

**IN THE AUSTRALIAN COMPETITION TRIBUNAL
AGL ENERGY LIMITED**

of 2014

**RE: PROPOSED ACQUISITION OF MACQUARIE GENERATION (A CORPORATION
ESTABLISHED UNDER THE ENERGY SERVICES CORPORATIONS ACT 1995
(NSW))**

ANNEXURE CERTIFICATE

This is the annexure marked "**MB2**" annexed to the statement of **MARK TROY BROWNFIELD**
dated 21 March 2014

Annexure MB2

Filed on behalf of (name & role of party)	AGL Energy Limited		
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Annexure MB2

SUMMARY OF OPERATIONS OF COMPETING ELECTRICITY RETAILERS

This document summarises the operations of electricity retailers that compete with AGL, based on publicly available information. The attachment to this document contains a bundle of material containing copies of screenshots and extracts of the references identified to in the footnotes to this document.

1. MAJOR RETAILERS (NATIONAL AND VERTICALLY INTEGRATED)

1.1 Origin Energy

Origin Energy is the largest energy retailer in Australia.¹ It is listed on the ASX and has a market capitalisation of \$15.84 billion.² Origin Energy acquired the retail business of Integral Energy and Country Energy when those businesses were privatised by the New South Wales government, and now has approximately 4.3 million customers mainly in South Australia, Victoria, New South Wales and Queensland.³

As part of the current New South Wales Privatisation process, in August 2013, Origin Energy completed its acquisition of Eraring Power Station and Shoalhaven Scheme under a Sale and Purchase Agreement with the New South Wales Government for a net payment of \$50 million.⁴

Origin Energy also operates Australia's largest generation portfolios with 6,010MW of capacity.⁵ It also owns, or has interests in, an extensive portfolio of upstream assets including electricity generation, gas production (natural gas and liquefied petroleum gas) and gas transmission.⁶

Origin Energy's generation assets in the NEM include the following gas-fired plants⁷:

- in New South Wales, Uranquinty and Eraring⁸;
- in Victoria, Mortlake⁹;
- in South Australia, Quarantine and Ladbroke Grove¹⁰; and
- in Queensland, Mount Stuart, Roma and Darling Downs¹¹.

¹ Origin Energy website: <http://www.originenergy.com.au/223/Retail>

² As at 13 March 2014.

³ Origin Energy website: <http://www.originenergy.com.au/1758/Who-we-are>, <http://www.originenergy.com.au/233/History> and <http://www.originenergy.com.au/223/Retail>

⁴ Origin Energy, Annual Report 2013, page 4.

⁵ Origin Energy website: <http://www.originenergy.com.au/224/Generation>

⁶ Origin Energy website: <http://www.originenergy.com.au/222/Exploration-and-production>, and <http://www.originenergy.com.au/224/Generation>

⁷ Origin Energy website: <http://www.originenergy.com.au/289/Power-Stations-Capacity>

⁸ Origin Energy website: <http://www.originenergy.com.au/2724/Uranquinty-Power-Station>

⁹ Origin Energy website: <http://www.originenergy.com.au/1376/Mortlake-Power-Station>

¹⁰ Origin Energy website: <http://www.originenergy.com.au/2074/Quarantine-Power-Station> and <http://www.originenergy.com.au/3408/Ladbroke-Grove-Power-Station>

¹¹ Origin Energy website: <http://www.originenergy.com.au/3404/Mt-Stuart-Power-Station>, <http://www.originenergy.com.au/3415/Roma-Power-Station> and <http://www.originenergy.com.au/2081/Darling-Downs-Power-Station>

Origin Energy has a 50% equity interest in the following cogeneration plants: the Osborne power station in South Australia¹², the Bulwer Island power station in Queensland¹³ and the Worsley power station in Western Australia¹⁴.¹⁵ Origin Energy also owns the Cullerin Range wind farm in New South Wales, and is currently progressing development opportunities for a large-scale wind project at Stockyard Hill in Victoria.¹⁶

1.2 EnergyAustralia

EnergyAustralia is wholly-owned by the CLP Group¹⁷, a Hong Kong company listed on the Hong Kong Stock Exchange.¹⁸ CLP has a market capitalisation of HKD\$154 billion¹⁹. CLP is an integrated electricity generation, transmission, distribution and retail business in Hong Kong, and invests in electricity businesses in Australia, India, China, Taiwan and Southeast Asia.²⁰

EnergyAustralia supplies electricity and gas to over 2.8 million customers across south-east Australia.²¹ It states that it has a 21% share in electricity and gas retailing across Eastern Australia,²² including shares of over 25% in New South Wales and Victoria, approximately 12% in South Australia and less than 5% in Queensland.²³ In 2011, TRUenergy (which was wholly-owned by the CLP Group) acquired EnergyAustralia's retail business when it was privatised by the New South Wales Government. In 2012, TRUenergy and EnergyAustralia began operating under a single brand, "EnergyAustralia".²⁴

EnergyAustralia's product and service offering includes installing solar power systems and offering green energy (from government accredited renewable resources)²⁵. EnergyAustralia also offers a service called "eWise", which is an online website for residential customers that allows them to track their energy consumption, and compare it to neighbouring households²⁶.

EnergyAustralia has stated that its performance in 2013 was affected by the decrease in wholesale electricity prices, continuing high levels of competition in energy retailing and extra costs associated with the implementation of its new Customer First billing and customer care system.²⁷ EnergyAustralia also states that aggressive competition and

¹² ATCO Power website: <http://www.atcopower.com/Our-Facilities/Our-Power-Technologies/Cogeneration/Osborne>

¹³ ATCO Power website: http://www.atcopower.com/Our-Facilities/Our-Power-Technologies/Cogeneration/Bulwer_Island

¹⁴ Origin Energy website: http://www.originenergy.com.au/files/MD_A_2012.pdf

¹⁵ Origin Energy website: <http://www.originenergy.com.au/289/Power-Stations-Capacity>

¹⁶ Origin Energy Annual Report 2013, page 16.

¹⁷ CLP Holdings website: <https://www.clpgroup.com/ourcompany/careers/studentsandgraduates/australia/Pages/australia.aspx>

¹⁸ CLP Holdings website: <https://www.clpgroup.com/ourcompany/investors/information/pages/investorsinformation.aspx>

¹⁹ CLP Holdings website: <https://www.clpgroup.com/ourcompany/investors/financialhighlights/Pages/financialhighlights.aspx>

²⁰ CLP Holdings 2013 Annual Report, page 2, and CLP website: <https://www.clpgroup.com/ourcompany/aboutus/regionalpresence/Pages/regionalpresence.aspx>

²¹ EnergyAustralia website: <http://www.energyaustralia.com.au/about-us/what-we-do/retail>

²² CLP Holdings 2012 Annual Report, page 2.

²³ CLP Holdings 2012 Annual Report, page 46.

²⁴ EnergyAustralia website: <http://www.energyaustralia.com.au/about-us/help-centre/contact-us/faqs/the-new-energyaustralia>

²⁵ EnergyAustralia website: <http://www.energyaustralia.com.au/small-business/products-services/solar-power> and <http://www.energyaustralia.com.au/small-business/products-services/green-energy>

²⁶ EnergyAustralia website: <http://www.energyaustralia.com.au/ewise>

²⁷ CLP Holdings 2013 Annual Report, page 15.

price discounting occurred throughout 2013 resulting in a decline of 4% in EnergyAustralia's customer accounts compared to 2012.²⁸

EnergyAustralia also has substantial electricity generation assets in the NEM, including the following facilities:²⁹

- (a) the Yallourn coal-fired power station in the Latrobe valley, Victoria;
- (b) the Tallawarra gas-fired power station in Yallah, New South Wales and the Hallett gas-fired power station in north-east South Australia;
- (c) the Waterloo wind farm and a share in the Cathedral Rocks wind farm, both in South Australia;
- (d) Mt Piper coal-fired power station in New South Wales; and
- (e) Wallerawang Power Station in New South Wales.

As part of the current New South Wales Privatisation process, in September 2013, EnergyAustralia acquired the Mt Piper and Wallerawang C Power Stations (and associated infrastructure) under a Sale and Purchase agreement with the State of New South Wales and Delta Electricity.³⁰ EnergyAustralia is also working on a number of energy generation projects, including for example Mallee solar park, Marulan power station, Stony Gap wind farm, and Waterloo wind farm stage 2.³¹

2. OTHER RETAILERS

Other vertically integrated electricity retailers

2.1 Simply Energy / GDF Suez (formerly International Power)

GDF Suez operates a retail business through its subsidiary, Simply Energy, which retails electricity and gas to more than 400,000 customer accounts across Victoria and South Australia.³² Simply Energy also retails electricity to Queensland residential and commercial customers and in New South Wales to residential and business and commercial customers.³³ GDF Suez has equity interests in the following generation assets:

- in Victoria, the Hazelwood and Loy Yang B coal-fired power stations;
- in South Australia, the Canunda wind farm, Pelican Point gas-fired power station, and the Synergen peaking generators; and
- in Western Australia, the Kwinana natural gas plant.³⁴

2.2 Red Energy / Snowy Hydro Limited

Snowy Hydro Limited (**Snowy Hydro**) owns the Red Energy electricity and gas retail business³⁵. It also owns and operates the Snowy Mountains Scheme and two gas-fired peaking power stations in Victoria.³⁶

²⁸ CLP Holdings 2013 Annual Report, page 61.

²⁹ EnergyAustralia website: <http://www.energyaustralia.com.au/about-us/what-we-do/generation-assets>

³⁰ EnergyAustralia, "EnergyAustralia acquires Mt Piper and Wallerawang power stations" (media announcement, 25 July 2013).

³¹ Energy Australia website: <http://www.energyaustralia.com.au/about-us/what-we-do/projects>

³² Simply Energy website: <http://simplyenergy.com.au/about-us/>

³³ Simply Energy website: <http://simplyenergy.com.au/about-us/areas-we-service/>

³⁴ GDF Suez website: <http://www.gdfsuezau.com/the-company/assets/>

Red Energy retails electricity in Victoria, South Australia and New South Wales. Red Energy also sells gas to residential customers in Victoria.³⁷ Red Energy has approximately 200,000 electricity customers in Victoria.³⁸ Snowy Hydro Limited's Statement of Corporate Intention 2012 states that Red Energy also owns retail licences for the Australia Capital Territory and Queensland.³⁹

2.3 Momentum Energy / Hydro Tasmania

Hydro Tasmania (which is owned by the Tasmanian government⁴⁰) owns the Momentum Energy retail business⁴¹ which sells electricity in Victoria, New South Wales and South Australia⁴² (the Tasmanian government also owns the Aurora Energy retail business⁴³).

Momentum Energy specialises in serving industrial and business customers, however it also provides electricity to residential customers at a smaller scale.⁴⁴

Momentum Energy's clean energy product SmilePower now makes up 100 per cent of its small market sales. The product was launched in 2011 and is a key contributor to Momentum Energy's customer value proposition.⁴⁵

Hydro Tasmania has a number of hydro-powered generation assets in Tasmania, including:⁴⁶

- the Gordon power station;
- the Poatina power station;
- the Wayatinah, Catagunya and Liapootah power stations;
- the John Butters power station; and
- the Tungatinah power station.

Hydro Tasmania also has equity interests in Musselroe Wind Farm which commenced generation in January 2014⁴⁷ Hydro Tasmania's total generating capacity is 2,615MW and its generation assets are worth \$4.8 billion.⁴⁸

2.4 Alinta Energy

Alinta Energy retails gas and electricity to 700,000 customers in Victoria, South Australia and Western Australia.⁴⁹ In addition, Alinta Energy has an electricity and gas generation

³⁵ Red Energy website: <https://www.redenergy.com.au/page.html?about>

³⁶ Snowy Hydro Limited website: <http://www.snowyhydro.com.au/energy/>

³⁷ Red Energy website: <http://www.redenergy.com.au/page.html?about>

³⁸ Based on UBS estimates (see UBS Australian Utilities Structure 2013 Report (Annexure MB5)).

³⁹ Snowy Hydro Limited, Statement of Corporate Intention 2012, page 6.

⁴⁰ Hydro Tasmania website: <http://www.hydro.com.au/about-us>

⁴¹ Momentum Energy website: <http://www.momentumenergy.com.au/about-us/hydro-tasmania-group>

⁴² Momentum Energy website: <http://www.momentumenergy.com.au/prices>

⁴³ Aurora Energy 2012-2013 Annual Report, page 16.

⁴⁴ Hydro Tasmania Annual Report 2013, page 9.

⁴⁵ Hydro Tasmania Annual Report 2013, page 44.

⁴⁶ Hydro Tasmania website: <http://www.hydro.com.au/energy/our-power-stations>

⁴⁷ Hydro Tasmania website: <http://www.hydro.com.au/about-us/news/2014-01/official-opening-musselroe-wind-farm>

⁴⁸ Hydro Tasmania Website: <http://www.momentumenergy.com.au/about-us>

⁴⁹ Alinta Energy website: <http://alintaenergy.com.au/Everything-Alinta-Energy/About-Alinta-Energy>

portfolio comprising 9 operating power stations across Western Australia, Queensland, Victoria, South Australia and New Zealand, representing approximately 2,500MW of base load, intermediate and peaking power generation.⁵⁰ It also owns a gas pipeline in Western Australia.⁵¹ Alinta owns Neighbourhood Energy.⁵²

2.5 ERM Power

ERM Power (through its business ERM Business Energy) has been a specialist electricity retailer to large commercial and industrial customers since 2007⁵³. Since July 2013, ERM has also offered its services to small to medium enterprise electricity sales customers.⁵⁴ ERM Power is licensed to sell electricity in all Australian states, the Australian Capital Territory and Northern Territory.⁵⁵ ERM Power also has interests in power generation assets (100% of the 332MW Oakey Power Station in Queensland and 50% of the 330MW Neerabup Power Station in Western Australia).⁵⁶ ERM Power uses derivative contracts and owned or contracted generation capacity to hedge its electricity supply exposure.⁵⁷ ERM Power also has gas production and exploration operations.⁵⁸

2.6 Lumo Energy (Infratil)

Infratil Limited (**Infratil**) principally invests in transport and energy⁵⁹. Its energy interests are predominantly based in New Zealand and Australia, and extend to both retail and generation.⁶⁰

In the retail sphere, Infratil wholly owns Lumo Energy, an electricity and gas retailer in Australia. Lumo Energy formerly operated as four separate entities: New South Wales Electricity Pty Ltd, Victoria Electricity Pty Ltd, South Australia Electricity Pty Ltd and Queensland Electricity Pty Ltd.⁶¹

Lumo Energy commenced retailing electricity in February 2004 under the name Victoria Electricity and has grown organically to almost 500,000 electricity and gas customers in Victoria, New South Wales, Queensland and South Australia. It is the largest second tier energy retailer in the eastern states of Australia.⁶²

Infratil Energy Australia owns four peaking power stations totalling 165MW of capacity located at Angaston, Port Stanvac and Lonsdale in South Australia and in the Hunter Valley, New South Wales.⁶³ Infratil owns 50.7% of Trustpower, one of New Zealand's five integrated generators-retailers. Trustpower has constructed an 88 MW wind farm in South Australia new Snowtown⁶⁴

⁵⁰ Alinta Energy website: <http://alintaenergy.com.au/Everything-Alinta-Energy/Power-Generation>

⁵¹ Alinta Energy website: <http://alintaenergy.com.au/Everything-Alinta-Energy/Power-Generation/Goldfields>

⁵² Neighbourhood Energy website: <http://www.neighbourhood.com.au/switch-now.html>

⁵³ ERM Power website: <http://www.ermpower.com.au/what-we-do/>

⁵⁴ ERM Power Limited, Half Yearly Results for the half year ended 31 December 2013, page 10.

⁵⁵ ERM Power Limited, Investor Roadshow presentation 19 November 2013, slide 5.

⁵⁶ ERM Power Limited, Half Yearly Results for the half year ended 31 December 2013, page 4.

⁵⁷ ERM Power Limited, Investor Roadshow presentation 19 November 2013, slide 5.

⁵⁸ ERM Power Limited, Annual Report 2013, page 2.

⁵⁹ Infratil website: <http://www.infratil.com/about-us/about-infratil/>

⁶⁰ Infratil 2013 Annual Report page 1.

⁶¹ Infratil website: <http://www.infratil.com/our-businesses/energy/lumo-energy/>

⁶² Infratil website: <http://www.infratil.com/our-businesses/energy/lumo-energy/profile/>

⁶³ Infratil website: <http://www.infratil.com/our-businesses/energy/infratil-energy-australia/>

⁶⁴ Infratil website: <http://www.infratil.com/our-businesses/energy/trustpower/profile/>

2.7 Aurora Energy

Aurora Energy is a Tasmanian government-owned company, which currently retails electricity and gas to more than 280,000 customers in Tasmania. Aurora's website states that Aurora also sells electricity interstate (Victoria).⁶⁵

The Tasmania government has decided not to proceed with the planned divestment of Aurora Energy's customer base. Aurora Energy will continue to operate as a retail business after 1 January 2014. From 1 July 2014 onwards, it will operate in a fully competitive retail environment. Aurora Energy will also continue its preparations for a merger with Transend Networks to form a new business from 1 July that has been named TasNetworks.⁶⁶

A subsidiary company, Aurora Energy (Tamar Valley) Pty Ltd trading as AETV Power owns and operates the Tamar Valley Power Station in northern Tasmania using natural gas that is piped in from Victoria to generate electricity.⁶⁷ Aurora Energy also has access to gas-fired generation in Victoria including the Bairnsdale Power Station.⁶⁸

Other non-vertically integrated electricity retailers

2.8 ActewAGL

In the Australian Capital Territory, AGL participates in electricity retailing through the ActewAGL partnership with the ACT government-owned enterprise, ACTEW Corporation, in which AGL holds a 50% interest. ActewAGL, which is operated and managed separately from AGL. ActewAGL supplies the vast majority of the ACT's regulated customer base.

2.9 Click Energy

Click Energy is an online electricity retailer operating in Victoria, New South Wales and Queensland.⁶⁹

2.10 Dodo Power & Gas

M2 Energy Pty Ltd trading as Dodo Power & Gas is an energy retailer, owned by Dodo, a national consumer telecommunications company which provides internet services to residential and small business customers. Dodo has energy retail licences in Victoria, New South Wales, South Australia, Queensland and the ACT. Dodo currently supplies retail electricity in Victoria, New South Wales and Queensland, and gas to customers in Victoria only. Dodo's website states: "we look forward to providing power and gas through-out south-eastern Australia in the future".⁷⁰

2.11 Blue NRG

Blue NRG is a business customer focussed retailer active in Victoria⁷¹. Blue NRG has been operating in Victoria since May 2012 and will begin operating in New South Wales in February 2014. It is currently in the process of rolling out energy services across

⁶⁵ Based on UBS estimates (see UBS Australian Utilities Structure 2013 Report). See also <http://www.auroraenergy.com.au/faq/electricity-supply#faqLink109>

⁶⁶ Aurora Energy 2013 Annual Report, page 3.

⁶⁷ Aurora Energy website: <http://www.auroraenergy.com.au/Aurora/media/pdf/Aurora-corporate-profile-2013.PDF>

⁶⁸ Aurora Energy 2013 Annual Report, page 109.

⁶⁹ Click Energy website: <http://www.clickenergy.com.au/why-choose-us/who-are-we/>, <https://www.clickenergy.com.au/about-us/news-blog/click-energy-is-a-queensland-favourite/> and <https://www.clickenergy.com.au/about-us/news-blog/click-energy-to-launch-into-new-south-wales/>

⁷⁰ Dodo website: <http://www.dodo.com/power-gas/quick-links/about-dodo-power-gas/>

⁷¹ Blue NRG website: <http://www.bluenrg.com.au/about-us/our-history/>

Queensland, ACT and South Australia⁷². Blue NRG is a wholly 100% Australian company and is a subsidiary of Green Generation Pty Ltd.⁷³

2.12 Diamond Energy

Diamond Energy (established in 2004) is an energy retailer focussed on solar energy. Diamond Energy's website states that it operates in Victoria, South Australia, Queensland and New South Wales.⁷⁴

2.13 Ergon Energy

Ergon Energy, as a Queensland Government-owned corporation, supplies electricity to around 700,000 customers across an operating area of over one million square kilometres – around 97% of the state of Queensland – from the expanding coastal and rural population centres to the remote communities of outback Queensland and the Torres Strait. Ergon Energy also maintains and expands the regional Queensland electricity network.⁷⁵

2.14 People Energy

People Energy retails to small business and residential customers, and is active in Victoria.⁷⁶

2.15 Powershop

Powershop is an online retailing electricity business active in Victoria, which is backed by a New Zealand 100% renewable electricity company Meridian Energy.⁷⁷

2.16 QEnergy

QEnergy has been operating since 2007 and is a business customer focussed retailer that currently operates in Queensland, New South Wales, South Australia, Victoria and the Northern Territory.⁷⁸

2.17 Sanctuary Energy

Sanctuary Energy focuses on providing competitive energy with renewable energy infrastructure and it has retail licences for Queensland, New South Wales, South Australia and the ACT.⁷⁹

⁷² Blue NRG website: <http://www.bluenrg.com.au/customer-support/national-coverage/>

⁷³ Blue NRG website: <http://www.bluenrg.com.au/about/who-is-blue-nrg/> and <http://www.bluenrg.com.au/about-us/our-partners/>

⁷⁴ Diamond Energy website: <http://diamondenergy.com.au/5-great-reasons/>

⁷⁵ Ergon Energy website: <https://www.ergon.com.au/about-us> and <https://www.ergon.com.au/about-us/company-information/corporate-profile>

⁷⁶ People Energy website: <https://www.peopleenergy.com.au/mission.php> and <https://www.peopleenergy.com.au/index.php>

⁷⁷ Powershop website: <http://www.powershop.com.au/> and <http://www.powershop.com.au/about-us.html>

⁷⁸ Qenergy website: <http://www.qenergy.com.au/More-About-Us>

⁷⁹ Sanctuary Energy website: <http://www.sanctuaryenergy.com.au/About-Sanctuary-Energy.aspx>

**ATTACHMENT - BUNDLE OF MATERIALS RELATING TO OPERATIONS OF AGL'S
COMPETITORS**



[Home](#) / [About](#) / [What we do](#) / [Retail](#)

RETAIL

Origin is Australia's largest energy retailer with more than 4.3 million customers. Our diverse product and service offerings include electricity, natural gas, LPG. We are also Australia's leading provider of low-carbon products such as GreenPower, Green Gas and solar PV.

Electricity and natural gas

Origin supplies [electricity](#) to customers that are mainly in New South Wales, Queensland, South Australia, and Victoria. Origin also serves [business customers](#) nationally who have been given a choice of electricity retailer.

Origin provides natural gas to residential customers in New South Wales, Queensland, South Australia and Victoria. Natural gas for our retailing operation is sourced from our own gas resources and also under long-term contracts from other producers. This diversity of supply allows us to provide reliable and competitively priced gas for our customers.

Read more about our [customer rights, entitlements and obligations](#).

LPG

We are a retailer of [LPG](#) in all Australian states and territories. We are also a LPG wholesaler and own and operate seven seaboard terminals on the Australian east coast. The infrastructure and location advantage of these sites provides a competitive supply and underpins Origin's LPG retail sales.

We also retail automotive LPG through more than 400 service stations throughout Australia.

Origin is also the major supplier of LPG in the [Pacific](#), to countries including Papua New Guinea, The Solomon Islands, Fiji, Vanuatu, Tonga, Samoa, American Samoa and the Cook Islands.

Trading

Origin has an electricity trading function, which buys and sells electricity on the spot market or the National Electricity Market (NEM). Origin's trading function buys hedge contracts and enters into wholesale volume arrangements, which helps protect the company and our customers from the volatility of the spot market.



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WHO WE ARE

Origin is a top 20 ASX listed company involved in gas exploration and production, power generation and energy retailing.

Origin is the leading Australian integrated energy company. Being integrated, Origin has diverse operations spanning across the energy supply chain; from gas exploration and production to power generation and energy retailing.

In Australia, Origin has 4.3 million customers and is the largest energy retailer. Origin also has significant power generation capacity and is responsible for around 13 per cent of Australia's electricity generation.¹

Through a 37.5 per cent interest in Australia Pacific LNG, Origin is developing Australia's largest coal seam gas (CSG) to liquefied natural gas (LNG) project. Located in Queensland and based on Australia's largest CSG reserves and resources, Australia Pacific LNG will play an important role in delivering cleaner sources of energy to Asia.

Origin has a strong focus on ensuring the sustainability of its operations, is the largest green energy retailer in Australia and has significant investments in renewable energy technologies.

Listed on the Australian Securities Exchange in the S&P/ASX20, Origin employs approximately 6,000 people and has a long history of operating in Australia.

Origin is headquartered in Sydney, NSW.

Business snapshot

- ASX Top 20 by market capitalisation
- 6,000+ employees
- 165,000+ shareholders
- 53.1% interest in Contact Energy, one of New Zealand's largest energy retailers
- 4.3 million electricity, natural gas and LPG customers across Australia
- Market leading green energy retailer
- 6,010 MW owned or contracted power generation capacity¹
- Portfolio of renewable energy opportunities in Australia and internationally

View our [Purpose, Principles, Values and Commitments](#).

¹ Based on National Electricity Market (NEM) registered capacity of scheduled market generation as at February 2013

- 2013 In February, Origin announces the results of a schedule and cost review by Australia Pacific LNG, resulting in a 7 per cent increase in the estimated cost of the project to \$24.7 billion and confirming Train 1 is on track to deliver first LNG by mid 2015, and an accelerated schedule for Train 2 with delivery of first LNG expected in late 2015. Origin acquires Eraring Energy including Eraring Power Station, Kangaroo Valley Power Station and Bendeela Power Station. Production commences at Otway Gas Project's newly developed well at Geographe gas field in the Bass Strait. At the end of September, the Upstream component of the Australia Pacific LNG project was approximately 50 per cent complete and the Downstream component approximately 54 per cent complete.
- 2012 In January, Sinopec agreed to purchase an additional 3.3 million tonnes per annum of LNG from Australia Pacific LNG, taking Sinopec's total LNG offtake from the project to 7.6 mtpa. At the same time, Sinopec also increased its share in Australia Pacific LNG to 25 per cent. In April, Origin acquired a 51 per cent voting interest in Energia Australia SpA from Xstrata Copper, which retains a 49 interest. Origin is the lead development partner for Energia Austral's 1,000 MW hydroelectric project. Origin secured its largest ever wind power purchase agreement with TrustPower underpinning the development of the Snowtown II Wind Farm in South Australia. Australia Pacific LNG and the Kansai Electric Power Company signed an agreement to supply approximately 1 million tonnes of LNG per year for 20 years. In November, Australia Pacific LNG confirmed that all conditions precedent had been satisfied for its US\$8.5 billion project finance facility, at the time representing the largest project finance facility ever signed in Australia.
- 2011 In March, Origin completed the acquisition of the retail businesses of Integral Energy and Country Energy. Origin also entered into binding GenTrader arrangements with Eraring Energy. In April, Australia Pacific LNG and China Petroleum & Chemical Corporation (Sinopec) signed binding agreements for the supply of 4.3 million tonnes per annum of LNG for 20 years and for Sinopec to subscribe for a 15 per cent equity interest. In May, Origin acquired a 40 per cent interest in Chile's leading geothermal exploration company, Energia Andina S.A. (EASA). In July, the Australia Pacific LNG Board approved a final investment decision on the first phase of the Coal Seam Gas (CSG) to Liquefied Natural Gas (LNG) project in Queensland. In November, Origin entered into renewable energy purchase agreement with ACCIONA for 46.5 MW of offtake from Gunning Wind Farm.
- 2010 Commenced commercial operations at the Kupe Gas Project in New Zealand in January. In March, Origin completed the Otway Gas Project acquisition, increasing its stake to 67 per cent and becoming operator of the facility. Commercial operations commenced at the gas-fired Darling Downs Power Station in Queensland in July. Using combined cycle technology, it is one of the cleanest baseload power stations in terms of carbon emissions. In October, the Victorian Minister for Planning granted approval for 157 turbines at the Stockyard Hill Wind Farm and all of the associated planning permits.
- 2009 In May, Origin acquired WindPower and its wind farm development portfolio. In July, commercial operations commenced at Origin's first wind farm at Cullerin Range.
- 2008 In April, Origin rejected an unsolicited approach by BG Group to acquire the Company. The rejection of the BG Group bid was based on a belief that the proposal did not appropriately reflect the true value of the Company's assets. Origin acquired the 640 MW gas-fired Uranquinty Power Station from Babcock and Brown in July 2008. In the same month, Origin also approved construction of the 550 MW gas-fired Mortlake Power Station. In September, Origin selected ConocoPhillips to invest in a 50:50 coal seam gas to liquefied natural gas joint venture, Australia Pacific LNG, receiving a cash payment of \$6.9 billion.
- 2007 Queensland's Sun Retail was acquired, adding in excess of 890,000 customers to Origin's retail base and positioning the company as one of the largest energy retailers in Australia.
- 2006 The BassGas Project, which is capable of meeting almost 10 per cent of Victoria's gas needs, was commissioned.
- 2005 Production commenced at Origin's Spring Gully coal seam gas processing facilities in Queensland, with the capacity to deliver 13 Petajoules each year. Production commenced at the SLIVER solar cells demonstration plant in South Australia.
- 2004 The construction and commissioning of the SEA Gas Pipeline was completed, linking Victorian and South Australian gas markets. In New Zealand, Origin acquired a 50 per cent interest in the Kupe Gas Field and reached an agreement to acquire Edison Mission Energy's 51.4 per cent interest in Contact Energy.
- 2001-2 Origin increases its customer base and electricity retailing capability with the acquisition of the Powercor and CitiPower electricity retail businesses in Victoria. Otway Basin investments come to fruition with the discovery of two new large gas fields - Thylacine and Geographe - which will supply the growing gas needs of south eastern Australia.

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2013

In accordance with the *Corporations Act 2001*, the Directors of Origin Energy Limited (Company) report on the Company and the consolidated entity Origin Energy Group (Origin), being the Company and its controlled entities for the year ended 30 June 2013.

The Operating and Financial Review and Remuneration Report form part of this Directors' Report.

1. PRINCIPAL ACTIVITIES

During the year, the principal activity of Origin was the operation of energy businesses including:

- exploration and production of oil and gas;
- electricity generation; and
- wholesale and retail sale of electricity and gas.

There had been no significant changes in the nature of these activities during the year.

2. REVIEW OF OPERATIONS

A review of the operations and results of operations of Origin during the year, and the business strategies and prospects for future financial years, is set out in the Operating and Financial Review, which is attached and forms part of this Directors' Report.

3. SIGNIFICANT CHANGES IN THE STATE OF AFFAIRS

The following significant changes in the state of affairs of the Company occurred during the year:

Australia Pacific LNG

On 4 July 2012 Australia Pacific LNG approved a Final Investment Decision on the second train of its two train CSG to LNG project in Queensland. With this, the subscription agreement for Sinopec to increase its shareholding in Australia Pacific LNG from 15 per cent to 25 per cent became unconditional. The acquisition by Sinopec of the additional 10 per cent shareholding was completed on 12 July 2012, resulting in Origin's and ConocoPhillips' respective shareholdings in Australia Pacific LNG reducing to 37.5 per cent.

During the year, Australia Pacific LNG continued to make good progress on its CSG to LNG project with both the Upstream and Downstream projects 45 per cent complete at the end of June 2013. Confidence in the delivery of the project was confirmed through a project review, resulting in an announcement in February 2013 of an acceleration of the schedule for Train 2 and an increase in project costs of 7 per cent to \$24.7 billion.

Funding

During the year ended 30 June 2013, Origin undertook a number of funding initiatives, including the raising of over \$5 billion of new facilities and capital markets issuances, to lengthen debt maturities and improve its liquidity position.

In October 2012, Origin undertook a €500 million (approximately US\$646 million) seven year medium-term notes issuance under its Euro Medium Term Note Program.

In April 2013, Origin issued an additional €150 million (approximately \$186 million) 10 year medium-term note and a €750 million (approximately \$950 million) seven and a half year medium-term note under the Euro Medium Term Note Program.

Origin also executed a \$2.4 billion syndicated bank loan facility in October 2012. The loan facility has terms of four and five years and will mature in October 2016 and October 2017 and was used to refinance existing loan facilities maturing in the 2013 and 2014 financial years. An additional syndicated bank loan facility of \$600 million and USD\$200 million was executed in June 2013. The loan facility has a five year term and will mature in July 2018, and was used to refinance existing loan facilities maturing in the 2015 financial year.

These initiatives assisted in diversifying Origin's funding portfolio in terms of currency, market and tenor, strengthening Origin's liquidity position and supporting Origin's funding commitments to Australia Pacific LNG. Origin holds debt denominated in Australian dollars, US dollars and New Zealand dollars to match the currency denomination of cash flow receipts and the functional currency of its various businesses.

Developments

Retail Transformation Program – During the year, the Company successfully migrated all Integral Energy NSW customer accounts to its new SAP system.

Mortlake Power Station – In August 2012, the second unit at the Mortlake Power Station completed final commission, signalling the formal completion of the Company's 550 MW development.

BassGas – In October 2012, production recommenced at the Yolla platform after an extended shutdown for the Mid Life Enhancement project.

During the year, Origin entered into agreements to sell a portion of its future oil and condensate production over a 72 month period commencing July 2015, at a price linked to the oil forward pricing curve. Upon entry into the agreements, Origin received \$482 million.

The events described above and those as disclosed in the Financial Statements represent the significant changes in the state of affairs of Origin for the year ended 30 June 2013.

4. EVENTS SUBSEQUENT TO BALANCE DATE

Other than the items described below, no matters or circumstances have arisen since 30 June 2013, which have significantly affected, or may significantly affect:

- the Company's operations in future financial years;
- results of those operations in future financial years; or
- the Company's state of affairs in future financial years.

Acquisition of Eraring Energy and entry into new fuel supply arrangement

Acquisition of Eraring Energy Pty Limited

On 1 August 2013 Origin completed the acquisition of 100 per cent of Eraring Energy Pty Limited (Eraring Energy) under a Sale and Purchase Agreement with the NSW Government for a net payment of \$50 million, and agreed terms for the cancellation of the Cobbora Coal Supply Agreement, including a payment to Origin of \$300 million. The acquisition provided Origin ownership of the Eraring Power Station and Shoalhaven Scheme, adding flexibility in the operation of Origin's generation portfolio and enhancing Origin's energy trading capabilities.

The net payment of \$50 million reflects a total purchase price of \$659 million net of the expected balance of prepaid capacity charges and funds prepaid or on deposit with the NSW Government of \$609 million, in relation to the existing GenTrader arrangements. The deposit balance and pre-paid capacity charge amount reflect the remaining balance of funds for future capacity charges previously paid by Origin to the NSW Government when it entered the GenTrader Arrangements in March 2011. The amounts were derived in accordance with the agreed terms under the GenTrader arrangements.

The Company has not yet finalised its accounting for the acquisition of Eraring Energy Pty Limited due to the proximity of the completion date of 1 August to the date of release of these financial statements.

As part of the acquisition Origin settled certain contractual arrangements previously entered into with Eraring Energy in March 2011. These arrangements include the GenTrader arrangements and the Cobbora Coal Supply Agreement and the settlement of these arrangements will be accounted for as part of the transaction.

Centennial Coal supply agreement

On 1 July 2013 Origin entered into a Coal Supply Agreement with Centennial Coal for the provision of 24.5 million tonnes of coal over an eight year period from the 2015 financial year for use at the Eraring Power Station, with 6 million tonnes of that coal conditional on the development of Centennial Coal's Newstan mine extension project.

Debt refinancing

On 21 August 2013 Origin completed a \$7.4 billion debt refinancing with terms of four years and five years. These syndicated facilities will be used to refinance existing bank debt facilities. As part of the refinancing Origin's standard banking terms have been renegotiated and the Company's debt maturity profile has been extended. The interest rate of the new bank debt facility is in line with the cost of existing bank debt.



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GENERATION

Electricity Generation

Electricity Generation

Origin operates Australia's largest power generation portfolio with 6,010 MW of capacity. This represents approximately 13 per cent of power generation capacity in the National Electricity Market¹.

Origin is one of the largest owners and developers of natural gas-fired power generation in Australia. We also produce power from other fuel sources, including black coal and renewable energy from wind farms.

Lower-emission gas-fired power generation

Origin operates six natural gas-fired power stations across New South Wales, Queensland, South Australia and Victoria.

When used for electricity production, natural gas produces less carbon emissions than a typical coal-fired power station. Combined cycle gas turbine technology, such as that used at Origin's [Darling Downs Power Station](#), is the cleanest in terms of carbon emissions, producing less than half of the carbon emissions of a typical coal-fired power station.

Origin also operates Australia's largest power station, Eraring Power Station, located near Port Macquarie in New South Wales. Eraring is one of the most efficient and lowest carbon intensity coal-fired power stations in New South Wales. It is crucial to maintaining a reliable supply of energy across the state, providing approximately 25 per cent of its power.

In addition, Origin has a 50 per cent interest in three co-generation plants which supply electricity and steam under long-term contracts. [View a complete list of Origin's power stations.](#)

Power generation from wind farms

Origin has an extensive portfolio of owned and contracted wind generation. In 2009, Origin completed its first wind farm at [Cullerin Range](#) in New South Wales. Origin also contracts a large amount of wind power from other wind generators to meet the green energy demands of our customers. Origin continues to progress towards a final investment decision the Stockyard Hill Wind Farm in Victoria. When developed, this will be one of the largest wind farms ever built in Australia.

¹Based on National Electricity Market (NEM) registered capacity of scheduled market generation as at February 2013

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EXPLORATION AND PRODUCTION

Origin searches for new gas reserves which can be quickly developed and delivered to customers to help us meet the increasing demand for energy. We operate several offshore exploration permits in Australia, New Zealand and the Pacific and have a portfolio of onshore gas producing facilities that process the gas for our customers to use.

Exploring for new energy sources

Origin is constantly searching for new sources of energy in Australia and increasingly internationally, to help meet the growing energy demand of our customers. Exploration activity is carried out on land (called onshore exploration) as well as in the water (called offshore exploration). We target gas reserves located close to markets so that any new discoveries can quickly be developed.

Origin's exploration portfolio includes the Bowen, Surat and Cooper / Eromanga basins in Central Australia, the Otway and Bass basins in Southern Australia, as well as interests in the Perth Basin in Western Australia and the Bonaparte Basin in the Northern Territory. We also have exploration projects located in New Zealand in the Taranaki, Northland and Canterbury basins, as well as in Lao PDR, Thailand, Kenya and Vietnam.

Energy reserves

Origin is one of the largest holders of gas reserves in eastern Australia and a leading gas producer. Alongside our domestic gas operations, we are working with ConocoPhillips and Sinopec in the [Australia Pacific LNG](#) joint venture partnership to deliver one of Australia's largest [coal seam gas](#) (CSG) to liquefied natural gas (LNG) export projects in Queensland.

Origin is Australia's largest producer of CSG. We have interests in major CSG fields at Spring Gully, Fairview and Peat in the Bowen Basin in central Queensland. Origin's current 2P (proved plus probable) reserves across its areas of interest total 6,158 petajoules equivalent (Pje). These reserves are primarily made up of CSG from the central Queensland fields, together with offshore fields with reserves of gas, condensate and LPG such as in the Bass Basin, Otway Basin and Taranaki Basin. We also have small reserves positioned in the Perth Basin and the onshore Taranaki Basin.

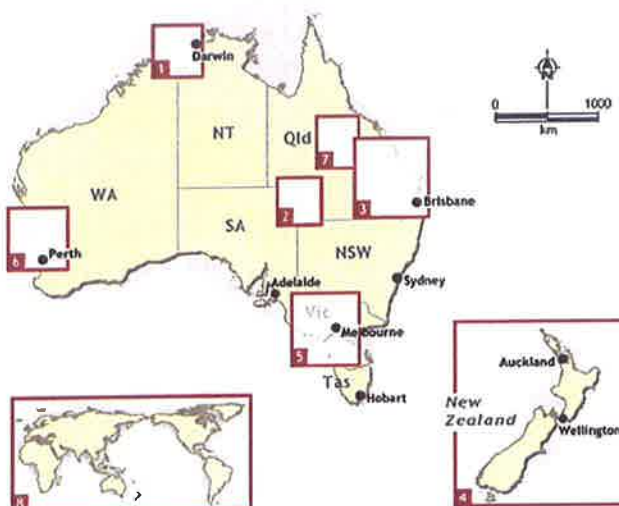
Gas producing operations

Origin operates several major gas producing facilities in Australia and New Zealand:

- [BassGas Project](#) (Victoria)
- [Kupe Gas Project](#) (New Zealand)
- [Otway Gas Project](#) (Victoria)
- [Coal Seam Gas operations](#) (Queensland)

Other onshore production facilities in which Origin has an interest are located in the Surat and Bowen Basins in Queensland (the latter including the Denison Trough), the Perth Basin in Western Australia and the Taranaki Basin in NZ.

Location of Origin Energy's exploration and production interests





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GENERATION

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¹Based on National Electricity Market (NEM) registered capacity of scheduled market generation as at February 2013



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POWER STATIONS

Plant	Origin ownership	Capacity	Type	Fuel
Bulwer Island	50%	32 MW	Combined Cycle Gas Turbine, Cogeneration	Natural Gas
Cullerin Range	100%	30 MW	Wind Farm	Wind
Darling Downs	100%	630 MW	Combined Cycle Gas Turbine	Natural Gas
Eraring	100%	2,880 MW	Coal-fired	Black Coal
Ladbroke Grove	100%	80 MW	Open Cycle Gas Turbine	Natural Gas
Mortlake	100%	550 MW	Open Cycle Gas Turbine	Natural Gas
Mount Stuart	100%	414 MW	Open Cycle Gas Turbine	Kerosene
Osborne ¹	50%	180 MW	Combined Cycle Gas Turbine, Cogeneration	Natural Gas
Quarantine	100%	216 MW	Open Cycle Gas Turbine	Natural Gas
Roma	100%	74 MW	Open Cycle Gas Turbine	Natural Gas
Shoalhaven Pump Storage scheme ²	100%	240 MW	Pump/Hydro	Water
Uranquinty	100%	640 MW	Open Cycle Gas Turbine	Natural Gas
Worsley	50%	120 MW	Combined Cycle Gas Turbine, Cogeneration	Natural Gas
Total Origin-owned generation*		6,010 MW		

*Excludes Contact Energy

¹For Osborne, Origin holds a 50% share and contracts 100% of the output

²Shoalhaven Pump Storage Scheme consists of two pumped storage hydro power stations at Bendeela and Kangaroo Valley



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URANQUINTY POWER STATION

Key Facts:

- One of Australia's largest open cycle gas-fired power stations
- 640 MW generating capacity
- Operational since January 2009
- Powered by natural gas
- 12 employees

Introduction

Uranquinty Power Station is a 640 MW gas-fired peaking power station – one of the largest open cycle gas turbine (OCGT) power stations in Australia. It is designed to generate power at times of high demand, for example in summer when air conditioners tend to be extensively used and throughout winter when there is high demand for heating. It is the only power station of its type in New South Wales and at full capacity is capable of supplying power to around 850,000 homes¹.

[History](#)

[Location](#)

[Lower emission gas-fired power generation](#)

[Powering Uranquinty Power Station](#)

[Environmental monitoring data](#)

For enquiries about Uranquinty Power Station:

[Contact us now](#)

¹ NSW household average annual consumption: 6.5MWh.



Home / About / What we do / Generation / Eraring Power Station

ERARING POWER STATION

Key Facts:

Total capacity of 2,880MW

Consists of four 720 MW turbo generators

Australia's largest power station

Plays an important role in maintaining reliable electricity supply to millions of Australians

Overview

History

Location

Community

Environment

For further enquiries about Eraring Power Station

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MORTLAKE POWER STATION

Key Facts:

- 550 MW gas-fired open cycle power station
- Largest gas-fired power station in Victoria
- An 83km underground natural gas transmission pipeline connects Mortlake to the Otway Gas Plant at Port Campbell
- Option to further expand the power station in line with future market demand
- Eight employees
- Allows Origin to meet electricity demand in Victoria

Introduction

At 550 MW, the Mortlake Power Station near Mortlake in south Western Victoria is the largest gas-fired power station in the state.

Completed in August 2012, Mortlake is a highly efficient open cycle power station, which supplies peaking power to Victorian homes in times of high electricity demand. Gas-fired peaking power stations are important for meeting demand for electricity, as they have the ability to be turned on remotely at approximately five minutes' notice. The development of Mortlake Power Station also involved construction of a dedicated 83km gas pipeline, completed in March 2010, to connect the power station to the Otway Gas Plant in Port Campbell.

Origin developed Mortlake Power Station to provide the flexibility to adapt to future market conditions. Origin has the option to expand the capacity of Mortlake Power Station in line with future market demand, and it could also be converted to a highly efficient, low carbon emissions combined cycle plant.

[History](#)

[Location](#)

[Lower emission gas-fired power generation](#)

[Powering Mortlake Power Station](#)

For enquiries about Mortlake Power Station:

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QUARANTINE POWER STATION

Key Facts:

- Became operational in 2002
- Capacity more than doubled to 216 MW in 2009
- Expansion improved environmental performance
- Natural gas powered using open cycle gas turbine technology
- 8 employees
- Capable of supplying peaking power to more than 130,000 homes*

Introduction

In 2009, Origin spent \$80 million expanding the Quarantine Power Station from 95 MW to 216 MW. The addition of a new gas turbine generator adjacent to the existing plant, allows Origin to meet the demand for peak electricity in South Australia.

Quarantine is an open cycle gas turbine or peaking power plant, which allows for the production of electricity in times of high demand for example in summer when air conditioners tend to be extensively used and throughout winter when there is high demand for heating.

History

Location

Lower emission gas-fired power generation

Powering Quarantine Power Station

For enquiries about Quarantine Power Station:

[Contact us now](#)

* For more information see References provided

References

Based on added load requirement of 1.66 kWh per household (Est cooling or heating of typical lounge/dining room) [\(Source\)](#)



Home / About Us / Ladbroke Grove Power Station

LADBROKE GROVE POWER STATION

Key Facts:

- Operational since August 2000
- 80 MW generating capacity
- Uses Open Cycle Gas Turbine technology
- Powered by natural gas
- Four employees

Introduction

Ladbroke Grove Power Station is a natural gas-fired peaking power station which became operational in 2000. Ladbroke Grove uses two open cycle gas turbines to generate 80 MW of electricity and supplies power to residential and industrial customers in South Australia.

As a peaking power station, Ladbroke Grove helps meet demand for electricity during periods of high demand for example in summer when air conditioners tend to be extensively used, and throughout winter when there is high demand for heating.

History

Location

Lower emission gas-fired power generation

Powering Ladbroke Grove Power Station

Our commitment

Employment

ASX/Media releases

For enquiries about Ladbroke Grove Power Station:

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[Home](#) / [About](#) / [What we do](#) / [Generation](#) / [Mt Stuart Power Station](#)

MT STUART POWER STATION

Key Facts:

- North Queensland's largest power station
- Operational since January 1999
- 414 MW generating capacity
- Six employees
- Can power 276,000 homes*
- Can power up to 27.6 million energy efficient light bulbs**

Introduction

Mt Stuart is a peaking power station with a total capacity of 414 MW, making it the largest power station in North Queensland. As a peaking power station, Mt Stuart is designed to generate power at times of high demand, for example in summer when air conditioners tend to be extensively used and throughout winter when there is high demand for heating. Mt Stuart uses an open cycle gas turbine (OCGT) system.

History

Location

Powering Mt Stuart Power Station

For enquiries about Mt Stuart Power Station:

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References

*414mws equates to 414 000kws. Multiplying this by 1.501kw equates to 276,000 homes supplied. Source: Energex FY12, peak demand per Queensland residential customer over a three hour period was 1,501 kW.

**414 MW station is 414 million watts. An energy efficient light bulb is generally 15 watts. 414 million divided by 15 = 27.6 million.



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ROMA POWER STATION

Key Facts:

- Operational since 1999
- 74 MW generating capacity
- Fuelled by natural gas
- Five employees

Introduction

Roma is a natural gas-fired peaking power station with an operating capacity of 74 MW. As a peaking power station, Roma is designed to generate power at times of high demand, for example in summer when air conditioners tend to be extensively used and throughout winter when there is high demand for heating. The power station uses an open cycle gas turbine (OCGT) system.

History

Location

Lower emission gas-fired power generation

Powering Roma Power Station

For further enquiries about Roma Power Station:

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DARLING DOWNS POWER STATION

Key Facts:

- Australia's largest combined cycle power station
- One of Australia's cleanest baseload power stations in terms of carbon emissions
- Operational since July 2010
- 35 full-time employees
- Powered by natural gas and steam
- Produces enough electricity to power 400,000 Queensland homes.*

Introduction

Darling Downs Power Station is a 630 MW combined cycle power station, the largest power station of its kind in Australia. It operates at intermediate to full baseload capacity and is one of Australia's most efficient baseload power stations.

Darling Downs is powered by natural gas piped from Origin's coal seam gas fields in south west Queensland and produces enough power to supply the equivalent of 400,000 homes.*

History

Location

Lower emission gas-fired power generation

Powering Darling Downs Power Station

For further enquiries about Darling Downs Power Station:

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* For more information see [References provided](#)

References

Water use

By using the latest air-cooled technology, Darling Downs will use less than three per cent of the water of a conventional water-cooled, coal-fired power station. The technology employed in the Darling Downs Power Station's design and construction will cut annual water use to around 200 megalitres, compared to more than 8,500 megalitres for conventional water cooled coal-fired power stations.

Source: http://www.myc.gov.au/resources/documents/Waterlines_electricity_generation_industry_replace_final_280709.pdf

Lower emission electricity generation

The power station is Australia's largest combined cycle gas-fired power station and will emit less than half of the greenhouse gas of a typical water-cooled coal-fired power station of the same capacity.

One of the most efficient gas-fired baseload power stations

The Darling Downs Power Station is one of Australia's most efficient baseload gas-fired power stations, capable of supplying enough energy to power more than 400,000 homes each day. This is based on an average QLD household which consumes 30KWh/d and a 500MW in one day. Can produce up to 630MW.

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[Coal-Fired Thermal Generating Plants](#)
[Cogeneration Plants](#)
[Bulwer Island](#)
[Cory](#)
[Joffre](#)
[McMahon](#)
[Muskeg River](#)
[Osborne](#)
[Primrose](#)
[Rainbow Lake 4, 5](#)
[Scotford](#)
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Osborne Cogeneration Plant



The Osborne plant located near Adelaide is one of Australia's largest cogeneration facilities. The 180-megawatt project, a joint venture between ATCO Power and Origin Energy of Australia, was commissioned in 1998.

Penrice Soda Products, Australia's sole producer of soda ash, purchases up to 1.2 million tonnes of steam each year from the plant. Under a long-term agreement with Flinders Power, Osborne provides about 10% of South Australia's electric energy.

ATCO Power managed the construction of the Osborne plant, which incorporated many state-of-the-art features. ATCO Australia operates the Osborne plant, which consists of a 120-megawatt gas turbine, fueled by natural gas from South Australia's Cooper Basin and a 60-megawatt steam turbine.

The plant is over 50% more efficient than a conventional gas or coal-fired power station. This advanced technology reduces nitrous oxide (NOx) emissions by at least 80% and carbon dioxide (CO2) emissions by 35% to 50% over that of conventional power stations.

Capacity

180 megawatts
410 tonnes/hr. of steam

Equipment

120-megawatt GE-9EA gas turbine
60-megawatt GE steam turbine
Heat recovery steam generator
Two auxiliary gas-fired boilers
Salt water cooling tower to process waste heat

Highlights

Design flexibility allows the plant to operate in combined-cycle and cogeneration modes
Long-term steam supply agreement with Penrice Soda Products
Long-term agreement with Flinders Power to provide base power to South Australia's electric grid

Commissioned

1998

Ownership

ATCO - 50%
Origin Energy - 50%

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Coal-Fired Thermal Generating Plants

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Bulwer Island Cogeneration Plant



The Bulwer Island Cogeneration Plant provides 100% of the electric needs, 75% of the non-process HP steam and 100% of the demineralized water needs related to the expansion of BP's Bulwer Island Refinery in Queensland, Australia.

The 33-megawatt electrical and 55-megawatt thermal-equivalent cogeneration / combined-cycle power plant provides energy to BP's Queensland Clean Fuels Project. BP's \$500 million (AUD) expansion at Bulwer Island enabled the refinery to produce world-class, ultra low sulphur diesel fuel and to set a new environmental standard for the Australian fuel market.

The Cogeneration Plant was part of the Queensland Clean Fuels Project, which won the 2001 Australian Construction Achievement Award.

ATCO Power was involved in the project management, construction and commissioning of the Bulwer Plant. As the operating partner, ATCO Australia is responsible for the complete operation and maintenance of this facility.

ATCO and Origin Energy of Australia each hold a 50% ownership interest in the Bulwer Island Cogeneration Project.

Capacity

33 megawatts
150 tonnes/hr. of steam

Equipment

Two 13-megawatt Siemens SGT400 gas turbines each equipped with a TEI-Senior heat recovery system generator designed to produce a total of 90-tonnes per hour of steam
7-megawatt Peter Brotherhood steam turbine
One 60-tonne/hr. Rolls Royce John Thompson boiler designed to run on both natural gas and refinery off gas
One 200-tonne/hr. demineralization plant supplied by AquaClear

Highlights

Low emissions, NOx and SOx. High overall thermal efficiency (>70%)
Utilizes recycled water from the Brisbane City Luggage Point facility for the demineralization plant and for the cooling system
Can provide "islanding capability" for the refinery in the event of loss of power from the grid
Long-term energy services agreement with BP

Commissioned

2001

Ownership

ATCO - 50%
Origin Energy - 50%

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- \$5 million: following the de-prioritisation of a prospective gas fired generation development site in central NSW;
- \$17 million: Origin's 50% interest in the Worsley generation plant reflecting a revised view of the plant's future contracted capacity;
- \$198 million: Origin's Ironbark permit areas with the realisation of an upfront tax deduction for the permit acquisition;
- \$27 million: resulting from the unlikelihood of realising value from the Surat assets with negligible reserves at 30 June 2012; and
- \$3 million: recorded by Contact Energy relating to a potential hydro generation development on the Clutha Hydro site.

Transition and transaction costs (-\$82 million)

Origin recorded a \$74 million expense for the year relating to transition and integration costs primarily relating to the Retail Transformation Program and the transition of the acquired NSW energy assets. Origin recorded an \$8 million expense for the year relating to transaction costs for acquisition activity.

Contact Energy's exiting of its investment in Oakey Power Holdings Pty Ltd (+\$12 million)

Origin recorded a \$12 million net gain for the year resulting from Contact Energy exiting its 25% interest in Oakey Power Holdings Pty Ltd.

Petroleum Resource Rent Tax (+\$16 million)

Origin recorded a \$16 million deferred tax benefit resulting from the extension of the Petroleum Resource Rent Tax (PRRT) legislation which took effect on 1 July 2012. In accordance with the legislation, Origin has adopted tax starting bases for existing projects that are deductible against future assessable receipts. A deferred tax asset of \$16 million has been recorded in the Financial Statements based on the estimated utilisation of the tax starting bases considering future deductible amounts.

As a result of the above factors, items excluded from Underlying Profit for the year provided a benefit of \$87 million after tax and Non-controlling interests, compared with an expense of \$487 million in the prior year. Refer to Appendix 2 of this document and the "Management Discussion and Analysis" report for the 2011 financial year for more details.



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POWER STATIONS

Plant	Origin ownership	Capacity	Type	Fuel
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²Shoalhaven Pump Storage Scheme consists of two pumped storage hydro power stations at Bendeela and Kangaroo Valley

OPERATING AND FINANCIAL REVIEW FOR THE YEAR ENDED 30 JUNE 2013

2. ORIGIN'S BUSINESS STRATEGY

Origin supplies energy to wholesale and retail energy markets primarily in Australia and New Zealand and increasingly in the Asia Pacific region.

In supplying these markets, Origin's strategy is to invest in the contestable segments of energy production, power generation and energy retailing. This strategy is designed to provide opportunities to grow the value of the Company whilst allowing for the more effective management of the risks that arise across an increasingly competitive energy supply chain.

Origin pursues this strategy through its Energy Markets and Exploration & Production businesses in Australia and New Zealand, through its 53.1 per cent interest in Contact Energy in New Zealand and a 37.5 per cent interest in Australia Pacific LNG which is adding value to domestic gas resources by exporting LNG to energy markets in China and Japan.

Origin intends to grow its interest in energy production through the exploration and development of natural gas resources and is growing its investment in renewable energy through the development of wind, geothermal and hydro resources.

Origin believes the successful pursuit of this strategy will lead to Origin:

- being the regional leader in energy markets in Australia and New Zealand;
- having a regionally significant position in natural gas and LNG production; and
- having a growing position in renewable energy in the Pacific region.

2.1 Regional leader in energy markets

Australia

Origin, through its Energy Markets and Exploration & Production business segments, has leading integrated operations in the energy production, generation and retail sectors of the Australian energy supply chain, comprising:

- a large and diverse legacy gas portfolio which, together with flexible gas transport arrangements, supports a strong domestic gas production and supply business;
- Australia's largest generation portfolio of approximately 5,900 MW providing flexibility and diversity across fuel, generation type and geography; and
- the leading energy retailing position in Australia with approximately 30 per cent market share of electricity and gas retail customer accounts in Australia's eastern and southern states, servicing over 4.3 million customers with a diverse portfolio of energy solutions including electricity, gas, LPG and green energy products.

Origin's fuel portfolio supplies gas to its retail gas customers and gas-fired power stations, and coal to operate the Eraring Power Station. Origin's fleet of gas-fired and coal-fired power stations provides a hedge to the retail electricity business and, in particular, helps to manage risks associated with wholesale electricity prices during extreme price events.

Origin will continue to build on this integrated strategy to capture value through different parts of the energy supply chain, enhance the range of growth opportunities and manage risks. In particular, Origin's portfolio of legacy gas contracts set at previously low domestic prices enable value to be captured as wholesale gas prices continue to rise.

With the largest retail customer base in Australia, Origin's leading retail position provides an effective channel to market for Origin's fuel and generation portfolio as well as economies of scale on investment in business systems that allow Origin to effectively service the needs of customers. By leveraging this scale advantage, Origin is well placed to respond to competition in the energy markets and maintain its leading market position.

New Zealand

Origin holds a 53.1 per cent interest in Contact Energy, one of New Zealand's leading integrated generation and energy retailing companies.

Contact Energy supplies electricity, gas and LPG to approximately 566,000 commercial and residential customers and has around a 23 per cent share of the retail market⁽¹⁾. Contact Energy owns and operates a generation portfolio of 2,218 MW across New Zealand and supplies approximately 25 per cent of New Zealand's electricity needs⁽²⁾. Contact Energy uses a diverse fuel base of hydro, geothermal, gas and diesel and has a strategy of developing low cost baseload and flexible generation capacity so that it can cost effectively meet the energy requirements of its customers.

Origin's interest in Contact Energy, together with its leading integrated position in Australia, provides Origin with a geographically diverse business and a substantial presence in the Asia Pacific region.

2.2 Regionally significant position in natural gas and LNG production

Origin, through its LNG segment, holds a 37.5 per cent shareholding in Australia Pacific LNG which owns extensive CSG reserves, predominantly in the Surat and Bowen basins in Queensland. Australia Pacific LNG has the largest Proved plus Probable (2P) CSG reserves position in Australia of 13,382 PJe and is the largest producer of CSG in Australia producing 111 PJe in the 2013 financial year.

Australia Pacific LNG is developing a large-scale CSG to LNG project that will produce nameplate capacity of 9 million tonnes of LNG each year for export to supply the growing demand in Asia under long-term supply contracts.

Origin is the Upstream operator of Australia Pacific LNG and is responsible for the development of the CSG resources and the processing and transportation of gas to the LNG facility on Curtis Island. Origin is focused on the delivery of first LNG by Australia Pacific LNG in mid 2015.

As the Upstream operator of Australia Pacific LNG, together with Origin's own existing gas operations, Origin has significant capabilities in natural gas production and has a substantial reserves position in the Asia Pacific region with 6,201 PJe of 2P reserves⁽³⁾.

Origin intends to leverage existing capabilities in developing natural gas, in particular unconventional gas, to expand and build positions in energy markets both domestically and abroad. This includes the development of existing resource positions, such as ironbark and Halladale Black Watch, and the leverage of existing capabilities to grow an integrated position in other competitive markets in the Asia Pacific region where Origin can add value to gas opportunities through supply to domestic energy markets.

2.3 Growing position in renewable energy in the Pacific region

Both natural gas and renewable energy are expected to be the strongest growing fuels globally in the medium to longer term. On this basis, Origin is focused on growing its competencies in renewable energy to complement its position in natural gas.

Origin currently supports a significant renewable position through contractual wind off-take agreements, its ownership of a wind farm at Cullerin Range and the Shoalhaven pump storage scheme in Australia and geothermal and hydro generation owned by Contact Energy in New Zealand. Origin also has a number of wind development opportunities, most notably Stockyard Hill in Victoria, and geothermal and hydro development opportunities in Chile, Indonesia and Papua New Guinea. Origin will continue to build on its existing renewable portfolio and seek new opportunities where market structures provide attractive and sustainable value for renewable resources.

(1) By electricity and gas customer accounts.

(2) Based on New Zealand's total annual electricity generation for the year ended 30 June 2013.

(3) Including hydrocarbon liquids. Includes Origin's 37.5 per cent share of Australia Pacific LNG.

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Australia



EnergyAustralia (previously known as TRUenergy), CLP's wholly-owned Australian subsidiary, operates generation and retail business in an environmentally responsible manner. Each year, EnergyAustralia selects university students with a desire to work within the energy sector to participate in the Vacation Students Programmes offered at the Yallourn Power Station and the Iona Gas Plant. The Programmes run during the Australian summer and coincides with the university summer vacation period.

[Related links](#)[Vacation students programme and graduate employment](#)

EnergyAustralia also offers a wide range of Entry-level vacancies for university graduates, which includes commerce, accounting, engineering, mathematics/statistics, information technology, etc. Find out more by clicking on Related Links.


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Investor information

CLP Holdings shares are listed on The Stock Exchange of Hong Kong and are traded over the counter in the United States in the form of American Depositary Receipts (ADR). A sponsored ADR programme is now in effect and Citibank, N.A. is appointed as the depositary bank for CLP Holdings Limited ADR Programme.

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Our Stock Codes

The Stock Exchange of Hong Kong	00002
Bloomberg	2 HK
Reuters	0002.HK
Ticker Symbol for ADR Code	CLPHY
CUSIP reference number	18946Q101

Latest Stock Price

Latest	57.00	Volume	723,503
Previous Close	57.50	Turnover	41,214,628
Closing Price	-	P/E Ratio	23.729
Day High	57.35	Yield	0.045
Day Low	56.70	52 Week High	69.90(28/05/2013)
Change	-0.50	52 Week Low	57.15(18/03/2014)
Change (%)	-0.870		



20/03/2014 10:10:00

All quotes are delayed by at least 30 minutes, powered by ET Net Limited.

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Financial highlights

CLP has a policy of open communication and fair disclosure. We aim to present a clear and balanced assessment of our financial position to all stakeholders. Financial results are announced as early as possible and audited accounts are published within three months of the end of the financial year. Quarterly statements are also distributed to keep stakeholders abreast of the Group's performance.

Selected financial and operating information

	2013	2012
Revenue (HK\$ million)	104,530	104,861
Earnings (HK\$ million)	6,060	8,312
Shareholders' Funds (HK\$ million)	87,361	91,127
Earnings per Share (HK\$)		
Basic and diluted	2.40	3.45
Dividends per Share (HK\$)	2.57	2.57
SoC Business		
Electricity Sales (GWh)	33,433	33,833
Installed Capacity (MW) (including affiliated generating companies)	8,888	8,888
Employees		
SoC	3,819	3,791
Non-SoC	3,149	2,790
Shares in Issue (million)	2,526.45	2,526.45
Share Closing Price (HK\$) (as at year end)	61.30	64.85
Market Capitalisation (HK\$ million)	154,871	163,840
Ratios		
Return on equity ¹ (%)	6.8	10.1
Total debt to total capital ² (%)	39.1	42.1
Net debt to total capital ³ (%)	36.7	36.8
Interest cover ⁴ (times)	3	4
Price / Earnings ⁵ (times)	26	19
Dividend yield ⁶ (%)	4.2	4.0

Notes:

- Return on equity = Total earnings / Average shareholders' funds. The 2012 figure excludes the effect of the 5% share placement on 20 December 2012 to give a more accurate average shareholders' funds in 2012.
- Total debt to total capital = Debt / (Equity + debt). Debt excludes obligations under finance leases.
- Net debt to total capital = Net debt / (Equity + net debt). Net debt = Debt - bank balances, cash and other liquid funds.
- Interest cover = Profit before income tax and interest / (Interest charges + capitalised interest).
- Price / Earnings = Closing share price on the last trading day of the year / Earnings per share.
- Dividend yield = Dividends per share / Closing share price on the last trading day of the year.

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Related documents

[Ten-year summary: CLP Group financial & operating statistics](#)
[Ten-year summary: Scheme of control financial & operating statistics](#)

A SNAPSHOT OF CLP IN 2013

ABOUT THE CLP GROUP

We are an investor and operator in the energy sector of the Asia-Pacific region. For over 100 years, we have powered Hong Kong's dynamic and spectacular growth and we continue to deliver a highly reliable supply of electricity to over 80% of the city's population. Today, our business spans across the Chinese mainland, Australia, India, Southeast Asia and Taiwan. Where we operate, we become part of the social and economic fabric of the local communities, working with them to achieve sustainable growth.

BUSINESS DESCRIPTION



MAJOR EVENTS IN 2013

HONG KONG

CLP has a vertically-integrated regulated business in Hong Kong, which is the core of our operations. We generate, distribute and provide a world-class electricity supply with a reliability rate of 99.999% to 2.4 million customers.

- Continued to deliver world-class reliability, environmental performance and excellent service to our customers
- Concluded the Interim Review under the Scheme of Control Agreement
- Received approval from the Government for the 2014–2018 Development Plan
- Collaborated with China Southern Power Grid Co., Limited (CSG) to each acquire half of ExxonMobil's 60% interest in Castle Peak Power Company Limited (CAPCO); CLP will also purchase ExxonMobil's 51% stake in Hong Kong Pumped Storage Development Company, Limited (PSDC)
- Completed the Hong Kong Branch Line project, a new gas receiving station and Black Point Power Station modifications to receive gas supplies from PetroChina's Second West-East Gas Pipeline

AUSTRALIA

As EnergyAustralia, we operate an integrated energy business serving 2.7 million customers across southeast Australia. Our multi-billion dollar asset portfolio includes coal, gas and wind generation and gas storage facilities.

- Experienced ongoing lower electricity demand and suppressed wholesale prices, which impacted earnings from generation assets
- Reduced the value of Yallourn Power Station and gas-fired assets due to lower sustained demand conditions, high likelihood of the removal of carbon pricing regime and increasing gas prices
- Acquired the Mount Piper and Wallerawang power stations, removing reliance on the relatively high-cost and inflexible GenTrader arrangements
- Saw a drop in residential sales due to higher unit prices, a rise in solar rooftop installations and take-up of energy efficiency programmes
- Stabilised the new billing system and made good progress with rectifying issues related to the implementation of the system

CHINESE MAINLAND

CLP has been in the Chinese mainland power industry since 1985. We are one of the largest external independent power producers with a focus on clean and low-carbon energy including nuclear and renewables.

- Achieved good performance at Fangchenggang Power Station; seeking final approval to build two further units on the same site
- Commissioned our first solar project in the Chinese mainland, Jinchang Solar in Gansu Province, which has been performing well
- Transferred our entire interest in Boxing Biomass to our joint venture partner
- Continued to develop our wholly-owned Laiwu Phase I wind project in Shandong Province on schedule, with commissioning in January 2014
- Discontinued discussions with China General Nuclear Power Corporation (CGNPC) on the acquisition of a 17% shareholding in the Yangjiang Nuclear Power Project

INDIA

CLP has a broad portfolio of power generation that includes coal, gas and renewable energy in India. We are the largest foreign player in the power industry and the biggest wind project developer, whether domestic or foreign.

- Achieved a significant improvement in availability at Jhajjar coal-fired power plant due to improved fuel security and quality
- Continued to explore other sources of reasonably-priced domestic gas as fuel supply issues continued to affect Paguthan Power Plant
- Won a long-running dispute on availability payments at Paguthan after the regulator upheld our claims against our off-taker
- Commissioned three wind projects in Rajasthan and Gujarat and invested in the Jath wind project in Maharashtra
- Signed a "pooled financing" agreement for our wind assets to mitigate project-specific risks, maximise value for investors and fund future growth

SOUTHEAST ASIA AND TAIWAN

We entered the Southeast Asia power market in 1994. Currently, we have interests in Ho-Ping Power Station in Taiwan, the Lopburi solar project in Thailand and are co-developing two coal-fired projects in Vietnam.

- Settled on a tariff reduction scheme for Ho-Ping but continued administrative appeals and litigation against the penalty imposed by the Taiwan Fair Trade Commission
- Completed an additional 8MW expansion to the Lopburi solar project
- Made further headway in developing the Vung Ang II and Vinh Tan III coal-fired projects in Vietnam towards a final investment decision stage



Retail

As one of Australia's largest and most experienced energy retailers, we offer our customers competitive rates and helpful customer service.

A leading energy provider

We service the electricity and gas needs of over 2.6 million households and businesses across south-east Australia.

Our electricity and gas plans

We offer straightforward, competitive electricity and gas plans.

- [Find out more](#)

Our green energy options

We offer a range of accredited GreenPower products, where we purchase renewable energy on behalf of the customer.

- [Find out more](#)

Advice, tools and home services

EnergyAustralia customers have access to a range of complimentary services, which include advice and tools to help our customers better manage their energy consumption.

- [Find out more](#)

Helpful and energetic customer service

We recognise that there's more to meeting customers' energy needs than just providing electricity and gas – it's also about providing a great experience.

'Canstar Blue Most Satisfied Customers' - South Australia Award

Our commitment to customer service is recognised in South Australia through:

- Canstar Blue Most Satisfied Customers, Electricity Provider Award - 2010 and 2012
- Canstar Blue Most Satisfied Customers, Gas Provider Award - 2011

Meeting customers' different energy needs

We recognise that our customers have different energy needs. Our policies help customers who are experiencing hardship, or need assistance in resolving an issue.

Our Standard and Market Retail Contract Terms and Conditions outline the way we engage with our customers, so that our customers know their rights and the level of service they can expect from us.

- [Our customer hardship policy](#)
- [Market Retail Contract terms and conditions](#)
- [Standard Retail Contract terms and conditions](#)

Ready to make the switch to EnergyAustralia?

We're supplying energy to more homes and businesses across the country than ever before.

[Switch now](#)

2012 – Our 5-Minute Annual Report

• Business Description

Hong Kong

- Electricity supplier since 1903.
- We own and operate an electricity supply business.
 - Generation: 6,908 megawatts (MW), representing 100% of generating capacity owned by Castle Peak Power Company Limited and operated by CLP Power
 - Energy Delivery: over 14,200 kilometres (km) of transmission and high voltage distribution lines
 - Customer Service: 2.4 million customer accounts, representing over 80% of Hong Kong's population
- We're regulated under a Scheme of Control (SoC) Agreement.

> Major Events in 2012

- > Continued to deliver world-class reliability, environmental performance and customer service.
- > Held basic tariff levels down with stringent cost management, but rising fuel costs caused an average net tariff increase of 5.9% in 2013.
- > Natural gas from the Second West-East Gas Pipeline arrived in Hong Kong at the end of 2012, a reliable long-term source of gas for Black Point Power Station.
- > Good progress in constructing key infrastructure to receive new gas supplies.

Australia

- As EnergyAustralia, we operate an integrated energy business.
 - We're the largest privately held supplier of electricity to the National Electricity Market, with generation of 2,103MW from our wholly-owned coal and gas-fired power stations, and 3,366MW from long-term hedge and GenTrader contracts
 - We're Australia's third largest energy retailer with 2.8 million customer accounts (gas and electricity), holding a market share of 21% across Eastern Australia
 - We own Victoria's only underground gas storage facility, with long-term gas supply contracts

- > EnergyAustralia focused on the fundamentals of the business, while positioning to provide for the future needs of our customers.
- > We rebranded the business – combining the best of the legacy brands in Victoria and New South Wales (NSW) under the EnergyAustralia brand.
- > We implemented a new billing system for our legacy retail business to provide customers with better billing information and improve our retail capabilities.
- > We delivered strong advocacy positions to ensure that regulatory regimes which impact us balance the needs of all stakeholders.
- > We implemented the carbon price across our business – a massive change to our industry which affected all aspects of our organisation.
- > We responded with resourcefulness to the breach of the Morwell River Diversion at Yallourn in June to minimise disruptions to our operations.

Chinese Mainland

- We have been in the Chinese mainland power industry since 1985.
- We're the largest external investor in the Mainland's power sector, with 5,911 equity MW.
- We have interests in nuclear, pumped storage, coal, hydro, wind, solar and biomass power generation in Guangdong, Beijing, Hebei, Tianjin, Shandong, Shanghai, Shaanxi, Liaoning, Inner Mongolia, Guangxi, Sichuan, Jilin, Yunnan and Gansu.

- > Fangchenggang Power Station performed well. Construction of two further 660MW units on the same site will commence as soon as final approval is granted by the Central Government.
- > We completed the commissioning of Penglai Phase I (48MW) and the construction of Chongming (48MW) wind projects. We commenced construction of Laiwu Phase I (49.5MW) in January 2013.
- > We signed a framework agreement to take a 51% equity interest in the Jinchang Solar Project (100MW) in Gansu Province, our first solar project in China. Construction is targeted to complete in the second quarter of 2013.
- > The PRC Government's comprehensive nuclear safety review confirmed that Daya Bay Nuclear Power Station has adequate guidelines to manage severe accidents.
- > CLP continued to work with China Guangdong Nuclear Power Holding Company, Limited (CGNPC) to obtain approval for the acquisition of a 17% shareholding in the 6 x 1,080MW Yangjiang nuclear project.

India

- We have been in the power business in India since 2002.
- We're one of the largest foreign investors in the Indian power sector with 2,947 equity MW in power projects.
- We're the largest private sector investor in wind energy in India with 972MW of wind projects in operation or under construction.

- > Our 1,320MW coal-fired power plant based on supercritical technology at Jhajjar was commissioned on schedule.
- > Subsequently, the operating and financial performance of the Jhajjar power station has been severely affected by inadequate, irregular and poor quality coal supplies.
- > Our Paguthan gas-fired plant maintained high levels of availability and high standards of technical, safety, health and environmental performance, but securing long-term competitively-priced gas supplies remains a challenge.
- > Our wind energy portfolio increased in size and improved in performance – we added 78MW and another 451MW is under active development or construction.

Southeast Asia and Taiwan

- We have been engaged in the Southeast Asia power business since 1994.
- We have a 20% interest in the 1,320MW Ho-Ping power station in Taiwan and a 33% interest in the 63MW Lopburi solar project in Thailand.
- We're co-developing two coal-fired projects in Vietnam.

- > Ho-Ping achieved additional generation following a major overhaul to one of its two units.
- > We are adding an additional 8MW to the Lopburi solar project.
- > Significant progress was made by CLP and its joint venture partners in the development of the Vung Ang II (1,320MW) and Vinh Tan III (1,980MW) coal-fired projects in Vietnam.

Australia

Retail

EnergyAustralia is one of Australia's three largest energy retailers. We supply gas and electricity to households and businesses across four states and one territory: Victoria, NSW, Queensland, South Australia and the Australian Capital Territory with a total of 2.8 million customer accounts. In NSW and Victoria we hold market shares in excess of 25%, approximately 12% in South Australia and less than 5% in Queensland.

In order to achieve leading customer service and help Australians with efficient energy solutions, EnergyAustralia is working to four key customer-focused objectives. These are to improve our existing services, deepen customer relationships, develop new service and sales channels and build the future business model. All our initiatives in 2012 and those planned for the months ahead are intended to further one or more of these objectives.

In September we launched our new Customer Care and Billing platform. This is easier and more efficient to use than its predecessor and materially improves the quality of retail data used in the business, positioning EnergyAustralia to offer a level of service to our customers which is far superior to that possible under the previous legacy system. The system also provides a platform for a more effective launch of new customer products, such as our "Rate Fix" product which was launched in NSW and provides customers with a fixed price for their electricity for a two-year period. In October, EnergyAustralia launched MyEnergyReport which is designed to help customers to better understand their energy use and to make informed choices about their energy consumption. This marks an important change in the customer relationship. In keeping with the promise at the heart of the EnergyAustralia brand to help Australians with efficient energy solutions, MyEnergyReport is a shift away from simply being a supplier of energy and a move towards partnering with customers to help them to use energy more efficiently.

Retail electricity prices for both mass market and industrial customers in all States were increased on 1 July 2012 as a result of the introduction of a cost of carbon by the Australian Government. Prices in NSW, Queensland and South Australia were also increased at the same time in line with the annual price review process. The corresponding annual process for Victoria results in an increase in retail prices in the State with effect from 1 January each year. Such increases are understandably unwelcome to customers. Combined with the highly competitive retail energy market in Australia, such increases reinforce the need for EnergyAustralia to enhance customer service, whilst controlling cost, in order to retain existing customers and to attract new ones. We defended our market position well in 2012. Our churn out rate, which measures customers switching from one energy retailer to another, was 22.4%, below the industry average of 25.4% in Victoria. At 18.5% we were only marginally above the market churn of 18.3% in NSW despite the aggressive push for market share in the electricity market by non-incumbent retailers.

In Australia, Smart Meters are reaching critical mass in the state of Victoria and being considered in other states. There's been a lot of discussion about the value of Smart Meters to consumers and the opportunity to help consumers use energy more wisely, by using the information that the Smart Meter provides. How is EnergyAustralia planning to use Smart Meter data to strengthen the relationship with its customers? How does EnergyAustralia's strategy reflect the experience of other markets like the European Union and U.S., which have been dealing with Smart Meters for some time?

Smart Meters provide the potential for customers to understand their energy usage at very granular levels. In Victoria customers with Smart Meters will be able to see their usage for every half hour. However, few of us will want to see all 17,520 half hour reads each year. As a leading energy retailer one of our tasks is to present this data to customers in ways which enable them to understand and act on it, whether this be via a web portal such as MyEnergyReport or via a printed home energy report. The half hour data also allows us to develop pricing structures more closely aligned to our customers usage so that customers who use a lot of off-peak energy get the benefit of this. Coupled with flexible pricing and an appropriate feedback technology, Smart Meters provide significant potential for us to put customers in control of their energy usage.



Mr. Nadeem Sheikh
Managing Director, Asia Pacific
Opower



Richard McIndoe
Managing Director - EnergyAustralia



The new EnergyAustralia FAQs

Why TRUenergy has changed its name to EnergyAustralia

In 2011, TRUenergy bought EnergyAustralia – one of the largest energy retailers in New South Wales – from the NSW Government.

Our move to a single brand will better reflect our national business and will also allow us to achieve better cost efficiencies.

How will this name change affect me?

Although we've changed our name, your current contract supply arrangements, including any discounts or benefits, will continue as normal.

Why did TRUenergy purchase these energy assets?

The purchase of EnergyAustralia made TRUenergy one of Australia's largest energy providers.

The combination of the gentrader electricity supply contract, power station development sites and the former EnergyAustralia retail customer base ensures that the company can continue to offer a broad range of competitive energy products and plans.

When will this name change take effect?

TRUenergy officially changed its name to EnergyAustralia on 8 October 2012. You may have seen the new brand in use before this date.

Was this name change the reason for my electricity and gas price increase?

No, the most recent price increase on 1 July 2012 was largely due to increased network costs and the introduction of the carbon price.

Any price increases will continue to be subject to regulatory requirements and you will be notified prior to any changes taking place.

You will still continue to receive competitive products and plans under our EnergyAustralia brand.

What energy assets did TRUenergy purchase from the NSW Government?

TRUenergy acquired EnergyAustralia's retail business, the Delta Western GenTrader bundle for the Mount Piper (1400MW) and Wallerawang (1000MW) coal-fired power stations, plus three power station development sites for a total of \$2.035 billion.



Green energy

Show your support for Australia's renewable energy industry by adding green energy to your account.

Power to your business and the environment

With EnergyAustralia's PureEnergy options, you can match the energy your business uses with energy from government accredited renewable sources (such as solar, wind, hydro and biomass).



What is GreenPower?

Currently, most of Australia's electricity comes from generators that burn coal. Only about nine per cent comes from renewable sources (electricity that produces no net greenhouse gas emissions).

GreenPower is Australia's independent government authority helping the nation transition to renewable energy above and beyond legislated targets.

GreenPower audits and accredits GreenPower suppliers and generators to ensure the renewable electricity you buy through EnergyAustralia meets strict environmental standards.

What happens when I add GreenPower?

The percentage of GreenPower you choose – whether it's 10, 25 or 100 per cent of your electricity consumption – is matched with energy from GreenPower-accredited renewable sources.

If you're an existing EnergyAustralia customer, you can choose the amount of accredited green energy you'd like EnergyAustralia to buy on your behalf.

Contribute to a healthy environment

When your business signs up to a PureEnergy option that matches 10 per cent or more of its energy consumption from GreenPower accredited renewable sources, you'll be able to use the GreenPower logo in your branding.

Everything else stays the same

Your electricity supply doesn't change when you switch to GreenPower – you still get the same reliability of supply with the added assurance that you're doing your bit for the environment.

Ready to do your bit?

If you're an existing customer, you can add one of our PureEnergy green energy options to your account today.

[Explore your options](#)



**Our best offer online excludes staff and existing customer offers, limited corporate and partner offers*

An initiative that helps you save energy and money.



Register

Access the eWise portal to find out what you can save and how. Track your household energy consumption and see how it compares to nearby homes that are similar in size, type and features. See how your home's energy usage changes over time and across seasons and check out specific energy and cost-saving tips for your home.

[What is the eWise portal?](#)

[Are you eligible?](#)

[Already registered? Sign in.](#)

[Completed eWise free electricity competition](#)



Sign in to the eWise portal

View your energy usage, compare it to others and see how you can save on bills.

[Sign in](#)



FAQs

Find answers to commonly asked questions about the eWise portal.

[I want to know more](#)



Energy saving & safety

Ideas to reduce your energy usage and ways to make sure you stay safe in your home.

[Find out more](#)




eWise tips by CSIRO

Do you know the small changes you can make around your home to reduce energy wastage? Dr Glenn Platt from CSIRO provides our customers with some handy tips on how to save money.

[See ways you could save](#)

market levels. These pressures are particularly acute for CLP as we and our customers are shouldering about 90% of the territory-wide responsibility under the tighter emission caps.

CLP's key commitment is to make every effort to mitigate the impact of this tremendous challenge. At the same time, we will continue to care for the community by implementing a range of programmes to help our customers save energy and reduce their bills. To enhance information transparency and enable our customers to better understand the costs of fuels required to generate the electricity they need, we have been publishing data on [energy costs](#) for electricity generation and [electricity sales](#) each month on CLP's website. 

We take no pleasure from having to pass on increases of any kind, but as a commercially and socially responsible company, we must act in a way that will enable us to continue the kind of safe and reliable service to our customers in a sustainable manner that is, frankly, the envy of other places around the world. It is worth repeating that the 99.999% reliability of our services in Hong Kong is one of the highest in the world. At the same time, our tariffs are among the lowest when compared to major cities such as Sydney, London and New York. I believe our customers expect and deserve nothing less.

Fuel Mix Consultation

In Hong Kong, our current balanced fuel mix of gas, coal and nuclear has served our society extremely well, providing a remarkably reliable electricity supply and giving CLP the flexibility to change our actual fuel mix year by year to optimise fuel costs and help manage tariffs. The Government is expected to launch a public consultation on the fuel mix to be used for future electricity generation in the first half of 2014. Great care and detailed planning are needed if this balanced portfolio of energy sources is to be changed significantly, so as to ensure that reliability can be maintained. On our part, CLP will provide information on the options available to help our community determine an appropriate policy, as we have pledged in our Energy Vision. After the Government and the community decide what the most appropriate future fuel mix for Hong Kong is, we will support the direction adopted and continue to deliver a reliable supply of electricity to our customers.

Australia

In 2013, the performance of EnergyAustralia continued to be affected by the decrease in wholesale electricity prices, continuing high levels of competition in energy retailing and extra costs associated with the implementation of the new Customer First (C1) billing and customer care system.

In the retail market, there has been a pronounced decline in electricity demand caused by rising prices, higher network costs, government renewable and energy efficiency programmes, growing popularity of rooftop solar photovoltaic systems and energy efficiency savings. The situation has not been helped by keen price competition amongst retailers. Business demand, meanwhile, has been hindered by a slowing manufacturing environment, in part due to rising energy costs, a high value Australian dollar and a slowing global economy.

2020 VISION

In 2009, the Board set out a "2020 Vision" of CLP as a diversified electricity company which:



maintains its base and core operating business in Hong Kong;



holds a significant stake in a leading listed Australian energy supplier;



is the controlling shareholder of a listed energy company in India and Southeast Asia;



has a significant, but minority, stake in nuclear energy in Southern China;



invests in and operates, if available, transmission and distribution assets in India and in the Chinese mainland;



has largely exited minority positions in conventional coal-fired generation in the Mainland; and



is one of Asia's largest investors in clean and renewable energy.

Note: CLP remains on track towards this "2020 Vision", other than for the aspiration to become a controlling shareholder of a listed energy company in Southeast Asia due to capital constraints, the lack of opportunities for private sector participants and the availability of investments elsewhere.

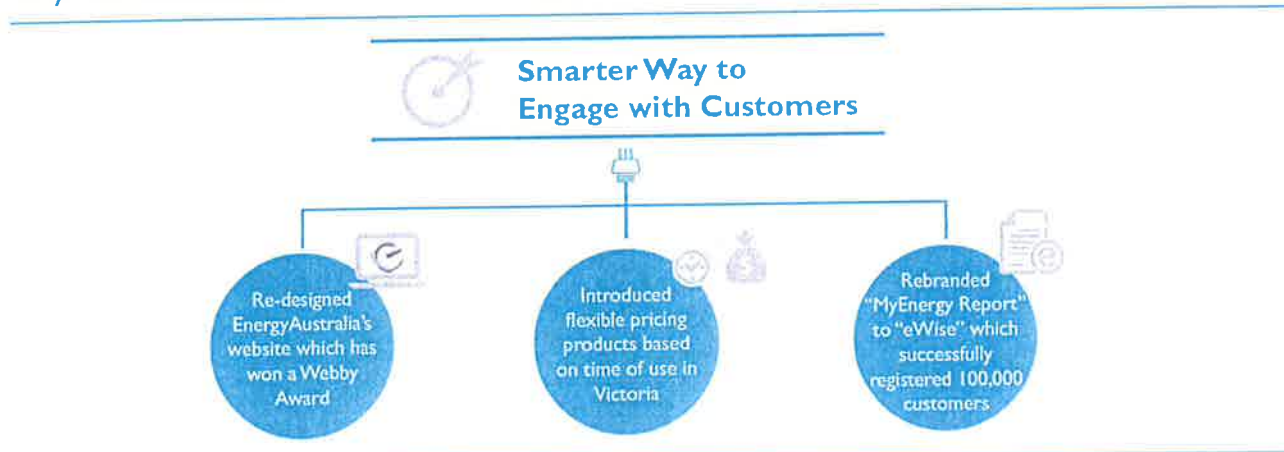
following a series of successful improvements in the second half of 2013. Registration backlogs of greater than 90 days have been reduced from 160,000 in February 2013 to 16,500 in December 2013 and the number of active unbilled accounts over 30 days has improved from around 100,000 at the beginning of the year to 18,000 at year-end.

The EnergyAustralia Integration Programme (EAIP), designed to smooth the integration of the EnergyAustralia customer base serviced by Ausgrid, is heavily dependent on the successful functioning of C1. With progress on stabilising C1, EAIP is planned for completion towards the end of 2014.

Churn rates within EnergyAustralia's two main retail markets remained high. In Victoria, EnergyAustralia's churn rate was 27.6% whereas the industry rate was 28.6%, while in NSW, EnergyAustralia's churn rate was 17.9% compared with the industry's 17.8%. Nonetheless aggressive competition and price discounting occurred throughout 2013, resulting in a decline of 4% in EnergyAustralia's customer accounts compared to 2012.

In response to customer feedback, EnergyAustralia ceased door knocking as a sales channel from 31 March 2013. EnergyAustralia's two main competitors followed suit and industry churn levels have slowed following these changes, most notably in NSW.

Key Achievements in Customer Engagement



Environmental Performance

Yallourn Flood

As mentioned previously, the Morwell River Diversion work at Yallourn coal mine was completed in late 2013. However, the reconstruction phase did encounter some environmental challenges in 2013. A flood on 14 June 2013 resulted in floodwaters exceeding the capacity of the diversion repair bypass pipeline system, diverting into the Yallourn mine. The incident incurred no damage to the diversion repair works and the Environment Protection Agency subsequently issued an emergency discharge approval to allow dewatering of the mine by direct discharge to the Latrobe River.

Biodiversity

Australia has the most advanced conservation policies among the countries CLP operates in. While EnergyAustralia's existing operational sites are not located on or near high value biodiversity areas, given the nature of power generation and associated resource extraction operations, land disturbance is an unavoidable consequence of many of our activities. In order to manage this situation, EnergyAustralia has developed a roadmap to outline how to assess, identify gaps, incorporate stakeholder priorities and develop a biodiversity management plan. The Biodiversity Register is the first step in assessing the impact of our sites on species and habitats and we have completed the register for all our operational facilities in EnergyAustralia.



Generation & assets

EnergyAustralia owns and operates a portfolio of energy generation and storage facilities, including coal and gas assets.

Yallourn Power Station



A major energy source, Yallourn Power Station supplies around 22 percent of Victoria's electricity. The power station sources its brown coal from its own mine – Australia's second largest open cut mine. Yallourn actively supports the local Latrobe Valley community through partnerships and sponsorships.

- [Find out more about the Yallourn Power Station](#)

Tallawarra Power Station



Based in New South Wales, Tallawarra is one of the most thermally efficient power stations in Australia. Tallawarra is committed to sustainable environmental practices and a safe and healthy working environment. The local community is supported through partnerships and sponsorships.

- [Find out more about the Tallawarra Power Station](#)

Hallett Power Station



Hallett's 12 highly flexible gas-turbine generators provide approximately five percent of South Australia's power needs during peak periods. Natural gas from the Moomba pipeline is used to power the 12 turbine units.

- [Find out more about the Hallett Power Station](#)

Iona Gas Plant



Based in south-west Victoria, Iona processes gas from offshore gas fields and stores it in reservoirs for retail and wholesale customers. Gas from the reservoirs is withdrawn from storage during periods of high demand such as winter and to support gas-fired peak power generation.

- [Find out more about the Iona Gas Plant](#)

Pine Dale Mine

The Pine Dale coal mine is located approximately 17 kilometres north-west of Lithgow and 5km north of Wallerawang in New South Wales. The Pine Dale coal mine produces approximately 350,000 tonnes per year for Delta Electricity's Mt Piper power station.

- [Find out more about Pine Dale Mine](#)

Waterloo Wind Farm



Located along a windy rocky ridge in South Australia, Waterloo's 37 turbines generate [clean energy](#) to supply power to a number of homes in the state. The Waterloo 2 project proposes to add six more turbines to Waterloo Wind Farm to supply enough renewable energy to power a further 7,516 households a year.

- [Find out more about Waterloo Wind Farm](#)

Cathedral Rocks Wind Farm



Cathedral Rocks' 33 turbines generate clean energy from a remote coastal area in South Australia. The wind farm has received GreenPower accreditation, a program endorsed by Australian state governments.

- [Find out more about Cathedral Rocks Wind Farm](#)

Mt Piper Power Station

Mt Piper Power Station is located 25 km west of Lithgow, and 5 km east of Portland in the Central West region of New South Wales. The Wallerawang Power Station is located 10 kilometres away and also is owned and operated by EnergyAustralia NSW. The Mt Piper Power Station has been operating two 700 megawatt generating units since 1993.

- [Find out more about Mt Piper Power Station](#)

Wallerawang Power Station

The Wallerawang Power Station resides in a valley approximately 160 km west of Sydney and 15 km west of Lithgow. Consisting of two 500 megawatt units and owned by EnergyAustralia NSW, this power station has been in operation for more than 50 years.

- [Find out more about Wallerawang Power Station](#)

Our proposed projects

We're also working on a number of new energy generation projects, such as wind farms and clean gas-fired energy.

[Our proposed projects](#)



EnergyAustralia acquires Mt Piper and Wallerawang power stations

July 25, 2013

EnergyAustralia today announced that it has entered a Sale and Purchase agreement with the State of NSW and Delta Electricity for the acquisition of the Mt Piper (1400MW) and Wallerawang (1000MW) power stations and associated infrastructure, for a net cash consideration of A\$160 million.

The purchase of the [Mt Piper and Wallerawang power stations](#) reinforces EnergyAustralia's position as one of Australia's largest integrated energy business, Managing Director Richard McIndoe said.

Mr McIndoe said the purchase of the two power stations would enable EnergyAustralia to operate the plants more flexibly to meet customer needs at the same time as relieving the company of high fixed costs it currently incurs under the Delta Western GenTrader Agreements (GTA's) which it entered into with the NSW State-owned generator, Delta Electricity, in 2011.

"The GenTrader Agreements gave EnergyAustralia the right to trade the output from the Mt Piper and Wallerawang power stations, necessary at that time to maintain a balanced market position with the related acquisition of a significant customer base," Mr McIndoe said.

"Consistent with our focus on expenses across our business, moving from a GTA to direct ownership has a number of financial advantages for EnergyAustralia.

"We will be released from high cost fixed contract commitments we currently incur under the GTAs and will gain unrestricted access to the full 2400MW capacity of the plants.

"We will then be able to run these assets in the way we manage our entire portfolio – flexibly managing capital and operating expenditure in keeping with market performance and business priorities," Mr McIndoe said.

Under the Sale and Purchase agreement EnergyAustralia will pay Delta Electricity a net cash consideration of \$160 million which will be funded at completion by existing financing facilities. The total purchase price includes a further \$315 million representing the balance of prepaid capacity charges on deposit with the NSW Government as part of the original Delta Western GenTrader Agreements.

Mr McIndoe said EnergyAustralia would work to optimise the power station's operating and capital expenditure strategies once the sale transaction was completed.

"The Mt Piper and Wallerawang power stations have different characteristics and the consideration for both the GTA and purchase arrangements reflects a blend of the economics and performance of both power stations," he said.

Mt Piper is one of the newest and most efficient black-coal fired power stations in NSW, while Wallerawang has comparatively lower levels of efficiency and higher fixed costs.

Delta West employees transferring to EnergyAustralia will do so on current terms and conditions and with a number of important guarantees and benefits, consistent with other State asset sales.

"I look forward to welcoming Delta Western employees to our business," Mr McIndoe said.

"We also understand that we are purchasing two power stations that operate in communities within the City of Lithgow council area. A key priority for us is to build partnerships across the community."

The targeted completion date for the Acquisitions is 2 September 2013.

EnergyAustralia's acquisition is not conditional on approvals or clearances from the Australian Competition & Consumer Commission or the Foreign Investment Review Board of Australia.

TRUenergy is now operating as EnergyAustralia
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Connect with us.



Projects

We're working on a number of energy generation projects to find new ways to meet energy market demand.



Mallee Solar Park

If built, Mallee solar park will be capable of generating emissions-free electricity that provides Victorian homes with clean energy for more than 20 years.

- [Find out more](#)

Marulan Power Station

To be built in the New South Wales Southern Tablelands region near Marulan, this gas-fired power station is expected to have a capacity of 700 MW.

- [Find out more](#)

Stony Gap Wind Farm

To be based in South Australia, this proposed wind farm could produce up to 123MW and save approximately 395,000 tonnes of greenhouse gas emissions each year.

- [Find out more](#)

Tallawarra Lands

EnergyAustralia's proposal for the development of Tallawarra Lands aims to provide positive environmental, employment and social outcomes for the Illawarra area.

- [Find out more](#)

Waterloo Stage 2

This project proposes to add six more turbines to Waterloo Wind Farm to supply enough green energy to power a further 7,516 households a year.

- [Find out more](#)

Mt Piper and Wallerawang Power Stations

After acquiring the [Mt Piper and Wallerawang Power Stations](#) from Delta Electricity in September 2013, EnergyAustralia is now responsible for the development of a number of projects in the Lithgow region of central NSW. These projects aim to provide sustainable development to the area and these power stations.

- [Find out more](#)

Our assets

EnergyAustralia owns and operates a portfolio of energy generation and storage facilities.

- [Find out more](#)

TRUenergy is now operating as EnergyAustralia

About Us

Areas we service

Community

Need Help?

Are you finding it difficult to find what you're looking for?

Ask a question, type here

All about us

Keeping Energy Simple

Since 2005, Simply Energy has been providing electricity and gas to residential homes and businesses.

Today, Simply Energy is one of Australia's largest energy suppliers, servicing more than 400,000 gas and electricity accounts.

At the heart of our business is a very simple but compelling premise: to deliver to our customers what they want – a clear and simple way to power their lives and businesses.

We provide our customers with friendly, award-winning personal service, clear, competitive discounts and great rewards. We don't confuse our customers with jargon in our bills and contracts, nor when they phone us.

Simply Energy is an important part of International Power PLC, a wholly-owned subsidiary of GDF SUEZ - a world leader in independent power generation.

With our great discounts on electricity and gas, and our award winning service, why wouldn't you simply switch?

 **Switch to us today**

Residential

Current promotions
Plan types
Switch to us
Moving house
Concessions
Billing & payment
Solar Power

Business

Current Offers
Plan types
Switch to us
Plan Information
Enquiries
Billing and payment

Commercial

How to read your bill
Energy efficiency
Request Forms
Metering
Price fact sheets

Resources

How to read your bill
Energy efficiency
Request Forms
Metering
Price fact sheets
Hardship policy
Gas awareness
Codes and guidelines
Market contracts
Media centre
Life support
Energy assured limited
Carbon

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Dispute resolution
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Areas we service

Simply Energy currently provide electricity and gas services to areas and tariff types shown in the tables below

Need Help?

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Ask a question, type here

ELECTRICITY

STATE	RESIDENTIAL	BUSINESS	COMMERCIAL
Victoria			
South Australia			
Queensland	*		
New South Wales	*	*	

Gas

STATE	RESIDENTIAL	BUSINESS	COMMERCIAL
Victoria			
South Australia			
Queensland			
New South Wales			

*Limited Distribution Zones

USEFUL INFORMATION

Networks:

Did you know that there are actually 5 different Electricity Networks (distributors) in Victoria?

- Jemena
- United Energy
- Citipower
- Powercor
- SP AusNet

Electricity rates vary depending on which network your house or business is located in.

South Australia only has one Electricity Network (distributor), and it's called ETSA Utilities.

Government and Regulatory Information:

National Energy Consumer Framework (NECF)

- In July 2012, all of the state based regulatory frameworks for the retail energy market and energy distribution sector become a single set of national rules.

Australian Energy Market Commission (AEMC)

• The national independent body who make rules for the Australian Energy Market (AEM).

Energy and Water Ombudsman Victoria (EWOV)

Freecall: 1800 500 509
 Freefax: 1800 500 549
 Interpreter: 131 450
 NRS: 133 677
 Email: ewovinfo@ewov.com.au

*Before you contact the Energy and Water Ombudsman of Victoria (EWOV), you must first log your complaint with your retailer.

Energy Industry Ombudsman of South Australia (EIOSA)

Freecall: 1800 665 565
 Freefax: 1800 665 165
 Interpreter: 131 450
 NRS: 133 677
 Email: contact@eiosa.com.au

*Before you contact the Energy Industry Ombudsman of South Australia (EIOSA), you must first log your complaint with your retailer.

Energy and Water Ombudsman of NSW (EIOSA)

Freecall: 1800 246 545
 Freefax: 1800 612 291
 Interpreter: 131 450
 NRS: 133 677
 Email: omb@ewon.com.au

*Before you contact the Energy and Water Ombudsman of NSW (EIOSA), you must first log your complaint with your retailer.

Independent Pricing and Regulatory Tribunal (NSW)

Visit www.ipart.nsw.gov.au

Energy & Water Ombudsman Queensland (EWOQ)

Freecall: 1800 662 837
 Fax: (07) 3227 7068
 Interpreter: 131 450
 NRS: 133 677
 Email: info@ewoq.com.au

*Before you contact the Energy & Water Ombudsman of Queensland (EWOQ), you must first log your complaint with your retailer.

Residential

Current promotions
 Plan types
 Switch to us
 Moving house
 Concessions
 Billing & payment
 Solar Power

Business

Current Offers
 Plan types
 Switch to us
 Plan Information
 Enquiries
 Billing and payment

Commercial

How to read your bill
 Energy efficiency
 Request Forms
 Metering
 Price fact sheets

Resources

How to read your bill
 Energy efficiency
 Request Forms
 Metering
 Price fact sheets
 Hardship policy
 Gas awareness
 Codes and guidelines
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CAREERS

ASSETS

MANAGEMENT

EQUAL OPPORTUNITY

HAZELWOOD

TRADING ACTIVITY

HEALTH & SAFETY

LOY YANG B POWER STATION

GDF SUEZ GROUP

LATEST VACANCIES

KWINANA COGENERATION PLANT

CORPORATE SOCIAL
RESPONSIBILITY

PELICAN POINT POWER STATION

LOCATION MAP

SYNERGEN PEAKING UNITS

CANUNDA WIND FARM

Search

Assets

Assets in Operation	Fuel Type	Gross Capacity Power MW
Hazelwood	Coal	1,542
Loy Yang B Power Station	Coal	953
Kwinana Cogeneration Plant	Gas (CCGT)	122
Pelican Point Power Station	Gas (CCGT)	479
Synergen Peaking Units	Gas/Distillate	396
Canunda Wind Farm	Wind/Renewable	46
Total in operation	N/A	3,538



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- [Snowy Hydro](#)
- [Energy Industry](#)
- [Energy Assured Limited](#)
- [National Energy Customer Framework \(NECF\)](#)

We're Living Energy

Red Energy came in to the market in 2004 to shake things up and we've been doing a good job of it ever since. We're all about providing you and your community with something better. Unusual for an [energy provider](#), we know. But we're not your normal energy company. We're completely owned by Snowy Hydro for starters, so we're 100% Australian.

That's why our Customer Solutions Team is based right here in Australia. So when you call, you'll always be answered by a friendly voice and you'll have that same person help you from the beginning to the end of your call. That's how we like our service - personal, simple and easy.

Living energy is being small enough to really look after you, but big enough to give you the most affordable energy. We are based in Melbourne and employ over 500 people. Initially we supplied electricity to Victorian households but have since expanded into South Australia and New South Wales. We also supply Gas in Victoria.

For customers in Victoria and South Australia we promise that for every unit of electricity bought from Red Energy Snowy Hydro Limited will match by generating one unit of electricity from a renewable source.

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- [Snowy Mountains Scheme](#)
- [The History](#)
- [The People](#)
- [The Engineering](#)
- [How the Scheme Works](#)
- [Engineering Facts](#)
- [Power Stations](#)
- [Dams](#)
- [Tunnels](#)
- [Pumping Stations](#)
- [Mini Hydro Developments](#)
 - [Tumut 3 Micro Hydro Generators](#)
 - [Jindabyne Dam Mini Hydro Power Station](#)
 - [Jounama Small Hydro Power Station](#)
- [Scheme Modernisation Project](#)
- [Gas](#)
 - [Laverton North](#)
 - [Laverton North Bushfire Mitigation Plan](#)
 - [Valley Power](#)
 - [Valley Power Bushfire Mitigation Plan](#)
 - [Bannaby Power Project](#)

Energy

Snowy Hydro's electricity generation portfolio includes both hydro electric power generation via the Snowy Mountains Scheme and power generation from our Latrobe Valley and Laverton gas fired power stations.

The combined portfolio ensures Snowy Hydro is able to meet the needs of its customers in the National Electricity Market and significantly enhance our total generation capacity to over 4500MW.

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For customers in Victoria and South Australia we promise that for every unit of electricity bought from Red Energy Snowy Hydro Limited will match by generating one unit of electricity from a renewable source.

- © Red Energy Pty Ltd 2014

interconnected five-State power system. Snowy Hydro will work with transmission asset owners and regulators to implement incentive regimes to ensure that the operations of the transmission assets remain consistent with Snowy Hydro's market and system-support activities.

3.4 Snowy Hydro's Energy Retail Operations

Snowy Hydro has a growing electricity retailing business located in Victoria, trading as Red Energy. The majority of Red's accounts are in Victoria, comprising both gas and electricity products, together with small customer bases in South Australia and NSW where only electricity products are offered. Red Energy also has retail licences for the Australian Capital Territory and Queensland, however is not currently active in those States.

3.5 Snowy Hydro's Obligations Under the *Snowy Water Licence*

An Annual Water Operating Plan, approved by the NSW Water Administration Ministerial Corporation, defines Snowy Hydro's water release obligations for each water year.

4. RETURNS TO SHAREHOLDERS

4.1 Dividends and Dividend Policy

Snowy Hydro's dividend policy is to distribute surplus cash, twice annually, but only after considering the business outlook, capital expenditure commitments, growth opportunities and the need to maintain a strong investment grade credit rating thus making allowances for the investment necessary to maintain the business assets and enable the company to remain competitive in the market place.

For planning purposes, it is considered that a dividend payout ratio to a five year average of 70 per cent or more of NPAT is a suitable dividend payment target. Three year forward forecasts will be provided annually to shareholders on a "best endeavours" basis. Such forecasts will be reviewed bi-annually. In each financial year, the Board will inform shareholders of the proposed dividend payment and payout ratio.

Actual dividend payments are approved by the Board having regard to the financial parameters noted above, and after consultation with shareholders. It is acknowledged that shareholders have a preference for dividends over capital growth while noting that the shareholders' key priorities are to maintain:

- (1) the long-term viability of the business;
- (2) a stable and reliable dividend stream;
- (3) a stable investment-grade credit rating; and
- (4) the Company's competitive position in the market place.

Accordingly, the Board will consider the medium-term business and credit rating outlook and provide for increased dividends if no suitable future growth opportunities or operational risks are identified.

It is noted that this policy needs to reflect the fact that, unlike a listed entity, Snowy Hydro cannot obtain new equity should an unexpected or unplanned opportunity arise, or in the



About Us

We believe in the power of natural thinking.

Since our first hydropower development almost a century ago, Hydro Tasmania has been a leader in renewable energy development and is Australia's largest producer of renewable energy.

Today, we use a combination of water and wind power to harness natural energy that we sell on the national grid.

Our company also owns Momentum Energy, our electricity retailer that specialises in providing quality products and services to customers in Australia. Our international consulting business, Entura offers expert power engineering, renewable energy, water and environmental solutions locally, nationally and internationally.

Hydro Tasmania at a glance

- › Hydro Tasmania is Australia's leading renewable energy business. We generate hydropower and wind power in Tasmania and trade electricity and energy-related environmental products (such as Renewable Energy Certificates) in the Australian market.
- › Hydro Tasmania is the largest water manager in Australia.
- › We own and operate an advance hybrid power system on King Island. It uses wind, solar, diesel and innovative energy enabling technologies to maximise renewable energy use. It's a good example of innovative use of combined renewable technologies.
- › Hydro Tasmania is also involved in several joint ventures.
- › We're owned by the Government of Tasmania and currently employ over 1100 people. We have assets worth around \$5 billion.

entura | The power of natural thinking
Hydro Tasmania (http://www.entura.com.au)

Our consulting business, Entura delivers clever solutions in water and energy to clients locally, nationally and internationally.

www.entura.com.au (http://www.entura.com.au)

momentum
The power of natural thinking
Hydro Tasmania (http://www.momentum.com.au)

Our electricity retailer, Momentum Energy, is a leading supplier of electricity solutions to business customers and residential markets across Australia, providing competitive rates and quality sustainable products and services.

www.momentum.com.au (http://www.momentum.com.au)

As of June 2011 Hydro Tasmania and CLP's joint venture - Roaring 40s - was brought to a close - find out more in the media release (<http://www.hydro.com.au/about-us/news/2011-04/agreement-end-roaring-40s-joint-venture>) .



Added value through business relationships

In September 2009 Hydro Tasmania, Australia's largest generator of renewable energy, took full ownership of Momentum Energy. This has given Momentum an opportunity to offer a whole network of energy experts and consulting services to our customers, through our parent company Hydro Tasmania, and our sister company, Entura.



Hydro Tasmania

Since their first hydropower development almost a century ago, Hydro Tasmania has been a leader in renewable energy development and is Australia's largest producer of renewable energy. Today, a combination of water and wind power is used to harness natural energy.

Hydro Tasmania at a glance

- Hydro Tasmania is Australia's leading renewable energy business. We generate hydropower in Tasmania and trade electricity and energy-related environmental products (such as Renewable Energy Certificates) in the Australian market.
- Hydro Tasmania is the largest water manager in Australia.
- We own and operate King Island's Huxley Hill wind farm and two diesel power stations on Bass Strait Islands. They're good examples of innovative use of combined renewable technologies.
- We're owned by the Government of Tasmania and currently employ over 800 people. We have assets worth around \$4.8 billion.

Find out more, including codes and policies for the greater Hydro group at www.hydro.com.au

Entura

Our consulting arm, Entura, is one of Australia's most experienced energy and water consultants. They provide expert services across the Asia-Pacific region in the areas of renewable energy, power engineering, hydro power, water infrastructure, water management and environmental management.

Find out more at www.entura.com.au

See the video below showing how hydropower assets need to be maintained. Hydro Tasmania undertook a major project to replace Catagunya dam's anchors with new world class ones in 2009.



Energy Prices Energy Price Fact Sheets

Here are Momentum Energy's base rates for Victoria, New South Wales and South Australia. Rates don't tell the full story so look out for offers that may include percentage off, clean energy, merchandise giveaways, and more.

For the best deal and personalised quote call us on **1800 SWITCH** or get a quote and switch online now.



State	Product	Customer	Contract Period (Months)	Download Price Sheets
VIC	SmilePower	Small-Medium Business	12, 24, 36	349KB PDF
	SmilePower	Residential	12, 24, 36	360KB PDF
	Standing Offer	Small-Medium Business	No contract term	308KB PDF
	Standing Offer	Residential	No contract term	312KB PDF
	Flexible Pricing	Residential	12, 24, 36	305KB PDF
	SmilePower	Small-Medium Business	12, 24, 36	395KB PDF
NSW	SmilePower	Residential	12, 24, 36	315KB PDF
	Standing Offer	Small-Medium Business	No contract term	301KB PDF
	Standing Offer	Residential	No contract term	267KB PDF
	SmilePower	Small-Medium Business	12, 24, 36	119KB PDF
	SmilePower	Residential	12, 24, 36	52KB PDF
	SmilePower Flexi - No Exit Fee	Small-Medium Business	No contract term	109KB PDF
SA	SmilePower Flexi - No Exit Fee	Residential	No contract term	83KB PDF
	Standing Offer	Small-Medium Business	No contract term	109KB PDF
	Standing Offer	Residential	No contract term	84KB PDF

Statement of Corporate Intent

Company overview

Aurora Energy is a state-owned company established in 1998 under the *Electricity Companies Act 1997*. Aurora's two Shareholders are the Minister for Energy and Resources and the Treasurer.

Aurora's constitution provides that its primary purpose is to undertake the following activities:

- the distribution of electricity
- the retailing of electricity
- activities related to or associated with the distribution or retailing of electricity
- any other activity which the Shareholders may, by special resolution, approve.

The Shareholders have approved:

- company activities in the distribution and retailing of gas and telecommunications services
- the Aurora subsidiary EziKey Group Pty Ltd being used to commercialise the neutral detection technology
- company activities in wholesaling gas and contracts to sell gas to wholesale customers.

The principal objectives of the company as outlined in the *Electricity Companies Act 1997* and the *Constitution's Memorandum of Association* are:

- to operate its activities in accordance with sound commercial practice
- to maximise its sustainable return to its Shareholders.

Aurora pays dividends to the Shareholders that are used by the Government for the benefit of the Tasmanian community.

Aurora's activities

In May 2012, the Government announced a series of major reforms to the electricity supply industry – *Energy for the Future* – that impact significantly on the activities undertaken by Aurora during 2013-14. These include:

- (a) the transfer of AETV to Hydro Tasmania, including the operation of the Tamar Valley Power Station, the mainland gas contracts and Aurora's retail business on mainland Australia from 1 June 2013
- (b) the introduction of full retail contestability (FRC) and the divestment of Aurora's retail customer base by 1 January 2014
- (c) the integration of Aurora's distribution activities and Transend's transmission business by 30 June 2014.

Aurora currently owns and maintains the poles and wires that deliver electricity to Tasmanians living across an area of approximately 67,800 square kilometres. Aurora's core distribution assets include approximately 15,000 km of overhead high-voltage lines; 5,000 km of overhead low-voltage lines; 2,170 km of high and low voltage underground cables; 30,000 ground and pole-mounted substations and almost 222,000 poles. Aurora also owns about 46,000 streetlights and maintains them on behalf of local councils.

The above assets will be merged with the network assets of Transend on 30 June 2014 to form a new merged network business.

Aurora has a separate business function focused on wholesale telecommunications that includes supporting the roll-out of the National Broadband Network in Tasmania. This function will also

transfer to the new distribution and transmission company on 30 June 2014.

In addition, it is proposed that transitional retail services will be provided to the retailers that purchase Aurora's customers under a Transitional Services Agreement (TSA) that will operate from within Aurora initially, and then from within the new merged network business after 1 July 2014, and those services will be provided for at least 12 months following the conclusion of the sale process.

Shareholders' Statement of Expectations

In August 2012, the Shareholder Ministers provided Aurora with an updated *Statement of Expectations* that reflected the Government's new governance principles for government businesses and the electricity industry reforms. Given the potential conflict between Aurora's focus on its commercial operations and the Government's portfolio approach to address reform issues within the electricity supply industry, the Statement clearly detailed the Government's expectations in the reform area.

In particular, Aurora is expected to:

- work cooperatively with the Government in implementing the integrated package of reforms
- operate in a business-as-usual manner and not embark on any specific projects that may be inconsistent with the Government's reform objectives
- cooperate with any project team established to progress the reforms
- comply with all requests for information by the project team

Statement of Corporate Intent

Hydro Tasmania operates under the *Government Business Enterprises (GBE) Act 1995* and the *Hydro-Electric Corporation Act 1995*. The GBE Act sets out a requirement for Hydro Tasmania to write a 'Statement of Corporate Intent' each year, which is included in both the Corporate Plan (a document that details our strategy to the Tasmanian Government) and the Annual Report. The Statement of Corporate Intent provides a summary of our strategy for our ultimate owners, the people of Tasmania.

Hydro Tasmania is the trading name of the Hydro-Electric Corporation, an integrated energy business owned by the State of Tasmania. The Honourable Bryan Green MP, Minister for Energy and Resources, has portfolio responsibility for Hydro Tasmania.

Our business

Hydro Tasmania's vision is to be Australia's leading clean energy business, inspiring pride and building value for our owners, our customers and our people. This vision is reflected in our operation as an integrated energy business across the national electricity and gas markets, to enhance the value of the business and returns to the State of Tasmania.

Hydro Tasmania's strategy has been developed to achieve the purpose and objectives set out for the business in the GBE Act and our Ministerial Charter. Our principal purpose, as defined in the Ministerial Charter, is to 'efficiently generate, trade and sell electricity in the National Electricity Market (NEM)'. Our principal objectives, set out in Section 2 of the Ministerial Charter, are to perform our functions and exercise our powers to:

- be a successful business by operating in accordance with sound commercial practice and as efficiently as possible
- achieve a sustainable rate of return that maximises value for the State in accordance with the Corporate Plan and having regard to the economic and social objectives of the State.

These objectives are consistent with the requirements of Section 7 of the GBE Act.



Figure 1: Hydro Tasmania's business structure at 1 July 2013

The Hydro Tasmania group employs 1146 people in three businesses with offices in Hobart, Melbourne, Brisbane, New Delhi and Cape Town. Three distinct entities operate as part of the Hydro Tasmania group, building on nearly 100 years of experience in the electricity industry — Hydro Tasmania, Momentum Energy and Entura. Each business operates as a critical component in an integrated value chain, and each plays an important role in delivering the group's core business and strategy to enhance value and mitigate strategic risks, ensuring Hydro Tasmania can deliver strong financial returns to Government to support the State Budget.

Hydro Tasmania's retail business Momentum Energy is based in Melbourne and sells electricity to customers in Victoria, South Australia, the Australian Capital Territory, Queensland and New South Wales. Momentum Energy specialises in serving industrial and business customers and tailors products to suit their specific needs. Momentum also provides electricity to residential customers at a smaller scale. Momentum provides retail services to customers on the Bass Strait Islands¹ but is prohibited from doing so on mainland Tasmania.

Our consulting business Entura provides engineering, scientific and management services to water and energy clients nationally and internationally. Entura also provides engineering, water and environmental management and compliance services to support Hydro Tasmania's delivery of operational and capital programs associated with its generation infrastructure and developments. Entura has offices at Cambridge in Tasmania, along with regional offices in Melbourne, Brisbane, New Delhi, India and Cape Town, South Africa, and project offices in Darwin and Sydney.

On 1 June 2013, as a result of the Tasmanian Electricity Supply Industry (TESI) reforms, Aurora Energy's wholesale and generation assets (Aurora Energy Tamar Valley – AETV) were transferred to Hydro Tasmania. This included the Tamar Valley Power Station (TVPS) and mainland gas and electricity contracts. The transfer of these assets has substantially broadened the scope and activities of Hydro Tasmania.

Our business activities now encompass generating electricity (from hydropower, wind and gas), trading in the wholesale electricity and gas markets and in environmental energy products, selling retail electricity and gas in mainland states through our retail business Momentum Energy, and providing consulting services through our consulting business Entura.

¹ Hydro Tasmania has a Community Service Obligation (CSO), funded by the State of Tasmania under Part 9 of the GBE Act, to provide concessional arrangements to customers on the Bass Strait Islands.

Products and markets

Momentum's renewable or clean energy products

Momentum Energy's clean energy product SmilePower now makes up 100 per cent of its small market sales. The product was launched in 2011 and is a key contributor to Momentum's customer value proposition. Research conducted in late 2012 suggests customers value renewable energy products but price remains a key decision-driver. Momentum will continue to develop services and products that differentiate the brand without resorting to discounting strategies that erode margin.

Momentum's product range expanded in FY2012/13 to include energy services for small businesses and large commercial and industrial businesses. The smart meter rollout mandated by the Victorian Government is continuing. Nearly all of Momentum's small market customers will have smart meters by the end of the next financial year. The introduction of flexible pricing in Victoria will enable small market customers to take advantage of smart meters by actively changing their usage patterns to reduce costs. Delivering technology that enables customers to manage and control their energy consumption and costs is necessary for customers to take full advantage of the Smart Grid and maintain satisfaction.

Momentum Energy Services

As business and consumers change the way they use energy, Momentum Energy needs to adapt to provide specialist energy services that allow a deeper, longer-term relationship with the customer and a diversified revenue stream. Momentum has adopted an ambitious target of positioning itself as the foremost provider of specialist energy services in the country for business customers with an emphasis on small-to-medium enterprises (SMEs).

The Energy Services team is focused on building Momentum's residential and commercial and industrial (C&I) presence, tailoring solutions to deliver



the outcomes most valued by these market segments. The aim is to deliver real, measurable improvements at every point of engagement, from acquisition to retention and beyond.

Four key market needs were identified: reduce energy costs; provide greater information to help customers manage and control their energy; meet the needs of the underserved market of large sites with multiple tenants (known as embedded networks); and provide options to help customers fund capital upgrades by allowing them to offset saving on their energy bill with monthly repayments for the capital investment.

In the twelve months since inception, the Momentum Energy Services team has developed several products that provide a stronger value proposition for new and existing customers including:

- energy efficiency retrofits such as lighting upgrades including LED lighting retrofits for small businesses
- installation of solar photovoltaic panels
- provision of data in an easy-to-use energy portal that facilitates customer service online and helps increase customer knowledge of how they are consuming energy
- provision of bulk electricity to large site owners with multiple tenants.

Sites such as apartment blocks, shopping centres and retirement homes can form an embedded network, establishing a revenue stream for the site owner and a discounted rate for tenants.

The Energy Services team will continue to develop an intimate knowledge of the different customer markets and their key energy needs, their issues and where the opportunities lie for ongoing improvement.

Case study:

Returned Services League

Momentum's new Energy Services team has secured savings of nearly \$12 000 per annum for the Victorian Returned Services League.

The Victorian RSL has close to 50 gaming venues across Victoria, ranging from SME to larger C&I in terms of energy usage volume. After a thorough investigation, the Energy Services team helped upgrade on-site lighting and reduce energy spending. The team continues to perform proactive site assessments to identify further potential efficiencies, and has managed to secure three energy-efficient lighting retrofit projects. The success of the team's work with the RSL has already inspired at least one new large customer to switch their energy supply to Momentum.



Our Power Stations

Almost a century ago our first hydropower station was built. Times and technology changed but Hydro Tasmania's clever minds continued to develop hydropower stations into the 1990s and continue to develop wind farms now.

Today we have 30 hydropower stations operating in Tasmania. We also operate two wind farms on mainland Tasmania and two diesel power stations and a wind farm on the Bass Strait islands.

Making sure the lights stay on

When many of our assets were built, they were world firsts. Planned maintenance and technical upgrades continue today which help to retain our world class standards that ensure the electricity supply is reliable and secure.

Our station locations

Hydro Tasmania's hydropower stations have been built in six high-rainfall water catchments which are formed from natural river systems in Tasmania's rugged landscape. The water systems and power stations are interlinked through natural and man-made water channels.

Hydro Tasmania also utilises a world class wind resource, *the roaring 40s*, our wind farms have been built in these prevailing westerly winds.

Each power station is grouped by location, you can see this on the map below.



Official opening of Musselroe Wind Farm

(http://www.hydro.com.au/system/files/imagecache/lightbox_image/images/IMG_2530.JPG)

15 January 2014

Tasmania's biggest wind farm was officially opened today by Premier Lara Giddings.

The 168 megawatt Musselroe Wind Farm in Tasmania's north east is now generating enough energy to supply the needs of up to 50 000 homes, equivalent to the residential power needs of Burnie and Devonport combined.

Importantly its operation will prevent 450 000 tons of CO2 being released into the atmosphere each year.

Construction of the \$394 million wind farm began in December 2011. Hydro Tasmania Chairman David Crean said the project continued Hydro Tasmania's interest in wind generation which began on King Island in the late 90s and continued with the construction of two wind farms in north-west Tasmania.

"Our involvement in wind has shown it to add considerable value through expanding Hydro Tasmania's generation portfolio," said Dr Crean.

"It also complements perfectly our hydro capability, providing the renewable energy certificates to meet our retail obligations and generating profit and value for our shareholders, the people of Tasmania."

Dr Crean said as Australia's largest renewable energy generator Hydro Tasmania was committed to strategic new investment in renewable energy as well as investment on existing assets.

"The Musselroe project has only been made possible because of the national renewable energy target (RET), which began in 2001 under the Howard Government and has been supported by successive federal governments since.

"The RET is a key driver for investment in wind farms as well as for the refurbishment and upgrade of our existing hydro plant. Its continuation will support investment and job creation throughout rural and regional Tasmania and Australia, as well as contributing to energy security and greenhouse gas abatement in the Australian energy sector."

Musselroe Wind Farm is operated under a joint venture between Shenhua Clean Energy (SCE) and Hydro Tasmania, an entity known as Woolnorth Wind Farm Holdings. The joint venture also operates two wind farms in north-west Tasmania at Studland Bay and Bluff Point. SCE owns a 75 per cent share in the wind farms, and Hydro Tasmania retains 25 per cent.

"With the planned operational life of the wind farm being 25 years, we will remain part of the north-east community for years to come and will provide an ongoing source of support to the economy of the region," said Stephen Ross, General Manager of Woolnorth Wind Farm Holdings.

Mr Ross said the relationship between Shenhua and Hydro Tasmania is significant because it is the first investment by a Chinese company in renewable energy generation in Australia.

"We have been delighted with the support and the investment of our shareholders. We look forward to continuing to work with Shenhua Clean Energy and Hydro Tasmania on future renewable energy projects," he said.

The Musselroe Wind Farm has been generating electricity into the Tasmanian grid since April 2013 and the full 56 turbines have progressively come on line since that time.





We're doing energy different: competitive rates, fast service and less frustration. Try the Switch.

At Momentum we're passionate about two things: offering the most exceptional service and the most competitive pricing.

More peace of mind.

You want your energy supplier to still be here tomorrow. So it's reassuring to know that Momentum is part of the Hydro Tasmania group of companies, which have nearly a century of experience in energy.

Today, Hydro Tasmania is Australia's largest generator of clean energy, and generates more clean energy from water and wind than any competitor. (For the technically-minded, total generating capacity is 2615 MW and the assets are worth \$4.8 billion—and constantly growing.)

In practical terms, this means Momentum can offer you a range of products, that are competitively priced. Like our new clean energy product SmilePower, for businesses and homes. And we're going to be here (and looking after your interests) for a long, long time.

Pro-Active Sustainability

As a responsible member of the business community and world at large we take our sustainability practices seriously. We believe in a proactive approach (763KB PDF) to maintaining our environment's precious resources. Together with our parent company Hydro Tasmania we are continuously taking positive steps.



Momentum are also **ISO14001 certified** (291KB PDF) for our Environmental Management System. You can read our environmental policy (1MB PDF) and see our tips to help build sustainability practices into your business.

Business Leadership

We believe in building business leadership through networking. So we work with The Committee for Geelong and VECCI to deliver business opportunities for our customers.

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- I live in **Victoria**
- I live in **South Australia**
- I live in **Western Australia**

At Alinta Energy, we're doing things differently. We're going right back to basics. Making energy really simple. The way it should be - more helpful, more informative. Innovative energy plans. Offers that make sense. Better ways to do business. More calls answered promptly. Questions answered in a straightforward way. Bills explained in real terms.

An understanding

Over the years we've learnt a lot from our customers. We've learnt a lot about people too. We know that Australians are doing it tough, so we're here to help. We're committed to making energy more affordable, for all Australians.

A wealth of experience

Alinta Energy supplies natural gas and electricity to 700,000 homes and businesses throughout Australia. We employ 780 people in 14 locations across Australia and New Zealand.

We began retailing gas as AlintaGas in Western Australia in 1995. As a result of numerous mergers and acquisitions over the years, AlintaGas became a diverse energy company with operations, investments and power generation assets dating back to 1941. Operating nine power stations across Australia and New Zealand, managing fuel sources and transportation, and ensuring competitive prices through our wholesale market operations. To better represent the scope of our business, AlintaGas became Alinta Energy in 2010.

Now we're the new retailer of energy in Victoria and South Australia. The future will see us expand into other regions throughout Australia.

A breath of fresh air

- We'd love to share with you our plans for the future.
- A cleaner, more environmentally friendly energy.
- A few energy efficient ideas.
- A simple way to cut bills.
- A life more affordable.

Alinta Energy. Keeping it fair.

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Power Generation

An extensive portfolio

Alinta Energy's power generation and energy infrastructure portfolio includes a number of power stations, transmission lines and natural gas pipelines in Australia and a power station in New Zealand. The combined installed capacity of the power stations represents approximately 2,500MW of base load, intermediate and peaking power generation.

- [Flinders](#), South Australia
- [Leigh Creek](#), South Australia
- [Baimsdale](#), Victoria
- [Braemar](#), Queensland
- [Newman](#), Western Australia
- [Pinjarra](#), Western Australia
- [Port Hedland](#), Western Australia
- [Wagerup](#), Western Australia
- [Goldfields Gas Pipeline](#), Western Australia
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Goldfields Gas Transmission Pipeline

The Goldfields Gas Transmission Pipeline (GGTP) is a 1,380km gas pipeline transporting natural gas from Carnarvon basin producers in the north-west of WA to Kalgoorlie in the south east of WA. The GGTP is connected to Alinta Energy's Newman Power Station by a 50km lateral pipeline. Alinta Energy owns 11.8% of the GGTP, with the remaining interest held by the APA Group.

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Discounted rates means peace of mind for you and your family

By getting your electricity from Neighbourhood Energy you don't have to wear the full cost of the electricity prices in the market. With Neighbourhood Energy you can receive a 10% prompt payment discount **off all of your bills** when you pay on time.

Additionally, this discount is on top of any pension or health care discount you might be entitled to.

Reduce your bill with Energy Saving tips for the home

We are owned by Alinta Energy, one of Australia's largest electricity generators.

Call our friendly Help Centre staff on **1300 764 860**

When you join Neighbourhood Energy the electricity to your home or business still comes from the same place as it does today. The same people still come out to read your meter, and the poles and wires to your home stay exactly the same. You will receive a new bill from Neighbourhood Energy but it will continue to come at the same time, and you pay it the same way as you do now, in fact, everything stays the same, except that Neighbourhood Energy is the new retailer looking after your account and billing you.

To get our great prices and the pay on time discount we need a couple of pieces of information from you. The first is your NMI number – it's a National Marketing Identifier that identifies your electricity meter at your address. If you can lay your hands on an old electricity bill it will be shown on there. Also, a few personal details that identify you to us and that's all it takes. [Click here](#) to go to our sign up page so you can get going.

Click on Electricity Rates in the main menu, enter your postcode and we'll bring up the specific details of the offer that's available to you. The location of your home or business determines the exact rates that you will be charged, but remember, you'll always get the 10% pay on time discount applied to any contract with us.

Once you decide to join us we'll send you a **Welcome to Neighbourhood Energy Pack** that confirms all the details of our offer in writing.

From the day you receive your Welcome Letter we work within the government guidelines and give you a 10 business day cooling off period. If there's anything you're not sure about, or you just want to get out of the deal just contact us within those 10 days and we'll take care of it for you without any fuss.

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[REQUEST A QUOTE \(HTTP://WWW.ERMPower.COM.AU/TO-ERM/\)](http://www.ermpower.com.au/to-erm/)

WHAT WE DO.

With more than 30 years in the energy industry, ERM Power has been helping to power Australia for generations. We have been a specialist electricity retailer to large commercial and industrial customers since 2007.

ELECTRICITY SALES

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RETAIL/)

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Small business expansion update.



- Built a quality platform which is set for growth
 - World-class IT system capable of transferring, managing and billing tens of thousands of small business customers - >12,500 customer sites transferred since small business launch on 1 July 2013
 - Early wins from 'corporate tails' strategy to win larger customers' smaller sites - financial impact will emerge as contracts expire
 - 'Single site' strategy deployed mainly through Australia's only automated online sign-up portal – available for small businesses in New South Wales, Victoria, South Australia and Tasmania
 - Benefits of 'single-site' strategy will show in financial results over time and with marketing but we are doubling new customers each month
 - Focus on operational quality before marketing success
 - Maintaining EBITDAIF forecast of >\$30m p.a. in 3-5 years
-

Our business in a snapshot.



Australia's 4th largest electricity retailer, with significant generation development and operating expertise

- Ownership interest in, and operator of, two low emission gas-fired peaking power stations
 - Oakey (100%¹) in Queensland
 - Neerabup (50%) in Western Australia
 - Operator of the 320MW Kwinana baseload power station in Western Australia
 - Since inception, ERM Power has developed >2,600MW of generation and has a further >2,000MW approved for development
 - Conventional and unconventional exploration and production tenements in Western Australia and New South Wales
 - Exploring options for the business, including potential demerger
- The diagram features the ERM POWER logo at the center, surrounded by three colored segments: a dark blue segment labeled 'Generation', a green segment labeled 'Gas', and a large red segment labeled 'Business Energy'.
- Australia's 4th largest electricity retailer, licenced to sell electricity in all Australian states and the ACT and Northern Territory
 - Targeting business customer market
 - Large businesses
 - Small businesses
 - Electricity supply exposure is hedged by using owned or contracted generation capacity and derivative contracts

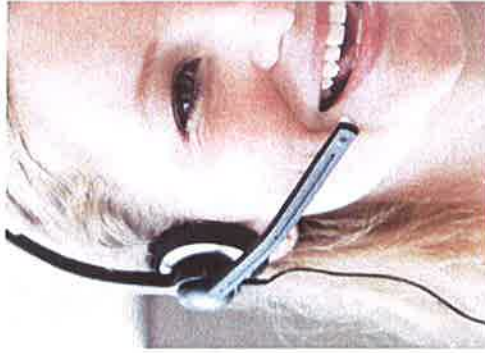
Notes:

1 Financial close on acquisition of the remaining 16.67% interest in Oakey expected prior to end of CY2013
 2 Based on ERM Power's forecast league table for volume of electricity sold in the National Electricity Market for FY2013. The analysis draws on 2011 SRES scheme liability data, ERM Power signed contracts and broad assumptions about the market and participants. This is not an independently verified forecast

Significant achievements.



Oakey Power Station



Industry leading service

- FY2014 guidance reaffirmed
- Short listed for Macquarie Generation assets
- Rated No.1 again in customer satisfaction
- 25% growth in electricity sales volume overall
- 58% in NSW and 43% in Victoria
- Continued expansion into small business market
- Safe, reliable and profitable generation assets
- Moved to 100% ownership of the Oakey power station
- Paid out all Oakey debt
- No recordable or lost time injuries
- Facilitated changes to the Empire Oil & Gas Board
- Established an electricity metering business

Our business in a snapshot.



Australia's 4th largest electricity retailer, with significant generation development and operating expertise

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ABOUT ERM POWER

ERM Power (ASX code: EPW) is a dynamic Australian energy company with interests in electricity sales and generation, and gas production and exploration.

About

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We invest in growth sectors

The objective of Infratil's management is to deliver above average returns to shareholders over the long-term.

The first part of this goal is to position Infratil in sectors where there will be opportunities to invest capital from meeting customer and community needs. The second part is to make sure that our businesses meet those needs with value-for-money services and facilities.

Investment is principally in transport and energy which are sectors where Infratil's management have considerable experience. Within those sectors the priority is for companies that have an opportunity to grow so that if they are well managed they will be able to invest additional capital to improve earnings and valuations.

Infratil's businesses provide services that are the fabric of the communities where they operate.

The long-term commercial success of those businesses requires that their communities are welcoming and supportive and share, along with Infratil's employees, a "sense of ownership" in those businesses.

[Read more](#)

Lumo Energy

Home › Businesses › Lumo Energy

Largest second tier energy retailer in eastern Australia

Infratil's wholly owned electricity and gas retailing business.

[View their website](#)

Lumo Energy commenced retailing electricity in February 2004 under the name Victoria Electricity and has grown organically to almost 500,000 electricity and gas customers in Victoria, New South Wales, Queensland and South Australia.

Lumo has over 500 staff based in Melbourne with approximately a third of the staff associated with sales and marketing.

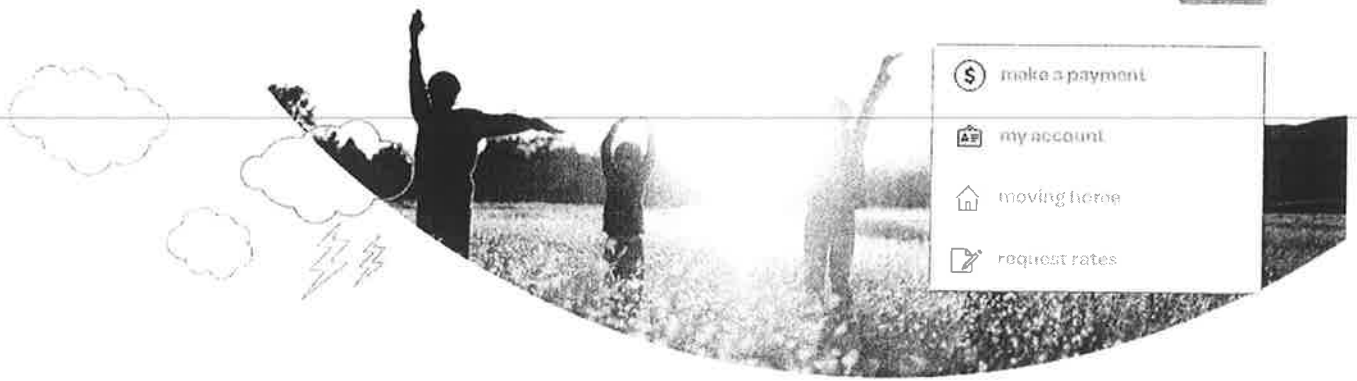




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about us

who are Lumo Energy?

We're an Australian-based energy retailer supplying electricity and gas to homes and businesses.

Formerly known as Victoria Electricity, South Australia Electricity, Queensland Electricity and New South Wales Electricity, we came together under one name and launched Lumo Energy in 2010.

Today, we're approaching half a million customers with a thriving Melbourne-based workforce of 500.

We're backed by the Australia and New Zealand listed, Infratil Pty Ltd who have invested heavily in energy retailing and generation across both countries for over 10 years.

what we do

We sell electricity and gas to homes and businesses in Victoria, New South Wales, South Australia and Queensland.

Through our range of energy offers we service households and businesses with the energy they need to power their homes and workplaces.

Find out more about our [Energy packages](#).

get more bang for your buck.

[compare our packages >](#)



looking to join Lumo? we'd love to hear from you.

Phone: 1300 791840
8:30am - 7pm, Monday - Friday



Social

Hide the not so important stuff

commencing operations Lumo has weathered the strains that has seen several competitors leave the market and is well positioned to continue to pursue growth.

What is the history of Lumo Energy's retail business?

A retail electricity licence for Victoria was secured in 2002 and first customer revenues were secured in 2004.

A gas licence for Victoria was granted in December 2004, retailing started in 2005.

A retail electricity licence for South Australia was granted in 2005 and retailing commenced that year through a subsidiary South Australia Electricity Pty Ltd.

A retail electricity licence for Queensland was granted in 2006 and retailing activities commenced in early 2008 through a subsidiary Queensland Electricity Pty Ltd when the Queensland government implemented full retail contestability.

In July 2010, Infratil commenced retailing through a single national brand, Lumo Energy, which replaced the previous state named based retail entities.

A retail electricity licence for New South Wales was granted in March 2007 and for gas in 2011 retailing activities commenced in earnest in 2012.

Lumo Energy has been 100% owned by Infratil since early 2007.

[View all Lumo Energy FAQs](#)

Why is Lumo Energy a good fit for Infratil?

Infratil's experience has been that there are opportunities for new entrants to become established in energy retailing during the initial years after competition is first introduced. Customers are open to changing retailer and incumbent retailers are normally reactive in establishing customer retention strategies. Over time, it becomes harder to win customers and new entry becomes less attractive.

Infratil's Manager, Morrison & Co has had an Australian office for almost twenty years and has had significant experience in the Australian market. This includes operational experience trading Southern Hydro's generation into the Victorian market, governance over listed Australian companies and major advisory assignments for industry players.

The Lumo Energy management team bring with them the proven capability to grow and operate a successful electricity retail business and Infratil, through its Manager, Morrison & Co, brings the

Home › Businesses › **Infratil Energy Australia**

A sister company to Lumo Energy and Direct Connect

Owns four peaking power stations totalling 165MW at Angaston, Port Stanvac and Lonsdale in South Australia and in the Hunter Valley, New South Wales.

In 2011, IEA acquired the Bamarang gas-fired power station development site from the New South Wales government. Whilst the site near Nowra is capable of accommodating a gas-fired power station of up to 450MW, Infratil has no intention in the near term of building a power station there given the significant surplus of generation capacity that currently exists in the National Electricity Market (NEM).

Lumo Energy's generation team manage IEA's power station assets and when necessary call upon the substantial experience Morrison & Co has in the peak generation sector of the Australian electricity market. This has been gained through the operational experience in trading Southern Hydro's peaking generation, its governance over listed Australian companies and specialist advisory assignments with Australian industry players over a sixteen year period.

Recent restructuring of Infratil's Australian energy businesses has seen IEA become an asset holding company with all previous functions and employees transferred across to sister company Lumo Energy.

Why has Infratil invested in IEA's power stations?

The power stations provide a respectable rate of return over the short term. More importantly in the medium to long term, they provide strategic support for Infratil's retail growth ambitions. Power

Trustpower Interim Results

6 Nov 2013

Trustpower's consolidated profit after tax was \$77.2 million for the period, representing an increase of 11% compared with \$69.8 million for the same period last year. Good progress is being made in implementing the Group's growth agenda and construction of the 270MW Snowtown Stage 2 Wind Farm in South Australia is...

[Read more](#)

TrustPower First Quarter Operating Results

26 Jul 2013

TrustPower's New Zealand generation production was 579GWh in the first quarter, 4 per cent below same period last year and 5 per cent below expected long term average production, reflecting both lower North Island hydro and wind production versus prior period.

New Zealand hydro storage levels improved to above average during...

[Read more](#)

Does Infratil have control of Trustpower?

Infratil owns 50.7% of Trustpower, Tauranga Energy Consumer Trust 33.0%. The remaining 16.5% are held by approximately 13,000 predominantly small investors, many of whom are also electricity customers.

Infratil appoints two Trustpower directors and supports the Tauranga Energy Consumer Trust's Director nominee to the Trustpower Board. Three other directors are independent, selected to ensure a diversity of experience and relevant backgrounds.

[View all Trustpower FAQs](#)

What is Trustpower doing in Australia and how does it relate to Infratil's other Australian investments?

Trustpower has constructed an 88 MW wind farm in South Australia near Snowtown. This is an example of application of Trustpower's well developed core wind development competency in site assessments, land owner relations, site selection for community support and also project development skills in meeting technical grid requirements, connection requirements as well as contracting with wind turbine suppliers. The power from Snowtown is all sold on a 'as produced basis for a specified price per KWh' until 2018. As such Trustpower is not exposed to electricity or



Electricity supply

[Can I choose my electricity retailer in Tasmania?](#)

[Does Aurora retail electricity in states other than Tasmania?](#)

Search our frequently asked questions

Please type your question here

Can I choose my electricity retailer in Tasmania?

Since 2006 the state government has gradually introduced competition into the Tasmanian electricity retail market, starting with the largest business customers and progressing to smaller businesses. Currently, businesses that use over 50 MWh of electricity per year are contestable and therefore have the option to choose their retailer.

§ All businesses and households consuming less than 50 MWh per year cannot currently choose their energy retailer, however the state government has announced that it intends to introduce competition in 2014.

Find out more about [competition and contestability](#).

[Back to the top](#)

Does Aurora retail electricity in states other than Tasmania?

We currently provide standard contract offers to customers in Tasmania and Victoria.

[Back to the top](#)

2 October 2013



An important message to readers of Aurora's 2012-13 Annual Report

Dear Sir/Madam

On 26 September 2013, Energy Minister the Hon. Bryan Green MP announced in Parliament that the Tasmanian Government would not be proceeding with the sale of Aurora's customer base to competing retailers at this point in time.

Aurora was advised that neither Treasury nor its sale advisers believed that the key objectives (effective competition, achieving a fair and reasonable price and minimising liabilities for the remaining government businesses) could be achieved if the sale process proceeded.

The Government's announcement came after this Report had been completed, and we have chosen to retain the original text, in order to present an accurate historical record of the period in which it was written.

At the time of writing this preface, a lot of detail remains undecided. What is clear is that Aurora will:

- continue to operate as a retail business after 1 January 2014, and that it will not deliver the transitional arrangements that are described in this Report
- operate in a fully competitive retail environment from 1 July 2014 alongside retailers who may elect to enter the Tasmanian market from this date
- continue its preparations for a merger with Transend Networks to form a new business from 1 July 2014 that has been named TasNetworks.

I am confident that the strong and professional Aurora team will respond successfully to this development.

We have learnt more about our retail business during the due diligence process associated with the planned retail divestment, and, based on our positive track record, we are well positioned to be a competitive retailer dedicated to serving our Tasmanian customer base.

We remain fully supportive of the Government's electricity reform industry objectives, and look forward to working with our Shareholders and other stakeholder partners to secure the best possible outcome for our customers.

Yours faithfully

A handwritten signature in black ink, appearing to read "Geoff Willis".

Geoff Willis

Chairman

Aurora Energy Pty Ltd
ABN 85 082 464 622
21 Kirksway Place
GPO Box 191
Hobart Tasmania 7001
Telephone: 13 2004
www.auroraenergy.com.au

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Who we are

[Home](#) > [About Us](#) > [Who we are](#)

We're one of the few electricity companies that's 100% Australian-based

Click is not only 100% Australian-based, but also the first 100% online energy company.

Some energy companies make electricity seem more complicated than it actually needs to be. We at Click Energy like to do things a bit differently to most electricity companies - our mission is to make electricity as simple as possible for our customers.

We're a 100% online energy company

By being an online energy company, dealing with Click Energy is fast and straightforward – there's no need to wait on the phone to speak to a customer service representative when you can just send us an email.

It often feels like many energy companies make you jump through an endless set of hoops when you want to sign up. Well, no need for that with Click – we believe switching energy companies should be easy and fast. All you need to do is tell Click your details online and you're all set. Simple? We think so!

Our customers can also rest easy in the knowledge that we won't bother them with unnecessary emails or calls unless we absolutely have to. We're still going to be here just a phone call or an email away should any of our customers want to speak to us at any time.

We're an energy company that's all about 100% cheap electricity

Click was established in 2006 by people with a dream of **cheap electricity**. Because Click's an online **energy retailer** we're able to lower our costs and translate these savings into offering some of the **cheapest electricity** available in Australia.

As Click's loyal customer base is now growing faster than ever we're also able to buy cheaper electricity from electricity generators. While some energy companies might like to keep the savings to themselves, we pass these on to our customers.

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News & Blog

[Home](#) > [About Us](#) > [News & Blog](#) > [Click Energy - A Queensland Favourite](#)

Friday 22 November 2013

Click Energy - A Queensland Favourite

After some overnight number crunching, we've discovered that Click now has over 40,000 customers in Queensland. Some further quick maths, thanks to our [last blog post](#), shows that over half of our customer base resides in the sunshine state.

The big guys better watch it; we're closing in!

Click has been in the Queensland electricity market for almost four years, but it's been only recently that our brand has really been on the map. This is largely due to our very successful One Big Switch Queensland [campaign](#), which highlighted all the great benefits of being a Click customer, while offering a fantastic product; if we do say so ourselves.

Of course, it's all well and good that the Click team is excited by our growing presence in this sunny region, but what does this mean for our existing and future customers? The simple fact is; people are realising that they now have a choice when it comes to their energy retailer.

Aren't all [energy providers](#) the same since Queensland has regulated electricity rates? The short answer is no. While most retailers do charge the government regulated rates, they all offer plans with varying options such as discounts, payment options and contract length.

Since more than 40,000 households, out of the 1.5 million available to retail competition, have picked Click Energy as their electricity supplier of choice, we must be doing something right!

As the fastest growing retailer in Australia, we have no plans to slow down any time soon. If you haven't hopped on the Click bandwagon yet, [sign up today](#)! Already a customer? Great! [Refer a friend](#) to Click and get yourself \$50 off your bill once they become a customer.

Thank you to everyone who helped reach this great achievement and we hope to update you soon with even more impressive numbers.

[About the Author](#) | **Mallory Martel**

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News & Blog

[Home](#) > [About Us](#) > [News & Blog](#) > [Click Energy to Launch into New South Wales](#)

Wednesday 27 March 2013

Click Energy to Launch into New South Wales

The people of New South Wales will quite possibly be celebrating all across the state today, when they hear that they will soon be able to get their electricity from Click Energy!

We've been flanking Australia's founding state for some time now, waiting in the wings of Victoria and Queensland, building up our resources and vigilantly staking out the vast landscape, ready to pounce. The time for action has come and New South Wales residents and businesses will soon be able to meet their electricity demands at Australia's **most competitive rates**.

The simplicity of our approach to electricity retailing affords us low overheads and allows us to pass the savings on to our customers. We're an exclusively online company and are big fans of using modern technological advances and access to information to facilitate customers to use their energy more efficiently and reduce their expenditure on electricity.

As well as traditional electricity plans, we've also expanded our horizons into renewable energy by offering solar systems and tailored electricity plans in seamless and holistic packages. What better place than sunny New South Wales to reap the benefits of the renewables revolution and secure an affordable electricity future.

We've got a range of different energy plans available to suit different needs. We make it quick and easy to switch on to some of Australia's cheapest and most manageable electricity plans. But don't just take our word for it; the energy retailer comparative report, prepared for the essential services commission, named Click in the top two cheapest energy retailers nationally.

So look out New South Wales, be prepared to get more bang for you buck when you switch to Click Energy!

[About the Author](#) | **Mallory Martel**

Mallory Martel is Click Energy's Marketing Communications Manager, being the main person responsible for all things marketing and online communications at Click. With Click



About Dodo Power & Gas

[Personal](#) > [Power & Gas](#) > [Quick Links](#) > [About Dodo Power & Gas](#)

Australian owned and operated, M2 Energy Pty Ltd trading as Dodo Power and Gas is licensed to sell electricity and gas in Victoria, New South Wales, South Australia, Queensland and the ACT. Dodo Electricity is currently only available in Victoria, New South Wales and Queensland, and Dodo Gas has recently become available in Victoria, but we look forward to providing power and gas throughout south eastern Australia in the future.

Dodo Electricity was launched in Victoria in June 2010, then in New South Wales and Queensland in July 2011. Dodo Gas became available in Victoria in December 2012.

Dodo now offers consumers the ability to deal with a single company for all of their home services including Home Phone, Mobile, Broadband Internet, Electricity, Gas and now Insurance.

Dodo's mission is to offer consumers the very best solutions at competitive prices and in doing so, give Australians freedom of choice and great value for money. Innovation is paramount to maintaining Dodo's position among the top five telcos in Australia, thus giving Dodo Power & Gas the steam to launch exciting energy products at competitive prices.

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OUR HISTORY

ABOUT US

WHO IS BLUE NRG

OUR PEOPLE

OUR PARTNERS

OUR HISTORY

CAREERS

We're new, but we're very experienced! And we're offering the best energy packages to the Australian business community.

A story to be proud of

- We've been actively operating in Victoria since May 2012.
- We began operating in NSW in February 2014.
- Our growing customer base includes some of Australia's [high profile business groups](#).
- With our National Electricity License we have big plans to continue our story across the country.

Blue NRG is building a reputation as a real alternative to regular energy providers with our competitive and innovative business-focused rates and we invite you to become part of our history – it will save you money!

1300 599 888

info@bluenrg.com.au





NATIONAL COVERAGE

CUSTOMER SUPPORT

HELP CENTRE

PAYMENT METHODS

ABOUT YOUR BILL

CONCESSIONS & REBATES

BLUE RELIEF PROGRAM

FAQS

ENERGY SAVER ADVICE

USEFUL LINKS

YOUR PRIVACY

BLUE NRG DOCUMENTS

MOVING PREMISES

NATIONAL COVERAGE



We've been actively operating in Victoria since May 2012 and will begin operating in NSW in February 2014.

Blue NRG is currently in the process of rolling out our great energy services across QLD, ACT and SA. Feel free to contact the Blue NRG Team for an update on our timeframe.

Blue NRG currently does not service WA or NT.

Live chat offline.

1300 599 888

info@bluenrg.com.au



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LOGIN



WHO IS BLUE NRG

ABOUT US

WHO IS BLUE NRG

OUR PEOPLE

OUR PARTNERS

OUR HISTORY

REERS

We're a 100% Australian owned energy retailer, here to help small to medium sized businesses minimise their energy bills.

Your business is our business

At Blue NRG we think like you. We know most businesses like yours are under continual pressure to reduce overheads. At the same time, you still have to keep on top of your day-to-day operations. That's why we:

- Tailor our range of energy packages specifically for your business
- Service you in the simplest, most economical way possible
- Take the worry out of your energy needs so you can get on with running your business!

Live chat offline.

1300 599 888

info@bluenrg.com.au





OUR PARTNERS

ABOUT US

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As a proud subsidiary of Green Generation Pty Ltd, Blue NRG believes strongly in the strength of relationships and sees our partners as an extension of our company – it's why we're able to provide our customers with access to the best services possible.

Telecommunications and Data

Miracom Telecommunications offers Landline and Broadband Services at a competitive price.



Miracom is a sister company to Blue NRG and specialises in business communications. With market-leading call rates and service charges Miracom has built packages that will enable your business to save money on your telecommunications.

Solar Power Generation

Empower Solar's Solar Energy Systems offer a practical and cost effective way for households or businesses like yours to save money on energy bills.

Empower Solar's leading edge solar power systems are predominantly designed in Europe and provide an energy solution that delivers the very best in both form and function.

Empower Solar has a full service offering and takes care of everything from evaluating the return on investment and installation through to co-ordinating connection to both your premises and the grid.

Energy Brokers/Energy Aggregators

Blue NRG prides itself on being a market leader, so we work with the industry's independent brokers to ensure that you have the best value offering to suit your needs. If you're using an industry broker just ask them about Blue NRG.

Live chat offline.

1300 599 888 info@bluenrg.com.au





Congratulations on your decision to invest in solar. Diamond Energy will help guide you through the process, from installation to connection and continued reliable service and supply.

We will ensure you have a smooth journey through this transition process and we will pro-actively monitor each step for you. We are focused on servicing solar customers and our team understands these steps.

Australian Based Established Company



Diamond Energy is a privately owned Australian based company in operation since 2004. [SunPower Corporation](#), a US based global company, has a 42% stake in Diamond Energy. This investment supports growth and strengthens Diamond Energy for the clean energy revolution. Through this relationship we can help households and businesses access the world's most efficient and reliable solar technology at affordable prices. We operate in Victoria, South Australia, Queensland and New South Wales.

We Source Renewable Energy and supply it to our customers



As a Diamond Energy customer you are supporting the continued growth and development of renewable generation projects in Australia. Through Diamond Energy's renewable energy generation plants and arrangements with third party generators, Diamond Energy sources renewable energy to supply to our customers.

To view some of Diamond Energy's renewable generation projects [click here](#).

The best way to get help is to ask

[contact us](#)



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About Us



About Us



Ergon Energy is an electricity retailer to households and businesses in regional Queensland. We also maintain and expand regional Queensland electricity network. Find out more about our organisation.

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- [Community partnerships](#)
- [Sustainability](#)
- [Electricity industry](#)
- [Right to Information](#)
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[Company information](#)

Our corporate profile, annual reports and information about our Executive Management Team and Board of Directors. You can also view our company policies, charters and plans and corporate governance information.

[Newsroom](#)

Read the latest media releases, check out our photo gallery or find media contacts within our company.

[Community partnerships](#)

Ergon Energy's current partnerships, guidelines for applying for partnerships and a calendar of upcoming events. You can also register to support the Royal Flying Doctor Service.

[Sustainability](#)

We have a number of initiatives in place to help us to become a more sustainable company. Find out what we're doing to minimise our environmental impact now and into the future.

[Electricity industry](#)

Information about the electricity industry in Queensland including choosing your electricity retailer, pricing and the industry code and contracts.

[Right to Information](#)

Information about the government legislation which governs the way Ergon Energy provides access to information.

[Contact us](#)

Our contact details including emergency contacts, reporting faulty street lighting, compliments and complaints, feedback and more.

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About Us



Corporate profile

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On this page:

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Our profile

Ergon Energy, as a Queensland Government owned corporation, supplies electricity to around 700,000 customers across a vast operating area of over one million square kilometres – around 97% of the state of Queensland – from the expanding coastal and rural population centres to the remote communities of outback Queensland and the Torres Strait.

We are all about delivering on our purpose – ‘to provide safe, reliable, efficient and sustainable energy solutions to support our customers and the Queensland economy’. To make this happen, Ergon Energy has around 5,000 employees and a \$10.6 billion asset base.

Ergon Energy's electricity network consists of approximately 150,000 kilometres of powerlines and one million power poles, along with associated infrastructure such as major substations and power transformers. We also own and operate 33 [stand-alone power stations](#) that provide supply to isolated communities across Queensland which are not connected to the main electricity grid. Since August 2007, Ergon Energy has owned and operated the Barcardine gas-fired power station along with its associated infrastructure, which supplies power to the main grid.

Ergon Energy is actively involved in [alternative energy generation](#) solutions and is one of Australia's largest purchasers of renewable energy.

We're also a major contributor to the development of skills across regional Queensland. And we take our social responsibility seriously through numerous partnerships with the [communities](#) we serve.

Ergon Energy was formed in 1999 by the Queensland Government, from the then six regional Queensland electricity distributors and their subsidiary retailer. Today the principal operating companies are Ergon Energy Corporation Limited, as the electricity distributor, and its subsidiary Ergon Energy Queensland Pty Ltd, the electricity retailer.

The distribution business – the ‘poles and wires’ – largely remains a monopoly, and is regulated by the Australian Energy Regulator (AER). The AER sets the revenue Ergon Energy is allowed to collect for our distribution services. These charges are just one of the components that make up the price of electricity.

Ergon Energy's retailer is only permitted, by legislation, to sell electricity at the Queensland Government's Notified Prices. The Queensland Competition Authority (QCA) oversees these tariffs. This enables Queenslanders to access the same uniform electricity tariffs, wherever they live, even though the cost to supply may be different. Customers in regional Queensland can choose, however, to purchase their electricity from another retailer in the competitive market – at a price set by that retailer – and still be supplied from Ergon Energy's distribution network.

Ergon Energy's other subsidiary is Ergon Energy Telecommunications Pty Ltd, trading as [Nexium Telecommunications](#). This business services Ergon Energy's communications needs and, as a licensed telecommunications carrier, offers the Queensland marketplace wholesale high-speed data services.

Ergon Energy is also a shareholder in a joint venture with Energex Limited (our south-east Queensland counterpart), [SPARQ Solutions Pty Ltd](#), which provides information and communications technology (ICT) solutions and services to both organisations.

Our vision

To be a high performance, customer-driven energy business.





WHY JOIN
WE KEEP IT SIMPLE.

RESIDENTIAL
LET THERE BE LIGHT.

BUSINESS
WE MEAN BUSINESS.

MY BILL
PAY YOUR BILL.

HELP CENTRE
THE KNOWLEDGEBASE.

ABOUT US
OUR BG & MISSION.

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OUR MISSION

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We exist to increase and sustain customer value by delivering innovative products, services and pricing that improve the customer experience, reduce customers' cost and add value to all our stakeholder relationships.

So why not give us a call today, and try out an easy to understand Energy Retailer who prides itself in keeping it simple and transparent.

ABOUT US

People Energy is an exciting new Australian electricity retailer that wants to bring something special to the market.

We are a team of passionate industry professionals with extensive experience and a single focus, to give Victorian customers a retailer that understands what they need.

Being Customer Focused is more than just having a locally based customer care centre, its more than that.

SIMPLE PRODUCTS

Products that are straightforward and easy to understand. Rewarding those customers who pay on time and in full, and encouraging simplified bill payments through additional discounts for Direct Debit payments.

MATCH OR BETTER PROMISE

When you take up one of our People Energy Savers plans you do so with confidence! If you are made another offer by one of our competitors just give us a call. We will do everything we can to match or beat it, and if we can't you can leave and we'll waive any early termination fee that may be related to your product. This promise is only applicable to Residential Plans.

CUSTOMER FOCUSED, COMPETITIVE PRICING

At People Energy we quote our customers using actual market information. We will take our time with you to ensure that there are no surprises when you receive your first People Energy bill.

This assistance is something that makes People Energy different. That little bit extra at the start to truly understand you and how you use your energy.

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Moving Home?
Switch Today
Billing + Payments
Concessions
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Business

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My Bill

Pay My Bill
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Direct Debit Form
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eBilling Sign Up

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How Electricity gets to you
Energy Saving Tips
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Hardship Policy Statement
Standard Market Terms & Conditions
Customer Charter
Product Pricing & Information Sheet (PPIS)
Concession Forms and DHS
Direct Debit Requests



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WE KEEP IT SIMPLE.

RESIDENTIAL
LET THERE BE LIGHT.

BUSINESS
WE MEAN BUSINESS.

MY BILL
PAY YOUR BILL.

HELP CENTRE
THE KNOWLEDGEBASE.

ABOUT US
OUR BG & MISSION.



BUSINESS TOTAL SAVER

23%

1300 780 025



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JOIN TODAY!

Call **1300 788 970** for an offer tailored to your home, or call **1300 780 025** for business. And enjoy accurate, straight forward and easy to understand products.

PROCEED

PAY BILLS ONLINE!

Don't wait in line. Pay your bills online! Use our secure and simple online payments and pay your bill using a credit or debit card.

PROCEED

CUSTOMER SERVICE

Our South Melbourne based customer care staff are hand-picked and thoroughly trained to understand energy delivery for all Victorians, whether Residential or Small Business.

PROCEED

Residential

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My Bill

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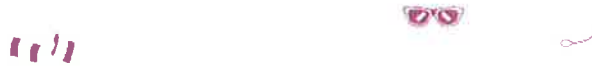
The Legal Stuff

- Privacy Statement
- Hardship Policy Statement
- Standard Market Terms & Conditions
- Customer Charter
- Product Pricing & Information Sheet (PPIS)
- Concession Forms and DHS
- Direct Debit Requests
- Energy Retail Code
- Guideline - Greenhouse Gas Disclosure on Bills Statement



Login

About us



We have a crew of around 70 geeks, problem-solvers and designers working hard to make Powershop the best power company ever. We supply power to all kinds of homes and businesses in Australia and New Zealand.

Clean & Safe



Our power is generated from clean, renewable sources like wind, solar and hydro. We're committed to providing a safe and reliable power supply to our customers.



More About Us

QEnergy is a privately owned and operated Australian electricity retailer that provides a specialised service to cater to the needs of businesses.

QEnergy began in 2007, in response to a lack of electricity choices and savings for the small to medium business market.

We're managed and operated by experienced electricity professionals who understand the needs of Australian businesses across a wide range of business types and industries.

We are a proudly 100% Australian-owned, public unlisted company that currently operates in New South Wales, Queensland, South Australia, Victoria and the Northern Territory.

[Meet The Team \(/Meet-The-Team\)](#)

[Corporate Values \(/Corporate-Values\)](#)

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We can help manage your electricity costs with:



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Tailored solutions for your small business (/What-We-Do)



[\(/What-We-Do\)](#)

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About Sanctuary Energy

Sanctuary Energy is an electricity retailer established to optimise and integrate services and energy infrastructure from initial project planning to development, operation and subsequent stage development.

Our focus at Sanctuary Energy is to provide competitive energy with renewable energy infrastructure to your community and property development.

Through our parent and industry partners; Sanctuary Energy has a unique capability to structure and offset infrastructure costs whilst giving substantial savings to small and large scale residential and commercial property development projects.

Sanctuary Energy engages property developers at the infrastructure level; therefore we can promote the development and operation of best-practice network management options. We are strongly promoting initiatives which will help in our goal for a sustainable future; these are Demand Management and Distributed Energy. These initiatives incorporate energy efficiency measures, load curtailment and renewable cogeneration.

With a strong commitment to sustainable and renewable infrastructure; Sanctuary Energy can offer great discounts and a variety of energy saving initiatives which will benefit our community. Our program includes energy efficient heating, cogeneration and demand side response.

The community as a whole has recently become a lot more environmentally aware. As the focus on environmental consciousness has increased, there is still a lot of work to be done. Up until now, the main obstacle holding people back from adopting cleaner energy solutions has been the cost. Our initiatives will

provide you with a viable green alternative energy solution whilst saving you money on your standard electricity bill.

Solar energy is a clean, green and economical solution for reducing thousands of tonnes of harmful greenhouse gas emissions from our natural environment.

Together we can make a significant improvement to our air quality and reduce our dependence on rapidly depleting fossil fuels

Licences

- Electricity Supply / Retail
- Queensland Electricity Retail Authority (R01/08)
- New South Wales Retail supply licence
- South Australian Retail supply licence
- Australian Capital Territory licence
- National Electricity market customer licence

Electrical contractors licence

- New South Wales - 235970C

Customer Charter

Click the link to download a PDF copy of our [Customer Charter](#).

Privacy Policy

Click the link to download a PDF copy of our [Privacy Policy](#).

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Save on energy costs and do your part for the environment with Sanctuary Energy.

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