

Service Commitment for Retailers

Strengthen relationships and partnerships to deliver for customers and lead the energy transition.



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Foreword

Endeavour Energy is committed to enhancing our engagement with Retailers.

In a rapidly changing energy sector, energy consumers now more than ever need distribution networks and Retailers to collaborate effectively to deliver the affordable, sustainable, and secure energy future our shared customers need.

This is no more evident than in the delivery of the AEMC's Smart Meter Rollout by 2030.

Our engagement with Retailers on the smart meter rollout and our 2023 Voice of Customer survey of Retailers underscored the importance of fostering mutual trust, transparency, and timely service order completion between Retailers and Distribution networks.

We pledge to Retailers that we will deliver on our promise of providing superior service, including promptly fulfilling service orders and delivering innovative energy solutions. This pledge aligns with our Decarbonising the Grid 2035 Strategy and reflects our sharp focus on a customer-centric culture that delivers continuous improvement and strengthens relationships with partners across the energy sector, including Retailers.

In making this pledge, we commit to embedding high-quality engagement of Retailers to inform our actions and underpin our decisions, always with our shared customers at heart.

As we strive to lead the energy transition, we are adopting an “outside-in” approach to listening and acting on engagement insights. We understand that our stakeholders, including Retailers are keen to engage with us on varied important issues such as Western Sydney's growth, climate change, bushfire prevention, community resilience and future grid. In particular, we recognise the crucial role that Retailers play in supporting pricing and tariff reform, as well as helping customers in vulnerable circumstances, and are committed to working collaboratively with across these initiatives.

We value your interest in these issues and the opportunities we can take to incorporate your views into our operations to design outcomes that are beneficial for our shared customers, our respective businesses, and our communities.

I am pleased to share our Service Commitment for Retailers with you and look forward to your valuable feedback.



Leanne Pickering

Chief Customer &
Strategy Officer
Endeavour Energy

About us

Endeavour Energy is the poles and wires business for more than 1 million connected customers in Sydney's Greater West, the Blue Mountains, Southern Highlands, the Illawarra and South Coast.

A population of 2.4 million depend on us every day for safe, affordable and reliable power so they can go about their lives and livelihoods, trusting us to look after their energy interests.

We power some of the fastest growing regions in New South Wales, including the NSW Government's Priority Growth Centres and Sydney's Greater West, home to NSW's new international airport and surrounding aerotropolis.

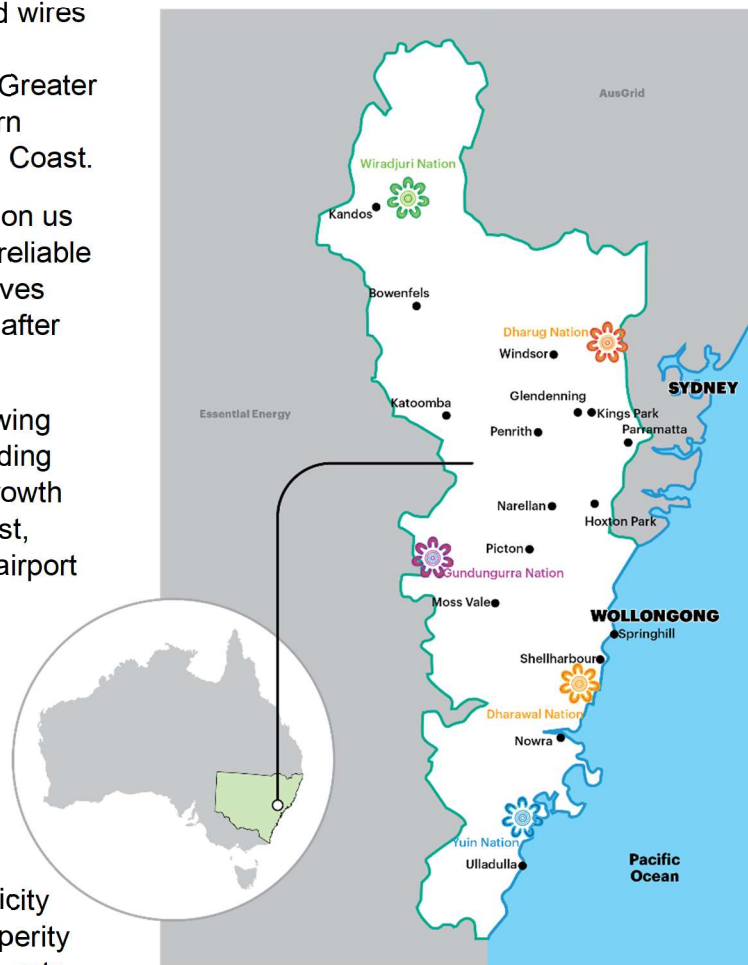
Keeping downward pressure on electricity prices without compromising safety or reliability has been a priority for Endeavour Energy over the past decade.

Safe, affordable and reliable electricity drives jobs and the economic prosperity of the communities in which we operate and contributes substantially to NSW's economic success.

We employ more than 2,200 people across 19 locations, making us one of the largest employers in Sydney's Greater West.

We work in a complex and challenging environment and interact with a diverse range of customers, community and stakeholders.

This service commitment guides how we work with all Retailers so that we continue to deliver safe, affordable and reliable electricity, now and in the future.



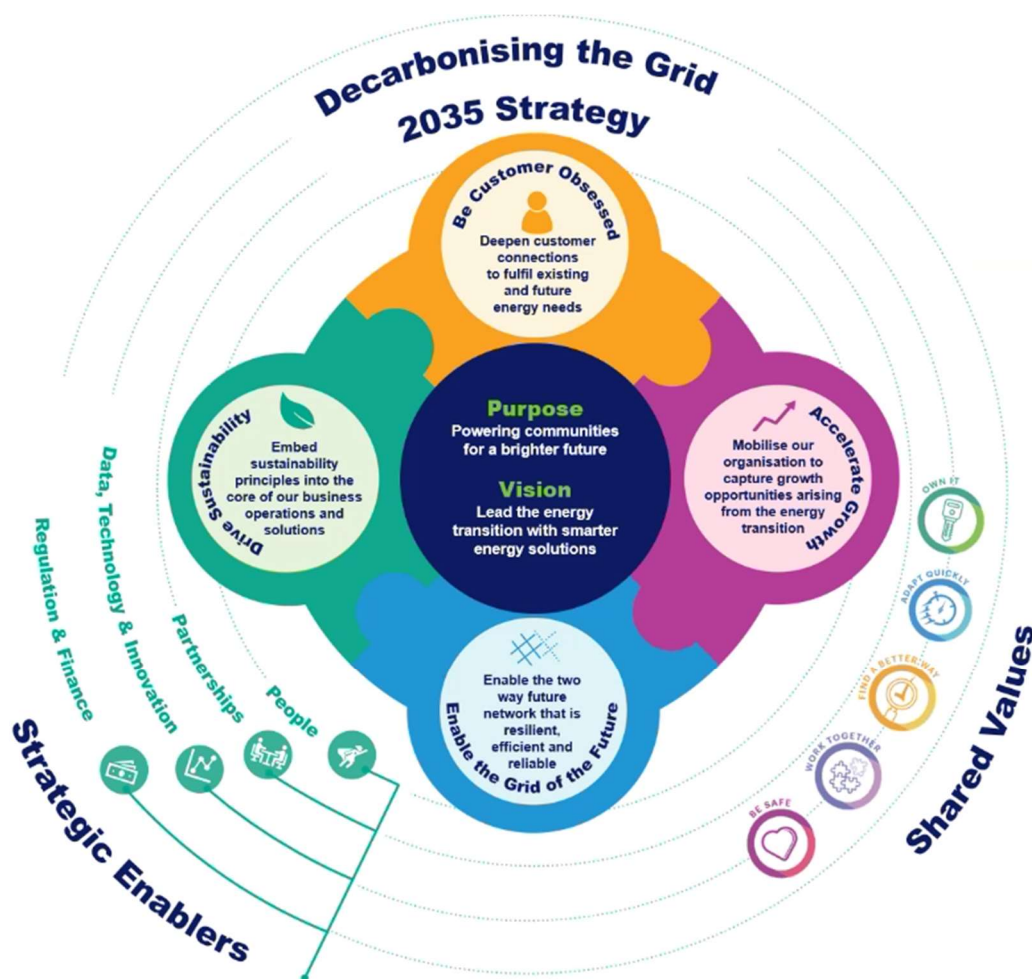
Our corporate strategy

Our corporate strategy directs our focus for the next five years, as the industry shifts from a traditional distribution business to leading the energy transition with smarter energy solutions.

Key to this successful transition is the trust and confidence bestowed upon us by our stakeholders, particularly Retailers. Our ambition to become Australia's best-performing network relies heavily on making Retailer engagement, support, and services an organisational priority.

We aim to collaborate with Retailers to comprehend their needs and expectations, to collectively enhance customer outcomes, establish ourselves as a preferred employer, catalyse innovation through partnerships, and generate shared value.

Our mission is to incorporate Retailer engagement across our business as a fundamental component of our business strategy. For Endeavour Energy, this necessitates building upon insights from previous engagement initiatives and cultivating a culture that seeks continuous engagement with all Retailers.



Our service commitment

Delivering on our promise, strengthening relationships, and partnering to lead the energy transition.

Feedback received from Retailers during the AEMC Smart Meter Rollout program in February 2023 emphasised that a transformation is needed in the energy industry, particularly in fostering trust and transparency between Retailers and Distribution networks.

This sentiment was echoed in our Retailer Voice of Customer survey conducted late 2023, which also highlighted the need for enhanced timeliness in service order completion and a greater cooperative approach to enable the connection to collection process – making it easier for consumers and Retailers alike.

Endeavour Energy has made significant progress in establishing strong relationships with Retailers, yet there is a need for further improvement in our engagement efforts, specifically in the areas of service order execution, smart meter acceleration program support, and future-grid initiatives.

The following commitment is our promise to provide superior service and enhance retailer engagement, covering timely service order fulfillment and innovative energy solution delivery. This aligns with our corporate strategy and cultivates a customer-centric culture of continuous improvement.



Decarbonise the Grid 2035

Our Purpose – Powering Communities for a sustainable future
Our Vision – Lead the way with smarter energy solutions



Service commitment for Retailers

Strengthen relationships and partnerships to deliver for customers and lead the energy transition

Prompt & accurate market services

- Service order fulfilment
- Metering services
- Connection services

Actions:

- Identify methods to increase on site accessibility
- Thoroughly investigate how DNP/DNI can be fulfilled in a timely & safe manner
- Improve reporting capabilities
- Assessing technology solutions for informing of NSRD
- Promoting faster adoption of smart meters

Strong relationships

- Proactive information
- Engagement activities
- Escalation processes

Actions:

- Elevate experience with regular retailer interaction, insightful feedback, and tech innovation
- Engage appropriate business functions to expedite the resolution of retailer escalations
- Manage account plans, strengthen customer relationships, and collaborate on community support initiatives

Customer care

- Customers facing hardship
 - Public safety
- Account management framework

Actions:

- Help vulnerable customers with customised guidance, loans, education, and referrals
- Collaborate with retailers on hazard identification, emergency tasks, and risk mitigation
- Partner with retailers for connection to supply activities for large business customers

Delivering the Future

- Smart meter roll-out
- Battery storage
 - EV charging
- Solar optimisation

Actions:

- Aid retailers in Smart Meter Program through meter updates and plan coordination
- Coordinate BESS inquiries, battery projects, and retailer discussions
- Facilitate discussions with our Subject Matter Experts – Network Connections Team & EV Innovation manager.

Service order fulfillment

At Endeavour Energy we're dedicated to providing superior service and prompt responses to Retailer service order requests. Our commitment is to act quickly, accurately, safely, and transparently providing status updates and flagging potential delays early on.

Handling on average 22,500 service orders monthly we commit to the following service level agreements, always striving to exceed the minimum requirements outlined in AEMO's B2B Procedure: Service Order Process.

Service Order Type	Service Order Sub Type	SLA (Days)
De-energisation	Disconnect at Pillar-Box, Pit or Pole-Top, Local Meter Disconnection, Recipient Discretion, Remove Fuse	2
Metering Service Works	Meter Reconfiguration	20
	Meter Investigation – Inspect	15
	Meter Investigation – Test	15
Allocate NMI	Allocate NMI	2
Re-Energisation	Pillar-Box, Pit or Pole-Top, Replace Fuse / Switch, Local Meter Reconnection	1
Special Read	Check Read, Final Read, Reconnection - Read Only, Transfer Read	3
Supply Service Works	Tariff Change, Supply Alteration	5
	Supply Abolishment	20
	Temporary Isolation-Group Supply	25

We will undertake the necessary measures to execute service order requests safely and efficiently. Our commitment involves the continuous innovation of our processes to overcome barriers and ensure successful service order completion. We acknowledge obstacles such as site inaccessibility, safety risks, and inadequate information as challenges to timely execution, and we will continuously explore and trial solutions to minimise these challenges.

Additionally, we will work closely with Retailers on complex disconnection service orders due to non-payment. Our approach includes comprehensive desktop investigations and field visits to ascertain safe disconnection viability, coupled with collaborative efforts to engage with consumers to minimise debt exposure and identify optimal solutions.

We will work with Retailers and internal service order fulfillment teams to:

- Identify methods for increasing on-site accessibility to meter boards and fulfill service orders particularly at known commercial premises (Shopping Centres)
- Reduce debt liability by thoroughly investigating how DNP/DNI can be fulfilled in a timely and safe manner
- Improve reporting capabilities to obtain a true measure of our service order performance and monitor them against SLA's

Metering services

In June 2024, there are fewer than 550,000 Basic NMIs within the Endeavour Energy network. For the subsequent five years, we plan to partner effectively with Retailers to execute the smart meter acceleration program, replacing all basic meters with smart meter devices by the year 2030. We are committed to maintaining our quarterly physical readings of Basic meters during this transition and, in instances where meter readings cannot be conducted, we will ensure Retailers are clearly and promptly informed.



Over the last 4 years we have reported an increase in the volume of skipped meter reads due to premise accessibility challenges, presence of dogs, availability of meter reading resources, and adverse weather conditions. We understand estimated bills are not appealing to consumers, necessitating innovative solutions to reverse this trend and restore Retailer confidence.

As customer escalations concerning estimated reads increased, we ventured into alternative methods of capturing actual reads, primarily through customer-led photo reads. This involved an SMS invitation to select customers for the easy upload of photo reads prior to their next scheduled read date (NSRD). Despite general customer dissatisfaction with estimated bills, our photo read trial saw a relatively low uptake. Insights suggest this was due to the perceived high effort required from the customer, coupled with a narrow submission timeframe.

In collaboration with Retailers, we are exploring a better and more streamlined process for sites with recurring access issues and those identified as having a dog at the premise. Identifying and expediting the transition to smart meters for properties with chronic access issues is one way of overcoming this ongoing challenge.

Furthermore, we are eager to work alongside Retailers to better utilise proactive customer notifications, including a letter and/or SMS prior to the next scheduled read date (NSRD). By adopting these strategies, we aim to provide a more accurate and satisfactory metering service to our customers while restoring confidence among our Retailer partners.

We will continue to investigate opportunities to ensure customers obtain actual reads via:

- Assessing technology (telephony, social media) to inform customers of their upcoming NSRD
- Working with Retailers to provide services that ensure that they can bill their customers on an actual read.
- Promoting faster adoption of smart meters to eliminate chronic no access issues

Connection services

Endeavour Energy is proud to power Sydney's Greater West, Australia's third-largest economy, encompassing Sydney's second international airport, its surrounding Aerotropolis, and the NSW Government's priority land release areas in North West and South West Sydney. With these areas expected to house communities comparable to Canberra by 2030, we are preparing to connect an estimated 20,000 new customers annually.

Our commitment to retailers is to ensure these connections are executed in an efficient and timely manner, enhancing the customer experience through streamlined digital connection processes.

We offer a diverse range of connection services to cater to our customers' unique needs. We monitor key performance indicators that specify the maximum time frame for processing respective activities, ensuring swift and smooth connection services. Upon receiving a connection service enquiry, we are committed to providing the necessary information to understand the application process within ten business days.

Our connection services include Basic Connections, suitable for customers requiring a small load or generator connection, and Standard Connections for customers needing network upgrades or extensions. Both services are accessible via our online platform, and we have a dedicated Customer Network Solutions (CNS) Team continually digitalising the connection process.

We promise Retailers continued connection experience improvements, underpinned by strong communication, efficient service, and a commitment to digital transformation for improved customer experience.



We will continue to facilitate a fast, easy connection process for customers and Retailers by:

- Actioning connection requests within the communicated timeframe
- Providing technical / design information when required
- Offering reliable, transparent and user-friendly digital solutions for connection requests

Proactive information

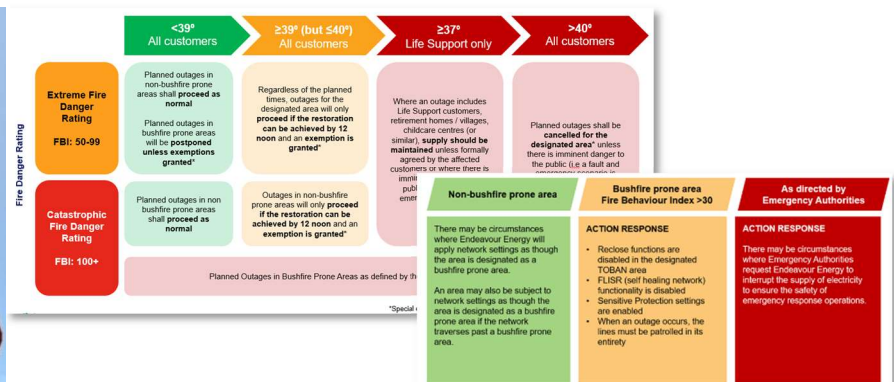
We're committed to maintaining robust and transparent communication with Retailers, especially during times of weather volatility and extreme conditions. We understand the importance of keeping the power on and restoring it as quickly as possible during such events, and we assure Retailers of our readiness to manage these situations effectively and safely.

As part of our ongoing service commitment, we promise to share our summer preparedness plan with all Retailers annually, and prior commencement of Summer, to ensure you are well-informed. The plan includes a Planned Outage Decision Matrix and customer notification workflows, as well as our Unplanned Outage Power Restoration Plans during total fire bans and subsequent customer notifications should unexpected power interruptions occur during these times.

Throughout the summer months, our Retailer Relationship Manager will provide an e-newsletter to all Retailers. This communication will contain relevant and up-to-date information, including Bureau of Meteorology (BOM) weather forecasts, potential total fire bans, and predictions for suburbs that may be impacted by extreme heat conditions.

Moreover, we will proactively inform Retailers about any potential customer impacts if planned outages have to be cancelled due to extreme heat or total fire bans. Our goal is to ensure that you have all the necessary information to manage your operations effectively during such periods and keeping customers informed.

Our commitment to you extends beyond reliable service provision. We are dedicated to operating safely, communicating effectively, and providing the necessary support during extreme weather events. We believe that through our combined efforts, we can minimise disruptions and maintain a high level of service for customers.



We will keep Retailers informed during extreme weather events by:

- Communicating prior commencement of summer our Planned & Unplanned Outage Notification processes and plans
- Regular communication in advance of extreme weather conditions and during extreme weather conditions
- Regular e-newsletter with relevant weather forecasts, potential total fire bans, and predictions for suburbs that may be impacted by extreme heat conditions throughout summer (or as required)

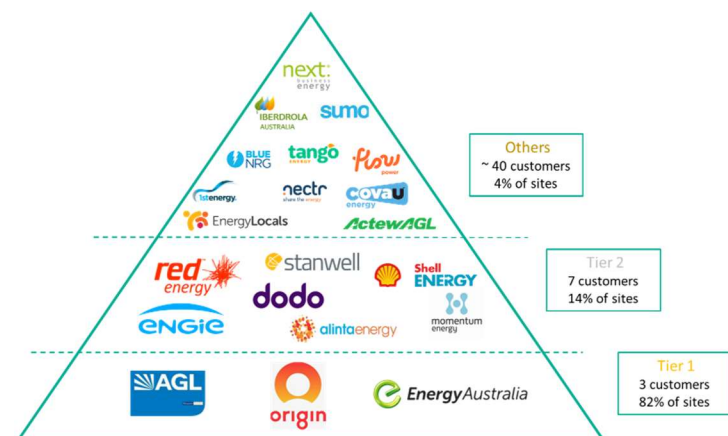
Engagement activities

Our Customer Experience team will continue working towards strong relationships with Retailers. To enhance Retailer relationships and position ourselves as a dependable ecosystem partner, we aim to deeply understand our customers' businesses. We're committed to strengthening connections at every level, from executive leadership to operations teams and will do this by,

- Undertaking monthly meetings with Tier 1 Retailers, and quarterly meetings with Tier 2 Retailers, in addition to ad-hoc meetings with other Retailers as required
- Detailed and insightful Service Order reports that provide meaningful information for Retailers on their customers and our performance in service order completion
- Quarterly meetings with Executive Leadership Team (ELT) for Tier 1 and 2 Retailers
- Impromptu meetings to discuss transactional activities or address unique customer process issues
- Future grid project-based meetings as required on community batteries, EV charging stations, grid-scale batteries and control loads
- Retailer Reference Group scheduled quarterly and led by our senior leaders for all Retailers
- Our annual Voice of Customer Survey allows Retailers to provide feedback on our services, support, and advice related to future-grid initiatives and general customer experience. The insights gained are openly shared within engagement forums and used to prioritise improvement initiatives.

We see every interaction with Retailers as an opportunity to learn and grow. Past initiatives have provided insights and helped gauge interest in novel technologies, thus aiding the formation of partnerships for future energy transition and grid projects. We are well positioned to utilise our network expertise and internal subject matter expertise to drive the technological transitions within our network.

For your convenience, we'll continue implementing a unified engagement strategy that's led and coordinated by our Customer Experience team. This will facilitate discussions and provide better transparency across all projects and routine operations.



We will continually strengthen our relationships with Retailers by:

- Developing and maintaining detailed account plans which are updated annually, or as significant changes occur, to deepen our understanding of current and emerging Retailer business needs
- Increasing face-to-face engagement through an annual visit to Tier 1 and Tier 2 Retailers
- Conducting annual B2B Engagement Surveys with primary contacts at all Retailers to obtain insights and prioritise improvement initiatives

Escalation processes

At Endeavour Energy, we're dedicated to providing exceptional service to customers. We understand the importance of swift and effective escalation management, and we reiterate our unwavering commitment to this critical aspect of our service delivery.

We promise to maintain clear and transparent Service Level Agreements (SLAs) for escalation management, developed in consultation with Retailers, to ensure expectations are understood and agreed upon by all parties. These SLAs will clearly define the standards and timeframes within which we aim to resolve any issues that may arise.

Moreover, we commit to providing clear and easily accessible contact information, ensuring you always know who to reach out to in case of any issues, queries, or feedback. Our contact framework is structured in a way that ensures your concerns are directed to the right person at the right time, facilitating quick resolutions and minimising potential disruptions to your service.

We also pledge to consistently review and refine our escalation management process, incorporating your feedback to improve our service delivery continually. Our focus is on ensuring a seamless, efficient, and reliable service experience for all Retailers.

Your satisfaction is our priority, and we are committed to ensuring that your experience with Endeavour Energy is always of the highest standard.



We will respond to Retailer and customer escalations in an efficient & timely manner by:

- Engaging appropriate business functions to expedite the resolution of retailer escalations sent to the Retailer relationship mailbox
- Developing an internal service level agreement to track and monitor the responsiveness to Retailer escalations and enquiries

Customers facing hardship

Endeavour Energy remains committed to supporting our customers, particularly those dealing with financial hardships or other forms of vulnerability. As co-founders of The Energy Charter, we prioritise the needs of our customers and strive to safeguard their interests.

The Energy Charter is a coalition focused on customer-centric energy solutions. Its members commit to addressing evolving customer needs amidst the transition to cleaner energy, and pledge to uphold principles for improved customer protection now and in the future.

Vulnerability can come in many forms. Some of our customers may be struggling with financial hardships due to unemployment, low income, or sudden life changes. Others might be dealing with health issues, disability, aging, or the need for essential medical equipment that requires electricity. We also recognise the challenges faced by culturally and linguistically diverse customers, as well as those in remote or rural areas.

To assist these customers, we offer several programs, including:

- Affordable payment plans on interest-free terms over an agreed timeframe for rectification of private network assets for which the customer is responsible
- Contributions towards a portion of the total costs for rectification of private network assets where appropriate
- Providing information on Government concession programs and arranging access to financial counselling services
- A dedicated complaints resolution process
- 'Knock to Stay Connected' Customer Code, an initiative designed to help maintain energy supply during challenging times
- Dedicated Life Support Advocate staff and formal corporate training program to ensure awareness across the business

The Knock to Stay Connected program is an Energy Charter initiative, and the purpose of the new Customer Code is to help customers stay connected to their energy when times may be tough. We understand that non-payment of energy bills is overwhelmingly driven by circumstances and not by choice, that's why this initiative encourages customers to seek support through their energy Retailer.

Our Customer Experience Social Programs team engages directly with customers experiencing vulnerability, managing ongoing relationships and providing support. Together with Retailers and diverse stakeholders, we continue to invest in targeted programs to meet our customers' varying needs. Our commitment is to be there for our customers, providing understanding, assistance, and resources when they are most needed.

We will provide ongoing protections for customers facing vulnerable circumstances through:

- Customer Owned Asset Assistance loans for safety related defect rectification
- Liaising with diverse community groups and councils to build resilience and preparedness
- Advocate for and assistance to CALD customers with energy literacy
- Wide promotion of available government rebates, targeted referrals to Financial counselling services
- Proactive outreach to life support and potential life support customers for back-up plan advice
- Ongoing engagement with Retailers to undertake regular Life Support data reconciliations

Public safety

The management of risk to public safety posed by the Endeavour Energy network encompasses both the management of network assets, and our ability to influence the behaviour of customers and community members when operating around and living near power related infrastructure.

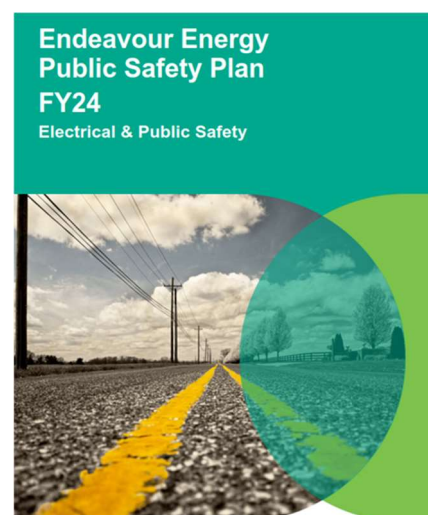
Under the Electricity Supply (Safety and Network Management) Regulation 2014 we must, as part of the Electricity Network Safety Management System, provide advice to the public relating to hazards associated with the electricity network. We've developed and published the FY2024 Public Safety Network Management Plan to prepare and protect customers and communities, comply with applicable safety obligations, and inform stakeholders of the associated hazards and controls in place to manage inherent risks.

The Plan details how Endeavour Energy will invest and tailor activities to target at risk groups through safety awareness campaigns, educational programs, asset management programs, business processes and promote safe behaviours to reduce interaction with electricity infrastructure.

The Plan is designed to:

- Raise awareness of electricity safety and the risks associated with the distribution and use of electricity;
- Raise awareness of electrical safety amongst at-risk target groups;
- Remind the public of hazardous situations involving electricity; and
- Demonstrate Endeavour Energy's commitment to the safety of its community.

The Public Safety Plan will be utilised to better support Retailers who've raised issues about active market sites that are demolished or under construction. Disconnection service orders can be hindered due to site access limitations and the lack of a meter. Prioritisation of process improvements, in this instance the adoption of fault and emergency procedures to inspect and secure power supply, demonstrates our ongoing support to continuously improve and provide a safe network for all.



We will work with Retailers to ensure the safety of customers, the public and our staff by:

- Identifying sites that pose a potential risk to customers and the public.
- Raising fault and emergency jobs for identified demolished sites not appropriately flagged, where Service Orders have been received
- Informing Retailers to contact their customer or ASP for follow-up on the necessary documentation (RAG NOSW)

Account management framework

We recognise the importance of partnering with Retailers to elevate the customer experience for large, multi-site business clients. We are attuned to the unique challenges large customers encounter and we are dedicating our efforts to devise tailored solutions.

Key to our approach is the delivery of personalised outage notifications. Recognising the critical role of timely and accurate communication during power disruptions, we are working towards ensuring key contacts are promptly notified via their preferred notification methods, primarily email.

The importance of accurate account information is not lost on us. We strive for precision in account data to guarantee seamless communication and correct billing and will collaboratively work with Retailers as we jointly work on enhancing customer satisfaction.

We stand by businesses as they navigate the ongoing energy transition, providing guidance and solutions that harmonise environmental sustainability with fiscal prudence. Our commitment extends to facilitating future grid initiatives that incorporate renewable energy sources and advanced technologies including,

- Electric vehicle charging infrastructure for commercial use
- Provision of data and insights into system performance and consumption for potential efficiency improvements
- Identification of infrastructure upgrades to enable adoption of renewable energy
- Innovative network technology, for instance FLISR for remote switching and improved outage management
- Reliability data for network optimisation

Forward-looking initiatives contribute to a more sustainable energy future and present opportunities for large business customers to manage their energy usage effectively, reduce their environmental impact, and potentially realise energy cost savings. At Endeavour Energy, we are excited about these prospects and committed to leading the way in these transformative initiatives.



We will continually streamline services for large business customers, working closely with Retailers to:

- Obtain ongoing feedback and identify business improvement initiatives with a dedicated contact for escalation management
- Monitor and report network reliability incorporating both planned and unplanned outages, at individual NMI and whole-account levels
- Maintain accurate customer contact information to support real-time outage notifications
- Provide project support and facilitation before, during and after implementation

Smart meter roll-out

In 2023, the AEMC submitted a Rule change proposal for a rapid meter replacement with a goal of 100% replacement of basic meters by 2030. Initial reports indicate a fast-paced deployment of smart meters could result in a net advantage of around \$500M across all NEM regions.

Whilst an industry led legacy meter replacement plan is suggested, there are several critical factors to consider,

- Enhanced collaboration and transparency amongst market participants is vital
- Retailers have described former challenges with DNSPs achieving favourable outcomes, due to perceived self-interest of distributors
- Retailers have shared concerns about Distributor transparency with metering information.

As we await the AEMC final rules for the smart meter acceleration program, consultations have already commenced with our Tier 1 and Tier 2 Retailers on our 5-year Legacy Meter Replacement Plan (LMRP). Our proposal seeks to commence the gradual phase out of all accumulation and manually read interval meters (MRIM) both in preparation for the LMRP prior to July 2025, as well as during the LMRP.

In conclusion, the successful implementation of the smart meter acceleration program by 2030 depends heavily on effective engagement with Retailers.

We are committed to collaborating closely with Retailers throughout this process, focusing on addressing concerns and incorporating suggestions. Our goal is to create a transparent, inclusive, and collaborative environment to ensure the success of this transformative initiative for all stakeholders.

We will support Retailers with the smart meter acceleration program by:

- Report on outstanding MFNs to facilitate their replacement prior to LMRP
- Working with Retailers to ensure our LMRP is achievable and delivered
- Streamline processes and remove obstacles that contribute to smart meter replacement delays
- Transparently share site access information to enable faster smart meter replacement

Battery storage

Endeavour Energy is making a strategic shift towards the integration of Community Batteries and Grid Scale batteries. This transition is aimed at not only providing firming capacity but also extending the benefits of renewable energy to our customers. The move towards sustainable power sources is pivotal in the energy transition and helps ensure equity across our customer base.

There is a growing interest among Retailers in these sustainable initiatives, especially with the introduction of grants like the Commonwealth Government's Community Batteries for Household Solar Program Grant in October 2022. This grant provides \$200 million to fund the deployment of 400 community batteries across Australia, sparking considerable enthusiasm amongst Retailers.

To capitalise on this opportunity, we've initiated meetings between Retailers and our Future Grid teams to discuss the potential of access to funding to speed up the deployment of community batteries. The response has been overwhelmingly positive, with many Retailers expressing a definitive interest in participating.

Similarly, our Customer Experience team has been instrumental in facilitating discussions between our Corporate Development team and Retailers about potential Grid Scale Battery projects within zone substations and transmission zones. Again, the response from Retailers has been exceptionally enthusiastic and we look forward to working together to realise these initiatives.

The rising demand for Battery Energy Storage Systems (BESS) in our network signifies the need for increased collaboration and alignment within our organisation. This ensures we maintain a consistent approach in managing Retailer relationships while facilitating our commitment to the transition towards more sustainable energy sources.



We will support Retailers with battery energy storage system enquiries and deliver community battery and grid-scale battery initiatives by:

- Identifying opportunities in our network where community and grid-scale batteries would provide network and customer benefits
- Facilitating interactions with our corporate development team to progress discussions with interested Retailers

EV charging

We are committed to fostering a collaborative approach with Retailers in identifying and realising potential opportunities within the Electric Vehicle (EV) charging infrastructure space. Recognising the strategic transition of many businesses towards sustainable energy and the acceleration of EV uptake, we aim to be a proactive partner in this evolution.

It is evident that there has been a surge in offerings to support this transition, ranging from EV-specific energy plans, home charging solutions, to dedicated support for transport companies to decarbonise their operations. These initiatives reflect the industry's dedication to cleaner energy and customer-centric solutions.

At Endeavour Energy, we're actively shaping a strategy through our Future Grid team to roll out EV charging infrastructure and collaborate with significant industry participants. Our goal is to be a driving force in this energy transition, contributing to a more sustainable and equitable energy landscape.

Our commitment extends beyond strategy and into making the connection process for EV charging installations as straightforward and transparent as possible for Retail partners. We're dedicated to cultivating an environment that encourages cooperation, fosters innovation, and enables growth within the sustainable energy sector.

We look forward to engaging consistently with Retailers, capitalising on their insights and expertise to maximise the opportunities in the EV charging infrastructure sector. Our shared commitment to a greener energy future underpins these initiatives, and we're excited to continue propelling this momentum forward.



We will partner with Retailers to deliver fit-for-purpose EV charging infrastructure in our network by:

- Facilitating discussions with our own subject matter experts, Network Connections team and EV innovation Manager

Solar optimisation



Endeavour Energy is committed to enhance the adoption of rooftop solar and promote smarter energy choices. We understand the critical role solar energy plays in creating a sustainable, reliable, and resilient energy future.

We are actively taking steps to increase the amount of solar energy that customers can export to the grid, allowing them to fully benefit from their renewable technologies. Currently, customers can export up to 5kW of their excess solar energy back to the grid. This limitation is necessary to prevent overloading the network, which could disrupt supply and damage household appliances.

However, we are working towards raising this limit. It is projected that by 2030, half of Endeavour Energy's 1.2 million customers will have rooftop solar panels. To accommodate this growth and allow customers to export more of their solar energy to the grid, we are implementing strategies to create a smarter, more sustainable grid.

One of these strategies is our Flexible Exports trial. This initiative will enable customers to export up to 10kW of excess solar most of the time, doubling the current limit and reducing customer bills.

Customers who participate in the trial will allow Endeavour Energy to remotely monitor solar exports in real-time and adjust them down if necessary to help stabilise the local grid. This will enable us to safely allow customers to export much more solar to the grid without destabilising it.

We invite Retailers to join us in promoting the Flexible Exports trial helping us transform the grid into a modern, flexible, and dynamic network that is more efficient, more sustainable, and allows customers to maximise their investment in rooftop solar panels.

By partnering with Retailers, we aim to increase solar adoption and maximise the use of renewable technology investments, all in a bid to lower customer bills by:

- Transforming our grid into a more efficient, sustainable and dynamic network ensuring grid stability while allowing increased solar exports
- Working towards a sustainable, reliable and resilience energy future by promoting intelligent energy choices and supporting the growth of customer-generated solar energy

For further information on the services and support we provide for Retailers, please visit us online or contact our dedicated Market Engagement Manager.



endeavourenergy.com.au/about/corporate-information/how-were-regulated/information-for-retailers

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Document Issue Date: 1 June 2024