



empowering stakeholders



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

We agree with customers that **safety must remain** fundamental for Essential Energy to operate

Our Revised Proposal **balances safety, risk and affordability**

We **actively manage key risks**, from asset failure to bushfires, to ensure **community safety**

We will continue to work with our communities and schools on safety **education**

Our Black Spot Program is focused on **reducing traffic accidents** involving our network



Affordability

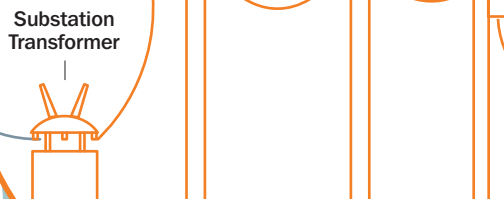
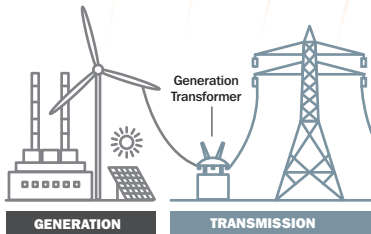
Customers expect **affordable electricity** providing value for money and price stability – we are working hard to achieve this by investing in technology and **reducing costs**

Average distribution charge decreases in 2019-24 will be **0.90% p.a. before inflation**. A typical residential bill will be \$8 per quarter lower (before inflation) by June 2024, compared to today

Applies AER's final Rate of Return Guideline in full

Capital expenditure in 2019-24 will be 19% less than the 2014-19 allowance

Small increase of \$5 per annum to fixed charge with offsetting changes to variable charges



Distribution

Essential Energy's commitment



Innovation

Most customers are excited about new and future technologies

We plan to invest \$141 million in systems and technology to deliver **sustainable cost reductions** for our customers

We are investing in research and new technology to **improve asset monitoring** analysis and risk management

New technologies are shaping the future of our industry and are **key to our Revised Proposal**

We will **enable** customers to craft their own energy solutions using a variety of technologies



Asset Management

We know that **network reliability** is important to our customers and you would like us to **balance this with affordability** without compromising safety

To achieve this we will use evidence-based, prudent **asset planning**

By 2024, we expect to have 900,000 customers, and forecast **overall consumption to be unchanged with slightly rising demand**



Reliability

Most customers are satisfied with current network **reliability**, so we will continue to invest in programs to **maintain it**

For areas with the poorest reliability we will **proactively invest** as we aim to provide these customers with, on average, a **25% improvement by 2024**

Trial alternate start and finish times for planned outages

We are proposing to **increase our accountability** and incentives to maintain reliability