

## 1. Heritage act requirements

In accordance with Section 170 of the NSW Heritage Act, EnergyAustralia maintains a register of the heritage assets it owns or controls.

EnergyAustralia's heritage register for the Sydney region contains 293 items, including 10 items of State Significance. A regular review of the heritage register takes into consideration the modification, acquisition or disposal of assets of heritage significance. EnergyAustralia is currently awaiting the Heritage Council's consideration of the Draft Section 170 Register prepared for the Hunter and Central Coast regions.

In situations where EnergyAustralia projects may potentially affect items of heritage significance, EnergyAustralia obtains from the NSW Heritage Office the requisite permits to undertake the proposed work.

## 2. Freedom of Information (FOI) statistics

The following table shows all categories affected by Freedom of Information Act (1989) requests in 2002/2003 and 2003/2004. Where a category is not shown, it is a nil return for both the years shown.

	Personal	Other	Total	Total
			2003/2004	2002/2003
<b>Number of new FOI requests</b>				
New (including transferred in)	0	22	22	15
Total to be processed	0	22	22	15
Completed	0	20	20	14
Transferred out	0	0	0	0
Withdrawn	0	2	2	1
Total Processed	0	22	22	15
<b>What happened to completed requests?</b>				
Granted in full	0	19	19	13
Granted in part	0	1	1	1
Completed	0	20	20	14
<b>Number of Requests requiring Formal consultation</b>	0	0	1	1
1. FOI requests granted in part or refused				
Section 25 (1) (a) – exempt	0	1	1	1
<b>Section 28 (1) (B) – Documents not held</b>	0	1	1	0
<b>Costs and fees of requests processed</b>				
Assessed Costs	N/A	N/A	\$0	\$300
FOI Fees Received	N/A	N/A	\$600	\$645
<b>Discounts allowed</b>	0	0	0	0
<b>Days to process</b>				
0 – 21	0	11	11	8
22 – 35	0	8	8	5
Over 35	0	1	1	1
<b>Processing time</b>				
0 – 10 hrs	0	20	20	14
<b>Reviews and Appeals</b>				
Number of internal reviews finalised	0	0	0	1

An assessment of FOI requirements on EnergyAustralia's activities found no major impact during the 2003/2004 financial year. There were no major issues that arose during the year with regard to EnergyAustralia's annual reporting compliance on FOI issues. There was no involvement by the Ombudsman or Courts in relation to any inquiries or appeals under the FOI Act.

## 3. Employment equity

In 2003/2004, EnergyAustralia continued to ensure that its people programs were developed and implemented based on Equal Employment Opportunity (EEO) principles. Our sound base of equity and diversity policies (such as merit appointment) were maintained.

The most important outcome for the year was the implementation of the first phase of the EnergyAustralia Equity and Diversity Strategy. The implementation of the strategy resulted in focused, proactive programs being built on our solid EEO foundations. Programs promoting EnergyAustralia, and particularly our entry level Apprenticeship and Graduate programs, were targeted to increase the number of Women in Non-Traditional Roles and Indigenous Australians being recruited. EnergyAustralia has also implemented a number of programs to improve retention of these two groups.

Representation	EnergyAustralia					Benchmark or Govt Target
	2004	2003	2002	2001	2000	
Women	18%	17%	17.1%	16%	16%	50%
Aboriginal people and Torres Strait Islanders	0.5%	0.8%	0.5%	0.6%	0.7%	2%
People whose language first spoken as a child was not English	12%	11%	9.7%	9%	9%	20%
People with a disability	6%	6%	5.1%	6%	6%	12%
People with a disability requiring work-related adjustment	1.0%	1.1%	0.7%	0.6%	0.6%	7%

Distribution Index	EnergyAustralia					Benchmark or Govt Target
	2004	2003	2002	2001	2000	
Women	83	83	94	83	79	100
Aboriginal people and Torres Strait Islanders	N/A	91	90	101	106	100
People whose language first spoken as a child was not English	102	102	106	99	94	100
People with a disability	94	96	98	99	98	100
People with a disability requiring work-related adjustment	89	87	93	83	95	100

### Notes:

- Staff numbers are as at 30 June 2004
- Excludes casual staff
- A Distribution Index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases this index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. This Distribution Index is automatically calculated by the software provided by OEED.
- The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20.

## 4. Consultancies

### Consultancies equal to or more than \$30,000

#### Finance and Accounting

Consultant	Cost	Title/Nature
PA Consulting	\$358,971	Network Determination – Capital expenditure modelling
KPMG	\$120,000	International Accounting Standards Project
Grant Samuel	\$116,405	Investment Advice
Trowbridge Consulting	\$110,850	Analysis of Non-Insured Risks
NSW Treasury	\$75,506	EnergyAustralia's Contribution to Network Determination Study
Sinclair Knight Merz	\$45,833	Network Determination Operating expenditure review
Ernst & Young	\$45,000	Review of Debt Management
Network Economics	\$34,531	Review of Regulated cost of capital
Nera Australia Pty Ltd	\$30,495	Advice on Network Regulatory Submission
<b>Total consultancies equal to or more than \$30,000</b>	<b>\$937,591</b>	

#### Consultancies less than \$30,000

During the year 10 other consultancies were engaged in the following areas:

Finance & Accounting	\$102,268	
Management Services	\$22,500	
Engineering	\$27,407	
Environmental	\$25,954	
<b>Total consultancies less than \$30,000</b>	<b>\$178,129</b>	
<b>Total Consultancies</b>	<b>\$1,115,720</b>	

## 5. Overseas visits statistics

During the 2003/2004 year, employees travelled overseas on separate occasions. Of these, 17 had travel expenses fully paid by EnergyAustralia as detailed below:

Name	Position	Country	Dates	Purpose
Mike Martinson	Group Manager Regulatory Strategy Network	USA	5 – 12 July 2003	US Tariff Reform Visit
Peter Ryan	Manager, High Power Testing, TCA Customer Service	Malaysia Singapore	13 – 28 July 2003	Visit to ELENEX customer visits
John Eisenhuth	General Manager Enerserve	UK Switzerland	27 July – 3 August 2003	Industry Insurance Renewal Presentations
Gunther Theisz	Manager Product Compliance, TCA Customer Service	Switzerland	5 – 9 October 2003	Attend Annual meeting of CB Testing Laboratories
Amanda Jones	General Manager Corporate Strategy & Business Development and CIO CS&BD	France UK	6 – 15 October 2003	IBM Executive Conference and industry meetings
David Watterson	Manager, IT&T Infrastructure Services CS&BD	USA	3 – 5 November 2003	IBM Storage Virtualisation Study Tour

Name	Position	Country	Dates	Purpose
Bob Parkinson	Manager Technical Services & Transmission Enerserve	New Zealand	28 – 30 November 2003	Attend CIGRE Australian National Committee meeting
Nick Saphin	General Manager Retail & Marketing	USA	1, 2, 5, 8 & 9 January 2004	Benchmarking study of overseas energy utilities
Peter Ryan	Manager, High Power Testing, TCA Customer Service	United Arab Emirates Malaysia Thailand Indonesia	8 February – 2 March 2004	Attend Middle East Electricity Trade Exhibition & customer meetings
Max Carstedt	Engineering Officer, TCA Customer Service	United Arab Emirates	12 – 25 February 2004	Attend Middle East Electricity Trade Exhibition & industry meetings
Gunther Theisz	Manager Product Compliance, TCA Customer Service	New Zealand	23 – 27 February 2004	Attend technical meetings
Paul Broad	Managing Director Executive	Hong Kong	29 March – 3 April 2004	Meetings with overseas energy utilities on security, reliability and market reform
Paul Broad	Managing Director Executive	USA France UK	29 April – 6 May 2004	Meetings with overseas energy utilities on security, reliability and market reform
George Maltabarow	General Manager	USA Canada	14 May – 2 June 2004	Conference and meetings with overseas energy utilities
Trevor Armstrong	Manager, Asset & Investment Management Network	Hong Kong		
Noel Dyer	Manager, Practice & Procedures, Customer Supply, Customer Service	New Zealand	16 – 20 May 2004	Attend Standards Australia Wiring Rules Meeting
James Hart	Environmental Services Manager Enerserve	USA	15 – 23 June 2004	Attend Bioelectromagnetics Society Workshop & IEEE EMF Standard Development Course
Peter Ryan	Manager, High Power Testing, TCA Customer Service	Hong Kong Malaysia Singapore	13 June – 1 July 2004	Attend exhibition and meeting with manufacturers
Craig Moody	Manager Network Engineering	USA	20 – 29 June 2004	Attend Underground Issues Workshop and meet with Con Edison
Terry Lampard	Manager Engineering Standards & Research Network			

## 6. Ethnic Affairs Priority Statement (EAPS) program

EnergyAustralia has a diverse customer base and looks for ways to meet the needs of the community we serve. During 2003/2004, we:

- Offered an interpreter service for any issues relating to EnergyAustralia. Details of the interpreter service in six community languages (Italian, Greek, Spanish, Vietnamese, Cantonese and Arabic) were provided on bills;
- Included details of the interpreter service on other documents such as reminder notices, disconnection notices, vacant premises letters, and our general information booklet "EnergyAustralia and You", which outlines customer rights and EnergyAustralia's responsibilities under a standard form contract (regulated customers);  
For customers in NSW on negotiated contracts, the interpreter information is included in their contract conditions and on renewal notices;
- Waived the security deposit for customers who have refugee status to help ease their transition into the community, and obtain the use of essential services such as energy as soon as possible;
- Ensured the Contact Centre could use the Department of Immigration's interpretation service to assist customers with inquiries. Our Customer Service Representatives have the facility to include an interpreter in calls to the Contact Centre; and
- Placed advertisements in a major Chinese newspaper to provide details for the construction of one of our key infrastructure projects in the Haymarket area.

EnergyAustralia is committed to ensuring all aspects of its business consider the needs of the community as a whole and implement appropriate responses.

## 7. Annual Report cost

The total external costs for the production of this Annual Report were \$97, 553. It is printed on recycled paper. This Annual Report is also available on EnergyAustralia's web site [www.energy.com.au](http://www.energy.com.au)

## 8. Funds granted to non-government community organisations

EnergyAustralia had a comprehensive sponsorship program during 2003/2004, reflecting its brand values of integrity, excellence, respect for people and commitment to the community. The sponsorship encompassed the areas of Regional Development, Arts and Heritage, Sport and Community with a total commitment of \$3.065 million in cash and in-kind donations.

There were 45 organisations or events that benefited from EnergyAustralia's involvement. Major sporting beneficiaries included: the Australian Olympic Committee; The Newcastle Knights; Rugby League Football Club; Surf Life Saving Australia for the Northern Beaches, Hunter, Central Coast and Sydney branches; and Surfest 2004, an international surfing competition held annually in Newcastle. In addition The Australian Red Cross, the Sydney Symphony Orchestra, The Sydney Theatre Company, The National Trust, Youth Off the Streets, Asthma NSW, the National Breast Cancer Foundation, and "Starstruck" (the Hunter region's school spectacular) all received sponsorship during 2003/2004.

EnergyAustralia also provided funding to the Hunter Valley Research Foundation, The Westpac Rescue Helicopter service, and Hunter Valley Tourism.

EnergyAustralia also contributes to The Handicapped Children's appeal by matching staff donations raised through salary sacrifice and assists The Smith Family in their two key fund raising activities the annual Winter and Christmas appeals.

## 9. Code of Conduct

EnergyAustralia operates Codes of Conduct for both employees and employees use of computing resources. These Codes cover what is expected from employees and how to appropriately use computing resources. The Codes have been established to support an organisational culture in which individuals and the organisation will prosper. The Codes apply to employees at all levels and locations and breaches may result in disciplinary action.

## 10. Legislative change

As a NSW Statutory State Owned Corporation, EnergyAustralia is generally subject to the same statutory and other general legal requirements as other businesses. The following lists the main legislative and other regulatory changes which have been made during the last financial year which particularly impact on EnergyAustralia as an energy services corporation. These changes principally relate to the energy regulatory environment.

### National Energy Reform Process

The States and the Commonwealth are pursuing a range of reforms to improve the operation of the regulatory frameworks which support the national electricity and gas markets. These reforms are outlined in the Ministerial Council on Energy's Report to the Coalition of Australian Governments in December 2003. In relation to gas these reforms will mainly be pursued in early 2005. In relation to electricity, some initial legislation

was passed by the Commonwealth and South Australia in June 2004 to enable the establishment of a new Australian Energy Regulator (under the *Trade Practices Amendment (Australian Energy Market) Act 2004 (Cwth)*) and the Australian Energy Market Commission (under the *Australian Energy Market Commission Act 2004 (SA)*). These bodies have been established to initially assume functions under the *National Electricity Law and Rules*. The new bodies did not become fully operational during the 2003/04 reporting year as amendments to the *National Electricity Law* which applies in each of the participating States will be required in the second half of 2004 to fully establish the functions of these bodies.

### National Electricity Code

A number of amendments were made to the National Electricity Code to better facilitate the operation of the National Electricity Market and the access regime for electricity networks. It is anticipated that the National Electricity Code will be converted to National Electricity Rules during 2004-2005 as part of the National Energy Reform process described above.

### Commonwealth Renewable Energy Scheme – Renewable Energy (Electricity) Amendment Regulations 2003 (No. 2) (Cwth)

Renewable Energy (Electricity) Amendment Regulations 2003 (No.2) (Cwth). The Regulations commenced on 11 December 2003 and amend the *Renewable Energy (Electricity) Regulations 2001* to specify the Renewable Power Percentage for calendar year 2004 at 1.25%.

### Corporations Act – Exemption from Australian Financial Services Licence requirements.

Prior to 11 March 2004, the trading of electricity derivatives was exempt from the *Corporations Act* financial services licensing requirements through the Commonwealth Exempt Futures Market Declaration – National Wholesale Electricity. After this date, NSW Government-owned electricity businesses that wish to trade energy derivatives outside NSW would have required an Australian Financial Services Licence. NSW Treasury, on behalf of NSW Government-owned electricity businesses, has obtained an exemption from the licensing requirements in relation to trading of electricity and related derivatives. This exemption expires on 11 March 2005.

### New South Wales

#### NSW Greenhouse Gas Emissions Reduction Scheme

Amendments were made to the Greenhouse Gas Benchmark Rule (Generation) No. 2 of 2003 and the Greenhouse Gas Benchmark Rule (Demand Side Abatement) No. 3 of 2003 to improve the operation of the scheme.

### South Australia

EnergyAustralia commenced a gas and electricity retail business in South Australia during 2003/2004 and holds the necessary licences to retail gas and electricity to customers in that state. A number of changes were made to the regulatory arrangements in South Australia which impact on EnergyAustralia as the holder of such licences.

### Statutes Amendment (Gas And Electricity) Act 2003

*The Statutes Amendment (Gas and Electricity) Act 2003* came into effect on 1 July 2003. The Act gives the Essential Services Commissioner of South Australia (ESCOSA) certain regulatory functions in relation to gas supply including responsibility for the licensing of gas entities (gas retailers, distributors and retail market administrator), pricing and access functions. These were functions of the South Australian Independent Pricing and Access Regulator before the commencement of the Act.

### South Australian Industry Codes

Three energy industry codes and two gas industry codes were made under s.28(1) of the *Essential Services Commission Act 2002 (SA)* and commenced on 8 March 2004. The energy industry codes apply to the electricity supply industry and gas supply industry.

### Energy Codes

The Energy Retail Code regulates some of the terms on which a retailer sells electricity or sells and supplies gas (referred to collectively as energy) to an energy customer at a supply address under a customer sale contract. This Code replaced the Electricity Retail Code.

The Energy Customer Transfer and Consent Code governs arrangements relating to the transfer of customers and requirements for consent to transfer.

The Energy Marketing Code applies to retailers and deals with issues relating to the marketing of energy offers to consumers.

### Gas Codes

The Gas Metering Code applies to distributors and retailers and regulates standards for meters and metering installations at customer delivery points.

The Gas Distribution Code applies to retailers and distributors and contains provisions dealing with the operation of the distribution system, customer connection, disconnection and reconnection, curtailment, and customer dispute resolution.

### Victoria

EnergyAustralia conducts a gas and electricity retail business in Victoria and holds necessary licences to retail gas and electricity to customers in that state. The following minor statutory changes impact on EnergyAustralia's retail business in Victoria.

### Fair Trading (Further Amendment) Act 1999

The *Fair Trading (Amendment Act) Act 2003* amends the *Fair Trading Act 1999* and commenced on 10 December 2003. The Act introduces provisions aimed at increasing consumer protection including provisions dealing with statutory conditions and warranties that apply in certain contracts of supply of goods or services.

### Judicial decisions

There were no significant decisions affecting EnergyAustralia, or the users of the services provided by EnergyAustralia, during the year.

## 11. Property disposal

EnergyAustralia disposed of 12 properties over FY2003/ 04, attracting a total value of \$3,538,901.

The properties were generally surplus to EnergyAustralia's needs and the proceeds from the sales were placed in general revenue.

EnergyAustralia is not aware of any family connection or business association between any party who acquired the properties and any member of EnergyAustralia who approved the sale, with the exception of property at McEvoy Street, Alexandria, sold at auction to a family member of the Real Estate firm acting as the selling agent.

EnergyAustralia was advised by the selling agent during the marketing campaign of the interest of the family member in bidding at auction for the property.

During the year three properties were sold under the hammer at auction, eight properties were sold via the private treaty process, and land off Old Illawarra Road, Menai, was acquired by compulsory acquisition by the Roads and Traffic Authority for the Bangor by-pass for the amount of \$1.2 million. The proceeds from the sales have been taken up in this year's financial statements.

Application for access to documents concerning details of properties disposed of may be made in accordance with the *Freedom of Information Act, 1989*.

## 12. Access to information / statement of affairs

As a large decentralised organisation, EnergyAustralia holds many files, documents, instructions, and manuals on its operations. A number of publications are available from EnergyAustralia's website [www.energy.com.au](http://www.energy.com.au) (free-of-charge), or from EnergyAustralia Customer Service Centres (which may attract a fee). These documents are listed under the Publications section.

The public can also have input in relation to EnergyAustralia's policies by making representations, recommendations and/or complaints to EnergyAustralia. After a review by the Managing Director, these may result in a report to the Board. A list of Policy documents available to the public is in EnergyAustralia's Freedom of Information Summary of Affairs.

Requests for access to the following documents are treated on their merits in accordance with the Freedom of Information (FOI) Act: Files; Personnel Records; Property Matters, Corporate Directives; Procedure Manuals; Reports (including administrative, testing); Photographs; and Customer Details.

Access to documents or amendments to documents related to personal affairs can be made by writing to the Freedom of Information Coordinator supplying all details required and should be accompanied with the application fee. Applications may be lodged in person or posted to the FOI Coordinator. The FOI Coordinator is available during business hours of 8.00am to 4.45pm or a meeting can be arranged by prior appointment. Contact details for the FOI Coordinator are:

FOI Coordinator	<b>Or post to:</b>
EnergyAustralia Building	FOI Coordinator
570 George Street, Sydney	EnergyAustralia
Telephone: (02) 9269 2941	GPO Box 4009
Facsimile: (02) 9269 2830	SYDNEY NSW 2001

## 13. Publications

EnergyAustralia publishes an extensive range of publications to assist in keeping our customers informed. These publications include the Annual Report, Enerserve Corporate Profile, EnergyAustralia and You, EnergyEfficiency tips booklet, EnergyFix, EnergySafety, PureEnergy Annual Report, Trees and Power Lines, YourEnergy and EnergyExtra, Risk Management Report, Statement of Corporate Intent, Employment Equity Plan and the Employment Equity Annual Report.

These publications are typically free-of-charge and are generally available at EnergyAustralia Customer Service Centres or by calling 13 15 25. Information on EnergyAustralia and the services provided is also available on our website [www.energy.com.au](http://www.energy.com.au)

## 14. Research and development

EnergyAustralia is involved in industry-based research in a wide variety of areas to enable us to continue a watching brief on a full range of emerging energy technologies. We work closely with suppliers to develop and introduce innovative solutions for electricity networks and maintain close links with Universities and other research institutions. EnergyAustralia is a continuing member of the Australian Strategic Technology Program which was coordinated by Electricity Supply Association of Australia (ESAA).

EnergyAustralia also provides topics and support for Bachelor of Engineering graduates theses each year and follow-on projects.

## 15. Consumer response

The EnergyAustralia Customer Council continued to function effectively as EnergyAustralia's peak community advisory body, fulfilling the legal obligations of the Electricity Supply Act 1995 and the Gas Supply (Consumer Protection) regulation 1997. The Council met four times during the past year, allowing issues of concern and new initiatives to be discussed, and Council members the opportunity to provide EnergyAustralia with feedback for improvement.

Consultation and communication within the communities where we work is becoming standard business practice. This year EnergyAustralia has continued using its successful consultation model to incorporate community input as a necessary and a desirable path ensuring transparency in all activities supporting the capital works program. EnergyAustralia worked with the community through the bushfire risk management program, and built and maintained relationships with the community through our sponsorship portfolio.

EnergyAustralia is committed to achieving excellence in customer care practices and management and strive to maintain appropriate service standards in our day-to-day customer interactions. We aim to minimise the inconvenience of an outage situation, and take great pride in the swift and professional response to rectify service problems, responding in accordance with guaranteed service standards targets. EnergyAustralia also acknowledges the importance of meeting our ongoing social and community commitments with respect to customer management and support. To achieve a best practice level of customer care, we have established an approach to improve support for customers experiencing financial hardship.

This past year the Contact Centre answered 3,699,869 voice and automated calls, maintaining reasonable service levels in an increasingly complex environment. Importantly, first call resolution across all queues was consistently achieved more than 90% of the time, confirming our commitment to quality customer service.

EnergyAustralia has continued to review processes to ensure efficient and fair resolution of customer complaints. Customer complaints are formally collected, collated and actioned through discrete systems, consistent with Australian Standards.

EnergyAustralia has continued to develop customer care management practices through ongoing work with the Energy and Water Ombudsman NSW (EWON). A better referral and reporting system has improved the timeliness and effective resolution of customer disputes (complaints that are escalated to the Ombudsman), and we continue to refine work practices to reduce the number of referrals to EWON. During the year we had 4078 matters with EWON.

## 16. Ministry reporting requirements

### Demand Management (DM)

In compliance with the NSW Electricity Supply Act 1995 and the conditions of its Distribution Network Service Provider Licence, EnergyAustralia carries out demand management investigations before expanding its distribution systems where it would be reasonable to expect that it would be cost effective to avoid or postpone the expansion by implementing DM strategies. EnergyAustralia also considers requirements embodied in the "NSW Code of Practice on Demand Management for Electricity Distributors" (published by the Department of Energy, Utilities & Sustainability), which provides guidance on the interpretation of the legislative requirements. The DM investigation process is also designed to meet the requirements relating to DM in the National Electricity Code.

EnergyAustralia recognises that an efficient and effective DM capability is an important part of delivering cost effective network services to customers and satisfying licence and legislative requirements. The DM process has been progressively developed to improve effectiveness and efficiency of DM investigations.

Emerging supply system constraints are identified through the planning process, and published in the Annual Electricity System Development Review (AESDR). Each identified constraint is then assessed to determine whether it is reasonable to expect that DM might be cost effective.

Emerging constraints identified in the planning process are first assessed to determine whether they are material (meaning that the default augmentation solution would have a capital cost of at least \$1 million). Below this level, the cost of detailed investigation is not warranted by the potential deferral value. All material constraints identified are then subjected to a DM screening test.

This screening test is the first step in the demand management investigation process. It consists of an analysis of the drivers behind the emerging constraint, determination of the extent to which demand is driving investment and the demand management requirement. This requirement is described as the approximate size, cost per kVA and nature (time of day, seasonality, etc) of the demand management options needed to defer the proposed investment for at least one year. The test report provides the basis for a decision to proceed with a demand management investigation or otherwise.

The first stage of a DM investigation is usually a "DM Scoping Investigation". Based on the DM requirements identified in the screening test, this investigation identifies the possible DM options that might exist in the study area, and determines the approximate amount available and likely cost (to EnergyAustralia) of each of the identified options. Options are identified based on existing knowledge, field visits and consultation with the public and/or specific customers. The public consultation at this stage is focussed on identifying potential options and uncovering information that is already known (by someone) but otherwise unavailable to EnergyAustralia. The information is analysed using a standard approach similar to the screening test that compares the net present value of costs for the DM alternative, to the net present value of the deferral of the network expansion option. The DM Scoping Investigation provides a more rigorous basis for further development of specific options to business case level or a recommendation not to proceed further with DM options.

The final stage of the investigation process is more narrowly focussed on the specific opportunities identified in the Scoping Investigation, and is intended to provide quality information on the practicality, size and likely cost of DM options that can be used to prepare a DM business case and implementation strategy. These business cases form the basis for the decision comparing DM alternatives to supply options and authorisation for project implementation.

The implementation strategy may include a range of implementation options, including Requests for Proposals (RFPs), standard offers, marketing programs and direct customer negotiations depending on the DM options being sought. Importantly, at this stage we are in a position to go to the market with a firm budget and commitment to proceed and a clear specification of what is required.

During 2003/2004, the NSW Code of Practice "Demand Management for Electricity Distributors" (DM Code) was reviewed. The revision made no substantive changes to the underlying intent of the DM Code. The principles of the DM Code are:

- transparency of network planning processes and data on network needs;
- the use of formal processes for determination of the need for DM investigations;
- effective DM investigations, including public participation;
- transparent and equitable treatment in comparing supply and DM options;
- implementation of cost effective DM options; and
- public reporting.

EnergyAustralia considers that the DM process it has adopted is fully in accordance with the principles in the DM Code.

Over the past 12 months EnergyAustralia has:

- Completed two DM investigations, commenced five new investigations.
- Commenced program of three DM actions at Brookvale / Dee Why: customer power factor improvement program; contracting with existing standby generator in Manly; standard offer program for commercial and industrial energy efficiency projects. If successful, program will enable deferral of \$7 million network expansion.
- Commenced DM program to improve customer power factor on Central Coast as a more economical alternative to installing reactive support at zone substations in the area.
- Installed 3MVA of distributed generation at Nelson Bay to provide short-term network support for 2004 winter peak.
- Completed pilot project to examine viability of dispatchable load curtailment via building management systems in four large buildings in Sydney CBD.
- Completed North Ryde standby generator pilot, which provided valuable knowledge and experience for Nelson Bay and Manly generator projects.
- Developed DM investigation processes; integrated them with new capital investment governance processes.
- Developed / implemented initiative to promote awareness of energy efficiency issues by offering a free compact fluorescent lamp to our 1.3 million residential customers.
- Analysed potential DM impact of new Kogarah Town Square solar power station on local / regional network demand.
- Installed capacitors within network to provide reactive power support at seven locations.
- Continued use of controlled load tariffs to enable hot water / other appliances to be managed into off-peak periods.
- Introduced inclining block tariffs for small customers. Completed planning for roll-out of time-of-use pricing for smaller customers, initially down to 40MWh/yr and eventually including all customers down to 15MWh/yr. Proposed in regulatory submission to IPART the use of seasonal pricing / critical peak pricing experiments.
- Initiated a broad-based energy efficiency awareness campaign involving seasonal energy tips brochures, radio/ print advertising, schools program.

EnergyAustralia has produced

1. a Standard Form Customer Supply Contract of November 2002 (Amendment No.2) that sets out the terms and conditions on which EnergyAustralia will supply electricity and other services to a customer at premises within EnergyAustralia's distribution network.
2. a Standard Form Customer Connection Contract June 2002 (a Network Document) that sets out the conditions for providing customer connection services and the guaranteed standard of service for EnergyAustralia's customers.

Under these Customer Contracts, EnergyAustralia guarantees to meet Standards of Service such as:

- timely provision of connection services
- timely notice of planned interruptions to supply
- repair of faulty streetlights
- punctuality in keeping appointments
- provision of telephone hotlines.

Customers can obtain a copy of these Contracts and associated documents from EnergyAustralia offices or through the Contact Centre on 13 15 35 or from our website [www.energy.com.au](http://www.energy.com.au)

The following table defines EnergyAustralia's performance regarding key Guaranteed Customer Service Standards (both Network and Retail) as defined in clause 10 of EnergyAustralia's Standard Form Customer Supply Contract and Standard Form Customer Connection Contract.

Measure	Target	Total Number	Number of Breaches	Compliance
Timely provision of connection services	< 5 days	7535	1	99.9%
Timely notice of planned interruptions to supply	> 2 days	1325	52	96.1%
Repair of faulty streetlights	< 5 days	25921	1050*	95.9%
Punctuality in keeping appointments (Retail)	< 15 minutes late for an appointment	2,708	0	100%
Provision of telephone hotlines	Availability of 24 hour hotline (13 13 88)	100%	Nil	100%

\* EnergyAustralia's network area was affected by an increased level of storm activity this financial year. Our crews prioritise their work on the basis of public safety, which had an impact on our response times for repairing street lights not on main roads or in major thoroughfares.

**Performance Data**
**Demand Management Projects Implemented During 2003/2004**

Project	Description of Demand Management Project Implemented	Peak Demand Reduction (kVA)	PV of Costs of Demand Management Projects <sup>1</sup>	NPV of Total of Capital Expenditure Deferment plus Operating Expenditure Savings
<b>Individual large projects</b>				
Brookvale / Dee Why Power Factor Program	Facilitated installation of power factor correction equipment at 12 large customers' premises with low power factor. Customers were offered discounted prices through bulk buying and project facilitation. Substantially completed 2003/2004. Estimated lifetime CO <sub>2</sub> reductions: 1400 tonnes.	1,600	\$25,615	\$550,000 (est)
Manly Standby Generator Project	Will contract with a major customer to convert existing standby generator to operate in parallel with network / provide remote operation facility to Network control room. Currently being implemented. Demand reduction capability will persist for duration of deferral (up to 3 years)	1,000	\$310,000 (est)	
Brookvale / Dee Why Standard Offer	Offers standard \$200/kVA to proponents of commercial energy efficiency projects resulting in reduced summer peak demand. Commenced Dec. 2003, closes Nov. 2004. Demand reduction required to persist for duration of deferral (up to 3 years). CO <sub>2</sub> reductions indeterminate – depends on projects implemented.	1,500	\$360,000 (est)	
Central Coast Power Factor Program	Intended to facilitate installation of power factor correction equipment at 100 large customers' premises with low power factor. Customers offered project facilitation / discounted bulk buying prices. Projected lifetime CO <sub>2</sub> reductions: approx 3500 tonnes.	7,000kVAr effective (reactive demand issue)	\$176,700 (est)	\$450,000 (est)
CBD Demand Curtailment Pilot	Building Management systems at four CBD buildings were modified to enable at-call demand curtailment. Pilot program intended to validate concept, determine scope / cost of approach as future CBD DM option. Demand reductions no longer persist.	300	\$486,281	Nil
Nelson Bay Distributed Generation Project <sup>2</sup>	Three MVA of diesel generation installed, capable of operating in parallel with network and can be called at any time from Network control room. Demand reduction capability will persist for duration of deferral (up to 2 years)	3,000	\$1,433,092	\$1,460,650 <sup>3</sup>

Project	Description of Demand Management Project Implemented	Peak Demand Reduction (kVA)	PV of Costs of Demand Management Projects	NPV of Total of Capital Expenditure Deferment plus Operating Expenditure Savings
<b>Individual large projects</b>				
North Ryde Standby Generator	Existing standby generator converted to enable "bumpless" transfer / remote operation. Project designed to test feasibility of approach, determine implementation cost, identify any operating limitations. Testing phase completed end 2003/2004. Demand reduction potential exists, but no longer required.	1,000	\$112,264	Nil
Network Capacitors at Nelson Bay 33kV	6MVAR reactive support installation within network	2,000	\$288,000	\$445,000 (est)
Network Capacitors at Stockton Borehole 33kV and Cardiff 11kV	27 MVAR reactive support installation within network	14,000	\$889,000	\$1.46 million (est)
Network Capacitors at Scone 11kV	6MVAR reactive support installation within network	2,000	\$545,000	\$758,000 (est)
Network Capacitors at Kurri 33kV	30MVAR reactive support installation within network	15,000	\$564,000	\$860,000 (est)
Network Capacitors at Brookvale 11kV	12MVAR reactive support installation within network	4,800	\$609,000	\$564,000 (est)
Compact Fluorescent Lamp Program	Part of EnergyAustralia's energy efficiency awareness program, project offered a CFL to all residential network customers free of charge. Substantial portion of costs funded through NGAC creation and sale to retail business. Projected lifetime CO <sub>2</sub> reduction: 0.5 tonnes per lamp (actual total depends on eventual number of lamps redeemed). Demand reductions will persist for at least life of lamps (avg – 5 years), potentially longer depending on end-of-life replacement behaviour.	6,600 <sup>4</sup>	\$1,900,000 (est) less approx \$1,500,000 value from NGACs	Not determined
<b>Totals<sup>5</sup> – kVA Demand</b>		<b>52,800 kVA</b>	<b>\$6,022,252</b>	<b>\$6,097,650</b>
<b>Reactive Demand</b>		<b>7,000 kVAr</b>	<b>\$176,700</b>	<b>\$450,000</b>

<sup>1</sup> Actual costs shown for completed projects. Current best estimates based on business cases reported for incomplete projects.

<sup>2</sup> Nelson Bay project occasioned by supply investment delay, leading to critical supply situation that could only be relieved by demand management measures. Deferral value calculation based on delayed cash flows arising from project delay.

<sup>3</sup> Value represents deferral of cash flows due to full 12 month supply investment delay. Listed DM project is portion required for Winter 2004, with further estimated \$1 million DM expenditures required for Summer 2004/2005 projected demands.

<sup>4</sup> While CFL program primary objective is energy efficiency awareness promotion, some level of general demand reduction at time of system peak is expected. Estimate based on distribution of 500,000 globes and range of assumptions about impact on the system.

<sup>5</sup> Totals in different columns should not be considered necessarily relevant to one another. Comparisons only valid at individual project level.

**Demand Management Investigations Concluded in 2003/2004**

	Description of Demand Management Investigation and Outcome	Cost of Investigations
Brookvale / Dee Why West	DM investigation commenced in 2002/2003. From field investigation and public consultation process, three potentially viable DM opportunities were identified. Approved for implementation Sept 2003.	\$66,645.15
Central Coast Reactive Demand	Constraint identified for investigation in 2002/2003, investigation completed 2003/2004. Outcome: investigation identified that a program to assist customers to install power factor correction would be cost-effective DM alternative	\$34,886.33
Bunnerong Reactive Demand	Constraint no longer binding due to changed circumstances. Investigation discontinued.	\$14,904.24
Total		\$116,435.76

**Additional information – Demand Management Investigations in progress 2003/2004**

	Description of Demand Management Investigation	Cost to date of Investigations
Berkeley Vale	DM investigation commenced 2000/2001. Following field investigation and public consultation process, industrial co-generation opportunity identified as potentially viable. Throughout 2003/2004 we worked with proponent of this project to determine viability. Investigation not yet finalised.	\$65,345.94
St George Load Area	Constraint identified for investigation 2003; still in progress.	\$30,124.43
Sydney CBD Load Area	Constraint identified for investigation 2002/2003; still in progress.	\$11,319.10
Padstow; Revesby; Mosman; Mona Vale; Double Bay.	Constraints identified for investigation 2004: still in progress.	Less than \$10,000 combined

**17. Senior executive salaries**

Name	Position	Remuneration and 2003/2004 Bonus	Statement of Performance
P. Broad	Managing Director	\$501,280 Bonus \$85,418	Has been in this role for the full reporting period and performed well against agreed targets particularly in relation to delivering the overall organisational strategies, stakeholder management and regulatory strategy.
N. Saphin	General Manager Retail & Marketing	\$287,500 Bonus \$50,485	Has been in this role for the full reporting period and performed well against agreed targets particularly regarding business expansion, management of operating costs and improved customer profitability.
G. Maltabarow	General Manager Network	\$260,000 Bonus \$66,176	Has been in this role for the full reporting period and performed well against agreed targets particularly, Network asset management and improvements in service relationships. Significant contribution to the submission made in relation to regulatory determinations.
J. Eisenhuth	General Manager Enerserve	\$249,600 Bonus \$42,332	Has been in this role for the full reporting period and performed well against agreed targets particularly in leading an improved safety result, external business and delivery of the network capital program.
A. Jones	General Manager Corporate Strategy & Business Development	\$245,000 Bonus \$41,062	Has been in this role for the full reporting period and performed well against agreed targets particularly in the areas of management of IT service arrangements, public affairs management and industrial relations.
T. O'Grady	General Manager Energy Risk Management	\$249,600 Bonus \$42,831	Has been in this role for the full reporting period and performed well against agreed targets particularly in the areas of contribution to the profitability of the Retail business, stakeholder relations and effective management of market risk.
D. Antaw	General Manager Finance	\$239,200 Bonus \$36,263	Has been in this role for the full reporting period and performed well against agreed targets particularly in the delivery of key financial outcomes and management of the financial reporting process.
G. Lilliss	General Manager Customer Service	\$245,000 Bonus \$37,142	Has been in this role for the full reporting period and performed well against agreed targets particularly in the areas of metering business development, customer issues management and external business contribution.

Performance payments are based on an assessment of actual results in relation to corporate, divisional and individual performance. Performance payments are independently assessed and measured against actual results.

As at 30 June 2004, EnergyAustralia employed 146 employees whose total remuneration package exceeded SES Level 1, 23 of whom were female. This compares with 86 staff at 30 June 2003, 18 of whom were female.

## 18. Exemptions from the reporting provisions

### List of Financial and Annual Reporting Exemptions for agencies in competition

Statutory Requirements	Act/Regulation References	Comments
<b>Financial reporting exemptions</b>		
<b>Format of financial statements</b>	<b>Public Finance and Audit Act</b>	
Financial statements	S.41B(c) PF&AA	Exemption from preparing manufacturing, trading and profit and loss statements. Required to prepare a summarised Operating Statement (ie summarising major categories of revenues and expenses)
<b>Notes – Income and expenditure</b>	<b>(Schedule 1, Part 1): PF&amp;A Reg</b>	
Amounts set aside for renewal or replacement of fixed assets	Item 2	
Amounts set aside to any provision for known commitments	Item 4	
Amount appropriated for repayment of loans / advances / debentures / deposits	Item 6	
Material items of income and expenditure on a program or activity basis	Item 13	Required to summarise the material items of revenues and expenses on a program or activity basis
<b>Notes – Additional information</b>	<b>(Schedule 1, Part 3): PF&amp;A Reg</b>	
Excess of non-current asset value over replacement cost	Item 13	
<b>Annual reporting exemptions</b>		
<b>Budgets</b>		
● detailed budget for the year reported on	s.7(1)(a)(iii) ARSBA	
● outline budget for next year	s.7(1)(a)(iii) ARSBA	
● particulars of material adjustments to detailed budget for the year reported on	cl 6 ARSBR	
<b>Report of Operations</b>	s.7(1)(a)(iv) ARSBA	Exemption subject to a condition. The condition is that comments and information relating to the 'summary review of operations' are to be disclosed in a summarised form
Management and Activities	Schedule 1 ARSBR	Exemption subject to a condition. The condition is that comments and information relating to 'management and activities' are to be disclosed in a summarised form
Research and Development	Schedule 1 ARSBR	
Human Resources	Schedule 1 ARSBR	Exemption subject to a condition. The condition is that overseas visits with the main purpose highlighted are required to be disclosed
Consultants	Schedule 1 ARSBR	Exemption subject to a condition. The condition is that the total amount spent on consultants is to be disclosed along with a summary of the main purposes of the engagements
Land Disposal	Schedule 1 ARSBR	
Consumer Response	Schedule 1 ARSBR	Exemption subject to a condition. The condition is that comments and information relating to 'consumer response' are to be disclosed in a summarised form
Payment of Accounts	Schedule 1 ARSBR	This exemption only applies to statutory SOCs as they are not subject to the payment of accounts provisions in s18 of the Public Finance and Audit Regulation

Statutory Requirements	Act/Regulation References	Comments
<b>Annual reporting exemptions</b>		
<b>Format of financial statements</b>	<b>Public Finance and Audit Act</b>	
Time for Payment of Accounts	Schedule 1 ARSBR	This exemption only applies to statutory SOCs as they are not subject to the payment of accounts provisions in s18 of the Public Finance and Audit Regulation
Report on Risk Management and Insurance Activities	Schedule 1 ARSBR	Exemption subject to a condition. This condition is that the comments and information are to be disclosed in a summarised form
Disclosure of Controlled Entities	Schedule 1 ARSBR	Exemption subject to a condition. The condition is that the names of the controlled entities are to be disclosed along with a summarised disclosure of the controlled entities' objectives, operations and activities and measures of performance
Investment Management Performance	cl.12 ARSBR	
Liability Management Performance	cl.12 ARSBR	
Financial Statements of Controlled Entities	s.7(1)(a)(ia) ARSBA	Exemption from preparing manufacturing and trading statements. Required to prepare a summarised Operating Statement (ie: summarising major categories of revenues and expenses)
Reference: ARSBA – Annual Reports (Statutory Bodies) Act 1984	PF&AA – Public Finance & Audit Act 1983	
ARSBR – Annual Reports (Statutory Bodies Regulation 2000)	PF&A Reg – Public Finance & Audit Regulation 2000	

# 19. Statement of Waste Reduction and Purchasing Policy

## Requirement

“A statement of the implementation of the Government’s Waste Reduction and Purchasing Policy (WRAPP) including information on measures taken and progress on the following:

- (a) Reducing the generation of waste
- (b) Resource recovery
- (c) The use of recycled material.”

## Report

EnergyAustralia first developed a Waste Reduction and Purchasing Plan in 2001 and since then has continued with its implementation and the development of new initiatives. EnergyAustralia’s commitment to maximising the efficient use of resources and minimising expenditure while continuing to protect the environment has grown with improvement initiatives undertaken in the reduction of waste generated, resource recovery and use of recycled material.

## Reducing the generation of waste

EnergyAustralia has undertaken several initiatives to assist in reducing the generation of waste. Some examples include:

- Supporting councils to erect Aerial Bundle Cabling (ABC) which reduces tree trimming clearances, thereby reducing volumes of vegetation waste.
- Placing overhead mains underground or redirecting mains where applicable to reduce tree trimming requirements.
- Encouraging councils and residents to plant more suitable trees under our overhead lines so that trimming is not required.
- Establishing procedures to ensure designs are correct prior to the commencement of work. This has the double advantage of saving money and reducing the purchase of excess materials.

## Resource Recovery

EnergyAustralia continues to use its resources wisely and wherever possible establishes work practices that encourage recycling of our waste.

Examples of the recycling undertaken throughout the 2003/2004 year include:

- 12039 tonnes of vegetation waste recycled
- 144 tonnes of timber waste recycled
- 289 tonnes of steel waste recycled
- 878 tonnes of non-ferrous metal waste recycled
- 174 tonnes of scrap metal waste recycled
- 55200 tonnes of fill waste recycled\*
- 658 tonnes of landscaping waste recycled\*
- 2142 tonnes of concrete waste recycled\*
- 690 tonnes of sewer pump out waste recycled.\*

\* (Estimates based on our major construction projects).

## Use of Recycled Material

EnergyAustralia initiatives to reuse waste materials include the adoption of an access track construction technique known as Ecoflex®. This involves constructing the access track with recycled truck tyres to allow the free cross-flow of water. Approximately 90,000 recycled tyres have been used for each access track. Another example is the recycling of green waste (vegetation mulch). Mulch is generally delivered to local councils, schools, residents, etc. for re-use. A further example is the donation of chain wire fencing no longer required to nearby clubs and schools for fencing purposes.

As well as re-using items or products where possible, we also aim to purchase products with recycled content. EnergyAustralia decided to implement *hard substitution* for the purchase of toner cartridges. Hard substitution is a system whereby suitably recycled content toner cartridges automatically fill any orders for toner cartridges. There is a range of drivers behind this approach such as environmental performance, product quality and economic viability. Ultimately, we have chosen the option which offers the best balance of all factors, maximising the value to both EnergyAustralia and our Shareholder.

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## Abbreviations

<b>V</b>	<b>volt</b> A volt is the unit of potential or electrical pressure
<b>W</b>	<b>watt</b> A measurement of the power present when a current of one ampere flows under a potential of one volt
<b>kW</b>	<b>kilowatt</b> One kW = 1000 watts
<b>kWh</b>	<b>kilowatt hour</b> The standard unit of energy which represents the consumption of electrical energy at the rate of one kilowatt for one hour
<b>kV</b>	<b>kilovolt</b> One kV = 1000 volts
<b>kVA</b>	<b>kilovolt ampere</b> A unit of apparent power in an alternating current circuit equal to 1000 volt amperes
<b>MVA</b>	<b>megavolt ampere</b> A unit of apparent power in an alternative current circuit equal to one million volt amperes. (A unit commonly used when expressing the rating of a large power transformer)
<b>MW</b>	<b>megawatt</b> One MW = 1000kW or one million watts
<b>MWh</b>	<b>megawatt hour</b> One MWh = 1000 kilowatt hours
<b>GWh</b>	<b>gigawatt hour</b> One GWh = 1000 megawatt hours or one million kilowatt hours
<b>Gg</b>	<b>gigagram</b> One Gg = 1 kilotonne
<b>Gj</b>	<b>gigajoule</b> One gigajoule = 1000 megajoules A joule is the basic unit of energy used in the gas industry
<b>SAIDI</b>	<b>System Average Interruption Duration Index</b>
<b>SAIFI</b>	<b>System Average Interruption Frequency Index</b>

## Contact details

### Head Office

570 George Street  
Sydney NSW 2000  
Telephone 13 15 35  
Facsimile 02 9269 2830  
  
Postal address:  
GPO Box 4009  
Sydney NSW 2001

### Hunter Area

145 Newcastle Road  
Wallsend NSW 2287  
  
Postal address:  
PO Box 487  
Newcastle NSW 2300  
Telephone 13 15 35

EnergyAustralia offices are open between  
8.30am and 5.00pm Monday to Friday

Emergency services are available 24 hours a day  
Telephone 13 13 88

Internet address [www.energy.com.au](http://www.energy.com.au)