

Media release

9 December 2020



Independent panel praises customer focus

The Independent Accountability Panel (IAP) yesterday delivered its second annual assessment of implementation of The Energy Charter principles. The report reaffirmed the importance of the Energy Charter model, a world-first initiative where signatories from across the energy supply chain work together to build consumer trust and deliver meaningful change.

"In making this assessment, the Panel has reviewed our Disclosure Statement, spent time with CEOs from across the sector, and received submissions from numerous individuals and stakeholder groups at national forums," said Essential Energy Chief Executive Officer, John Cleland.

Essential Energy's efforts to support customers during bushfires, drought, floods and COVID-19 have been recognised, by both the Panel and stakeholder groups.

The Panel also highlighted Essential Energy for having two "standout indications of a customer-centric culture being built: positive support for Indigenous communities, including through its apprentice program; and a personal contact approach to reducing disconnections."

"Essential Energy is committed to continuing our customer journey and we recognise there are still areas where we need to improve, as reflected in the IAP's report." said Mr Cleland.

As an inaugural signatory to the Energy Charter, this is the second annual Disclosure Statement Essential Energy has submitted on its progress to deliver against the Charter's five principles. All the material can be found at theenergycharterpanel.com.au

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FACT FILE:

- **Essential Energy builds, operates and maintains one of Australia's largest electricity distribution networks, servicing more than 870,000 customers across regional, rural and remote NSW and parts of southern Queensland.**
- **Our footprint covers 95 percent of NSW, traversing 737,000 square kilometres of landmass with 183,612 km of powerline, 163,417 of those in designated bushfire zones.**
- **The network services approximately 5.1 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.**

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