

We want you to choose your energy future

energised
2021-2025



The energy market is changing

Solar, battery and electric vehicle use is increasing, and there is unprecedented demand from you to choose and manage how you use electricity.

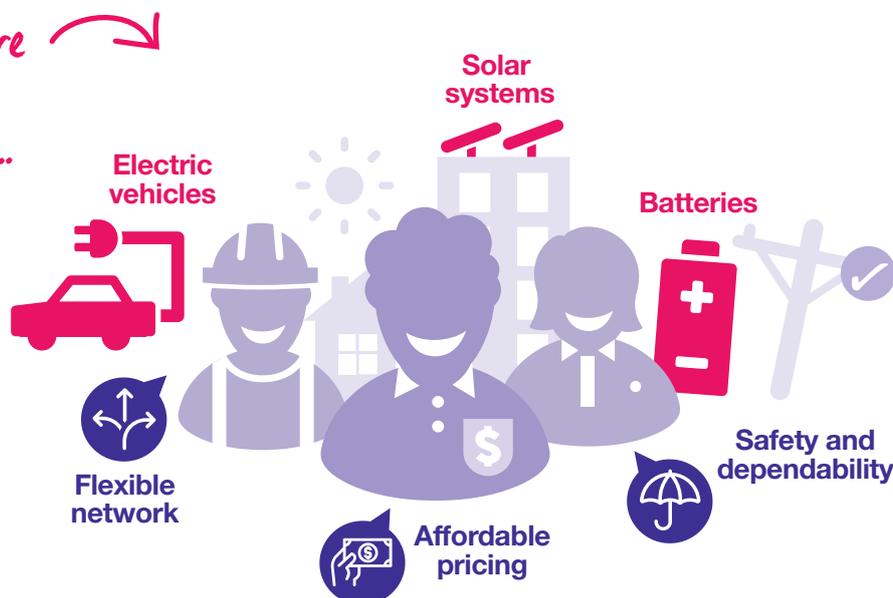
Since early 2017 we've engaged with over 5,000 customers across our networks about our future plans. You've told us you want a dependable and safe network, with the flexibility to choose how you use electricity at an affordable price.

We're supporting your energy choices through fair and simple charges

We want you to be able to make savings by changing when you use electricity, so we can build in less capacity and lower everyone's charges.

Our aim is to set simple and fair price structures across our network without compromising safety and reliability.

We'll see more of these in the future...



We'll continue to deliver on these...

Every day we supply your household or business with electricity to power your activities. We aim to deliver a safe, dependable and flexible supply of electricity, while keeping our prices among the lowest in the country.



Safe and dependable



We're using cutting-edge technology and research partnerships with Universities and Government to deliver innovative, world-class safety initiatives.



We've achieved a 71% reduction in public safety incidents since 2013. Safety continues to be our number one priority, always.



We continue to be one of Australia's most reliable networks – available for over 99.99% of the year, or less than 45 minutes off supply per annum for average customers. Our job is to provide you a dependable supply of electricity now and into the future.



Flexible



We're investing over \$100m in smarter technology to enable new ways for you to use, store and sell electricity. With our customers support, we'll continue to pioneer demand management programs throughout our network.



We'll connect more than 75,000 customers to our network over the five year period starting 2021. We're introducing an online portal for new connections to make this easier for you and your electrician.



We'll continue to use 'smart' meters to identify and respond to safety risks before they occur. We're making the most of your investment.



Affordable



We already deliver some of the lowest distribution network charges in Australia, but we know energy affordability remains a major concern for you.



We're reducing our charges by \$44 for residential customers and \$117 for business customers in 2021.



We'll continue to be one of the most highly utilised networks in the country. We get the most out of our assets, so you pay less.



We'll continue to be one of the most cost-efficient distributors in Australia based on independent benchmarking – providing you value for money.

We want to hear your feedback!

Get involved

You can submit feedback on our draft proposal and connections policy through the contact form provided on our Talking Electricity website.

We welcome all feedback or questions, no matter how long or short.

To provide feedback to us, visit:

talkingelectricity.com.au/contact-us