

# EnergyAustralia

## about us

Our purpose is to lead and accelerate the clean energy transformation for all.

### Who we are

EnergyAustralia is a leading energy retailer and generator with 2.4 million accounts across eastern Australia.

Our heritage dates back almost a century. Today, we supply energy to our residential and business customers from a modern energy portfolio, underpinned by coal and gas power plants, as well as renewable 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 operate on Aboriginal land and acknowledge the continuous connection First Nations peoples have to Country and culture.

### Our values

Energy is fundamental to daily life, allowing people to work and play.

Our job is to make, buy and supply cleaner energy for our customers in a way that is reliable, affordable and sustainable for all.

We're doing the right thing by our customers and leading change as the only major retailer who is a signatory to the Energy Charter.

The Energy Charter is an industry led initiative focused on embedding customer-centric culture and conduct in energy businesses to create real improvements in service delivery.

Through the Energy Charter, we share best practices and collaborate on #BetterTogether initiatives that aim to solve customer problems.

In October 2020, we ranked in the top five energy companies on customer experience by CSBA, Australia's leading customer service and experience benchmarking provider.

### Our approach to energy

The current Australian energy system is underpinned by coal, however the transition to cleaner energy to address climate change is already underway.

Our long-term renewable agreements are worth almost \$3 billion and underpin 7.5 per cent of the large-scale wind and solar projects in the National Electricity Market (NEM).

Our goal is to be carbon neutral by 2050.

Since 2016, we have given our customers the opportunity to offset their emissions from home electricity use at no extra cost to them. We expanded our Go Neutral program to home gas use in May 2020.

We added Business Carbon Neutral in June 2020, helping our business customers offset their electricity emissions and display their carbon credentials for a flat fee.

Our extensive demand response program, PowerResponse, helps lower peak demand across the energy system so that it's not necessary to build as much new generation.

Our participating customers can save money by using less energy during peak demand events.

In 2018, we completed Victoria's first two battery storage facilities with a combined capacity of 55 MW, equivalent to 80 MWh.

We're also exploring new approaches, such as an energy recovery project at the existing Mt Piper power station in New South Wales and pumped hydro storage opportunities.

Our challenge is to make sure we use our existing coal-fired assets to support the integration of new, cleaner sources of power.



**\$2.4M**

Electricity and gas accounts



**~\$3B**

Long-term renewable agreements



**+5000 MW**

Energy portfolio capacity



**2050**

Our goal is to be carbon neutral by 2050



**Energy Charter**

The only major retailer who is a signatory to the Energy Charter



**Top 5**

Energy companies on customer experience Oct 2020

Our purpose is underpinned by our values - customers are our priority, do the right thing and lead change.

## Our asset & energy portfolio

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

We have two large coal-fired power stations at Yallourn in Victoria's Latrobe Valley and Mt Piper near Lithgow in New South Wales. Our generation fleet includes gas-fired plants such as Tallawarra, Australia's most thermally efficient gas-fired plant in New South Wales as well as Newport and Jeeralang in Victoria.

## Doing the right thing and leading change

At EnergyAustralia, we recognise Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the land on which we operate and the communities we serve. Our goal is to build working relationships with Aboriginal and Torres Strait Islander peoples and communities more broadly.



Smoking ceremony conducted by Wurundjeri Traditional Owner, Ron Jones, at our Melbourne offices during National Reconciliation Week.

It is through our Reconciliation Action Plan (RAP), that we recognise and embrace Aboriginal and Torres Strait Islander peoples and cultures in the way we work.

Our Workplace Giving program has one of Australia's highest participation rates and through it our people and company are on track to donate close to \$1 million in just three years.

Our people are encouraged to volunteer; in 2019 we put almost 5000 hours of time back into supporting the community.

Our Workplace Giving program placed Silver in the 2020 Workplace Giving Excellence Awards.

Helping the most vulnerable people in our community is important. Today, our industry-leading hardship program, *EnergyAssist*, supports more than 23,000 customers get in control of their energy usage and bills.

## Broad & diverse workforce

We have over 2300 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.

In 2018, we closed the gender pay gap overnight and PRISM, our LGBTIQ+ community group was named network of the year.

## The only acceptable number of injuries is zero

In 2020, we operated for a 46 consecutive days without an injury and had fewer injuries than the previous year – 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.



**Top 3**  
Placed Silver in the 2020 Workplace Giving Excellence Awards



**\$1M**  
On track for \$1M Workplace Giving donations in three years

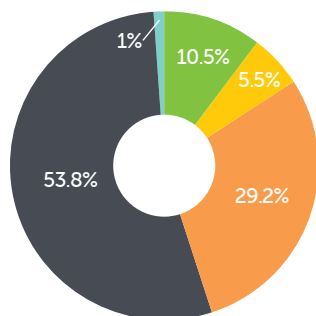


**~5000**  
Community hours put in by our people



**+2300**  
Employees forming a broad and diverse workforce

<b>Wind (562MW)</b>	<b>Gas (1,567MW)</b>
Cathedral Rocks (33MW)	Hallett (215MW)
Mortons Lane (19.5MW)	Newport (500MW)
Waterloo (56MW)	Jeeralang (432MW)
Gullen Range (165.5MW)	Tallawarra (420MW)
Boco Rock (113MW)	<b>Coal (2,880MW)</b>
Taralga (107MW)	Yallourn (1,480MW)
Bodangora (68MW)	Mount 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)	



<b>Owned assets</b>	<b>Power purchase agreements</b>
1 Cathedral Rocks	8 Boco Rock
2 Hallett	9 Bodangora
3 Jeeralang	10 Coleambally
4 Mount Piper	11 Gannawarra
5 Newport	12 Gullen Range
6 Tallawarra	13 Manildra
7 Yallourn	14 Mortons Lane
	15 Ross River
	16 Taralga
	17 Waterloo
	18 Ballarat

