

Statistical and Statutory Information Section

EnergyAustralia was incorporated on 1 March 1996 as a *State Owned Corporation (SOC)* under the *Energy Services Corporations Act (1995)*. It operates under the *Electricity Supply Act (1995)*, the *State Owned Corporations Act* and the *Corporations Law*. The following statistical and statutory information provides an overview of the organisation and statutory reporting requirements.

1. SUMMARY OF KEY STATISTICS

	Units	June 1997	June 1998	June 1999	June 2000	June 2001
Employees	FTEs	3,136	3,017	3,089	3,282	3,384
Customers	Franchise	1,347,295	1,366,348	1,383,616	1,403,855	1,428,429
Population Served	Estimated	2,900,000*	2,940,000*	2,981,160*	3,023,500*	3,066,000*
Earnings Before Interest and Tax	\$M	405.1	418.9	378.1	391.0	321.3
SCI Target		347	380	349	367.8	304.8
Total Revenue	\$M	2,060	1,882	1,870	2,135	2,203
Total Capital Expenditure	\$M	155	174	193	312	359
Total Assets	\$M	3,609	3,746	3,788	3,732	5,194
Return on Equity	%	13.0	14.7	11.2	18.6	8.4
Lost Time Injury Frequency Rate (LTIFR)	Lost Time Injuries per million hours worked	11.3	10.2	8	6.4	8.2
Customer Minutes off Supply (Standard SAIDI)	Minutes	72	101	97	87	101
Calls Answered by the Call Centre	Million	1.90	2.23	2.23	2.06	1.99
Average Speed of Answer (ASA)	Seconds	90	39	26	35	105
Customer Satisfaction Index	% Satisfied	90.6	90.1	95.0	93.8	92.1
Meters	Watt hour meters	2,410,782	2,293,826	2,313,517	2,360,778	2,385,804

* Assumes approximately 1.4% population increase

Note: When extrapolating annual trends in these statistics, consideration should be given to underlying events such as the preparation for and staged opening of the contestable electricity market, the Sydney Olympics, storm events, asset revaluations and changing customer expectations. Details can be found in the relevant annual report. Note 2000-2001 Average Speed of Answer performance was significantly below target reflecting issues associated with preparing for Full Retail Contestability.

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2. HERITAGE ACT REQUIREMENTS

In accordance with Section 170 of the *NSW Heritage Act*, EnergyAustralia has established a register of the heritage assets it owns or controls. Such a register is to include buildings, landscapes, moveable items and archaeology. During the 2000-2001 year, a review of the register for completeness was completed, and the draft updates were submitted to the NSW Heritage Office in July 2001. EnergyAustralia's Heritage Register contains over 1,500 items and has identified 10 items of State Significance with the balance reflecting regional or local interest.

3. FREEDOM OF INFORMATION (FOI) STATISTICS

The following table shows all categories affected by *Freedom of Information Act* requests in 1999-2000 and 2000-2001. Where a category is not shown, it is a nil return for the both years shown.

Category	Personal	Other	Total	Total
	2001	2000	2001	2000
Number of new FOI requests				
New (including transferred in)	1	11	12	15
Brought forward	0	0	0	2
Completed	1	11	12	17
Withdrawn	0	1	1	0
Total processed	1	10	11	17
• What happened to completed requests				
Granted in full	1	6	7	15
Granted in part	0	1	1	0
Refused	0	3	3	1
Completed	1	10	11	17
• Number of requests requiring formal consultation				
	NA	NA	2	4
• FOI requests granted in part or refused				
Section 25 (1) (a1) – diversion of resources	0	1	1	0
Section 25 (1) (a) – exempt	0	0	0	1
Section 28 (1) (b) – documents not held	0	3	3	1
Section 24 (2) – deemed refused, over 21 days	0	0	0	1
• Costs and fees of requests processed				
Assessed costs	NA	NA	\$0	\$510
FOI fees received	NA	NA	\$365	\$270
• Discounts disallowed				
Financial hardship – Pensioner/Child	0	0	0	2
• Days to process				
0 - 21	1	6	7	8
22 - 35	0	4	4	7
Over 35	0	1	1	2
• Processing time				
0 - 10 hours	1	10	11	17
• Reviews and appeals				
Number of internal reviews finalised	0	0	0	1

An assessment of FOI requirements on EnergyAustralia's activities found no major impact during the 2000-2001 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.

4. EMPLOYMENT EQUITY

Representation and Recruitment of Aboriginal and Torres Strait Islanders and employees with a disability

2000-2001	Total Staff	ABTOR*	Minority Groups*	NESB*	PWD*	PWD – RA*
Total Employees	3,462	12	199	190	111	12
Recruited	341	1	13	12	1	0

Representation of EEO Target Groups within Salary levels

	Total Staff	Respondents	Men	Women	ABTOR*	Minority Groups*	NESB*	PWD*	PWD – RA*
Below < \$26,802	65	34	63	2	1	1	1	1	0
\$26,802 - \$35,202	240	70	173	67	0	18	15	5	1
\$35,203 - \$39,354	352	167	280	72	4	21	21	14	3
\$39,355 - \$49,799	1,235	638	986	249	3	52	53	43	2
\$49,800 - \$64,400	830	537	734	96	3	40	32	34	4
\$64,401 - \$80,499	378	257	355	23	1	28	27	6	2
Above \$80,499 (non SES/SES)	362	300	305	57	0	39	41	8	0
Total	3,462	2,003	2,896	566	12	199	190	111	12
Percentage of total staff	100%	58%	84%	16%	0.6%	10%	9%	6%	0.6%

The above figures include full time and part time staff but exclude casuals.

- ABTOR – Aboriginal and Torres Strait Islanders
- Minority Groups – People from Racial, Ethnic, Ethno-Religious Minority Groups
- NESB – People whose language first spoken as a Child was not English
- PWD – People with a disability
- PWD – RA – People with a disability requiring work related adjustment

* Figures are based on a survey of staff to which 58% of employees responded.

EnergyAustralia has continued its strong commitment to ensuring that all staff have the opportunity to hear directly from the Managing Director and access to information about the organisation's initiatives. Improvement on the Employee Opinion Survey Score was recorded in the March 2001 Employee Opinion Survey and Employee Awareness of Equity and Diversity Issues was the second highest performing item. During the Olympic period a specific "Working From Home Policy" facilitated more flexible working practices. EnergyAustralia continues to ensure that its people capability programs are designed and deployed based on EEO principles. During the year, training programs were successfully undertaken covering Grievance and Discipline Policies and Health and Fitness training for our field staff. In the coming years, employee development will be focussed on the enhancement of commercial skills and leadership development. Programs will be implemented to ensure that employees have the right skills and capabilities to meet business objectives.

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5. CONSULTANCIES

In 2000-2001 EnergyAustralia undertook 26 consultancies with a total value of \$1,717,230.67 of which eight were in excess of \$30,000. Details of the eight is provided below.

Supplier	Description of Services Provided	Amount
UBS Warburg	Advice on Retail Strategies	\$460,223.23
Ord Minnett Corporate Finance Ltd	Advice on Retail Strategies	\$602,454.24
UMS Group Australia Pty Ltd	Strategic review of the distribution asset management business	\$92,500.00
Arthur Andersen	E Procurement business case development	\$157,500.00
Cambridge Technology Partners	Review of Network Asset Management	\$71,330.00
McLennan Magasanik Associates P/L	Electricity price forecasting advice	\$60,233.65
EMD Workforce Development	Consultancy fees for financial review	\$68,169.23
Farrier Swier Consulting	Electricity price forecasting advice	\$35,316.36
18 Consultancies under \$30,000	Miscellaneous	\$169,503.96
26 Total Consultancies		\$1,717,230.67

6. OVERSEAS VISITS

During the 2000-2001 year, employees travelled overseas on 24 separate occasions. Of these, nine had travel expenses paid by customers. The other 15 occasions had expenses either partly or fully paid for by EnergyAustralia and are as detailed below:

Name	Position	Country	Dates	Purpose
Bill Carman	Senior Consultant, Engineering Consulting Enerserve	Canada	7 - 20 October	Attendance at Industry Conference and meetings with Hydro Quebec and Ontario Hydro
Peter Cole	Senior Consultant Enerserve	Finland	8 - 17 October	Testing & factory production inspection of Nokia reactors
Peter Cole	Senior Consultant Enerserve	New Zealand	18 - 20 October	Attendance at Industry Association meeting
John McBride	Engineer Enerserve	New Zealand	2 - 4 November	Attendance at Industry Association meeting
Peter Martin	NEMS Manager Customer Service	UK	8 November – 2 December	Meeting with Industry Participants regarding UK Market
Colin Peacock	Manager, Transmission Enerserve	New Zealand	16 - 17 November	Attend Annual Meeting of Industry Association
Amir Hanna Peter Robinson	Project Manager Transmission Engineer Enerserve	New Zealand	26 - 28 November	Inspect construction & installation of a tunnel & 132kV cable works
Andrew Pike	IT Technical Team Leader, Corporate Strategy & Business Development	Japan	3 - 5 December	System Hardware Testing
Peter Gan	Manager, Strategy & Contestability, Corporate Strategy & Business Development	China	17 - 22 January	Witness Wind Turbine Testing
Peter Ryan	Manager Testing, TCA Customer Service	Bangkok Kuala Lumpur	4 - 20 March	Attendance at Trade Exhibition
John McBride	Engineering Consultant Enerserve	South Africa	12 - 16 March	Inspection of Switchgear
Paul Broad John Conde	Managing Director Chairman	USA	8 - 13 April	Meet with Industry representatives & regulators in relation to California energy crisis
John Diong	Senior Consultant – Product Compliance, TCA Customer Service	Hong Kong	27 - 30 June	Meetings with potential clients

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7. FUNDS GRANTED TO NON-GOVERNMENT COMMUNITY ORGANISATIONS

EnergyAustralia had a comprehensive sponsorship program during 2000-2001, 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 \$3.065m in cash and in-kind donations. There were 45 organisations or events that benefited from EnergyAustralia's involvement. Major sporting beneficiaries included the Newcastle Knights – NRL, the Sydney Kings – NBL, the Australian Paralympic Wheelchair Basketball team, Wheelchair basketballers – Troy Sachs and Donna Ritchie, Surf Life Saving Australia (Northern Beaches, Hunter, Central Coast and Sydney branches); and Surfest 2001 – an international surfing competition held annually in Newcastle. In addition, the Centenary of Federation celebrations, the Opera House lighting project, National Heritage Week, Taronga Zoo and "Starstruck" – the Hunter region's school spectacular. 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.

8. CODE OF CONDUCT

EnergyAustralia operates Codes of Conduct for employees and use of computing resources. These cover what is expected from employees and use of its 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.

9. 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.

Renewable Energy Legislation

The Australian Parliament passed the *Renewable Energy (Electricity) Act 2000* and the *Renewable Energy (Electricity) (Charge) Act 2000* which commenced in January 2001 and imposed obligations from 1 April 2001. The objects of the Acts are to encourage the additional generation of electricity from renewable energy sources, reduce the emission of greenhouse gases, and ensure that renewable energy sources are ecologically sustainable. The Acts do this by requiring electricity retailers such as EnergyAustralia to contribute to renewable energy sources through the purchase of Renewable Energy Certificates ("RECs") issued in respect of energy generated from renewable sources. The key features of the Acts are:

- a requirement on electricity purchasers (as liable entities) to acquire RECs based on a prescribed percentage of annual electricity purchases;
- a regulatory framework for RECs including the creation, registration and transfer of RECs;
- an obligation to pay a renewable energy shortfall charge if liable entities are unable to surrender sufficient RECs to the Renewable Energy Regulator to meet their annual obligations; and
- the establishment of the Renewable Energy Regulator which is responsible for administering and ensuring compliance with the Acts.

Utilities Regulator Legislation

On 29 June 2000, the NSW Parliament passed the *Independent Pricing and Regulatory Tribunal and Other Legislation Amendment Act* which partially commenced on 17 July 2000 and fully commenced on 1 November 2000. The Act introduces two important regulatory changes. First, it appointed the Independent Pricing and Regulatory Tribunal (IPART) to carry out a number of regulatory functions in relation to electricity, water, and gas utilities in NSW. These powers are generally referred to as its utilities regulator functions. Second, it established a competitive neutrality complaints mechanism for NSW to implement NSW's obligations under the Competition Principles Agreement. The Act also makes a number of miscellaneous amendments relating to IPART's price determination powers under the *IPART Act (1992)*.

Full Retail Competition in Electricity

On 20 December 2000, the NSW Parliament passed the *Electricity Supply Amendment Act 2000*. The Act amends the *Electricity Supply Act 1995* (NSW) to provide a framework for the introduction of full retail competition as well as implementing a number of related policy initiatives. The Act partially commenced on 1 January 2001 (with transitional consumer protection regulations) and fully commenced on 1 July 2001, together with the *Electricity Supply (General) Regulation 2001*. The salient features of the new provisions are:

1. To facilitate full retail competition in the retail electricity market and implement a range of consumer protection initiatives for small retail customers. Small retail customers are generally customers who consume less than 160 MWh of electricity per year. These amendments include provisions:
 - imposing an obligation to supply on standard retail suppliers such as EnergyAustralia together with an obligation to arrange customer connection services to be provided to small retail customers if the customer requests such services to be arranged on their behalf;
 - requiring standard retail suppliers to supply small retail customers under a standard customer supply contract if the customer elects to do so;
 - requiring standard retail suppliers to offer regulated retail tariffs and charges under the standard customer supply contract;
 - providing for consumer protection requirements to apply to negotiated contracts with small retail customers;
 - introducing a Marketing Code of Conduct to apply to electricity marketers; and
 - requiring all licensed retailers and distribution network service providers to participate in an approved Electricity Industry Ombudsman Scheme to deal with complaints and disputes by small retail customers.
2. To provide for IPART to determine the regulated retail tariffs and charges for small retail customers until 30 June 2004;
3. To provide for regulations and rules (Market Operation Rules) to form the interface between the State based regulation of the retail electricity market and the wholesale electricity market regulated under the National Electricity Law and Code; and
4. To establish an Electricity Tariff Equalisation Fund and the Electricity Tariff Equalisation Ministerial Corporation to equalise the effect of variable electricity purchase costs on standard retail suppliers who obtain electricity from the wholesale market but are required to supply electricity to small retail customers at the regulated retail tariff.

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Legislative change continued

Full Retail Competition in Gas

On 29 May 2001 the NSW Parliament passed the *Gas Supply Amendment (Retail Competition) Act 2001* which amended the *Gas Supply Act 1996* to establish the regulatory framework for the introduction of Full Retail Competition (FRC) in the NSW gas market.

The key provisions of the amending Act are:

- the introduction of an obligation to supply customers connected to a distribution system;
- the introduction of an obligation on retail suppliers to comply with a Marketing Code of Conduct;
- provision for standard form customer supply contracts with minimum terms and conditions; and
- provision for the resolution of disputes between small retail customers and their retail supplier.

The provisions of the amending Act have only partially commenced. It is expected that the uncommenced provisions will commence on or before 1 January 2002, the scheduled date for the commencement of full retail competition in NSW.

Marketing Code of Conduct ("Code")

The Code was approved under the *Electricity Supply Act 1995* (NSW) by the NSW Minister for Energy and commenced on 1 January 2001. The Code applies to electricity marketers ("Marketers") in NSW and specifies the minimum level and quality of information to be provided by Marketers to franchise customers and contestable customers whose consumption is less than 160 MWh per annum. The Code requires Marketers to comply with specified standards of conduct including:

- explaining the main provisions of the contract to the customer;
- disclosing to the customer any commission received by the Marketer;
- providing information in a plain and understandable format;
- complying with telephone, internet, email and personal contact guidelines; and
- taking steps to protect unauthorised access or use of customer information.

Judicial Decisions

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

10. PROPERTY DISPOSAL

EnergyAustralia disposed of seven properties during the year at a total value of \$5,670,000. The properties disposed of 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 or were involved in the sale process.

During the year, five properties were sold by private treaty and two by auction. The property at 66-74 Karimbla Road, Miranda, was sold via private treaty to Sutherland Shire Council for the amount of \$3m. Council acquired the property on a deposit of \$1.050m with the balance of \$1.950m secured by a registered mortgage due and payable on 21 December 2001.

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

11. ACCESS TO INFORMATION / STATEMENT OF AFFAIRS

As a large decentralised organisation, EnergyAustralia holds many files, documents and instruction manuals on its operations. A number of publications are available free of charge from EnergyAustralia or are available on the EnergyAustralia website www.energy.com.au. These documents are listed under the Publications section below.

The public can also have input in relation to EnergyAustralia's policies by making representations, recommendations and/or complaints to EnergyAustralia.

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

Access to documents can be obtained by making a request in writing to the Freedom of Information Coordinator supplying all details required accompanied with the application fee. Applications may be lodged in person, faxed 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
EnergyAustralia Building
570 George Street
Sydney NSW 2000
Telephone: (02) 9269 2941
Facsimile: (02) 9269 2830

Or post to:
FOI Coordinator
EnergyAustralia
GPO Box 4009
SYDNEY NSW 2001

12. PUBLICATIONS

EnergyAustralia publishes an extensive range of publications to assist in keeping our customers informed. These publications include the Annual Report, Corporate Profile, EnergyAustralia and You, EnergyEfficiency, EnergyEmergency, EnergyFix, EnergySafety, PureEnergy, PureEnergy Annual Report, Trees and Power Lines, Top Trees, YourEnergy, Policy Documents listed in EnergyAustralia's Summary of Affairs, Electrical and Network Standards, Customer Installation Advice, Contracts and Associated Documents and Maps, Plans and Diagrams, Statement of Corporate Intent, Employment Equity Plan, 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

13. 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 such as the Australian Co-operative Research Centre for Renewable Energy (ACRCRE). EnergyAustralia is a shareholder in ACRCRE and represents member utilities on the Board of Directors. Current research involvements primarily focus on the impact and potential benefits of distributed generation on electricity networks. EnergyAustralia is a continuing member of the Australian Strategic Technology Program which is coordinated by the Electricity Supply Association of Australia (ESAA) and EA Technology.

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Research and development continued

During 2000-2001 research and development projects included the environmental performance of insulated overhead mains, power quality assessment, condition monitoring techniques and vegetation management. EnergyAustralia also provides topics and support for Bachelor of Engineering graduates theses and follow-on projects. Examples include areas such as evaluation of seismic testing of wood poles, fault detection using passive filters, electronic traction drainage bond, reliability analysis of pole maintenance, small systems earth tester, magnetic field calculation computer application and electricity metering applications.

14. CONSUMER RESPONSE

EnergyAustralia re-established its Customer Council in 2000-2001 to act as a forum for consultation between customers and EnergyAustralia. The council met four times in 2000-2001 and discussed issues of mutual concern such as topics necessary for licence requirements including pricing, contracts and reliability.

Customer care continues to be a major part of management of customer outages. EnergyAustralia has had considerable success during emergencies by locating staff in affected areas who are able to provide limited direct assistance to customers. Other initiatives include obtaining standby generation and support services for customers when necessary. A special hotline is also activated so that we can be advised of any special cases by friends and relatives. An indication of the success of the customer care strategy is typified by the Paddington incident in November 2000 where, given the severity of the incident, customer dissatisfaction was minimal.

EnergyAustralia has over 1.4 million customers and annually receives over two million calls into our Call Centre. All customer complaints are formally collected, collated and actioned through systems for franchise and contestable customers. In 2000-2001 EnergyAustralia rated second behind Australian Inland Energy amongst all member companies in the Energy and Water Ombudsman (EWON) scheme with the least number of complaints per 10,000 customers.

EnergyAustralia continues to work pro-actively with EWON to ensure customer disputes (complaints that are escalated to the Ombudsman) are resolved within a reasonable timeframe. During the year we had 1,309 matters with EWON of which 66.6% or 872 matters were billing. The larger proportion of billing matters appears to be a trend across the energy industry as most utilities update their information technology systems in preparation for full retail competition.

15. MINISTRY REPORTING REQUIREMENTS

The following statistics are supplied to meet our obligations under the Electricity Supply Act, our Retail Licence and further environmental guidelines.

Carbon Dioxide and other Greenhouse Gas Emissions

Greenhouse gas emissions relating to the production of electricity supplied by EnergyAustralia in NSW were as follows:

	Carbon Dioxide (CO ₂)	Methane CH ₄	Nitrous Oxide N ₂ O	Carbon Dioxide equivalent (CO ₂ -e)
Emissions in gigagram or kilotonne (Gg)	20,036.4	-23.4	0.2	19,606.6

These figures have been calculated in accordance with the methodology approved by the Minister for Energy in March 2000 and independently verified by Quality Assurance Services Pty Ltd.

EnergyAustralia offers a range of energy options to customers as part of our strategies to reduce greenhouse gases, including natural gas and renewable energy. EnergyAustralia also offers energy efficiency advice to customers and sales of high efficiency appliances.

Source of Electricity Supplied

EnergyAustralia purchases (summarised in the below table) are primarily from the wholesales market, but the Corporation is actively developing purchases from sustainable sources.

Source	% of total
Unassigned generators ("the pool")	99.05%
Assigned generators less than 30 MW ("embedded generators")	0.74%
Grid connected photovoltaic cells	0.01%
Other sources (hydro generators not embedded in the EA network)	0.20%
Total	100.00%

Demand Management and Energy Efficiency Strategy

In compliance with the NSW Demand Management Code of Practice for Electricity Distributors, EnergyAustralia considers the circumstances of major distribution expansion proposals in order to determine whether it would be reasonable to expect that demand management options would be cost effective. If so, then investigations of demand management are carried out. For particular distribution expansion proposals, EnergyAustralia conducts Value Management studies which are carried out in accordance with Australian / New Zealand Standards AS/NZ 4183:1984. These studies include the identification of a comprehensive range of ideas and solutions including Supply Side and Demand Side initiatives.

Over the past twelve months EnergyAustralia has advertised public calls for submissions for Demand Management for the North Sydney and Crows Nest areas, the Chatswood and Castle Cove areas, and the Nelson Bay area. In May 2001 EnergyAustralia made a funding commitment to the REFIT program to be implemented in the Lower Hunter. This program targets energy efficiency improvements in the low-income private rental sector of the housing market.

It should be recognised that EnergyAustralia has a long and notable history in the promotion of controlled off-peak hot water heating as a primary means of Demand Management. The utilisation of ripple control systems, together with detailed sizing policies for hot water tanks, has resulted in the current position where approximately 800 MW of demand has been shifted from the EnergyAustralia evening peak load profile. Whilst controlled load continues to realise large savings from avoidance of infrastructure costs to supply this load, the overall supply industry effectiveness of controlled hot water heating is being impacted by the low Greenhouse Score assigned to Electric Storage Water Heaters under the State Government's Energy Smart Housing Policy. This Policy is being adopted progressively by NSW Local Councils.

Of the five Demand Management investigations carried out for individual large projects, four have involved a public request for proposals or a public call for submissions. The most significant component of the deferred expenditure has been achieved by a risk assessment of EnergyAustralia zone substations.

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Ministry reporting requirements continued

The table below shows the Demand Management Projects and includes two load control projects that provided a Net Present Value (NPV) saving of \$5.55m at a cost of \$1.53m.

Demand Management Projects 2000-2001

	Demand Management Investigations	Demand Management Strategies Implemented	Cost of Demand Management Strategies	NPV of Distributor Operating Expenditure Saved	NPV of Distributor Capital Expenditure Deferred
INDIVIDUAL LARGE PROJECTS					
North Ryde and Epping Substations	Request for Proposals for North Ryde and Epping areas	Demand Management assessed as not cost effective	N/A	N/A	N/A
North Sydney and Crows Nest Substations	Public call for submissions for North Sydney and Crows Nest areas	Investigations Proceeding	Investigations Proceeding	Investigations Proceeding	Investigations Proceeding
Chatswood and Castle Cove Substations	Public call for submissions for Chatswood and Castle Cove areas	Investigations Proceeding	Investigations Proceeding	Investigations Proceeding	Investigations Proceeding
Nelson Bay Substations	Public call for submissions for Nelson Bay area	Investigations Proceeding	Investigations Proceeding	Investigations Proceeding	Investigations Proceeding
Risk assessment of Zone Substations	Analysis of risk for Zone Substations	Acceptance of risk	Cost of analysis estimated at \$80,000	N/A	\$5.83m
Sub-totals	5	1	\$80,000	N/A	\$5.83m
Load control projects	2	2	\$1.53m	\$5.55m	\$5.83m
Totals	7	3	\$1.61m	\$5.55m	\$5.83m

Standards of Service

EnergyAustralia has produced a Customer Contract, Information Guide to the Electricity Supply and Electricity Supply Standards that outlines the standard of customer service and electricity supply customers can expect from EnergyAustralia. Under our Customer Contract, EnergyAustralia guarantees to meet Standards of Service such as:

- Timely provision of connection services;
- Timely notification of planned interruptions to supply;
- Repair of faulty streetlights;
- Punctuality in keeping appointments; and
- Provision of a telephone hotline.

Customers can obtain a copy of our Contract and Service Standards, which became effective from 12 September 1998, from EnergyAustralia offices or by contacting our Customer Call Centre on 13 15 25.

The following table defines EnergyAustralia's performance regarding the Guaranteed Customer Service Standards, as defined in clause 10 of EnergyAustralia's Standard Form Customer Connection and Supply Contract of 12 December 1998.

Measure	Target	Total Number	Number of breaches	Compliance
Timely provision of connection services	< 5 days	19,349 connections	0	100%
Timely notice of planned interruptions to supply	> 2 days	75,826 customers	12	> 99.9%
Repair of faulty streetlights	< 5 days	35,538 streetlights	795	> 97.7%
Punctuality in keeping appointments	Within 15 minutes	13,011 appointments	1	100%
Provision of telephone hotlines	24 hour hotline (13 1388)	8,760 hours	Nil	100%

Note: The significant number of streetlight failures in part reflects the proactive crediting of accounts where the service level was breached. Proactive account crediting was introduced in December 1999.

16. ANNUAL REPORT COST

Four thousand copies of the EnergyAustralia annual report have been produced at an estimated cost of \$35.00 per copy. Designed by Cobé Design, the annual report is printed on recycled paper.

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17. SENIOR EXECUTIVE SALARIES

Name	Position	Remuneration	2000-2001 Bonus	Statement of performance
P. Broad	Managing Director	\$444,125	\$74,258	Has been in this role for the full reporting period and performed well against agreed performance targets particularly in relation to meeting financial targets and customer service targets as well as stakeholder relations, preparation for full retail competition and delivery of key statutory and organisational responsibilities.
N. Saphin	General Manager Retail & Marketing	\$260,000	\$41,340	Has been in this role for the full reporting period and performed well against agreed performance targets particularly in relation to the achievement of operating cost reductions, brand recognition and retail margin performance.
M. Davies	General Manager Network	\$220,000	\$36,740	Has been in this role for the full reporting period and performed well against agreed performance targets particularly in the areas of raising public safety awareness, maintaining licences and regulatory issues management.
J. Eisenhuth	General Manager Enerserve	\$220,000	\$37,180	Has been in this role for the full year and performed well against agreed targets particularly in relation to external business profitability, obtaining certification for safety management system and delivering an increasing number of projects.
A. Jones	General Manager Corporate Strategy & Business Development	\$220,000	\$37,620	Has been in this role for the full year and performed well against agreed targets particularly in relation to delivery of new IT capability for competition, Olympic operations coordination and compliance management systems.
T. O'Grady	General Manager Energy Risk Management	\$210,000	\$34,650	Has been in this role for the full year and performed well against agreed targets particularly in the areas of effective market risk management, policy compliance and deployment of improved capability.
G. Maltabarow	General Manager Finance & Corporate Secretary	\$220,000	\$36,740	Has been in this role for the full year and performed well against agreed targets particularly in the areas of better than budgeted financial performance, regulatory management and deployment of business analysis tools to the business.
G. Lilliss	General Manager Customer Service	\$213,000	\$34,293	Has been in this role for the full year and performed well against agreed targets particularly in the areas of customer satisfaction, meter reading data accuracy, business readiness for competition and external business profitability.

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

As at 30 June 2001, EnergyAustralia employed 124 staff whose remuneration package exceeded SES Level 1, 22 of those were female employees. This compares with 117 staff at 30 June 2000, 19 of whom were female employees.

18. EXEMPTIONS FROM THE REPORTING PROVISIONS

List of Financial and Annual Reporting Exemptions for agencies in competition

Statutory Requirements	Act / Regulation References	Comments
FINANCIAL REPORTING EXEMPTIONS		
Format of financial statements	Public Finance and Audit Act	
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).
Notes – Income and expenditure	(Schedule 1, Part 1): PF&A Reg Item 2	
Amounts set aside for renewal or replacement of fixed assets		
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.
Notes – Additional information	(Schedule 1, Part 3): PF&A Reg Item 13	
Excess of non-current asset value over replacement cost		
ANNUAL REPORTING EXEMPTIONS		
Budgets		
• 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	
Report of Operations	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 & Activities	Schedule 1 ARSBR	Exemption subject to a condition. The condition is that comments and information relating to “management & activities” are to be disclosed in a summarised form.
Research & Development	Schedule 1 ARSBR	
Human Resources	Schedule 1 ARSBR	Exemption subject to a condition. The condition is that overseas visits with the main purposes 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.
Time for Payment of Accounts	Schedule 1 ARSBR	As above.
Report on Risk Management & Insurance Activities	Schedule 1 ARSBR	Exemption subject to a condition. The 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. 13 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
ARSBR – Annual Reports (Statutory Bodies) Regulation 2000

PF&AA – Public Finance & Audit Act 1983
PF&A Reg – Public Finance and Audit Regulation 2000

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Abbreviations

V	volt	A volt is the unit of potential or electrical pressure.
W	watt	A measurement of the power present when a current of one ampere flows under a potential of one volt.
kW	kilowatt	One kW = 1000 watts.
kWh	kilowatt hour	The standard unit of energy which represents the consumption of electrical energy at the rate of one kilowatt for one hour.
kV	kilovolt	One kV = 1000 volts.
kVA	kilovolt ampere	A unit of apparent power in an alternating current circuit equal to 1000 volt amperes.
MVA	megavolt ampere	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)
MW	megawatt	One MW = 1000kW or one million watts.
MWh	megawatt hour	One MWh = 1000 kilowatt hours.
GWh	gigawatt hour	One GWh = 1000 megawatt hours or one million kilowatt hours.
Gg	gigagram	One Gg = 1 kilotonne.
Gj	gigajoule	One gigajoule = 1000 megajoules. A joule is the basic unit of energy used in the gas industry.

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