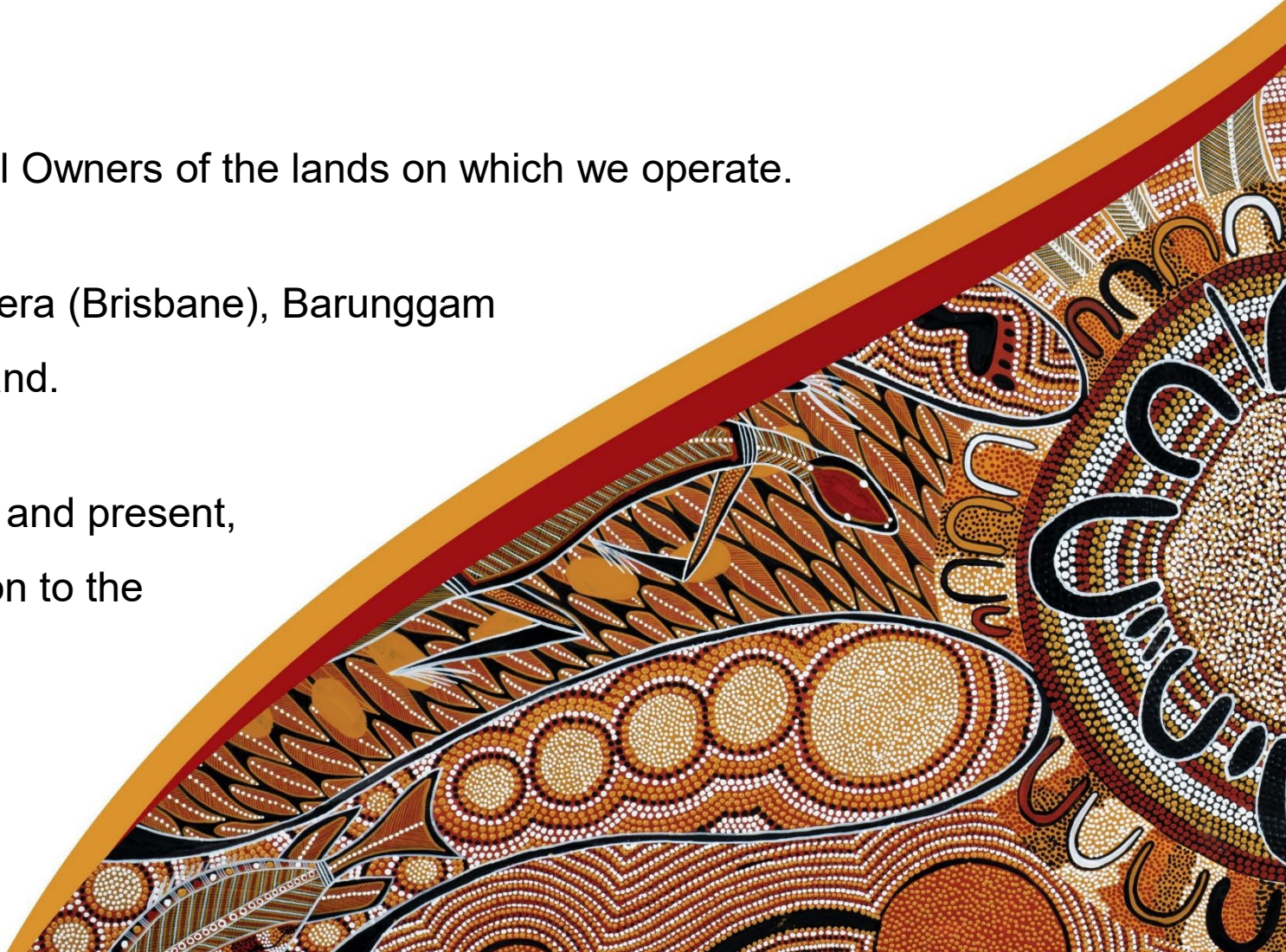
# Acknowledgement of Country

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CS Energy acknowledges the Traditional Owners of the lands on which we operate.

We live, work, and learn on Turrbal, Yagera (Brisbane), Barunggam (Kogan Creek), and Gangulu (Callide) land.

We pay our respects to their elders past and present, and recognise their continuing connection to the land, waters, and community.



# CEO VISION



## Restore

Get back to full capacity and operate our business as customers, shareholders and stakeholders expect.

## Improve

Run our business better and safer than ever before. Improve our performance, support the energy transformation and uplift our assurance and compliance capability.

## Build

Grow as Queensland grows. Build a new portfolio, support people through the transformation, respond to the QEJP.

# What you've told us you want to hear about

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- QEJP and energy transformation – including jobs and communities
- Energy pricing and affordability
- Supply chain
- Understanding electricity bills (*CS Energy taking action on this*)
- ESG goals
- Research and development on renewables

**Is this current for 2024?**

**What is your purpose for the Council?**

# Energy charter

Principle	Content outline	Case study
<b>1</b> We will put customers at the centre of our business and the energy system	How we are building a more customer-focussed culture at CS Energy and meeting the needs of our external stakeholders	Retail Transformation Program
<b>2</b> We will improve energy affordability for customers	Wholesale market, Alinta JV and class action	How we are assisting our large C&I customers to decarbonise and improve their energy efficiency
<b>3</b> We will provide energy safely, sustainably, and reliably	Progress on Callide C return to service, Brady report and Callide PFAS monitoring program	Clean energy hubs
<b>4</b> We will improve the customer experience	Customer portal, customer journey and integrating the results of the customer survey	EV charging
<b>5</b> We will support customers facing vulnerable circumstances	Customer investments and support for initiatives that assist vulnerable customers	Implementing our RAP



# CALLIDE





# DEVELOPING A VISION FOR CALLIDE



The Callide Clean Energy Hub provides safe and sustainable energy solutions and opportunities with the community. It connects people, businesses and services to enable a vibrant and secure lifestyle and community benefit.



# Supporting vulnerable customers and working with our communities

- Alinta Energy – tariff review & hardship program
- Uniting partnership – scope for support beyond financial
- Local supply chains
- New benefits funds for new communities



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# Questions?

# Next steps?





