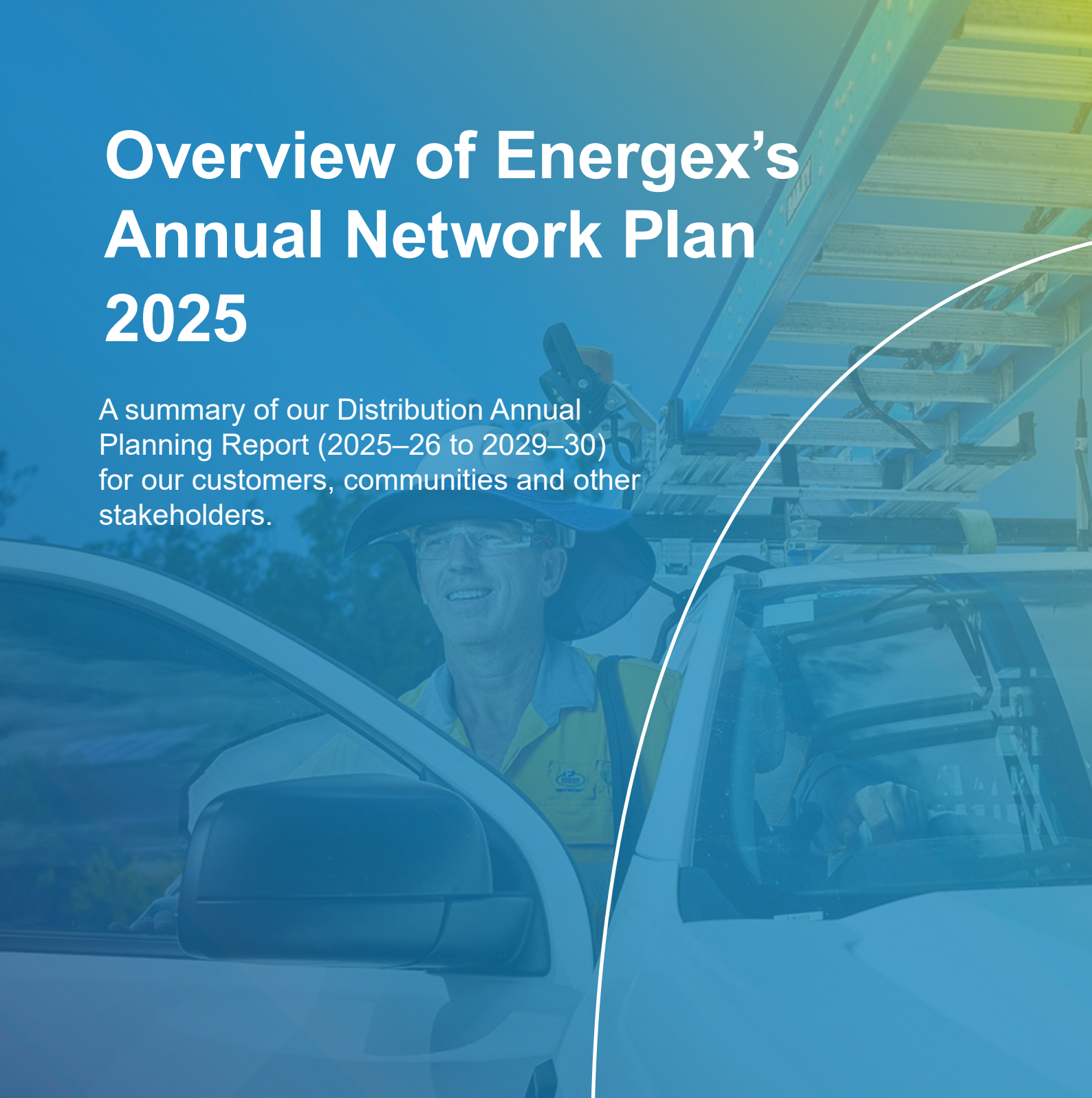
Overview of Energex's Annual Network Plan 2025

A summary of our Distribution Annual Planning Report (2025–26 to 2029–30) for our customers, communities and other stakeholders.



energex

Part of Energy Queensland

Purpose

Energex's Distribution Annual Planning Report (DAPR) explains how we are continuing to safely and efficiently manage the electricity distribution network in South-East Queensland.

This summary outlines the content in our DAPR with links to specific chapters you can refer to for more information.

The full report details the network's performance in 2024–25 and our plans for 2025–26 to 2029–30.

It provides insights into the key challenges we face and our responses to them, highlighting the areas where we are seeking to work closely with our customers, the community, regulator and different industry partners.

It provides information to assist interested parties to:

- understand how the electricity network works
- provide input to the future development of the network
- identify locations that would benefit from significant electricity supply capability or demand side management and non-network initiatives
- identify locations where major industrial loads would be best located.

This information is also supported by our online interactive map of the electricity network.

Contents

Message from our Chief Engineer

I am pleased to share this summary of Energex' s Distribution Annual Planning Report (DAPR) for 2025–26 to 2029–30.

Each year we publish our DAPR that sets out the strategic direction of the network over the next five years in the context of a rapidly evolving technological landscape, changing customer needs and expectations, and ongoing high levels of renewable energy integration. The DAPR provides our customers, communities, and stakeholders with insights into the factors shaping our plans, including electricity demand forecasts, network maintenance and refurbishment needs, customer strategies, natural disaster management, service performance trends and our investment priorities.

What is shaping our plans?

Following the release of the Queensland Government's Energy Roadmap in October 2025, Energex has committed to supporting its objectives of affordability, reliability and sustainability. Over the coming years, Energex will continue to strengthen the grid's resilience to severe weather events, enable customers to connect, support growth in network demand, and deliver the community battery program. These priorities reflect Energex's critical role in powering South East Queensland's (SEQ's) economic growth and energy transition.

Population growth, housing shortfalls & affordability

Energex is introducing a connections guarantee to enhance transparency, and support timely, efficient connections for new generation, storage and load projects. This initiative will play a critical role in facilitating private investment and accelerating the energy transition by ensuring clear service standards and accountability.

As cost-of-living pressures increase, many of our customers continue to tell us their primary concern is affordability. We are committed to driving efficiency and reducing costs across all areas of the business through our Operational Excellence Program.

2025–2030 Distribution Determination

Energex is subject to economic regulation by the Australian Energy Regulator (AER). On 30 April 2025, the AER finalised its Distribution Determination for Energex for the 2025–30 regulatory control period which set the revenue cap and expenditure allowances guiding our operations. We remain committed to ensuring all network investments are prudent and efficient, and deliver long-term value for customers. Managing current and future assets is central to our business. Our asset management approach is guided by key principles: ensuring safety for employees and the community, meeting the demand, delivering customer commitments, meeting network and service performance standards and maintaining a sustainable cost structure. Cyber security also remains a critical focus to safeguard network and business operations.

Severe weather events & restoration

Energex takes pride in its ability to respond to natural disasters and restore supply to customers impacted by these events quickly and safely. We place the highest priority on public safety, infrastructure protection, and rapid restoration of supply following high-impact weather events. Our comprehensive emergency management strategy includes a dedicated team focused on planning, preparedness, response and recovery, supported by technology-driven damage assessment capabilities. Seasonal readiness activities include maintaining mobile generation assets, securing critical spares, managing vegetation, and strengthening inter-agency collaboration to enhance resilience against storms, bushfires and floods.

Distributed Energy Resources (DER) -Enabling customer choices and greater control

Across the 1.6 million homes and businesses connected to the Energex network, customers continue to invest in solar, Electric Vehicles (EVs), Battery Energy Storage Systems (BESS) and other technologies to manage their energy needs in the most cost-effective ways.

The opportunity (and challenge) for us is to harness this customer-led energy transformation to complement efficient network investment, while addressing growing reliance on electricity driven by advanced technologies, electric vehicles and e-commerce. Energex is working closely with regulators, market operators, industry participants and stakeholders to address challenges associated with high distributed energy resources penetration, electric vehicles integration and emerging technologies such as battery energy storage systems. This collaboration spans market policy development, regulatory frameworks, innovation and trials, consumer engagement and future grid planning.

Gearing up for 2032 Olympic and Paralympic Games

Preparations for the 2032 Olympic and Paralympic Games are underway to ensure Energex's electricity networks are ready for these landmark events. As Queensland prepares to shine on the global stage, Energex has a significant role to play in ensuring that energy is supplied safely, reliably and sustainably to all venues across SEQ, and is well positioned to contribute to the success of the Games.

Thank you - for your support and for being part of our journey!

We extend our sincere thanks to all customers and stakeholders who have engaged with us throughout the past year and contributed to our programs. We also appreciate our industry partners, whose collaboration is vital to the success of our demand management initiatives and the facilitation of network connections.

We are excited to continue working together as we optimise our network investments and refine operational programs to deliver a sustainable and prosperous energy future for Queensland.

Suzanne Shipp
Chief Engineer
Energy Queensland Limited

Our network

246
zone substations

53,421
distribution transformers

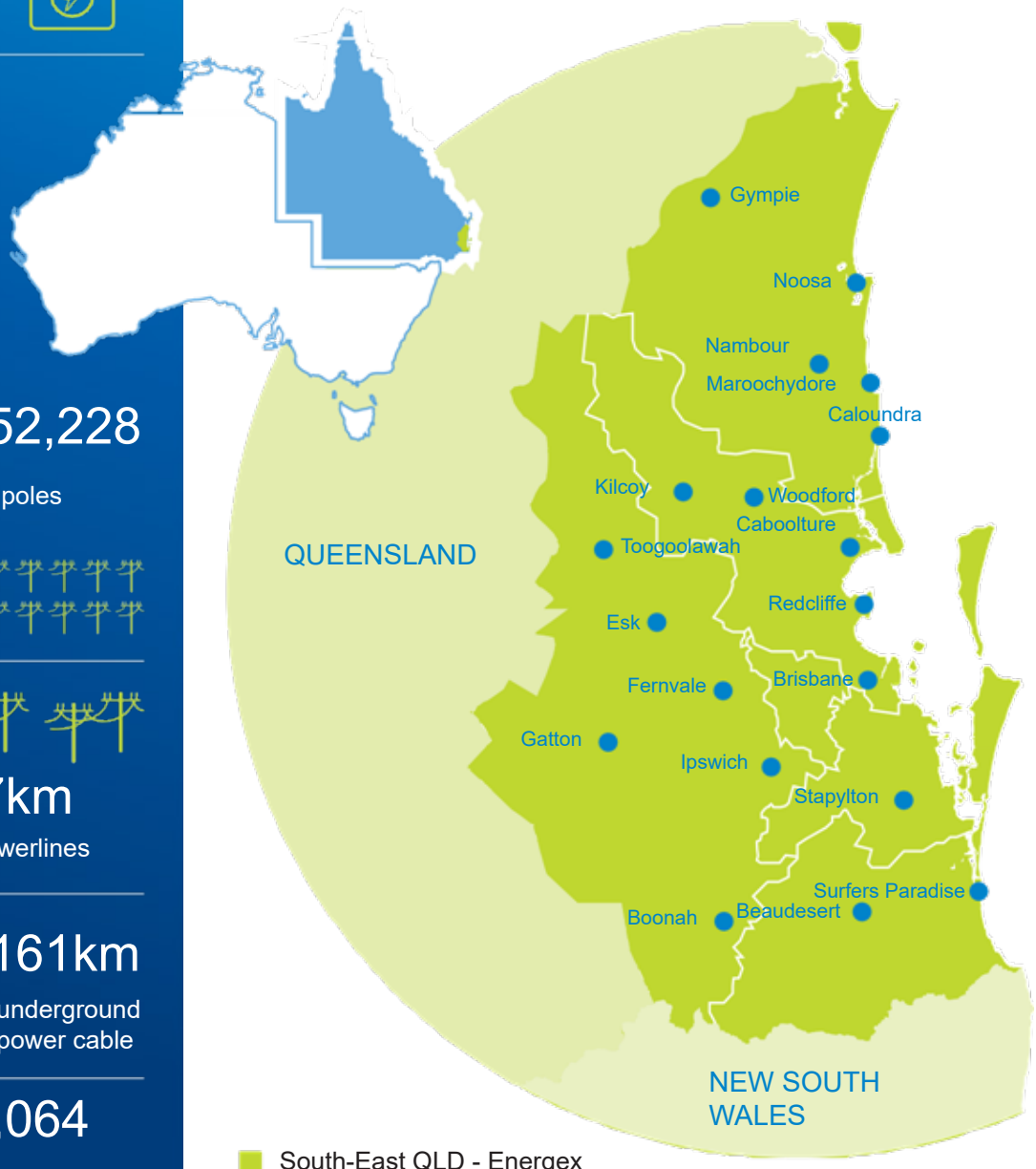
452,228
poles

35,077km
Overhead powerlines

22,161km
underground power cable

1,645,064
connected customers

Our service area



South-East QLD - Energex Network

What is shaping our plans?

To ensure we are meeting the needs of our customers, communities, and stakeholders, we invest in listening to their expectations, concerns and ideas.

We continue to hear that safety should never be compromised and that electricity affordability remains the core overriding concern for many. At the same time, in addition to keeping the lights on, it is clear our customers want greater choice and control around their energy solutions, with a strong interest in renewable energy, battery storage, electric vehicles and other energy-related technologies.

These insights are shaping our plans.

Safety first: a no-compromise approach

Safety is considered to be of the utmost importance by Energex and the community. Our focus on maintaining safety outcomes for our staff, customers and communities remains paramount. Community education on electrical safety awareness is highly important to us, especially during natural disasters.

We are taking a no-compromise approach to community and staff safety, leveraging innovative solutions that enable continuous improvement. We're continuing to focus on improving safety in our maintenance and replacement practices across all asset categories. As our network ages and the risk of equipment failure towards the end-of-life increases, this becomes increasingly more of a priority. We also continue to invest in new technology trials that have the potential to deliver improved, safe and efficient outcomes for our customers.

Queensland Energy Roadmap 2025

Following the release of the Queensland Government's Energy Roadmap: *Improving our energy assets while building what we need for the future* (Queensland Energy Roadmap) in October 2025, Energex has committed to supporting its objectives of affordability, reliability and sustainability. Over the coming years, Energex will continue to align our strategic directions with targeted investments in grid resilience (to severe weather events), community battery program, customer affordability initiatives, energy efficiency measures and streamlined customer connection processes. These priorities reflect Energex's critical role in powering SEQ's economic growth and energy transition. We are also continuing to enable our customers to connect more Consumer Energy Resources (CER) and Distributed Energy Resources (DER), working to progress network tariff reforms, and developing innovative energy-related solutions.

Energy Queensland's key contributions to the Queensland Energy Roadmap 2025

Community Batteries

Energy Queensland is rolling out community-level batteries across the distribution network and will partner with the private sector to manage minimum system load and support rooftop solar integration. This initiative is directly referenced in the Roadmap as a critical enabler for grid stability and efficiency. The Roadmap includes a $10M fund for batteries for EQL to administer to encourage private sector investment.

Network Resilience

The business is delivering flood resilience upgrades (e.g., Ingham Substation) and preparing for the 2025/26 severe weather season, supporting the Roadmap's emphasis on asset reliability and disaster preparedness.

Connections

The new Customer Connections group is streamlining developer works and enabling faster connections, supporting Queensland's housing and infrastructure growth in line with the Roadmap's objectives. A "Connections Guarantee" will be developed which relates to the new KPIs we have proposed.

Affordability

A Tariff Review for Agriculture and small business customers. This will be led by EQL in consultation with Government in the lead up the yearly QCA pricing process for July 2026.

Energy efficiency

As Queensland's largest electricity retailer and sole electricity distributor, Energy Queensland will continue to identify opportunities across CER to support customer affordability, voluntarily increase electrification of their homes and transport, as well as source presently underutilised capacity in the system where this is a lower cost alternative to capital investment and improves reliability.

Distribution Determination 2025–2030

Energex is subject to economic regulation by the AER in accordance with the National Electricity Law and National Electricity Rules. On 30 April 2025, the AER finalised its Distribution Determination for Energex for the 2025–30 regulatory control period. This determination establishes the revenue cap and expenditure allowances that guide Energex's operations and investment decisions over the five-year period. In alignment with these regulatory requirements, Energex remains firmly committed to ensuring that all network investments are prudent and efficient, and deliver long-term value for customers. More information regarding Energex's allowed revenues and network prices can be found on the AER's website.

Ensuring prudent network investments

Energex has a tiered governance process to oversee future planning and expenditure on the distribution network, which includes:

- Asset Management Policy and Strategy - Alignment of future network development and operational management with Energex's strategic direction.
- Grid Investment Plan - Development of seven-year rolling expenditure programs and a 12-month detailed Program of Works (PoW) established through the annual planning review process.
- Program of Works Performance Reporting - Specific corporate key result areas to ensure the PoW is being effectively delivered with performance standards and customer commitments met.
- Grid Investment Approval - Network projects and programs are overseen by executive management and business cases approved by an appropriate financial delegate.

Our customer engagement program

To ensure we are meeting the unique and diverse needs of our communities and customers, in a period where our industry is undergoing rapid transformation, a coordinated, performance-measured, multi-channel community and customer engagement program is essential.

We continue to connect with our customers and communities to remain up to date in understanding their needs and prioritising our work based on the economic, social, environmental and governance topics that matter most to our different stakeholders.

We are committed to our community and customers with a set of commitments for 2026 and beyond.

Our Customer Commitments:

- Affordability – we continue to seek ways to make electricity more affordable.
- Security of supply – we're here to keep the lights on - providing the peace of mind of a safe, reliable electricity supply.
- Sustainability – we support you in the selection of your energy solutions.
- Prioritisation – we continue to prioritise our investment plans, including the strategies and specific investments reflected in this report.

For more on our engagement program go to: Chapter 3 Customer and community engagement

Brisbane 2032
Olympic and Paralympic Games Host
Queensland

Gearing up for 2032 Olympic and Paralympic Games

Preparations for the 2032 Olympic and Paralympic games are underway to ensure Energex's electricity networks are ready for these landmark events. As Queensland prepares to shine on the global stage, Energex has a significant role to play in ensuring that energy is supplied safely, reliably and sustainably to all venues across SEQ, and is well positioned to contribute to the success of the Games.

Making electricity affordable, accessible, safe, secure and reliable

Our customers have told us that in addition to safety, affordability is their primary concern – for both cost-of-living pressures and business competitiveness. Affordability is more than part of our purpose statement. It is a fundamental consideration in how we manage our network.

Each year our electricity prices are regulated and set by the Queensland Competition Authority (QCA). Influenced by various network and market factors, this year has also seen an increase in the electricity prices.

Our forward investment program remains focused on minimising costs to customers, while still ensuring that we meet the outcomes that our customers expect.

Our asset management strategies aim to balance our customers' need for a safe, secure and reliable electricity supply, as well as their desire for this service to be provided at a minimal cost.

A key part of this process is to optimise the economic benefits of network improvement, while always considering the potential for non-network solutions, such as demand management.

The growth in solar energy

Energex has one of the highest levels of residential rooftop solar energy systems per household of any electricity network in the world. 50% of detached homes in South-East Queensland have chosen to have a solar energy system installed. The average inverter capacity is 5.6kVA. This desire for greater efficiency in energy usage through the connection of solar energy is ongoing. During 2024–25, the number of solar Photovoltaic (PV) technology connections to our South-East's network was around 30% lower than in 2023–24.

At the end of June 2025, there were 627,603 systems connected to the distribution network, with a total generation capacity of 4,048MVA. We have also supported the connection of large-scale renewable energy projects to the network.

Strategic planning initiatives, such as the implementation of the 230V Low Voltage Standard and emergency backstop mechanism, help us manage voltages across the network and enable further uptake of solar PV. In addition, we continue to explore avenues to enable dynamic connections through secure communication between the network and the compatible DERs.

For further information please refer to:

- Chapter 4 Network forecasting
- Chapter 10 Power quality
- Chapter 11 Network challenges and opportunities

2,300

new solar energy connections per month

627,603

small-scale solar energy systems connected to the network

4,048MVA

solar generation capacity on the network

50%

of all South-East residential detached houses have a solar PV system connected

The changing use of the network

The increase in the distributed energy resources (e.g. solar PV) is changing the way the network is used, with two-way energy flows and new daily load profiles emerging across the network.

In some areas, this has been quite significant with the 'hollowing out' of demand at the substation level during daylight hours and a reduction in traditional afternoon electricity peak demands, as represented in the demand profile graph below.

While this occurs, significant two-way flows of electricity along local 'poles and wires' are experienced in residential areas as homes and businesses share their energy output to meet the community's energy needs, which continues to peak in the evening as Queenslanders return home.

Also shown in the demand profile graph below, is how generated solar PV energy helps address the network peak in early afternoons. As the sun and solar generation fades later in the day, however, a 'de facto' peak presents itself (albeit lower than what it would have been earlier without the benefit of solar).

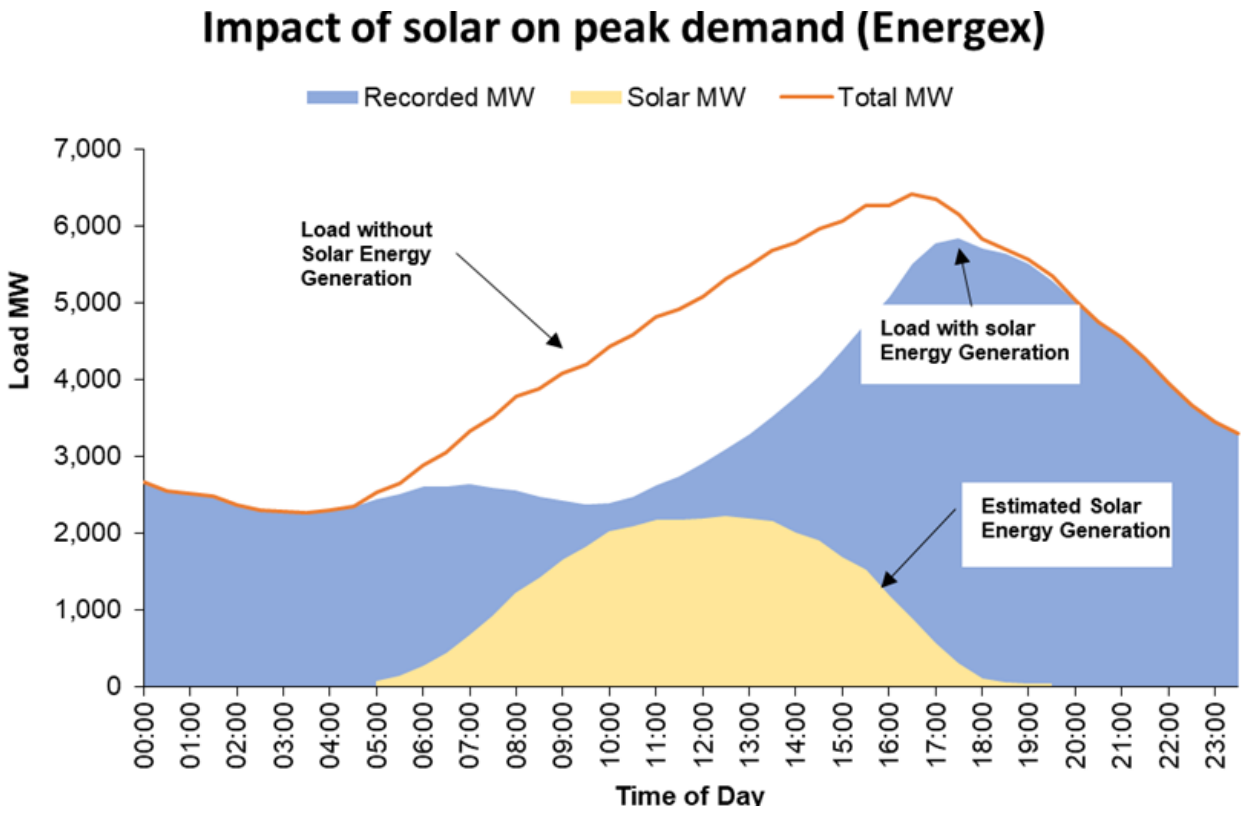
It is important to understand that this effect can be very different on a day-to-day basis with demand on the network returning, often dramatically, when cloud cover reduces the local solar energy output. Where there are high levels of solar, quality of supply or voltage issues also need to be addressed. These challenges are also shaping our network plans.

For further information please refer to:

- Chapter 4 Network forecasting
- Chapter 10 Power quality
- Chapter 11 Network challenges and opportunities

Battery Energy Storage System (BESS)

Energex is actively monitoring trends and technologies in the residential and commercial BESS market to update standards, safety and connection requirements. While recognising BESS's potential to deliver both network and customer benefits, we acknowledge existing barriers to its effective use. As part of its Local Network Battery Plan, Energex is deploying 4MW/8MWh batteries connected to high-voltage networks near zone substations.



Looking at trends in electricity use

We expect the growth in electricity supply that is delivered throughout the South-East's electricity network will remain relatively stable over the coming years, with a growth rate in peak demand at the system levels of 1.8% per annum due to increases in customer numbers.

This expectation is based on the economic outlook, scenario modelling that anticipates ongoing growth in the take up of solar energy systems, and an ongoing shift to more energy efficient appliances.

In the medium-to-long-term however, the trend in energy usage from the network will depend on the uptake of other emerging technologies – like battery storage, electric vehicles, and the next generation of home and commercial energy management systems.

Electric Vehicles

The growth of Electric Vehicles (EVs) in Queensland as a new class of electrical load presents both challenges and opportunities. Our aim is to ensure we're enabling the charging of Plug-in Hybrid Electric Vehicles (PHEVs) and Battery Electric Vehicles (BEVs) or EVs by our customers, while leveraging them to enhance network utilisation (avoiding peaks in demand by charging at times when there is extra capacity available on the network), and place downward pressure on electricity prices.

During 2024–25, the number of EVs registered in Queensland increased by 51% to almost 78,000 vehicles, plus 1,800 electric motorcycles. Almost 90% of EVs registered in Queensland are in SEQ, despite the region having around 69% of the state's population. Although passenger EVs still only account for 2.3% of all registered cars in Queensland, 13.4% of cars sold in 2024–25 were EVs, up from 12.3% in 2023–24. EV numbers are forecast to surge in Queensland as their purchase prices decrease, model availability increases, and more charging infrastructure is deployed.

The rapid development, and resulting lower costs, of lithium-ion and other battery technologies will also make EVs increasingly attractive to more customers. Accordingly, Energex is collaborating with relevant stakeholders to create access to optimal private and public charging solutions based on the affordability and convenience priorities of EV owners.

Energex is playing its part in enabling EV ownership and optimal EV charging arrangements for residential and business customers to better understand and capitalise on EV charging. To help achieve this we released the fourth edition of our Network Electric Vehicles Tactical Plan. The tactical plan is guided by our Network Electric Vehicles Strategy and outlines the key actions our network businesses are taking to prepare for EVs.

For more on the network challenges go to: Chapter 11 Network challenges and opportunities

Network resilience- Where are we focusing?

We're always at the ready for whatever SEQ's challenging summer season delivers. We're continually maintaining and, if needed, renewing our network to ensure the safety, security and reliability of supply.

And we're focusing on using technology to do things smarter, more safely and efficiently while delivering satisfactory customer experiences, especially during natural disasters.

Maximum and minimum record of electricity demand

South-East Queensland experienced hot weather conditions throughout the 2024–25 summer months, highlighting the complex impact of solar PV integration into the network.

During the 2024–25 summer, system peak demand reached 5,839MW at 5.30pm on Wednesday, 22 January 2025, when temperatures at Amberley peaked at 37°C. It is estimated that solar PV reduced the peak by around 309MW. This summer peak demand was 2.7% higher than the previous year record in demand peak of 5,687MW. This increase is due to a combination of factors. The peak was created by the hot weather driving up the air conditioning load, and widespread afternoon cloud cover reducing the available solar energy generated and increasing the load on grid-supplied electricity.

Within the Energex network (where there is a high population density in a relatively small geographic area) the solar energy generation has reached a scale where annual peak demands are not only driven by factors like heat and humidity, but also by variations in solar energy generation when cloud cover rolls quickly across the network at times of high air conditioning load. While growth in peak demand is relatively flat from a whole-of-network perspective, there remain pockets across the network that are seeing new developments come online or experiencing other increases in demand. Annual average growth of system maximum demand is around 1.8% over the 2025 to 2035 period in the latest forecast model summarised in 2025 Strategic Forecasting Annual Report.

The high number of residential rooftop solar on the network along with forecast installations has shifted the daily minimum demand on the network from a night-time minimum to a daytime minimum. Historically, Energex minimum demand occurred in the late evening/early morning. Energex recorded a historic daytime minimum demand on Sunday, 5 October 2025 with a minimum of 39.77MW, reflecting significant solar generation and reduced grid consumption during daylight hours.

For more on our network forecast go to: Chapter 4 Network forecasting

Did you know

We supply power to over 70 hospitals and 600 schools

In January 2025 the system peak demand was 5,839MW rooftop solar reduced the peak by 309MW

In October 2025, Energex recorded the historic minimum demand of 39.77MW

We distribute electricity to over 1.6 million residential, commercial, and industrial customer connections, supporting a population base of over 4 million in South-East Queensland

We have one of the highest levels of residential rooftop solar energy systems per household of any electricity network in the world with 50% of detached homes in South-East Queensland having a solar energy system installed

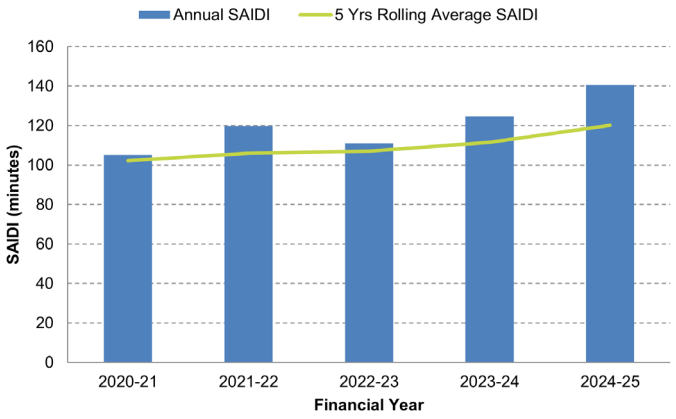
Energex network reliability

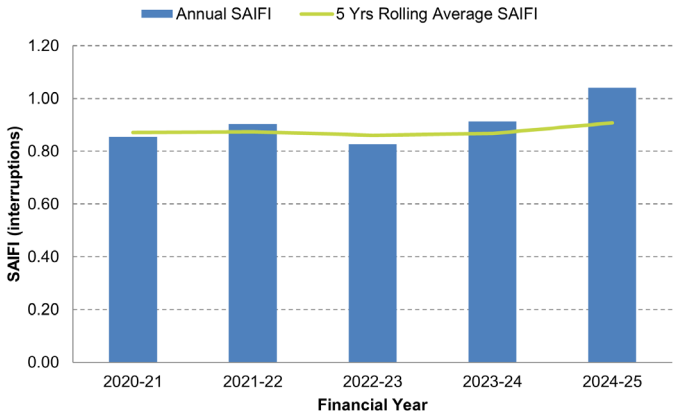
The network's performance outcomes for 2024–25 were favourable to five out of the six Minimum Service Standards (MSS) related to duration (System Average Interruption Duration Index, SAIDI) and frequency (System Average Interruption Frequency Index, SAIFI) of power outages. MSS are defined in our Distribution Authority.

Our response capability is constantly tested by major weather events with each incident unique in terms of scale and impact. Last year, the Energex distribution network was exposed to multiple severe storms, including Tropical Cyclone Alfred as it approached the coast, impacting the network and subsequently requiring an increased level of response from field and support groups. This resulted in over 500,000 customers being impacted across SEQ. Energex also managed other storm impacts across the region through normal business response arrangements.

Our commitment is to maintain the improvements in reliability achieved over recent years and to continue to improve the customer experience for those being impacted by outages. Our investment and planning criteria look at the reliability benefits for the customer and our need to meet the MSS as well as Safety Net requirements. The graphs below show the five-year trend in outage duration and frequency.

For more on our network's performance go to: Chapter 9 Network reliability





Managing an ageing network

To maintain the safety and reliability of the network we need to continually refurbish and replace ageing assets. This investment is targeted to deliver sustainable value for our customers.

The age profile of some parts of the electricity network across South-East Queensland is a significant issue requiring regular inspections and condition monitoring to ensure the safety, security and reliability of supply.

Energex employs condition- and risk-based asset inspection, maintenance, refurbishment and replacement activities in line with its asset management policies and strategies. End-of-economic-life replacement and life-extension refurbishment decisions are informed by risk assessments considering safety, history, performance, cost and other business delivery factors.

Our assets are inspected at scheduled intervals to detect physical indications of degradation that lead to impending failures. Typical examples of inspection and condition monitoring activities include:

- analysis of power transformer oil to monitor for internal issues
- inspection of customer service lines for safety concerns
- assessing power poles and cross-arms for signs of decay (in wood poles) to determine residual strength
- electrical testing of circuit breakers for performance.

As part of the program of preventative works, we also invest in major vegetation management projects (to keep trees away from powerlines) and address other network issues.

Over the coming years the most significant investment in the renewal of Energex's infrastructure is planned for our overhead distribution network. Here the network's exposure to storms has significant community safety implications. In addition, we are also addressing newly identified powerline clearance issues, as well as a range of other issues.

For more on our maintenance approach go to: Chapter 8 Asset life-cycle management

Using technology to deliver smarter solutions

Energex is building its capability with an ongoing investment into technologies that deliver smarter solutions, improved risk outcomes and efficiency.

These efforts include utilising Light Detection and Ranging (LiDAR) data from the aerial asset and vegetation monitoring management technology. This aircraft-based laser and imaging capture system provides spatial mapping of the entire overhead line network. The data captured is processed to enable identification and measurement of the network and surrounding objects, such as buildings, terrain and vegetation.

This system creates a virtual version of the real world enabling fast and accurate inspection and assessment of the physical network and the surrounding environment, particularly vegetation (see above).

The integration of this information into our decision framework and works planning processes is increasingly delivering productivity and efficiency improvements for vegetation management and other network analytics such as clearance to ground, clearance to structure, pole movement and leaning poles analysis. Other innovative identification systems are also being developed.

For more on our maintenance approach go to: Chapter 8 Asset life-cycle management

High impact weather events

Energex is conscious that its responses to emergency events, particularly those driven by adverse weather, are delivered in an environment of continually increasing need and expectation, both from customers and stakeholders. More than ever, our response must consider the increasing customer dependency on electricity as technology and appliances become more sophisticated, and economic activities become more reliant on e-commerce.

Energex response priorities during any power outage events, in order of importance, are:

- ensuring personal safety - both public and Energex employees
- protecting equipment and infrastructure from damage
- efficient supply restoration - including meeting communication requirements of customers and emergency service agencies.

Energex conducts annual preparations prior to each summer storm season to provide its customers across South-East Queensland with a reliable network that minimises supply interruptions and other network and public risks during extreme weather conditions such as bushfires and floods.

Our comprehensive emergency management strategy includes a dedicated team focused on leading and planning, preparedness, response, and recovery, supported by technology-driven damage assessment capabilities. Seasonal readiness activities include maintaining mobile generation assets, securing critical spares, managing vegetation, and strengthening inter-agency collaboration to enhance resilience against storms, bushfires and floods.

These preparations include the review of response programs and processes, resourcing and ongoing network related capital, and operating works prior to summer to maintain a resilient network. Comprehensive post implementation reviews are also conducted to identify further opportunities to enhance our processes, plans, technology, people development, and overall response capability. These types of reviews are critical as part of continually meeting stakeholder expectations and reducing the negative impact of large-scale disasters on the Queensland community.

Energex plans for the occurrence of extreme weather events and has developed the natural hazards strategy (including summer preparedness planning) which is available at our website Company Reports & Plans.

Finding the best solutions together

To move to a more sustainable energy system we know our network needs to enable customer choice in electricity supply. This requires an intelligent grid and a focus on making it easier to connect to the network.

Demand management and other non-network solutions

Our Demand Management (DM) program forms part of an integrated approach that also includes our forecasting, planning, intelligent grid and tariff strategies to help lower electricity charges for our customers. When it is efficient to do so, the implementation of non-network solutions will replace or complement the need for network investment.

This involves working with end use customers and our industry partners to reduce demand and maintain system reliability in the short term and over the longer term, which assists us to improve and complement efficient investment in the network.

The implementation of a non-network alternative is commonly referred to as demand management.

This involves incentivising our customers and DM providers to modify demand and/or energy consumption, which in turn will reduce operational costs or be an alternative to capital expenditure. The more capital expenditure that can be deferred or avoided, the greater the savings to our customers.

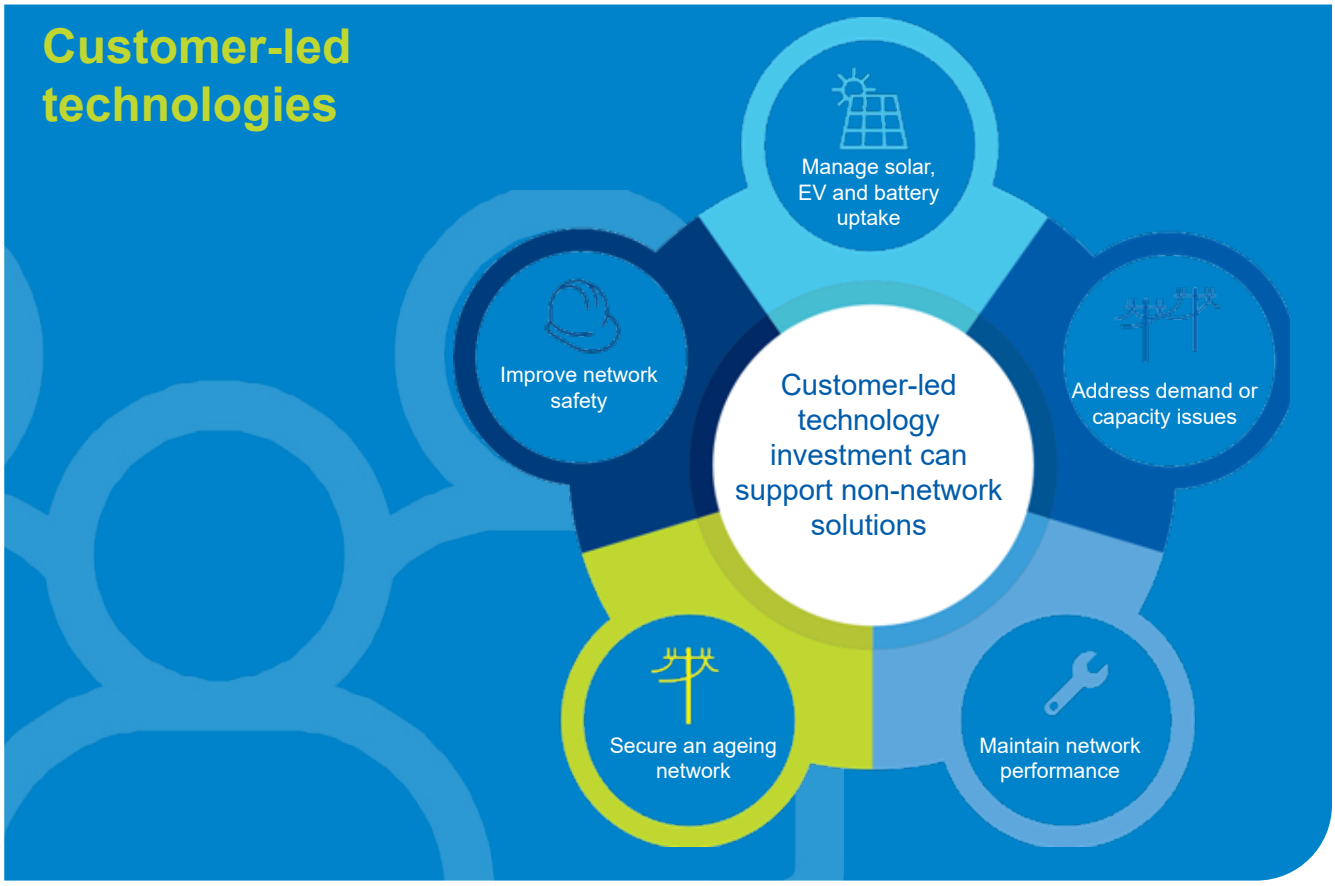
For more on Demand Management go to: Chapter 7 Demand Management activities

Sustainability – the future is in intelligent grid

We continue to transform our networks into an intelligent grid so that our customers can leverage the many benefits of digital transformation, distributed energy resources such as solar, and other emerging technologies, like battery storage, electric vehicles, and the next generation of home and commercial energy management systems. We see this as fundamental to our role in the future. This has been supported by recent customer engagements and the strong opinions across the community for renewable energy.

More importantly, we see ourselves collaborating increasingly with our customers and market proponents to help leverage the benefits of this new technology across our network, and to help deliver overall improved outcomes for customers.

For more information go to: Chapter 11 Network challenges and opportunities



Population growth and customer connection guarantee

Energex is introducing a connections guarantee in line with the Queensland Energy Roadmap to enhance transparency and support timely, efficient connections for new generation, storage and load connections. This initiative will play a critical role in facilitating private investment and accelerating the energy transition by ensuring clear service standards and accountability. Through this, we are committed to enabling timely connections for new developments to help address housing shortages in SEQ.

Dynamic connections

A dynamic connection is an innovative option that allows customers to export more of their excess solar generation. This supports ongoing renewable DER installations while ensuring a safe and reliable electricity network. Our utility server facilitates secure communication between the network and compatible consumer energy resources, conveying active constraints and export/import opportunities as Dynamic Operating Envelopes (DOE). This is a crucial capability to enable dynamic connections for the benefit of all customers. The focus now is collaborating with third-party original equipment manufacturers to ensure their equipment is tested and certified to support this new customer offering.

Improving our connection process

During 2024–25, we continued to align the connection process more generally for Energex and Ergon Energy to deliver consistent customer experiences and increased efficiencies.

This has included a major system investment and administration reviews, both focused upon improvements to the customer experience, which will enable customer and industry partners access to information, and improve the network connections process.

We are also working with stakeholders to evolve regulations around connection requirements to enable innovation for new electricity supply solutions that deliver balanced outcomes.

For more information go to: Chapter 11 Network challenges and opportunities

We are open to exploring the alternatives

Before investing in significantly high value network projects, we explore if non-network options could provide an efficient alternative solution by engaging the market through a Regulatory Investment Test for Distribution (RIT-D) process. From 1 January 2025, the RIT-D process was applied to major projects costing more than $7 million. The projects that are currently under consultation or have been recently closed can be accessed in the Energex website, RIT-D page.

Energex's longer-term program of works includes major projects that will be scoped to address network limitations in the forward planning period. We will also be presenting these to the market through the RIT-D process to test if there are more efficient solutions. For 2025–30 regulatory control period, RIT-D will be applicable to projects costing more than $7 million.

For more on our recommended solutions go to: Chapter 6 Overview of Network limitations and recommended solutions

Information communications and operational technology

Our Information and Communications Technology (ICT) and Operational Technology (OT) are enhancing our technology infrastructure to support evolving business needs, a distributed workforce and the complex cyber security landscape.

Information and Communications Technology

Energex leverages ICT as a key enabler for efficient network and business operations, customer service and safety. Our digital strategy focuses on secure, sustainable and cost-effective technology solutions through consolidation across the organisation. Key priorities for the year included:

- implementing Enterprise Asset Management for fleet lifecycle
- modernising supply chain and warehouse management systems
- strengthening cyber security maturity
- investing in reliable ICT infrastructure.

Operational Technology

Energex classifies Operational Technology (OT) as the systems, applications, and intelligent devices and their data that can directly or indirectly monitor, control, or protect the power network. Our key strategies for OT include:

- independent development of technology and telecommunications environments
- separating data governance from data usage for better insights
- centralised support and maintenance of intelligent devices
- embedding security and resilience into system design.

Our forward program prioritises systems and infrastructure for data collection, management and remote network operations, while maintaining a standards-based approach for all current and future OT systems and interactions.

For more information on ICT and OT refer to: Chapter 12: Information, Communication and Operational Technology systems

Cyber Security

Cyber security remains a critical focus as we adapt our strategies to safeguard network and business operations. Energex operates in one of the most-commonly targeted sectors for cyber-attacks. As these threats continue to evolve, reaching into industrial control systems and supply chains, it requires even greater efforts to manage the risks. In 2024–25, our Cyber Uplift Program (CUP) delivered a targeted suite of initiatives aimed at strengthening organisational identity and access management.

Cyber Threat Management Standard was published, establishing a consistent framework for identifying, assessing and responding to cyber threats. Security monitoring tools were optimised for faster identification and response to cyber incident. A Cyber Threat Intelligence Platform was implemented to centralise threat feed collection and enable proactive hunting of emerging risks, further strengthening our cyber defence capabilities.

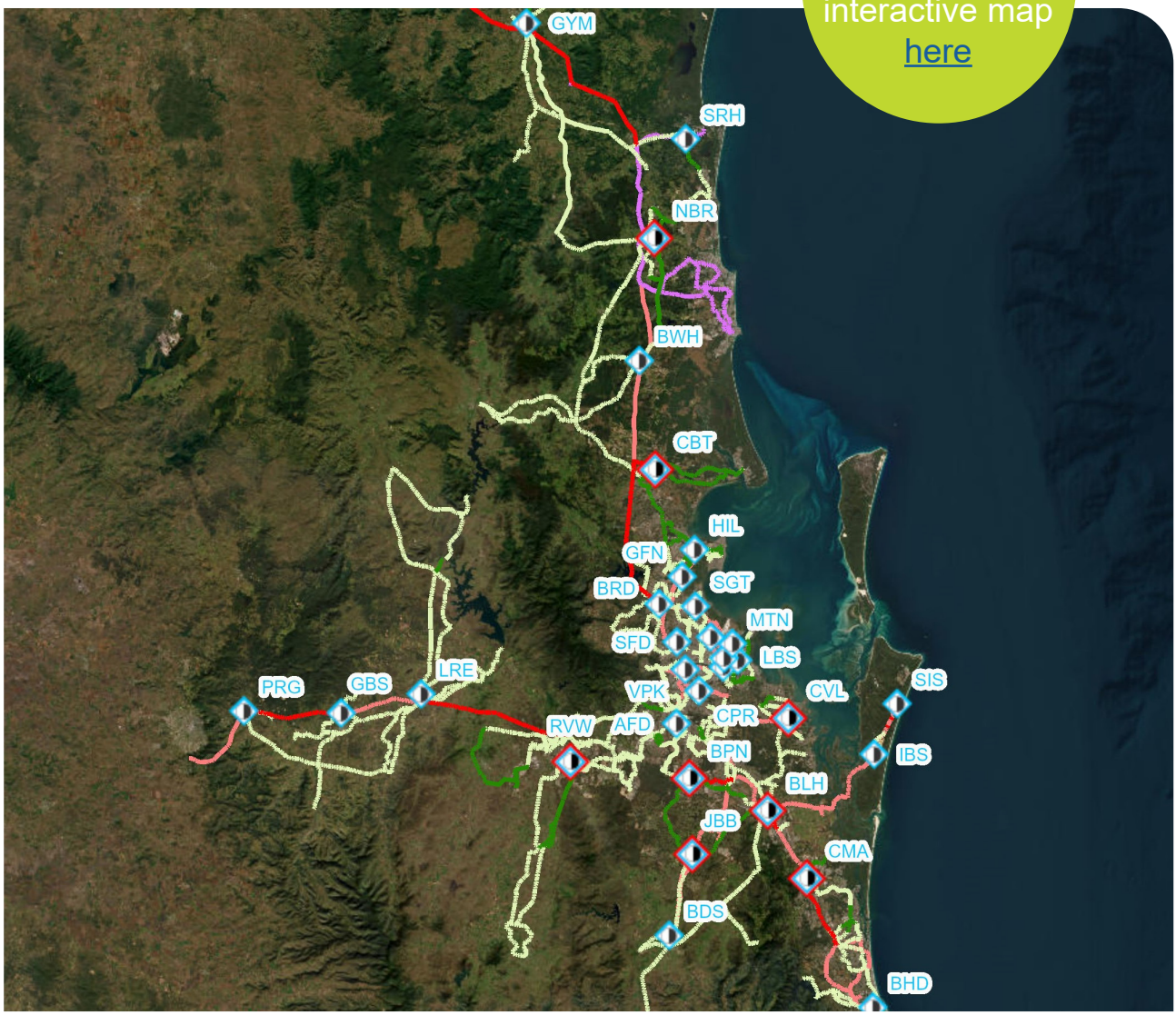
Our online interactive network map

Energex's Network Limitations Map shows the distribution network and the areas forecast to have emerging network limitations.

This tool enables interested parties to understand how the electricity supply system supports customer and participant needs as well as provide input into future development plans. It also shows stakeholders where significant electricity supply capability or demand side and non-network initiatives could assist, or where major industrial loads would be best located. Energex's DAPR and Interactive Network Limitations Map are prepared and made available solely for information purposes, to support effective engagement around our network planning processes. Importantly, they do not show how the network is operated electrically.

All information provided in the Energex's online interactive network map should be independently investigated, reviewed, analysed, and verified; and must not be relied upon in connection with any investment proposal or decision.

Visit the interactive map here



Our belief

We believe our customers are part of the solution to the challenges we face together. The DAPR provides our stakeholders with the opportunity to review our plans and engage with us on our path forward. It is only through collaboration that we will be able to properly target our future investments and be able to work together to deliver the best outcome for South-East Queensland.

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