

CUSTOMER FACT SHEET

2014-19 REMITTAL PROPOSAL



Our efficiency programs since 2012 have delivered the lowest network charges in NSW.

Customers will benefit from a
1%
real annual decrease in network costs for FY20 to FY24



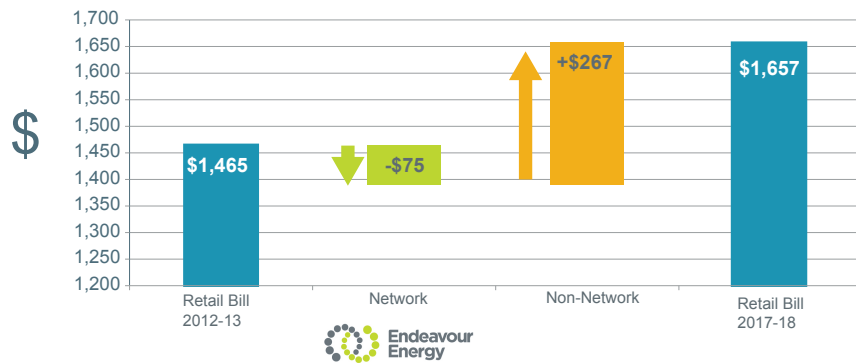
994
fewer staff since 2012



20%
in operating expenditure

99.9%
average reliability maintained without compromising safety

Our portion of household bills has gone down, while overall bills have gone up

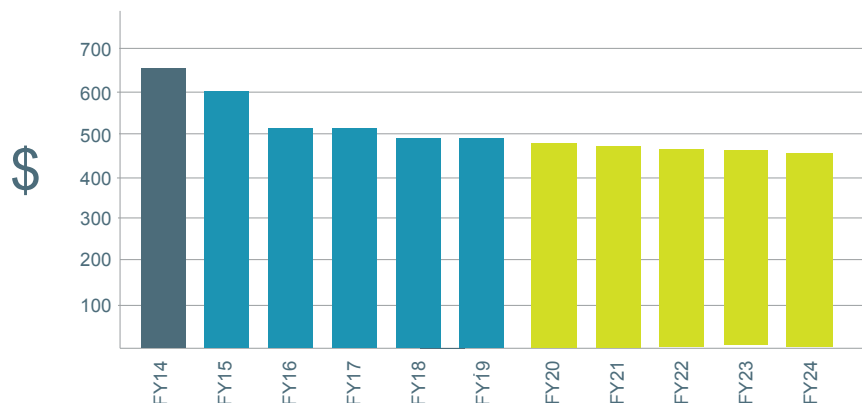


- Calculated on the basis of Origin Energy's standing offer for residential customers in Endeavour Energy's network
- Network impact includes Distribution, Transmission and Climate Change Fund contributions
- Non-Network impact includes Generation, Government Green Schemes and Retail Services

Customers will not have to pay for
\$176m
(FY19 real \$) in operating costs incurred from 2014-19 as shareholders will absorb this expense

After we retain \$110m we will forego
\$434m
in potential revenue in FY19 real \$

Actual and forecast network distribution bill FY14 - 24



We are committing to the AER's 2013 Rate of Return which reduces the benchmark cost of debt by \$367m through to 2019.