

November 2024

# CEO Joint Accountability Forum

Energy Charter Forum





Powerlink acknowledges the Traditional Owners and their custodianship of the lands and waters of Queensland and in particular the lands on which we operate.

We pay our respect to their Ancestors, Elders and knowledge holders and recognise their deep history and ongoing connection to Country.



# Information

*Dear reader*

We publish information in connection with our customer panel on our website, for information purposes only.

While we make every effort to make sure the information is informative, this information may reflect works in progress and may be updated or amended from time to time.

You should not rely on the information as a substitute for obtaining your own detailed independent advice.

The information does not constitute legal, regulatory or business advice, and we do not guarantee its accuracy, suitability, fitness for purpose, reliability or completeness.

Information may include the views or recommendations of third parties and does not necessarily reflect the views of Powerlink Queensland or indicate a commitment by us to a particular course of action.

*Thank you*

# Agenda

Time	Session	Presenter
9:30am	Welcome	Gerard Reilly, GM Communications, Customer & Engagement, Powerlink
9:40am	Energy Charter	Sabiene Heindl, CEO
9:50am	Powerlink	Paul Simshauser, CE
10:10am	CS Energy	Darren Busine, CEO
10:30am	Break	
10:50am	Energy Queensland	Michael Dart, Chief Customer Officer
11:10am	Panel discussion	
11:40pm	Closing remarks	Gerard Reilly
12:00pm	Lunch and photos	





The Energy  
Charter

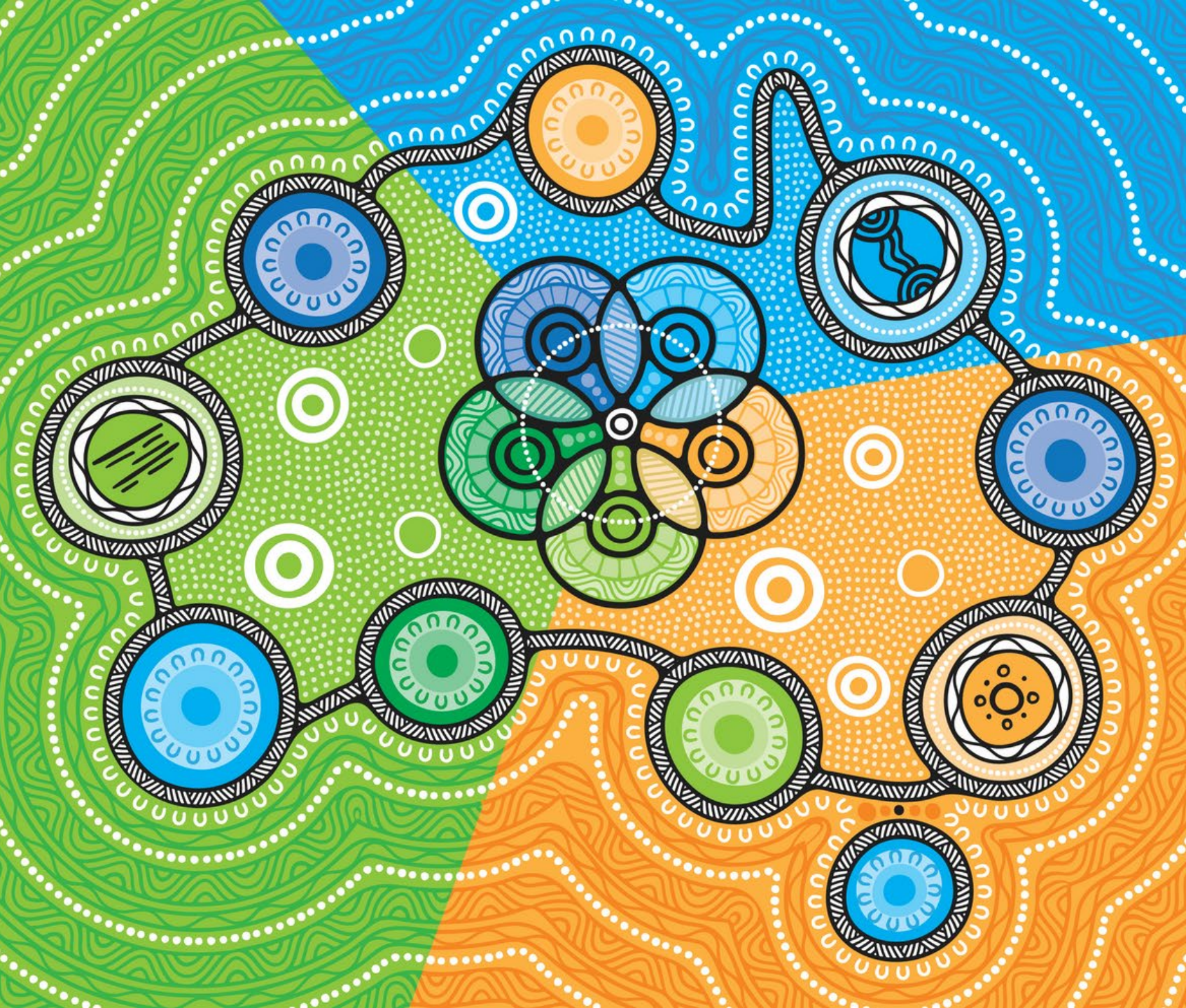
# Charting a Better Energy Future

QLD CEO Accountability Forum

11 November 2024

[www.theenergycharter.com.au](http://www.theenergycharter.com.au)





## Acknowledgement of Country

We acknowledge the  
Traditional Custodians of  
the land the Turrbal and  
Jagera People and pay  
respect to their Elders,  
past and present.

We recognise and value  
the continuing rich  
culture and the  
contribution of  
Aboriginal and Torres  
Strait Islander people.





The Energy  
Charter

Who are we?



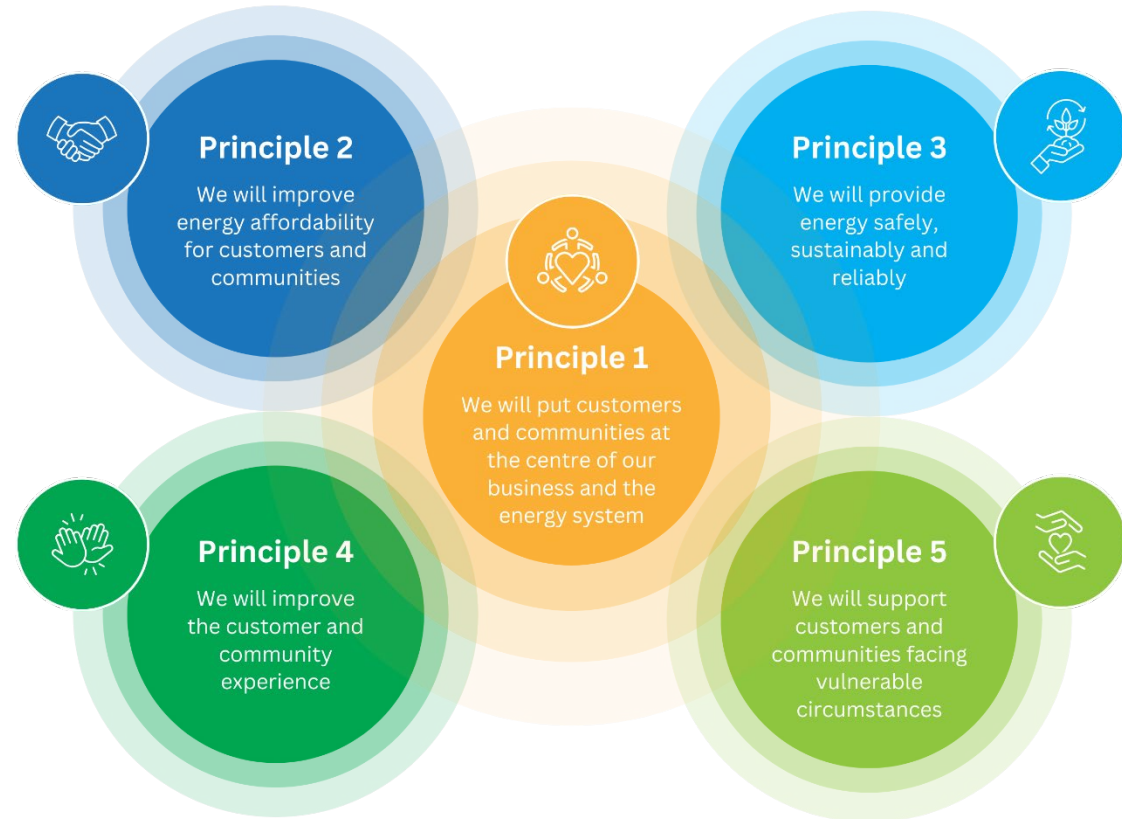


## We are the Energy Charter

A unique CEO-led coalition of like-minded energy organisations with a shared purpose and passion for customers and communities.

Together, creating a better energy future for all Australians.

Congratulations to CS Energy, Energy Qld and Powerlink as Foundational Signatories!



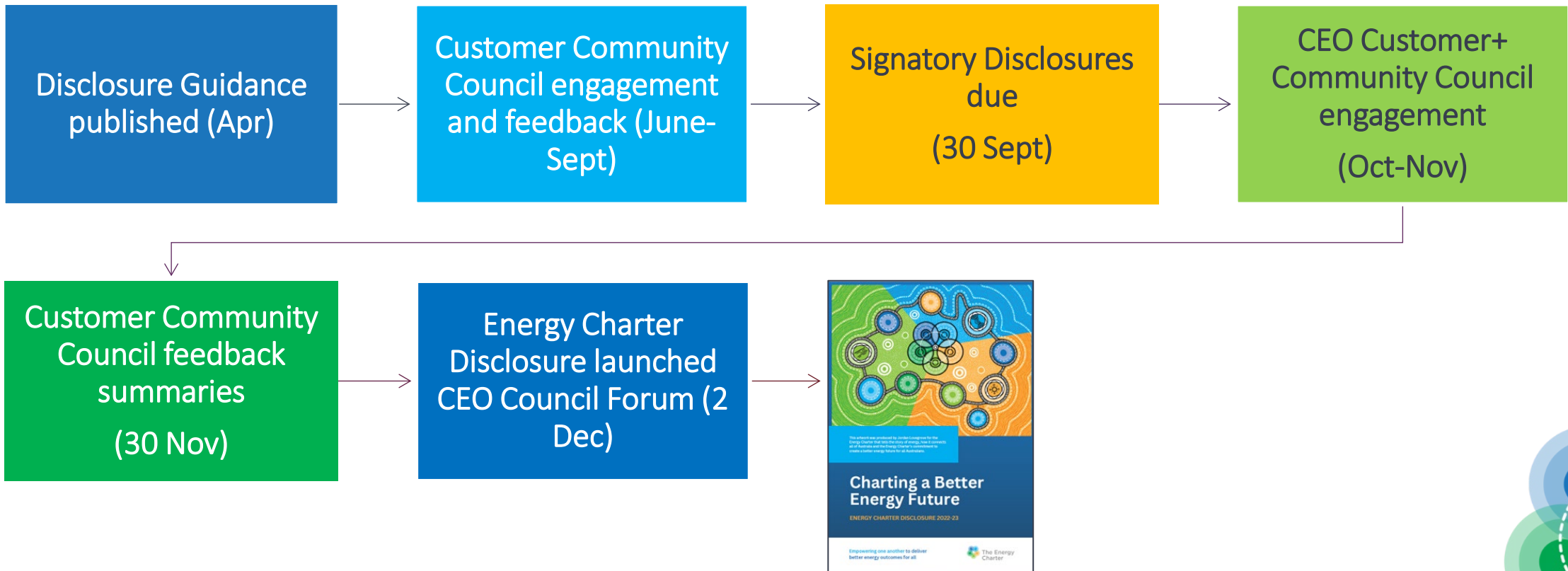
BE OPEN  
LEARN &  
IMPROVE!

THINK  
BIG  
BE BOLD!

BE  
INVESTED  
MAKE A DIFFERENCE!



# Accountability Process 2024







The Energy  
Charter

#BetterTogether



# #BetterTogether highlights

## Energy Transition

- [Biodiversity + Renewables](#) – launched Guide (Feb)
- [Better Practice Social Licence Guideline](#) – independent review (Jul)
- [AG Energy Social Licence Roundtable](#) – 8<sup>th</sup> national roundtable (Oct)
- [Queensland Renewable Energy Code](#) – co-design (May onwards)
- [Evaluating Transmission Undergrounding](#) – Community Hub launch (Dec)
- [National Landholder + Community Engagement Training](#) – hosted Powerlink (Feb)

## Energy Equity

- [Energy Concessions Awareness + Engagement Campaign](#) – seen by 1 in 5 Aussies
- [National Customer Code to Knock to Stay Connected](#) – Shared Value Award (May)
- [Life Support Customers](#) – Rule Change (Aug) + co-designing Back-Up plans (Dec)
- [Community Resilience](#) – co-designing Black-Out Plans (Dec)





# Training, Communities of Practice + Podcast

## National Landholder Engagement Training

Sign up for news of our next training in early 2025

We are **#BETTERTOGETHER**



## Community of Practice First Nations Engagement in the energy + water sectors

The #BetterTogether First Nations initiative is a collaboration between the Energy Charter and Water Services Association of Australia (WSAA).

Join us, we are **#BETTERTOGETHER**



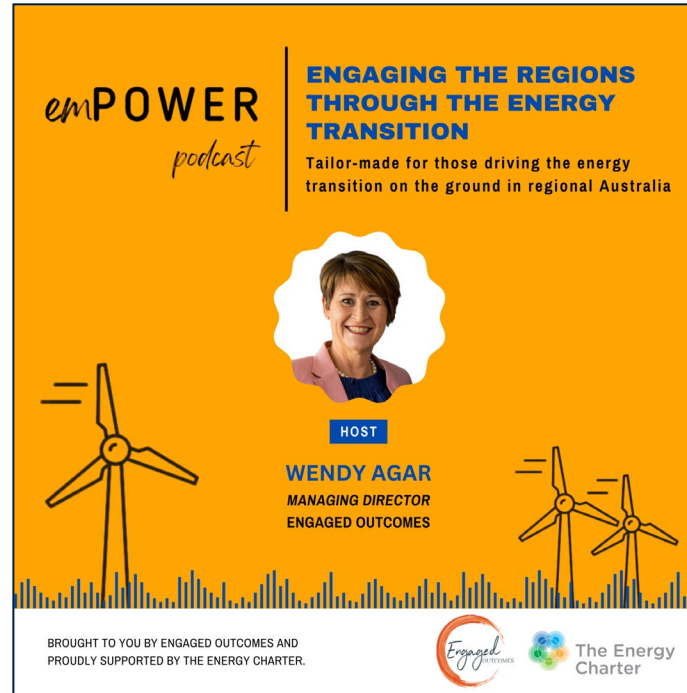
## emPOWER podcast

### ENGAGING THE REGIONS THROUGH THE ENERGY TRANSITION

Tailor-made for those driving the energy transition on the ground in regional Australia

**HOST**  
**WENDY AGAR**  
MANAGING DIRECTOR  
ENGAGED OUTCOMES

BROUGHT TO YOU BY ENGAGED OUTCOMES AND PROUDLY SUPPORTED BY THE ENERGY CHARTER.



## Building Trust Through Better Practice

Social Licence Community of Practice

Explore the challenges and the opportunities to build trust through the energy transition by engaging meaningfully, managing impacts, realising benefits and being accountable.

Join us, we are **#BETTERTOGETHER**



Together, creating a better energy future for all Australians







The Energy  
Charter

What's next?





## Focus areas for 2025+

1. Leadership of CEOs through new Energy Charter Board structure.
2. #BetterTogether collaboration with customer and community focused on:
  - **Energy equity** – cost-of-living crisis + natural disasters
  - **Energy transition** – building trust + social licence
3. Ongoing **accountability and transparency** with flexibility in Accountability Process.
4. Recruitment across parts of the energy supply chain, particularly renewable developers.



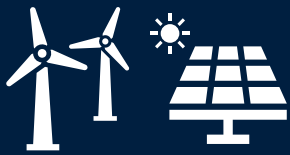
Paul Simshauser, CE

# Powerlink Queensland





# We exist to serve Queenslanders: our customer priorities



## Renewable Energy Zones

Targeted growth, community-aligned development.



## Scaling up for transition

Readying to deliver, mega projects, regionalisation.



## Streamlining Connections

More affordable renewables, faster.



## Priority Investments

Reliable, strategically staged, market informed backbone.



## Community Partnership

Early, coordinated engagement, shared benefits.

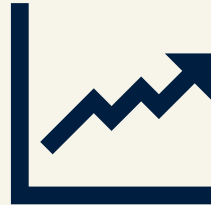


# Highlights



## Grid Telecomm Program

**High-speed internet** in black spots, essential services, emergency resilience supported.



## Managing new peak demand record

**Strategic focus** on resilient network performance with teams mobilised to ensure stability.



## Improved customer value via innovation

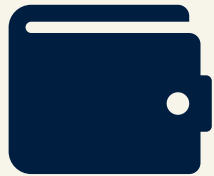
**Record-setting** drone stringing with less land impact. 132kV phase lifter enhances reliability.



## Partnership with QFF

**Stronger Ag-energy ties** with new role, sharing project info and aligning plans with farmer needs.

# Improvement areas



## Energy affordability

Streamline connections, optimise operations, partnering to support vulnerable customers.



## Management of Network Complexity

Advanced tech, real time responsiveness, strategic planning for network stability amid transition.



## Social Performance

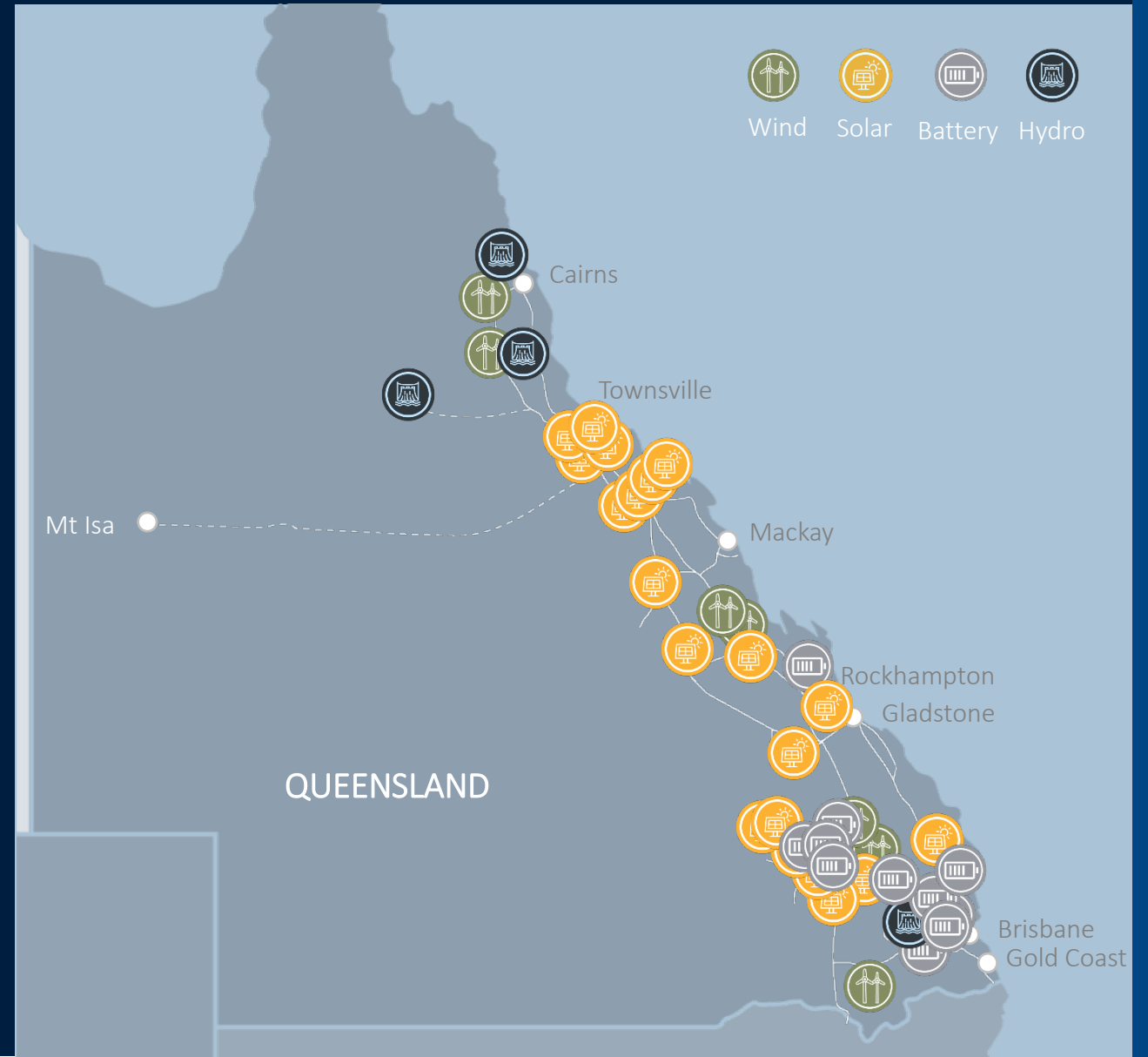
Community benefit sharing, importance of adjacent landholder payments, coordination.

# Queensland connections

43 renewable and storage projects operational or under construction with combined maximum output of 8,950MW

As at September 2024, 66 renewable applications being processed representing ~26,916MW

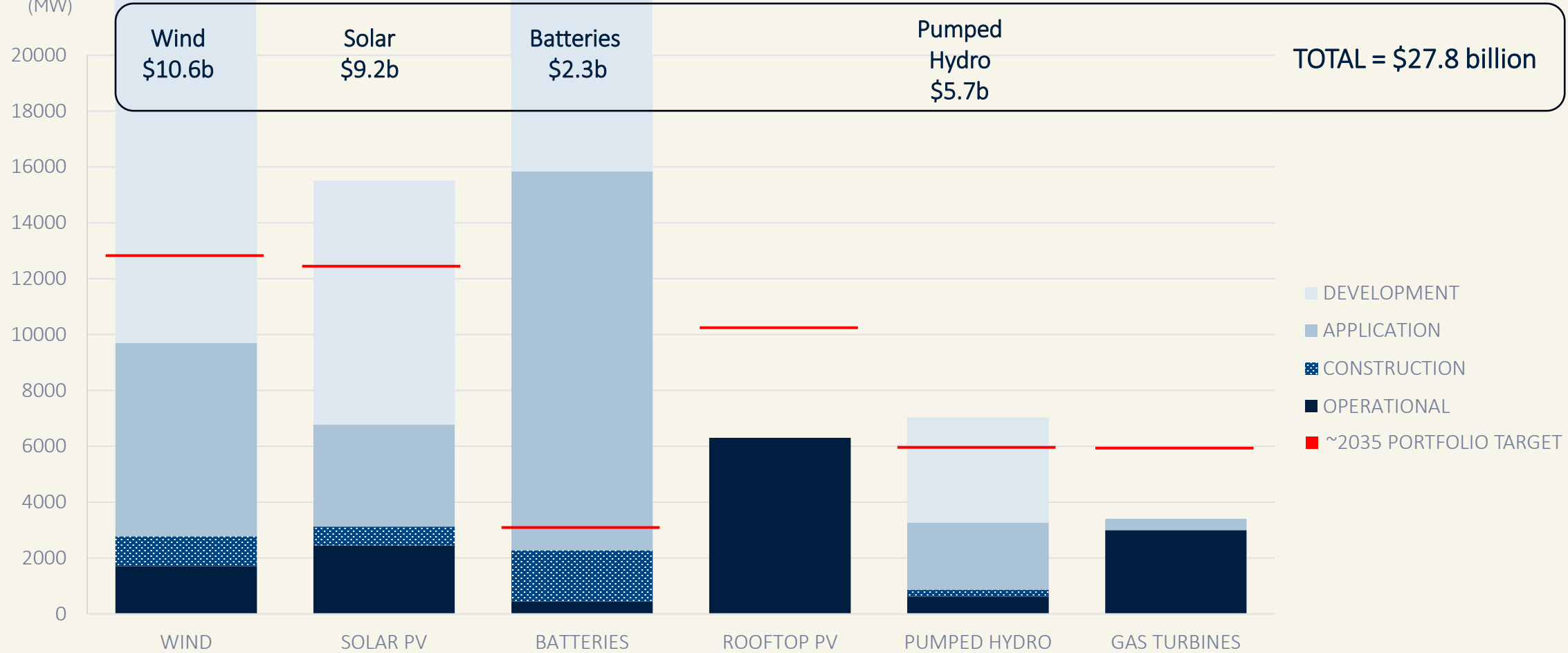
Projects at the enquiry stage (including early engagements) with combined max output of ~103GW





# Queensland forward pipeline

Sum of Capacity (MW)



# Transmission Backbone Evolution



# Transmission Backbone Evolution



- Access to more wind resources.
- Shortens transmission by 300km.
- Cuts connection costs.
- Lower energy prices.



# Queensland Renewable Energy Zones

- 12 identified, 3 in progress.
- Smaller, agile, more manageable.
- Market led and coordinated.
- Optimised for Queensland's energy potential.

## MAP KEY

-  Potential North and Far North Queensland Renewable Energy Zones
-  Potential Central Queensland Renewable Energy Zones
-  Potential Southern Queensland Renewable Energy Zones
-  Existing transmission lines





# Thank you



# Energy Charter Disclosure

November 2024



# Our portfolio and project pipeline

## Coal-fired generation

- 1 Callide B Power Station – 700 MW
- 2 Callide C Power Station – 848 MW, 50/50 JV
- 3 Kogan Creek Power Station – 750 MW
- 4 Gladstone Power Station – 1,680 MW, trading rights

## Renewables and firming

- 5 Chinchilla Battery – 100 MW/200MWh
- 6 Greenbank Battery – 200MW/400MWh
- 7 Kogan Renewable Hydrogen Demonstration Plant
- 8 Brigalow Peaking Power Plant – 400 MW
- 9 Columboola Solar Farm – 162 MW, Power Purchase Agreement
- 10 Moura Solar Farm – 56 MW, Power Purchase Agreement
- 11 Kennedy Energy Park – 60 MW, Offtake Agreement
- 12 Hughenden Solar Farm – 15 MW, Power Purchase Agreement
- 13 Lotus Creek Wind Farm – 285 MW
- 14 Banana Range Wind Farm – 230 MW, multi-party project
- 15 Boulder Creek Wind Farm – 228 MW, 50/50 JV
- 16 HyNQ – multi-party project
- 17 Capricornia Energy Hub – 1.4 GW, multi-party project

## Retail

- 18 Large commercial and industrial – Queensland
- 19 Alinta Energy 50/50 joint venture – South East Queensland

## Coal assets

- 20 Kogan Mine ML 50074 – 130 Mt, MDL 335 – 400 Mt



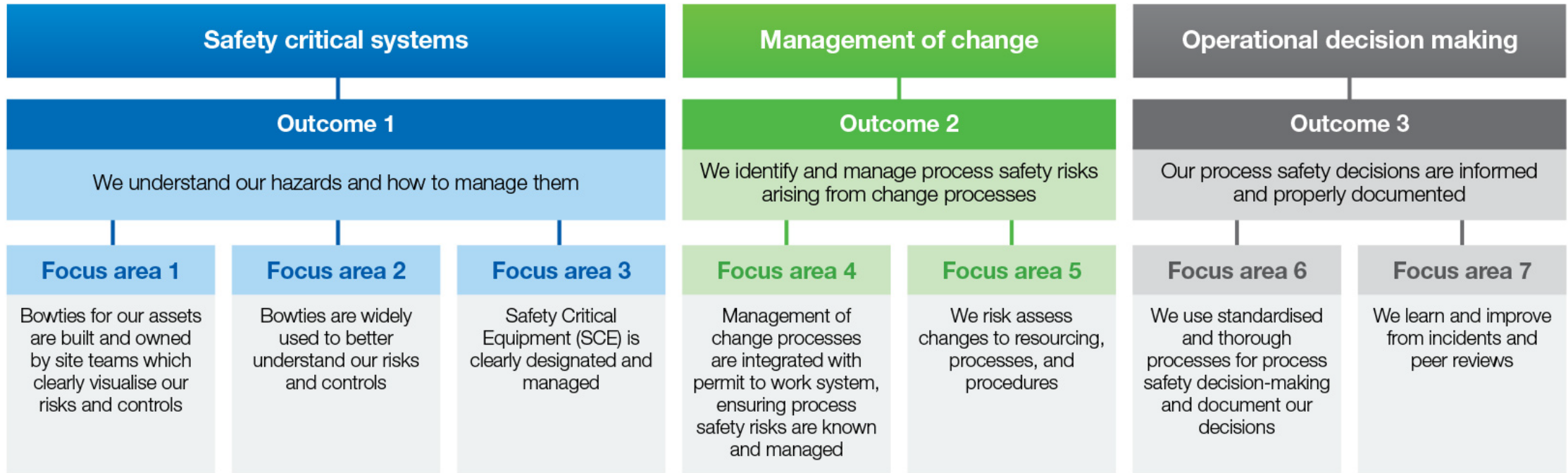




# Top community and customer outcomes in FY2024

1. Sharing learnings from the incidents at Callide C Power Station
2. Continued to deliver our Retail Transformation Program to improve the customer experience
3. Accelerating our multi-year battery strategy
4. Established a baseline understanding of social impact

# Our plan to be better, safer CS Energy



**Knowledge and systems Integration**

We capture, organise and store knowledge so that it is accessible and helps our employees make informed decisions. Our systems facilitate the seamless exchange and sharing of knowledge and information.

**Governance and assurance**

We monitor and check work and prioritise improvement opportunities to be safer. We test the robustness of our systems, procedures, and controls against good industry practice. We are accountable.

**People and culture**

We use our systems and processes to identify potential failures before they occur. We foster a culture of learning from mistakes and encourage people at all levels to speak up, share knowledge and contribute to decision making processes.



# Looking back





# 1

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

- FY22
- FY23
- FY24

Elementary

Emerging

Evolving

Empowering

Exceeding



FY25 target

Retail Transformation  
Building relationships





# 2

## We will improve energy affordability for customers

- FY22
- FY23
- FY24

Elementary

Emerging

Evolving

Empowering

Exceeding



FY25 target

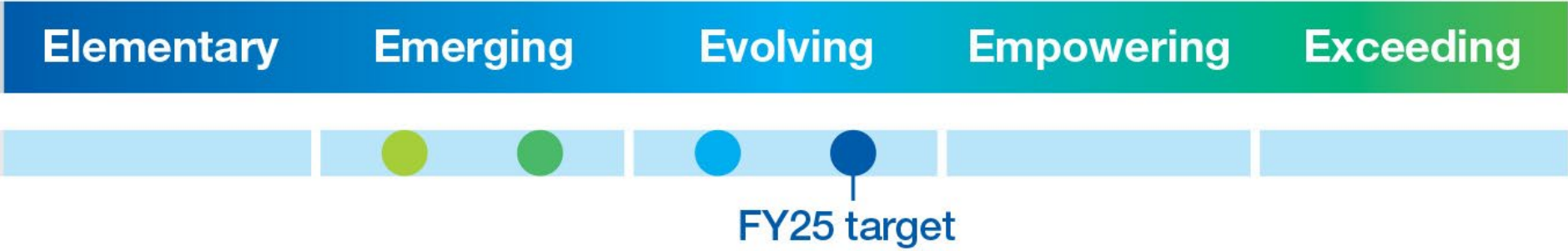
Diverse product offering  
Maintaining our assets



# 3

## We will provide energy safely, sustainably and reliably

- FY22
- FY23
- FY24



Safer, better CS Energy  
Develop clean energy hubs  
Callide vision  
Start HHERA for PFAS







# 4

## We will improve the customer experience

- FY22
- FY23
- FY24

Elementary

Emerging

Evolving

Empowering

Exceeding



FY25 target

Customer portal  
Cloud based CRM





# 5

## We will support customers facing vulnerable circumstances

- FY22
- FY23
- FY24

Elementary

Emerging

Evolving

Empowering

Exceeding



FY25 target

Implemented RAP  
Social impact  
Alinta + Uniting





# Looking forward





# 1

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

- FY22
- FY23
- FY24

Elementary

Emerging

Evolving

Empowering

Exceeding



FY25 target

Trusted partner  
Proactively working with  
customers  
Energy contracts to  
expanded portfolio

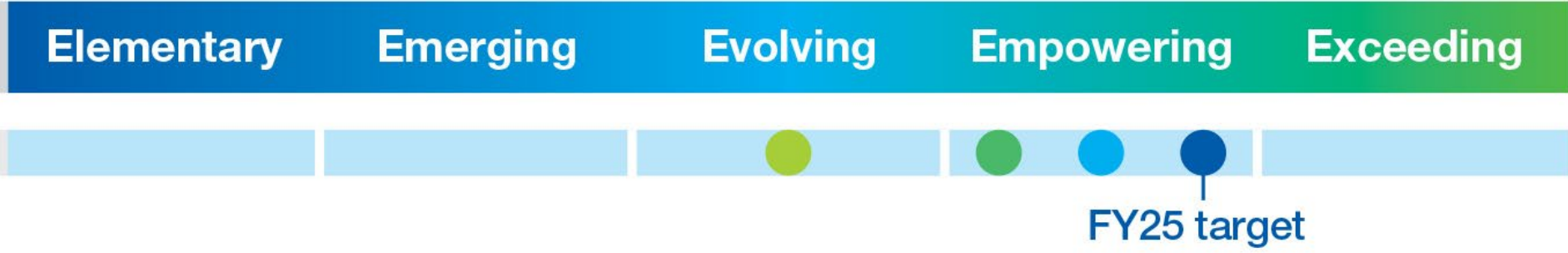




# 2

## We will improve energy affordability for customers

- FY22
- FY23
- FY24



Tailored solutions  
Behind the Meter strategy





# 3

## We will provide energy safely, sustainably and reliably

- FY22
- FY23
- FY24



Full capacity portfolio  
Report against safer, better  
CS Energy  
Expand portfolio  
Complete HHERA for PFAS





# 4

## We will improve the customer experience

- FY22
- FY23
- FY24

Elementary

Emerging

Evolving

Empowering

Exceeding



FY25 target

Launch customer portal  
Increase products & services  
Third customer feedback survey





# 5

## We will support customers facing vulnerable circumstances

- FY22
- FY23
- FY24

Elementary

Emerging

Evolving

Empowering

Exceeding



FY25 target

Expand into new regions  
Support for Indigenous  
community





# Vision and strategy for the next year





# Break time

An aerial photograph of Brisbane, Australia, at dusk. The city skyline is visible with numerous skyscrapers, some of which are illuminated. The Story Bridge is a prominent feature, illuminated with blue lights. The city lights reflect on the water of the river. The sky is a mix of orange, purple, and blue, indicating the time is either sunset or sunrise.

# emPowering Queenslanders



A wide gravel road stretches into the distance under a clear blue sky. On the right side of the road, there is a dense field of tall sugarcane stalks. Several utility poles with power lines are visible along the road. A white car is driving away in the distance. The overall scene is bright and sunny.

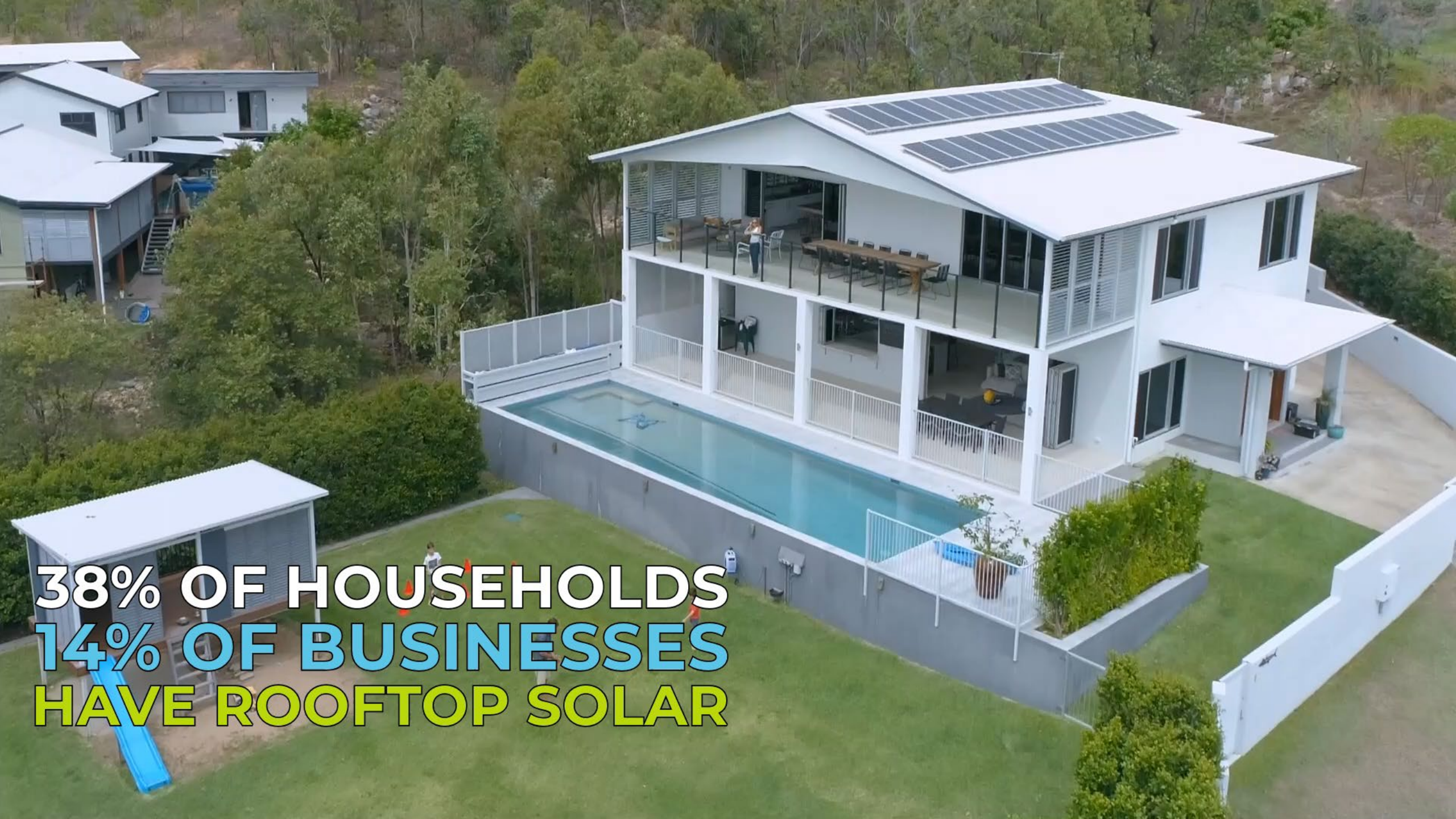
2.3 MILLION CUSTOMER  
CONNECTIONS  
TWEED HEADS TO  
TORRES STRAIT  
1.7 MILLION POLES  
200,000KM OF POWERLINES  
33 ISOLATED NETWORKS





THE WORLD IS NOW  
ADDING UP TO  
**ONE**  
GIGAWATT  
OF SOLAR  
ON SOME DAYS





**38% OF HOUSEHOLDS**  
**14% OF BUSINESSES**  
**HAVE ROOFTOP SOLAR**





# BALANCING SUPPLY AND DEMAND





This vehicle is fitted with a Metasat Proport Telematic System

Metasat Australia  
Metasat Australia Pty Ltd  
1300 734 832

Metasat Proport Telematic System  
Metasat Australia Pty Ltd  
1300 734 832





**DEMAND  
FORECASTING  
GRID**

**OPTIMISATION  
PREDICTIVE  
MAINTENANCE**









A COMPLETE TRANSFORMATION  
**OF HOW WE POWER  
OUR DAILY LIVES**  
AND THE GLOBAL ECONOMY







THANK YOU



Closing  
remarks

