

# EnergyAustralia

## fact sheet



### Who we are

EnergyAustralia is one of the country's leading energy retailers with around 1.7 million electricity and gas customers across eastern Australia.

Our heritage in the Australian energy industry dates back almost a century. Today, we supply our retail, business, commercial and industrial customers from a modern energy portfolio underpinned by coal and gas power plants as well as newer energy sources like wind, solar and batteries.

EnergyAustralia is owned by CLP Group, one of the oldest and largest integrated power businesses in the Asia Pacific. We employ around 2,500 people across Victoria, New South Wales and South Australia.

This fact sheet sets out who we are what we stand for.

### Our strategy and values

Energy is fundamental to the wellbeing of people.

Our job is to make, buy and supply cleaner power, and to do it as reliably, cheaply and hassle-free for our customers as possible. Sometimes that may even mean helping people use less energy so they save money and reduce their impact on the environment.

An EnergyAustralia customer should always feel like they have choice, whether that's the freedom to choose the deal that's right for them, the source of their energy or what they do with the energy they generate themselves.

At EnergyAustralia customers are at the heart of everything we do, we do the right thing and we lead change. In every decision we make we ask a simple question: What will this mean for the customer?

### What we stand for

Right now, coal underpins Australia's energy system. But that's changing – fast. The community rightly expects its energy companies to develop cleaner sources of power so we can address climate change.

That's why our long-term renewable agreements are worth \$3 billion and underpin 11 per cent of the large-scale wind and solar projects in the National Electricity Market. Based on an average annual household consumption of around 5MWh this is enough to meet the needs of around 320,000 homes for a year.

We're also working with the Sydney Opera House and Melbourne Cricket Ground on ways these Australian icons can use energy more sustainably. The lessons we learn will help us find even better, smarter ways for all customers to use energy.

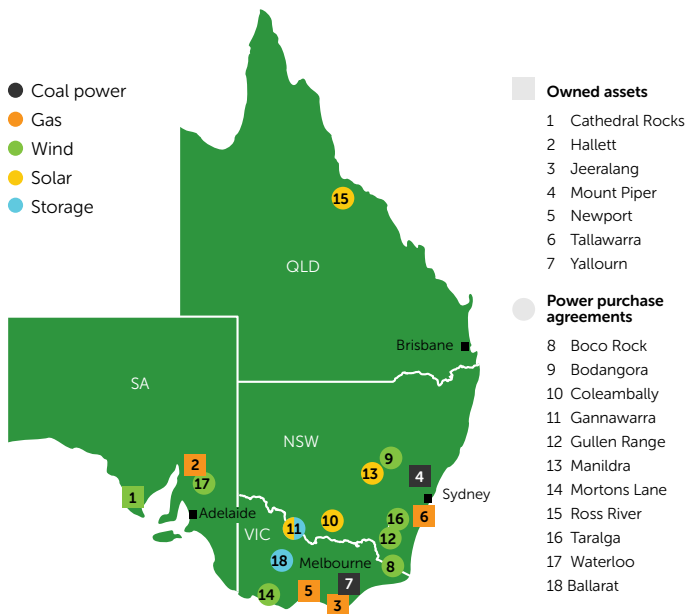
And we're exploring new approaches, like an energy recovery project at the existing Mt Piper power station in New South Wales and pumped hydro storage opportunities.

Batteries, "smart" energy efficient systems and demand response are just some of the other ways we're developing to deliver cleaner energy. Together, these projects and approaches will form part of a new, modern energy system in Australia.

Coal won't be here forever – our challenge is to make sure we use it in the meantime to support the integration of new, cleaner sources of power.

People look to EnergyAustralia, as an owner of big coal-fired power stations, to lead our transition to forms of generation that produce lower emissions.

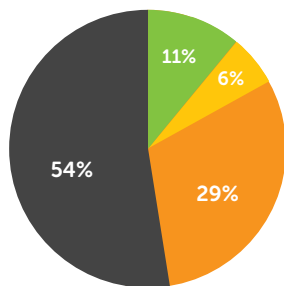
## Our assets & energy portfolio



Our energy portfolio has a mix of coal, gas, solar and wind energy representing around 5000MW of capacity.

Among our assets, we have two large coal-fired power stations, at Yallourn in Victoria's Latrobe Valley and Mt Piper near Lithgow in New South Wales. We also own Australia's most thermally-efficient gas-fired plant at Tallawarra in New South Wales, and recently added the Newport and Jeeralang gas-fired power stations in Victoria to our generation fleet.

<b>Wind (562MW)</b>	<b>Gas (1,563MW)</b>
Cathedral Rocks (32MW)	Hallett (203MW)
Mortons Lane (20MW)	Newport (500MW)
Waterloo (56MW)	Jeeralang (440MW)
Gullen Range (166MW)	Tallawarra (420MW)
Boco Rocks (113MW)	<b>Coal (2,880MW)</b>
Taralga (107MW)	Yallourn (1,480MW)
Bodangora (68MW)	Mt Piper (1,400MW)
<b>Solar (294MW)</b>	<b>Storage (55MW/80MWh)</b>
Manildra (46MW)	Gannawarra (25MW/50MWh)
Ross River (93MW)	Ballarat (30MW/30MWh)
Gannawarra (50MW)	
Coleambally (105MW)	



We operate major contact centres at Geelong and the Melbourne CBD, employing more than 600 people.

In 2015 we launched a brand new business unit called NextGen, created to develop, test and deliver new products to customers. A great example is the Redback Technologies "smart" solar battery energy management system launched in 2017.

### Doing the right thing

We operate in some great places around Australia so we know it's important to be a good neighbour. We're proud to be part of local communities and to play our part in building vibrant places to live and work.

Our community grants program each year helps support those who need it most, particularly in the areas of education and social inclusion. Also, EnergyAustralia employees are encouraged to

volunteer and in 2018 around 740 put almost 4,700 hours of time back into supporting the community.

Helping the most vulnerable people in our community is important. We were the first energy company to join the Financial Inclusion Action Plan program and the first energy retailer to stop door-to-door sales.

Today, our industry-leading hardship program delivers support to thousands of people each month. In the last two years alone, we have spent almost \$6 million reducing bills and writing-off historic debt, delivering free energy-efficient heating and cooling systems and new appliances to reduce energy consumption. We've also rolled-out new payment plans and bill extensions and invested more in EnergyAssist, our team dedicated to supporting customers in financial difficulty.



We encourage indigenous engagement and participation as part of our Reconciliation Action Plan, launched in July 2016.

### Broad & diverse workforce

We have 2,500 employees across Victoria, New South Wales and South Australia, with contact centre operations in the Melbourne CBD, Geelong, India and the Philippines.

We find that when people feel comfortable about bringing their whole selves to work they do great things.

Our Diversity & Inclusion program is aimed at keeping employees connected to the business through flexible working options, supporting LGBTI+ colleagues and providing support for employees and their families impacted by domestic violence.

### The only acceptable number of injuries is zero

In both 2016 and 2019, we operated for a record 100 consecutive days without an injury – that's great, but the only acceptable number of injuries is zero.

We're committed to providing a safe workplace for every person at every site. Our approach is based on the early identification of risks and actively managing those risks so impacts are minimised or avoided.

Everyone has the right to go home safely from work each day.