

Customer Panel Meeting

11 April 2025



Information

Dear reader

We publish information in connection with our customer panel on our website, for information purposes only.

While we make every effort to make sure the information regarding our customer panel is informative, this information may reflect works in progress and may be updated or amended from time to time.

You should not rely on the information as a substitute for obtaining your own detailed independent advice.

The information does not constitute legal, regulatory or business advice, and we do not guarantee its accuracy, suitability, fitness for purpose, reliability or completeness.

Information regarding our customer panel may include the views or recommendations of third parties and does not necessarily reflect the views of Powerlink Queensland or indicate a commitment by us to a particular course of action.

Thank you

Powerlink acknowledges the Traditional Owners and their custodianship of the lands and waters of Queensland and in particular the lands on which we operate.

We pay our respect to their Ancestors, Elders and knowledge holders and recognise their deep history and ongoing connection to Country.





Inform



Consult



Involve



Collaborate

1. Welcome, member changes, responsibilities refresher
2. Operations and investments update
3. QFF: What matters to members info session
4. Social performance and community benefits framework
5. Break
6. Energy Charter accountability cycle refresher and review
7. Revenue Proposal Reference Group: Report back and Capable of Acceptance activity
8. Close

Membership changes

- **Evashnee Chetty**, Commercial Operations Advisor, Shell, replacing Claire Hamilton.
- **Josie Maule**, A/Executive Director – Energy, Queensland Treasury, proxy for Leanne Caelers' returning 2026.
- **Michael Bray**, Undertaking Development Lead, Aurizon, proxy for Monica Rackley returning in 2026. On Revenue Proposal Reference Group (RPRG) for full term.
- **Dr Stephen Snow**, Research Scientist, CSIRO, proxy for Dr John Gardner.
- **Scott Partlin**, Head of Grid Connections, Neoen, new member.

Special welcomes:

Observers: Ben Fu (online) and Michael Brothers (AER Transmission Reset Team)

PQ Board: Alan Millis (online) and Kate Drews (in room)



Operations and Investments Update

Emma Rogers
General Manager – Strategic Network Operations

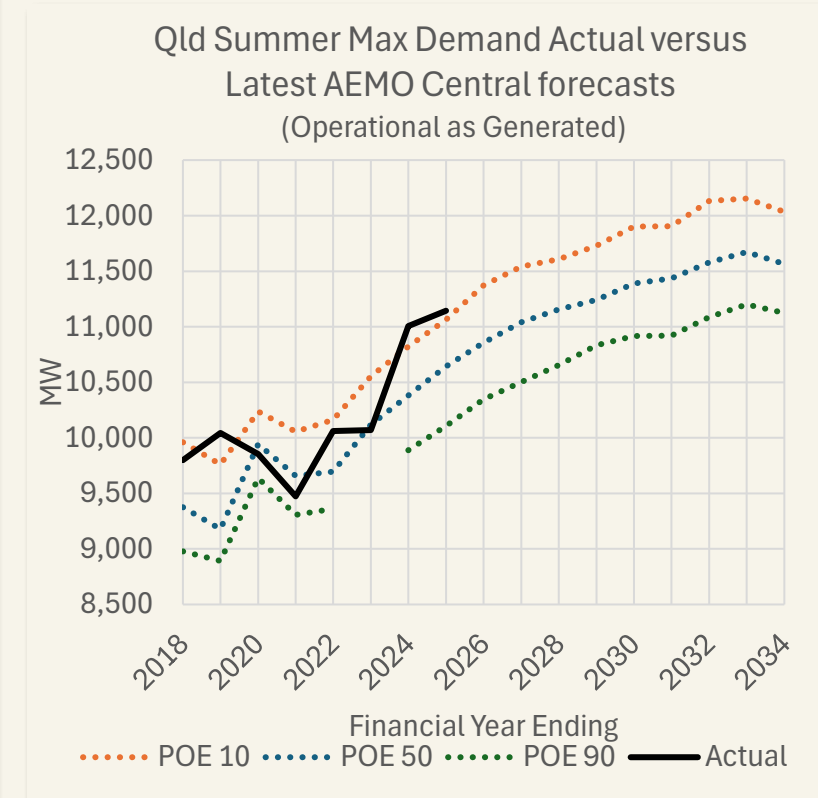
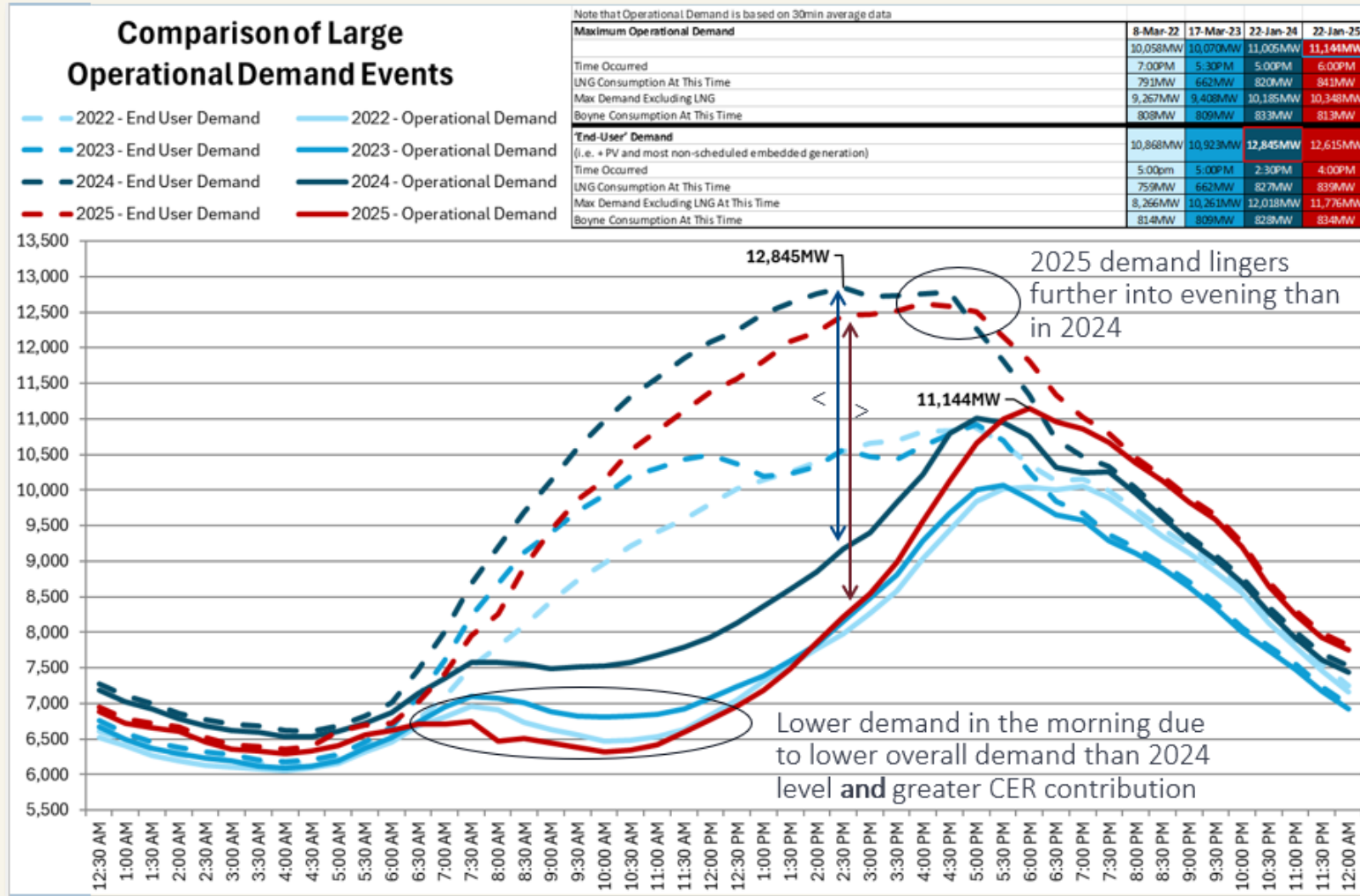
Mick Jones
Portfolio Director – Next Generation Network Operations



Agenda

1. Recap of challenges
2. Key Investments Overview
3. Governance and Delivery Management

New Peak Operational Demand for QLD: 22 January



The Vital Role of the EMS



- EMS – Energy Management System
- The EMS acts like the brain, heart, and nervous system of the power system.
- It is the Realtime system we monitor 24/7 to run the network.
- It is how we operate power system assets safely.
- The EMS also facilitates critical information transfer to AEMO supporting the overall operation of the National Electricity Market (NEM).
- The EMS also ingests data from some of our biggest connections (Energy Queensland – Ergon, Energex, QR, Aurizon, Stanwell/CS Energy)
- It is the most safety critical system we operate.

Our current system was designed 30 years ago:

What has changed in 30 years on the network?

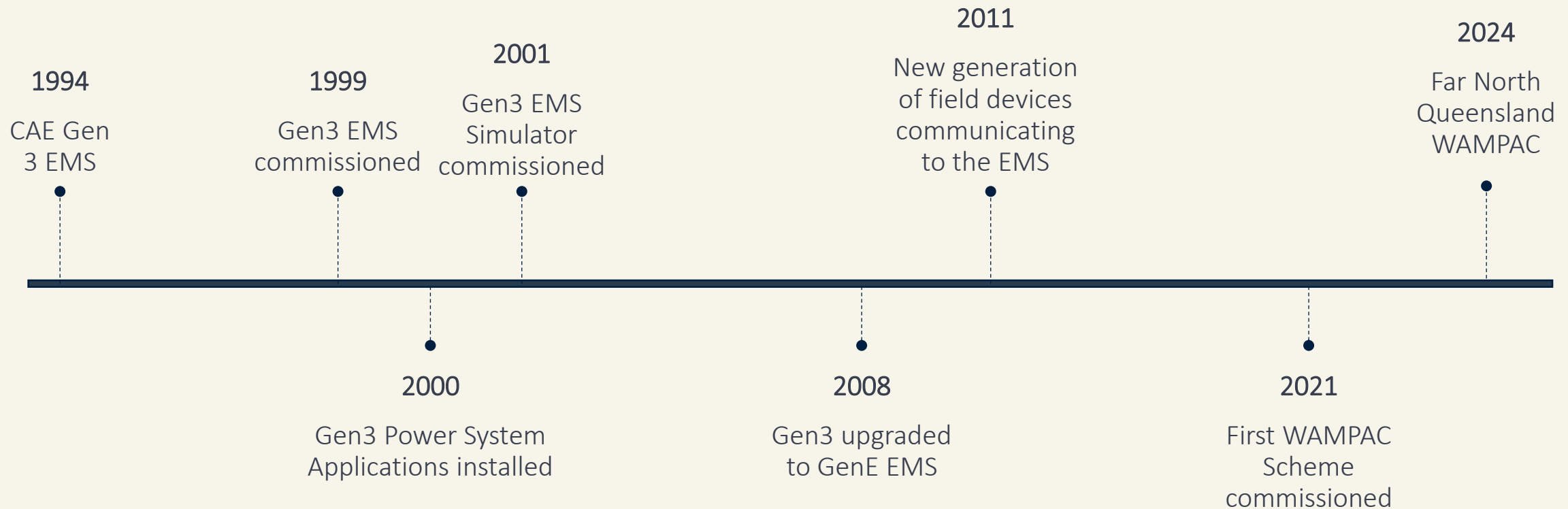
- 1994
 - 3.2M QLD population - now 5.5M
- 1996
 - NEM Established
- 2001
 - QLD NSW Interconnector
- 2002
 - 22 generator connections - now 73 (2025)
 - Main power stations were Callide B, Gladstone, Tarong and Swanbank B
- 2006
 - Transmission Lines 11,685km - now 14,531km (2024)



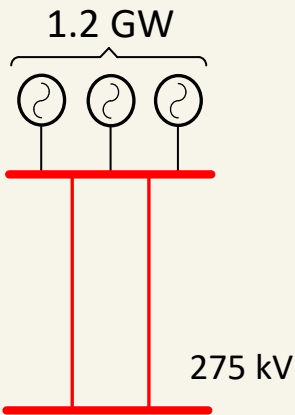
Bill Gates shows the newly-released Windows 3.0



Development of the EMS at Powerlink



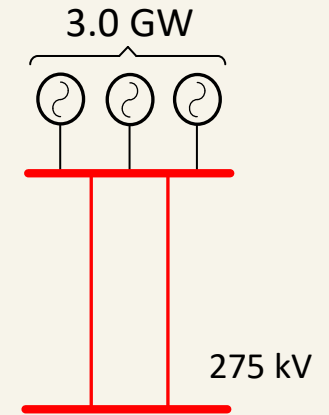
Leveraging technology to avoid network build



Normal : 2 x 800 MVA
Emergency : 1200 MVA

Enabling Technologies:

- High Temperature Conductors
- Co-optimisation to FCAS availability
- Complex Control Schemes & WAMPAC for contingency management
- AEMS platform to enable schemes and Realtime situational awareness



Normal : 2 x 1680 MVA HTC
Emergency : 1810 MVA (1900MW)

Summary



Maximising Network Capability

Exploring new and novel control and protection schemes to enhance current and planned network assets.



Safety and Reliability Focus

Ensuring new approaches do not introduce additional risks.



Adapting to Evolving Demands

We must keep up with industry changes and technological advancements.

How are we addressing these requirements?

Disclaimer: Security of Critical Infrastructure commitments and obligations – some slides have been removed for publication.



Discussion



QUEENSLAND
FARMERS'
FEDERATION



Stephanie McKechnie
Energy Engagement and Education Advisor
Queensland Farmers' Federation

Our Members

Canegrowers
Cotton Australia
Queensland Fruit & Vegetable Growers
Nursery & Garden Industry Queensland
eastAUSmilk
Australian Cane Farmers Association
Queensland United Egg Producers
Turf Queensland
Pork Queensland
Bundaberg Regional Irrigators Group
Burdekin River Irrigation Area
Central Downs Irrigators Ltd
Fairburn Irrigation Network
Mallawa Irrigation
Pioneer Valley Water Co-operative Ltd
Theodore Water Pty Ltd
Eton Irrigation
Queensland Oyster Growers Association
Lockyer Water Users Forum



About QFF

The Queensland Farmers' Federation (QFF) is the united voice of agriculture in Queensland.

- Member-based organisation representing the interests of peak agriculture industry organisations (state and national).
- Collectively, we represent 13,000 primary producers.
- We work with the government of the day on behalf of the agriculture sector, farmers and the community to build a strong future Queensland agriculture.
- We develop policy and advocate on behalf of our industries.

Who we represent

- | | |
|----------------------|--------------------|
| • Cotton | • Poultry |
| • Horticulture | • Pork |
| • Nursery and garden | • Intensive animal |
| • Dairy | industries |
| • Cane | • Irrigators |

Our policy and projects work

The QFF team are a group of highly skilled and committed professionals with technical expertise across the priority areas of our members.

We deliver:

- cutting-edge projects to support innovative, sustainable practices on-farm
- science-based and future focused while our policy development

Our priority areas include, but are not limited to:



Water



Energy



Biosecurity



Agriculture
productivity



Animal health
and welfare



Waste management,
resource recovery



Land use planning,
regional development
and co-existence



Environmental
sustainability and
natural resource
management



Workforce planning,
including education and
training and workplace
health and safety



Farm business planning, including risk
management and resilience building

Priorities and challenges

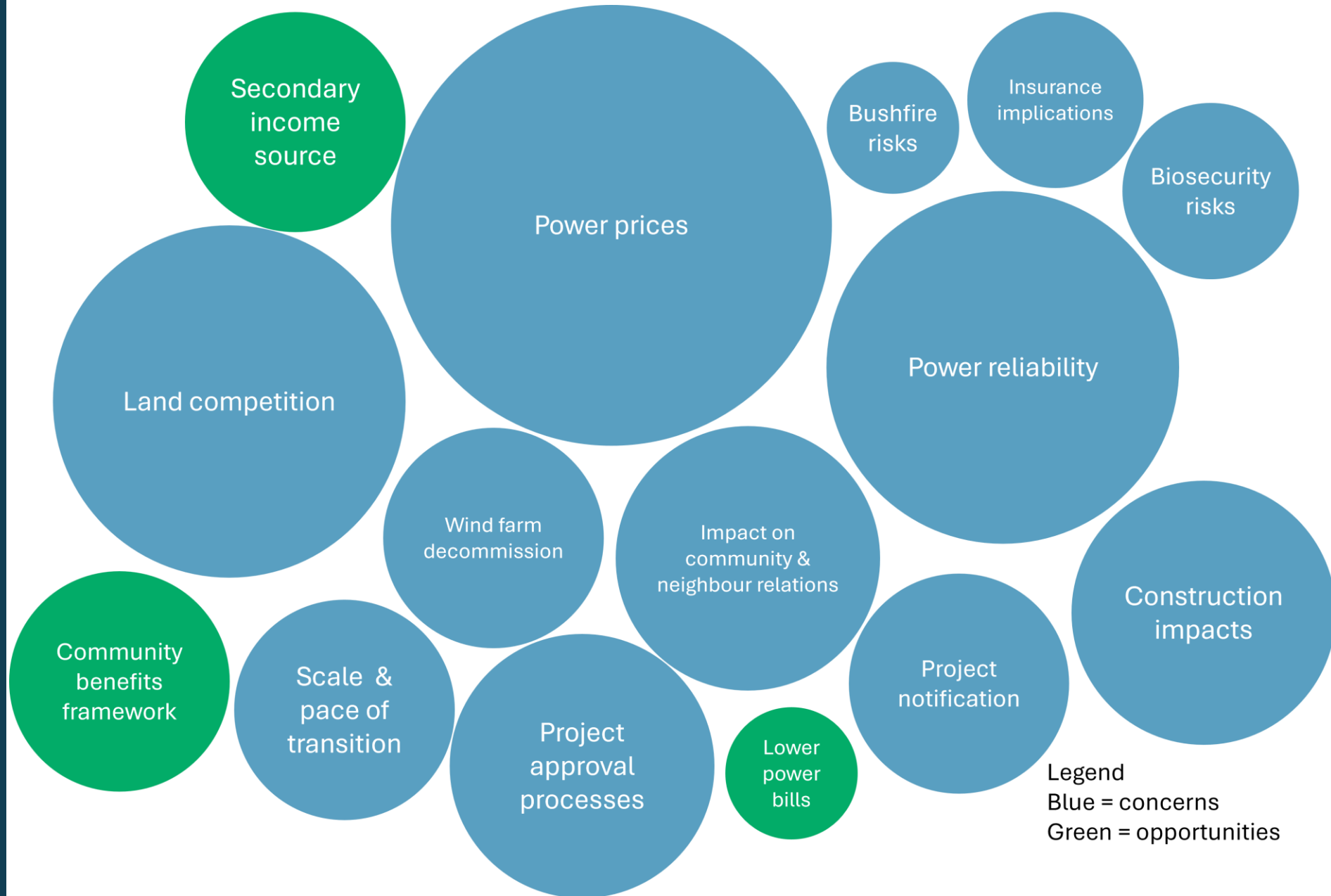
Queensland agriculture is facing a range of challenges including:

- profitability amidst rising input costs like energy, water and fertiliser
- increasing skills shortage
- biosecurity risks
- adapting farming practices in response to a changing climate
- land competition and change land use resulting in right to farm issues
- increasing extreme weather events
- regulatory red tape
- global trade uncertainty.

Energy transition

- QFF members are technology agnostic. Their priority is for energy to be reliable and affordable.
- Leveraging opportunities from the transition to support diverse farming enterprises and regional communities (e.g. community benefit funds).
- QFF continues to advocate for the profitability and prosperity of farmers; supporting their productivity, costs and opportunities; and helping them make informed decisions.
- QFF advocates for holistic planning and decision making during the energy transition, to ensure the security of food, fibre and foliage produced from viable Queensland land.

Renewable energy concerns and opportunities



Energy projects and services

Projects and Programs

- EnergySQ (ends April 2025)
 - QBESTAg (ended October 2024)
 - Queensland Ag Energy Hub (ongoing)
- www.qldagenenergyhub.com.au

Services

- Energy Information Service for Landholders – **07 3329 7500**
- Energy Engagement and Education Advisor
- Queensland Renewable Energy Landholder Toolkit
- Advocacy for tariff reform and affordable energy prices
- Submissions on legislative and regulatory changes
- Partnership with RELA



Thank you!



www.qff.org.au

Follow us @QldFarmers



QUEENSLAND
FARMERS'
FEDERATION



Social Performance

Dana Boxall
General Manager – GM Community & Delivery Services



Social Performance is an enabling priority for:



Powerlink's Strategic Objectives



Sustainability goals and ESG commitments



Regulatory requirements

Social change and energy transformation



Significant change



Uneven distribution



Low levels of trust



Community expectations



Regulation

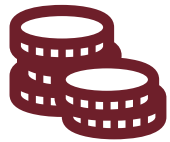


Benefits of investing in Social Performance

Enables



REGIONAL
DEVELOPMENT



COST
EFFICIENCY



RELIABILITY

Avoids



- IMPACTS



DELAYS



CONFLICT



COSTS

Delivers



REPUTATION



TRUST



COMPLIANCE



COMMUNITY
BENEFITS

Social Performance elements



Community
insights &
social risk
analysis



Community
engagement



Social impact
assessment
&
management



Complaints
and
grievance
management



Community
benefits and
social value



Monitor,
evaluate
and report

Community Benefits

Our goal is to drive cross-generational benefits for Queensland Communities through the creation of economic and social value.

To achieve this our key objectives are to:

- **enhance** community capacity, capability and resilience
- **stimulate** economic development and participation
- **support** community-led priorities



Leveraging opportunities for maximum impact

Driving beneficial outcomes for Queenslanders is core to how we work



Our approach, priorities and outcomes

We achieve this by:

- Engaging and collaborating to support community-led initiatives and programs
- Partnering with
 - Traditional Owners
 - Communities
 - Industry
 - Government
- Influencing delivery partners and supply chain
- Utilising government initiatives



Our principles



Collaborative & Inclusive

We recognise the unique nature of communities and collaborate to design inclusive, participatory processes & shared benefits.



Fair & Equitable

We are evidence based in the assessment of fair & equitable distribution of benefits across host communities.



Outcomes Focused

We prioritise initiatives that meet the needs and aspirations of communities, drive enduring benefits and represent value for money.



Accountable & Transparent

We are transparent about our decision-making processes, responsible for our actions & monitor the outcomes for communities.

Activity

1. You will be placed in a virtual breakout room or in-room group.
2. In-room group will focus on 2 principles; online groups will focus on 1 principle each, to allow for deeper discussion.
3. We will spend roughly **15 minutes** in discussion.
4. Your facilitator will use the prompting questions to help guide discussion.
5. Notetakers report back on group's behalf when we return.

Innovation hub Dana and Gerry	Resilience room Anthea and Eleonore	Courage room Roger and Wendy
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Unallocated observers and presenters: if you are not allocated to a group, please have yourself a cuppa! We'll be back in 15 minutes.

Report back

1 minute for each group

Break

Back at 3:10pm

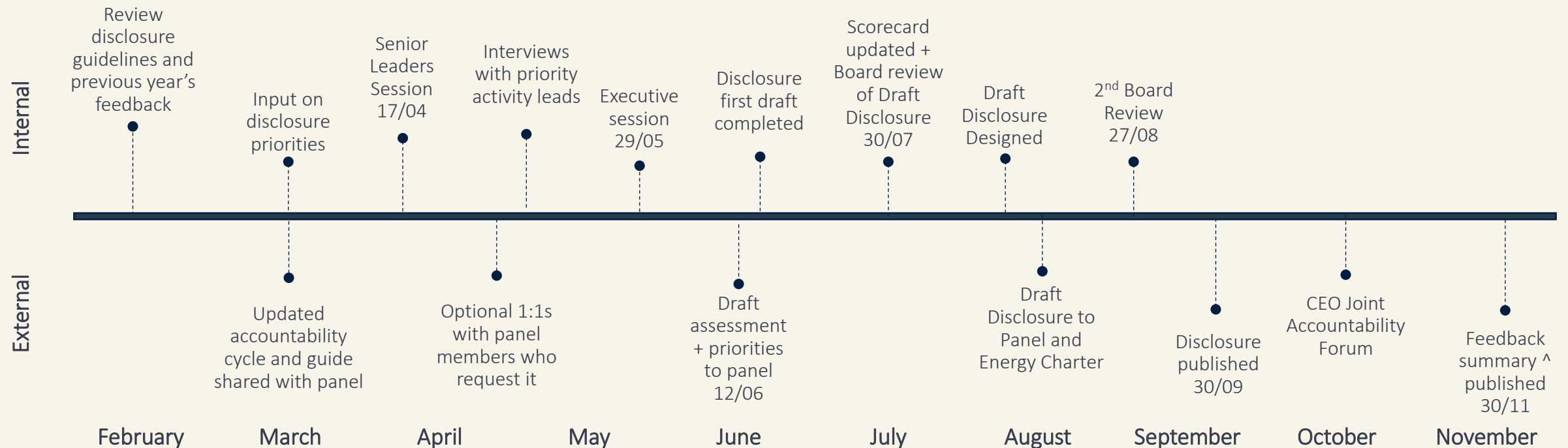
Energy Charter Accountability Cycle Refresher and Review

Eleonore Bridier
Customer Engagement Specialist



Annual accountability cycle

2025 calendar of key dates



*stakeholder perception survey includes a section on future priorities, with additional panel engagement as needed to review existing priorities.

^summarises evaluation findings, survey results, forum feedback, and input on the accountability process and disclosure, serving as a reference for future engagement and planning.

Energy Charter Better Together Initiatives

Initiatives	Energy Charter Lead	Champion	Subject Matter Experts
Better Practice Social Licence Guideline + Review	Heather Wagland	Kiara Bowles	PQ working group established
REZ and Renewables Road Safety	Bec Jolly	Darryl Eaton	Kyle Morris
Regional Energy Collaboration Framework	Fiona Ivits and Martine Holberton	Anthea Craig	Rebecca Powlett, Caitlin Monti and Rachael Maundrell
Accountability Exchange	Heather Wagland	Eleonore Bridier	
Community of Practice: First Nations Better Practice Community Engagement	Fiona Ivits	Jamie Hagan	

Revenue Proposal Reference Group: report back

Roger Smith
Director Revenue Reset



Recap of first two meetings – Alicia Kennedy



- Mark Grenning (Independent Chair)
- Alicia Kennedy
- Chris Hazzard
- Katie-Anne Mulder
- Michael Bray
- Robyn Robinson

Capable of Acceptance Criteria



The AER's Better Resets Handbook identifies three specific criteria to assess the engagement undertaken – nature of engagement, breadth and depth of engagement, and clearly evidenced impact of the engagement

These are consistent with the engagement criteria that were used for assessing the capability of acceptance of Powerlink's 2022-27 Revenue Proposal

Powerlink has identified that the operating environment has changed significantly since its last Revenue Proposal

For Powerlink's 2027-32 Revenue Proposal, we consider:

- the three engagement criteria remain fit for purpose and should be retained
- the proof point criterion should be amended to reflect the current operating environment

Does the Customer Panel support

- The retention of the three engagement criteria?

Capable of Acceptance Criteria



An alternative way of framing the proof point is necessary that reflects the operating environment while retaining strong focus on the impacts of costs on customers, i.e. “we must not spend one dollar more than we need to deliver safe, reliable and economic services”...

Reasonable opex and capex expenditure forecasts are proposed that reflect prevailing conditions, and are:

- underpinned by appropriate and transparent forecasting methodologies
- supported by clear explanations as to why forecasts are different from historical expenditure
- have regard to the AER’s top-down analysis of expenditure.

Does the proposed statement provide scope for consideration of the impact of the operating environment while retaining adequate focus on the impacts of costs on customers?

Does the Customer Panel support

- The alternative statement to describe the proof point criterion?

Capable of Acceptance Criteria



	Powerlink	AER	Customer Panel
Nature of engagement	✓	✓	✓
Breadth and depth	✓	✓	✓
Clearly evidenced impact	✓	✓	✓
Proof point	✓	✓	o

✓ – expected assessment o – optional assessment

Is the framework helpful to the Customer Panel in identifying the expectations with respect to their assessment of capable of acceptance for Powerlink's 2027-32 Revenue Proposal?

Does the Customer Panel support

- The adoption of the application framework?

Thank you

