

# Energex

## Revenue decision 2020-25

The Australian Energy Regulator (AER) sets the amount of money that Energex can make over five years in order to provide its customers with safe and reliable network services. We know energy isn't cheap, so we focus on making sure energy network businesses only spend money on what's important.

### Quick fact

Energex distributes energy to South-East Queensland. It has poles and wires spanning over 52,466 kilometres, servicing 1,463,494 customers.

### Energex forecast spending 2020-25

In June 2020, we decided that Energex can recover \$6009.6 million from its customers from 1 July 2020 to 30 June 2025. This is 15.8% lower than the last decision. Energex will spend this money on:

- Delivering affordable energy to consumers
- Growing and making the electricity grid stronger
- Maintaining and running their business.

Energex's spending includes:

- Investment in technologies to detect network defects.
- Technologies to support the increasing levels of solar installations.

### COVID-19 impacts

While the impact of COVID-19 on Energex remains uncertain, our 2020–25 final decision revenue decision provides the business with a reasonable opportunity to recover at least its efficient costs. If it becomes clear that the impacts of COVID-19 are substantial, then a rule change would need to be considered to enable us to re-open existing revenue determinations.

### What does this mean for energy bills in Energex's zone?

In Energex's network, network charges make up 35% of an average residential customer bill and 28% of an average small business customer bill.

From 1 July 2020, in the first year:

- the average yearly residential bill will drop by \$73; and
- the average yearly small business customer bill will drop by \$82.

This does not include costs for running the Queensland Government's solar bonus scheme.

These prices are indicative and might vary with changes in demand.

### What people told us in making our decision

Energex said it was important that:

- It makes the right investments to ensure the safe operation of its network
- Network charges are kept as low as possible
- It provide customers with sustainable choices
- Energy is reliable and safe

Customers of Energex said it was important that:

- Tariff Structure Statements be easier to understand so people can better engage in energy decisions.
- Customer affordability is a priority.

Our decision allows Energex to meet its obligations with lower expenditure and passes on the savings to consumers.

### Want to know more?

You can read the full decision on our website [www.aer.gov.au](http://www.aer.gov.au)

### Want to find a better energy deal?

Visit our free Energy Made Easy website [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

**More information****Australian Energy Regulator**

AER Infoline 1300 585 165

**Indigenous Infoline**

Call 1300 303 143

**For information in languages other than English**

Call 13 14 50

Ask for 1300 585 165

**National Relay Service—Speak and Listen**

Call 1300 555 727

Ask for 1300 585 165

**National Relay Service—TTY users**

Call 13 3677

Ask for 1300 585 165

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Go to [www.relayservice.com.au](http://www.relayservice.com.au)

Ask for 1300 585 165