

## CHANGE DRIVERS



### Pace of the energy transition

Australia needs to rapidly decarbonise homes, electricity, transport and industry to achieve net zero targets. The energy industry is evolving to a more decentralised and dynamic system.



### Customer expectations

Customers are increasingly more proactive participants in the energy sector, producing large amounts of energy through their consumer energy resources (CER), including rooftop solar and batteries, and demanding affordability and flexibility in how they use the network and their CER.



### New technologies

Increasingly affordable new technologies are changing the energy industry, enabling flexibility in how electricity networks are managed for safety, reliability and affordability.

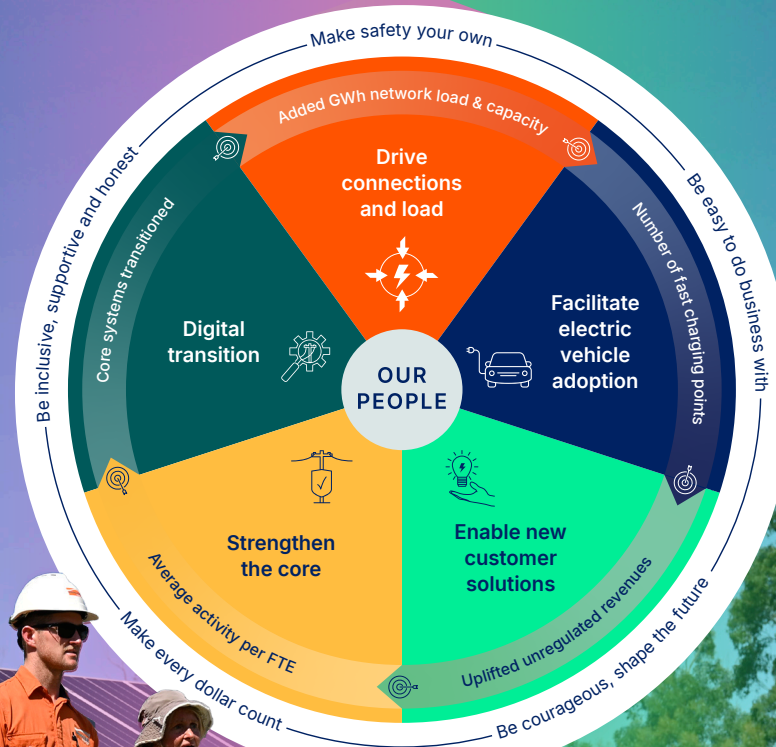


### New digital platforms

Increased digitalisation is required to effectively manage the more decentralised and dynamic energy system. Smart meters and digital systems are driving new insights, services and more efficient methods.

## STRATEGIC RESPONSES

By applying our values, our people are implementing our five strategic pillars, and empowering communities to share and use energy for a better tomorrow.



## BENEFITS



### Customers and communities

**Affordability** – a more efficient, highly used network results in more affordable electricity prices for customers.

**Greater value** – from more flexibility in how customers can use their CER.

**New and improved services** – including electric vehicle (EV) charging infrastructure, improved network resilience in the face of climate change, community batteries, and improved customer experiences.

**Regional development** – enabled by increased amounts of renewable energy generation and storage in regional areas.



### Our electricity distribution network

**Facilitating the energy transition** – by using the existing network, in new ways, to connect more generation, load and CER to support decarbonisation of regional and rural NSW.

**Cost efficiencies** – through improvements in how asset management decisions are made, and field and corporate operations are performed.

**Safety advancements** – from digital systems improving safety outcomes through ongoing monitoring, assessment and analysis.



### Energy market and industry

**New solutions, technologies and ways of working** – through innovation and industry collaboration.



### Environment

**Reduced environmental impacts** – by helping NSW respond to climate change and achieve net zero targets, and by reducing the risk of bushfires starting from vegetation impacting the network during extreme weather events.



### Shareholders

**Increased value** – from the electricity distribution network for regional NSW and the NSW Government.

