



**2005** Health, Safety, Environment and Community Report



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## TRUenergy has maintained positive, open associations with our customers and stakeholders, as well as the local communities in which we operate.

For over 20 years, our business has provided an essential service to households and businesses.

During this time, the Australian energy industry has undergone significant transformation. 2005 was a case in point, with unprecedented merger and acquisition activity as well as considerable changes to the commercial and regulatory environment.

Further change is imminent. From 1 July 2007, Queensland customers will be able to choose their energy retailer. In NSW, the State Government is looking for private sector investment in energy efficient generation to maintain supply reliability.

We have also experienced significant changes of our own.

In June 2005, we launched our new business and brand, TRUenergy. One year on, we are moving rapidly to realise our goal of becoming Australia's leading integrated energy business.

Throughout these changes, TRUenergy has maintained positive, open associations with our customers and stakeholders. We are also a keen supporter of local communities and partner with a range of highly-regarded social and environmental organisations. In many cases, our status and reputation is greatly enhanced by the hard work and goodwill of our employees.

I would like to thank everyone who contributed to the many achievements outlined in this report and look forward to another year of exciting opportunities and success for TRUenergy.'

**Richard McIndoe**  
Managing Director



### 2005: What did we achieve?

- We merged the TXU merchant energy business, Yallourn Energy and Auspower to create our new business and brand, TRUenergy.
- We purchased 581,730 megawatt hours (MWh) of clean, green renewable energy, more than double our 2005 target.
- Sales of our government accredited Green Power products increased significantly—75% more businesses and 35% more households opted to buy green energy.

### About TRUenergy

At TRUenergy, we're excited about gas and electricity.

We stake our reputation on understanding our customers and delivering competitive, straightforward products and services that meet their energy needs.

Currently, we service 1.1 million business and household accounts throughout Victoria, South Australia, NSW, Queensland and the ACT and are actively seeking to establish our presence in new markets as they open.

Our business also manages a diverse range of generation, mining and gas processing assets and we have established a number of long-term purchase agreements with upstream gas suppliers and renewable energy producers, including hydro, wind and biomass ventures.

We employ over 1250 people in Victoria and South Australia, and are focused on becoming Australia's leading integrated energy company.

### The CLP Group

TRUenergy is a wholly-owned subsidiary of the CLP Group, one of the largest investor-owned power businesses in the Asia Pacific region. The business operates an expanding range of power assets and investments with a market capitalisation of US\$14 billion.

CLP's existing Australian assets, the Yallourn power station and mine and Auspower, a successful industrial and commercial energy retailer were merged with the former TXU merchant energy business, purchased by CLP from Singapore Power in May 2005. The outcome of this merger was the creation of our new business and brand, TRUenergy.



More information about the CLP Group can be found at [www.clpgroup.com](http://www.clpgroup.com)

### The launch of a new company

2005 was a big year for us in many ways but no event was more important than the creation of our new business and the launch of our new brand, TRUenergy.

Our new business brand unified our operations, helping to create a stable, integrated platform for growth, and signalled the creation of a vibrant, new energy company.



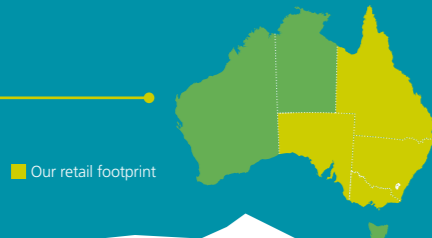
- TRUenergy Torrens Island launched a community partnership with South Australian Seabird Rescue and agreed to fund the building of Australia's first dedicated seabird rescue facility on our power station compound.
- We were the only Australian energy retailer to be recognised as an Employer of Choice for Women.
- We signed on as principal supporter of Reach, a non-profit organisation dedicated to encouraging young people talk openly and inspire them to dream, for a further two years.

# Our operations

## Retail

TRUenergy Retail provides products and services that are valued by our customers.

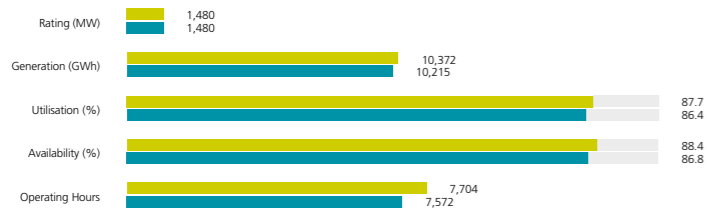
We aim to be the first choice for householders and small businesses seeking flexible yet affordable energy options. We also recognise the value of industrial and commercial business customers and provide transparent energy contracts backed by a strong service ethos.



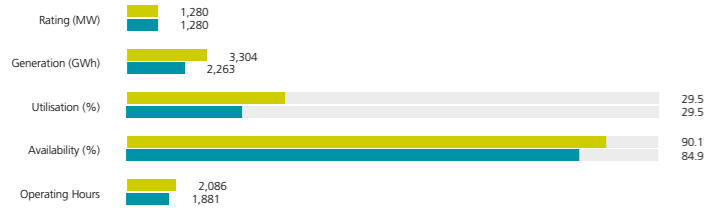
## TRUenergy operating characteristics of major assets

● 2004 ● 2005

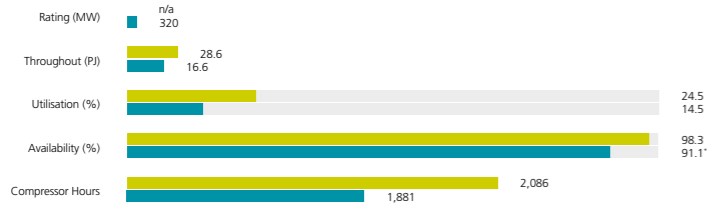
### Yallourn Power Station\*



### Torrens Island Power Station\*\*



### Iona Gas Storage Facility



\* Baseload Plant    \*\* Intermediate to peaking plant    \*\*\* Construction outage

## TRUenergy Torrens Island

The Torrens Island Power Station is the largest power station in South Australia. On a typical day, we supply approximately one quarter of South Australia's electricity.

Natural gas is used to power our eight generator units; fuel oil can also be used in an emergency. This unique 'dual fuel' capacity means we can contribute to the state's power supply whenever needed, 24 hours a day, 365 days a year.

## SEAgas pipeline

We own a one third share in the strategically important Melbourne to Adelaide SEAgas pipeline. SEAgas greatly enhances security of gas supply to customers by creating a link from South Australia to our natural gas storage facility at Port Campbell.

## TRUenergy Gas Storage

Our gas storage facility is located on the south west coast of Victoria, close to the Great Ocean Road and the historical maritime town of Warrnambool.

Constructed in 1999, the facility was the first commercial underground gas storage plant in Australia. Built over a prehistoric sandstone reservoir, the plant provides a physical storage solution for retailers and wholesalers wishing to deposit natural gas for later sale to energy markets in South Australia and the eastern states. The facility has the capacity to store up to 12 petajoules of natural gas and can help meet market demand by supplying up to 320 terajoules of gas a day.

The plant provides gas storage services using the Iona gas field and processes gas from the Santos-operated offshore Casino project. Gas is transported to and from the gas plant to Victorian customers via the South West pipeline and between the plant and the Adelaide market via the SEA gas pipeline.

## TRUenergy Tallawarra

TRUenergy will develop Australia's most energy efficient gas-fired power station at Tallawarra, near Wollongong. When completed in 2008/09, the environmentally friendly power station will generate 400 megawatts (MW) of electricity, which will help to maintain supply reliability for businesses and households in NSW.

Tallawarra will use the latest high efficiency combined cycle gas-fired power generation technology. The power station will produce around 50% less greenhouse emissions than most existing generation plants – equivalent to removing more than a quarter of a million cars from our roads every year.

## TRUenergy Yallourn

The Yallourn coal-fired power station and coal mine is located in the Latrobe Valley, 150 kilometres east of Melbourne. Every hour, 2,400 tonnes of brown coal is used to boil water into superheated steam to drive the power station's four turbine generators.

These turbines have a combined capacity of 1,480 MWh of electricity and generate approximately 10,500 gigawatt hours (GWh) per year—enough electricity for 22% of Victoria's electricity needs.

In 2001, a major investment to upgrade the power station and mine commenced, including a AUD\$50 million upgrade of the power station, the AUD\$120 million Morwell River diversion and AUD\$20 million for the introduction of state-of-the-art mining technology.

We conduct our business in accordance with industry codes of practice and government legislation. Alongside this, we design and implement our own initiatives to mitigate our environmental impact and enrich the communities in which we operate.

**About this report**

This report outlines our environmental, social and occupational achievements for the period 1 January – 31 December 2005. Prior to June 2005, we operated as two separate businesses with distinct approaches to corporate governance and reporting. Much work has since been done to integrate our operations. Development of new, consistent policies, processes, reporting, and performance targets is ongoing and will take more time to complete.

Despite our newly combined business being less than a year old, we are reporting on our performance, across the organisation, in as much detail as possible. In future years, we will integrate our approach to sustainable management and extend our reporting practices to include the use of targets so we can report on longer-term trends.

We have followed the Energy Supply Association of Australia's (esaa) Social and Environmental Performance Indicators for the Australian Electricity Industry as a guide for the development of this report. TRUenergy is a signatory to the esaa's Code of Sustainable Practice.

**Our approach to corporate responsibility**

While we are focused on building a strong and secure business, we recognise our obligation to conduct all our activities with due regard for the environment, our stakeholders and the community. We work hard to ensure all of our employees and contractors have the knowledge, training and tools to work responsibly, and to ensure ethical business practice is part of our corporate culture.

We conduct our business in accordance with industry codes of practice and government legislation. Alongside this, we design and implement our own initiatives to mitigate our environmental impact and enrich the communities in which we operate.

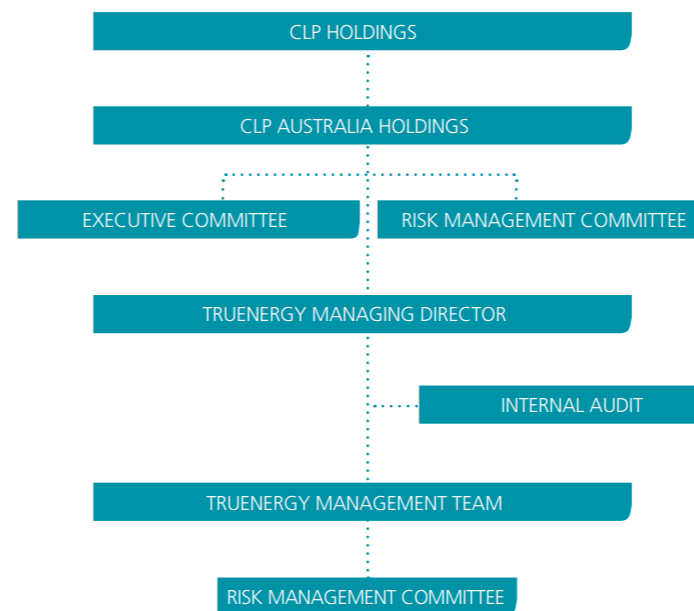
We report our health, safety, environment and community performance annually. In the coming months we will also publish a number of new policies – including our Environmental Policy, Disability Action Plan and our Customer Hardship Policy – for the benefit of our stakeholders.

Independent audits verify our considerable efforts to inform, engage and communicate with the community on environmental, social and economic issues related to our activities. As demand for energy increases, we will continue to promote resource and energy efficiency and help our customers obtain greater value for their energy dollar.

**Corporate governance**

Introducing a Code of Conduct and a complete set of corporate governance principles has been a key priority of our new business since our launch in June 2005. All corporate governance policies and practices are now in place and have been widely communicated to employees. Our new governance structure will ensure we are accountable and transparent, and are well resourced to prevent conflicts of interest, fraud and other improper conduct.

**Our corporate governance structure**



**Risk management**

Identification and management of risk is critical in the energy sector, a capital intensive industry that, by and large, generates returns only over the longer term. TRUenergy applies a top tier risk management structure that segments risk into two broad categories, enterprise risk and market risk.

Enterprise risk management focuses our efforts on minimising the effects of risk on our businesses capital and earnings. This includes financial, strategic, operational, and other risks. Our overall objective is to act prudently to ensure that we have adequate cash flow and access to funding sources from our established businesses to fund our working capital requirements, debt service payments and potential new investments.

Our exposure to market risks is managed on a strategic and tactical level. We employ a variety of risk metrics to identify and reduce our exposure to any excessive market risks and apply risk limits to traders' or portfolio managers' activities. In addition, a comprehensive governance process is in place to provide management oversight of trading activities.

TRUenergy's Risk Management Committee meets on a regular basis to review the overall risk management policies and positions of TRUenergy. In addition, our internal audit team is responsible for auditing all aspects of our activities and reporting on the effectiveness of our risk mitigation measures. These audits complement regular appraisals completed by external audit teams. Dedicated risk managers within each business unit are accountable for identifying, prioritising and reporting specific business unit risks. Our focus also extends to risks related to corporate responsibility. Our new business is working to formally frame our position on major environmental and social issues, to pursue new opportunities and to preserve community and stakeholder trust in our ability to manage our business responsibly.

Our Code of Conduct outlines our responsibilities as employees of the company. It puts all employees, officers and directors under specific obligations, adding more stringent obligations for certain individuals.

#### Conduct in the workplace

Our Code of Conduct outlines our responsibilities as employees of the company. It puts all employees, officers and directors under specific obligations, adding more stringent obligations for certain individuals.

Consistent with good corporate practice, we also abide by our TRUenergy Group Authority Manual and our new Company Management Authority Manual (CMAM), which set out review and approval requirements for business decisions. Following the acquisition of TRUenergy in May 2005, the Board of CLP Australia Holdings Pty Ltd approved our CMAM and Authority Manual, with effect from 1 October 2005; both manuals were then rolled out to employees over 19 separate training sessions.

#### Equal opportunity

Our Equal Opportunity Policy aims to provide employees with equal access to opportunities that are available at work. Our practice is to treat one another with fairness and respect, without discrimination or harassment. Equal Opportunity and Code of Conduct training is a key feature of our online learning program; employees also complete Equal Opportunity refresher training every 18 months.

In 2005, TRUenergy was the only retailer to be recognised as an Equal Opportunity for Women in the Workplace Agency (EOWA) Employer of Choice.

#### Bribery and corruption policies and practices

TRUenergy conducts all business without undue influence, and abides by all laws and regulations governing the prevention of bribery and corruption. Our Code of Conduct requires our employees to demonstrate good judgment and to practise moderation when giving and receiving business gifts and entertainment.

#### Anti-competitive behaviour policies and practices

TRUenergy is committed to compliance with all applicable laws and regulations governing anti-competitive behaviour. External legal specialists in trade practices law conduct annual training sessions for employees

#### Whistleblowers policy

We work to create an environment where people feel safe to report any wrongdoing without fear of reprisal. Our Code of Conduct and Whistleblower Policy encourage employees to report any wrongdoing they have witnessed or know about.

#### Political donations and lobbying

While our employees are free to actively involve themselves in political activities, we do not endorse associations that represent a potential conflict of interest. As such, employees are not authorised to make any political contribution on behalf of TRUenergy, use any TRUenergy resources to assist a candidate or elected official in any campaign, or coerce another TRUenergy employee to vote in a particular way.



### Corporate values

Our approach to our work is driven by our values – they underpin how we run our business and are reflected in how we behave.

TRUenergy:

- cares for people
- cares for the community
- cares for the environment
- cares for performance
- respects laws and regulations
- values innovation and knowledge.



Environment report

At TRUenergy,  
environmental stewardship  
is integrated into our  
daily operations and  
decision-making processes.



# Environment report



## Environmental Policy

Our Environmental Policy provides the framework for our commitment to responsible environmental management. We uphold environmental, social and heritage laws and regulations for each of the states and territories in which we operate and comply with the Energy Supply Association of Australia's (esaa) Code of Environmental Practice. In 2005, we reinforced our commitment to the principles and practice of pragmatic sustainable development by becoming a signatory to the esaa's Code of Sustainable Practice.

### TRUenergy's Environmental Policy highlights our commitment to:

- complying with environmental, social and heritage laws and regulations
- developing continuous improvement plans, setting goals and tracking progress of our environmental performance
- reporting the environmental performance of our business
- consulting with the community on significant environmental matters
- promoting energy and resource efficiency in our operations and amongst our customers

A priority of our new business as we transition towards full integration, is the development of an ISO 14001 accredited Environmental Management System that will apply to all of our business operations.

All of us have a responsibility to protect the natural environment. At TRUenergy, environmental stewardship is integrated into our daily operations and decision-making processes. This helps us to balance our responsibility to meet the energy needs of our customers with our duty to protect the environment.

### Environmental management systems

Our heavy industry operations are certified to international Environmental Management Systems standard ISO 14001, meaning they systematically assess, manage and monitor their environmental performance against established targets.

A priority of our new business as we transition towards full integration, is the development of an ISO 14001 accredited Environmental Management System that will apply to all of our business operations.

In 2005, two external surveillance audits at TRUenergy Torrens Island were successfully completed by National Association of Testing Authorities (NATA) and Enviromanagement. These audits confirmed the power station is complying with all requirements of its Environmental Management System.

TRUenergy Yallourn's Safety Health and Environmental Management System (SHEMS) is accredited to AS4801 Safety Management System and the ISO14001 Environmental Management System. Two external surveillance audits were completed in 2005, resulting in formal recertification.

TRUenergy Torrens Island and TRUenergy Gas Storage's ISO14001 Environmental Management Systems – certified in 2002 – will be subject to re-certification audits in 2006.

### Legislative compliance

The regulatory framework within which we operate impacts on every part of our business, including price, product offerings, market conduct, production and business structure.

We regularly assess our performance to make sure we comply with the requirements of our energy licences, and with all statutory, regulatory and contractual requirements relevant to our business.

Compliance is the responsibility of every employee. In 2005, we continued rollout of our compliance training program, specifically helping our retail employees develop a sophisticated understanding of the Retail Codes and the Fair Trading Act.

### Compliance auditing

TRUenergy's risk and compliance coordinators are accountable for ensuring we comply with all relevant obligations. Compliance is frequently audited by our risk and compliance team and performance results tracked via a central database. Results are compiled and analysed before being presented to the relevant reporting authorities.

### Complaints

In 2005, six public complaints were received by TRUenergy Yallourn – significantly fewer than the previous year's total of 22. Of these public complaints, three were in relation to power station noise; two, power station dust; and one, mine dust. All of the public complaints received in 2005 were successfully investigated and resolved.

One complaint related to gas odour was received by TRUenergy Gas Storage. The source of the complaint was investigated and repairs to a faulty pipe valve were made – the incident was also reported to the Environment Protection Authority (EPA). No complaints were received by TRUenergy Torrens Island.

New projects will reduce the greenhouse gas intensity of our power station operations and result in lower greenhouse gas emissions for each unit of electricity we supply.

#### Noise

Operation of gas compressors by TRUenergy Gas Storage must stay within noise limits set out in our EPA licence. Personnel test noise levels each week, by taking measurements from two derived measurement points, and in response to complaints from neighbouring properties. Throughout 2005, noise-testing results were within the EPA limits.

#### Air and water quality

Emissions, mainly carbon dioxide, are created as a result of our electricity generation operations at Yallourn and Torrens Island. Emissions are also produced as a result of natural gas processing procedures at our gas storage plant. As licensed operators of these facilities, we regularly monitor and report our carbon emissions and our greenhouse emission reduction strategies. Specific licence arrangements for each site also require us to report on other environmental conditions, such as water use, waste treatment and noise emissions.

#### Greenhouse emissions

TRUenergy Yallourn is actively seeking accreditation under the NSW Greenhouse Gas Abatement Scheme, where cost effective opportunities exist for plant improvements that show measurable efficiency gains. New projects will reduce the greenhouse gas intensity of our power station operations and result in lower greenhouse gas emissions for each unit of electricity we supply.

In 2005, we instigated a major upgrade of our Unit Three Turbine. Completed in November, the project included installation of new glands, seals and high performance blading and has resulted in significant greenhouse gas abatement savings of around 100,000 tonnes per year.

Greenhouse gas emissions are produced during the process used to treat native gas stored at our gas storage plant. As a result of lower demand for processed gas, greenhouse gas emissions from TRUenergy Gas Storage fell 33% to 14.82 kilotonnes (kt) in 2005. Greenhouse emissions from TRUenergy Torrens Island fell 23% to 1272 kt.

#### Other emissions

Nitrogen oxides (NO<sub>x</sub>), sulphur dioxide (SO<sub>2</sub>) and carbon monoxide (CO<sub>2</sub>) gas emissions from TRUenergy Yallourn are monitored every six months by an external testing laboratory that is certified by the National Association of Testing Authorities (NATA). Testing, using the Process Emissions Monitoring System, was completed in June and December 2005 to ensure our compliance with the EPA accredited licence emission limits with 100% compliance achieved.

#### National Pollution Inventory

The National Pollution Inventory (NPI) is a government run program that collects data on amounts of pollutants emitted across Australia. The inventory contains data on 90 substances that are known to have a negative effect on health and the environment. Each year industrial facilities identify which of the 90 substances they emit and provide a surveillance report for each substance to the NPI.

In 2005, TRUenergy Yallourn reported on 27 substances. Twenty-six of these were emitted to air and 15 were emitted to both air and water. We actively measure all water and flue gas emissions and estimate all other emissions using standard estimation techniques. TRUenergy Torrens Island reported on 24 substances; and TRUenergy Gas Storage, on 21.

 Full reports for each facility are available at [www.npi.gov.au](http://www.npi.gov.au)

#### Victorian State Environment Protection Policy (Air Quality Management)

The Victorian EPA has introduced changes to the State Environment Protection Policy (Air Quality Management) that require TRUenergy Yallourn to identify opportunities for energy and greenhouse savings. We have submitted and received EPA approval for a Greenhouse Reduction Plan and are currently undertaking a series of initiatives, including some that will produce positive results in less than three years.

#### TRUenergy compliance performance 2001 – 2005

Environmental regulatory compliance - Yallourn	2005	2004	2003	2002	2001
Aqueous licence limit exceedance & other non-compliance	0	1	2	1	3
Air licence limit exceedance & other non-compliance	4	1	5	3	7
Environmental regulatory compliance - Torrens Island	2005	2004	2003	2002	2001
Cooling water thermal discharge licence limit exceedance	0	0	0	0	0
EPA notifications	0	1	1	0	3
Environmental regulatory compliance - Iona	2005	2004	2003	2002	2001
EPA licence non-compliance	0	0	0	0	0
EPA notifications	1	7	7	3	4

#### 2005 air emissions

Substance	Vol	Yallourn	Torrens Island	Iona
CO <sub>2</sub>	kT	14,250	1,272	14.82
CH <sub>4</sub>	kT	n/a	n/a	0.33
SO <sub>2</sub>	kT	17.6	0.01	n/a
NO <sub>x</sub>	kT	13.1	2.86	n/a
Particulate	kT	5.1	0.08	n/a

#### 2005 water emissions

Substance	Vol	Yallourn	Torrens Island	Iona
Wastewater	Mm <sup>3</sup>	15.86	0.123	n/a
Prescribed Liquid Waste Disposal	Litres	n/a	n/a	333,290*

\* Based on 2004/05 financial year data

In 2005, the volume of waste water discharged by TRUenergy Yallourn was lower than in 2004 and well below our EPA licence limit.

#### Dust and particulate emissions

Dust from the TRUenergy Yallourn mine is caused by extreme winds and mobile plant activity. Monitoring gauges are set up along the property boundaries to measure dust deposition. Our EPA accredited licence specifies allowable limits of concentration of dust emissions to air.

In 2005, following the completion of a major five-year refurbishment of electro-static dust precipitators, the station's average concentration of particulate emissions fell to 0.098 grams per cubic metre (g/m<sup>3</sup>). This was below 2004 levels and met our business plan target of 0.10g/m<sup>3</sup> and was well below the EPA licence limit of 0.22g/m<sup>3</sup>. Four particulate licence exceedences occurred during 2005, with the highest emission concentration at 0.26g/m<sup>3</sup>. Licence breaches were as a result of minor operational failures or maintenance errors and were addressed within 30 minutes. Operating procedures have been reviewed to ensure a low likelihood of re-occurrence.

#### Latrobe Valley Air Monitoring Network

TRUenergy Yallourn contributes to the Latrobe Valley Air Monitoring Network, which monitors the ambient air quality of the Latrobe Valley. In 2005, ground level concentrations were well below recommended maximum levels prescribed by the EPA.

This monitoring data verifies that emissions from the region's power stations have relatively little impact on local air quality. The sources of air pollution that impact most commonly on air quality in the Valley are motor vehicle exhausts, domestic slow-combustion space heaters and stoves, bush fires, and forest fuel reduction burning.

#### Water consumption

TRUenergy Yallourn requires large volumes of water for fire prevention, dust suppression, cooling towers and transport of ash. We are continually investigating and adopting strategies to reduce, recycle and treat the water used for our operations. In 2005, the power station and mine's consumption of Latrobe River water decreased slightly, remaining below our Annual Bulk Water Entitlement of 36,500 megalitres (ML). However, our water consumed to energy generated ratio, 3.04 ML per GWh was higher than previous years and above our internal performance target of 2.8ML/GWh.

Increased consumption was also necessary to offset increased salinity in discharge to the Morwell River (and avoid a breach of the EPA licence limit).

Waste water from the power station that cannot be recycled is used in the mine for dust suppression. Seasonal dryness led to lower volume of waste water discharged under our EPA licence to the Morwell River and increased the net volume of water consumed per MWh.

#### Water quality

A key obligation of TRUenergy Torrens Island's Environmental Licence is the monitoring of condenser water temperatures to ensure water used for cooling purposes and released into surrounding waterways has minimal impact on the marine environment.

Constant on-line monitoring of our water temperature fluctuations is assessed against criteria in the Environmental Licence. An independent audit of the monitoring program, by Sinclair Knight Merz, verified compliance with this licence condition.



#### Gippsland Regional Water Monitoring Partnership

TRUenergy Yallourn has joined 17 businesses and organisations in supporting the Gippsland Regional Water Monitoring Partnership (GRWMP).

The first of its kind in Victoria, the region-wide monitoring network aims to collect cohesive and consistent information that can be shared, thus reducing monitoring costs for individual companies. The monitoring network also aims to provide information on a range of catchment activities. We have given financial support towards the employment of a Regional Co-ordinator for the GRWMP.

In 2005, the volume of waste water discharged by TRUenergy Yallourn was lower than in 2004 and well below our EPA licence limit. This was because of an increase in water recycling, and low rainfall.

The net volume consumed 1.78ML (volume consumed less volume discharged) per GWh sent out increased substantially from last year because of the higher consumption of Latrobe River water and lower discharge volume.

Waste water salinity decreased slightly in 2005 and remained below the EPA accredited licence limit. To keep the salinity within the licence limit, we increased consumption of Latrobe River water and reduced recirculation of cooling tower water.

Water is also discharged from TRUenergy Gas Storage via our wetlands dam. In 2005, monitoring of this water discharge was conducted quarterly. The results confirmed compliance with the EPA's discharge requirements and relevant Australian and New Zealand Environment Conservation Council (ANZECC) guidelines.

#### Saline ash waste water discharge

Most of the water used to transport ash from TRUenergy Yallourn to a water slurry for treatment and disposal is reused, but the surplus of approximately five ML per day must be discharged via the region's integrated ash effluent system and eventually via an ocean outfall pipeline. Gippsland Water manages this pipeline and the appropriate EPA licence conditions for use.

In 2005, the volume of water disposed of via the pipeline increased by 26ML to a total of 1759ML. Biomonitoring of the disposal environment continues to show no discernible impacts attributable to the disposal of this water.

## Our Green Office program aims to reduce our environmental impact by making small changes to the way we work.

### Acid mine drainage

Acid mine drainage occurs at the Yallourn mine when sulphide minerals in rock are exposed to air and water, oxidise, and form sulphuric acid. The acid leaches through the ground and releases heavy metals into water. Without proper management, acid mine drainage and heavy metal contamination can adversely affect aquatic life and habitats. We monitor water and groundwater quality regularly and have the results reviewed by a qualified hydrogeologist. We avoid using overburden (the thin layer of soil on top of coal deposits) as a replacement for topsoil because of the potential for acid mine drainage.

We are investigating options for the improved management of acid mine drainage, including revegetation trials with trees that are suited to acidic conditions.

### Energy and resource efficiency

The Australian Government's Generator Efficiency Standards (GES) Program encourages fossil fuel generators to move towards best practice electricity generation, leading to reductions in the greenhouse intensity of the Australian energy sector. TRUenergy Torrens Island and TRUenergy Yallourn have formally committed to the program for a five-year period.

At present, all of our generation units operate within or better than our agreed GES performance bands, a significant achievement given the age of our plants. Our target now is to maintain this performance while investigating other mechanical and technological initiatives to further enhance generator efficiency.

### Greenhouse Challenge Plus

Having participated in the federal government's Greenhouse Challenge since 1997, TRUenergy Yallourn became an automatic member of the Greenhouse Challenge Plus initiative on 1 July 2005.

Greenhouse Challenge Plus builds on the success of the Greenhouse Challenge program (established in 1995), integrates two other industry focused measures (the Generator Efficiency Standards and Greenhouse Friendly initiative), and incorporates changes announced in the 2004 Energy White Paper *Securing Australia's Energy Future*. Through Greenhouse Challenge Plus, government and industry are leading the challenge against global warming.

In 2005, a major upgrade of TRUenergy Yallourn's Unit Three Turbine low pressure blades and high pressure/intermediate pressure glands resulted in efficiency improvements and greenhouse gas abatement savings of around 100,000 tonnes per year.

### Demand management initiatives

Our retail team provides advice to customers to help them reduce energy consumption and improve the energy productivity of their business.

We refer our small business customers to independent consultants who provide advice on energy management and conduct energy productivity audits. During the year, we referred an average of one small business customer a week to this service.

Our contractual agreements with industrial and commercial clients offer our customers the flexibility to voluntarily curtail their electricity usage during times of high pool prices. Cost savings are presented as a shared pool price saving to both the customer and TRUenergy, and satisfy our Shared Benefit Strategy.

### Computer replacement program

Our Information Technology team is currently rolling out a replenishment program to replace conventional desktop monitors with new energy efficient flat screen models. New computers will use 50% less energy and generate less heat, which will help to reduce building air conditioning costs as well.

### Recycling and waste

We try to minimise material use and what we do use, we try to recycle or reuse before disposal. We regularly audit, and develop new initiatives to improve, our waste management systems.

Solid wastes, including inert hard rubbish, materials containing synthetic mineral fibres, and materials containing asbestos from our power stations at Yallourn and Torrens Island, are placed in EPA-licensed landfills. Yallourn power station's landfills are onsite; management plans have been developed for these landfills and sites are being progressively rehabilitated. Landfill sites are also monitored to ensure compliance with the State Environment Protection Policy Groundwaters of Victoria. Grease, solvents, paints, hydrocarbons and other small volumes of prescribed wastes, as well as fluorescent light tubes, are disposed of using EPA approved processes off site. Approximately 300,000 litres of produced water and oil waste was taken from TRUenergy Gas Storage by our EPA-approved waste removal provider. Volumes of waste are likely to be reduced in the future as we implement plans to recycle and reuse oil and water.

Materials no longer of use to us but of value elsewhere, such as ferrous metals, empty drums, plant and electrical equipment, waste oil and office paper, are collected and sent off site for recycling.

### Ash

Our major waste product at TRUenergy Yallourn is ash, a by-product of burning brown coal. Boiler ash and captured flue-gas particulates are transported as slurry to one of two lined ash-settling ponds. When one pond is filled, the flow is diverted to the other while the settled and decanted ash is excavated and transferred to the on-site licensed landfill. In 2005, the disposal rate of ash and char increased to 318,150m<sup>3</sup>, which was mostly as a result of an increase in coal ash content.

### Polychlorinated Biphenyls (PCBs)

Oils containing PCBs are disposed of in accordance with our EPA-approved Environmental Improvement Plan (EIP) for PCBs, which covers safe storage, handling and disposal. All oils containing PCB fall into the lowest hazard classification – non-scheduled or PCB-free.

### Green Office program

Our Green Office program aims to reduce our environmental impact by making small changes to the way we work. In particular, the program aims to reduce paper and energy consumption, limit waste going to landfill and reduce office expenses.

In 2005 we introduced a co-mingled waste collection system and installed a waterless urinal flushing system at our Bourke Street premises. Together, both initiatives will deliver multiple benefits – savings resulting from changes to cleaning and rubbish collection alone are likely to be AUD\$12,000 a year. Business units are encouraged to return used toner cartridges for recycling – the money we make through this scheme is used to fund the installation of automatic light sensors in meeting rooms. Through our partnership with Green Collect, employees can also recycle corks, mobile phones, batteries and CDs by using the collection bins at office locations.

Our parent company, CLP, is committed to generating 5% of our total capacity from renewable energy sources by 2010.

### Renewable energy

Purchases of renewable energy help us to diversify our energy portfolio and offset greenhouse emissions from our electricity generation operations.

In 2005, we purchased 301GWh of renewable energy from wind farms and embedded generators. This is slightly below our internal target, largely due to lower than expected output from the 66MW Cathedral Rocks and 91 MW Wattle Point wind farms (South Australia), which were both commissioned mid-year.

Each year we are obligated to purchase increasing amounts of Renewable Energy Certificates, or RECS, to demonstrate support for the generation of renewable electricity. Each certificate is equivalent to 1 MWh of renewable energy. In 2005, we purchased a total of 581,730 Renewable Energy Certificates, exceeding our purchase target of 235,108 certificates.

Our parent company, CLP, is committed to generating 5% of our total capacity from renewable energy sources by 2010. In October 2005, CLP acquired a 50% interest in Roaring 40s Renewable Energy Pty Ltd, which will provide a platform for the development of renewable energy projects (primarily wind power) in Australia and Asia.

### Conservation and biodiversity

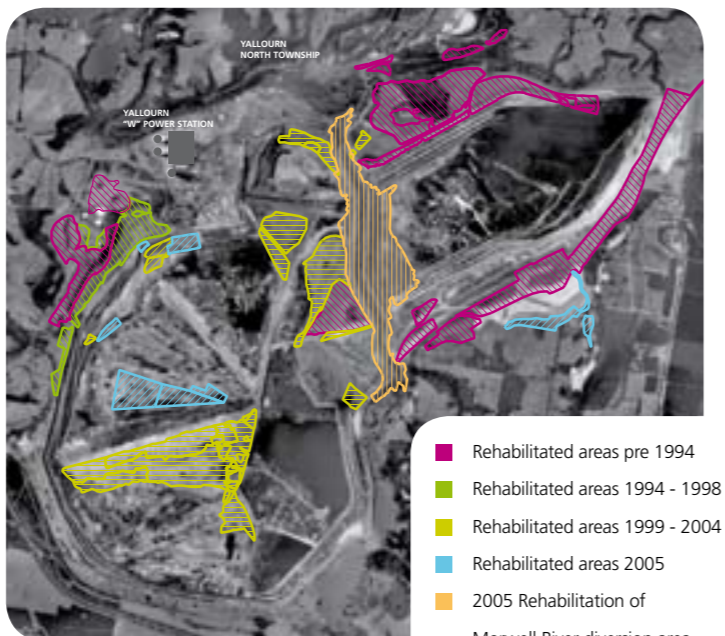
TRUenergy site operations span 5650 hectares (ha) of land in diverse environments, all of which pose distinct environmental management challenges.

### TRUenergy Torrens Island

The Torrens Island power station is located near some of South Australia's most important coastal and marine wetlands, home to diverse and ecologically important aquatic ecosystems including mangrove stands, salt marshes, sea grass beds, and fish and bird breeding grounds.

As custodians of about 130ha of land adjoining the Torrens Island Conservation Park, we regularly monitor for pest animals and plants, and carry out vegetation and rehabilitation programs to prevent degradation. During 2005, we worked to eradicate pest plants such as pampass grass, olive trees, prickly pear and caltrop. All works were carried out by local contractors.

TRUenergy Yallourn mine rehabilitation - completed works



### Green Power

TRUenergy customers wishing to reduce their household or business greenhouse emissions can choose one of our three Green Power accredited products: TRUenergy Planet, TRUenergy Planet Plus and TRUenergy Wind.

The Green Power program sets stringent environmental and reporting standards for renewable energy products offered by electricity suppliers in Australia. TRUenergy is one of the few Australian retailers to offer only Green Power accredited products, and national environment groups have rated our TRUenergy Wind product as a market leader. In 2005, we saw a 31% increase in green energy residential sales and a 75% increase in business sales. Overall, customers consumed 18,914 MWh of green energy, effectively reducing greenhouse gas emissions by 24,588 tonnes.

### TRUenergy Yallourn

We progressively rehabilitate land that is no longer required for mining purposes to enhance visual amenity, re-establish areas of natural vegetation and minimise dust emissions.

The Yallourn Energy Rehabilitation Master Plan sets out planned activities in five-year stages. It is reviewed annually and updated to reflect medium-term rehabilitation opportunities consistent with the current mine plan. In 2005, the area of land rehabilitated (37ha) exceeded our target (32ha). Selective weed control and supplementary planting was also undertaken on 5ha of adjoining native vegetation.

The process we use to preserve and reuse topsoil from areas to be mined meets industry best practice standards. As topsoil reserves in the Maryvale Field are limited, collection and stockpiling of East Field topsoil for future activities is a priority. In 2005, 9044m<sup>3</sup> of East Field topsoil was stockpiled for future rehabilitation.

### TRUenergy Gas Storage

TRUenergy Gas Storage has a vegetation management plan, which includes a thorough weed control system and maintenance of over 8000 trees that were planted on site in 2002.

The expansion of both the Woodside and Casino projects have impacted on our site and have led to some trees being removed. Replacement and new tree-planting requirements will be evaluated mid 2006 – further tree planting is planned for October 2006.

### TRUenergy Tallawarra

We will develop plans to rejuvenate environmental wetlands and habitats located on our site at Tallawarra in NSW.

We have developed a detailed sustainability management plan that will deliver a range of environmental, social and economic initiatives to benefit the Illawarra region, such as water re-use and conservation, local employment opportunities and revegetation of the riparian corridors that run through our site. We are currently looking at options for the redevelopment of the rest of our 600ha Tallawarra site. Possibilities include business and residential facilities and the creation of community spaces.

### Natural gas vehicle program

For over 15 years, we have run a Natural Gas Vehicle program to help industrial and commercial customers who own or lease their own fleet of vehicles to reduce their greenhouse emissions.

We maintain 13 Natural Gas Vehicle refuelling stations across Victoria, where vehicles can be refuelled on site with cheaper, cleaner natural gas.

In 2005, we sold 67.5 terajoules of natural gas – the equivalent of approximately 1.7 million litres of diesel or 2.5 million litres of LPG.

### Environmental education

TRUenergy assists customers to modify the way they use energy, helping them save money and reduce their impact on the environment. Energy efficiency advice is available on our website – where customers can also find an interactive online energy calculator – and by calling our customer contact centres. In 2005, we also produced a winter energy bill insert to provide householders with advice on how to manage winter energy use.

### Sustainable suppliers

We are currently reviewing new business practices, which will help us request and assess the green credentials of suppliers who tender for major TRUenergy supply contracts. Where appropriate, sustainability will be a consideration of major Request for Tender and strategic sourcing agreements during 2006. New guidelines will mirror the CLP Procurement Principles & Practices, which make it clear that our preferred suppliers must provide competitive pricing as well as Safety, Health, Environment and Quality competence in the delivery of products and services.



One of the largest earth moving exercises ever undertaken in Victoria.

In May 2005, TRUenergy Yallourn completed the AUD\$120 million diversion of the Morwell River, one of the largest earthmoving exercises ever undertaken in Victoria. The diversion gives TRUenergy Yallourn unimpeded access to new sources of coal.

A specialist team of 150 contractors spent four years and 710,000 work hours creating a new open channel river design that replicated the existing Morwell River. The design included rock pools and submerged tree trunks to regulate flows and provide natural habitats, and preserved original floodplains, wetlands and hundreds of nationally significant Strzelecki gum trees.

The project also delivered significant economic and social benefits by averting the need for a new power station, a scenario that could have had a major impact on Victoria's baseload energy supply and the State's economy.

The project was officially opened on 17 September 2005 by the Victorian State Treasurer, John Brumby, and subsequently won an Engineers Australia Victorian Division Engineering Excellence Award in the Urban or Regional Infrastructure category. It was also nominated in Australia's National Engineers Australia Awards and selected as one of five finalists for the prestigious Australian Construction Industry Awards, the results of which will be released later in 2006.

## Research & Development



### Laser cladding technology

Australian scientists from the Cooperative Research Centre for Welded Structures (CRC-WS) and TRUenergy Torrens Island employees opened the way for potentially huge savings for the global energy industry by successfully carrying out further trials of the world's first on-the-spot robotic repair of power station turbine blades.

Using a robot, a special laser, and a 'gun' that fires a surfacing compound, the team demonstrated that damaged steam turbine blades can be totally renovated without removing them from their mounting.

A collaborative partner with the CRC-WS since 2003, we provided financial and specialist expertise to the project.

TRUenergy is currently involved in five cooperative projects, including a significant study to reduce greenhouse emissions produced by brown coal.

### Co-operative Research Centre (CRC) for Clean Power from Lignite

The Cooperative Research Centre (CRC) for Clean Power from Lignite is currently undertaking considerable research and development to improve the efficiency of brown coal or 'lignite' to reduce greenhouse emissions. The Centre is funded by the Federal Government, Victorian Government, industry and universities.

TRUenergy Yallourn is one of five underwriting participants in a project to further develop the centre's Mechanical-Thermal Expression coal drying project, at a pilot plant to be located in the Latrobe Valley. It is anticipated that construction work on this project will commence in 2006.



See [www.cleanpower.com.au](http://www.cleanpower.com.au) for more information

### Latrobe Valley 2100 Coal Resources Project

In 2005, TRUenergy Yallourn co-sponsored and participated in a government study that considered how coal resources could be sustainably developed over the next 100 years. The study concluded that brown coal power will remain the principal base load power generating energy source for Victoria and an important part of our National Electricity Market. New technologies, however, will ensure coal consumption will be more efficient, emit lower levels of greenhouse emissions and use less water.

### Biodiesel Project

Research shows that ethanol – a fuel source produced from bio-organic matter – is more energy efficient and environmentally friendly than conventional petrol or oil products. We are currently considering a proposal by Australian Farmers Fuels to construct a bio-diesel production facility at TRUenergy Torrens Island. This proposal is to use plant feedstock (including vegetable oils and animal fats) to produce B20 bio-diesel – a fuel blend consisting of 20% bio-diesel and 80% petroleum diesel – that would then be used in the transport industry.

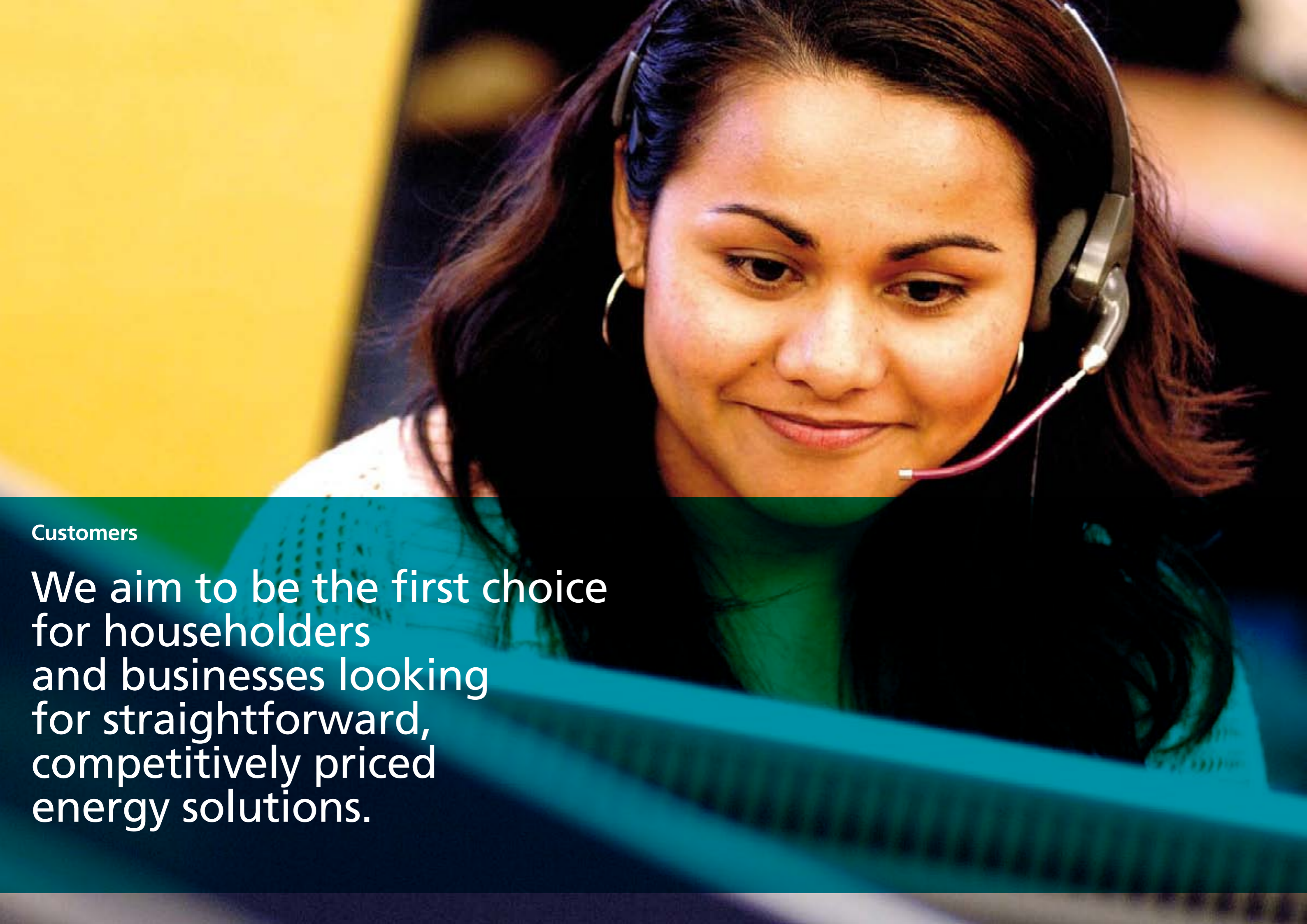
We will also evaluate the potential for commercial use of bio-diesel as an environmentally friendly backup fuel source for our power station.

### Adelaide Coastal Waters Study

TRUenergy Torrens Island has made a significant financial contribution towards a CSIRO study that aims to develop knowledge and tools to enable sustainable management of Adelaide's coastal waters. Established by the EPA in response to declining seawater and sub-tidal seagrass quality along the metropolitan coast, the study aims to enhance Adelaide's coastal waters for the benefit of the community. The study should be completed by mid-2006.



Visit <http://www.epa.sa.gov.au/acws.html> for more information.



## Customers

We aim to be the first choice for householders and businesses looking for straightforward, competitively priced energy solutions.



# Customers



## South Australia Energy Co-op

In August 2005, we forged an exclusive deal with the SA Energy Co-op, a not-for-profit community group. By packaging discounts – up to 7% below government approved electricity tariffs – with a number of rebates and rewards, we have secured the Co-op's 1200 members savings of up to 24% over three years.

Rather than large-volume users receiving the biggest discounts, this plan offers the greatest savings to average consumers who use – and have – the least power.



More information about the Co-op can be found at [www.energycoop.com.au](http://www.energycoop.com.au)

Recent external studies by Accenture, McKinsey & Company and Datamonitor rate our customer contact centres as world class in comparison to international benchmarks.

We aim to be the first choice for householders and businesses looking for straightforward, competitively priced energy solutions. We work hard to understand what influences people to choose us – and stay with us – and evolve our products and services to meet the needs of our growing customer base.

We adapt the way we do business to suit our customers – from introducing a more flexible, efficient telephone system to reduce call waiting times, to improving the appearance of our bills.

### Socially responsible products and services

#### BPAY View

Our customers can now view and pay their energy bills online using BPAY View on their bank's website. An average of 100 customers a day have registered to use our service since its launch on 5 December 2005.

Our online payment service eliminates the need to contact our service centre or visit a post office to pay an account. BPAY View customers can also receive an email notification advising them that a bill has been presented and is ready for payment, and can readily access 12 months of archived accounts.

The new service is designed to appeal to customers who use the internet frequently for internet banking. The new service also gives customers the choice to support a more environmentally friendly, paperless approach to billing and payment.

#### Green Events

Our Green Events product was developed for organisations wanting to use 100% green energy to power their events. In 2005, we sponsored The City of Sydney's New Year's Eve "City of Lights" festival for the third consecutive year, donating approximately 50,000 kilowatt hours (kWh) of green energy for the event. We also provided 25,000kWh of green energy to the Energy Users Association of Australia (EUAA) for six industry conferences during 2005.

#### Competition and pricing

We offer small businesses and householders a range of competitively priced electricity and gas products.

Since the introduction of full retail contestability, our Victorian customers have had the option of remaining on a regulated government rate, otherwise known as a 'standing or deemed tariff', or switching to a TRUenergy market rate. Energy prices for customers on standing tariffs are regulated by the Victorian government and are subject to an arrangement known as the Victorian Price Path. This agreement between Victorian energy retailers and the Government is designed to facilitate a transition to a fully competitive market and forms part of the transition safety net for small customers. Rates for our competitive market products, TRUenergy At Home and TRUenergy At Work are generally priced lower than the standing or deemed tariff, particularly when annual rebates and loyalty rewards are taken into account.

TRUenergy's competitive market products are also available to small business and residential customers in South Australia, the ACT and NSW.

Customer satisfaction is a high priority for us. We have a robust system of policies and procedures in place to ensure we deliver quality service to our customers.

### Customer privacy policies and practices

We respect our customers' right to privacy and protect our customers' personal information in accordance with relevant legislation and industry guidelines.

Our Privacy Policy Statement summarises how we deal with customers' personal information, and is available on our website.



Our privacy policy is available at [www.truenergy.com.au/privacy.aspx](http://www.truenergy.com.au/privacy.aspx)

### Customer welfare

TRUenergy recognises that some people in financial hardship find it difficult to pay their energy bills. We try to find solutions for these customers that are fair, effective and sustainable.

Our approach to managing hardship complements existing government programs and makes a positive impact in the community by helping customers maintain a stable energy supply.

Our Customer Support Plan outlines how we identify and assist customers who are experiencing difficulty paying their energy account. In 2005, we completed a major review of this policy, seeking input from government and community stakeholders on specific hardship issues. Our revised policy – which broadens our hardship assistance package – has now been finalised and will be published in 2006.

### Community advocacy initiatives

Strong relationships with community and government groups help us to achieve worthwhile outcomes for our customers in financial hardship. We meet regularly with financial counsellors and community advocacy groups to share our experience of helping customers avoid cycles of debt.

In 2005, we participated in the Committee for Melbourne's Utility Debt Spiral Project – a partnership project that brings together energy retailers, community groups and regulatory bodies to discuss issues relating to financial hardship in the community. Alongside this, we commenced a pilot to include energy efficiency advice as part of the Money Minded scheme.

### Submissions to public hearings

As a provider of an essential service, we engage with Government and other external stakeholders to assist with reviews of energy policy. In 2005, we participated in a Victorian Government Committee of Inquiry to assess the level and underlying causes of energy consumer hardship. The Inquiry will also assess the impact the current policies of energy retailers, Government departments and agencies have on consumer hardship. Recommendations are likely to be released in 2006.

### Disability access plan

Developed in accordance with legal, government and regulatory guidelines, our Customer Disability Policy and Customer Disability Action Plan recognise the needs of people with a disability in obtaining equal access to all of our products, services and information.

During 2005, we developed bills in alternative formats for visually impaired customers. This followed consultation with Vision Australia and the Human Rights and Equal Opportunity Commission, and feedback on our bill design from one of our visually impaired customers.

### Delivering customer satisfaction

Customer satisfaction is a high priority for us. We have a robust system of policies and procedures in place to ensure we deliver quality service to our customers.

Our Customer Management Quality Control System outlines how we respond to customer enquiries, and how we resolve issues and complaints should they arise. The full extent of our responsibilities to customers is outlined in our Retail Customer Charter. Our customer service standards are overseen by independent bodies such as the Essential Services Commission, energy ombudsman schemes and consumer protection agencies.

Our customer service operations were formally recertified to ISO 9001:2000 in September 2005, meaning the quality of our customer service is at a level that is recognised and respected around the world. Periodic reviews help us to facilitate continuous improvement and ensure our policies and procedures remain both current and accurate.

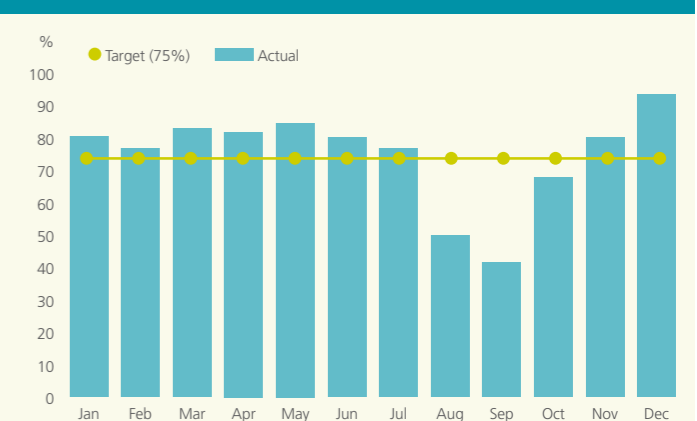
### Customer service improvement programs

In 2005, we answered over 1.22 million customer enquiries. Recent external studies by Accenture, McKinsey & Company and Datamonitor rate our customer contact centres as world class in comparison to international benchmarks.

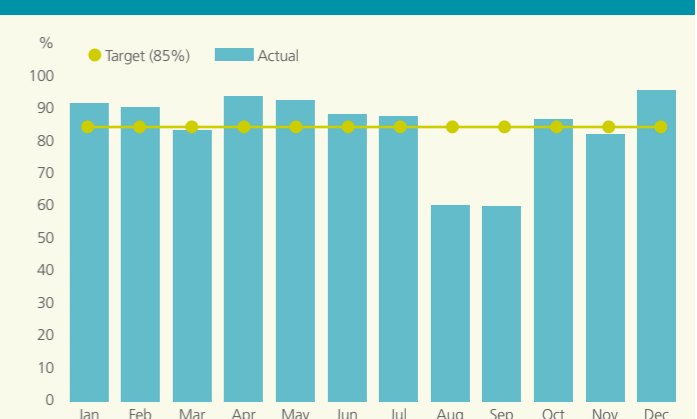
Successful implementation of a new Customer Interactive phone system, Centrepoint, has resulted in a steady increase in our ability to answer calls promptly – call wait times have fallen by 57% to a current average of 19 seconds – well below the target of 30 seconds prescribed by the Essential Services Commission.

The following charts illustrate TRUenergy's customer service levels in Victoria and South Australia. During the months of August and September, targets for each measure were not met. This was the result of the introduction of a new telephony system, Centrepoint at the end of July. Since then, Centrepoint has worked well and we are confident that this will enhance TRUenergy's ability to succeed in these competitive markets.

2005 Customer service levels – Victoria



2005 Customer service levels – South Australia





### Customer Service Training

In 2005, we introduced a new approach to inducting customer service employees. The new induction places more emphasis on our customers and helps employees actively incorporate our unique business and brand values into their everyday behaviour. Training also includes increased emphasis on understanding our products and services in order to better meet our customer requirements.

### Marketing and advertising

All our marketing and sales activities are conducted with regard to relevant energy industry codes and guidelines, Australian Direct Marketing Association (ADMA) guidelines, privacy legislation, and trade practices and fair trading legislation. All customer material created by the retail marketing team is also carefully assessed – including legal review to ensure compliance prior to distribution.

## Our customer welfare program

Since appointing a Customer Welfare Coordinator in 2004, we have improved our hardship programs and increased our capacity to assist customers in need.

In 2005, our Hardship team grew to three full-time employees and five part-time specialists from within our credit team.

We managed 2200 financial assistance referrals and completed over 50 in-house energy audits to help customers reduce their energy use to affordable levels.

We also established our Centrepay payment option, which gives recipients of government income support the option of paying their energy accounts directly from their Centrelink payments.



## Stakeholders

The long-term success of our business depends on the effective management of our relationships with key stakeholders.

# Stakeholders



## TRUenergy Tallawarra

Our Tallawarra project development team has identified a strong network of stakeholders, and an independent consultant has been appointed to facilitate our community and stakeholder engagement process.

Every second month, or more often if required, our project team provides a briefing to the Tallawarra Community Liaison Group – 25 representatives from local community organisations, government agencies and leaseholder representatives.

Feedback is encouraged, with the Group contributing ideas and opinions on a range of issues including our sustainability management plan and flora and fauna management for the whole site.

The results of our 2005 stakeholder survey show we have been successful in developing positive, trusted and open relationships with many of our key stakeholders. Community consultation will continue throughout construction and the ongoing operation of the power station.

As at December 2005, we were an active member in over 50 industry associations, research forums and community interest groups.

The long-term success of our business depends on the effective management of our relationships with key stakeholders. We value accountability, transparency, and open and honest communication in our relationships with our stakeholder groups.

### Our approach to stakeholder engagement

Our aim is to ensure all stakeholders who are affected by, or capable of influencing the achievement of our corporate goals, are engaged in ongoing dialogue at the earliest opportunity. Community consultation is included as a key deliverable of every major project we undertake. Local residents, as well as representatives from the local council, government authorities, interest groups and emergency services are invited to participate in regular liaison groups. In addition, we provide local communities with updates and information about our activities via the local media and our website.

### Submissions

During 2005, we prepared 55 submissions in response to a range of government consultation and industry review panels. Formal consultation processes give us the opportunity to provide our views and opinions on key issues impacting the development of the energy industry.

### Working groups

During 2005, TRUenergy participated in a number of industry working groups, sharing our skills and expertise in areas such as customer hardship, demand side response, greenhouse abatement and the workings of the wholesale and retail markets, to help progress industry developments.

### Associations

Associations and interest groups are a major tool for receiving information, developing relationships and advocating regulatory reform. As at December 2005, we were an active member in over 50 industry associations, research forums and community interest groups.

### Stakeholder contribution to strategy decision making

#### TRUenergy Yallourn

The TRUenergy Yallourn Environmental Review Committee provides an effective forum for fostering communication with the community. Specifically, it provides a critical consultative channel between our business, the regional and government authorities and members of the Latrobe Valley community.

Our Environmental Review Committee meets quarterly to monitor the performance of the power station and mine against the environmental standards specified in our licence conditions. Support of this Committee is fundamental to us meeting our strategic goals.

In 2005, the Environmental Review Committee endorsed peer review studies and completion activities for the Morwell River Diversion, variations to our Conservation Management Plan, reviewed overall environmental performance and monitored the progressive rehabilitation activities conducted in the mine.

#### TRUenergy Gas Storage

Once every three months, TRUenergy Gas Storage hosts an Environmental Review Committee, providing community members and regulatory representatives with an update on activities. Issues considered during 2005 include site light emissions, local traffic and work undertaken onsite to accommodate additional gas from the offshore Casino gas field.

TRUenergy Gas Storage has also instigated a Gas Facility Forum involving all gas operating facilities in the Port Campbell region. These forums meet monthly to coordinate and consider joint responses to community and operational issues such as improving ambulance response services in the region and coordination of traffic management plans.



## TRUenergy Yallourn Environment Review Committee Report

### Industrial and commercial customers

In November 2005, customer conferences were held in Melbourne and Adelaide to introduce the new TRUenergy business to key stakeholders. Wholesale and retail market updates were delivered to the 91 attendees.

Energy industry experts from government and regulatory departments, Basslink and the PNG Pipeline offered insights into market trends and the likely impacts on energy pricing of industry projects, including Government Green Energy policies and reforms. Customer conferences are likely to continue in 2006 for current and prospective TRUenergy industrial and commercial customers.

### Indigenous relations

TRUenergy recognises the indigenous heritage of the Latrobe Valley's lands and waters and has worked closely with representatives from the local Gunai Kurnai Aboriginal people to ensure our business operations respect their cultural and heritage beliefs. The Gunai/Kurnai Native Title claim was lodged with the Native title tribunal in April 1997. The claim covers most of Gippsland and includes crown land in the Yallourn area and specifically the Morwell and Latrobe Rivers, both of which pass through our site.

The claim resulted in an agreement specifying that users of the land must accommodate/provide:

- Cultural heritage management planning
- Cultural advisors for relevant projects
- Financial and in kind support for an aboriginal keeping place
- The formation of a liaison committee
- Significant funding for scholarships, training and education
- Environmental protection and rehabilitation of sensitive sites.

The Gunai/Kurnai People are represented members of our Environmental Review Committee.

As a key element of the approval to extend the then Yallourn Energy mining operations, TRUenergy joined with the Government of Victoria in an open commitment to community consultation and accountability on all potential environmental impacts of the operation.

This necessitated the establishment of an independent Environment Review Committee that monitors and reviews all environmentally sensitive operations including the natural resources affected by the process, the removal of overburden through to the production of power and the restoration of the landscape. In this, the fifth year of our work, the committee met formally on five occasions and conducted two comprehensive site inspections. The committee supported TRUenergy's active community involvement in communication, especially in respect of their environmental concerns and pursuit of the principles of sustainability. This was complemented by their alignment with national industry sustainability protocols.

In turn, the company was frank in its reports and responsive to questions and suggestions by the committee. Again it can be said that the performance of the company continued to be well above the level required under the licence conditions and showed a steady improvement in the even more rigorous targets imposed by the company upon itself. Similarly, government agency officers were most helpful in contributing their expertise. It can be reported that all matters addressed by the committee under its charter were carried through to a proper and satisfactory conclusion.

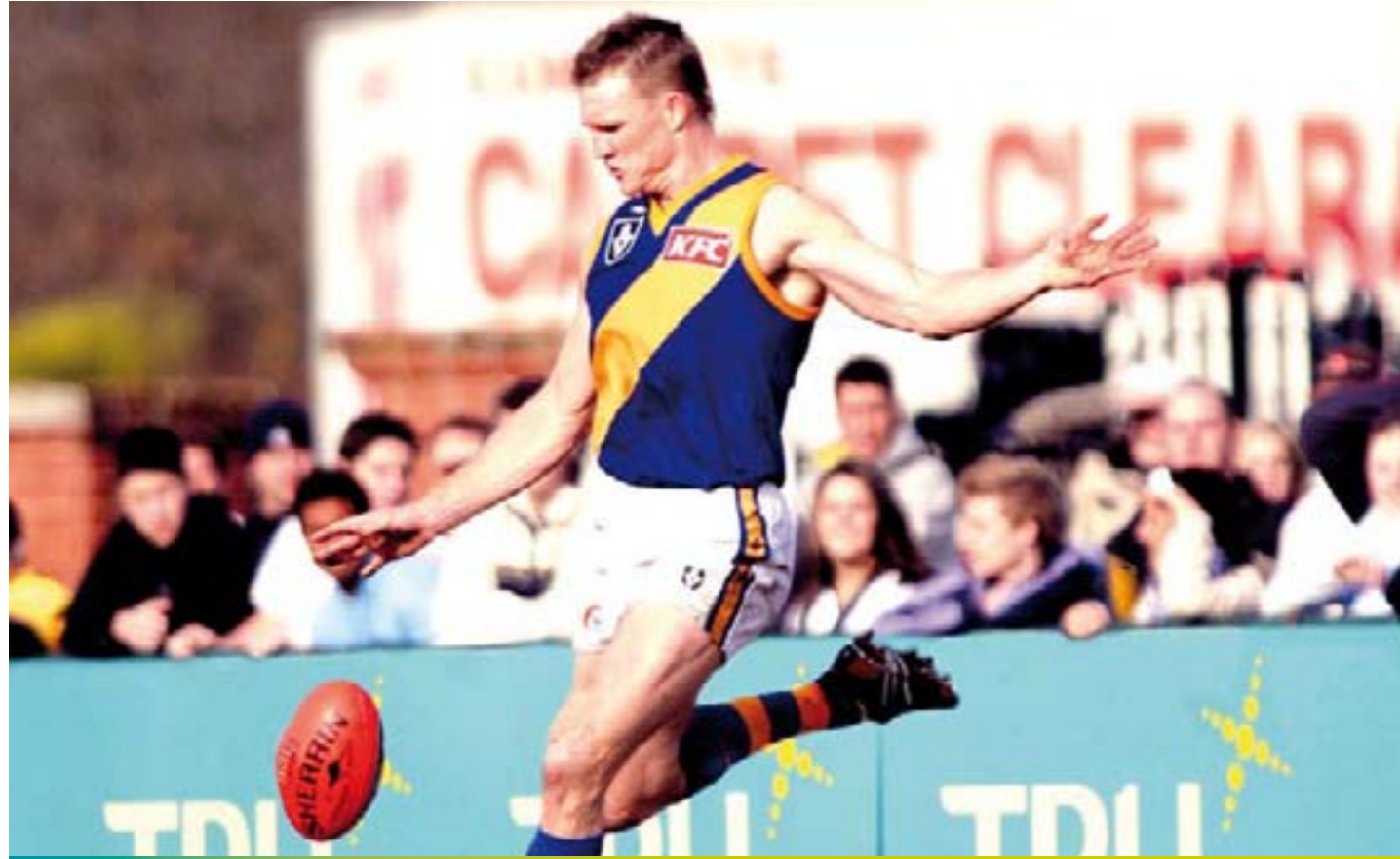
**Geoffrey Sutherland, Independent Chair**



## Community

We support the communities in which we operate by partnering with a wide range of organisations.

# Community



## Victorian Football League

We began our partnership with the Victorian Football League in 2000. The League, known as the TRUenergy Victorian Football League, consists of 16 teams that compete for the TRUenergy Cup. Supporting the League gives us the opportunity to help keep community football alive. Our sponsorship also assists Football Victoria in its development programs across the State – extending benefits to grassroots football development and to the top-flight league. Awarded to one Football Victoria affiliated club each year, the TRUenergy Community Club of the Year Award recognises

and rewards coaches, club officials and volunteers for their outstanding contribution to the football and the vitality of their local community.

The Murrumbena Junior Football Club, home to 11 children's football teams, was the 2005 winner of our Community Club of the Year Award. Accepting the Award and a prize of AUD\$1000 worth of energy, Club President, Glen Meredith, said finding out the Club had won such a substantial award was an incredible experience.

In September 2005, TRUenergy entered an industry-first partnership with Landcare and three other energy companies to form the Craters to Coast Zone of Conservation Excellence Partnership.

We support the communities in which we operate by partnering with a wide range of organisations. These organisations are carefully chosen on the basis of their fit with our corporate strategy and values, and must meet our sponsorship guidelines. The guidelines have been developed to assess an organisation's reputation, the results it achieves and its contributions to the broader community.

We also contribute time and money to local community groups located near each of our energy sites, and many of our employees lend their passionate support to these local organisations, contributing volunteer labour and helping to improve our links with the community.

## Community partnerships

### Powerworks

TRUenergy Yallourn is one of three Latrobe Valley generators involved in the development and funding of Powerworks, a regional education and tourism facility designed to promote community awareness of brown coal and electricity generation. As part of the Powerworks education program we continued public tours at our power station. Tours were conducted by fully inducted Powerworks guides and visited areas of both the mine and power station.

### Landcare

In September 2005, TRUenergy entered an industry-first partnership with Landcare and three other energy companies to form the Craters to Coast Zone of Conservation Excellence (CCZCE) Partnership.

Over a two year period, TRUenergy will support Landcare to complete a number of environmental projects in the Heytesbury and Corangamite region. Projects will target iconic species, coastal issues, local waterways, pest plant and animal control, farm revegetation and other community environmental projects.

To date, the partnership has funded the planting of almost 11,000 trees, shrubs and grasses, as well as rehabilitation of the Curdies River Estuary, an attractive wetland area and social and recreational hub for the local community.

### Maritime Museum

TRUenergy Torrens Island is a key supporter of the South Australian Maritime Museum's 'Dolphins!' exhibition, which gives a fascinating insight into the world of the Port River's bottlenose dolphin colony.

The 30 dolphins that live in the Port River, as well as the 300 that visit the area each year, are an environmental icon of South Australia and comprise the largest community of dolphins living in a major urban environment in Australia.

During 2006 we will investigate other ways to improve community appreciation for the Port River environment, including support for environmentally-focused river cruises for museum patrons.





### South Australian Seabird Rescue

A proud achievement for TRUenergy Torrens Island was the launch of a community partnership with Project Dolphin Safe and its sister organisation, South Australian Seabird Rescue. With our support, this vital volunteer organisation aims to monitor and protect the dolphins, seabirds and marine life of the Port River and the greater South Australian waters. Work has started on the development of AUD\$15,000 seabird rescue facility, to be located on our power station site. When complete, the secluded site will be used as a rehabilitation respite for seabirds rescued from the surrounding Port River, Barker Inlet and nearby waterways.

Having seen the positive impact of rescue and conservation efforts firsthand, we are now looking to develop a long-term relationship with South Australian Seabird Rescue.

### Little Athletics Victoria

In 2005, more than 22,000 little athletes were involved in weekly track and field events at over 100 centres throughout Victoria.

Our support included the sponsorship of chest patches worn by participants. Each chest patch contains medical and emergency contact information.

We are also the naming rights sponsor of the Cross Country Championships, held at Hanging Rock each July. Over 5000 children participate in the Cross Country program. Our support of Victoria's Little Athletes continues in 2006.

### TRUenergy Iona Oval & Iona Cup

TRUenergy Gas Storage has supported the Iona Oval for the past four years, earning the right to rename the oval after our gas plant. Our contribution last year was tailored to help oval management develop better facilities for netball, football and tennis teams, and provide a comfortable place for family and friends of those involved.

### Yallourn/Yallourn North Football Netball Club

For the third consecutive year we partnered with the Yallourn/Yallourn North Football Netball Club in the Relay for Life at the Joe Carmody Reserve.

This 24-hour team event raises money for cancer research, and awareness for the carers and victims.

### Port Campbell CFA Unit

TRUenergy Gas Storage donated AUD\$5000 to the Port Campbell Country Fire Authority (CFA) brigade, which allowed the unit to purchase a quicker, more manoeuvrable response vehicle and to train more volunteers.

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## Events

### Carols by Candlelight

In December, we donated over 50,000 candles and candleholders for 36 Carols by Candlelight events throughout Victoria. These events are a highlight for local communities in the lead-up to Christmas, and are often organised by community clubs, councils, church groups and brass bands to raise funds for community initiatives.

### Timboon Jazz Festival

TRUenergy Gas Storage has been major sponsor of the Timboon Jazz Festival for the past two years. Designed to promote the commercial and cultural interests of the town and surrounding communities, in 2005 the event was attended by 850 music fans, with 20 gas plant personnel and their families among the crowd.

### Yallourn Open Day

The first public Open Day in 10 years was held at TRUenergy Yallourn on 24 July 2005. More than 1600 people from the Latrobe Valley and broader Gippsland region inspected the power station, coalmine and Morwell River Diversion as part of this event.

### Waterwatch Victoria's Catch a Carp day

Catch a Carp day took place again last year at Lake Narracan, near TRUenergy Yallourn, and attracted over 300 anglers and participants. It's the third year we have partnered Waterwatch in this event to help reduce the number of European Carp – one of the most ecologically damaging feral species in our waterways.

### Nullawarre Kindergarten – Playground Fencing Project

As a unique concept, TRUenergy Gas Storage combined a team development day with a philanthropic working bee, and helped the Nullawarre Kindergarten erect a safety fence to protect children using the kinder's playground area.

### Yallourn Fun Run/Walk

In 2005 we held the second Yallourn Fun Run/Walk to raise funds for the Gippsland Cancer Care Centre.

More than 300 competitors took part and more than 30 employees volunteered to make the day a success. The event raised AUD\$33,500 – all of which was donated to the Gippsland Cancer Care Centre, a regional integrated cancer care service developed by the Latrobe Regional Hospital.

# Reach

Reach programs aim to create an environment where young people can develop trust and openness, feel comfortable expressing their concerns, discuss their aspirations, and recognise that they are not alone. Programs assist young people to deal with challenges such as family breakdown, socio-economic exclusion, unemployment, and peer pressure.

Reach began in 1994 when Jim Stynes (Football Brownlow medallist) and Paul Currie (Drama Coach and Film Director) came together with some great ideas about how to encourage young people to talk openly and inspire them to dream.

Since its inception in 1994, Reach has helped nearly 200,000 young people.

Through our partnership, we have created the Reach Ambassador Program, which gives young people work experience in a corporate environment and helps them to develop valuable life skills. In 2005, two Ambassadors created a series of interactive, inspiring programs for our employees. Ambassadors also visited our regional operations and facilitated a series of youth workshops for students in Year 9 and 10 at Timboon, Terang and Cobden secondary schools.

TRUenergy employees volunteer 350 hours a year to Reach, helping out at workshops and events, and have witnessed first hand the positive effect that Reach has had on young people in the community.

 For more information on Reach visit [www.reach.org.au](http://www.reach.org.au)



Since our partnership with Reach began in 2002, Reach has:

- Expanded to become an exceptionally successful youth development program
- Involved nearly 100,000 young people
- Initiated its Leaders Program, which has trained over 100 young people to become program facilitators and powerful advocates for youth development.
- Coordinated and run its first 'Lockout', an event that brought together 25 senior corporate executives and 25 young people (many of whom had already experienced the juvenile justice system) for an overnight stay at the former Pentridge prison. One outcome was a new program called DreamCatcher, which brings business leaders together with young people to provide career/business advice, work experience and development opportunities.

As well as continuing existing programs and events in Victoria, Reach's goals are to deliver the following new initiatives as part of its ongoing partnership with TRUenergy:

- The extension of Reach programs into the Latrobe Valley, South Australia, and the Gold Coast, Queensland (in 2006, programs are expected to assist 5000 young people).
- The development and launch of Reach's residential care and mentoring program to assist young people on State Child Protection orders.
- The expansion of the DreamCatcher Program.

We support young people aged 13 to 18 through our partnership with Reach, a Victorian-based non profit organisation.





## Employees

Our ability to meet our business objectives and the demands of a competitive market depends on our ability to attract and retain the best employees.



# Employees



## Employee wellbeing

Wherever possible, employees have access to flexible hours and working arrangements to help them balance their personal and professional lives. In our recent employee opinion survey, 74% of employees reported that their work schedule allows them sufficient flexibility to meet personal and family needs (compared with an Australian national norm of 69%), and 78% of employees reported that their supervisor is considerate of their commitments outside work.

Because we realise that work is just one element of our employees' lives, we offer employee benefits such as product and service discounts, daily fresh fruit, subsidised massages, education assistance and an Employee Energy Plan.

We provide 14 weeks paid maternity leave, allow employees to take an additional year of unpaid maternity leave and provide employees with equipment to enable them to work from home if required.

We are a performance driven organisation that is focused on building productive, mutually rewarding relationships with our employees.

Our ability to meet our business objectives and the demands of a competitive market depends on our ability to attract and retain the best employees.

## Employee engagement

Our regular Employee Opinion Survey, which is conducted by an independent research agency, is our key tool for obtaining employee input at an organisation-wide level. More than 1000 employees took part in our most recent survey.

Data collected as part of this survey enables us to compare results against previous years and compare our performance with national and international benchmarks.

Our most recent survey indicated that our strengths include supervising work teams, ensuring employee safety and allowing employees to achieve a work-life balance. Other specific areas where we met or exceeded Australian national norms were:

- employees recommending TRUenergy as a good place to work
- employees having a clear understanding of the goals and objectives of one's own work team
- employees having learning and development opportunities to increase eligibility for a future role
- TRUenergy doing an excellent job of keeping employees informed.

At the same time, employee feedback reflected the amount of change we have experienced during the past 12 months. Key opportunity areas for improvement include communication of company goals and objectives, and clarification of our values.

## Managing organisational change

Following the integration and consolidation of Yallourn Energy, Auspower and the TXU merchant energy business, new TRUenergy organisation structures were created and introduced ahead of schedule in August 2005.

To ensure consistency across the new TRUenergy business, changes to key human resources policies and processes were then initiated. Remuneration strategies, performance incentives and our Code of Conduct were addressed as priorities. Further changes, including alignment of the performance management processes, will be rolled out during 2006.

## Equal opportunity

In 2005, TRUenergy was the only energy retailer to be recognised as an Equal Opportunity for Women in the Workplace Agency (EOWA) Employer of Choice. EOWA have since recognised us again as an employer of choice for women, announcing our inclusion in their annual Business Achievement Awards in February 2006.

Our parental leave policy and our approach to pregnant employees, parents, and those who are returning from maternity leave set the standard for Australian best practice. At present, approximately 76% of employees on maternity leave return to work for TRUenergy.

At TRUenergy, we provide employees with genuine career development opportunities – in 2005, more than half of all advertised positions were filled by our own staff.

#### Remuneration and rewards

TRUenergy offers competitive remuneration, benefits and rewards to attract, motivate and retain skilled employees. We readily provide incentives to encourage our teams to strive for innovation and creativity, and recognise and reward exemplary employee behaviour.

#### Occupational health and safety

##### Torrens Island

TRUenergy Torrens Island's safety management system is certified to AS4801. Safety audits by NCS International in February 2005 confirmed the station's safety management system certification.

Once again, TRUenergy Torrens Island contractors and employees worked another year without a Lost Time Injury (LTI); only four minor medical incidents were recorded. To date, the team has worked more than five years without sustaining any significant injuries.

TRUenergy Torrens Island also implemented a behaviour based safety system that identifies, promotes and reinforces appropriate employee behaviours that reduce the risk of work-related injuries.

##### Yallourn

TRUenergy Yallourn's safety management system is certified to AS4801. In 2005, we achieved a full year (or 1.4 million work-hours) without a LTI (compared to three LTIs in 2004). This is the station's best safety achievement since its completion in 1973, and includes the power station, the coal mine, and all contractors and visitors to the site.

We recorded a period of 514 LTI-free days, and reduced our total injury frequency rate, which is a measure of serious injuries per million hours worked, by 18%.

#### Training and professional development

In 2005, employees completed an average of 4.4 training days per person.

TRUenergy's Employee Development Program aims to equip employees with the necessary tools, information and support to progress within our business. Courses for employees are developed and run in conjunction with well-recognised institutions such as the Melbourne Business School and the Australian Institute of Management and focus on the strategic needs of our business.

At TRUenergy, we provide employees with genuine career development opportunities – in 2005, more than half of all advertised positions were filled by employees.

During 2006, our succession planning will be aligned to the CLP approach and supported by a new TRUenergy Talent Development Program.

#### Apprenticeships

TRUenergy Torrens Island actively supports apprentices and provides electrical and mechanical apprenticeships every year. This program – run in conjunction with Statewide Group Training, Port Adelaide Training, and Development and Business SA – helps us to develop and maintain skilled employees, and dramatically improves our in-house maintenance capability. During 2005, five apprentices progressed through our apprentice program; two of whom are likely to be employed in 2006.

TRUenergy Yallourn supports the local community through the provision of apprenticeships in power station maintenance. Apprentices are sponsored through an arrangement with Gippsland Group Training, a local training provider.

In 2005, we sponsored a total of 12 apprentices in disciplines ranging from fitting and turning to electrical trades and boilermaking. One of these apprentices has since been employed full-time at the power station and will be returning to study this year to complete an Instrument and Control certificate to further enhance his skills.

Work has commenced on developing an apprenticeship role for TRUenergy Gas Storage to start mid-year 2006.

#### TRUenergy Yallourn Student Vacation Program

Each year, we select students from a range of disciplines to participate in our TRUenergy Yallourn Vacation Student Program.

The program runs over 12 weeks, from December through to February, coinciding with the university summer holiday period. Participants experience working in a high-performance team and take responsibility for individual science, engineering, communications or chemistry projects. During the summer of 2004–2005, 19 vacation students participated in the program, and 10 students enrolled in 2005–06.



#### TRUenergy Gas Storage

In July, employees and contractors at TRUenergy Gas Storage celebrated a major occupational health and safety milestone, notching up six years and 1 million work hours without any Lost Time Injuries. No personnel have suffered an injury that has resulted in time off work since the plant first started operating in 1999. This places our safety record well above industry standards.

Projects to further improve our health and safety performance during 2005 included the development and implementation of a new induction program, and a review of electrical hazardous area classifications. We also supported a WorleyParsons initiative to develop a local industry induction centre – a new facility for educating local workers on health and safety is now being considered for Warrnambool. In 2006, TRUenergy Gas Storage will focus on ongoing personnel training, including a comprehensive update of our competency based training applications.

# Appendices

## TRUenergy Iona

Plant commissioned 1999

Parameter	Unit	2005 <sup>1</sup>	Notes
<b>Operation</b>			
Processing capacity	TJ per Day	320	
Gas throughput	TJ	16,684	
Storage capacity	TJ	12,700	
Storage withdrawal capacity	TJ per Day	250	
Storage injection capacity	TJ per Day	100	
<b>Air emissions</b>			
CH <sub>4</sub>	kT	0.33	Methane only
CO <sub>2</sub>	kT	14.82	CO <sub>2</sub> only, not equivalent
SO <sub>2</sub>	kT	N/A	
NO <sub>x</sub>	kT	N/A	
Particulate	kT	N/A	
<b>Aqueous emission</b>			
Produced water disposal	Litres	0	
Prescribed liquid waste disposal	Litres	333,290	Consists of 50% of the 2004 financial year data and the first half of the 2005 data.
<b>Environmental compliance</b>			
EPA licence non-compliance	No.	0	
SRW licence non-compliance	No.	0	
<b>Primary by-products</b>			
Condensate	Litres	285,845	
Compressor oil	Litres	20,000	Estimate only
<b>Other solid waste</b>			
Hard rubbish	m <sup>3</sup>	286	Estimate only
<b>Safety<sup>2</sup></b>			
Fatalities	No.	0	
Cases of disabling injuries	No.	0	
Disabling injury incidence rate	No. per 200,000 hrs worked	0	
Days lost / charged	No.	0	
Severity rate	Days per 200,000 hrs worked	0	
Longest period without a Lost Time Injury	Years	6.5	No LTIs since start up
Traffic accidents	No.	0	
<b>Community development</b>			
Social programs	\$AUD	20,714	

<sup>1</sup> This data was independently verified by V&C Environmental Consultants Pty Ltd. A copy of the verification letter is available on request.

<sup>2</sup> Safety data includes employees only and does not include contractors.

## TRUenergy Torrens Island

Plant commissioned between 1967 and 1980 - Natural gas fired with fuel oil firing capability

Parameter	Unit	2005 <sup>1</sup>	Notes
<b>Operation</b>			
Generating capacity	MW	1,280	
Energy sent out	GWh	2,263	
Gas consumed	TJ	26,057	
Oil consumed	TJ	5	
Water consumed <sup>2</sup>	MI	333.26	
Make up water <sup>2</sup>	MI	217.89	
Thermal efficiency	%	31.26	
<b>Air emissions<sup>3</sup></b>			
CO <sub>2</sub>	kT	1,272	
SO <sub>2</sub>	kT	0.01	
NO <sub>x</sub>	kT	2.86	
Particulate	kT	0.08	
<b>Aqueous emission</b>			
Wastewater	Mm <sup>3</sup>	0.123	Derived for station drains using a combination of monitoring, measurement, calculation. Complied with EPA licence condition for discharges to coastal waters.
<b>Environmental compliance</b>			
Cooling water thermal discharge licence limit exceedance and other non-compliance	No.	0	Based on independent verification of monitoring program for EPA for Jul 04—Jun 05
<b>Primary by-products</b>			
Oil produced	kl	15	
Oil recycled	kl	15	Removed from site by recycler
Oil disposed by other means	kl	33	Contained water/oil mix from leaks and spills removed from site by licenced waste contractor
<b>Other solid waste</b>			
Chemical liquid waste	kl	0	
<b>Other solid waste</b>			
Synthetic material	m <sup>3</sup>	N/A	
Asbestos	m <sup>3</sup>	26.2	Removed from site by licenced asbestos waste contractor
<b>Metal waste</b>			
Flourescent & metal vapour tubes	kg	350	
Empty drums	No.	N/A	
<b>Safety<sup>4</sup></b>			
Fatalities	No.	0	
Cases of disabling injuries	No.	1	
Disabling injury incidence rate	No. per 200,000 hrs worked	0.73	
Days lost / charged	No.	0	
Severity rate	Days per 200,000 hrs worked	0	
Longest period without a Lost Time Injury	Days	2,148	
Traffic accidents	No.	0	
<b>Community development</b>			
Social programs	\$AUD	12,573	

<sup>1</sup> This data was independently verified by V&C Environmental Consultants Pty Ltd. A copy of the verification letter is available on request

<sup>2</sup> Water consumed<sup>2</sup> is defined as the total water consumption while 'makeup water' is only the portion of the total water consumption used for plant operations

<sup>3</sup> CO<sub>2</sub> calculations based on AGO methodology for Generator Efficiency Standards program using monthly gas compositions from suppliers. SO<sub>2</sub>, NO<sub>x</sub>, and particulate (PM10) derived using Australian National Pollutant Inventory emission factors

<sup>4</sup> Safety data includes employees only and does not include contractors

## TRUenergy Yallourn

Plant commissioned between 1974 and 1982 - Coal fired power station and captive mine

Parameter	Unit	2005	2004	2003	2002	2001 to Jul 01- 30 Jun 02 <sup>1</sup>	Notes
<b>Operation</b>							
Generating capacity	MW	1,480	1,480	1,480	1,450	1,450	Station upgraded to 1,480 MW in Dec 2003
Energy sent out	GWh	10,215	10,372	10,350	10,363	9,206	Sent out, with mine
Coal consumed	TJ	153,703	152,990	152,717 <sup>3</sup>	154,455	137,911	
Make up water	Mm <sup>3</sup>	34.05	34.39 <sup>2</sup>	29.96	30.83	30.42	
Thermal efficiency	%	24.08	24.58	24.60 <sup>3</sup>	24.35	24.19	
<b>Air emissions</b>							
CO <sub>2</sub>	kT	14,520	14,560	14,610 <sup>3</sup>	14,650	13,078	SO <sub>2</sub> and NO <sub>x</sub> data are based on plant emissions monitoring conducted every six months
SO <sub>2</sub>	kT	17.6	18.1	16.7	16.0	18.3	
NO <sub>x</sub>	kT	13.1	12.9	11.9	11.8	12.4	
Particulate	kT	5.1	5.3	5.7	5.0	3.8	
<b>Aqueous emission</b>							
Wastewater	Mm <sup>3</sup>	15.86	16.24	17.81	15.19	18.10	All aqueous discharges for 2005 within licence limits
<b>Environmental compliance</b>							
Aqueous licence limit exceedance and other non-compliance	No.	0	1	2	1	3	
Air licence limit exceedance and other non compliance	No.	4	1	5	3	7	
<b>Primary by-products</b>							
Ash produced	m <sup>3</sup>	318,150	282,000	300,450	332,500	310,000	
Ash sold	m <sup>3</sup>	0	0	0	0	0	
Ash reused	m <sup>3</sup>	0	0	0	0	0	
Oil produced	kl	225.5	303	182.9	95.7	86.7	
Oil recycled	kl	225.5	303	181.6	95.7	86.7	Sent offsite to a recycler
Oil disposed of by other means	kl	0	0	0	0	0	

Parameter	Unit	2005	2004	2003	2002	2001 <sup>1</sup> to Jul 01- 30 Jun 02 <sup>1</sup>	Notes
<b>Other solid waste</b>							
Hard rubbish	m <sup>3</sup>	393	362	931	279	1,471	
Synthetic material	m <sup>3</sup>	504	164	264	165	105	
Asbestos	m <sup>3</sup>	40.5	317	243	293	447	
Chrome refractory	T	0	0	0	0	0	
Ferrous metal waste	T	629	284	364	199	255	
Flourescent tubes	kg	3,344	1,911	2,652	2,083	1,457	
Empty drums	No.	1,345	767	873	790	812	
<b>Safety<sup>4</sup></b>							
Fatalities	No.	0	0	0	0	0	
Cases of disabling injuries	No.	0	2	2	3	15	
Disabling injury incidence rate	No. per 200,000 hrs worked	0	0.81	0.78	1.60	2.80	
Days lost / charged	No.	0	12.5	22	15	107	Previously known as employee 'injury lost time'
Severity rate	Days per 200,000 hrs worked	0	5.1	8.6	6	20.5	
Longest period w/o a loss time injury	Days	514	193	218	132	N/A	
Traffic accidents	No.	0	0	0	0	2	
<b>Community development</b>							
Social programs	\$AUD	335,872	202,140	327,203	665,543 <sup>o</sup>	80,000	<sup>o</sup> This includes the sponsorship of traineeships \$447,000 and community support programs \$218,543

<sup>1</sup> Data up to and including 2001 is based on a financial year and data for subsequent years is based on a calendar year. Data for second half of 2001 is repeated in 2002.

<sup>2</sup> Makeup water volume for 2004 includes some estimation of meter readings for period January to June 2004.

<sup>3</sup> Data for reported 2003 coal fuel consumed, thermal efficiency and CO<sub>2</sub> emissions revised April 2003, due to revision of 2003 coal moisture results.

<sup>4</sup> Safety data includes employees only and does not include contractors.

Data has been independently verified by V&C Environmental Consultants Pty Ltd. A copy of the verification letter is available on request.

# Further Information

More information about TRUenergy is available online at [www.truenergy.com.au](http://www.truenergy.com.au)

## This includes:

- Previous Health, Safety, Environment and Community reports
- More information on our culture and our values
- Further detail on each of our operational sites
- Product and services information for retail customers
- Quick and easy online quote application form
- Energy efficiency advice and our interactive Energy Cost Calculator
- More information about TRUenergy Home Services

## Contact

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## A note about the paper

- This paper is made of pulp that is milled inline with sustainable forestry practices.
- This paper does not use pulp derived from virgin forest mixed tropical hardwood.







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