

Media Release



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Affordability and better customer service

FACT FILE:

- Essential Energy builds, operates and maintains one of Australia's largest electricity distribution networks, servicing regional, rural and remote NSW.
- Our footprint covers 95 percent of NSW, traversing 737,000 square kilometres of landmass with 183,612 km of powerline.
- The network services more than 840,000 customers with approximately 4.6 customers to each kilometre of powerline, which is almost one-tenth the customer density compared with our counterparts in NSW.
- Essential Energy's footprint also includes 1.38 million power poles, equating to 1.6 power poles per customer.

Essential Energy has become an initial signatory to a world-first The Energy Charter which brings energy businesses across the energy supply chain together to do more on energy affordability and to deliver better customer service.

CEO of Essential Energy, and inaugural chair of the CEO Council for The Energy Charter, John Cleland, said The Energy Charter provides a framework for the energy industry to work together across the supply chain to deliver energy for a better Australia.

"Energy, at its core, is a fundamental enabler of economic activity, growth and prosperity. Working closely with energy users across the entire supply chain will ensure the best outcomes for the Australian economy, customers and the industry."

Seventeen energy business from around Australia, including Essential Energy, launched The Energy Charter in late January.

"This Energy Charter is the world's first whole-of-industry initiative to address community expectations in the rapidly evolving energy industry," John said. "The Charter recognises the energy sector is changing rapidly and what is good for customers is good for business and the broader economy."

More information about the Energy Charter can be found at www.theenergycharter.com.au .

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