STAKEHOLDER ADVISORY COUNCIL

July 2024





Agenda

- 1:00pm Arrive, acknowledgement of country and welcome, safety share
- 1:05pm Introduce new members and guests
- 1:15pm to 1:45pm Marion Callope & Nev Hoehne
- 1:45pm to 2:15pm White space
- **2.15pm to 2.30pm** Afternoon tea
- 2.30pm to 2:50pm Callide update and sharing Callide vision video
- 2:50pm to 3:20pm Retail team customer experience
- **3:20pm to 3:45pm** ESG action and reporting intentions
- **3:45pm to 4:00pm** Next steps



Acknowledgement of Country

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

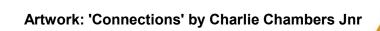
We live, work, and learn on Turrbal, Yagera (Brisbane), Barunggam

(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.



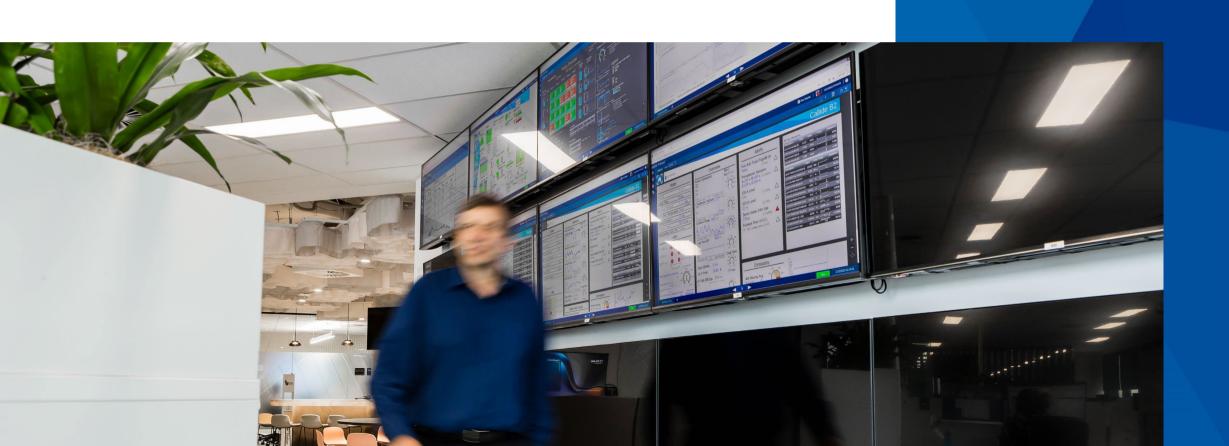








Retail team update



Retail's Journey

Q3 2023

energy

Retail Transformation Business Case Approved









Pre-2018

2019

2022

Today

Retail as a trading hedge

- 3 customers
- NMIs: 6
- Monthly billing = \$2.9M
- Focused on ESAs

Qld Gov Win!!!!

- · Less than 6 customers
- NMIs: 1,010
- Monthly billing = \$13.2M
- Focused on ESAs

Investment in Growth

- Less than 16 customers
- NMIs: 1,748
- Monthly billing = \$32.0M
- Focused on ESAs and EVs

Capability Evolution

- 25 customers
- NMIs: 2,041
- Monthly billing = \$44.1M
- Diversification of products

Aligning Retail with Customers



Based on Customer feedback we've changed our Retail Customer Value Proposition and are adapting the business to meet evolving customer needs

How customers used to CS Energy: A reliable energy provider

As a Retail Customer, I see CS Energy as an organisation that:

- · Is a thermal, coal fired power
- · Has limited renewables
- For current customers, price is a strength
- For prospective customers, price is a weakness
- Financially and economically stable in the energy retail market
- · Supporting regional Queensland industries and jobs
- Personalised interactions, is likeable and people like doing business with them
- Slow to respond to quotes or pricing requests
- Doesn't offer innovative products or

How we want our customers to view us in the future: A trusted partner in your energy transition journey

Our retail customers will view CS Energy as an organisation that:

- · I can rely on to help me achieve my carbon emission goals
- · Who is easy to work with, likeable and understands my business
- That delivers outcomes and solutions that are driven by value and are price competitive
- That is able to anticipate and respond quickly to my changing needs
- That helps me navigate the complexity of the energy transition
- That provides tailored solutions, when I need them, adapted to my needs and risk appetite

The broader Queensland community will view CS Energy as an organisation that:

- · Is a strong supporter of and investor in regional jobs and communities
- Respects its history in thermal generation
- Plays a key role providing firming, storage and energy security services to Queensland
- Soservioesought Customer Survey 2022 + Customer and Product Strategy January 2023 secure and reliable government owned entity

What we're doing about it...

Last year we mobilised our Retail Transformation Program to modernise our Retail business to support customers as their needs are changing





Over the last 6mths we've implemented Salesforce for our Retail Operations team. Over the coming months our Sales team will also cutover and a new portal launched





Over the next 12mths we will launch a range of new products and services to help customers





EQL Network Support Trial - Solar Curtailment

EQL Requirement

- Several distribution network zone substations around QLD are experiencing minimum demand issues during days of low demand coupled with high solar export.
- EQL approached CS Energy seeking support to alleviate minimum demand issues

Trial Overview

- CS Energy approached Department of Education to participate in a trial around a substation in Springfield
- The trial occurred between Easter Friday 29 March 2024 to Easter Monday 1 April 2024 inclusive, when there is minimal load at the schools and surplus solar is exported to the grid
- By performing a remote disconnect and reconnect of each school's solar system via the OEM, the trial looked to reduced the amount of surplus rooftop solar exported from the four schools into the grid

Outcome

- The trial was a success delivering a notable difference to the Springfield zone substation
- Also proved via the solar inverters solar at schools can be remotely disconnected and reconnected
- EQL paid CS Energy for the network support (c\$40k). CS Energy then passed revenue onto the Department of Education

















solaredge

Queensland Government





Our ESG intentions



Our ESG journey to date

) January to April 2022

ESG focus and awareness increased at the Board & ELT level. Landscape assessment completed.

December 2022 to February 2023

Engaged external consultant to review work completed and develop a 2-year implementation roadmap.

ESG-centric initiatives continued to be delivered across the business, however finalising CS Energy's ESG framework relied on the publication of ISSB and ASRS.

August 2023 (O)

ISSB final standards were published, and Federal Treasury consultation commenced.

October 2023 to March 2024

ASRS 1 and 2 published and Federal Treasury consultation continued to legislate mandatory reporting requirements.

Current focus

Validating material topics, commencing climate scenario modelling and implementing the roadmap.



Adopting a sustainability lens for an integrated ESG Framework

How it all fits together...

PURPOSE

Delivering energy today, powering your tomorrow.

VISION

How we

value and

drive

guide decision making Leading Queensland's energy transformation to create a better future



Sustainability

Social Capital Human Capital

Natural Capital Financial Capital

Manufacturing Capital

- > Sustainability is **broader than environmental impacts**, covering five elements
- > Doesn't necessarily require a standalone strategy or policy, it is the approach we take to operating our business
- > CS Energy has **adopted a Social Value Framework** that ensures a focus on the broader outcomes for both CS Energy and other stakeholders.

How we track
and
communicate
our progress
and identify
risks and
opportunities

ESG Framework

> Reporting limb that sets CS Energy's baseline & monitors our progress in a structured way



Preliminary assessment of material topics

