



# empowering customers



## Updated Fact Sheet: 2019-24 Revised Regulatory Proposal

The AER largely accepted our Proposal. The details below have been updated to reflect minor changes in our Revised Proposal

### OUR CUSTOMERS' PRIORITIES



Safety Leader



Affordability



Reliability



Good customer service & communication



Transparency/bill itemisation



Environmentally friendly/encouraging renewables



Innovative technologies

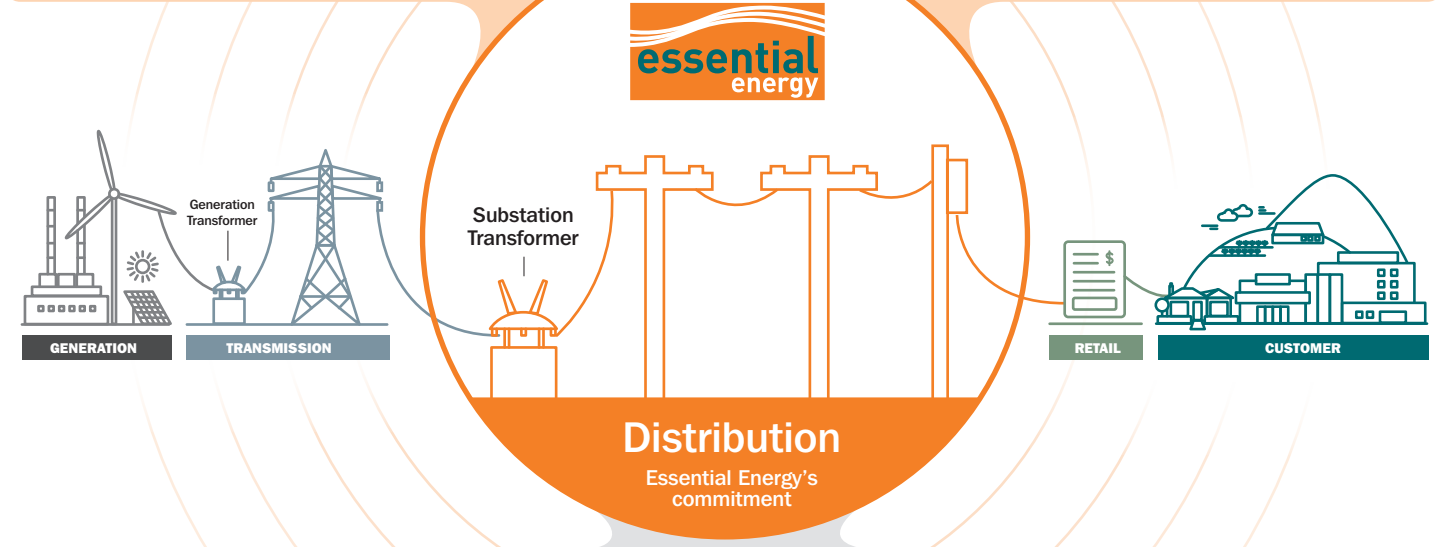
### Safety

- 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



### Affordability

			Today	By 2024
↓	\$8	Quarterly real distribution charges for a typical customer	\$172 <sup>1</sup>	\$164 <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)	\$8.1b (forecast FY19 closing balance)	\$8.6b
↓	9%	Revenue (funds needed to run our network)	\$5.3b (2014 to 2019)	\$4.9b (2019 to 2024)

## 0.90%

average decrease in revenue p.a. (before CPI) for 2019-24.

After the AER's assumed CPI rate, this equates to a 1.50% p.a. average increase

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