

Customer Panel Meeting

26 March 2026



Acknowledgement

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.



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

Welcome and Membership Update

Andrew Richards, CEO, Energy Users Association of Australia

Jana Dore, Policy Director External Affairs, Queensland Resources Council

Zoe Kemp, Director - Community Benefits, Queensland Treasury

Proxy for Leanne Caelers, Executive Director - Frameworks & Engagement Policy, Energy, returned member from leave

Leisa Dowling, CEO, Gladstone Regional Council

Monica Rackley, Commercial Leader Energy and Infrastructure, Aurizon

Proxy for Nardia Yeates

Sisira Weeratunga, General Manager Grid Planning, Energy Queensland

Replacing Glenn Springall

Stephanie McKechnie, Energy Engagement and Education Advisor, Queensland Farmers' Federation

Replacing Alicia Kennedy

Tracey Dodd, Senior Lecturer, School of Management, Adelaide University

Academic expert in sustainability and governance

Special guests

Powerlink Board: Craig Doyle, Board Chair and Liz Cunningham, Board Director

Invited AER Observers: Kirk Zammit and Ben Fu (online)

Agenda



Meeting is being recorded
for notetaking purposes



Hot water and milk is
available in the cafeteria

Time	Duration (mins)	Item	Presenter/s	IAP2
1:15PM	30	Stakeholder Perception and Community Sentiment Surveys	Gerard Reilly	
1:45PM	40	Revenue Proposal	Roger Smith Steph McKechnie	
2:25PM	40	Break: table discussion and meet new members	Table hosts	
3:05PM	40	Central Queensland Update	Ian Lowry	
3:45PM	15	Looking forward	Gerard Reilly	
4:00PM		Close and photos		

Inform

Consult

Involve

Collaborate



Report Back

2025 Stakeholder Perception Research insights

Gerard Reilly – GM Communications, Customer
& Engagement



Operating Context

Overarching sentiment of uncertainty

Workforce
Challenges



Energy
Transition
pace



Powerlink
leadership
changes



Cost of living
/ energy
affordability

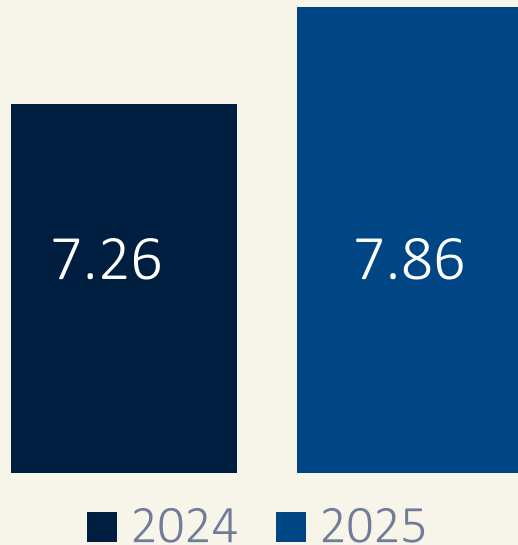


Role of GOCs



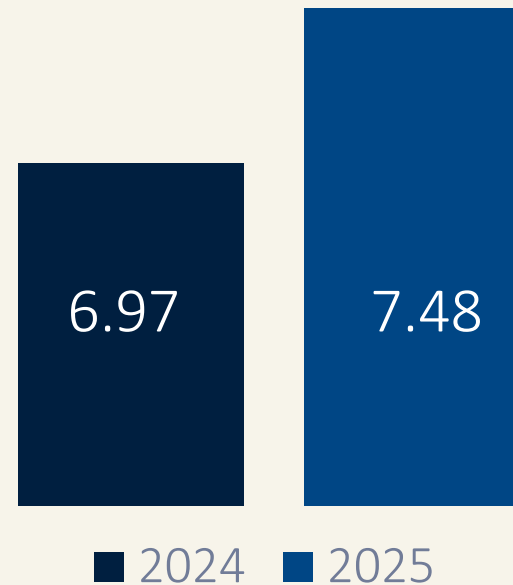
Reputation & Overall Performance

Reputation



“Powerlink’s moral compass is good- they try to act in the best interests of customers”

Overall Performance



“There is a lot of uncertainty, but Powerlink seems to be steady in what it can control ”

Strategic focus areas summary

In 2025, trust is driven by *policy alignment*, *safety*, and *clarity* on Powerlink's role

1

Well aligned with
government policy

- ✓ Demonstrate delivery
- ✓ Bridge policy to projects

2

Safety of operations

- ✓ Maintain strong contractor practices
- ✓ Continue to strengthen accountability
- ✓ Demonstrate safety in action

3

Help stakeholders
understand what Powerlink
can and can't control

- ✓ Clarify scope of operations
- ✓ Strengthen transparency regarding future plans
- ✓ Emphasise technical expertise and GOC constraints



Report Back

Voconiq Community Sentiment Research insights

Gerard Reilly – GM Communications, Customer
& Engagement



Research overview

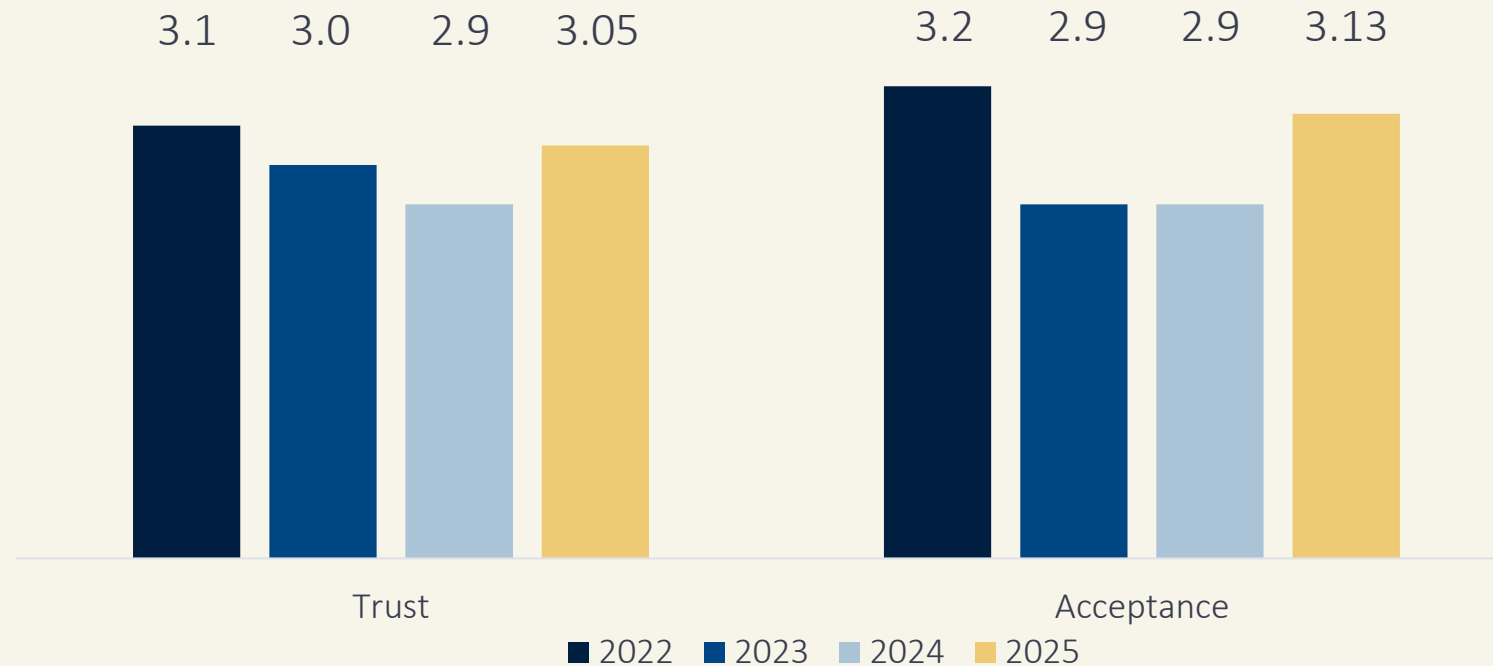
- 2025 community sentiment research was fourth tranche (previously in 2021/22, 2023, 2024)
- 1,950 participants from across 17 Local Government Areas (LGAs):
 - Southern Queensland** – Toowoomba, Maranoa, South Burnett, Southern Downs, Western Downs, Gympie and Somerset
 - Central Queensland** – Banana, Gladstone, Livingstone, Rockhampton and Isaac
 - North Queensland** – Cairns, Townsville, Flinders, Hinchinbrook and Charters Towers
- Key issues examined:
 - Sentiment towards renewable energy development generally
 - Sentiment towards transmission lines
 - Key community issues
 - Community value propositions

Overarching insights

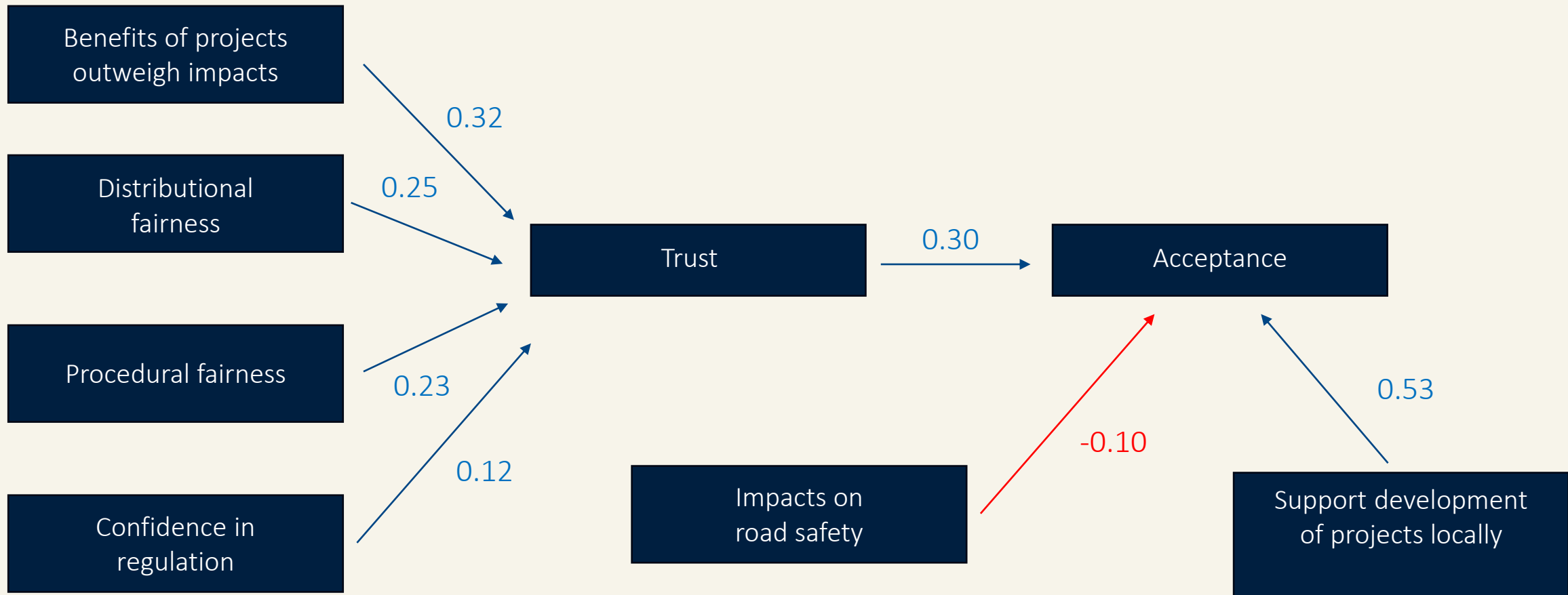
- Trust in Powerlink and acceptance of its activities increased modestly from 2024 – doesn't seem to be a correlation with project/engagement activity
- Notable differences were observed, however, between LGAs within each region, highlighting the importance of localised engagement strategies.
- Community wants to see greater coordination across development and community investment
- There is a growing belief across the state that new renewable energy developments are necessary to secure future energy supply
- Attributes rated as most influential in gaining community support:
 1. Creation of local jobs
 2. Benefits to local small businesses
 3. Minimising environmental impacts (e.g., loss of trees)
 4. Amount of input local community members have on planning.

Overarching trust and acceptance scores

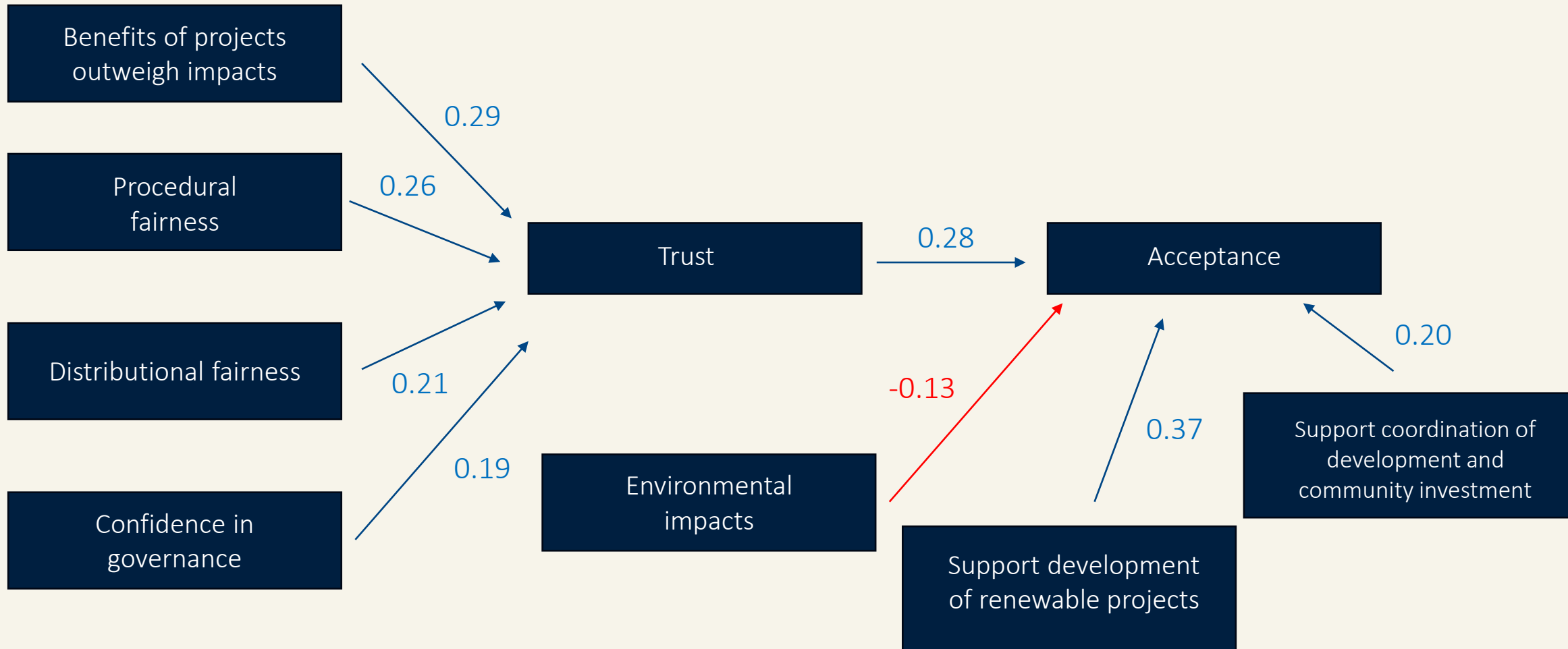
Community trust and acceptance has slightly improved overall – but larger variations at individual LGA level



Trust model - 2024

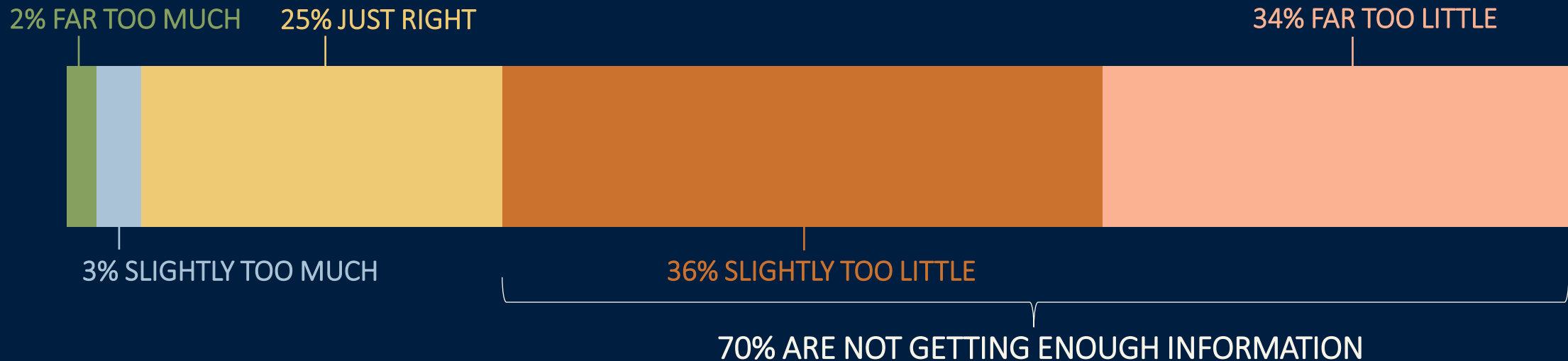


Trust model - 2025





How much information do you think is currently available about renewable energy projects?





How many information sessions related to renewable energy projects did you attend in the last six months?



Powerlink Actions

1. Still need to focus on local value proposition for communities. Local jobs and economic benefits of our projects.
2. Leverage Powerlink's central role to better coordinate engagement and community investment approaches with developers.
3. Increase opportunities for communities and landholders to influence Powerlink planning and decisions.
4. Continue with engagement strategy to 'go to where the community members are', rather than have them 'come to us.'
5. Increase meaningful contact with communities, even outside of traditional project milestones.
6. Continue focus on education to clarify Powerlink's role and the benefits of new energy infrastructure.

Update

Revenue Proposal

Roger Smith, Director Revenue Reset

Steph McKechnie, Revenue Proposal Reference Group



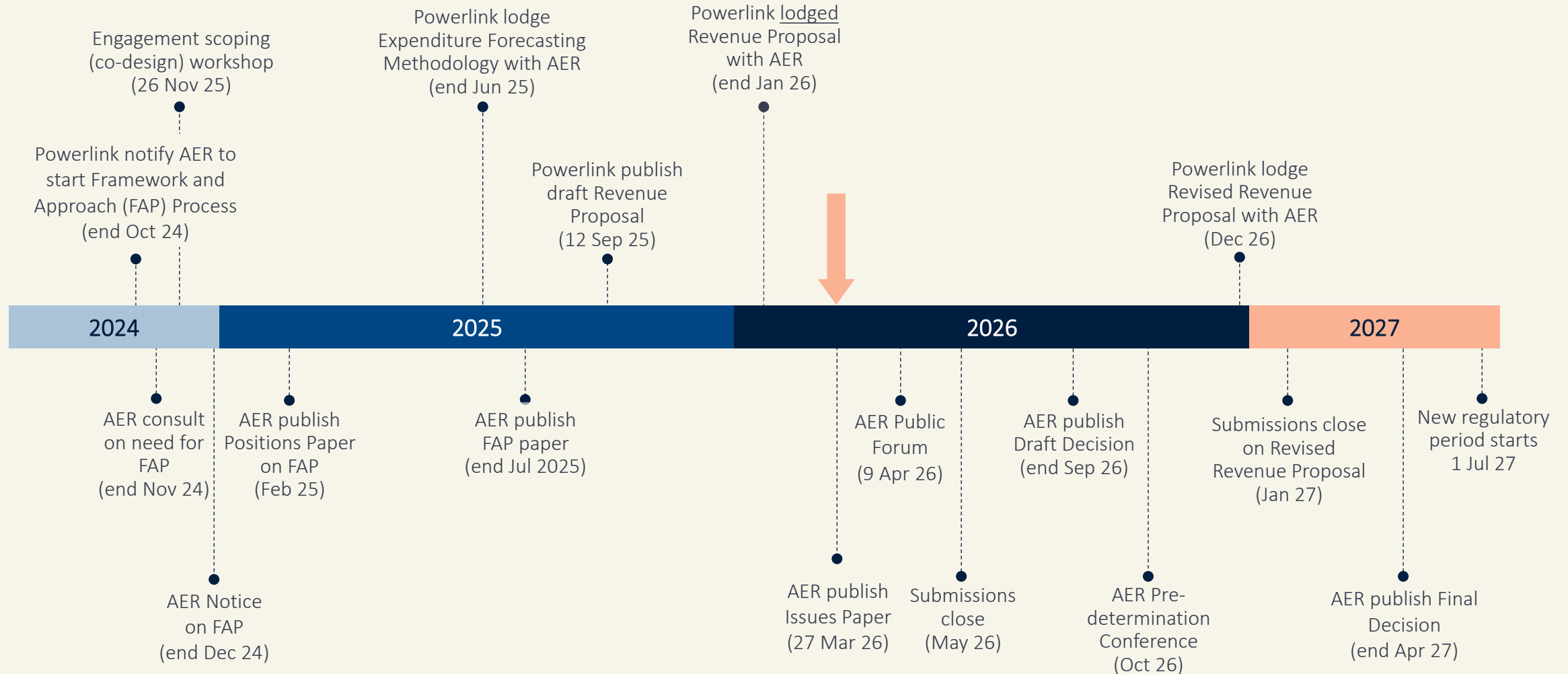
Revenue Determination Process

Ensures a network business recovers the prudent and efficient costs to deliver safe, reliable and cost-effective prescribed (regulated) services



- Each electricity network business in the National Electricity Market (NEM) must submit a Revenue Proposal to the Australian Energy Regulator (AER) every five years
- Must set out forecast capital and operating expenditure and revenue requirements, i.e. the Maximum Allowed Revenue (MAR), to be recovered from customers
- Powerlink's MAR currently contributes around 7% of a typical bill in Queensland (household/small business).

2027-32 Revenue Determination Milestones



Snapshot of activity – up to lodgement

12

Revenue Proposal
Reference Group (RPRG)
meetings completed

2

Transmission Network
Forums

2

Surveys encompassing more
than 4000 households and
700+ customers and
stakeholders

50+

RPRG meeting actions
completed

191

Documents lodged

8,651

Pages of information lodged

47

Project packs and
investment cases

12.6%

Pages redacted for
confidential information

Overview

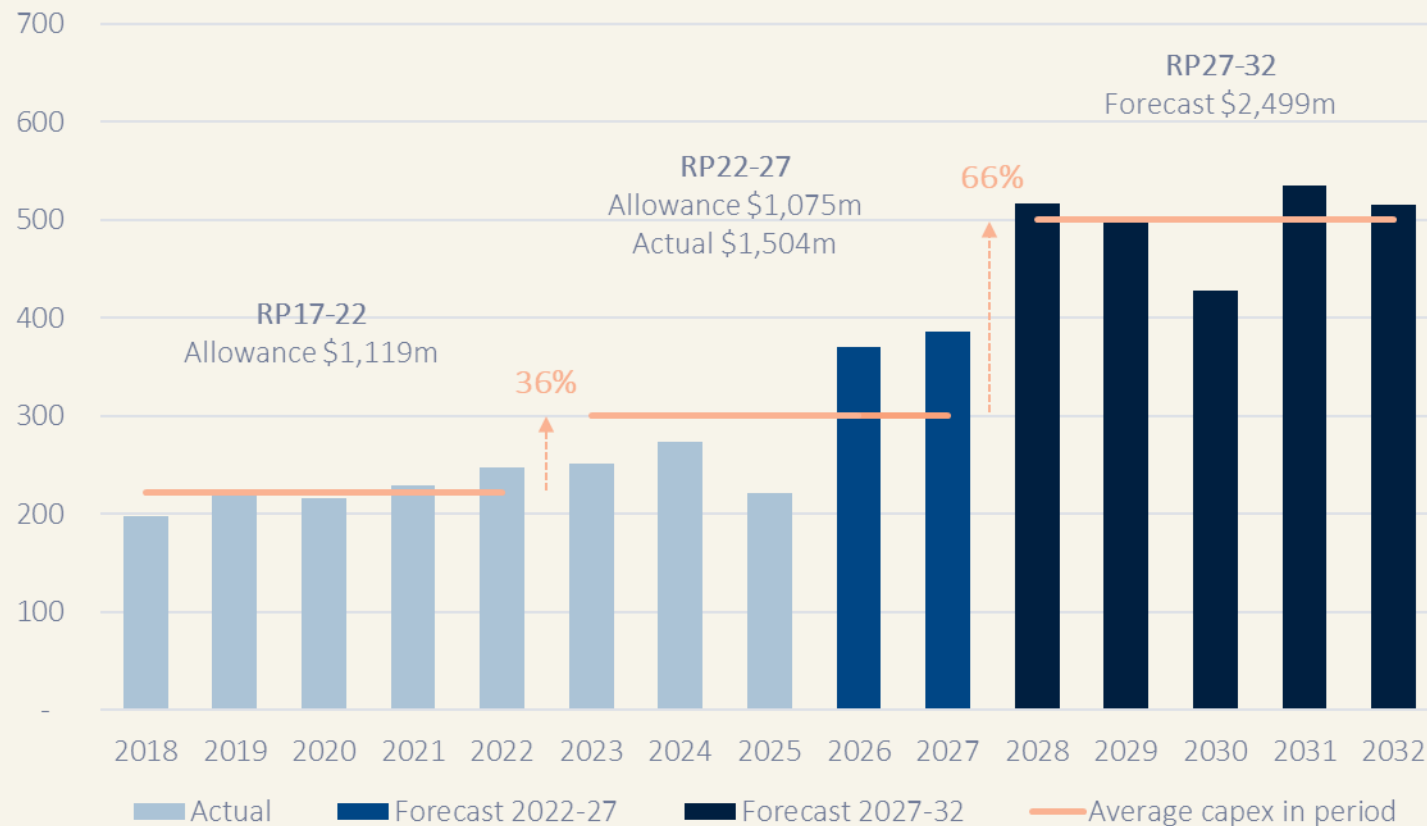
<p>TRANSMISSION COMPONENT OF ELECTRICITY BILLS WILL INCREASE ANNUALLY</p> <p>5%</p> <p>For average residential and small business customers, this is an indicative first-year increase of \$7 and \$14, respectively.</p>	<p>FORECAST CAPITAL EXPENDITURE</p> <p>\$2,499.5 million</p> <p>This is a 66% increase from the actual/forecast capital expenditure in the current regulatory period.</p>	<p>FORECAST OPERATING EXPENDITURE</p> <p>\$1,810.2 million*</p> <p>This is a 19% increase from the actual/forecast operating expenditure in the current regulatory period.</p> <p><i>* excl. debt raising costs</i></p>	<p>MAXIMUM ALLOWED REVENUE</p> <p>\$5,265.3 million*</p> <p>This is a 25% increase from the current regulatory period.</p> <p><i>* unsmoothed</i></p>
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Note: all figures are represented in \$real, 2026/27 except for the price path which is presented in nominal terms.

Forecast capital expenditure

Our forecast capital expenditure of \$2499.5 million is 66% higher than forecast expenditure in the current regulatory period.

Total capital expenditure (\$million real, 2027)



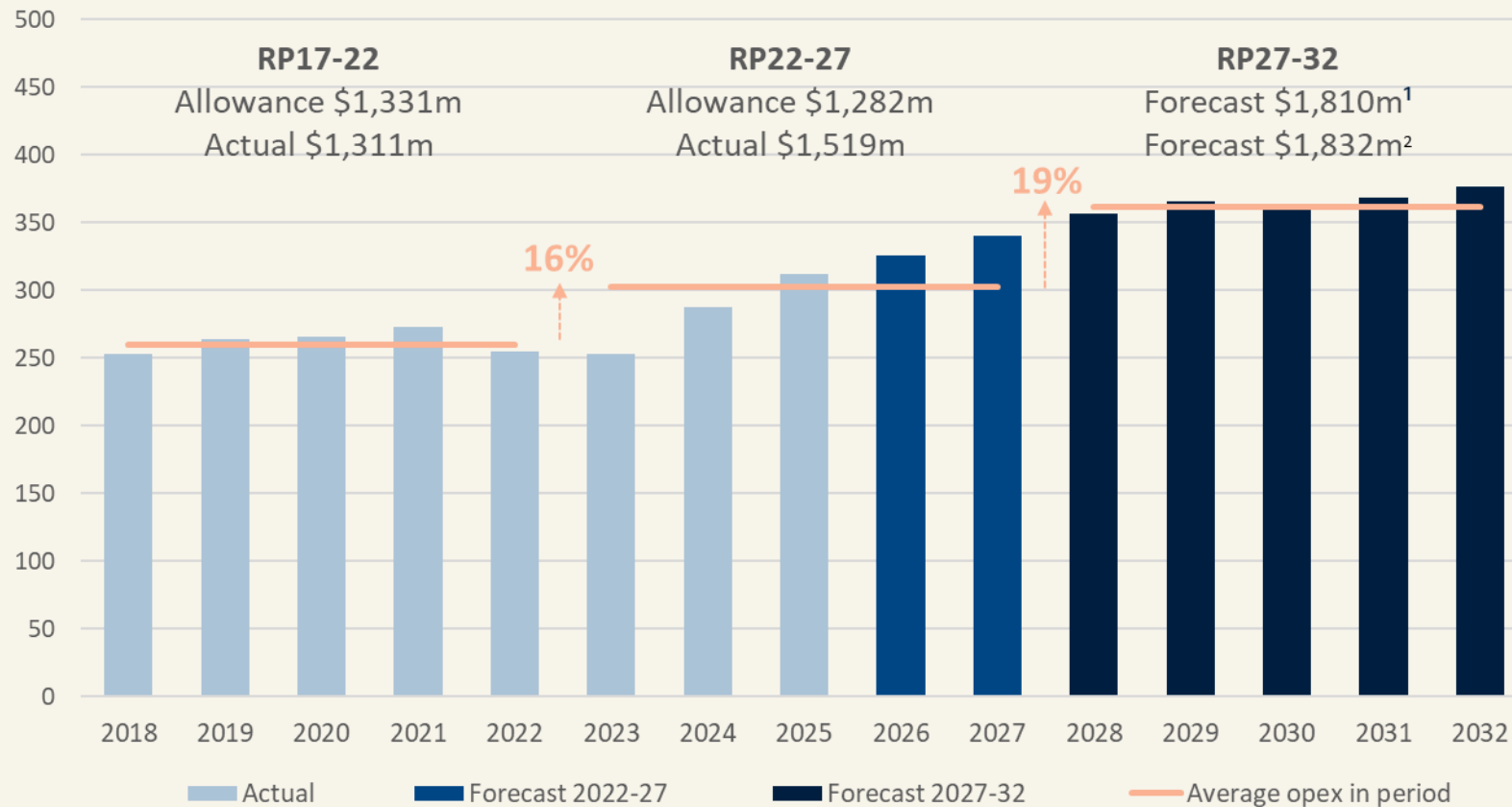
KEY DRIVERS

-  **Load driven capital expenditure** – return to moderate growth in peak demand due to electrification
-  **Asset reinvestment** – risk-based replacement of secondary systems the most significant driver
-  **Easements** – support new load and investment identified in the Energy Roadmap 2025
-  **Investment in operational tools** – enhance real-time decision-making capabilities to manage growing complexity
-  **Non-network infrastructure** – includes facilities to accommodate centralised and regional workforce.

Forecast operating expenditure

Our forecast operating expenditure of \$1,810.2 million is 19% higher than forecast expenditure in the current regulatory period.

Total operating expenditure (\$million real, 2027)



KEY DRIVERS

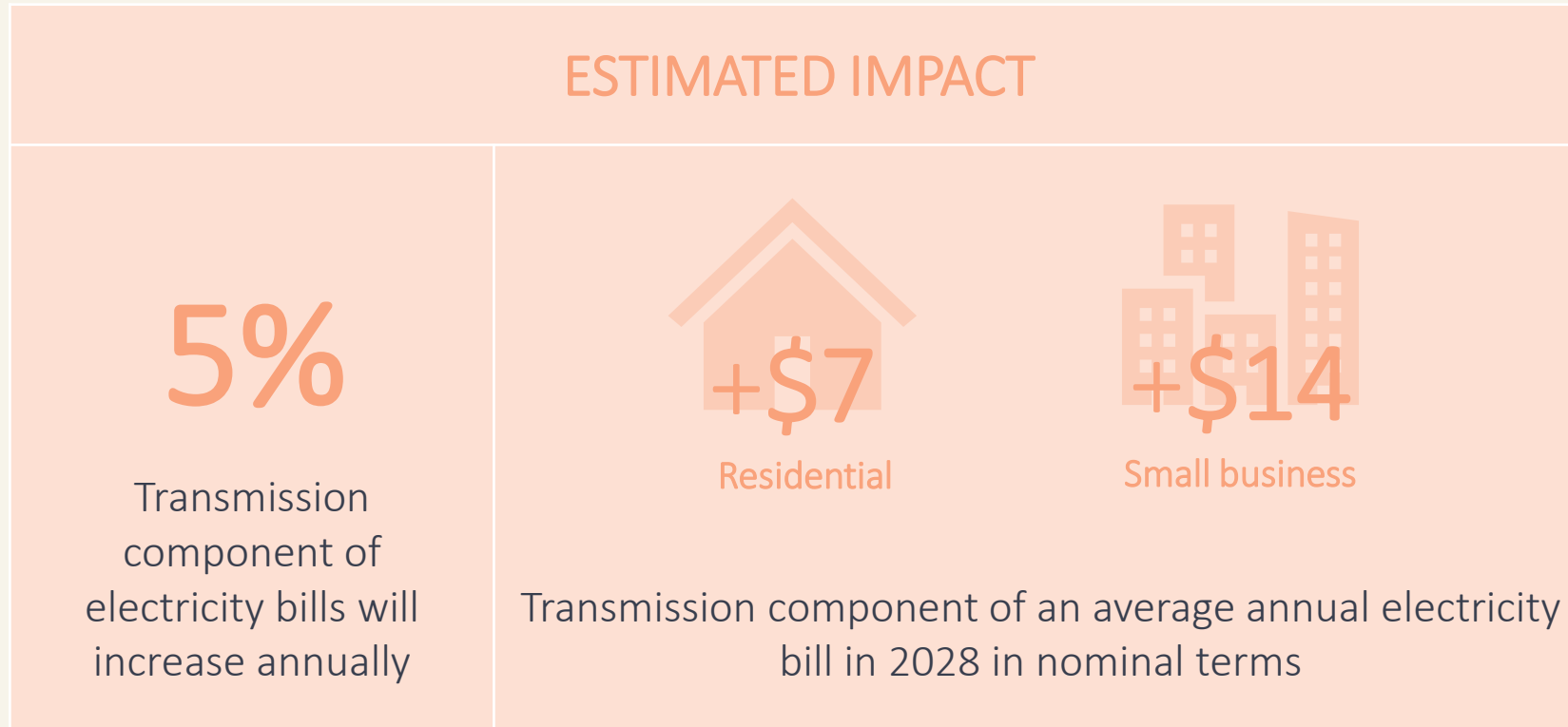
- We applied the AER’s base-trend-step approach
- We selected 2025/26 as our base year as it reflects our ongoing efficient costs and will provide the most recent actual costs for the AER’s Final Decision
- Rate of change (trend) was calculated using the AER’s standard approach
- Three step changes are included in the Revenue Proposal at a total \$85 million.

¹ Excludes debt raising costs.

² Includes debt raising costs

Revenue and prices

The indicative impact on the transmission component of electricity prices in the first year of the new regulatory period is an increase of 5% for households and small business customers.*



* Calculated by dividing the forecast smoothed Maximum Allowed Revenue (MAR) by forecast energy delivered in Queensland in each year of the 2027-32 regulatory period.

Revenue Proposal Reference Group

What is our role and how have we fulfilled it?

We assess Powerlink’s proposal against the co-designed Capable of Acceptance criteria.

Appointed from Customer Panel members, to provide ‘customer centric’ input to the 2027-32 revenue proposal, designed to: *“To deliver a Revenue Proposal that is capable of acceptance by our customers, the AER and Powerlink.”*

How have we fulfilled it?

- meet regularly with Powerlink staff and engage in many ‘out of session’ discussions – great staff support for our work
- prepared a submission on the draft Revenue Proposal, preparing one on Revenue Proposal
- you will have the opportunity to review two submission drafts before final is submitted on **12th May.**

Aim is to make it a Customer Panel submission, not just an independent RPRG members submission.

Better Resets Handbook

Build consumer understanding of expenditure forecast

Capable of Acceptance Criteria	Customer Panel	AER	Powerlink
Nature of engagement	Yes	Yes	Yes
Breadth and depth	Yes	Yes	Yes
Clearly evidenced impact	Yes	Yes	Yes
Proof point	Optional	Yes	Yes

Draft recommendations, conclusions, and have your say

Intended for Powerlink and the AER:

- **Capable of acceptance** – to be provided at the meeting.
- **Business environment** – informative and well considered analysis; key risk of labour costs/productivity.
- **Engagement** – commend Powerlink’s collaborative approach to engagement; continuity of RPRG membership; maintain independent chair role; comprehensive responses to all our questions.
- **Capex** – AER should closely review Powerlink’s forecasting methodologies including use of AACE Class 5 estimates; future stranded asset risk.
- **Opex** – AER future review of benchmarking methodology important as current approach not consistent with the NEO; support Powerlink’s view on opex output measures; AER to clarify step change materiality.
- **Deliverability** – ‘on time’ and ‘on budget’ is key issue for both forecast opex and capex.
- **Price Path** – support Powerlink approach.

How to participate in the consultation process

- Attend AER’s Public Forum on **9 April** and/or provide your own submission to the AER by **12 May**
- Provide views on RPRG’s draft Submission by **15 April**
- Those who wish to be named contributors will be supplied a final draft by **20th April**
- RPRG Submission will then be sent to AER and Customer Panel on **24 April**
- You are then free to circulate it as widely as you wish i.e. your organisation’s members



Break + table discussion

Grab a drink etc. and then come back for guidance from your table host



Purpose: To create space to share experiences and perspectives, connect with one another, and deepen our collective understanding of effective participation in the Customer Panel.



~20 minutes for discussion, then table hosts to provide ~2min report back per table of discussion highlights.



Powerlink people and observers, kindly let Customer Panel Members occupy seats with table hosts.

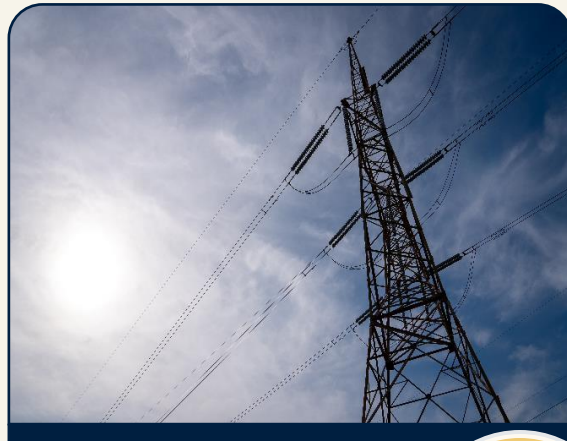
Investment update and
discussion

Central Queensland

Ian Lowry, Executive General Manager,
Major Projects



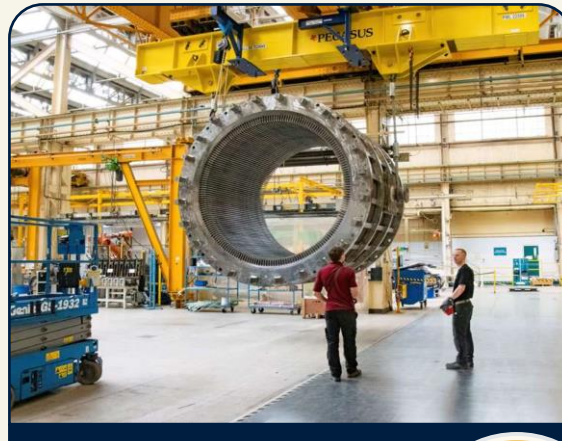
Central Queensland projects



Transmission
reinforcement



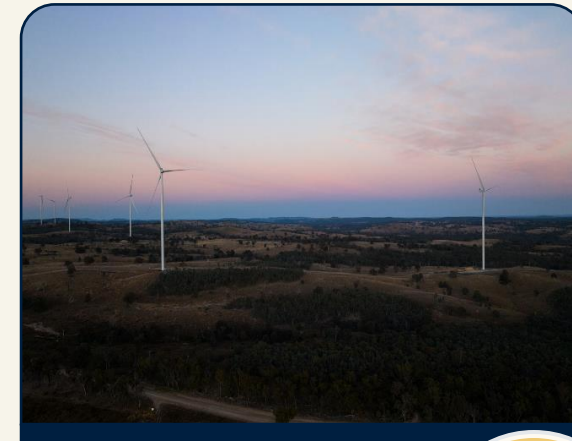
Gladstone Project
Priority Transmission
Investment process



System
strength



Synchronous condensers
Contingent Project Application
investment process



Developer
connections



Enabling new generation
connections to the
transmission network

Economic Benefits for Central Queensland



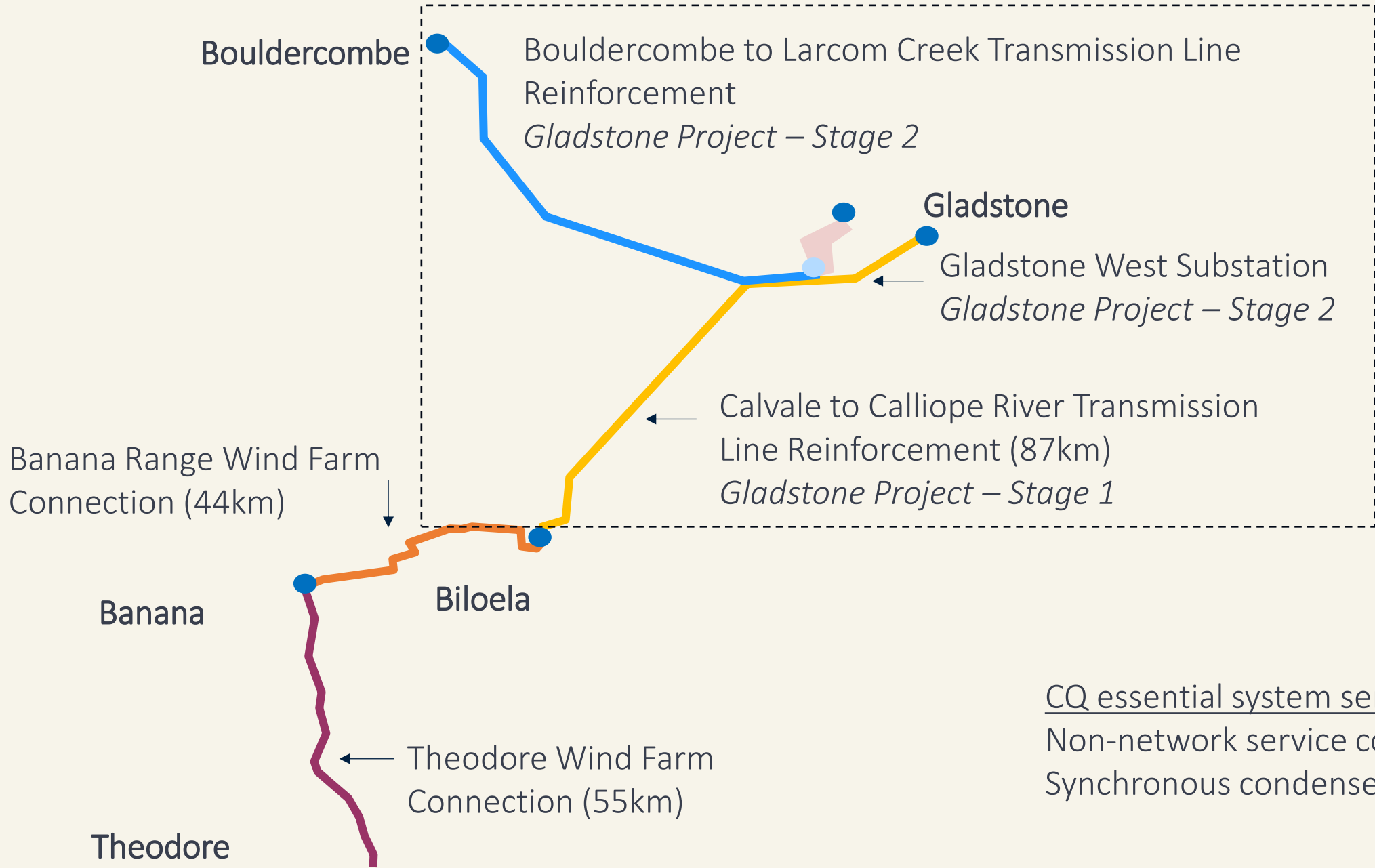
Protects existing
economic value in a vital
region



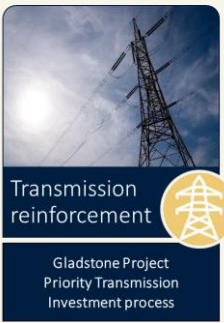
Secures reliable supply
essential for the
economy and jobs



Enables future
investment and
leverages existing
infrastructure

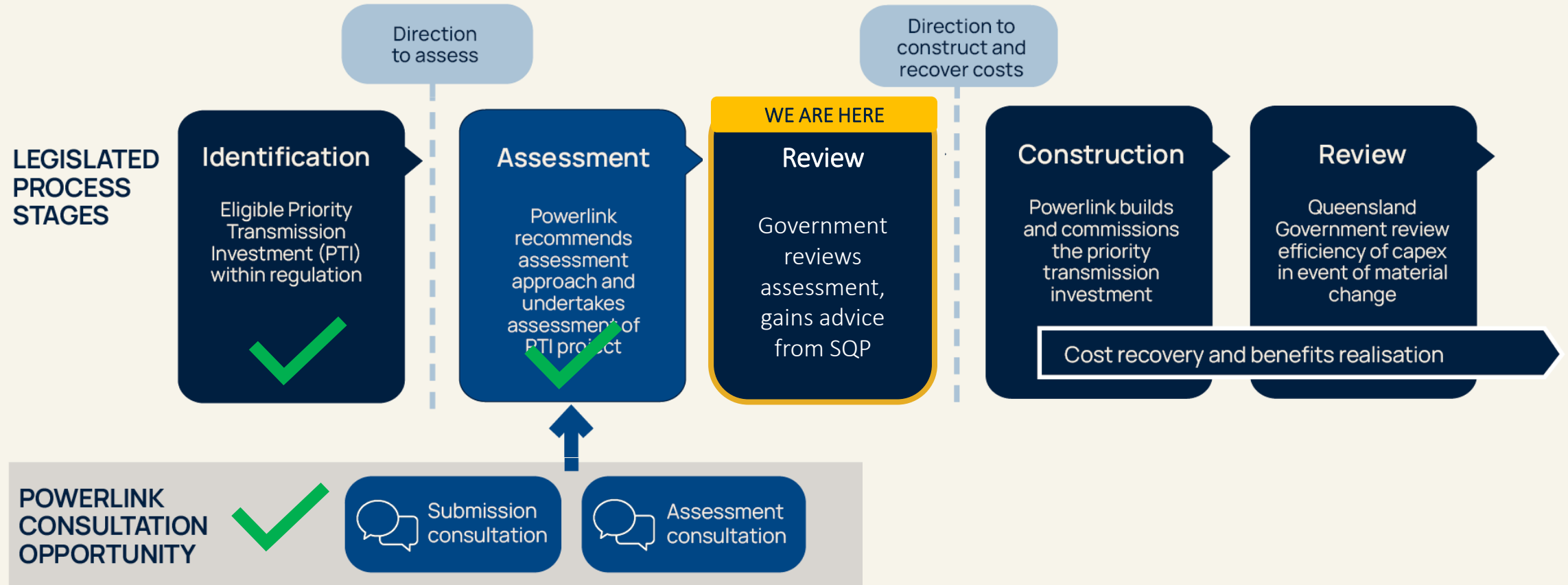


CQ essential system services:
 Non-network service contract/s
 Synchronous condensers



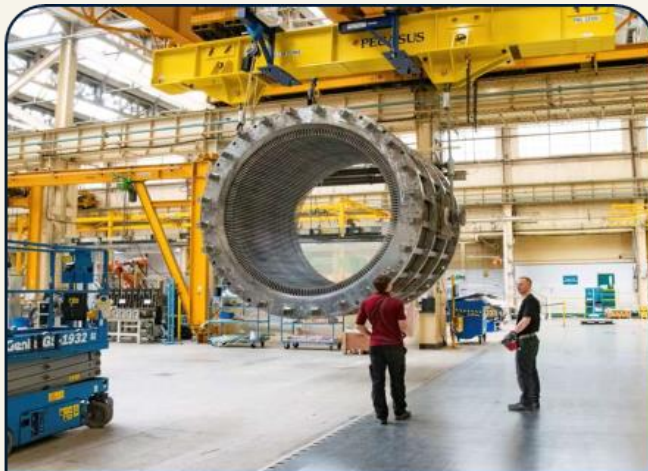
The PTI process continues to advance

Investment decision, project delivery on track for construction commencement June 2026



CQ Synchronous condensers

Meeting system strength requirements



System strength



Synchronous condensers
Contingent Project Application
investment process

Major investment area to maintain reliability of the grid

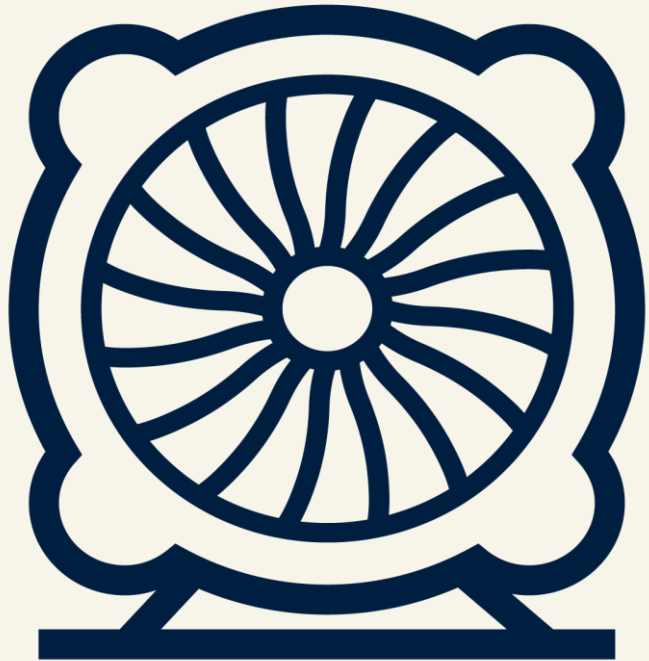
Requirements set out in a new rule made by the Australian Energy Market Commission (AEMC) in late 2021

Powerlink responsible as Queensland's System Strength Service Provider.

Completion of a system strength RIT-T (2023 – 2025).

Next step: Regulatory and investment approval requires we navigate through a Contingent Project Application (CPA) process with the AER.

Synchronous condensers provide system strength



The primary role of a synchronous condenser is not to generate electricity but act as ‘shock absorber’ to maintain stable voltage levels and improve grid stability.

They play a similar role as a pressure regulating tank in a water system – acting to regulate water pressure and flow in response to changes in demand or disturbances in the water system.

Powerlink will deliver four synchronous condensers in Central Queensland condensers from March 2029.



2025 Inaugural Central Queensland Transmission Network Forum, Gladstone

Structure in 2025

- State of the Network on the broader system context
- Central Queensland regional update focused on local network developments
- Revenue Determination interactive session to gather views on stakeholder priorities to inform our proposal
- Panel discussion on economic development in Central Queensland



Table discussion and report back

What success looks like for Powerlink?

Engaged customers and stakeholders who understand the need, scope & timing of the project and the types of work involved.

DRAFT
Statement of
success



Goal: Our CQ Transmission Network Forum engages on what is most important

Activity setup: table hosts to take notes and report back for your table.

15 minutes: discuss at your table:

How might we best structure the CQ TNF content and discussions to provide the most value to stakeholders?



5 minutes: report back on key highlights of your table discussion to the group.

Rescheduled

Looking forward

Your input will help us plan effectively and ensure we maximise the value of our time together.

Note: We may not be able to cover all topics discussed, given core agenda priorities, but views will help inform our plans.



Standing agenda

- Revenue Determination
- CQ investments
- Energy Charter Accountability (Disclosure)
- October Accountability Focus
 - Annual Capex/opex update
 - Uniting Energy Program

What else?



Before you go

We would be grateful if we could take a group photo!

