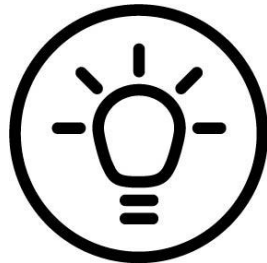




We are concerned with the basic human rights of future generations, and will urge the wise use of energy, the protection of the environment and the replenishment of the earth's resources for their use and enjoyment.

Uniting Church in Australia Inaugural Statement to the Nation 1977

AER Forum April 2019





Supporting
458,000
people each year

and
17,000
employees



Energy impacts on UnitingCare

Embedded in our DNA

- 1977 Uniting Church *Statement to the Nation*
- Environmental stewardship supports UnitingCare's Strategy and Mission

Social responsibility

- Every \$ spent on energy costs reduces our ability to provide services
- Our clients are disproportionately impacted by climate change
- Our services are in the frontline when it comes to the impacts of climate change – hospitals, Lifeline community recovery and crisis support, home and community care
- Strengthen our leadership and advocacy in environmental justice and speak out for fairness for vulnerable and disadvantaged people

Mitigate financial and organisation risk

- Increased energy, water and waste costs projected
- Grant funding increases by CPI not energy costs
- Exposure to future insurance and infrastructure costs



UnitingCare feedback - Regulatory proposals and the TSS process

- UnitingCare (UC) is pleased to be a member of the Energy Qld Customer Council, and for the opportunity to participate in the process
- Energy Qld provided an extensive consultation process with a diverse group of customers
- UC welcomes the price reduction for residential and small business
- Unclear what 'further savings' will be if UC 'opts-in to one of the new cost reflective tariffs'
- Difficulty understanding the regulatory proposals and the complexity of the energy market
- Consideration of NFP organisations – those who deliver services (energy costs and impacts) QCOSS, COTA – focus on disadvantage, CALD, aged and hardship

UnitingCare feedback - Regulatory proposals and the TSS process

- Recognise that tariff reform is needed to respond to changes in the energy market
- Education, energy literacy and awareness – tariff comparators to support UC decision making
- Communication – understand language around tariffs
- Uncertain about the impact of Dynamic/Demand Response Tariff Structure and our ability to respond (Hospitals, Aged Care Facilities)
- Seasonal peaks and diverse range of locations and tariffs throughout the State
- Cost impacts of access to digital meters (over 350 sites) – cost reflective ‘package’ tariffs
- Tariffs, Education, Dynamic, Innovation (TEDI) – further development and understanding of the concept
- Participation in Tariff Trial - given complexity and diversity of tariffs within portfolio

Energy made easy!

- Daily supply charge (also known as fixed charge)
- Flat charge (also known as energy or volumetric charge)
- Time of Use (ToU) energy charge
- Demand charge
- Capacity charge
- Monthly Band supply charge (also known as fixed charge which varies depending on nominated network access band), and
- Summer Peak Top-Up charge.