

APPENDIX 3

Energex corporate structure

Energex Corporate Structure

Energex is a network business that is structured into a number of separate divisions to allow appropriate control of the organisational resources and processes. These divisions are:

Division	Roles and Responsibilities
<p>Strategy, Regulation and Governance</p>	<p>The Strategy, Regulation and Governance Division is responsible for providing strategic leadership, developing and implementing Energex's business objectives and securing business funding.</p> <p>The Division also provides guidance and assistance to the Board and Executive Management Team on key matters including risk, compliance, governance, legal and assurance whilst ensuring the delivery of the corporate objectives through our risk, regulatory, governance, audit and compliance frameworks. This division has five groups including Regulation & Pricing, Legal Services, Corporate Strategy & Planning, Governance, Risk & Compliance and Internal Audit.</p>
<p>Customer & Corporate Relations</p>	<p>The Customer & Corporate Relations Division is responsible for delivery of key energy market services, a range of customer related services (including customer advocacy) and media & communications.</p> <p>Energex's Energy Market Services Group manages the following services: metering data agency (collecting, processing and distributing varied types of meter data to a number of key participants), market systems improvement, network billing and retail escalation and premise data.</p> <p>Customer related services are delivered by the customer contact and customer advocacy groups. The former manages the contact centre, field work scheduling and dispatch as well as emergency event management. The latter oversees a number of customer interactions including customer complaints, solar PV installation communication, data analysis and community liaison.</p> <p>Corporate communications is responsible for media and community interactions, management of significant events and maintenance of Energex's website .</p>
<p>Finance</p>	<p>The Finance Division is responsible for managing the organisation's financial strategies, financial controls, cash flow management, performance reporting, taxation as well as financial reporting to key stakeholders.</p>

<p>Service Delivery</p>	<p>Service Delivery is the largest division with over 2,200 staff located across 11 regions and 23 locations in South East Queensland. Service Delivery is responsible for delivering customer needs by safely and efficiently designing, constructing, maintaining and operating the electricity network. Service Delivery has a number of functional areas namely:</p> <ul style="list-style-type: none"> • Field services • Network operations • Design • Network program management • Contract delivery teams • Emergency response • Communication and deployment • Technical information • Business improvements
<p>Asset Management</p>	<p>Asset Management Division is responsible for network policies, standards, network strategic planning, works program development, safety strategies, environmental management and network data management. The Division has approximately 250 staff dedicated to delivery of Energex’s key objectives. Asset management has a number of functional areas namely:</p> <ul style="list-style-type: none"> • Network capital strategy and planning • Network maintenance and performance • Engineering standards and technology • Data, services and demand management • Safety • Environment • Metering Dynamics

Procurement, People and Services

The Procurement, People and Services division provides a wide range of targeted services that facilitate the effective delivery of the Program of Work (PoW). Procurement, People and Services has a number of function areas namely:

- Procurement and supply
- Property services
- Field support
- Business operations and performance
- Business support services
- Business Transformation
- Human Resources

Figure 1 - Energex Organisation Structure



