

Strengthening Grid Legitimacy

Empowering Participants, Strengthening Communities, Supporting Australia's Clean Energy Future

Vida Cheeseman, Head of Corporate Communications

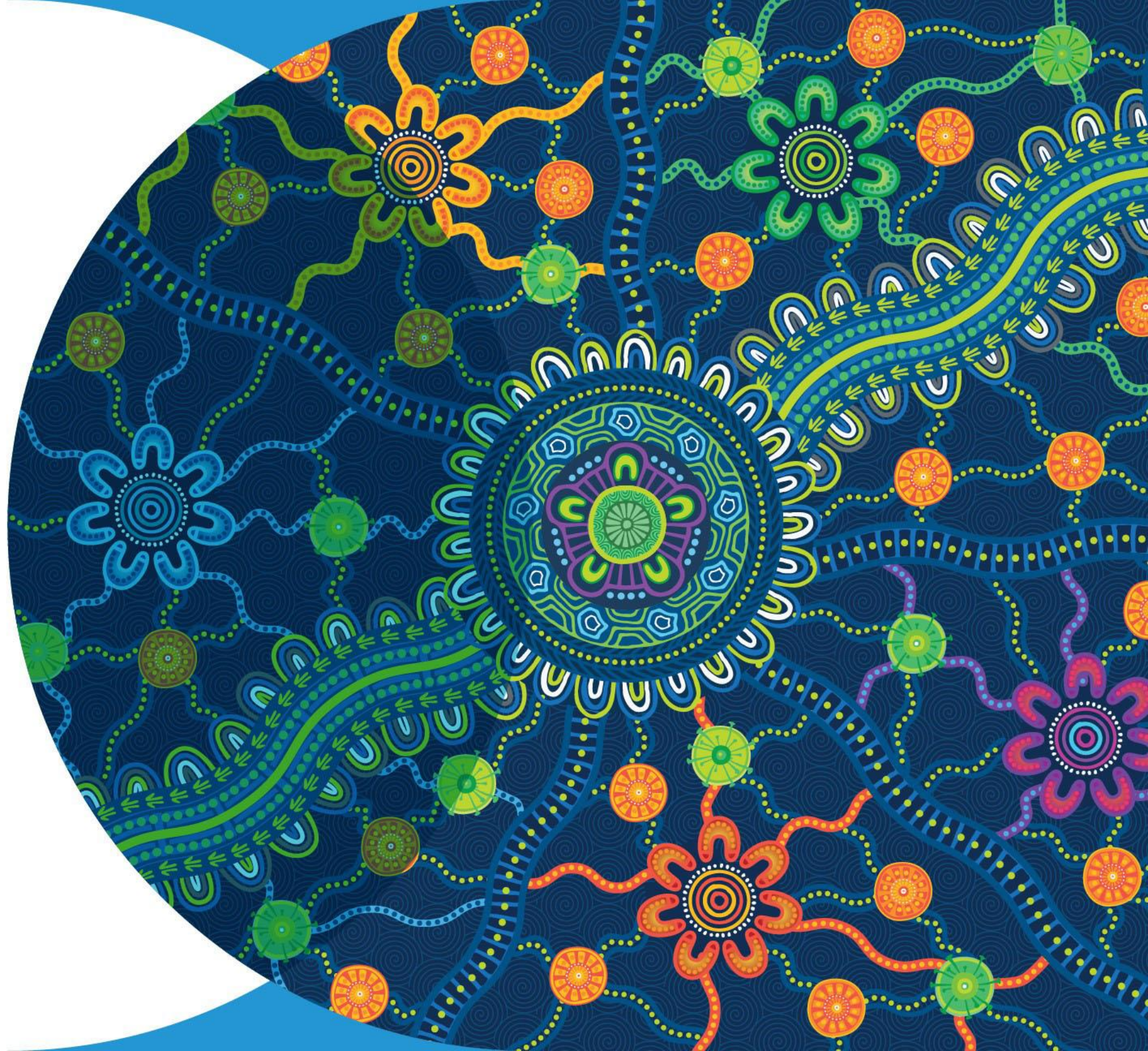
POWER
together



Acknowledgment of Country

Endeavour Energy acknowledges the Traditional Custodians of Country where we work — the people of the Dharug, Wiradjuri, Dharawal, Gundungurra and Yuin nations.

We recognise their continuing connection to the land, waters, and community and pay our respect to Elders, past and present.



2.8 M Connected people

330,000 Solar customers

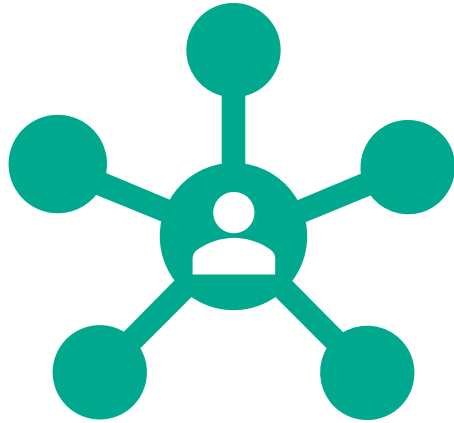
22 TWh Annual usage*

4.1% Energy growth*

**Gross two-way grid usage*



Trust and legitimacy is built through transparency, co-design and education



Underpinned by clear and tangible economic, environmental and community benefits



**Lowering
electricity bills**



**Enabling
social equity**



**Supporting more
households to
install rooftop
solar**



**Reducing pressure
on the electricity
grid**



**Improving
reliability**



**Lowering
emissions &
supporting
sustainability
goals**

NSW's largest community battery program

64 of 86 batteries energised across three streams:

Endeavour Energy and Origin partnership

- 10 community batteries
- Blacktown, Campbelltown, Kiama, Liverpool, Shellharbour, Shell Cove, Wingecarribee and Wollondilly Council

Federal Government's Community Batteries for Household Solar Program (DCCEWW) with additional Endeavour Energy funding

- 44 community batteries across six suburbs including some of the poorest communities within Western Sydney
- Bidwill, Blaxland, Hobartville, Cabramatta, Warrawong and Dapto

Australian Renewable Energy Agency (ARENA) funded program with additional funding by Endeavour Energy

- 32 community batteries by mid next year



More than just storage – a fairer, more affordable and equitable transition

EnergyInternetSolar & BatteriesLPG bottlesElectric vehiclesMoving

Log in

Turn your excess solar into virtual battery storage

Get the benefits of owning a battery, without the cost or hassle.

Join trial

You could save up to \$268 a year[^] with the Community Battery Trial!

Imagine having the benefits of a battery without the hassle of installation, maintenance or high upfront costs. That's why we've partnered up with Endeavour Energy to present you with this trial!

For just **\$15 a month**, eligible customers who participate in this trial can turn their daytime excess solar into virtual storage – energy you can call on when your solar isn't powering your home. That could mean **up to 4kWh of energy** for you to use in the evening.

Plus, it's **free for the first three months!**

[^]This is calculated based on the assumption that the fixed rate is 27.6¢/kWh and you're exporting the full 4kWh per day throughout the year, after deducting 9 months of subscription fees at \$15 per month.



Community batteries

Community batteries provide a shared battery solution allowing residents to store excess power generated during the day by their rooftop solar cells for later use in the evening when demand on the electricity network is higher, or when the sun isn't shining.

They also provide people without roof top solar with access to solar energy generated within the neighbourhood, helping everyone to save on energy costs.

Local residents living near the battery will be invited to participate, with the battery operated in partnership with a retailer.

How do community batteries work?

Homes with solar: Your excess solar is stored in the community battery and available when you need it.

Homes without solar: Excess solar generated by your neighbours is stored in the community battery – and available for you to use.

Benefits of a community battery

By participating in a community battery trial, you can:

- Save on household energy costs
- Access battery storage without upfront costs
- Reduce your household carbon footprint

FURTHER INFORMATION

www.endeavourenergy.com.au/communitybatteries

Phone 131 000

Potential noise impacts to the community have been assessed as part of our location review process. We have implemented measures to ensure batteries installed do not emit intrusive noise within the community. All Endeavour Energy batteries are installed to meet the NSW Environmental Protection Authority's Noise Guidelines.

Will the battery interfere with my phone, internet or television?

No, the battery technology is like the battery in your mobile phone and won't have any impact on the technology in your home. In the same way that your mobile phone battery doesn't impact on your phone, TV or internet. The batteries operate within the Australian Standards for Electro-Magnetic Fields (EMF).

Community batteries are an innovative solution for local energy storage, and they come in two main types based on the electricity network configuration.

Pole Top Batteries: These are suitable for areas with an above ground network. They are installed on top of power poles and directly connected to the overhead lines.

Ground-mount batteries: These are used in neighbourhoods with an underground network. They are placed on the ground and connected to the subterranean power lines.

The selection between a pole top battery and a ground-based battery is crucial for ensuring compatibility with the existing electrical infrastructure and maximising the efficiency of the community battery system.

Community batteries as art



ELECTRIFY 2545

community pilot

ROOFTOP SOLAR

Brighte

Rewiring
Australia

Endeavour
Energy

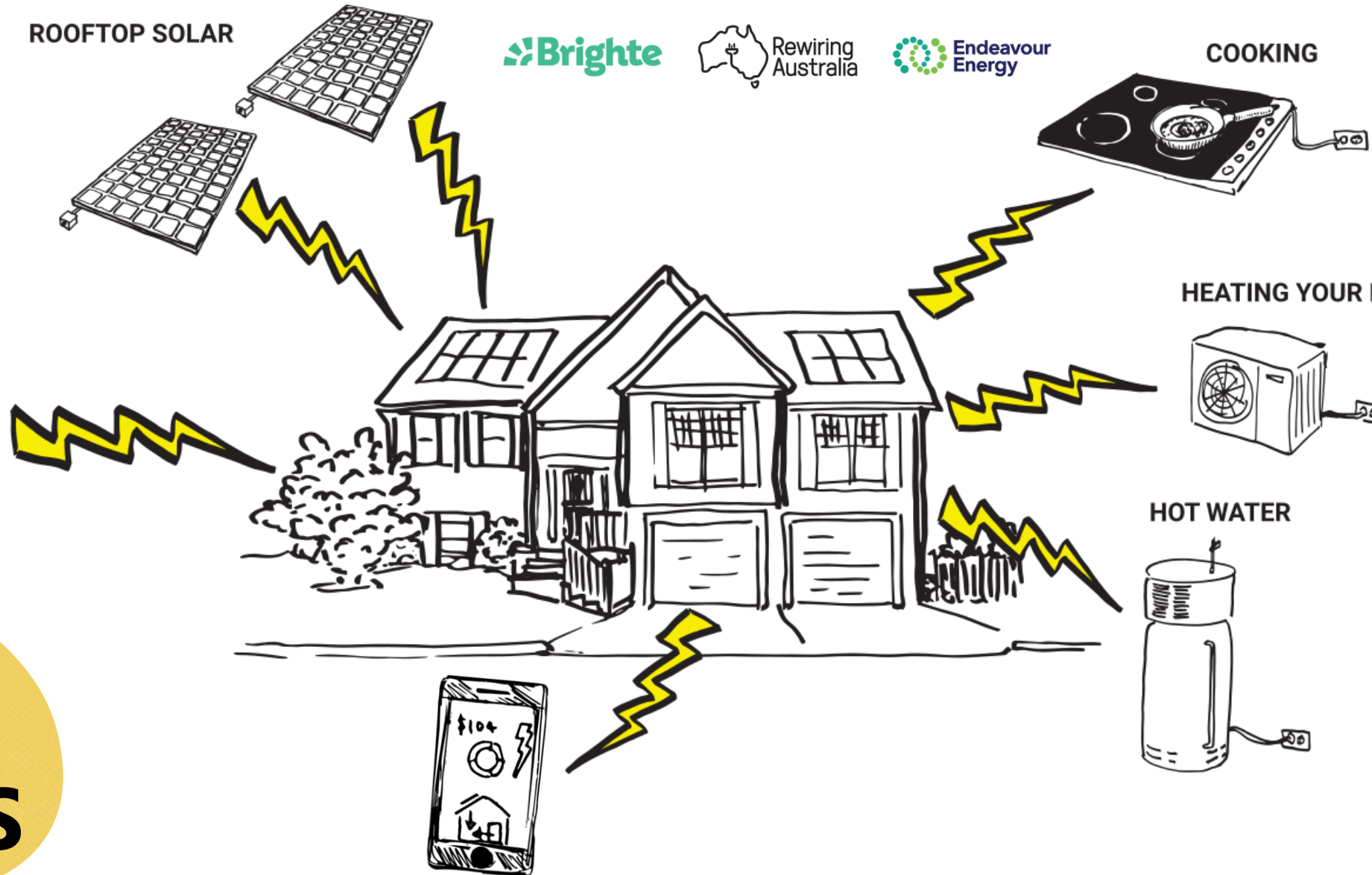
COOKING

HOME BATTERY

HEATING YOUR HOME

HOT WATER

500
HOMES



Bawley Point & Kioloa – NSW's first Community Microgrid



Stakeholder conversations

With Council, Minister for Energy, community groups and local businesses



Community engagement

Launch, community workshops, set up Have Your Say webpage and a Community Reference Group



Energy solution co-design

Finalised model for allocation of subsidised systems and confirmed agreed outcome before rollout



EOIs for subsidised systems

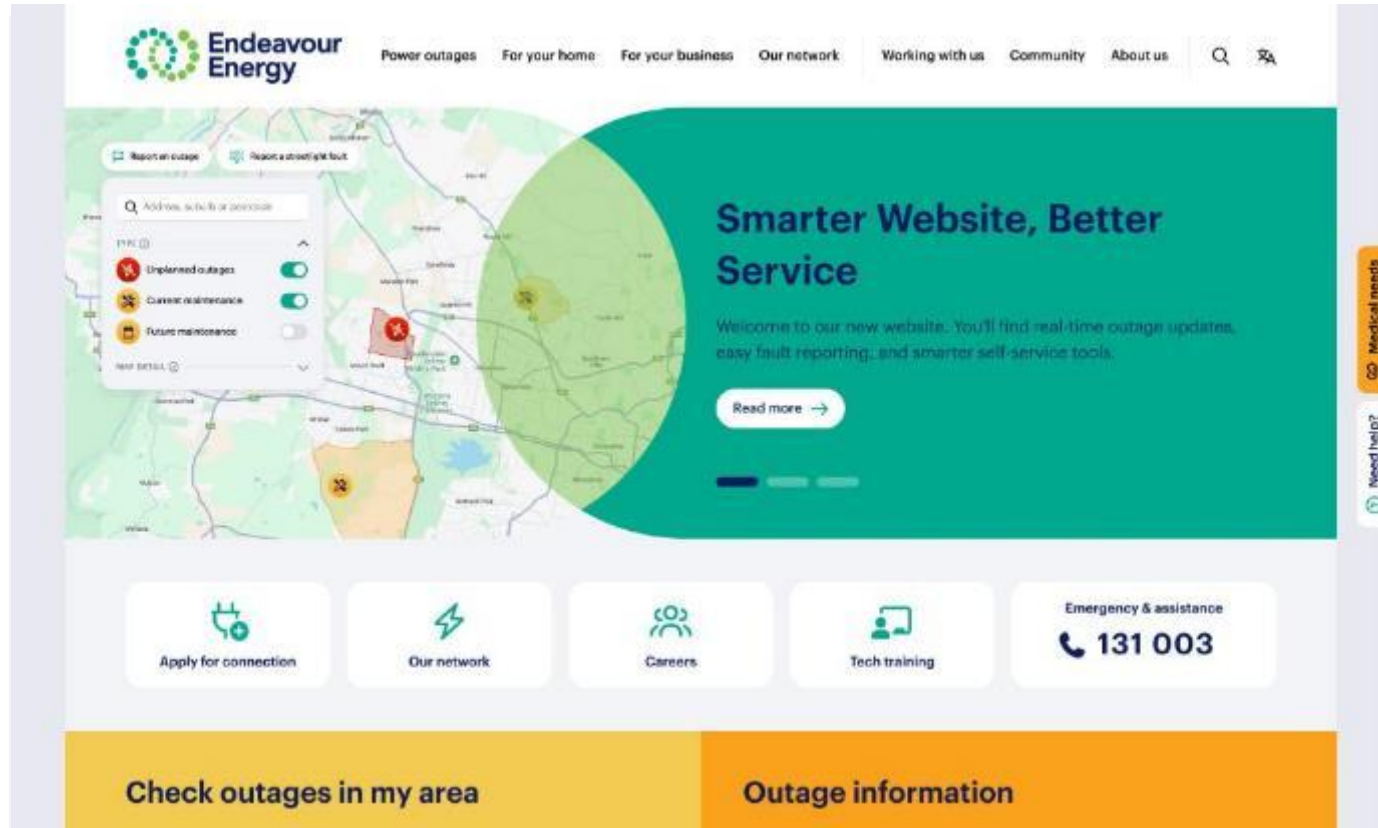
Emails, letterbox drop, workshop and 1on1s when EOI opened for subsidised solar/battery systems



Installation of systems

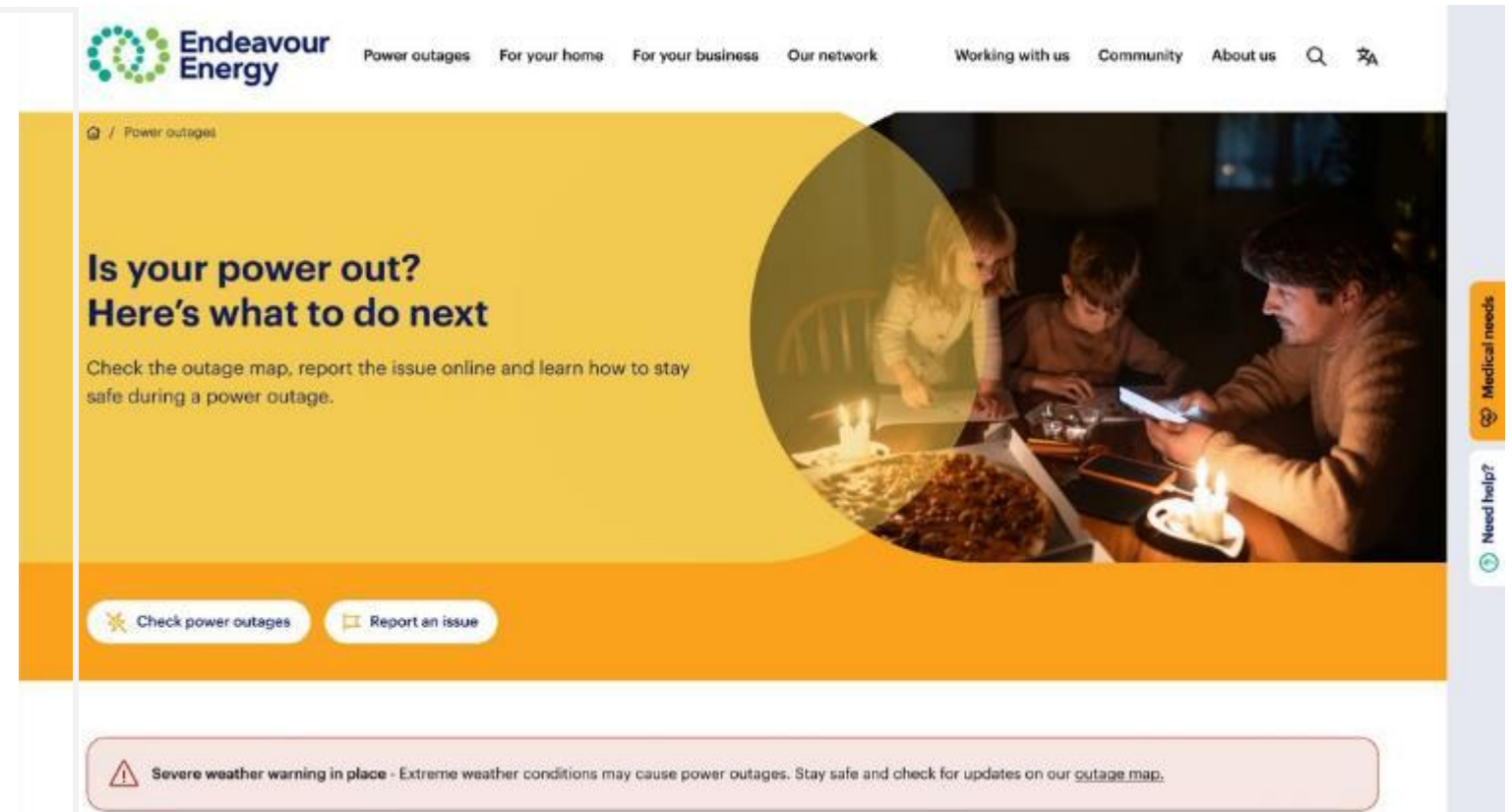
Local installer selected, site inspections, and subsidised solar and battery systems installed

New website co-designed with customers to meet their digital needs and expectations



Current website - what our customer said:

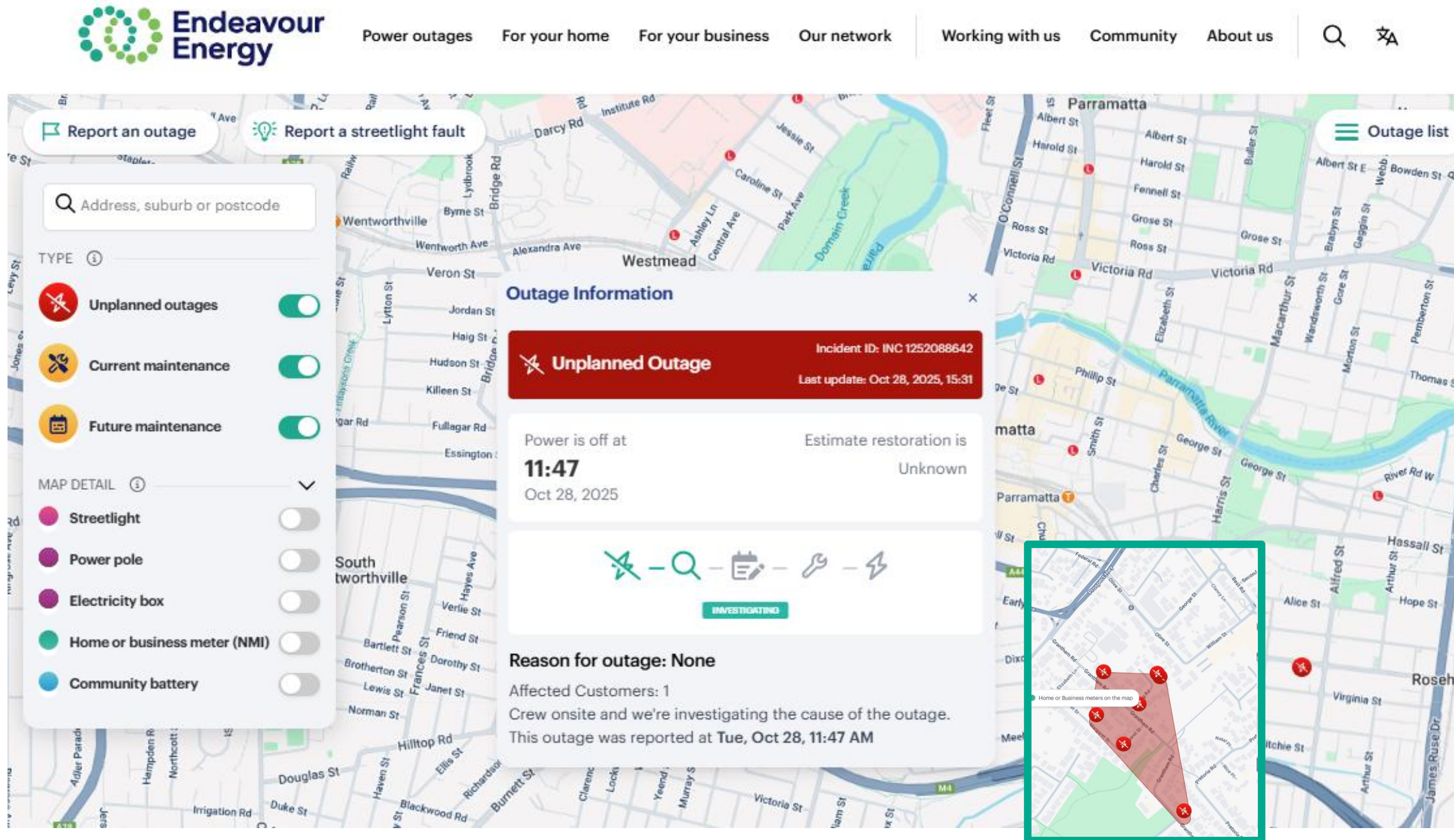
- ✗ Hard to find outage information / hard to report
- ✗ Frustrating experience *"I can't find what I am looking for, I have to call"*
- ✗ Site navigation is confusing *"I get lost moving around the site"*
- ✗ *"The information is there, it's hard to find and written in a complex way."*



Our new website:

- ✓ Built on an industry leading digital experience platform to enable us to continually evolve
- ✓ Scoped and co-designed with customers to ensure it meets their needs and expectations, backed by customer consultation
- ✓ New interactive map with click and report functionality
- ✓ Layered information: outages, streetlight reporting, maintenance
- ✓ Complete re-write of all content so it mirrors our customer's needs
- ✓ Complete redesign of menu and navigation

New interactive network outage map - built for performance, simplicity and functionality



✓ Uber approach to outage reporting

✓ Reduces customer anxiety and the need to call our customer contact centre.

✓ 'under investigation

✓ investigation complete

✓ repairs in progress and ETR info

✓ Data pulled directly from ADMS.



Power Outage Plan

Building resilience by helping communities & Life Support customers prepare for outages

- Lead partner with the Energy Charter, working with signatories, the medical industry and lived-experience customer panels, including:
 - Life Support customer lived experience panel (age, demographic, CALD and vulnerable)
 - People impacted by floods, storms, fire (age, demographic, CALD, vulnerable)
- Campaign microsite with downloadable templates, explanations on what to do
- Fridge magnets and tool kits
- Social media and video campaign



Are you ready for a power outage?

Severe and unpredictable weather like storms, bushfires, heatwaves and floods can cause unexpected power outages.

We will always be working to get the power back on safely and as fast as possible for our customers. It's still important you know what to do if your power goes out.

My Emergency Contact List

Call **000** for Police, Fire Services and Ambulance

Call **132 500** for State Emergency Service (SES) assistance in floods and storms

Call **131 003** for Endeavour Energy electricity network faults and emergencies

Help in your language phone: 131 450

Endeavour Energy

Voices for Power: train the trainer project

- Partnering with migrant communities to training community leaders on energy literacy.
- This knowledge is then shared through the community in a trusted and culturally specific way.
- Each year through the program we train **600** participants and reach **2400** people.
- This year, we're planning 60 sessions primarily in Greater Western Sydney, languages including Mandarin, Cantonese, Arabic, Tamil, Nepali, Spanish

The program helps CALD community members:

- ✓ Understand the energy system
- ✓ Read their bill
- ✓ Use energy more affordably and safely
- ✓ Adopt batteries, solar, EVs and technology



“Due to language and technical barriers, my son and husband manage all our household bills.

Even after we installed solar panels, I noticed our electricity bills were still high.

I wasn't aware of energy retailers or how to make a complaint.

After the session, I learned about retailers and now feel confident to call and discuss my billing concerns”



“I've never seen my bill before, as my son usually handles it for me.

I also wasn't familiar with the terms- distributor and retailer.

But after the training, I clearly understand the difference.

I'll be sharing everything I learned today with my family and friends ...“



Powering Communities

Endeavour Energy
community grants program

Solar and energy education sessions targeting Culturally and Linguistically Diverse communities

- Community workshops will provide advice on:
 - How to get started with solar and batteries
 - Tariffs, rebates, and virtual power plants
 - Tailored energy savings estimates
- Workshops target Culturally and Linguistically Diverse (CALD) suburbs.
- The initial workshops will be held in English with future sessions to be delivered in Mandarin.
- Endeavour Energy will have representatives on hand at workshops to provide information on understanding bills and community batteries.
- Opportunity to use partnership to deliver messages on our programs and initiatives in-language and to a CALD audience.

**Powering Communities:
Solar for Apartments & Strata**

Thu 12 June, 6-8pm
@ PHIVE, 5 Parramatta Square, 2150

SolarCitzens Endeavour Energy ZapCat

**Powering Communities:
Save with Solar & Storage**

FREE Community Information Session
Wednesday 18 June, 6 - 8pm
@ Chipping Norton Community Centre,
Liverpool City Council

SolarCitzens Endeavour Energy ZapCat



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