

## Fact Sheet 2019-24 Regulatory Proposal

### OUR CUSTOMERS' PRIORITIES



Safety Leader



Affordability



Reliability



Good customer service & communication



Transparency/bill itemisation



Environmentally friendly/encouraging renewables



Innovative technologies



### Safety

- 140,000 storm resistant cross arms to reduce wires falling down
- Black Spot Program to reduce traffic accidents involving our network
- We actively manage the network to reduce bushfires and manage biosecurity and other hazards



### Reliability

- Restoring power to communities during rain, hail and shine
- Aim to continue 99.96% average power availability for our customers
- Aim to achieve an average 25% reduction in power outages for customers with the poorest reliability

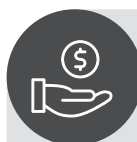
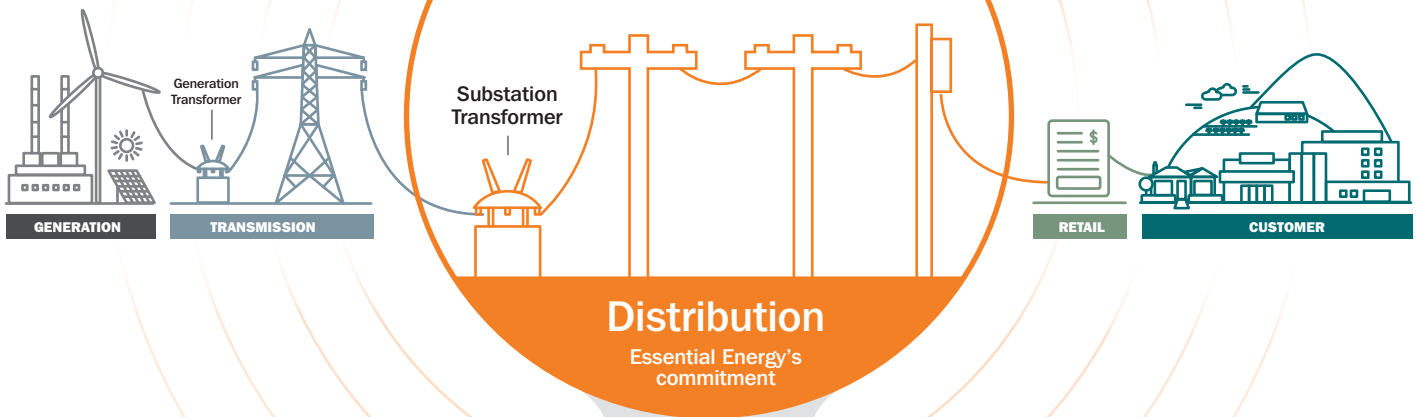
2019-20

2020-21

2021-22

2022-23

2023-24



### Affordability

			Today	By 2024
↑	\$13	Quarterly distribution charges for a typical customer	\$172 <sup>1</sup>	\$185 <sup>2</sup>
↓	6%	Cost of maintaining our network (operating expenditure)	\$1.8b (2014 to 2019)	\$1.7b (2019 to 2024)
↓	19%	Cost of refurbishing and replacing old assets (capital expenditure)	\$2.6b (2014 to 2019)	\$2.1b (2019 to 2024)
↑	6%	Essential Energy Asset Base (value of our network)	\$8.2b (forecast FY19 closing balance)	\$8.7b

# 1.43%

increase in distribution charges p.a. above CPI for 2019-24

Note: 1. typical residential customer (5MWh) quarterly distribution charges at 1 July 2018  
2. typical residential customer (5MWh) quarterly distribution charges at 30 June 2024