

# Distribution Annual Planning Report 2024



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All financials presented in this document are correct at the time of writing and represent the existing organisational accounting treatment, which may be subject to change. Forecasted data is subject to ongoing variations. Energy Queensland is finalising the alignment of its cost allocation methodology between Ergon Energy and Energex, potentially impacting the treatment of some capital and operational project costs.

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## Executive Summary

Energex Distribution Annual Planning Report (DAPR) outlines the strategic direction of the network over the next five years, amid a rapidly evolving technological landscape and ongoing high levels of renewable energy integration. The DAPR serves as a valuable resource for our community and stakeholders, offering insights into the factors influencing our plans, electricity demand forecasts, network conditions, service performance trends, and our investment priorities for the next five years. Many of our proposed solutions require active participation from customers and industry partners to achieve success. Furthermore, our online interactive network maps provide potential investors with information on promising locations for future investments. Following the publication of the DAPR every year, Energex also publishes the summary of the annual planning report for our customers, communities, and other stakeholders.

The ageing of Energex network and the increased risk of equipment failing towards the end of its life cycle underscore the paramount importance of ensuring the safety of our staff, customers, and communities. We continue to dedicate resources to enhancing safety in our maintenance and replacement practices across all asset categories and continue to invest in trialling new technology that has the potential to deliver safer outcomes more efficiently for our valued customers.

Various energy transition themes have been instrumental in shaping our strategic direction, as they emphasise the need to support renewable energy transition, resource sector investments, advanced manufacturing, skills development, regional growth, and sustainable practices. This also supports the Queensland Government's target of net zero emissions by 2050.

To ensure we are meeting the unique and diverse needs of our communities and customers in the current dynamic energy industry, we engage regularly with our customers and other stakeholders on their thoughts, needs, expectations, and concerns. We engage with our customers via various digital platforms and local face to face community engagements. This year's engagements, similar to last year's engagements, have mainly centred around our Regulatory Determination 2025-30 with our customers and stakeholders providing their insights to help shape our investment plans for the 2025-30 regulatory period. We are continuing to increase the choices available to our customers, and enable renewable energy and technologies, by working to progress tariff reforms and developing innovative energy-related solutions.

We measure our customer and community satisfaction and trust in our business by obtaining insights from our Customer Satisfaction (CSAT) and Net Trust Score (NTS) research activities. We also conduct Queensland Household Energy Survey (QEHS), jointly with Ergon Energy and Powerlink Queensland to track customer perceptions and their overall attitudes to electricity prices, supply reliability, energy use and efficiency behaviours and their interest in adoption of energy related solutions.

Energex is subject to economic regulation by the Australian Energy Regulator (AER) in accordance with the National Electricity Law and Rules. The AER applies an incentive-based regulatory framework that encourages Energex to provide services as efficiently as possible. The Regulatory Investment Test for Distribution (RIT-D) is one of the economic regulation frameworks which requires us to undertake a cost-benefit analysis and consult with stakeholders and external proponents before undertaking major investments with alternate options valued at more than \$6 million. The purpose of RIT-D is to identify the preferred network or non-network option to deliver the greatest economic benefit to market while also ensuring the investment decisions are in the long-term interest of customers.

Energex network reliability performance results in 2023-24 were favourable against all Minimum Service Standard (MSS) measures in the Distribution Authority.

The uptake of solar Photo Voltaic (PV) in the residential, commercial, and industrial sectors has resulted in the Energex 2023-24 summer system peak MW demand of 5,687MW at 16:30 on 22 January 2024 as the temperatures at Amberley hits a maximum of 38.7 degrees Celsius. It is estimated that solar PV reduced the peak by around 395MW at this time.

The uptake of solar PV in the residential, commercial, and industrial sectors has necessitated the forecasting of minimum demand on the Energex network. Historically, Energex minimum demand has occurred in the late evening/early morning. The most recent minimum demand occurred at 10am on 1 October 2023 with a minimum of 240MW.

Cyber security is an ever-growing focus of all utilities, and we continue to adapt our strategies to maintain the security of our network and business operations. Initiatives within our Information and Communications Technology (ICT) programs aim to enhance our technology infrastructure to meet evolving business needs, accommodate distributed workforces, adapt to changing work practices, and address the complex cybersecurity landscape.

Energex is dedicated to transforming our networks into intelligent grids enabling our customers to harness the benefits of digital transformation, dynamic connection of Distributed Energy Resources (DER) such as solar PV and battery storage and emerging technologies like Electric Vehicles (EVs).

The expected rise in EV adoption rates, driven by an increase in available models and public charging stations, aligns with the vision for a sustainable energy future. Concurrently, growing customer interest in battery storage systems, coupled with solar PV systems and other distributed energy resources, will shape our energy and power demand profiles in the future.

Energex is committed to delivering safe, reliable, and sustainable energy solutions that meet the evolving needs of our customers and communities. We look forward to continued collaboration with our stakeholders to build a more resilient, dynamic, and environmentally conscious energy future for Queensland.

# Chapter 1

## Introduction

- 1.1 Forward
- 1.2 Network overview
- 1.3 Peak demand
- 1.4 Minimum demand
- 1.5 Changes from previous year's DAPR
- 1.6 DAPR enquiries

# 1 Introduction

## 1.1 Forward

This Distribution Annual Planning Report (DAPR) 2024 explains how Energex is continuing to safely and efficiently manage the electricity distribution network in South-East Queensland (SEQ) and also details Energex' strategies for the next five years in relation to: load forecasting, demand management, non-network initiatives, network investments, customer load and renewable connection support, reliability and supply quality in safe, prudent and efficient operation and management of our power network.

The DAPR supports our commitment to open and transparent customer, community, and shareholder engagement. It presents the outcomes from our distribution network service provisions carried out in the forward planning period 2024-25 to 2028-29 as a requirement under the National Electricity Rules (NER Rule 5.13 and Schedule 5.8) and in compliance with Queensland's Electricity Distribution Network Code (clause 2.2) and Distribution Authority.

This report captures the results of planning activities including forecasts of emerging network limitations for the purposes of market consultations. Importantly, customer supply risks are assessed through ongoing planning activities, and in conjunction with market participants, appropriate future investments are scheduled to ensure risks are addressed in accordance with obligated service standards.

For readers seeking to learn of planning outcomes since the 2023 DAPR, they are referred to Section 5.10: Joint planning, for joint planning outcomes, to Section 6.4: Regulatory Investment Test for Distribution (RIT-D) projects, and to Appendix C: Network limitations and mitigation strategies, for committed projects and proposed opportunities.

Energex understands that as cost of living pressures increase for many South-East Queenslanders, prudent investment plans are required in order to maintain required performance targets whilst minimising operating and capital costs. In addition, Energex must continue to ensure the safety of the public and its employees by managing the risks associated with the electricity network.

## 1.2 Network overview

Electricity is a commodity that underpins our modern society, providing energy to domestic, commercial, industrial, agricultural, and mining sectors, supporting lifestyle and prosperity of individuals as well as our state as a whole. The electricity grid, including transmission and distribution networks, connects, and facilitates the distribution of electrical energy between generators and users. The bulk of electricity is generated on demand at locations remote to the point of supply.

Large generators located outside SEQ are connected to Powerlink's transmission network. In turn, Powerlink delivers this electricity to the Energex distribution network in order to distribute electricity to customers. The transmission network supplies bulk electricity to Energex distribution network, which in turn supplies to Queensland's industries, homes, and businesses.

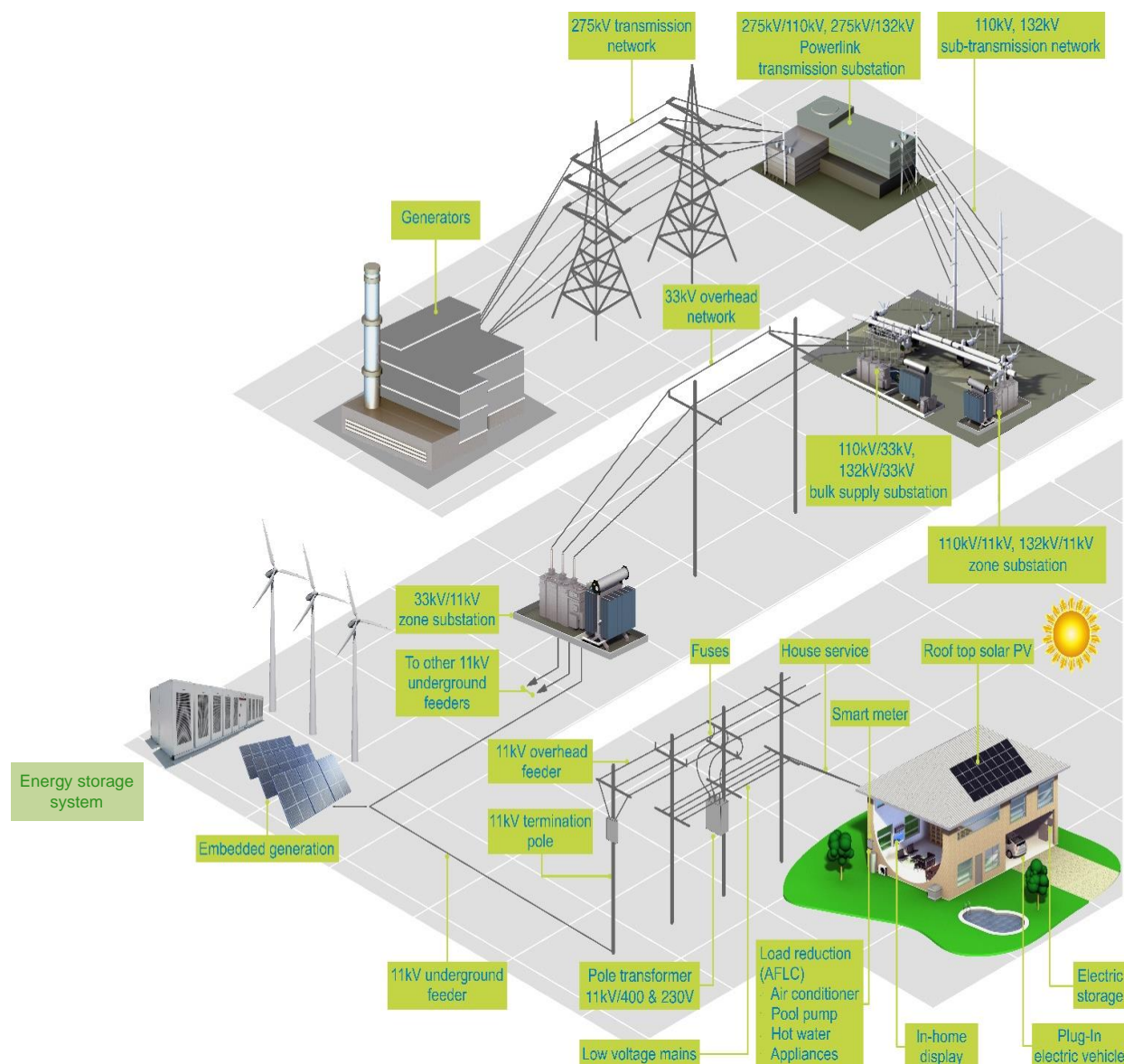
Figure 1 summarises this electricity supply chain to illustrate how electricity is generated, transmitted, and distributed to customers. Connection points exist between generators, transmission networks, distribution networks, embedded generators, and large customers. Electricity carried over Powerlink's network is delivered in bulk to substations that connect to overhead or underground sub-transmission feeders to supply zone substations.

Zone substations connect to overhead or underground distribution feeders operating at 11kV. Distribution feeders distribute electricity to distribution transformers that supply Low Voltage (LV) lines at 400/230V for customers. Importantly, customers use the network to obtain electricity upon demand, and to export electricity when excess solar power is generated.



With the increase in Embedded Generation (EG) and energy storage systems being connected to the network, including small and large scale solar PV, batteries and other renewable energy sources, electricity is now being generated and exported into the grid from customers' premises. Depending on the size and number of these systems, power flows in parts of our networks are periodically in reverse, creating both challenges and opportunities for the network.

**Figure 1: Typical electricity supply chain**



## 1.3 Peak demand

The demand for electricity at the point in time when prevailing electricity use is at its highest is known as peak demand. Growth in peak demand is one of the critical factors in the planning, design, and operation of the electricity system. Peak demand occurs at different times in different locations, and this has various implications at varying voltage levels of the network. Transmission network must contain sufficient capacity to carry enough electricity to meet the global peak demand for the region serviced. Whereas distribution levels of the network must contain sufficient capacity to carry enough electricity to meet peak demand in every street. The points in time that peak demand occurs on assets in each street, is often different to the point in time the peak occurs for the whole region. Therefore, there are varying degrees of diversity in demand between the points in time that peaks occur across each street, and the points in time that peak demands occur on the backbone network.

In a positive demand growth environment, increasing peak demand may create the need for additional investment, dependent on detailed planning. Energex must maintain sufficient capacity and voltage stability to supply every home and business on the day of the year when electricity demand is at its maximum, no matter where those customers are connected in the network. In addition, growth in peak demand may occur where new property developments are being established. At the same time, over the same period, peak demand may be declining in areas where usage patterns are changing due to customer behaviour or from the impacts of alternative sources like solar PV and Battery Energy Storage Systems (BESS). This means that growth patterns of electricity demand may be flat on a global scale, but there may be pockets of insufficient network capacity emerging in local areas experiencing increasing peak demand or new development.

The 2023-24 summer system peak demand of 5,687MW was recorded at 16:30 on 22 January 2024 as the temperatures at Amberley hit a maximum of 38.7 degrees Celsius. It is estimated that solar PV reduced the peak by around 395MW at this time.

### 1.4 Minimum demand

Historically, strategic load forecasting has focused on maximum demand, energy delivered, energy purchased and customer numbers. However, the uptake of solar PV in the residential, commercial, and industrial sectors has created the need to forecast minimum demand on the Energex network.

The impact of a daily minimum demand caused by the increase of rooftop solar uptake affects the distribution network at three levels, all of which will affect Capital expenditure (CAPEX):

- System level – Oversupply during the middle of the day may force large solar generators to be switched off as ramp up times are quicker than coal fired power stations. To date Energy Queensland has been able to leverage voltage regulation at the transmission connection point to limit the need for downstream remediation, but increasingly this will not be possible as the transmission network runs out of transformer tap or 'buck' range
- Zone substation level – Cyclic issues due to reverse flow may reduce the life of zone substation transformers
- At a feeder level – May impact the stability of individual feeders causing voltage fluctuations which, in turn, impact protection settings at a feeder level. Given the high number of open and closed delta regulators on Energex distribution feeder network, cogeneration settings on regulators would need to be revisited to ensure voltage levels on feeders remain at a stable level during the day.

Rooftop PV is driving an increasingly rapid change in the load on the network from the day to night. This may give rise to an expanded role for fast-ramping but more expensive generators to manage the transition and supply overnight - again limiting the economic viability of existing baseload and new renewable generators and increasing the cost of wholesale energy. Managing the transition may necessitate greater dynamic reactive plant and give rise to challenges in system operation.

The rapid uptake of solar PV has changed the way power travels through the network, from a purely one-way to bi-directional energy flow.

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.

The minimum demand recorded in the past twelve months is the lowest on record, with a daytime minimum of 240MW which occurred on 10am on Sunday, 1 October 2023. Although the minimum demand on the network was not negative, analysis of the historical minimum demand trend shows that, at a system level, daytime minimum demands for the Energex network could fall below zero within a few years.

## 1.5 Changes from previous year's DAPR

For consultation purposes, Energex is ensuring the DAPR remains relevant and evolves with ever changing market expectations. To this end, Energex has made a number of improvements in the 2024 DAPR, and a number of improvements are planned for future editions. These changes aim to make relevant information accessible and understood by all stakeholders, non-network providers and interested parties.

The following changes have occurred as compared to the 2023 DAPR:

- Update on EQL's new values, vision, and strategic areas of focus (Chapter 2)
- Update of Community and Customer Engagement chapter to align with customer interactions and engagement activities. Our engagement activities ensure we are meeting the unique and diverse needs of our communities and customers by continuously investing in talking and listening to our customers and other stakeholders about their expectations, concerns, and suggestions
- Review and update of maximum demand forecast methodology and the demand forecasts over the next five years
- Updates on Joint Planning investments with Powerlink. (Information is provided in Chapter 5: Network planning framework)
- Mention of Value of Network Resilience (VNR) (Chapter 5)
- Updates on Regulatory Investment Test for Distribution (RIT-D). (Information is provided in Section 6.4: Regulatory Investment Test for Distribution (RIT-D) projects)
- There were four projects approved with credible options having an estimated capital cost greater than \$6 million. Regulatory Investment Test for Distribution (RIT-D) information is listed in Section 6.4
- Review and update on Energex demand side management policy, strategy, and initiatives.

## 1.6 DAPR enquiries

In accordance with NER 5.13.2(e), Energex advises that all enquiries and feedback relating to this document are to be submitted by email to the following address:

[DAPR\\_Enquiries@energex.com.au](mailto:DAPR_Enquiries@energex.com.au)

Energex welcomes feedback and any improvement opportunities identified by market participants and other stakeholder.

# Chapter 2

## Corporate profile and asset management

- 2.1 Corporate overview
- 2.2 Electricity distribution network
- 2.3 Network operating environment
- 2.4 Asset management overview



## 2 Corporate profile and asset management

### 2.1 Corporate overview

Energex (Energex Limited) is a subsidiary of Energy Queensland Limited, the Queensland government owned corporation formed through a merger in June 2016.

#### 2.1.1 Vision, purpose, strategic areas of focus, and values

**Figure 2: Energy Queensland vision, purpose, strategic areas of focus, and values**



### 2.2 Electricity distribution network

Energex distributes electricity to over 1.55 million residential, commercial, and industrial customer connections, supporting a population base of over 4 million in South-East Queensland.

At the core of the business is a high performing electricity distribution network that consists of property, plant and equipment and assets valued at approximately \$13.3 billion.

The bulk of the electricity distributed enters Energex distribution network through connection points into Powerlink Queensland's high voltage transmission network, which brings the electricity from the state's major generation plants. However, Energex also enables connection of Distributed Energy Resources (DER), such as solar energy systems and other embedded generators.

The Energex network is characterised by:

Connection to Powerlink's transmission network at 27 connection points <sup>1</sup>

<sup>1</sup> Note: Count is distinguished by voltage level



- High density areas, such as the Brisbane Central Business District (CBD), and the Gold Coast and Sunshine Coast city areas, typically supplied by 110/11kV, 110/33kV, 132/33kV, or 132/11kV substation
- Urban and Rural areas where 110/33kV or 132/33kV bulk supply substations are typically used to supply 33/11kV zone substation
- Inner Brisbane suburban areas with extensive older, meshed 33kV underground cable networks that supply zone substations
- Outer suburbs and growth areas to the north, south and west of Brisbane, which are supplied via modern indoor substations of modular design
- New subdivisions in urban and suburban areas supplied by underground networks with pad mount substation.

Table 1 presents a summary of Energex network and customer statistics over the past year. Changes in asset numbers over this timeframe have occurred as a consequence of demands for electricity, residential, commercial, and industrial developments.

**Table 1: Summary of network and customer statistics for 2023 -24**

Network Statistics	
Bulk Supply Substations <sup>2</sup>	31
Zone Substations <sup>3</sup> and switching stations	245
Distribution Transformers	52,557
Power Poles	450,342
Public lighting poles	188,951
<b>Overhead powerlines - total</b>	<b>35,080km</b>
Sub-transmission <sup>4</sup>	3,377km
High Voltage distribution	17,515km
SWER High Voltage distribution	41km
Low Voltage distribution	14,147km
<b>Underground power cables – total</b>	<b>21,718km</b>
Sub-transmission <sup>3</sup>	989km
High Voltage distribution	6,859km
Low Voltage distribution	13,870km
Distribution network customers	
<b>Total distribution customers</b>	<b>1,618,370</b>
Residential customers	1,455,890
Other customers	162,480

<sup>2</sup> Number of sites where Energex owns the power transformers

<sup>3</sup> Excludes jointly owned sites.

<sup>4</sup> Includes 33kV lines

Figure 3 shows our distribution service area, including isolated community generation sites and stand-alone power supply systems.

**Figure 3: Energex distribution hubs**



### 2.3 Network operating environment

This section presents key external drivers, associated industry impacts and our safety and environmental commitments that underpin our planning decisions in an operating environment increasingly dominated by distributed generation. Many of these have emerged from Energex forward planning process which informs the identification of Energex five-year business objectives covering this forward planning period. While customer demand is still the main trigger in our network augmentation decisions, bi-directional energy flow throughout the network is presenting new challenges particularly with respect to maintaining statutory voltage limits.

#### 2.3.1 Physical environment

South-East Queensland (SEQ) experiences challenging environmental conditions in which to operate an electricity supply network. Features of the region's climatic conditions impacting the distribution network are:

- High rainfall areas with rapid vegetation growth
- Periods of sustained high temperatures and/or high humidity
- Salt spray in exposed coastal areas resulting in reduced life of assets due to corrosion
- Bushfires, flooding, and storm surges
- SEQ has some of Australia's highest incidence of lightning activity.

Performance of the network under these conditions is discussed further in Section 9.3: High impact weather events.

#### 2.3.2 Shareholder and government expectations

We are continuing to increase the choices available to our customers, and enable renewable energy, by working to progress network tariff reforms and developing innovative energy-related solutions.

This also supports the Queensland Government's target of net zero emissions by 2050.

We will continue to work with Queensland Government to facilitate the adoption of emerging storage technology, both BESS and EVs.

#### 2.3.3 Community safety

Safety is the number one value for Energy Queensland – safety of our employees, our customers, and the community. All business units within EQL play a part in ensuring community safety is maintained.

There are four key stakeholder business units who carry the bulk of responsibilities and accountabilities of ensuring the overarching program is maintained and remains effective. The four key stakeholder business units are:

- Engineering – asset owner responsible for: Network Planning, Design, Maintenance, Operation and Electrical Safety of Network Assets
- Operations – Delivery of EQL's Program of Work (PoW) including construction, operation, and maintenance of the network
- Customer – Coordinate and deliver Community Safety advertising and information campaigns in the market and liaison with Government and other key stakeholders in relation to community safety objectives, initiatives, and concerns
- Services – Coordination of the Community Safety Steering Committee, incident management and analysis, internal and external reporting, SME on non-engineering matters.

Each of the four key stakeholder business units oversee, manage, and contribute towards discrete aspects which, when assessed all together represent the overarching organisational approach to Community Safety.

Informed by incident data and learnings from investigating and attending incidents we continue to target industries at risk, who frequently work in close proximity to powerlines to raise awareness of the powerline safety dangers. This data identifies the industries with the greatest contact with powerlines - construction, aviation, agriculture, emergency services and transport.

Our important and long-running community safety campaign on powerline awareness has continued, supported by the [Look up and Live](#) website.<sup>5</sup> online application that allows members of the community to pinpoint our overhead powerlines and power pole locations.

The 'app' was built by geospatially overlying powerlines onto imagery, enabling workers and others in the community to effectively plan activities near powerlines. Users are also able to examine worksites from various vantage points and identify the electrical hazards, assess powerline risks, implement appropriate control measures, and access links with additional safety advice. The greatest benefits of this tool are enhanced workers' awareness and improved community safety around powerlines.

### 2.3.4 EQL health, safety, and environment management system

The Energy Queensland Limited Health, Safety and Environment Management System (EQL HSE MS) has been developed to provide a framework to effectively manage health, safety, environment, cultural heritage, and security risks across the organisation. This framework was modelled upon the existing management system requirements for Energex and Ergon Energy to enable the transition to a centralised management system. The management system is currently accredited to:

- ISO 14001:2015 Environment Management System
- ISO 45001:2018 Occupational Health and Safety Management System.

The management system consists of 12 standards which are aligned to accreditation requirements. Standard 8 Control of Work consists of 14 Hazard Controls (HCs) to enable business units to implement fit for purpose risk controls. HCs include requirements which are accepted practice across Energy Queensland, which may exceed legal requirements and include:

1. Transport
2. Access and Entry
3. Community Safety
4. Plant, Tools, and Equipment
5. Working with Electricity
6. Asset Safety
7. Manual Tasks
8. Hazardous Materials and Waste Management
9. Fit for Work
10. Land and Water Management and Disturbance
11. Air, Energy and Greenhouse Gas
12. Occupational Health, Noise and Amenity
13. Physical Security

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<sup>5</sup>Website:

<https://byda.maps.arcgis.com/apps/webappviewer/index.html?id=8a8f088ca9774464884d6711b347fff8>

### 14. Working at Heights.

The EQL HSE MS is subject to third party surveillance audits and the Electrical Safety Office (ESO) Electrical Entity audit conducted once per year.

### 2.3.5 Environmental commitments

Energex is committed to reduce the environmental and cultural heritage impact of our operations as outlined in the [Energy Queensland's Environmental Sustainability & Cultural Heritage Policy](#).<sup>6</sup> We will safely deliver secure, affordable and sustainable energy solutions for our customers and communities through reducing our carbon emissions, supporting increased connection of renewables and build on the foundations of environmental sustainability to improve business performance. Our aim is to continue to grow respectful relationships with all communities we service by enabling our people to collaborate and to grow our capacity as a Highly Reliable Organisation.

The Energex electricity network traverses diverse environmental and culturally significant areas including coastal, rural, and urban landscapes. The ISO 14001 (Environment) certified Energy Queensland Integrated Management Systems (IMS) provides an effective operational framework to plan, implement, monitor, and improve our services with balanced consideration of the risks and opportunities to our environment, cultural heritage, and communities. We implement and support robust systems and processes founded in legislative compliance and set and transparently report on objectives and targets to continually improve environmental and cultural heritage outcomes.

We are focused on pursuing opportunities to reduce our emissions footprint, to reduce waste, to improve our management of hydrocarbons and chemicals to avoid contamination, working with First Nations people to achieve mutually beneficial outcomes and to protect biodiversity. We are implementing plans to build greater resilience to mitigate the potential risks of a changing climate.

### 2.3.6 Legislative compliance

Energex Limited is a wholly owned subsidiary of Energy Queensland Limited which is a Queensland Government Owned Corporation (GOC).

The two shareholding Ministers to whom Energy Queensland Limited's Board report under the *Government Owned Corporations Act 1993* (Qld), are:

- Treasurer, Minister for Energy and Minister for Home Ownership
- Minister for Finance, Trade, Employment and Training.

Energex operates in accordance with all relevant laws and regulations, including:

- *Government Owned Corporations Act 1993* (Qld)
- *Electricity Act 1994* (Qld)
- *Electricity Regulation 2006* (Qld)
- *Electricity Distribution Network Code*
- *Electricity – National Scheme (Queensland) Act 1997*
- The National Electricity (Queensland) Law as set out in the schedule to the *National Electricity (South Australia) Act 1996*
- The National Electricity (Queensland) Regulations under the *National Electricity (South Australia) Act 1996*

<sup>6</sup> Website: [https://www.energyq.com.au/\\_data/assets/pdf\\_file/0004/836113/Environment-and-Cultural-Heritage-P058-691101.pdf](https://www.energyq.com.au/_data/assets/pdf_file/0004/836113/Environment-and-Cultural-Heritage-P058-691101.pdf)



- The National Energy Retail Law as set out in the schedule to the *National Energy Retail Law (South Australia) Act 2011*
- The National Energy Retail Regulations
- The National Electricity Rules and National Energy Retail Rules
- *Electrical Safety Act 2002* (Qld)
- *Electrical Safety Regulation 2013* (Qld)
- *Work Health and Safety Act 2011* (Qld)
- *Work Health and Safety Regulation 2011* (Qld)
- The Electrical Safety Codes of Practice 2020, 2021 and 2024
- State and federal environment and planning laws, including the *Environment Protection and Biodiversity Conservation Act 1999* (Cth), *Environmental Protection Act 1994* (Qld) and *Planning Act 2016* (Qld).

### 2.3.7 Economic regulatory environment

Energex is subject to economic regulation by the Australian Energy Regulator in accordance with the National Electricity Law and Rules. The AER applies an incentive-based regulatory framework that encourages Energex to provide services as efficiently as possible. The AER does so by setting the maximum regulated revenues that we are allowed to recover from our customers during each year of the regulatory control period. The revenues are based on an estimate of the costs that a prudent and efficient network business would incur to meet its regulatory obligations. Given that the revenues are locked in at the start of the period, we have a general incentive to provide our services at less than the forecast costs and keep the difference until the end of the regulatory period. In the following period, we share the benefits of efficiencies with our customers.

This general incentive framework is complemented by a suite of guidelines, models, and incentive schemes, including, amongst others:

- Efficiency Benefits Sharing Scheme and the Capital Expenditure Sharing Scheme, which encourage us to pursue efficiency improvements in Operating Expenditure (OPEX) and CAPEX and share them with customers
- Service Target Performance Incentive Scheme (STPIS) which encourages us to set, maintain or improve service performance
- [Demand-management-incentive-scheme-and-innovation-allowance-mechanism \(DMIAM\)](#)<sup>7</sup>, which encourage us to pursue non-network options
- Regulatory Investment Test for Distribution, which requires us to undertake a cost-benefit analysis and consult with stakeholders before undertaking major investments
- Ring-fencing Guideline, which requires us to separate our regulated services from contestable services.

On 5 June 2020, the AER published its Final Distribution Determination for Energex for the 2020-25 regulatory control period, commencing 1 July 2020 to 30 June 2025. More information regarding Energex allowed revenues and network prices can be found on the AER's website ([www.aer.gov.au](http://www.aer.gov.au)).

<sup>7</sup> Website: <https://www.energex.com.au/manage-your-energy/managing-electricity-demand/demand-management-innovation-allowance-mechanism>

## 2.4 Asset management overview

Management of Energex current and future assets is core business for Energex. Underpinning Energex approach to asset management are a number of key principles, including making the network safe for employees and the community, delivering on customer promises, ensuring network performance meets required standards and maintaining a competitive cost structure.

This section provides an overview of Energex:

- Best Practice Asset Management
- Asset Management Policy
- Strategic Asset Management Plan (SAMP)
- Network Investment Process.

### 2.4.1 Best practice asset management

Energex recognises the importance of maximising value from assets as a key contributor to realising its strategic intent of achieving balanced commercial outcomes for a sustainable future. To deliver this, Energex asset management practice must be effective in gaining optimal value from assets.

Energex is continuing to reshape its asset management practice to align with the ISO 55000 standard. This transition is a significant undertaking and will span several years, so a phased approach has been initiated that will focus on building capability across all seven major categories covered by the standard (i.e., organisational context, leadership, planning, support, operation, performance evaluation and improvement).

### 2.4.2 Asset management policy

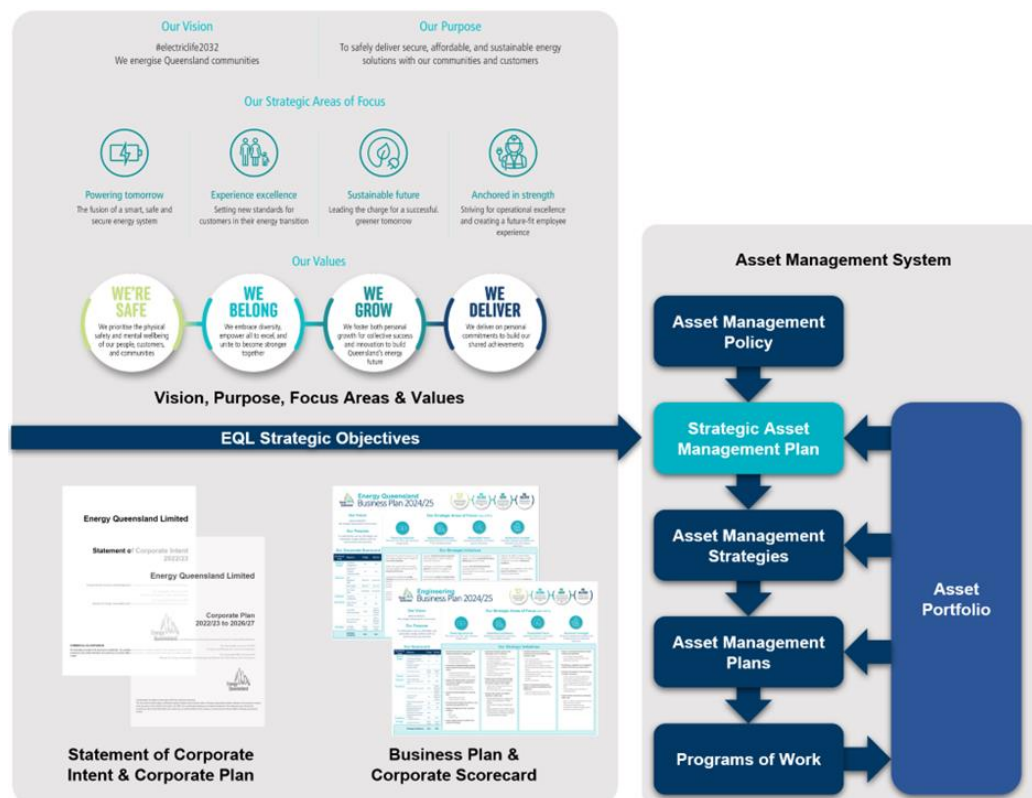
The asset management policy provides the direction and broad framework for the content and implementation of Energex asset management strategies, objectives, and plans. The policy directs Energex to undertake requirements associated with safety & people, meeting customer needs, and the commitment to ensure asset management enablers and decision-making capability meets the current and future needs of Energex.

This policy together with the Strategic Asset Management Plan are the primary documents in the asset management documentation hierarchy and influence subordinate asset management strategies, plans, standards, and processes.

### 2.4.3 Strategic Asset Management Plan (SAMP)

Energex' SAMP is the interface that articulates how organisational objectives are converted into asset management objectives as shown in Figure 4. The SAMP also sets the approach for developing asset management plans and the role of the asset management system in supporting achievement of the asset management objectives.

**Figure 4: Interface between EQL strategic objectives and the asset management system**



## 2.4.4 Corporate Governance and Investment process

Energex has a four-tier governance process to oversee future planning and expenditure on the distribution network as shown in Figure 5.

Central to Energex governance process is legislative compliance. The Government Owned Corporations Act requires the submission of a corporate plan and statement of corporate intent while the NER requires preparation of the DAPR. The network investment portfolio expenditure forecast is included in the five-year corporate plan and statement of corporate intent.

**Figure 5: Program of Works governance**



The four tiers include:

1. **Asset Management Strategy & Policy:** Alignment of future network development and operational management with Energex strategic direction and policy frameworks to deliver best practice asset management.
2. **Grid Investment Plan:** Development of seven year rolling expenditure programs and a 12-month detailed PoW established through the annual planning review process. The Governing entities oversee:
  - fulfilment of compliance commitments
  - ensure the network risk profile is managed and aligned to the corporate risk appetite
  - approval of the annual network Programs of Work and forward expenditure forecasts.
3. **PoW Performance Reporting:** Energex has specific corporate Key Result Areas to ensure the PoW is being effectively delivered and ensures performance standards and customer commitments are being met. Program assurance checks including review of operational and financial program performance is overseen by senior management through the monthly Works Program Committee to ensure optimal outcomes with appropriate balance between governance, variation impact risks, emerging risks, and efficiency of delivery. A comprehensive PoW scorecard is prepared monthly, and key metrics are included in the operational delivery, which is a corporate Key Performance Indicator that, with monthly performance reporting for key projects, informs the Executive and Board. Quarterly PoW updates are provided to the Board.
4. **Project and Program Approval:** Network projects and programs are overseen by senior management and subject to an investment approval process, requiring business cases to be approved by an appropriate financial delegate.

### 2.4.5 Network risk and program optimisation

Management of risk is a crucial foundation for effective asset management and an integral part of ISO 55000 Asset Management suite of standards. Energy Queensland's Network Risk Management Framework ensures we apply a consistent approach to the assessment of network risks. It aligns with AS/NZS ISO 31000:2009 Risk Management - Principles & Guidelines and with Energy Queensland's Portfolio Risk Management Framework. Energy Queensland continuously reviews inherent and emerging network risks to ensure optimisation of our projects and programs.

Network risks are assessed according to the following five risk categories:

- Safety
- Environment
- Legislated Requirements
- Customer Impacts
- Business Impacts.

Risk assessment involves development of credible scenarios that may lead to a specific risk consequence. This is followed by estimation of the likelihood of occurrence and subsequent development of a risk rating for each scenario. Projects and programs of work are then considered for inclusion in the PoW on a priority basis to deliver appropriate network-wide risk mitigation. Energex Network optimises its PoW to balance the inherent risk should some programs not proceed, it considers; cost and funding constraints, resourcing availability, performance targets and other project drivers including fulfilment of strategic objectives.

### 2.4.6 Further information

Further information on our network management is available on the [Energex website](#).<sup>8</sup>

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<sup>8</sup> Website: <https://www.energex.com.au/about-us>



# Chapter 3

## Customer and community engagement

- 3.1 Overview
- 3.2 Our engagement program
- 3.3 What we have heard
- 3.4 Our customer commitments

## 3 Customer and community engagement

### 3.1 Overview

To ensure we continue to meet the unique and diverse needs of our customers and communities we engage regularly with our customers, their representatives, and other stakeholders to capture their thoughts, needs, expectations, and concerns.

With the energy industry undergoing a period of rapid transformation, an open dialogue is critical for enabling diversity of thought, innovation and, ultimately, more now than ever, better, more affordable, sustainable, customer-focused solutions. Across our group we operate a coordinated, multi-channel customer and community engagement and performance measurement program. These conversations, and the evaluation of the services we deliver, are fundamental for creating real long-term value for our customers, our business, and Queensland.

Our engagements continue to influence the asset management strategies and investment plans covered in this report and help to align our future thinking with the long-term interests of our customers and communities.

As with last year, this year's engagements have been mainly centred on our engagement relating to our regulatory proposal for the 2025-30 regulatory period and the conversations we are having with our customers and stakeholders to obtain their insights to help shape our investment plans for the 2025-30 regulatory period, as outlined in our [Regulatory Determination 2025-2030](#)<sup>9</sup> listed on the AER's website. In addition, we have continued engagement on our network tariff reform program, as well as focusing on the economic, social, environmental and governance topics relevant to our business that matter most to our different stakeholders.

This chapter provides an overview of our engagement activities and describes how they enable us to put our customers and communities at the heart of everything we do.

More information is available on our [Talking Energy](#)<sup>10</sup> website including our [Energy Queensland Ltd Annual Report 2023-24](#)<sup>11</sup> and our [Energy Charter Disclosure Report 2023-24](#).<sup>12</sup>

### 3.2 Our engagement program

#### 3.2.1 Customer and community council and other forums

Our Customer and Community Council (the Council) remains one of our key engagement mechanisms through which customer representatives are consulted on a range of matters and provided an opportunity to inform our business planning and decisions. The Council's charter and broader membership ensures not only our customers, but the wider community voice is captured in our engagements. To better support these representatives to engage with the business, we offer remuneration for Council members to assist in capacity building and supporting their ability to engage.

Membership of our Network Pricing Working Group (NPWG) was refreshed and expanded this year to broaden the scope of the network tariff reform discussion to all our customer cohorts, both residential and business and to include key industry professionals. The NPWG has provided an important opportunity for in depth conversations in support of our engagement and customer consultation to inform the Tariff Structure Statement element of our [Regulatory Determination 2025-2030](#).<sup>9</sup>

<sup>9</sup> Website: <https://www.aer.gov.au/industry/registers/determinations/energex-determination-2025-30>

<sup>10</sup> Website: <http://www.talkingenergy.com.au/>

<sup>11</sup> Website: [https://www.energyq.com.au/\\_data/assets/pdf\\_file/0003/1406604/Energy-Queensland-Ltd-Annual-Report-2023-24.pdf](https://www.energyq.com.au/_data/assets/pdf_file/0003/1406604/Energy-Queensland-Ltd-Annual-Report-2023-24.pdf)

<sup>12</sup> [https://www.energyq.com.au/\\_data/assets/pdf\\_file/0005/1424462/Energy-Queensland-Energy-Charter-Disclosure-Report-2023-24.pdf](https://www.energyq.com.au/_data/assets/pdf_file/0005/1424462/Energy-Queensland-Energy-Charter-Disclosure-Report-2023-24.pdf)

Network tariff reform is a complex topic that requires a balance between the needs of customers, the business, and the regulators, so it is vital that we bring our customers on the network tariff reform journey and obtain insights where we can of their lived experience of tariffs where possible and importantly identify the type of support customers across South-East Queensland may need now and into the future to make informed tariff choices and better manage their energy usage and costs.

In addition, this year our [Reset Reference Group](#)<sup>13</sup> (RRG) consisting of customer representative and regulatory experts, continued to work in partnership with us on the process, and challenge us on the technical aspects of our regulatory investments proposal and revenue plan development in relation to our [Regulatory Determination 2025-2030](#).<sup>14</sup> The RRG has been an important mechanism in ensuring due diligence in obtaining in depth customer representative insights and input to assist us in our future investment and revenue recovery plans.

Our Customer and Community Council, NPWG and RRG continue to bring a broad cross section of voices to the table on key issues as we plan for the new energy future. We also continue to hold bespoke forums for our large business customers, local government, agricultural sector, electrical contractors, and energy retailers to discuss topics relevant to specific customer and industry groups.

Additionally, we continue to hold specific issues-based workshops on key issues. For example, this year, we held a series of workshops with customer representatives, stakeholders and industry professionals on matters relating to demand flexibility and exploring how best we can work together in the best interests of customers.

### 3.2.2 Working with industry partners

We engage actively with our industry partners, both strategically and operationally.

The [Energy Charter](#)<sup>15</sup>, of which we are a founding signatory, continues to provide a platform for collaboration with organisations from across the energy industry, building accountability across the supply chain and improving both customer and community outcomes.

Direct engagement and service relationships with the different energy retailers who operate across the Queensland market also remains critical to delivering for our customers.

Our industry engagement also includes participation, with industry memberships, in state-wide forums and operational engagement to listen and share knowledge with electrical contractors, solar installers, property developers and technology/appliance manufacturers. These channels of communications are increasingly important to us as we move forward.

### 3.2.3 Community leader engagement

To better connect with our communities and ensure we are effective in our service delivery, we have 17 established operational areas across South-East Queensland. Each area has a locally based manager who builds relationships with our local community stakeholders and understands the areas' unique concerns.

To support local stakeholder engagement, we also host Board stakeholder events to ensure we keep in touch with our communities' expectations. They are considered to provide an important means for our Directors, the Executive and a wide group of managers and decision-makers to interact with local stakeholders and customers.



<sup>13</sup> Website: <https://www.talkingenergy.com.au/reset-reference-group>

<sup>14</sup> Website: <https://www.aer.gov.au/industry/registers/determinations/energex-determination-2025-30>

<sup>15</sup> Website: <https://www.theenergycharter.com.au>

### 3.2.4 Online engagement

We continue to use our digital engagement platform [Talking Energy](#)<sup>16</sup>, as an effective tool to interact with targeted stakeholders, as well as a channel to reach a wider audience across Queensland as we engage on key energy topics and issues.

It has been especially useful in consulting with customers and stakeholders on issues relating to 'Queensland's Energy Future' as part of our Regulatory Determination 2025-30 engagements, and others such as our proposed updates to the Queensland Electricity Connection Manual (QECM), enabling dynamic customer connection for DER and for engaging community stakeholders interested in our Local Network Battery Plan, which is seeing utility-scale, network-connected batteries installed across Queensland to support the state's continual uptake of renewable energy.

### 3.2.5 Our customer research program

We continue to put our customers at the centre of our decision-making through measuring our customer and community satisfaction and trust in our business by obtaining insights from our CSAT and a NTS research activities. These metrics are based on tracking research around our customer experience and social license or reputation that enables us to benchmark our brands against other businesses and encourages us to continually listen and improve, where required, to better deliver for our customers and communities.

To target service improvements, we also continue to survey the customer experience following our key service interactions for each customer group, from our residential to large business customers. Overall trends for satisfaction for each service, as well as specific feedback, from these surveys are used to inform both our business operations and strategic planning.

Our third tracking survey is the [Queensland Household Energy Survey](#)<sup>17</sup>. Funded by Energex and Ergon Energy Network in conjunction with Powerlink Queensland, this survey tracks customer perceptions and overall attitudes to electricity prices and power supply reliability, as well as energy use and energy efficiency behaviours, and interest in emerging energy-related technologies.

These are also supported by a program of additional market research activities used to explore specific topics more deeply, where additional breadth and depth of customer insights on emerging matters is required. For example, this year, we have conducted research with customers and industry in relation to EV charging behaviours to gain insights into information on charging options provided to customers during the EV purchase process, how that information is received and how it assists customer in making choices around their EV charging behaviours.

Additionally, our materiality assessment of our Environmental, Social and Governance issues, based on stakeholder feedback, continues to identify, and prioritise the topics that matter most to them and the customers and communities we serve. Regular assessment of these most material issues, is important to maintaining a deep understanding of the contribution we can best make to sustainability, considering our rapidly changing operating environment, and the evolving priorities of stakeholders and issues important to the business.

Both our qualitative research (deliberative forums and focus groups), and quantitative research, is important to informing the asset strategies and future works programs outlined in this report, and our future investment and revenue plans being developed as part of our [Regulatory Determination 2025-2030](#).<sup>18</sup>

<sup>16</sup> Website: <https://www.talkingenergy.com.au>

<sup>17</sup> Website: [www.qhes.com.au](http://www.qhes.com.au)

<sup>18</sup> Website: <https://www.aer.gov.au/industry/registers/determinations/energex-determination-2025-30>

## 3.3 What we have heard

Through our engagement activities we continue to hear the following key messages:

- Safety should never be compromised – and it is an area where we could be ‘smarter’
- Electricity affordability remains a concern for many customers – both from a cost of living and a business competitiveness perspective
- Our communities and customers value how we go about keeping the lights on, especially our response to severe weather events and other natural disasters
- Our customers want greater choice and control around their energy solutions
- Interest in renewables and growing concerns around climate change is fuelling customer and community expectations around the transition to a low carbon economy
- The economic environment continues to bring ‘energy inclusion and customer vulnerability’ and ‘economic resilience and jobs’ to the foreground.

### 3.3.1 Safety

There is recognition across our customers and communities of the dangers of electricity, and that if the network is not appropriately managed it presents a risk to our customers, communities, and employees. We are expected to be vigilant, and to always make safety our priority.

Community information and education on electrical safety awareness is seen as important, especially around natural disasters.

Our customers expect that we continue to adopt technology and process improvements to look for smarter ways to deliver improved safety outcomes. Our highest performing ‘trust driver’ in our Net Trust Score research *‘Is strongly focused on safety’*, followed by *‘They are a local employer’*.

### 3.3.2 Affordability

#### Pricing

Electricity affordability remains a concern for many of our customers, both from a cost of living and a business competitiveness perspective.

We track price and affordability perceptions in our annual [2024 Queensland Household Energy Survey](#).<sup>19</sup>

This year, as cost of living pressures continue, there has been a slight increase in the number of customers in South-East Queensland highlighting concern about their ability to pay their household electricity bill, with over half (54%) highlighting ‘high’ concern.

Customers generally do not consider network charges separately to their retail electricity bill. They simply expect the industry as a whole to deliver affordable electricity prices, without comprising the safety, security, or reliability of supply, or customer service standards.

**54%\***

Have high concern about their ability to pay their household electricity bill.

\*Queensland Household Energy Survey 2024.  
Question: How concerned are you about your ongoing ability to pay your electricity bill?  
Scale 0-10: High concern 7-10.

<sup>19</sup> Website: [www.qhes.com.au](http://www.qhes.com.au)

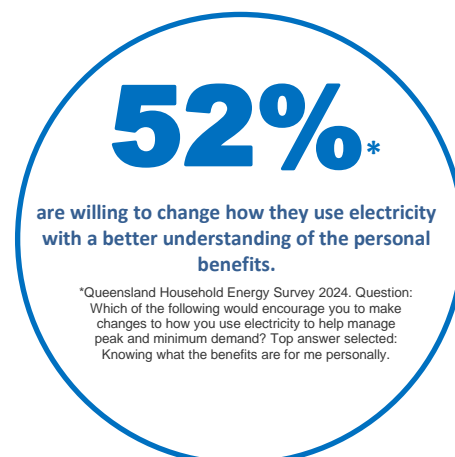


## Network tariffs

Our customers are looking for tariffs that offer simplicity, savings, value, and choice, and that reward them for their role in energy transition.

In the [2024 Queensland Household Energy Survey](#),<sup>20</sup> 52% of South-East Queensland customers indicated their willingness to change how they use electricity to manage both peak and minimum demand if they had a better understanding of what the personal benefits would be, with 48% indicating interest in time of use electricity pricing where they would pay less during the day and more during the evening when peak demand is an issue.

While informed stakeholders recognise that network tariff reform is needed to respond to the changes in the market and to deliver sustainable charges for the future, engagement with customers on tariffs requires a program of sustained information and awareness to further advance reforms for future years.



## Fairness

It is clear that we have a corporate responsibility in providing an essential service to do all we can to address electricity affordability, and to deliver to all Queenslanders whether 'coast or bush'.

There remains concern around the ability of some to respond to the changes taking place in the industry. Together, we need to ensure everyone benefits equitably from solar and other emerging technologies and that customers in vulnerable circumstances are not left behind.

From a network tariff perspective, being 'fair and equitable' is both about minimising cross subsidies and managing the social and economic impact of any move to more cost reflective pricing.

There is also a need as a trusted advisor, for us to provide independent impartial advice, and to help customers make informed choices in their energy use and behaviours.

### 3.3.3 A secure supply – keeping the lights on

#### Emergency response

Queenslanders know that storms, cyclones, bushfires, floods, and other disasters are beyond anyone's control. Customers' feedback on the natural disaster events we responded to continues to show we respond well when these events occur and that our contribution is important to communities in getting them back up and running quickly.

Of the South-East Queensland participants in the [2024 Queensland Household Energy Survey](#),<sup>20</sup> 61% agreed they have a positive sense of security around their electricity supply, with only 8% disagreeing. We continue to strengthen our understanding of the relationship between the experiences of individuals, first responders and front-line service providers in our disaster management planning and the 'gatekeeper' role electricity plays to planning and responding to disasters.



<sup>20</sup> Website: [www.qhes.com.au](http://www.qhes.com.au)

## Reliability

General perceptions of Queensland's energy supply have continued to improve, with most customers agreeing that they have a reliable supply of energy.

Of the South-East Queensland participants in the [2024 Queensland Household Energy Survey](#),<sup>21</sup> 72% agreed they were provided with a 'reliable energy supply.' Sentiment that current price and reliability are well balanced has remained steady at 74%.

## Customer experience

Our Customer Satisfaction measurement program, which involves surveying customers quarterly via an independent panel asking how satisfied they are with the network services received, provides us with an opportunity to track trends in our customers' sentiment, benchmarked against a range of other energy and non-energy related service providers. This year our Energex CSAT recorded a score of 69.7/100, just above our target (69/100). Importantly, the key CSAT drivers tracked indicate that as mentioned previously in this report our customers are generally satisfied that we *'provide a reliable power supply'* and in our ability to *'deliver work in a timely manner'* our top scoring key drivers, but that we have further progress to make in our drive to be *'customer focused'*, *'deliver value'* and *'understand my [our customers'] needs'*.

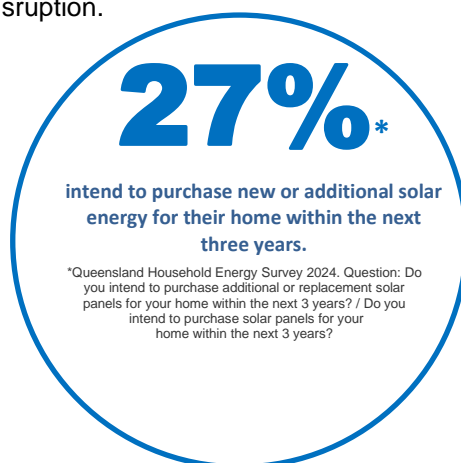
As our interactions and research indicates, expectations around the customer experience are generally increasing, especially around handling their enquiries in a timely manner and in regard to information and notifications on issues such as power outages. Many see outage updates and restoration times as important as preventing the initial outage, a fact highlighted through the [2024 Queensland Household Energy Survey](#)<sup>21</sup> results, where 57% of South-East Queensland respondents, who had experienced a power outage in the six months prior to the survey (51%), indicated they were satisfied with the time taken to restore electricity to their home following the outage, but only 43% satisfied with the communications around the outage, highlighting room for improvement in our power outage communications. Although the satisfaction with communications around the outage increase by 4% this year, compared to last year, it continues to highlight there is still room improvement in our power outage communications.

Generally, our stakeholders support us in using technology to improve efficiency and reduce costs, but we note that the scale of our digital transformation program is significant and that this creates some stakeholder concerns around potential business and service disruption.

### 3.3.4 A sustainable future

#### Network as an enabler

The number of households indicating their intention to consider installing new or additional solar energy remains steady (27%), with many also indicating their interest purchasing a home battery storage systems. In the [2024 Queensland Household Energy Survey](#),<sup>21</sup> 17% of South-East Queensland respondents indicated their intention to purchase battery storage within the next three years with a further 26% indicating a desire to do so within the next 3-10 years. These intentions could see around 250,000 home battery systems in use in South-East Queensland by 2030 with customers' key motivations for wanting to install a home battery being to store their solar energy for use during peak times (48%), reducing power bills (42%) and increased self-sufficiency/to reduce dependency on the electricity grid (38%).



<sup>21</sup> Website: <http://www.qhes.com.au/>

In the survey, 41% of South-East Queensland participants were aware of the concept behind community batteries, with a similar number (39%) indicating interest in being involved in a community battery scheme, such as a subscription to access community battery storage and supply.

The growth in solar continues to change the shape of load profiles across the day, and throughout the year, 'hollowing out' the load during the middle of the day. This has significant implications for the grid with the potential to impact system stability, and reverse power flows and voltages issues.

In the [2024 Queensland Household Energy Survey<sup>22</sup>](#), just over half (51%) of our South-East Queensland respondents indicated they are aware of the need to manage minimum demand on the electricity network, rising to 65% amongst those who have solar PV.

With EV potentially being a significant load on the network in the coming years, the [2024 Queensland Household Energy Survey<sup>22</sup>](#) also continued to track perceptions on EVs.

This year, of those South-East Queensland survey participants who indicated they may purchase a motor vehicle within the next three years, nearly two-thirds (62%) indicated interest in purchasing an EV. Whilst this is a slight decrease (-2%) compared to the previous year's survey results it indicates that serious consideration of EV purchase remains very strong.

Just over a fifth (21%) of South-East Queensland survey participants who own an EV told us they use a Home Energy Management System to set their charging times, with 18% indicating their provider manages their EV charging on their behalf, equal (18%) to those who indicated they do not control charging at all other than when plugging it in.

A small number (13%) told us they adjust the settings on their wall mounted charging equipment to charge their EV, with a similar number (14%) saying they adjust their setting in the EV itself to control their charging time.

Although only 18% indicated that their energy provider currently manages their EV charging schedule on their behalf, 63% did indicate that they were open to the concept of a third party, such as their electricity network provider, managing their charging schedule.

From earlier research we know our customers expect us to be able to facilitate and accommodate integration of renewables, battery storage and EVs into the network, without creating risks to network security, supply quality or performance.

Despite the challenges of managing solar on the network and keeping voltages within statutory limits, across our networks we are continuing to see a decrease in the number of quality of supply enquiries lodged by customers. However, the largest proportion of these continue to be concerns relating to solar PV related issues as listed in Chapter 10: Power quality.

**51%\***

are aware of the need to manage minimum demand on the electricity network.

\*Queensland Household Energy Survey 2024. Question: The high uptake of rooftop solar PV systems leads to a surplus of household electricity sent to the grid and less electricity usage is required from the grid daily between 10am and 4pm. This is known as minimum demand. Are you aware of the need for electricity distributors to manage minimum demand on the grid?

**64%\***

of those considering purchasing a motor vehicle would consider an EV

\*Queensland Household Energy Survey 2024. Question: to those considering purchasing a motor vehicle in the next 3 years, would you consider purchasing a plug-in electric car or plug-in hybrid car in the next 3 years?

<sup>22</sup> Website: <https://qhes.com.au/>

## Collaboration

Our customers, communities, and other stakeholders, expect us to keep them informed in a timely manner and engage with them transparently and meaningfully on a regular basis.

Findings from research into our business customers' experience during power outages showed that while customers were highly supportive of the networks' need to conduct work relating to reliability, there were opportunities to support customers in preparing contingency plans and improve communications.

Across our industry's peak bodies and other stakeholders there is a strong desire to engage and work with us to realise the benefits from today and tomorrow's emerging technologies, and a recognition of the valuable role the network provides in the energy transformation. This remains vital, with only a third (33%) of Queensland respondents to the [Energy Consumers Australia Sentiment Survey 2024](#)<sup>23</sup> confident the market is working in their long term interests. In the context of this, in our own research, we are gaining more of an understanding around trust – 'working to make electricity more affordable' and 'to do the right thing.'

Information and awareness will remain important. Customers need to be informed to take advantage of emerging technologies and participate in the market. Vulnerable customers must not be left behind with information important to removing barriers to participation.

Our demand management program continues to be viewed positively, with our stakeholders expecting us to collaborate with, and provide incentives to, customers and the supply chain to assist in demand management delivery and uptake. This collaboration is being outworked by our [Energex Demand Management Plan](#),<sup>24</sup> which seeks utilise customer and non-network service provider participation to address any network limitation.

Additionally, we have a variety of means to which stakeholders can become informed about network limitations and express interest and indicate ability for participation in non-network solutions, where practicable.

## Connections

Reasonable, clear timeframes and costs for connections are critical to Queensland's economic development. Customers are seeking a simplification of our connection process, shorter time frames, and for continued equitable support of embedded generator connections. There continues to be support for our efforts to align our service offering across Queensland.

### 3.4 Our customer commitments

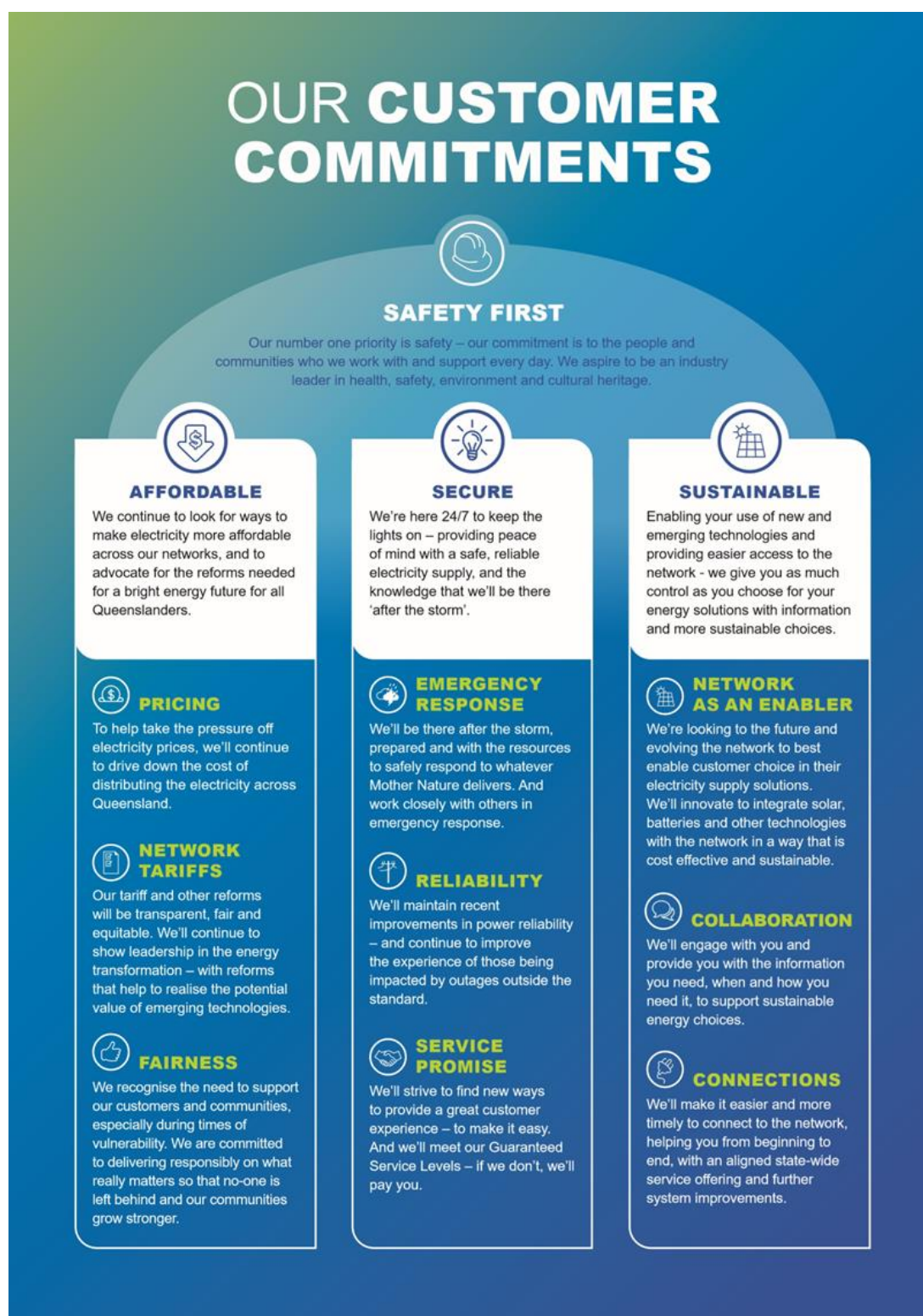
Our Customer Commitments, designed in consultation with our customers and stakeholders through our engagement activities, shown in Figure 6 below, continue to prioritise our investment plans, including the strategies and specific investments reflected in this report.

<sup>23</sup> Website: <https://energyconsumersaustralia.com.au/publications/surveys-energy-consumer-sentiment-behaviour>

<sup>24</sup> Website: [https://www.energex.com.au/data/assets/pdf\\_file/0006/1330818/Demand-Management-Plan-2024-25.pdf](https://www.energex.com.au/data/assets/pdf_file/0006/1330818/Demand-Management-Plan-2024-25.pdf)



Figure 6: Our Customer commitments





# Chapter 4

## Network forecasting

- 4.1 Forecast assumptions
- 4.2 Zone substation and feeder maximum demand forecasts
- 4.3 System maximum demand forecast

## 4 Network forecasting

Forecasting is a critical element of Energex network planning and is essential to the planning and development of the electricity supply network. Growth in peak demand is not uniform across the state of Queensland, therefore electrical demand forecasts are used to identify emerging local network limitations and network risks needing to be addressed by either supply side or customer-based solutions. Peak demand forecasts then guide the timing and scope of capital expenditure (to expand or enhance the network), the timing required for demand reduction strategies to be established, or for risk management plans to be put in place.

A brief summary of the methodology and assumptions underpinning Energex peak demand forecasts has been provided in this Chapter.

A [Strategic Forecasting Annual Report 2023 \(Energex.com.au\)](https://www.energex.com.au/our-network/network-data/forecasting-reports)<sup>25</sup> is available detailing further discussion on the methodology and assumptions applied in the peak demand forecasts and including:

- Minimum demand forecasts
- Energy purchases and energy sales forecasts
- Customer number forecasts
- DER forecasts (solar PV, EVs and energy storage systems)
- Economic and demographic forecasts and commentary relating to population growth, Gross State Product (GSP) and the Queensland economic outlook.

### 4.1 Forecast assumptions

While there are a multitude of factors which influence each of the forecasts, there are also a number of key factors which have a wide-reaching impact.

#### 4.1.1 Economic growth

The level of economic activity is a major influence on many aspects of our industry. While the impact of economic growth is felt most directly at the individual household and business level, it is not possible to build a model which takes every one of these into account. As such, higher level measures of economic activity are used where measures of current activity and forecasts are available. GSP projections are a key driver to many of our forecasting models.

Energex utilises Deloitte Access Economics to provide a detailed economic forecast for the Australian and Queensland economies – extending out to a 10-year forecast horizon. They report that the outlook for the global economy has improved since last year's DAPR with inflation and energy prices easing, and the labour markets have remained surprisingly resilient in the face of interest rate increases by the central banks. The recovery is expected to be gradual rather than a boom though, as inflation (globally) is remaining above the bank's targeted range.

For the Australian economy, cooling inflation creates expectations that the economy will eventually lift as interest rates are eased. The key risks for the Australian economy are seen as being that the Reserve Bank of Australia may keep interest rates high for too long, and that the economic restart in China (following the end of COVID-19 restrictions there) will be subdued. This is an important market for Australia given that around 30% of Australia's exports are bound for China. Deloitte is expecting Australian GDP growth to be subdued at 1.4% for 2023-24 and 1.2% for 2024-25.

One of the many supports for the Queensland economy has been population growth. Queensland's population is predicted to grow by 2.4% over 2023-24, but slow down over the next few years to average around 1.6%

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<sup>25</sup> Website: <https://www.energex.com.au/our-network/network-data/forecasting-reports>

One of the many supports for the Queensland economy has been population growth. Queensland's population is predicted to grow by 2.4% over 2023-24, but slow down over the next few years to average around 1.6%.

Queensland's export market share exposure to China is relatively lower at around a 15% – as the Japanese, Indian and Korean destinations are more important for Queensland. The Japanese, and Indian economies are looking relatively healthy at this point in time. Deloitte expects the Queensland economy growing by 1.7% over 2023-24 with 1.9% predicted for 2024-25.

With the evolving energy transition themes surrounding the renewables and new technologies, Energex will be producing DER forecast taking into account factors like the acceleration of the electrification of transport.

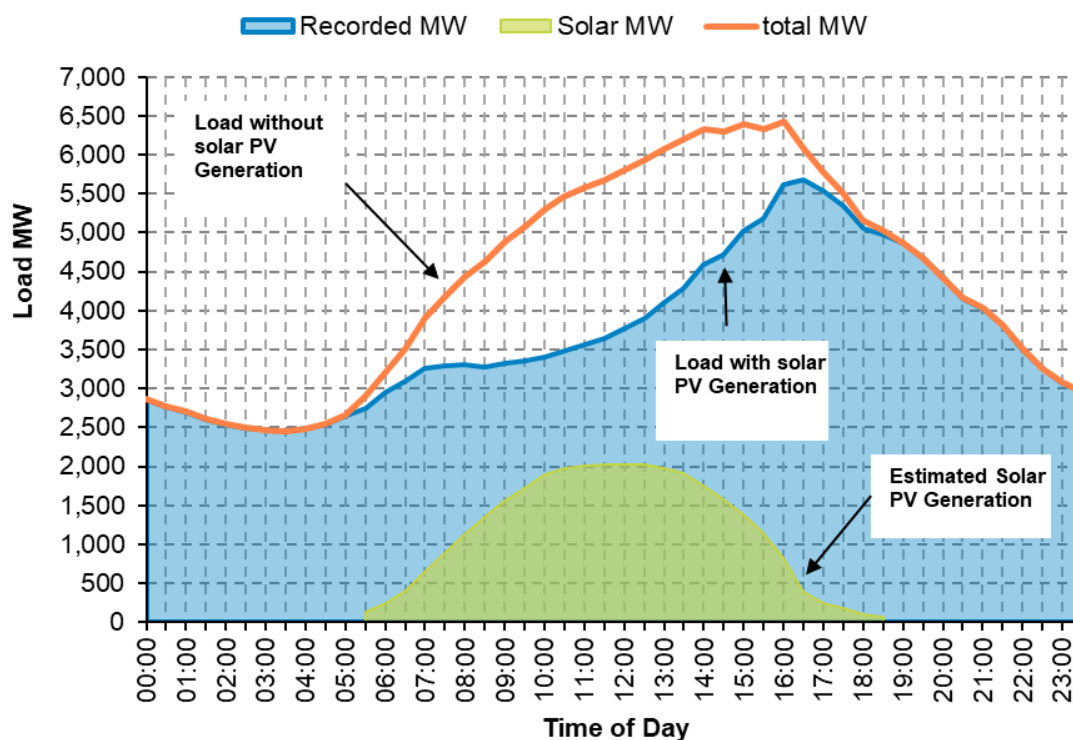
### 4.1.2 Solar PV

Solar PV has a significant load impact on our network, typically affecting the energy forecast outlook. The impact of solar PV is based on profiles which have been constructed to predict generation (and export) for rooftop systems for all forecast scenarios. In 2023-24, Energy Queensland had engaged Blunomy Consulting to provide a Distributed Energy Resource (DER; which includes solar PV, Electric Vehicles and Energy Storage Systems) forecast for both Energex and Ergon Energy networks respectively.

A 0.5% per-annum degradation factor is used for solar PV systems. Small systems are designed to generate energy for the home with excess energy exported. Commercial-scale installations are larger and may or may not export to the grid. Utility-scale solar farms are designed to export.

Figure 7 illustrates the impact that solar PV has on the Energex summer system peak demand. Energex 2023-24 Summer system peak demand was 5,687MW at 16:30 on 22 January 2024 as the temperatures at Amberley hit a maximum of 38.7 degrees Celsius. It is estimated that solar PV reduced the peak by around 395MW at this time.

**Figure 7: System demand – solar PV impact, 22 January 2024**



Solar PV's impact on system peak demand is modelled separately by estimating and removing its historical impact, forecasting its future impact, and re-incorporating it into the overall system forecast.

Historically, temperature was the major variable on peak demand (after systematic factors such as time of day and day of year). However, the scale of solar PV generation means that cloud cover can create variations in generation output (thereby changing the source of supply to Powerlink) greater than what would be seen from temperature changes.

### 4.1.3 Electric vehicles and energy (battery) storage systems

Mainstream uptake of EVs and Plug-in Hybrid electric vehicles (PHEVs) will increase energy and demand forecasts over the forecast horizon. The uptake rate of EVs and PHEVs has historically not been high due to a combination of factors including the high initial cost and low availability of various vehicle types. However, it is anticipated that EV is likely to have a significant increase through time as more vehicle types are on offer in the market and the EV cost creeping closer to price parity with its internal combustible engine counterpart. Therefore, the impact factored into the system demand forecast has been relatively small in the earlier years of the forecast but increases over time with the growing population of vehicles. Nonetheless, it is expected that a majority of the uptake of EV will be in South-East Queensland in earlier forecast years. Eventually uptake in regional areas will accelerate, the EV forecast assumes that 100% of all vehicle sales will be EV in the future.

Although EV charging can be bi-directional the Energex forecast does not consider any Vehicle to Grid (V2G) impact in the profiles. This is due to a low number of vehicles available with the technology and network connection policy and tariffs that are not currently conducive to V2G at the household.

Customer interest in energy storage systems (batteries of various kinds) continues to increase with the number of known energy storage systems in the Energex network being approximately 14,521, with a capacity of 189.7MWh as of end of June 2024. Over the next five to ten years energy storage will continue to grow with:

- Government backed incentives
- Increasing energy prices
- Falling prices as battery storage production increases in scale
- New technology (safer, higher energy densities, larger capacities) and
- Package-deals of solar PV and battery storage systems promoted by major retailers and solar PV installers.

Energex forecasting model is based on an average typical hot summer day demand profile for residential and business customers, with the marginal impact of EVs, batteries and solar PV incorporated into that profile. The impact of energy storage on the customer's energy consumption profile is 'behind the meter' which means that it cannot be directly measured. It is assumed the proportion of consumer storage installations that are part of orchestrated control (such as virtual power plants) will increase over the forecast period. This orchestration will have an effect of increasing load when market price signals are low or negative and increasing generation when signals are high.

Historically, there has been no compulsory reporting mechanism for EV charging equipment or battery storage systems. Therefore, limited amount of high-quality data surrounding the number and size of batteries being installed makes forecasting the larger scale impact over time more difficult.

### 4.1.4 Temperature sensitive load

Temperature sensitive loads such as air-conditioning, and refrigeration are major drivers of peak demand load on the network. The most extreme loads seen on the network over a year can be driven by a combination of hot (and usually humid) weather conditions during times of high industrial and commercial activity (the scale of solar PV generation now creates other possibilities for extreme loads).

Refer Figure 7 above. At the system level, the modelling process has continued to be refined over the years, with population replacing air-conditioning as a driver as it is better able to represent the impact of broader range of electrical appliances during the extreme conditions.

Several weather stations are required to capture the variability of weather conditions across the network.

The process also requires a long history of quality weather data eliminating many data anomalies. Weather data from the following stations has been sourced from the Bureau of Meteorology (BOM), based on their representativeness of the weather in key population regions, and the quality of their extended weather history.

- Amberley
- Archerfield
- Brisbane Airport
- Coolangatta
- Maroochydore.

If a small proportion of observations were missing, they were either estimated or substituted with data from nearby stations. The zone substation forecasting methodology also utilises weather data, all zone substation load is modelled using Archerfield weather data, due to missing data issues and conservative temperature readings for coastal adjacent weather stations. Forecast methodology does allow for the use of other weather station data on a per substation basis where Archerfield does not produce satisfactory results. Further details of the substation forecasting process are detailed below.

### 4.2 Zone substation and feeder maximum demand forecasts

The forecasting process provides the ability to predict where extra capacity is needed to meet growing demand, or new assets are required in developing areas. Energex reviews and updates its temperature-corrected, system summer peak demand forecasts after each summer season, and each new forecast is used to identify emerging network limitations in the sub-transmission and distribution networks. The bottom-up substation peak demand forecast is reconciled with the system level peak demand forecast, after allowances for network losses and diversity of peak loads. This process accounts for drivers which only become significant at the higher points of aggregation (e.g., economic, and demographic factors), while also enabling investment decisions to be based on local factors. Hence, individual substation and feeder maximum demand forecasts are prepared to analyse and address limitations for prudent investment decisions.

A key driver of substation growth is population growth. The Queensland Government Statisticians Office (QGSO) population forecast is used to predict customer growth using the Australian Bureau of Statistics (ABS) Statistical Area Level 2 (SA2) area, which is applied to each zone substation based on proportion of customers included in the SA2 area. Historical customer growth is correlated with the SA2 population forecast to apply weighting to substations that have recent growth, over substations where growth has stagnated.

The take-up of solar PV is continuing as electricity prices rise and the cost of solar PV falls, and the emerging influence of electric vehicles and battery storage systems has been incorporated at the system and substation levels of forecasting.

The forecasts produced post-summer 2023-24 have provided a range of demand growth rates, with many established areas remaining static while other areas like the northern Gold Coast, and the southern Sunshine Coast growing strongly. The forecasts are used to identify network limitations and to investigate the most cost-effective solutions which may include increased network capacity, load transfers or demand management alternatives. While growth in peak demand at the system levels is comparatively modest at around 1.3% over the forecast horizon, there can be significant growth at a localised substation level.



In the 2024-29 period, the percentage compound growth rates of zone substations were as follows:

- 48% of substations have an annual compound growth rate at or below 0%
- 32% have an average annual compound growth rate between 0% and 2%
- 15% have an average annual compound growth rate between 2% and 5%
- 5% of zone substations have an annual compound growth rate exceeding 5%.

Demand management initiatives have an impact on peak loads at a number of zone substations. The initiatives include broad application of air-conditioning control, pool pump control and hot water control capability. Demand management is also being targeted at substations with capacity limitations in an effort to defer capital expenditure. The approach used is to target commercial and industrial customers with incentives to reduce peak demand through load shift, generation and call off load agreements. When communicated and known the resulting reductions are captured in the Substation Investment Forecasting Tool (SIFT) and in the ten-year peak demand forecasts.

The ten-year substation peak demand forecasts are prepared at the end of summer and are produced within SIFT. To enable appropriate technical evaluation of network limitations, these forecasts are completed for both existing and proposed substations. The forecasts are developed using data from internal sources as well as the ABS and the QGSO. Economic and demographic influences are incorporated via the reconciliation with system demand forecasts. Independently produced forecasts for economic variables and photovoltaic installations, electric vehicles and battery storage systems uptake are also sourced from Deloitte's and Blunomy Consulting respectively.

Output from solar PV is generally coincident with Commercial and Industrial (C&I) peak demands, and there has been a significant uptake in solar PV for C&I premises. While this will provide benefits for those parts of the network which peak during times of significant PV generation, there are many other areas of the network which peak later in the afternoon/evening, where the impact of PV generation on the peak may either be limited or non-existent.

### 4.2.1 Zone substation forecasting methodology

Energex employs a bottom-up approach, reconciled to a top-down evaluation, to develop the ten-year zone substation peak demand forecasts. Load history is modelled against key weather features to produce a simulated peak demand 50 and 10 Probability of Exceedance (PoE) starting load profile. Growth forecasts are summated and added on to the starting load profile for each of the components listed:

- Customers (residential count and business energy)
- PV solar (not including solar farms)
- Battery storage systems (not including utility scale)
- Electric vehicle charging.

The planning team provides local insights where relevant, as well as project, block load and load transfer information that is also added to the profile.

The peak demand forecasts are produced for:

- The 50PoE and 10PoE levels
- Each zone substation
- Summer and Winter
- Base, Low and High scenarios.

Zone substation starting load profiles are based on a probabilistic approach using a multiple regression estimation methodology on each half hour period.

The variables used in the regression model are daily average, maximum, minimum temperature, dew point, work day and a trend line representing timeline.

This approach has the advantage of incorporating a range of variability into the predictions. The impact of estimated solar generation is removed before modelling the load.

A Monte Carlo simulation using BOM daily weather history is used to calculate the 10PoE and 50PoE peak demand starting profiles for each zone substation. Solar generation estimation is included in the simulated load results. This solar generation is calculated based on current PV capacity values. The trend line variable is simulated to current time, so organic load growth is captured. Forecast growth rates are then calculated using the summated component profiles as listed above. Growth rates, load transfers and new major customer loads are then incorporated into the future load at each zone substation.

The zone substation forecasts are successively aggregated up to the bulk supply, and transmission connection points, to create forecasts at those levels – after taking diversity and losses into account. This aggregated forecast is then reconciled with the independent system demand forecast and adjusted as required.

The process sequence used to develop the ten-year substation demand forecast is briefly described as follows:

- Validated uncompensated substation loads are analysed, typically for 5 years of history
- Various techniques are employed to remove bad load data, obvious load transfers, outages etc
- The load data is adjusted to remove estimated solar generation then joined with relevant weather stations data, work day identifier and timeline trend variables. Multiple linear regression model for load is fit to these variables
- Many industrial substations tend not to have much temperature sensitivity, as their load can vary due to a range of other factors. If the model cannot explain the variance of the load, then the modelled predictions are not used in the simulation. As a result, these 50PoE and 10PoE values are based on Monte-Carlo simulation of actual load history
- Individual component profile forecasts for customers, solar PV, battery storage, and plug-in EVs are calculated for each substation
- Previous substation peak demand forecasts are reviewed against temperature-adjusted results as part of a process looking for the causes behind individual variations
- Starting values for apparent power (MVA), real power (MW) and reactive power (MVA<sub>r</sub>) are calculated for the key benchmarks of “summer day”, “summer night”, “winter day”, and “winter night”
- The size and timing of block loads, transfers and projects are reviewed and validated with Grid Planning and Network Management before inclusion in the forecast
- The different elements of the forecast - growth rates, block loads, transfers are combined and applied to the starting values to produce a 10-year demand forecast
- The substation peak demand forecasts are reviewed extensively and compared with previous forecasts, with a focus on the relative error between recorded demand and the forecast for the most recent season. If necessary, adjustments are made to incorporate late information or factors not able to be included in the forecasting model
- Zone substation forecast peak demands are then aggregated up to bulk supply substation, and transmission connection point, levels (after allowing for coincidence and losses) to produce forecasts at those network levels. The zone substation forecast is “reconciled” against the system peak demand forecast to ensure that factors only evident at the distribution level (e.g., load increases driven by expected economic growth), are incorporated

into zone substation forecasts. This is done by calibrating relevant zone substations' growth rates so that the sum of the forecasts equals the system; at the time of the coincident peak, this then flows through to an adjustment of the zone substation's local peak – which can occur at a different time.

Zone substation forecasts are based upon a number of inputs, including:

- Network topology (source: corporate equipment registers)
- Load history (source: corporate SCADA (Supervisory Control and Data Acquisition)/metering database)
- Known future developments (new major customers, network augmentation, etc.)
- Customer categorisation (SIFT)
- Temperature-corrected start values (calculated by the FLARE forecasting model)
- Forecast growth rates for organic growth (calculated by the FLARE forecasting model).
- System maximum demand forecasts.

The impact of Embedded Generation on the Energex forecasted peak and minimum demand are estimated for each zone substation using the solar PV and Battery Energy Storage Systems uptake forecast and their corresponding demand load profiles. This is based on the medium Distributed Energy Resource (DER) uptake scenario for solar PV and battery storage systems forecast, sourced by Blunomy Consulting for all zone substations. The forecasted Embedded Generation for each zone substation is disaggregated from the systems level forecast based on the historical DER penetration rates across each individual zone substation in the forecast. The demand load profiles for solar PV are then estimated by modelling the historical relation between available solar PV inverter capacity and the measured solar irradiance hourly profiles based on a typical peak demand and minimum demand day.

EVs are not considered as part of the embedded generating unit category as the V2G technology is at its infant stage, and the DER forecast suggests that EV would have an impact on the network from a peak demand perspective rather than generation.

The forecast use of distribution services (export) by embedded generating units are estimated from each zone substation's load profile forecast. The uptake of solar PV systems is pushing the middle of the day load towards zero and causing reverse power flow in some parts of the network. This reverse power flow has been utilised to represent the zone substation export caused by the Embedded Generation. The Embedded Generation export for each zone substation is forecasted on both peak and minimum demand events using the medium DER uptake scenario forecast and demand profiles.

### 4.2.2 Distribution 11kV feeder forecasting methodology

Essentially the base methodology for distribution feeders growth forecast is the same as zone substations. The main difference between feeder and substation forecasts is the feeder forecasts are not managed with the SIFT program and are not reconciled with the system level forecasts. The growth values for feeders are reported into NETPLAN from FLARE.

The load history for many Energex feeders is recorded in current (amps) only, meaning there is no power flow directionality. For the minimum demand forecast only, these load currents are run through a reverse power flow machine learning model that categorises each load interval as forward or reverse power. The resultant directional load is converted to real power and is used in the load history analysis model.

### 4.2.3 Sub-transmission 110kV and 132kV line forecasting methodology

A simulation tool is used to model the 110kV and 132kV sub-transmission network. The software was selected to align with tools used by Powerlink and the Australian Energy Market Operator (AEMO).

Powerlink provides a base model on an annual basis. This base model is then refined to incorporate future network project components. Two network loading scenarios are considered; native load and load with DER and generation integration. For the load scenario peak forecast loads at each bulk supply, zone substation and connection point are loaded into the model from SIFT. For the DER scenario, the DER forecast is determined and integrated into the SIFT loading. Registered generators have been excluded from the models as their dispatch is managed by AEMO and control schemes are in operation to limit their impact to the network.

Twenty models are created using this simulation tool, with each model representing the forecast for a particular season in a particular year. The models have five years of summer day 50PoE and 10PoE data and five years of winter night 50PoE and 10PoE data.

### 4.2.4 Sub-transmission 33kV line forecasting methodology

Forecasts for sub-transmission feeders are produced for a five-year window aligning with the capital works program. Sub-transmission forecasts identify the anticipated maximum loadings on each of the sub-transmission feeders in the network under a normal network configuration.

Modelling and simulation are used to produce forecasts for the sub-transmission feeders. The traditional forecasting approach of linear regression of the historical loads at substations is not applicable since it does not accommodate the intra-day variation. The modelling approach enables identification of the loading at different times of day to equate to the line rating in that period. A software tool models the 33kV sub-transmission network. The simulation tool has built-in support for network development which provides a variable simulation timeline that allows the modelling of future load and projects into a single model.

Simulation models are created using existing network data. Future projects are then modelled with timings and proposed network configurations based on future project proposals being included. Future projects are automatically activated depending on the network analysis dates selected. The forecast peak loads at each substation for all years within the planning period are uploaded into the model from the SIFT. Eight models are produced, each containing forecast load for the different seasons. These include summer day, summer night, winter day and winter night, combined with 10PoE or 50PoE peak load. This enables the identification of worst-case risk period for each season.

These models are replicated for two network load scenarios that have been considered, native load and loading with DER and generation integration. The native load scenario provides indication of areas of the network may require augmentation due to load, impacts of phenomenon like solar masking being considered. The DER and generation integration scenario highlight areas of the network that have high penetration of generation and capacity constraints or areas where capacity for Embedded Generation remains.

## 4.3 System maximum demand forecast

Energex reviews and updates its ten-year 50PoE and 10PoE system summer peak demand forecasts after each summer season and each new forecast is used to identify emerging network limitations in the sub-transmission and distribution networks. For consistency and robustness, the substation peak demand forecast ('bottom-up') is reconciled with the system level peak demand forecast ('top-down'), after allowances for network losses and diversity of peak loads.

The 'top-down' forecast is an econometric ten-year system maximum demand forecast based on identified factors which affect the load at a system-wide level. Inputs for the system maximum demand forecast include:

- Economic growth through the Gross State Product (source: ABS website and forecasts by Deloitte)
- Weather variables (e.g., temperature, rainfall, global horizontal irradiance (source: BOM))
- Population (source: Deloitte)

- Solar PV generation (source: customer installation data and Blunomy Consulting)
- Load history (source: corporate SCADA/metering database)
- Electric Vehicles (source: Blunomy Consulting)
- Energy Storage (source: Blunomy Consulting).

The 'bottom-up' forecast consists of a ten-year maximum demand forecast for all zone substations (also described as 'spatial forecasts') which are aggregated to a system total and reconciled to the econometrically derived system maximum demand. These zone substation forecasts are also aggregated to produce forecasts for Bulk Supply Points and Transmission Connection Points. Further details are available in the Zone Substation Forecasting Methodology section.

In recent years, there has been considerable volatility in Queensland economic conditions, weather patterns and customer behaviour which have all affected total system peak demand. The influence of Queensland's moderate economic growth has had a moderating impact on the peak demand growth through most of the state. At the same time, weather patterns have moved from extreme drought in 2009, to flooding and heavy rain in recent years, to extended hot conditions over the past several summer periods. Summer conditions in recent years have produced new record high maximum demands.

### 4.3.1 System demand forecast methodology

The methodology used to develop the system maximum demand forecast as recommended by consultants ACIL Tasman is as follows:

- Develop a multiple regression equation for the relationship between demand and GSP, weighted maximum temperature, weighted minimum temperature, three continuous hot days, weekends, Fridays and Christmas period and November to March temperature data that excludes days with average temperature at selected weather stations that are below the set levels (for example, weighted mean temperatures  $< 22^{\circ}\text{C}$  and daily maximum temperature  $< 28.5^{\circ}\text{C}$ ). Three weather stations were incorporated into the model through a weighting system to try to capture the influence of the sea breeze on peak demand. Statistical testing is applied to the model before its application to ensure that there is minimal bias in the model
- An error factor is applied to the simulated demands based on a random distribution of the multiple regression standard error. This process attempts to define the peak demand rather than the regression average demand
- A Monte Carlo process is then used to simulate a distribution of summer maximum demands using the latest 30 years of summer temperatures plus an independent ten-year GSP forecast. That distribution of demands is used to identify the initial 50PoE and 10PoE maximum demands
- Those initial 50PoE and 10PoE values are then calibrated to account for demand management initiatives, solar PV, battery storage and the expected impact of electric vehicles. That is, the impact of DER is included via a post-model adjustment.

Important measures used in this methodology consist of the following:

- The actual maximum coincident (or peak) demand, is the highest rate of supply over 30-minute intervals over a season (summer or winter) during a year
- A 50PoE demand/level - is the calculated estimate of a maximum demand that would be expected for an average season for that year. The 10PoE demand/level is the maximum demand that could be expected in an extreme season; (a 1 in 10-year event)
- The 50PoE and 10PoE estimates of demand, enable growth estimates to be calculated without being distorted by variations in seasonal intensity. As such, the industry considers them the most accurate and reliable indicator of future demand in the network.

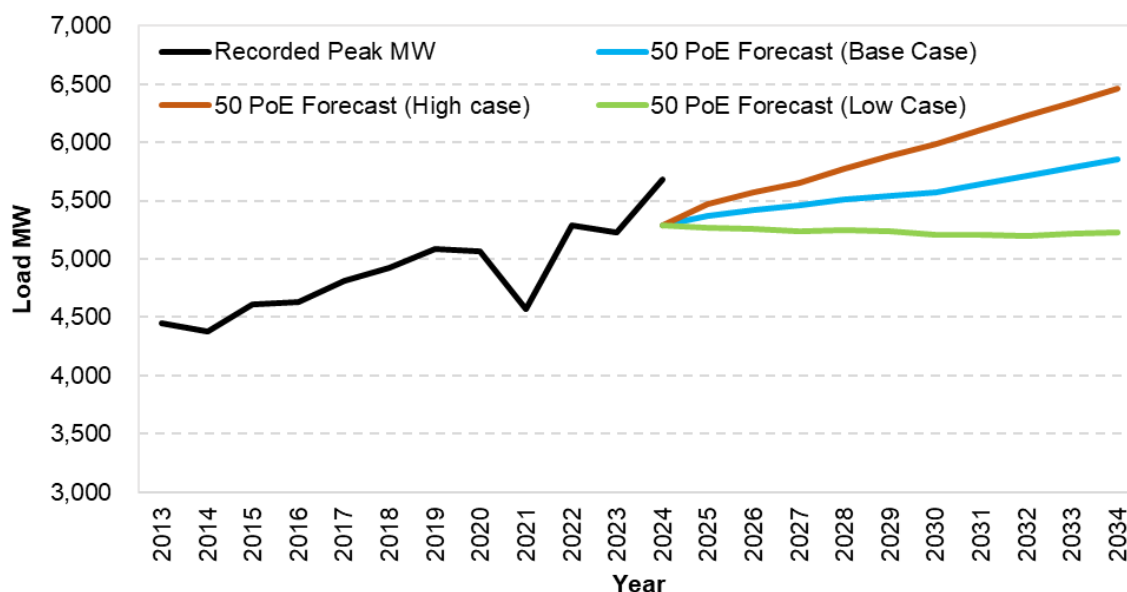


## 4.3.2 Medium, high, and low case scenarios

Peak demand is impacted significantly by weather and economic conditions, population growth and technology adoption. Base, high, and low scenarios are created by combinations of the economic forecasts, Monte Carlo simulations on summer daily temperatures and the DER post-model adjustments. While higher or lower levels of the individual DER components can vary positively or negatively with peak demand, the DER factors are incorporated as an aggregate impact with the DER scenario aligning with the corresponding peak demand scenario.

The results of the forecasts are compared in Figure 8. Demand management load reductions are included in the forecast. The scenario's presented are based partly on DER scenarios developed by Blunomy Consulting. The medium, high, and low cases and are designed to capture future uncertainties and risks.

**Figure 8: Three scenarios of EGX summer peak MW forecasts @ 50PoE level**



Energex 2023-24 Summer system peak demand was 5,687MW over 4:30-5:00 pm on 22 January 2024 as the temperatures at Amberley hit a maximum of 38.7 degrees Celsius. This raw peak is 8.8% higher than the previous year, most probably due to a combination of mainly weather and calendar effects.

This year's peak underscores the underlying growth and scale of load that is in the network. The latest forecast projects that the 50PoE peak demand will increase from 5,285MW in 2023-24 to 5,929MW in 2033-34, which equates to the 1% growth per year compounded annually.

Investment in new infrastructure is still required as additional areas are connected and the number of connected customers continues to grow. However, the visibility of this growth is being masked by changes in the existing base of customers via increasing energy efficiency, solar PV installations and demographic changes that are happening at lower levels of the network. Table 2 summarises the actual and temperature-corrected (50PoE) demands based on a range of weather station temperatures and associated maximum demand changes over the past five years. Along with the actuals, the summer and winter 50PoE values have been calculated to illustrate the underlying network growth. However, as these figures were derived from each year's model, yearly comparisons of the temperature corrected demands should only be made using a series of numbers from the same model.

Yearly peak demands vary due to changes in key drivers including (but not limited to) summer temperatures, cloud cover, the behaviour of customers etc. Extreme seasons provide valuable insights into the potential future loads for both average and extreme seasons.

Table 3 lists the maximum demand forecasts over the next five years. The summer peak demand is forecast to increase to 5,430MW by 2024-25 in line with our expectation for an average season. Summer peak demands over the 2023-24 – 2033-34 period are forecast to increase with a compounding annual growth rate of 1%, reaching 5,929MW in 2033/34.

The forecast of solar PV generation, EVs and Battery Storage Systems at the time of summer peak demand is shown in Table 4.

Analysis indicates that the continued growth of solar PV will reduce loads during daylight hours, causing system peak demands to occur slightly later towards the end of the forecast horizon – this time shift changes the scale of the solar PV impact at peak time. Energex has also developed a model for the adoption of battery storage with the impact on peak demand being driven by large solar PV customers with little or no feed-in tariffs (FIT).

There are an increasing number of solar PV customers with systems that provide more electricity than they can use internally during the day but are not receiving the 44 cents per kWh FIT. These customers are likely to be very interested in battery storage and are seen to be the early adopters. The projected impact of battery storage systems on system peak demand is shown in Table 4. The model assumes that battery storage will primarily be charged by solar PV and discharged over the late afternoon and early evening period between 4pm and 8pm with an initially small but growing impact on the system peak demand.

**Table 2 : Actual maximum demand growth - South-East Queensland**

Demand <sup>1</sup>	2019-20	2020-21	2021-22	2022-23	2023-24
Summer Actual (MW) 1	5,070	4,573	5,292	5,228	5,687
Growth (%)	-0.3%	-9.8%	15.7%	-1.2%	8.8%
Summer 50% PoE (MW)	4,998	4,948	5,096	5,207	5,285
Growth (%)	1.2%	-1.0%	3.0%	2.2%	1.5%
	2019	2020	2021	2022	2023
Winter Actual (MW)	3,748	3,878	3,894	4,427	3,797
Growth (%)	2.9%	3.5%	0.4%	13.7%	-14.2%
Winter 50% PoE (MW)	3,804	3,825	3,903	4,069	3,961
Growth (%)	-0.4%	0.5%	2.0%	4.3%	-2.7%

Note 1: The Summer and Winter Actual Demand has been adjusted to include the load that was offset by embedded generation operating at the time of System Peak Demand.

**Table 3: Maximum demand forecast (MW) – South-East Queensland**

Forecast <sup>1, 2</sup>	2024-25	2025-26	2026-27	2027-28	2028-29
Summer (50% PoE)	5,430	5,487	5,526	5,583	5,616
Growth (%)	2.7%	1.0%	0.7%	1.0%	0.6%
Summer (10% PoE)	5,802	5,871	5,919	5,991	6,011
Growth (%)	2.7%	1.2%	0.8%	1.2%	0.3%
	2024	2025	2026	2027	2028
Winter (50% PoE)	4,015	4,108	4,181	4,232	4,299
Growth (%)	1.4%	2.3%	1.8%	1.2%	1.6%
Winter (10% PoE)	4,211	4,335	4,419	4,478	4,557
Growth (%)	1.5%	3.0%	1.9%	1.3%	1.8%

Note 1: The five-year demand forecast was developed using three weather station weighted data as recommended by ACIL Allen.

Note 2: The demand forecasts include the impact of the forecast economic growth as assessed in May 2023.

**Table 4: Contribution of solar PV, EVs and battery storage systems to summer system peak demand**

Impact on Summer System Peak Demand (MW)	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
Solar PV Generation	-430	-486	-536	-585	-328	-343	-361	-380	-400	-421
Electric Vehicle Load	9	13	19	27	52	76	108	144	182	220
Battery Storage Systems Load	-6	-7	-8	-9	-19	-23	-25	-28	-31	-38

# Chapter 5

## Network planning framework

- 5.1 Background
- 5.2 Planning methodology
- 5.3 Key drivers for augmentation
- 5.4 Network planning criteria
- 5.5 Plant thermal rating
- 5.6 Voltage limits
- 5.7 Fault level
- 5.8 Planning of customer connections
- 5.9 Major customer connections and embedded generators
- 5.10 Joint planning
- 5.11 Network planning – assessing system limitations

## 5 Network planning framework

### 5.1 Background

Energex Network planning framework aims to provide a balance between the customers' need for a safe, secure, reliable, and high quality electricity supply with the customers' desire for a minimal service cost. A key part of the network planning process is to optimise the economic benefits of network augmentation and renewal facilitating “non-traditional” options beyond the boundaries of the network, such as demand management, Embedded Generation solutions and other approaches. Addressing of network limitations and risks is at the core of the planning framework to ensure the solutions are optimal to meet current and future requirements.

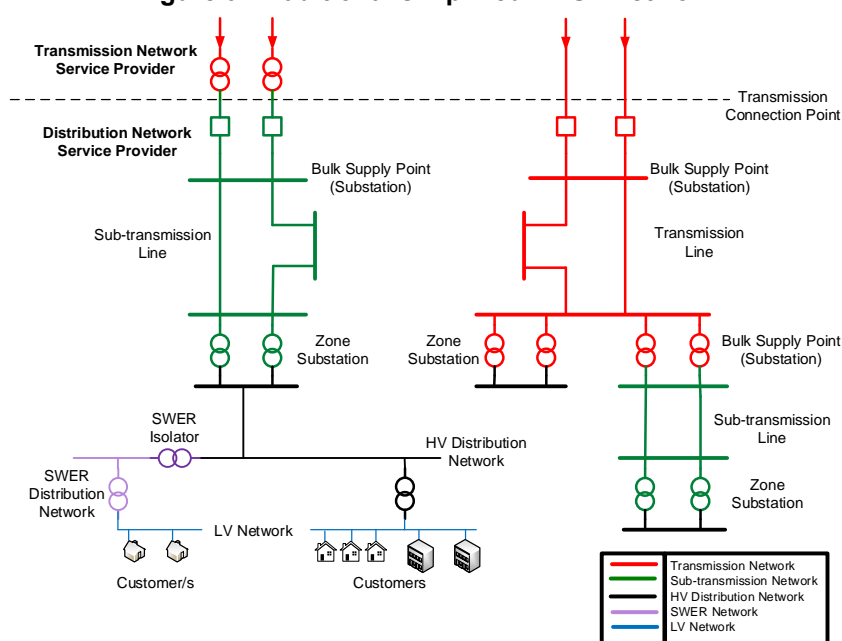
The selection of the optimal network and business solution is achieved by:

- Determining and critically assessing key network limitations
- Developing and evaluating a broad range of network and non-network solutions
- Seeking to integrate and optimise outcomes using a variety of planning inputs
- Staging of project phases to ensure prudent expenditure.

This section outlines the network planning criteria, process and framework that underpins our network planning approach.

Figure 9 illustrates a traditional simplified Distribution Network Service Provider (DNSP) network which typically consists of sub-transmission, High Voltage (HV) distribution, and Low Voltage (LV) networks supplying customers at all voltage levels. It should be noted, as highlighted in other areas of this document, this traditional network topology is changing as we see greater numbers of embedded generators (and storage technology) at all voltage levels. This increased complexity and diversity at all levels within the network are creating both opportunities and challenges in the planning of the electricity supply network.

**Figure 9: Traditional simplified DNSP network**





There are several definitions essential to the understanding of Energex network planning philosophy. Reliability of supply is the probability of a system performing adequately under normal operating conditions. A reliable network that meets service obligations is an important objective and is dependent on two measures - adequacy and security.

Adequacy is the capacity of the network, and its components, to supply the electricity demand in accordance with acceptable quality of supply standards. It includes requirements that network elements operate within their thermal ratings, whilst maintaining voltage within statutory limits.

Security is the ability of the network to cope with faults on major plant and equipment without the uncontrolled and prolonged loss of load. A secure network often factors in redundancy of major plant and equipment to tolerate the loss of single elements of the system. Energex plans network investment to meet its Safety Net targets as shown in Table 5 and Figure 10. The standard allows Energex to make use of available transfers and non-network capabilities and is inherent in the assessment of security standard compliance. Energex planning standard for sub-transmission networks takes into account the Value of Customer Reliability (VCR) and obligated Safety Net targets, with the latter embedded in our Distribution Authority, to alleviate the adverse outcomes of low probability, high consequence events. Since 2021 Energex has incorporated a risk quantification framework into its planning methodology, along with incorporating the AER's Customer Export Curtailment Value (CECV) framework.

The security standard takes into account the following key factors:

- Feeders and substations are assigned a category according to the criteria defined in the Distribution Authority (CBD, Urban, Rural) and the appropriate Safety Net target is assigned to relevant network types
- Plant and power line thermal ratings depend upon their ability to discharge heat and are therefore appreciably affected by the weather, including ambient temperature and, in the case of overhead lines wind speed
- A range of actions to defer or avoid investments, such as non-network solutions, automated, remote, and manual load transfer schemes and the deployment of a mobile substation and/or mobile generation, increase utilisation of network assets
- Value of Customer Reliability is utilised to justify and optimise investment timing
- Specific security requirements of large customer connections that are stipulated under the relevant connection agreements or in the application of Safety Net.

The Energex distribution network is also required to maintain voltage levels within legislative requirements and ensure safe operation under fault conditions. These requirements are addressed during the annual planning review. In general, the factors that impact demand growth, plant thermal rating limitations, load transfer capabilities and asset condition which, combined with planning and security criteria, risks and security of supply, network performances, non-traditional solutions and overall economics of potential investment are embedded in the network planning process.

## 5.2 Planning methodology

### 5.2.1 Strategic planning

Energex planning process involves production of long-term strategic network development plans. These plans assess the electricity supply infrastructure requirements for defined areas based on the most probable forecast load growth projections. Scenario analysis is used to develop alternative network development plans for a range of economic forecasts, population growths, and new technologies (such as PVs, electric vehicles, and battery energy storage systems). Demographic studies based on local government plans are carried out to help indicate the likely long-term demand for electricity across a development area. These include scenario modelling to test various outcomes, such as high or low customer response to demand management, tariff reform and energy efficiency initiatives.

The strategic planning process is an iterative and analytical process that provides an overall direction for the network development of a region. The purpose of strategic network development plans is to ensure the prudent management and investment for network infrastructure in both the short and long term, and to coordinate developments to address constraints and meet utilisation targets.

Strategic network development plans detail the results of the long-term strategic forecasting and network planning studies that produce the set of recommendations for proposed works over the study period for a specific supply area. This includes:

- Details of all proposed works over the study period, including variations and dependence on different trigger factors
- Recommendations for easement and site acquisitions required in advance of any proposed works, including variations and dependence on trigger factors.

The long-term nature of strategic planning means that there is significant uncertainty around the estimations of ultimate load growth (worst case scenario) and exact location of load. The output of the strategic planning process gives direction to the medium and long-term recommendations, while allowing strategic site and easement acquisition and approvals to proceed. Specific outcomes of strategic network development plans may be used to identify areas where non-network solutions have potential to defer or avoid network augmentation. These are ongoing and reviewed as required.

### 5.2.2 Detailed network planning studies

In order to address the forecast network limitations and ensure ongoing safe and reliable operation of the network, network augmentation and replacement project options for a specific site/network are identified in the detailed planning studies. As requirement dates for recommended works within each strategic network development plan draw closer or where unforeseen customer initiated development changes occur, more detailed localised network planning studies are performed. The shorter term detailed planning studies are conducted to identify all existing and anticipated network limitations within a seven-year horizon. Energex is using area plans that encompass sub-transmission, distribution, non-network and where significant, asset renewal planning functions.

These planning studies are conducted at the sub-transmission and distribution level to consolidate and assess any other factors that may have a material impact on the studied network. This usually includes an assessment of:

- Non-network alternatives
- Transmission Network Service Provider (TNSP) network changes
- Fault levels
- Voltage levels
- Security of supply requirements
- Quality of supply and network reliability considerations
- Asset age, condition, and renewal
- Customer connections activity
- Compliance with standards and regulations
- Local, state, and federal government decisions and directions.

Based on the network requirement dates, and/or the target completion dates, each capital project is then investigated in detail for the preparation of comprehensive business cases, regulatory documents, and project approval reports in accordance with the NER and Energex standard practices, procedures, and policies. This process ensures the current and future adequacy of the Energex sub-transmission and distribution networks. The information informs regulatory processes through the RIT-D, joint planning, and demand side engagement activities.

The planning process for a network segment involves the following major steps in a typical routine planning cycle:

- Identify network risks/limitations in the system
- Validate load forecasts
- Evaluate the capability of the existing system
- Formulate network options to address these risks/limitations and identify any feasible non-network solutions from prospective proponents
- Compare options on the basis of technical and economic considerations
- Select a preferred development option
- Undertake regulatory public consultations for projects as required, and carry out detailed evaluation upon receipt of any alternative solutions from the registered participants/ proponents
- Initiate action to implement the preferred scheme through formal project approvals.

Project planning and approvals are currently carried out in accordance with the RIT-D requirements applicable for the projects having credible options valued at more than \$6 million.

### 5.3 Key drivers for augmentation

Network augmentation can be the result of changes in customer requirements, load growth, aged assets, upstream augmentation works, changes in network reconfiguration or major customer works that impact the shared network.

There are four general types of customer activity that can cause constraints in Energex distribution system and prompt the need to invest:

1. Organic growth that occurs when existing customers increase or change the profile of their electricity usage in a part of the network, or across the network. For example, the increase in air conditioner installations in the 1990's or the installation of solar systems in recent years
2. Increases in the number of residential or small commercial customers in a part of the network
3. Block loads connecting to a part of the network, such as new large commercial or industrial customers
4. Changes/installation of medium to large scale embedded generators and/or storage technology.

Without network augmentation or non-network investment, customers' increased demand can result in load demand exceeding planning limits (including component capacity/ratings, voltage regulation limitations and protection limit encroachment) and/or the breach of network security criteria.

Augmentation works within our network can also be driven by Powerlink, as the TNSP. Work on Powerlink's network may also require compulsory activity within our network in order to ensure the transmission network integrity and capacity can be delivered to the distribution network. Such activity could be the result of increased fault levels or plant rating limitations. These types of augmentation activities are analysed and reviewed as part of the Joint Planning process conducted between Energex and Powerlink (or other DNSPs) as required by the NER.

#### 5.3.1 Demand forecast

Accurate demand forecasting is essential to the planning and development of the electricity supply network. Energex has adopted a detailed and mathematically rigorous approach to forecasting of electricity demand, and customer numbers. These methods are described in detail in Chapter 4: Network forecasting. Energex also undertakes regular audits and reviews by external forecasting

specialists on its forecasting models. Demand forecasts are not only undertaken at the system level but are also calculated for all substations and feeders for the forward planning period.

These forecasts are used to identify emerging network limitations and risks that need to be addressed by either network or non-network based solutions. These forecasts are then used as an input to determine the timing and scope of capital expenditure, or the timing required for demand reduction strategies to be established, or risk management plans to be put in place.

### 5.3.2 Asset age and condition

Energex has an extensive Asset Lifecycle Management program which is discussed in detail in Chapter 8. An important output of this program is the identification of equipment which is nearing end of life due to condition and/or age. In the case of major plant items, such as power transformers, high voltage circuit breakers etc. the end-of-life information is considered within the planning process as a “network limitation,” just like any other (capacity) network limitation. Hence, the options to either refurbish, replace, or retire the plant item is considered in the context of network safety, security, and reliability standards.

## 5.4 Network planning criteria

Network planning criteria is a set of rules that guide how future network risk is to be managed or planned for, and under what conditions network augmentation or other related expenditure (such as demand management) should be undertaken.

There are two widely recognised methodologies for the development of planning criteria for power systems:

- Deterministic approaches (e.g., N-1, N-2, etc.)
- Probabilistic (risk-based) approaches.

Energex is required under Distribution Authority No. D07/98 to adhere to the deterministic planning approach where full consideration is given to the network risk at each location, including operational capability, plant condition and network meshing with load transfers.

These criteria give consideration to many factors including the capability of the existing network asset, the regulated supply standards (such as voltage, quality, reliability, etc.), the regulatory framework around investment decision making, the magnitude and type of load at risk, outage response capability and good electricity industry practice. Consideration is given to the complexity of the planning process versus the level of risk, allowing for simpler criteria to apply where lower risks exist and where the cost of potential investments is smaller.

While the probabilistic planning criteria is far more complex in application than deterministic, it increases the focus on customer service levels:

- Customer Value Investment predominantly driven by the benefits gained from a reduction in the duration of unplanned outages (i.e., VCR), but also including (where applicable) other classes of market benefits
- Mandatory Investment: this includes the regulated standards for the quality of supply as per the NER, and the Minimum Service Standards (MSS) and Safety Net requirements in the Distribution Authority and any other regulatory obligations.

For increased confidence on the network investments, proposed investments that are not mandatory must have a positive Net Present Value (NPV) when all significant costs and benefits are accounted for, over a reasonable evaluation period (usually 20 years). While mandatory investments may not be NPV positive, different options and benefits are still considered for each project with the lowest present cost option being selected for progression. All investments are risk ranked and prioritised for consideration against Energex budget and resource levels, with some network risks managed operationally.

### 5.4.1 Value of customer reliability

In December 2019, the AER published the results of an investigation into the value that NEM customers place upon reliability.

According to the AER Review, the VCR:

*“seek to reflect the value different types of customers place on reliable electricity under different conditions. As such, VCRs are useful inputs in regulatory and network investment decision-making to factor in competing tensions of reliability and affordability. Importantly, VCR is not a single number but a collection of values across residential and business customer types, which need to be selectively applied depending on the context in which they are being used “*

Components of VCR calculation include:

- Energy at Risk: the average amount of energy that would be unserved following a contingency event, having regard to levels of redundancy, alternative supply options, operational response, and repair time
- Probability of the contingency occurring in a given year at a time when there is energy at risk
- Network losses between the metering point and the customer
- Customer mix, by energy consumption across various customer sectors.

The first three factors are combined to calculate the 'annualised probability-weighted Unserved Energy in MWh. The last factor, customer mix, is combined with the AER VCR tables to calculate the 'energy-weighted locational VCR' (in \$/MWh). Finally, the two are multiplied to calculate the annual economic cost of unserved energy (VCR) associated with the given contingency (or contingencies). By also considering load growth and (for example) plant ageing, estimates of the annual VCR are calculated across the evaluation period (usually 60 years).

Changes in VCR associated with a particular project (or option) represent a benefit (if positive), or a cost (if otherwise) that is used as a benchmark to assess proposed solutions. To be comparable, proposed solutions are required to be expressed in terms of annualised costs or annuities. By balancing the VCR and the cost of supply, a more efficient service can be provided to our customers.

Energex is expecting the AER to revise its VCR methodology and associated values in December 2024.

### 5.4.2 Value of Network Resilience (VNR)

The AER is exploring the introduction of a new measure named Value of Network Resilience (VNR). This measure is intended to support and enhance the existing VCR methodology.

The VNR supports network investments driven by a network's ability to:

- withstand events; for example, hardening investments (e.g., composite poles, area bundled cables, undergrounding), network topology (i.e., supply path redundancy), design standards, and Stand Alone Power Systems (SAPS)
- recover from events; for example, standby mobile substations and generators, contingency standby crews, network automation, design standards (e.g., design for repairability) and communications with customers before and during outages.

It is anticipated that this new measure will be introduced in full capacity in 2025-30 regulatory term.



### 5.4.3 Safety Net

While the VCR approach described above provides an effective mechanism for keeping costs low while managing most network risk; low-probability, high-consequence- events could still cause significant disruption to supply with potential customer and/or significant community hardship or economic issues.

The Safety Net requirements outlined in the Distribution Authority address this issue by providing a set of 'security criteria' that set an upper limit to the customer consequence (in terms of unsupplied load) for a credible contingency event in the Energex network. Energex is required to design, plan and operate its network to meet the restoration targets defined in Schedule 3 of Energex Distribution Authority as shown in Table 5 and Figure 10 below "*...to the extent reasonably practicable*".

This statement acknowledges that regardless of level of preparation, there will always be combinations of circumstances where it is impossible to meet the restoration targets at the time of an event, though these should be rare. For example, if it is unsafe to work on a line due to adverse weather conditions, though these should be rare. In addition, during the planning phase, where the risk of failing to meet the target timelines is identified as being of very low probability, investment to further mitigate the risk would generally not be recommended, as per industry best practice. This risk is also addressed with larger customers that enter into a negotiated connection contract with Energex, as the parties are able to agree upon the particular terms of the supply arrangement, including when and to what extent there may be restrictions on supply. Energex considers this approach strikes an appropriate balance in meeting the safety net targets while ensuring that investments in the network are prudent and efficient, and meets customer expectations of a secure, reliable, and affordable supply.

### Load transfer capability

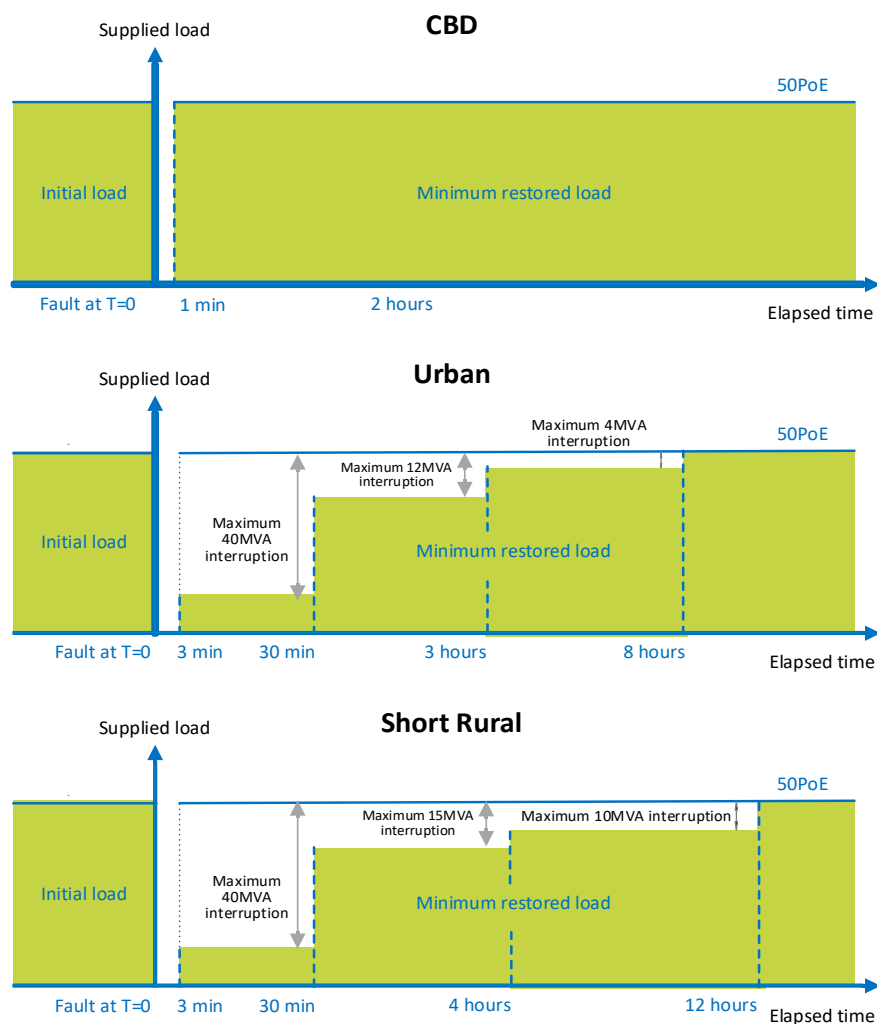
Energex Safety Net integrates the full use of load transfers between sub-transmission systems and zone substations. These use the sub-transmission or distribution feeder networks to reduce the impact of an outage in the event of a major plant failure. Load transfer capabilities for each zone substation are calculated using load flow studies, taking into account the thermal ratings and voltage stability of the network. For example, the load transfer capability at a substation level in an urban network is calculated based on 75% of the sum of all available transfers on each of the supplied distribution feeder. The 75% factor is applied to account for diversity and to provide a margin of error for unforeseen circumstances such as protection coverage. The transfer amount applies throughout the forward planning period. In addition, more detailed load transfer studies are incorporated during individual project planning phases. Where these assessments indicate that the network is not able to meet the required Safety Net, the resulting network limitation must be addressed to ensure that the Safety Net compliance is achieved.

**Table 5: Service safety net outage and restoration targets by unsupplied load**

Area/designation	Unsupplied Load	Allowed Outage Duration
<b>CBD</b>	No MVA limit	≤ 1 minute
	0MVA (full restoration)	> 1 minute
<b>Urban</b>	> 40MVA	≤ 3 minutes
	> 12MVA ≤ 40MVA	≤ 30 minutes
	> 4MVA ≤ 12MVA	≤ 3 hours
	≤ 4MVA	≤ 8 hours
	0MVA (full restoration)	> 8 hours
<b>Short Rural</b>	> 40MVA	≤ 3 minutes
	> 15MVA ≤ 40MVA	≤ 30 minutes
	> 10MVA ≤ 15MVA	≤ 4 hours
	≤ 10MVA	≤ 12 hours
	0MVA (full restoration)	> 12 hours

All modelling and analysis will be benchmarked against 50PoE loads and based on credible contingencies.

**Figure 10: Energex restoration profiles by area/designation**



Efficient investments under the Safety Net provisions will provide mitigation for credible contingencies that could otherwise result in outages longer than the Safety Net targets.

A Safety Net review of the network's sub-transmission feeders with zone and bulk supply substations are performed annually to examine the network transfer capabilities, forecasts, substation asset ratings, bus section capabilities, network topologies and protection schemes. Further work is undertaken to ensure items within the operational response plans are outworked, this may include asset spares, location of specialist machinery, access conditions and skills of crews. Energex annually reviews the inventory of mobile substations, skid substations and mobile generation and site suitability, to apply injection, if required to meet Safety Net compliance.

Energex continues to review the changing state of the network for Safety Net compliance as part of the normal network planning process, ensuring that care is taken to understand our customers' needs when considering the competing goals of service quality against cost of network.

### 5.4.4 Risk quantification and Customer Export Curtailment Value (CECV)

Energex has also incorporated risk quantification methodology into its planning analysis. This framework provides a way to monetise items such as safety, environmental or bushfire risks.

In June 2022, the AER published their final determination of the Customer Export Curtailment Value. This methodology provides a mechanism to monetise the value reducing DER generation export due to network limitations and where appropriate help to provide justification for network augmentation.

### 5.4.5 Distribution networks planning criteria

Distribution feeder ratings are determined by the standard conductor/cable utilised and installation conditions/stringing temperature. Consideration is also given to the impacts made by Electro-Magnetic Fields (EMF) as well as increasing load and customer counts on the reliability of distribution feeders. Target Maximum Utilisation (TMU) is used as a trigger for potential application of non-network solutions or capacity improvements for the 11kV network.

### CBD, and critical loads

In the Energex CBD scenario, and for loads that require full supply redundancy to manage contingencies, meshed networks are utilised. Meshed networks consist of multiple feeders from different bus sections of the same substation interconnected through common distribution substations. A mesh network can lose a single component without losing supply to the customer – with the loss of any single feeder; the remaining feeders must be capable of supplying the total load of the mesh.

In a balanced feeder mesh network, each feeder supplies an approximately equal amount of load and has the same rating, as the name describes. Any feeder in a balanced three-feeder mesh should be loaded to no more than 67% utilisation under system normal conditions at 50PoE. Any feeder in a balanced two-feeder mesh should be loaded to no more than 50% utilisation under system normal conditions at 50PoE.

Meshed networks are more common in the denser Brisbane CBD areas where high reliability is critical and thus the loss of a single feeder should not affect supply.

### Urban feeders

In relation to Safety Net an Urban Feeder is an interconnected feeder, with ties to adjacent feeders. A feeder with effective ties to three or more feeders should be loaded to no more than 75% utilisation under system normal conditions at 50PoE.

Following the loss of a feeder, utilising ties to other feeders allows supply to be restored to the affected feeder without overloading the tie feeders.

Values of TMU may need to be adjusted to ensure that there is adequate tie capacity to adjacent zone substations in accordance with the security standard.

It is recognised that tie capacity may not be available under all loading conditions because of voltage limitations.

### Short rural feeders

For a point load that has no ties, or a short rural radial feeder, the TMU will be capped at 80% at 50PoE, unless the supply agreement specifically requires a different value.

#### 5.4.6 Consideration of distribution losses

Distribution losses refer to the energy loss incurred in transporting energy across the distribution network. They are represented by the difference between energy purchased and energy sold. Energex includes all classes of market benefits (including network losses) in its analysis that it considers to be material for all projects, including those under the RIT-D and those projects where there is a material difference in losses between options.

### 5.5 Plant thermal ratings

Plant ratings for the Energex network are informed by the joint Energex and Ergon Energy Plant Rating Manual which is based on the relevant Australian and International Standards. This manual prescribes how Energex operates, designs, and plans its electricity network in a manner that allows plant to operate to its maximum capability, without unnecessary risk to Energex employees and the community during both network normal, and contingency network conditions.

The proliferation of large-scale renewable generation and the continuing and unabating increase in rooftop solar installations is challenging how network constraints are derived, with power flows now having to be considered for both load and generation. Plant ratings now consider generation power flows (reverse power flows) in addition to traditional load flows.

The plant thermal rating methodology encompasses the current carrying components of all primary plant, including overhead conductors, underground cables, power transformers and substation HV equipment.

Consideration must also be given to both the time of day, and the climate zone in which electrical plant operates, as both of these variables impact the thermal limitations and capacity of plant.

Generation power flows differ from load power flows due to their constancy and plant ratings for generation power flows are typically lower than those for the same magnitude of load power flows.

#### 5.5.1 Time of day

In the context of static ratings, a day is split into day, evening, night for both summer and winter as shown in Table 6. The shoulder seasonal months of April, May, September, October, and November are generally rated with summer parameters.

**Table 6: Time of day definition**

Description	Abbreviation	Indicative time
Summer Day	SD	Sep-May, 6am to 6pm
Summer Evening	SE	Sep-May, 6pm to 10pm
Summer Night	SN	Sep-May, 10pm to 6am
Winter Day	WD	Jun-Aug, 6am to 6pm
Winter Evening	WE	Jun-Aug, 6pm to 10pm
Winter Night	WN	Jun-Aug, 10pm to 6am

## 5.5.2 Climate zones

An alignment of the plant rating philosophies between Energex and Ergon Energy was completed during a review of the Joint Energex and Ergon Energy Plant Rating Manual. The process involved a review of the environmental weather conditions and operational time blocks for overhead static line ratings. As a result of this review, the South-East climate zone has been introduced as shown in Figure 11, with ambient temperature and wind speed climate parameters shown in Table 7.

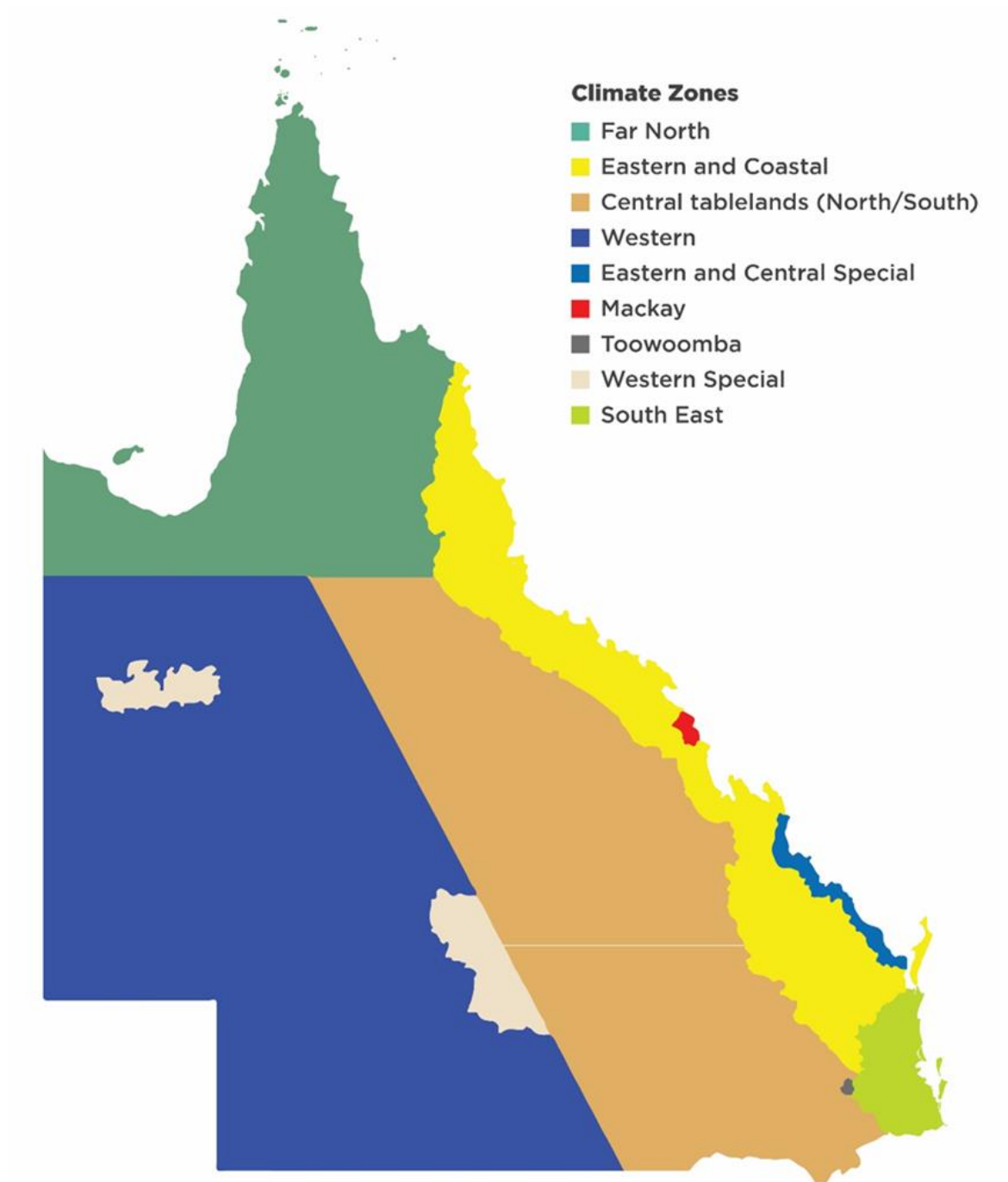
All overhead line assets in the area covered by the Energex network will maintain their existing ratings calculated using the legacy environmental conditions and assumptions. The new plant rating methodology will be applied to newly installed overhead feeders.

**Table 7: Energex distribution area climate parameters**

Summer	SD		SE		SN	
	Wind (m/s)	Ambient (°C)	Wind (m/s)	Ambient (°C)	Wind (m/s)	Ambient (°C)
South-East	1.3	35	0.8	31	0.6	27
Winter	WD		WE		WN	
	Wind (m/s)	Ambient (°C)	Wind (m/s)	Ambient (°C)	Wind (m/s)	Ambient (°C)
South-East	1.2	24	0.5	18	0.5	18



Figure 11: EQL climate zones



### 5.5.3 Overhead line ratings

Overhead line ratings are based on environmental conditions such as minimum wind speed, maximum ambient temperature; wind angle; conductor material properties; conductor emissivity and absorptivity; as well as reflectance and solar radiation. The wind speed, ambient temperature and wind angle have the most significant effect on the line rating.

Default weather parameter values used by Energex to calculate the overhead line ratings are shown in Table 7 above.

To determine the feeder capacity for planning purposes the following methodology has been applied:

- Overhead lines – current carrying capacities are aligned to the climate zone with appropriate design ratings. The default overhead rating parameters used are listed in Section 5.5.2 and in Table 7 above. Where the feeder backbone conductor decreases in size, the smaller conductor has been used in cases where there is minimal load upstream of the smaller conductor
- Alignment of the rating with the feeder load profile. While summer day is predominantly the rating restriction, low wind speeds in the morning and evening can cause network limitations.
- Loads caused by abnormal network configurations have been discounted when determining peak demands.

Where the existing conductor operating temperature is not known, a thermal rating of 75°C has been used. The ratings used are intended to maintain statutory clearances and maintain the working life of the conductors whilst obtaining the maximum capacity.

In design of curtailment schemes for renewable and other types of generation, a maximum threshold 100°C is applied to overhead lines to ensure that generators ramp back at a sufficient rate to maintain conductor temperatures below 100°C with consideration given to climate assumptions.

### 5.5.4 Power transformers

Transformer ratings have been determined using EQL's Plant Rating Manual. The Normal Cyclic Capacity rating determines the upper limit to which zone substation transformers should be loaded under normal cyclic operating conditions.

The NCC rating is dependent on the transformer condition; nameplate rating; applied loading profile; historical ambient temperatures and allowable loss of life. Transformer rate of ageing is limited to 'one day per day' loss of life when calculating the NCC rating.

There are individual cases where the rating applied is the nameplate rating where the transformer is in poor condition or due to generator connected loads.

The vast majority of the Energex power transformer fleet has remote temperature monitoring of their critical internal components. This real time temperature monitoring performs a vital role in the risk management of the transformers when the more arduous ratings are in force. Energex applies up to three different thermal ratings for power transformers dependant on network conditions:

- The Normal Cyclic Capacity (NCC) rating is the maximum permissible peak loading for the applied load cycle that a transformer can supply, given weighted ambient temperatures, without reducing the design life of the transformer
- The Emergency Cyclic Capacity (ECC) rating is the maximum permissible peak loading for the applied load cycle that a transformer can supply without transgressing any of the physical temperature limitations of the materials of which the transformer is constructed. This rating is only applicable in substations where more than one power transformer shares the load, which is usually the case in Energex substations. This rating allows time for the repair/replacement of faulty plant

- The Short Time Emergency rating is the maximum permissible loading for the given load cycle that a transformer can supply for up to two hours, immediately following the loss of one of the transformers in a multiple transformer zone substation. By the end of the two-hour period, the load must be reduced to at least the emergency cyclic rating. This rating allows for load transfers.

### 5.5.5 Generators

For generators connected to Energex network reverse power flows are limited to the name plate rating with the base cooling mode of Oil Natural Air Natural (ONAN) unless remote monitoring with back up is available. Ageing studies conducted as part of any connection process may apply further restrictions.

### 5.5.6 Switchgear & cable ratings

HV switchgear is rated in accordance with AS 62271. HV switchgears also have a number of ratings which are based on the applied load cycle, ambient temperatures, and the thermal mass of the individual switchgear. The default rating is the manufacturers nameplate rating of the switchgear.

Underground cables are rated in accordance with IEC 60853 and IEC 60287 supported by Energex environmental assumptions.

### 5.5.7 Real time capacity monitoring ratings

The use of real time capacity monitoring in the network is currently being explored by Energex.

## 5.6 Voltage limits

### 5.6.1 Voltage levels

Energex HV distribution network consists of 4 different voltage levels. Table 8 contains the system nominal and the system maximum voltage that equipment is typically manufactured to operationally withstand, and as such the maximum voltage levels that can be imposed without damaging plant.

**Table 8: System operating voltages**

System Nominal Voltage	System Maximum Voltage
132kV	145kV
110kV	121kV
33kV	36kV
11kV	12kV

### 5.6.2 Sub-transmission network voltages

Target voltages for bulk supply substation busbars are set in conjunction with Powerlink. In general, the sub-transmission busbars at Powerlink Connection Points are operated without Line Drop Compensation (LDC) and with a fixed voltage reference or automatic Volt Var Regulation (VVR) set point.

Sub-transmission network configuration can impact the voltages on the downstream network. Energex maintains the voltages at the customers' connection points according to connection agreements where the customers are supplied directly at the 132kV, 110kV or 33kV levels. For all other situations, the sub-transmission network aims to maintain voltage levels at the substation 11kV buses within a target range. Energex utilises automatic schemes to control the voltages, accounting for the difference in voltage that can occur on the secondary side of substations between periods of maximum demand and light load, and during single contingency outage conditions or high solar PV penetration. A voltage limitation occurs if a target bus voltage cannot be maintained. The target range depends on various factors such

as the type and magnitude of load, customer category, and connection agreement. This is typically 11.2kV in urban areas and 11.3kV in rural areas during peak load times.

Augmentation of the sub-transmission network may be required when voltage limitations occur on the sub-transmission network under system normal conditions with 10PoE forecast loads, or under N-1 conditions with 50PoE forecast loads consistent with the Safety Net.

Where it can assist in meeting voltage limits, VVR should be applied on zone substation transformers to optimise the voltage regulation on the distribution network. In some instances, issues such as the distribution of load on individual feeders may mean that VVR is not a feasible solution.

Voltage limitations are identified as part of the simulations carried out and described in Section 4.2.2: Distribution 11kV feeder forecasting methodology and Section 4.2.3: Sub-transmission 110kV and 132kV line forecasting methodology and are also reported in the limitations tables contained in Appendix C.

### 5.6.3 Distribution network voltage limits

For 11kV distribution systems, the network is operated at supply voltage standard at a customer's point of connection, as described in Table 10, and considerations are also made to the variable impacts of the different LV network configurations on subsequent LV customers supply voltage.

Table 9 provides an indicative level of the maximum HV voltage drops in the distribution network, to ensure acceptable supply voltage to LV customers. The drop defined is from the zone substation bus to the feeder extremity, for steady state conditions or 10-minute aggregate values.

**Table 9: Steady state maximum voltage drop**

Energex targets	Maximum voltage drop – no LDC	Maximum voltage drop – LDC
Urban	5%	7%
Short Rural	7%	10%

Assessment of the 11kV feeder voltage level is performed using a load flow package with anticipated 10PoE loads under system normal configuration, or under N-1 conditions with 50PoE forecast loads. In the main, the model assumes the following voltage levels at the substation at peak times:

- CBD Substations 99%
- Urban Substations short 101.3%
- Urban Substations Long 101.8%
- Rural Substations 102.7%.

The assessment identifies voltage drops anywhere on the 11kV feeders, and prudent practices are applied to address areas that are outside the allowable limits. Augmentation of the distribution network generally occurs when voltage limitations occur on the distribution network under system normal conditions with 10PoE forecast loads, or under N-1 conditions with 50PoE forecast loads.

At present, there are 11kV feeders with voltage constraints identified in the Energex distribution network model during system normal conditions. Operational measures have been identified to address these feeders where a project has not been justified.

### 5.6.4 Low Voltage (LV) limits

There are over 55,000 LV circuits in the Energex network. Energex is required to manage the voltage on these LV circuits within a tolerance range of 230 volts + 10%/-10% (253 volts to 207 volts). However, from a planning and design perspective, and to accommodate increasing rooftop solar installations,

Energex continues manage LV circuits in the range 230 volts +10%/-6%, as per the previous standard. There are many factors which impact the voltage present at the customer connection point, including voltage regulation settings at the zone substation, 11kV and LV network planning and design practices as well as customer owned installations such as embedded generators. In particular, the influx of solar PV systems connected to the LV network has added a new level of complexity to voltage management.

Energex has traditionally relied upon maximum demand indicators to identify limitations on distribution transformers. This approach is no longer adequate, and Energex is now rolling out distribution transformer monitoring. These monitors, along with customer feedback, are now being used to identify areas of voltage non-compliance. Remedial works are being targeted initially to minimise the risk of damage to customer equipment from voltage excursions with high volts having the highest priority.

Energex has explored a number of remediation works to manage voltage levels of LV networks which include:

- Changes to the LDC or VVR settings at the zone substation
- Resetting distribution transformer taps
- Balancing of the LV network with an emphasis on the solar PV load
- Upgrading of the transformer or installation of a new transformer (to reduce the lengths of LV circuits)
- Increasing the LV conductor size
- Installation of targeted transformer monitoring devices in response to network LV changes and PV installations.

Augmentation of the LV network may be required where rebalancing of customer loads and solar connections or resetting the distribution transformer taps is not sufficient to ensure voltages are within statutory limits. In this case, it is required to reduce the voltage drop through the transformer and LV circuits typically by uprating or installing a new transformer and reconfiguring the LV network. Low Voltage Regulators (LVR) and Statcoms may also provide an additional reinforcement option.

### Maximum customer voltage

The National Electricity Rules (NER) gives utilities the authority to specify the customer supply voltage range within the connection agreement for HV customers above 22kV. The National Electricity Rules requires Root Mean Square (RMS) phase voltages to remain between  $\pm 5\%$  of the agreed target voltage (determined in consultation with AEMO), except for at times following a contingency event, where the supply voltage shall remain between  $\pm 10\%$  of the system nominal RMS phase to phase voltage except as a consequence of a contingency event.

In Queensland, for customers less than 22kV, the Queensland Electricity Regulation specifies steady-state (i.e., excluding transient events such as transformer energisation) supply voltage ranges for LV and HV customers. Table 10 details the standard voltages and the maximum allowable variances for each voltage range from the relevant Queensland Electricity Regulation and the National Electricity Rules.

**Table 10: Maximum allowable voltage**

Nominal Voltage	Maximum Allowable Variance
<1000V (230V Phase to Neutral 400V Phase to Phase)	Nominal voltage +10%/- 10%
1000V – 22,000V	Nominal voltage +/- 5% or as agreed
>22,000V	Nominal voltage +/- 10% or as agreed



The values in Table 10 assume a 10 minute aggregated value and allow for 1% of values to be above this threshold, and 1% of values to be below this threshold.

### 5.7 Fault levels

Fault levels on the Energex network are affected by factors arising within the Energex network or externally, such as the TNSP's network, generators, and customer connections.

Fault level increases due to augmentation within the Energex network are managed by planning policies in place to ensure that augmentation work will maintain short circuit fault levels within allowable limits.

Fault level increases due to external factors are monitored by annual fault level reporting, which estimate the prospective short circuit fault levels at each substation. The results are then compared to the maximum allowable short circuit fault level rating of the switchgear, plant, and lines to identify if plant is operated within fault level ratings.

Energex obtains upstream fault level information from TNSPs annually and changes throughout the year are communicated through joint planning activities as described in Section 5.10.1.

New connections of Distributed Generation and Embedded Generation which increase fault levels are assessed for each new connection to ensure limits are not infringed. Known embedded generators are added to Energex simulation models so that the impacts of these generators on the system fault levels are determined.

#### 5.7.1 Fault level analysis methodology

Energex performs fault level analysis at all bulk supply point and zone substation HV and LV buses in our network.

These studies are undertaken using Energex sub-transmission network model which has been developed and prepared using the PowerFactory network modelling software program. A transmission network model has been provided by Powerlink and merged with the sub-transmission model at all of Energex respective transmission connection points.

Short circuit simulation studies are carried out for 3-phase, 2-phase to ground and 1-phase to ground faults in accordance with IEC 60909 Short-circuit currents in three-phase A.C. systems. Studies are performed to obtain both maximum and minimum fault levels for specific network configurations.

All short circuit simulation results are stored in a database which is then validated and analysed prior to publishing. For meshed networks, additional analysis is carried out to identify the fault current contribution of individual circuits, hence identifying the current which a breaker is subjected to under a fault condition. Equipment having a rated short circuit withstand below the observed fault level are then identified.

#### 5.7.2 Maximum fault level analysis

The maximum fault level studies are based on system normal network configuration where all network elements remain as per their normal state.

The network sources used to obtain maximum fault levels for both the system normal and system maximum network configuration are based on Powerlink's maximum generation dispatch scenarios for fault level analysis purposes.

Based on the IEC 60909 standard, the maximum fault level analysis studies are carried out based on the following assumptions:

- A voltage factor of 1.1 is used to create a driving voltage of 1.1 p.u.
- Major network connected generators are assumed to be in operation

- All transformers are fixed at nominal tap
- Conductor temperature of 20°C.

### 5.7.3 Minimum fault level analysis

The minimum fault level studies are based on two possible network configurations:

- System Normal: where all network elements remain as per their normal state
- System N-1: where a single item of plant is removed from service to produce the minimum fault level result for that substation.

The network sources used to obtain minimum fault levels for both the system normal and system N-1 network configuration are based on Powerlink's minimum generation dispatch scenarios for fault level analysis and system strength assessment purposes. Based on the IEC 60909 standard, the minimum fault level analysis studies are carried out based on the following assumptions:

- A voltage factor of 1.0 is used to create a driving voltage of 1.0 p.u.
- All network connected generators within the Energex network are assumed to be offline
- All transformers are fixed at nominal tap
- Conductor temperature is referred to the maximum operating temperature.

### 5.7.4 Standard fault level limits

Table 11 lists design fault level limits that apply at Energex installations.

**Table 11: Energex design fault level limits**

Network Type	Voltage (kV)	Existing Installation Current (kA)	New Installation Current (kA)
Sub-transmission	132	25 / 31.5 / 40	40 (1s)
Sub-transmission	110	25 / 31.5 / 40	40 (1s)
Sub-transmission	33	13.1 / 25	25 (3s)
Distribution	11	13.1	25 (3s)

While Table 11 presents design fault ratings, new equipment typically has ratings higher than these figures, however, some old equipment may have lower ratings. Hence, site specific fault levels are considered in planning activities for network augmentations or non-network solutions to ensure the fault level does not exceed the ratings of the installed equipment.

It should be noted that these fault levels are quoted with a 1 second duration, and a faster protection clearing time will be considered where appropriate. This can be further investigated when fault levels approach limits.

Where fault levels are forecast to exceed the allowable fault level limits, fault level mitigation projects are initiated.

## 5.8 Planning of customer connections

Customer Initiated Capital Works (CICW) are defined as works to service new or upgraded customer connections that are requested by customers connected to or connecting to, the Energex network. As a condition of our Distribution Authority, Energex must operate, maintain, and protect its supply network in a manner that ensures the adequate, economic, reliable, and safe connection and supply of electricity

to our customers. It is also a condition that it allows, as far as technically and economically practicable, its customers to connect to its distribution network on fair and reasonable terms.

Energex has a [Connection Policy](#)<sup>26</sup> that details the circumstances in which a customer must contribute towards the cost of its connection and how it is to be treated for regulatory purposes. This Policy came into effect on 1 July 2020.

### 5.9 Major customer connections and embedded generators

Energex is committed to ensuring that, where technically viable, major customers are able to connect to the network. A Major Customer Connection (MCC) process is available on our website which aligns with the connection processes in Chapters 5 and 5A of the NER. We have a dedicated Major Customer Team to support major customer connections. Information on the processes can be found on our [website](#).<sup>27</sup>

The process generally applies to proposed connections where the intended Authorised Demand (AD) or load on our network exceeds 1,000kVA (1MVA) at a single site.

Energex also has clear processes for the connection of Embedded Generating systems, which applies to Embedded Generations of 30kVA and above. The processes may vary depending on the size of the generating unit and whether the system is exporting into our network. These processes are also listed on our [website](#).<sup>28</sup>

The connection of any Major Customer and/or EG systems will require a technical assessment. This assessment will consider the effect that the connection will have on existing planning and capacity limitations (including component capacity/ratings; voltage regulation limitations and protection limit encroachment; system stability and reliability; fault level impacts and the security criteria). This assessment is necessary to ensure that Energex continues to operate the network in a manner that delivers adequate, economic, reliable, and safe connection and supply of electricity to its customers.

### 5.10 Joint planning

#### 5.10.1 Joint planning methodology

Energex conducts joint planning with distribution network service providers and transmission network service providers as required. Joint planning involves Ergon Energy in the vicinity of Toowoomba and Gympie; while Essential Energy, Powerlink, TransGrid and Terranora Link are involved in the vicinity of the NSW & Queensland border.

The joint planning process ensures that different network owners operating contiguous networks, work cooperatively to facilitate the identification, review, and efficient resolution of options to address emerging network limitations from a whole of distribution and transmission network perspective. In the context of joint planning, geographical boundaries between transmission and distribution networks are not relevant. Joint Planning follows the same principles and considerations outlined in Section 5.4 above in developing proposed solutions and engaging with stakeholders.

For joint planning purposes, the primary focus is to ensure that network capacities are not exceeded. These limits relate to:

- Thermal plant and line ratings under normal and contingency conditions

<sup>26</sup> Website: [https://www.energex.com.au/data/assets/pdf\\_file/0017/1009052/Connection-Policy-2020-2025.pdf](https://www.energex.com.au/data/assets/pdf_file/0017/1009052/Connection-Policy-2020-2025.pdf)

<sup>27</sup> Website: <https://www.energex.com.au/our-services/connections/major-business-connections>

<sup>28</sup> Website: <https://www.energex.com.au/our-services/connections/major-business-connections/large-generation-and-batteries>

- Plant fault ratings during network faults
- Network voltage to remain within acceptable operating thresholds
- Replacement of ageing or unreliable assets
- Network stability to ensure consistency with relevant standards.

### 5.10.2 Role of Energex in joint planning

Joint planning often begins many years in advance of any investment decision to address a specific emerging network limitation. Timing is reviewed annually, with detailed planning and approval completed based on the forecasted need and the lead time to complete the project. In this process, there is a steady increase in the intensity of joint planning activities, which typically would lead to a regulatory investment test consultation (either RIT-T or RIT-D). Among other things, the scope and estimated cost of options (including anticipated and modelled projects) is provided in published regulatory investment test documents consistent with the NERs.

Through this process Energex is tasked with:

- Ensuring that its network is operated with sufficient capability, and augmented, if necessary, to provide network services to customers
- Conducting annual planning reviews with TNSPs and DNSPs whose networks are connected to the Energex network
- Developing recommendations to address emerging network limitations through joint planning with DNSPs, TNSPs and consultation with Registered Participants and interested parties as defined by the National Electricity Rules. Net present value analysis is conducted to ensure cost-effective, prudent solutions are developed. Solutions may include network upgrades or non-network options, such as local generation and demand side management initiatives
- Undertaking the role of the proponent for jointly planned distribution augmentations in regional Queensland
- Advising Registered Participants and interested parties of emerging network limitations within the time required for action
- Ensuring that its network complies with technical and reliability standards contained in the NER and jurisdictional instruments.

### 5.10.3 Joint planning and joint implementation register

A register has been set up to capture all information relating to limitation identification, planning, consultation and subsequent project implementation between Energex and external parties. This ensures joint activities are tracked throughout the lifetime of a project, from the time a limitation is identified to final commissioning of the chosen solution. The register is shared with the respective TNSP or DNSP and is updated regularly.

### 5.10.4 Joint planning with Powerlink

In the past 12 months Energex has actively engaged with Powerlink on the following joint planning studies. These limitations have network drivers that have a notional target date in the forward planning period (2024-25 to 2028-29) as summarised in Table 12 below.

Additional joint planning activities have occurred in the past 12 months for network drivers on the Energex, Ergon Energy and Powerlink networks that notionally occur beyond the forward planning period.

**Table 12: Joint planning activities covering 2024-25 to 2028-29**

Energex Works Estimated Cost (\$ M)	Project Description	Indicative Timing	2024 DAPR Reported Timing	Comments
0.3	T160 Sumner Secondary Systems Replacement (Powerlink Project)	Oct-25	NA	Energex to relocate communications equipment
TBA	Loganlea 110/33kV transformer retirement (Powerlink Project)	Jun-26	Jun-26	Energex scope to be defined
TBA	T80 Redbank Plains Primary Plant Replacement (Powerlink Project)	Oct-26	NA	Energex scope to be defined
TBA	T30 Ashgrove West Secondary Systems Replacement (Powerlink Project)	Jun-27	NA	Energex scope to be defined
NA	Maintain reliability of supply to the Brisbane metropolitan area	NA	NA	Ongoing joint planning on various asset renewal / retirement requirements

## 5.10.5 Joint planning with other DNSPs

In the past 12 months Energex and Essential Energy has conducted strategic joint planning for the southern Gold Coast and Tweed Shire area. There were no specific projects identified within the next five years. Energex continues to monitor emerging network limitations beyond the forward planning period on the southern Gold Coast and broader region, and engage with Essential Energy, TransGrid, Powerlink and Terranora Link accordingly.

Energex continues to work closely with Ergon Energy through joint business practices.

## 5.10.6 Further information on joint planning

Further information on Joint Planning outcomes requiring a RIT-T led by Powerlink is available on the [Powerlink website](#).<sup>29</sup>

Further information on Energex joint planning and joint network investment can be obtained by submitting email to the following address:

[DAPR\\_Enquiries@energex.com.au](mailto:DAPR_Enquiries@energex.com.au)

## 5.11 Network planning – assessing system limitations

### 5.11.1 Overview of methodology to assess limitations

The methodology shown in Figure 12 is used in the preparation of the Distribution Annual Planning Report to identify and address network limitations, joint planning projects and RIT-D projects.

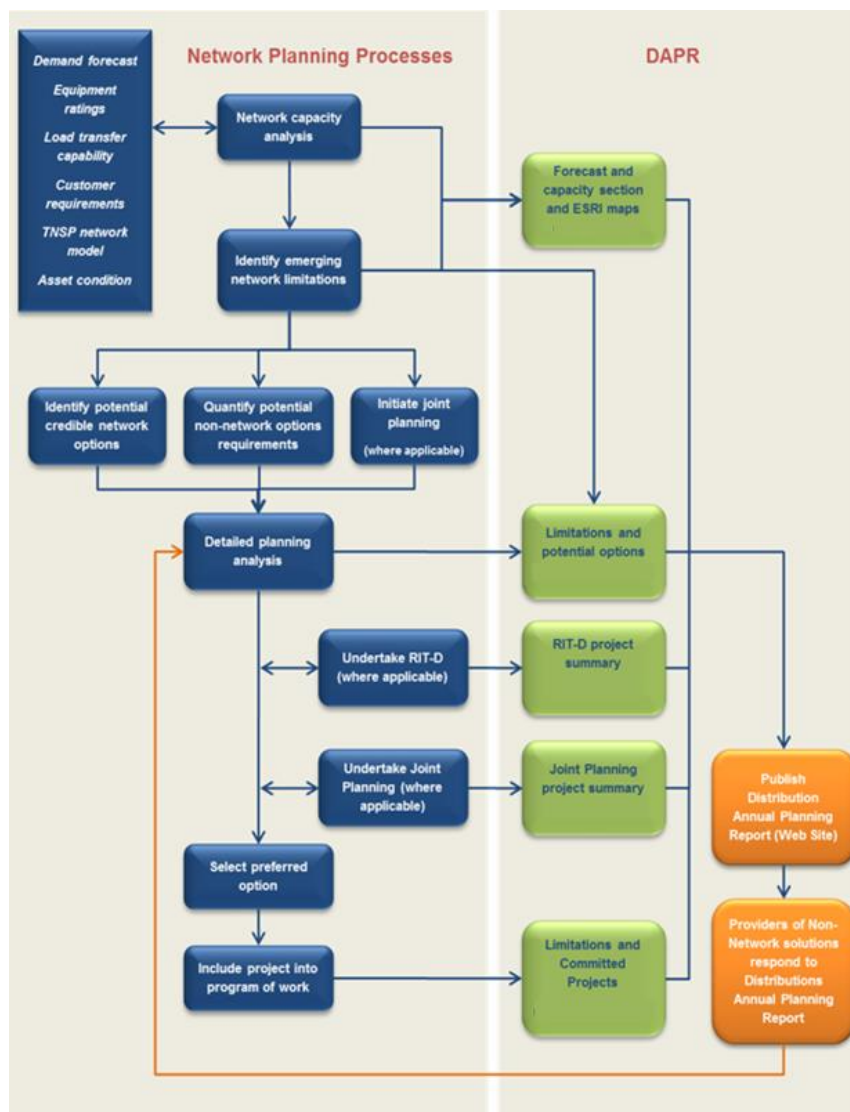
Following the assessment of emerging network limitations, network and non-network options are considered for addressing the prevailing network limitations. These recommendations then become

<sup>29</sup> Website: <https://www.powerlink.com.au/planning-and-consultation>



candidate projects for inclusion in the Energex PoW and are allocated with a risk score based on the Energex network risk-based assessment framework for prioritisation purposes.

**Figure 12: System limitations assessing process**



The PoW also undergoes ongoing assessment to determine if targeted area demand management activities can defer or remove the need for particular projects or groups of projects. Remaining projects form the organisation's PoW for the next five years. Detailed planning is also done for each PoW project to complete a RIT-D consultation if required, and obtain project approvals for acquisitions, construction, and implementation.

### 5.11.2 Bulk and zone substation analysis methodology assumptions

Energex uses a software tool to assess emerging capacity limitations for all bulk supply and zone substations, taking into account information such as non-network, manual, remote and automated load transfers, circuit breaker/secondary system ratings, generator support and reference to the current security standards. All reviews are performed annually with comprehensive results included in Appendix D of the DAPR. All assessments are evaluated based on the current network security standards which are detailed in Section 5.4.3: Safety Net. All calculations are based on the latest load forecasts which align with the forecast information provided in Section 4.2.1.

### 5.11.3 Sub-transmission line analysis methodology assumptions

Based on the forecasting methodology described in Section 4.2.3 using the simulation tool, load flow studies are performed to identify system limitations on the sub-transmission network under system normal or contingency conditions.

Contingency analysis is performed to identify all overloaded lines for all credible contingency events. Contingency transfers are not included in this automated model but are considered in subsequent analysis. The load flow results are then exported to Energex analysis tools and reporting systems.

Energex reviews and analyses these load flow results using additional data not contained in the model itself. This includes information such as non-network alternatives, load transfer capacities (manual, remote and automatic), circuit breaker/secondary system ratings, generator support and reference to the current security standards. The outcome of the analysis would trigger further investigations and identification of potential solutions to address the limitations.

### 5.11.4 Distribution feeder analysis methodology assumptions

The methodology and assumptions used for calculating the distribution feeder constraints are as follows:

- The previous maximum demands are determined from the historical metering/SCADA data for each feeder. These maximum demands are filtered to remove any temporary switching events. Energex temperature corrects these load maximum demands to 50PoE and 10PoE load assessments
- The future forecast demands for each feeder are then calculated based on the historical and current customer growth rate, block loads (major developments) and other localised factors
- The worst utilisation period (summer day, summer night, winter day or winter night) are calculated by dividing the period maximum demand by the period rating. This is the determining period which will trigger a potential exceedance
  - The year and season (i.e., summer or winter) is recorded where the maximum utilisation exceeded either the Target Maximum Utilisation, or three into four (i.e., 75%) nominal distribution feeder security criteria, for urban planning area designated feeders (sufficient interties between feeders), or
  - the 80% criteria for rural planning area designated feeders (sparse or no interties between feeders).

The TMU of each feeder takes into account the ability, of generally, transferring loads from four feeders into three feeders with some use of mobile generation to restore all loads in the event of a fault on the HV network. This is to allow for operational flexibility and load transfers to restore load during a contingency event.

Note: the above-mentioned methodology is only applied at planning level, which triggers further detailed analysis based on a number of factors. Not all breaches of planning criteria will trigger augmentation.

# Chapter 6

## Overview of network limitations and recommended solutions

- 6.1 Network limitations – adequacy, security, and asset condition
- 6.2 11kV primary overcurrent and backup protection reach limits
- 6.3 Summary of emerging network limitations
- 6.4 Regulatory Investment Test for Distribution (RIT-D) projects
- 6.5 Emerging network limitations maps

## 6 Overview of network limitations and recommended solutions

### 6.1 Network limitations – adequacy, security, and asset condition

Limitations identified on the transmission-distribution connection points with the TNSPs covering the forward planning period are covered in Section 5.10.4: Joint planning with Powerlink. Limitations affecting either network will be investigated jointly and follow the RIT-T or RIT-D process as required to ensure prudent solutions are adopted.

Table 13 below summarises the identified limitations across the Energex network for the DAPR period.

#### 6.1.1 Bulk and zone substation capacity limitations

For each bulk and zone substation, a separate summary forecast of load, capacity and limitations has been produced for summer and winter. These results are contained in Appendix D: Substation limitations are identified following the processes as described in Section 5.11.2. Table 13 summarises the identified limitations across Energex network for the DAPR period for which projects have been raised.

#### 6.1.2 Sub-transmission and distribution feeder capacity limitations

For each sub-transmission line and distribution feeder, a separate summary forecast of load, capacity and available load transfers for summer and winter has also been produced, and the results are contained in Appendix E. Feeder limitations are identified using the simulation models and processes as described in Section 4.2.2 and Section 5.11.3. The outcome of this analysis would then potentially trigger the creation of new strategic projects.

#### 6.1.3 Asset condition limitations

Energex has a range of project based planned asset retirements which will result in a system limitation. These retirements are based on the Asset Management Plans outlined in Section 2.4: Asset management overview. These projects can be found in Appendix C: Network limitations and mitigation strategies.

#### 6.1.4 Fault level limitations

Energex performs fault level analysis for switchgear at all 132kV, 110kV, 33kV and 11kV buses as well as 33kV and 11kV feeders. Both 3-phase and 1-phase to ground faults are simulated in the studies and the worst case is identified in accordance with IEC 60909 Short-circuit currents in three-phase A.C. systems.

Where fault levels are forecast to exceed the allowable fault level limits, then fault level mitigation projects are initiated. This year's detailed analysis did not identify any additional switchgear fault rating limitations in comparison to the 2023 DAPR.

#### 6.1.5 Embedded generating unit capacity limitations

For each distribution feeder, Energex produce a forecast of the capacity of embedded generating units and a forecast of the minimum demand. Feeder limitations are identified using the simulation models. There are currently no limitations identified on Energex' distribution feeders over the forward planning period as a result of embedded generating unit capacity.

### 6.2 11kV primary overcurrent and backup protection reach limits

Energex has implemented a program for rectifying backup protection reach limitations at around 100 zone substations across its network. This program is well progressed, with approximately one quarter of the projects completed and the remaining projects in the concept and detailed design phases. This program will continue over the next two-three years.

## 6.3 Summary of emerging network limitations

Appendix C provides a summary of proposed committed work in the forward planning period and highlights the upcoming limitations for each bulk supply, zone substation, transmission feeder, sub-transmission, and distribution feeders. Potential credible solutions are provided for limitations with no committed works.

Table 13 below summarises the identified limitations across the Energex network for the DAPR period.

**Table 13: Summary of substation and feeder limitations**

Asset Type		Limitation Type		
		Capacity	Asset Condition	Fault Level
Limitations with Proposed Solutions	Bulk Substation	0	0	0
	Zone Substation	4	0	0
	132kV and 110kV Sub-transmission Feeder	0	0	0
	33kV Sub-transmission Feeder	0	0	0
	Distribution Feeder	34	0	0
Limitations not Addressed	Bulk Substation	0	0	0
	Zone Substation	0	0	0
	132kV and 110kV Sub-transmission Feeder	0	0	0
	33kV Sub-transmission Feeder	0	0	0
	Distribution Feeder	134	0	0

## 6.4 Regulatory Investment Test for Distribution (RIT-D) projects

### 6.4.1 Regulatory investment test projects – in progress and completed

As per the National Electricity Rules clause 5.17.3 and detailed further in Section 2.2 of the RIT-D Application Guidelines (December 2018), a RIT-D proponent is not required to apply the RIT-D for projects where the estimated capital cost of the most expensive potential credible option is less than the RIT-D cost threshold (as varied in accordance with a 'RIT-D cost threshold' determination). The RIT-D cost threshold is \$6 million.

The approved projects shown in Table 14 have credible options greater than the RIT-D cost threshold of \$6 million. As such, the Final Project Assessment Reports for these projects are published in the Energex [website](#)<sup>30</sup> under current consultations or closed consultations.

<sup>30</sup> Website: <https://www.energex.com.au/our-services/projects-and-maintenance/rit-d-projects>



**Table 14: In Progress RIT-D projects**

Project Name	RIT-D Forecast/Actual Completion <sup>1</sup>
<b>Brisbane CBD limitation</b>	FPAR to be published in Q4 2024
<b>Caloundra feeder limitation</b>	Request for proposal closes in Q1 2025
<b>Capalaba limitation</b>	Concluded November 2024
<b>Geebung limitation</b>	Concluded July 2024
Tarampa limitation	Concluded October 2023

<sup>1</sup> Dates correct as of November 2024.

### 6.4.2 Foreseeable RIT-D projects

The forward Energex PoW includes projects (having credible network options costing more than \$6 million) that have the potential to become RIT-D projects. A summary list of such projects that have been identified to address emerging network limitations in the forward planning period is shown in Table 15.

**Table 15: Foreseeable RIT-D projects to address long term constraints (>\$6M)**

Project Name	RIT-D Commencement <sup>1</sup>
Chermside asset replacement	Q1 2025
Makerston Street asset replacement	Q2 2025
Jimboomba Substation limitation	Q2 2025

<sup>1</sup> Dates correct as of November 2024.

### 6.4.3 Urgent or unforeseen projects

During the 2023-24 year, there have been no urgent or unforeseen investments by Energex that would trigger the RIT-D exclusion conditions for the application of regulatory investment testing.

## 6.5 Emerging network limitations maps

This section covers the requirements outlined in the NER under Schedule 5.8 (n), which includes providing maps of the distribution network, and maps of forecasted emerging network limitations. The extent of information shown on maps, using graphical formats, has been prepared to balance adequate viewing resolution against the number or incidences of maps that must be reported. In addition to system-wide maps, limiting network maps are broken up into groupings by voltage. For confidentiality purposes, where third party connections are directly involved, the connecting network is not shown.

This information is provided to assist parties to identify elements of the network using geographical representation. Importantly, this does not show how the network is operated electrically. More importantly, this information should not be used beyond its intended purpose.

Following feedback from customers, interactive maps are now available on the Energex website via the following link: [interactive maps 2024](https://www.energex.com.au/dapmap2024).<sup>31</sup>

<sup>31</sup> Website: <https://www.energex.com.au/dapmap2024>

The maps provide an overview of the Energex distribution network, including:

- Existing 132kV, 110kV and 33kV feeders
- Existing bulk supply and zone substations
- Future bulk supply and zone substations approved in the five year forward planning period
- Existing 132kV, 110kV and 33kV feeders with identified Safety Net limitations within the five year forward planning period
- Existing bulk supply and zone substations with identified Safety Net limitations within the five year forward planning period.

Energex is anticipating that the AER will revise RIT-D thresholds prior to the commencement of Energex' next regulatory period.

# Chapter 7

## Demand management activities

- 7.1 Demand management explained
- 7.2 Integration of demand management into the planning process
- 7.3 Energex industry engagement documents
- 7.4 2023-24 Deliverables of the Energex demand management program
- 7.5 Energex demand management program delivery over the next year

## 7 Demand management activities

Demand Management (DM) is part of our suite of solutions for network management which may be used instead of, or in conjunction with, investments in network infrastructure to ensure an optimised investment outcome.

### 7.1 Demand management explained

In the context of electricity networks, DM is the act of modifying demand and/or electricity consumption, for the purpose of reducing or delaying network expenditure (i.e., removing or delaying an underlying network constraint). This definition recognises that DM need not be specific to removing networks constraints only at times of maximum peak demand. It can also provide solutions in response to the retirement or replacement of an aging asset; redundancy support during equipment failure; minimum demand and associated issues with voltage, system frequency and power quality management; managing diverse power flows and system security issues. With rapidly growing DER in the network, DM must evolve to enable flexible energy use to optimise end-to-end investment.

DM can also be particularly valuable when there is uncertainty in demand growth forecasts, as DM does not lock in long-term irreversible investment. In these situations, DM can provide considerable option value and flexibility.

Some DM solutions are also known as non-network solutions as they provide an alternative to network-based solutions. This involves working with our customers and DM providers to modify demand and/or energy consumption to 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.

DM must be deployed to match the temporal (i.e., frequency and duration) and spatial (i.e., what level of the network and how many customers are affected) nature of the network constraint. As more DER is connected to our network, the temporal and spatial nature of network constraints will change. As such, our DM capability will need to adapt to suit these new and emerging network constraints.

### 7.2 Integration of demand management into the planning process

The network planning process, as outlined in Chapter 5: Network planning framework and the following sections, include the identification of network constraints and the assessment of DM solutions. When a network constraint is identified, a screen of non-network options is completed to determine if DM solutions offer credible options. Where a screening test finds that a non-network option may provide an efficient alternative solution (by partially or fully addressing the constraint), market engagement and investigation of possible DM solutions is initiated.

'In market' engagement activity depends upon forecast expenditure, size, and timing of the constraint. Where total capital expenditure of the most expensive credible option is greater than \$6 million, a RIT-D is required to be undertaken (refer to Figure 13). For the list of projects that required a RIT-D assessment over the last year refer to Section 6.4 and RIT-D consultation information available on the Energex [website](https://www.energex.com.au/home/our-services/projects-and-maintenance/current-consultations).<sup>32</sup>

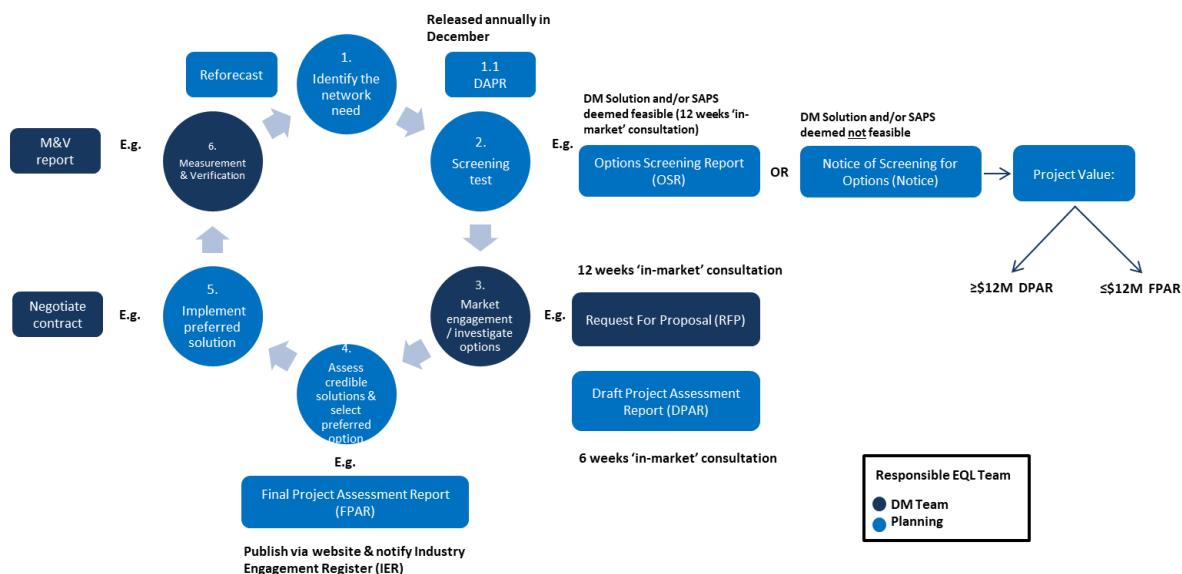
Where the forecast capital expenditure for the most credible option is less than \$6 million, opportunities for credible non-network solutions are developed by gauging interest and ability of service providers and customers to participate (refer Figure 14). Depending on the specific requirement of the limitation, we may publish details online (using maps) or invite proponents to respond to a Request for Proposal (RFP). We may further directly engage with customers on DM opportunities for specific events or locations as required.

<sup>32</sup> Website: <https://www.energex.com.au/home/our-services/projects-and-maintenance/current-consultations>

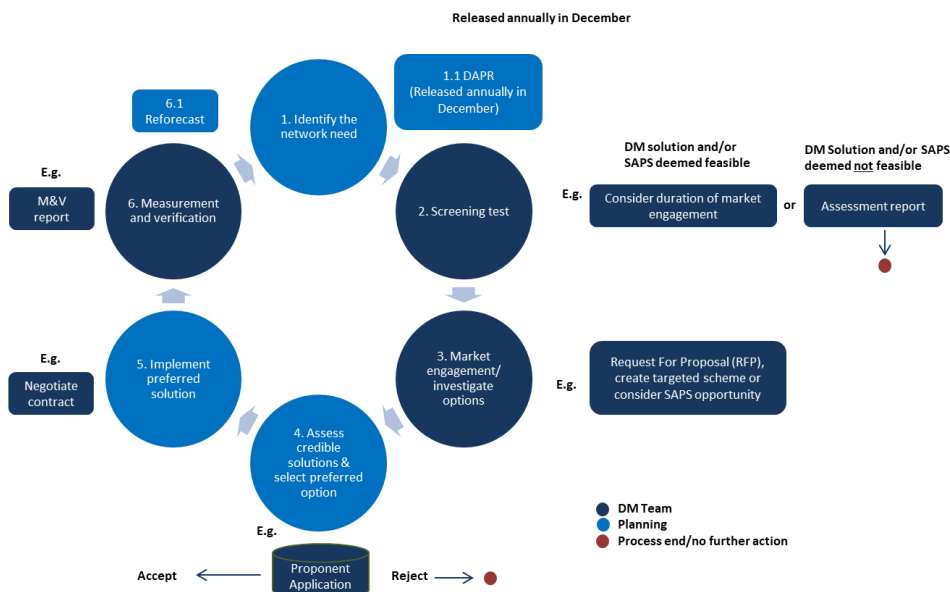
As part of our commitment to customer affordability, we also publish forecast feeder constraints likely to occur during peak summer demand periods and advertise the opportunity for market participants to provide lower cost alternatives to network augmentation. We continue to review and improve the process in how we advertise and seek these alternatives. Our website continues to be expanded to include additional feeder constraints, as well as historical and forecast constraints. We publish fact sheets on how to participate to enable a wider range of customers to provide services, including aggregators/ Virtual Power Plants and large commercial customers. Content is published via our [website](#)<sup>33</sup> including downloadable datasets.

Where a non-network solution is selected, a contract (in some cases called a Network Support Agreement (NSA)) is established with the customer to provide permanent (energy efficiency) or point in time (when required) demand response. Measurement and verification are undertaken to determine the response achieved. The verified change in demand becomes an input into the forecast and the planning process.

**Figure 13: Network planning assessment - RIT-D process**



**Figure 14: Non-Network assessment process for expenditure <6M**



<sup>33</sup> Website: <https://www.energex.com.au/manage-your-energy/cashback-rewards-program/request-for-proposals-and-eoi>



### 7.3 Energex' industry engagement document

The Industry Engagement Document communicates how Energex engages with customers and DM providers with respect to the supply of credible demand side, and non-network solutions to address system constraints and lower costs for customers in the network distribution areas. The Industry Engagement Document retains our commitment to:

- Improve industry engagement and the screening of DM solutions in the distribution planning process
- Improve the ways we identify network limitations and provide details about them to customers and DM providers, using consistent, clear terminology
- Identify, investigate, and implement commercially sound DM solutions while engaging with customers, stakeholders, and DM providers, as per our approach outlined in the Energex Demand Management Plan
- Provide adequate time, support, and mechanisms for stakeholders to engage, respond and participate in DM solutions
- Deliver on DM solutions that prevent, reduce, or delay the need for network investment.

A copy of the Industry Engagement Document can be found on our [website](#).<sup>34</sup>

### 7.4 2023-24 Deliverables of the Energex Demand Management program

Five key initiatives were delivered by the DM Program in 2023-24:

- Broad based
- Targeted
- DM Development
- Network Battery Support Agreements
- DM innovation.

#### 7.4.1 Broad based demand management

This initiative is available to residential and small business customers across the whole network. It enables DM across the whole network, rather than just in a local area with a network constraint. Broad Based DM includes direct management of connected appliances for day-to-day network load levelling as well as during periods of extreme demand or emergency response.

An example of the broad-based program in action is through scheduled management of hot water loads. The scheduling is modified throughout the year such that in summer, demand is shifted from the residential evening peak minimising local peak demand constraints, whereas in spring and autumn, the focus is on shifting demand to daytime improving solar PV hosting capacity. The same schedules can also be operated in events that affect overall system security matters such as Lack of Reserve or Minimum System Load conditions.

Another example is the use of incentives provided to customers who enrol their PeakSmart air conditioners into the program. Incentives are also given to industry partners who install PeakSmart enabled air conditioners. This incentive program supports a broad-based demand management capability that can be called upon in very high temperature dependent network events.

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<sup>34</sup> Website: [https://www.energex.com.au/data/assets/pdf\\_file/0020/1005725/Industry-Engagement-Document.pdf](https://www.energex.com.au/data/assets/pdf_file/0020/1005725/Industry-Engagement-Document.pdf)

For more information on PeakSmart, visit our [website](#).<sup>35</sup>

### 7.4.2 Targeted demand management

This initiative is available to customers and DM providers who can deliver DM solutions in specific areas of the network identified as having future or emerging network constraints. Refer Section 6.3: Summary of emerging network limitations and Appendix E. Market engagement is undertaken to seek DM solutions from customers and DM providers. Incentives are offered to customers or DM providers to deliver DM solutions. In recognition of the range of emerging solutions, the scope of potential constraints has further expanded to include feeder level constraints providing greater NSA opportunities from a more diverse market.

In 2023-24, 'in market' engagement for DM solutions continued via numerous Regulatory Investment Test consultations and Distribution Feeder Target Areas across the region. Verified customer and service provider DM solutions in these areas, which met technical, time and cost requirements were incentivised to deliver demand reductions. In addition, Energex is currently managing one network support agreement to provide non-network solutions during the 2023-2024 year. Early market engagements were released seeking RFP for 24 distribution feeder limitations.

### 7.4.3 Demand management development

This initiative builds customer understanding and empowerment through research, engagement and communication with customers, community groups and industry partners:

- Supporting network tariff reform by trialling and evaluating potential network tariff options. The residential capacity tariff trial provided valuable insights into the implementation of demand and time of use tariffs which are being implemented in education and information tools to support ongoing network tariff awareness with customers and retailers. A tariff trial aimed at large energy storage business customers was also implemented in 2023-24
- Supporting the rollout of Distributed Energy Resource Management System (DERMS) functionality through the development of supporting user cases, operational assessment and (Audio Frequency Load Control) AFLC integration to enable demand flexibility
- Addressing minimum demand by implementing a solar soak configuration for load control systems to move hot water heating into the middle of the day.

### 7.4.4 Network battery support agreement

This business wide initiative involves the installation of network connected batteries across Queensland, particularly in areas with high solar penetration. The batteries are used to store excess energy generated by rooftop solar systems during the day, helping to manage minimum demand issues on our network.

The Demand Management function is to manage the market engagement and commercial arrangements with the sourcing and operation of our fleet of batteries to optimise network support and ensure appropriate value back to the network for their operation. The batteries will be a mix of large-scale network connected batteries and local batteries.

### 7.4.5 Demand management innovation

The initiative trials innovative demand flexibility capabilities and technologies that reduce long term network costs. A suite of innovative trials and projects to test and validate DM products and processes are funded via Demand Management Innovation Allowance Mechanism (DMIAM). These trials and projects are often started in response to emerging network challenges and opportunities. Refer to Chapter 11: Network challenges and opportunities.

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<sup>35</sup> Website: <https://www.energex.com.au/manage-your-energy/cashback-rewards-program/peaksmart-air-conditioning/peaksmart-air-conditioning-rewards>

A DMIAM annual report<sup>36</sup> is developed each year that summarises current and completed projects.

### 7.5 Energex demand management program delivery over the next year

Annually, Energex publishes a Demand Management Plan which includes our strategy for the next five years. Our strategy seeks to support the development and delivery of demand flexibility solutions which influence and shape how demand presents to the network, with the aim of reducing network expenditure. Traditionally DM programs focused on peak demand but with increasing levels of decentralised generation (e.g., solar PV), minimum demand is now trending towards requiring similar expenditure. As such, DM programs are adapting to provide new forms of flexibility. Key to achieving this flexibility is the need to develop capabilities across:

- Engaging and empowering customers
- Integration of demand flexibility into network planning
- Market orchestration
- Procurement of demand flexibility
- Incentives and rewards
- Influencing policy and regulation
- Standards and technology.

This plan explains our approach for delivering the Demand Management Program for Queensland and represents the initiatives and activities for the next financial year including the promotion of non-network solutions. A copy of our [Demand Management Plan 2024-25](#)<sup>37</sup> is available online.

While striving to meet our long-term strategy, our DM portfolio will continue to evolve in response to system and local network needs. Our key focus areas of action for 2024-25 will be optimising our AFLC asset performance, enabling dynamic connections, and enabling dynamic EV supply equipment charging to support both existing and emerging technologies.

We seek to further promote DM capabilities through greater market participation enablement activities spanning education and research through to regulatory reform and support for isolated communities. Key tools such as the delivery of DERMs platform and the NSA framework will ensure that demand response capabilities are enabled across all customer cohorts.

Further information on our DM program and the promotion of non-network options are detailed on our [Cashback Reward](#)<sup>38</sup> website pages.

In the forward planning period, those areas for which we will be seeking non-network solutions will be published via our Regulatory Investment Test [pages](#)<sup>39</sup> on our website.

<sup>36</sup> Website: <https://www.energex.com.au/manage-your-energy/managing-electricity-demand/demand-management-innovation-allowance-mechanism>

<sup>37</sup> Website: [https://www.energex.com.au/\\_data/assets/pdf\\_file/0006/1330818/Demand-Management-Plan-2024-25.pdf](https://www.energex.com.au/_data/assets/pdf_file/0006/1330818/Demand-Management-Plan-2024-25.pdf)

<sup>38</sup> Website: <https://www.energex.com.au/home/control-your-energy/cashback-rewards-program/air-conditioning-rewards>

<sup>39</sup> Website: <https://www.energex.com.au/our-services/projects-and-maintenance/rit-d-projects>

# Chapter 8

## Asset life-cycle management

- 8.1 Approach
- 8.2 Asset maintenance strategy overview
- 8.3 Asset replacement strategy overview
- 8.4 Other programs
- 8.5 Derating

## 8 Asset life-cycle management

### 8.1 Approach

Energex has a legislated duty to ensure all staff, the Queensland community and its customers are electrically safe. This duty extends to eliminating safety risks based on the “so far as is reasonably practicable” principle. If elimination of a safety risk is not practical, our responsibility is to mitigate risks based on the same principle.

Energex’s approach to asset life-cycle management, including asset inspection, maintenance, refurbishment, and renewal, integrates several key objectives, including:

- Achieving its legislated safety duty
- Delivering customer services and network performances to meet the required standards
- Maintaining an efficient and sustainable cost structure.

Policies are used to provide corporate direction and guidance, and plans are prepared to provide a safe, reliable distribution network that delivers a quality of supply to customers consistent with legislative compliance requirements and optimum asset life. These policies and plans cover equipment installed in substations, the various components of overhead powerlines, underground cables, and other distribution equipment.

The policies and plans define inspection and maintenance requirements, and refurbishment and renewal strategies for each type of network asset. Asset life optimisation takes into consideration maintenance and replacement costs, equipment degradation and failure modes as well as safety, customer, environmental, operational, and economic consequences.

All assets have the potential to fail in service. Energex’s approach to managing the risk of asset failures is consistent with regulatory requirements including the *Electrical Safety Act 2002* (Qld), *Electrical Safety Regulation 2013* and the *Electricity Safety Code of Practice 2020 – Works and good asset management practice*. We distinguish between the expenditures for:

- Inspection and preventative maintenance works, where each asset is periodically assessed for condition, and essential maintenance is performed to ensure each asset continues to perform its intended function and service throughout its expected life
- Proactive refurbishment and replacement, where the objective is to renew assets just before they fail in service by predicting assets’ end-of-life based on condition and risk, plus
- Run-to-failure refurbishment and replacement, which includes replacing assets that have failed in service.

A proactive approach is undertaken typically for high-cost, discrete assets, such as substation plant, where Energex records plant information history and condition data. This information is used to adjust maintenance plans and schedules, initiate life extension works if possible, and predict the remaining economic life of each asset. Proactive replacement or refurbishment is then scheduled as near to the predicted end of economic life as practical. This approach is considered the most prudent and efficient approach to achieve all required safety, quality, reliability, and environmental performance outcomes, having regard for the whole-of-life equipment cost. The consequence of failure impacts the priority for replacement of the asset in the overall works program.

For assets, where it is not economic to collect and analyse trends in condition data, assets are operated to minimise in-service failures through inspection and priority risk-based intervention. These assets are managed through an inspection regime, which is also required under legislation. The objective of this regime is to identify and replace assets that are very likely to fail before their next scheduled inspection. In addition, asset class collective failure performance is assessed and analysed regularly, with adverse trends and increasing risk issues becoming drivers for targeted maintenance, refurbishment, or replacement programs.



Actual asset failures are addressed by a number of approaches depending on the nature of the equipment, identified failure modes, and assessed risk. The approaches include repair, refurbishment, or replacement.

All inspection, maintenance, refurbishment, and renewal work programs are monitored, individually and collectively, to ensure the intended works are performed in a timely, safe, and cost-effective fashion. These outcomes feed back into asset strategies to support prudent and targeted continuous improvement in life cycle performance overall.

### 8.2 Asset maintenance strategy overview

Energex manages safety and service compliance requirements via various preventative inspection and minor maintenance programs. These are collectively described below.

#### 8.2.1 Asset inspections and condition based maintenance

Energex generally employs condition and risk-based asset inspection, maintenance, refurbishment, and replacement strategies 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.

All equipment are inspected at scheduled intervals to detect physical indications of degradation exceeding thresholds that are predictive of a near-future failure. Typical examples of inspection and condition monitoring activities include:

- Dissolved Gas Analysis (DGA) of oil to monitor for trace gases produced by internal faults for power transformers
- Inspection of customer service lines
- Assessing the extent of decay in wood power poles to determine residual strength
- Inspection of timber cross-arms to detect visible signs of degradation
- Inspection of cable pits
- Electrical testing of circuit breakers.

In particular, Energex has a well-established asset inspection program to meet regulatory requirements. All assets are inspected in rolling period inspection programs.

Remedial actions identified during inspections are managed using a risk assessed priority code approach. Pole assets, for example, employ a Priority 1 (P1) coding which requires rectification within thirty (30) days and Priority 2 (P2) unserviceable poles require rectification within six months. This ensures the required actions are completed within the recommended regulatory standards.

Consistent with the principles of ISO 55000 Asset Management, Energex is building its capability with an ongoing investment into technologies that deliver improvement in risk outcomes and efficiency. These efforts include utilising LiDAR data from the aerial asset, drones, 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. The system creates a virtual version of the real world to allow the fast and accurate inspection and assessment of the physical network and the surrounding environment, particularly vegetation.

The integration of this information into our decision framework and works planning processes is increasingly delivering productivity and efficiency improvements, not only with vegetation management

but with other network analytics such as clearance to ground analysis, clearance to structure analysis, pole movement and leaning poles analysis with other innovative identification systems being developed.

### 8.3 Asset replacement strategy overview

The processes for inspection and routine maintenance of Energex assets are well established and constantly reviewed. Energex uses its asset management system to record and analyse asset condition data collected as a part of these programs. Formal risk assessments are conducted for all asset classes, identifying failure modes and consequences, as well as suitable mitigation measures. The results of these programs are regularly monitored, with inspection, maintenance, refurbishment, and renewal strategies evolving accordingly. These strategies in turn are used to inform forecast expenditure.

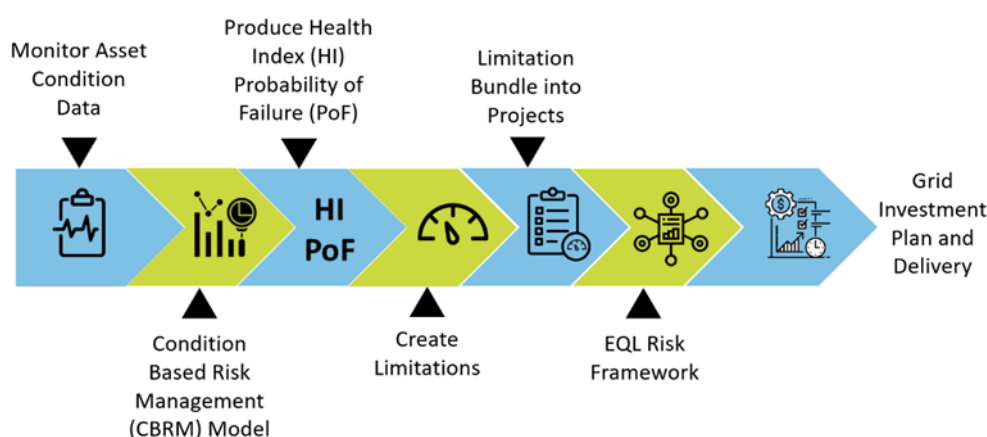
Energex employs Condition Based Risk Management (CBRM) modelling and Common Network Asset Indices Methodology for assets where the effort required to develop, maintain, and collect the information required to support the models is justified. This methodology combines current asset condition information, engineering knowledge and practical experience to predict future asset condition, performance, and residual life of assets. The CBRM system supports targeted and prioritised replacement strategies. This technique is currently used for substation power transformers, circuit breakers and instrument transformers as well as underground cables of 33kV and above.

The outputs from CBRM, Health Indices, are used in conjunction with an engineering assessment to form the basis of the application of the risk-based methodology.

Within the framework of the Network Planning Process, an assessment is conducted for the limitations associated with each CBRM assets. Subsequently, individual projects are initiated, and an assessment undertaken to determine the optimal timing for their replacement. This procedure involves performing NPV analysis, risk assessment, and consolidating activities with other network assets in suboptimal condition at a designated timing. Energex ensures prudence and efficiency, ultimately curbing the financial impact on our customers and the broader community.

Figure 15 provides a summary of the process for delivering network asset investment planning condition-based risk management.

**Figure 15: Process to create asset investment plan**



Projects are undertaken where limitations are identified that are specific to a substation or feeder. Limitations of this nature are considered in conjunction with other network limitations including augmentation and connections to identify opportunities to optimise the scope of the project to address multiple issues and minimise cost. Project planning is undertaken in accordance with the RIT-D which considers the ongoing need for the asset to meet network requirements as well alternative solutions to replacement and the impact on system losses where material. Assets without an ongoing need are retired at economic end of life and are not considered for replacement.

Programs of replacement are undertaken when the scope of works to address the identified limitations is recurring across multiple locations and does not require consideration under the Regulatory Investment Test for Distribution.

The following sections provide a summary of the replacement methodologies for the various asset classes in the Energex network.

### 8.3.1 Line Assets and distribution equipment

#### 8.3.1.1 Pole and tower refurbishment and replacement

Poles and towers are inspected periodically as required by Queensland legislation. Poles require very little maintenance except for removal of vegetation and termite and bacteria barrier treatments, normally carried out during the inspection process. A majority of pole replacement is driven by well-established inspection programs used to identify severe structural strength degradation. Structural strength is determined in accordance with AS 7000.

A small volume of poles are also replaced when undertaking reconductoring programs as an efficient means of work delivery. Poles replaced under reconductoring programs will be either identified as approaching end of life based on asset criteria or as a result of mechanical design requirements to support the new conductor.

Targeted pole replacement programs make up the remainder of the forecast. This program is estimated, based on a combination of criteria that identify assets approaching end of life and that present a high risk in the event of in-service failure. The criteria used are a combination of pole type, age, location, previous strength assessment and/or the period the pole has been nailed. Risk is largely determined by the location, with priority being given to replacement in high risk areas such as the vicinity of schools and public amenities.

Pole nailing is a mid-life refurbishment life extension technique intended to restore ground line structural strength lost due to below-ground bacterial degradation and is applied based upon inspection outcomes. To date, pole nailing is expected to achieve an average of 15 years additional asset life. Historical, nailing volumes have been used to forecast future nailing volumes.

#### 8.3.1.2 Pole top structure replacement

Most of the crossarm replacement is driven by well-established inspection programs to identify severe structural strength degradation. They are actively managed through a condition-based approach including:

- Visual inspection of physical condition from ground level
- Aerial visual inspection carried out from helicopters/aircrafts/drones
- Pole top structures inspection carried out from elevated work platform or climbing.

Physically defective crossarms identified through inspection are replaced. Failed assets are also replaced on failure. They may also be replaced based on risk, where criteria indicating assets are either at or near end of life can be identified. Targeted replacement is typically undertaken with other work such as feeder refurbishment programs or bundled into logical groups for efficiency of delivery and cost. High risk aging populations of pole top structures, specifically crossarms, are replaced through targeted replacement programs.

#### 8.3.1.3 Overhead conductor replacement

Overhead conductor condition is difficult to assess in-situ as current visual inspection methods can only identify surface defects. Conductor age, type, construction, environment, and in-service performance history are used as proxies for condition. Energex employs a data driven refurbishment software tool to identify overhead conductor operating at beyond its expected technical life based on the replacement

criteria documented in the Asset Management Plan– Overhead Conductors. At-risk conductor is then field assessed by subject matter experts during project scoping to validate the corporate data and assess the asset in service. The number of splices/joints identified in each span is used as an indicator of in-service condition.

3/12G galvanised steel (SC/GZ) and small diameter Hard Drawn Bare Copper conductors have been identified and confirmed as prone to failure due to corrosion and mechanical fatigue caused by reduced stranding and cross-sectional area. These populations contribute significantly to the in-service failures and defects observed on the Energex network. Refer to the Asset Management Plan for a comprehensive breakdown of the installed population, current levels of service and current and emerging technical issues.

Due to the geographically dispersed nature of the network, populations of conductor are subject to different operating environments and failure modes. Targeted programs are therefore aimed at known problematic conductor types and initially focused on those installed in populated, coastal regions where the likelihood of in-service asset failure is considered greater. Remaining aged populations are managed through routine inspection programs with ongoing monitoring of conductor failure rates and performance metrics.

The prioritised scope of HV and LV distribution overhead conductor reconductoring is:

- All hard drawn bare copper 7/0.104" imperial and smaller aged 70+ years
- All galvanised steel 3/12 imperial conductor aged 55+ years
- Small diameter Aluminium Conductor Steel Reinforced (ACSR) imperial conductor aged 70+ years.

Additionally, this approach has identified at risk 33kV conductor operating at or beyond its technical life based on condition, which presents a significant safety risk to electricity workers and the general public.

### 8.3.1.4 Underground cable replacement

Energex employs CBRM to forecast the retirement of underground cables greater than or equal to 33kV. Asset condition and failure consequence risks (safety, customer reliability, environmental and business) are regularly assessed for each cable within this population. This begins with a "Health Index" (HI) developed to represent asset condition. A higher HI value represents a more degraded asset, with corresponding higher likelihood of failure. In turn, this reflects as a higher likelihood of inability to achieve the basic customer energy delivery service. Energex considers assets for replacement when HI reaches 7.5. The Energex risk framework is applied to prioritise asset replacement at a program level within financial and resource constraints.

In general, distribution and LV cables are replaced upon identified defect or ultimate failure.

Underground cable assets are inspected periodically, as required by Queensland legislation. At transmission and sub-transmission voltages, routine maintenance monitors the electrical condition of the cable over sheaths and sheath voltage limiters, the performance of pressure feeds, the accuracy and condition of pressure gauges and alarm systems and the physical condition of the above ground structures and terminations. At distribution voltages, periodic inspections check the external condition of distribution cable systems including link pillars, link boxes and service pillars to ensure equipment remains in an acceptable condition.

Energex has initiated the following proactive, targeted programs aimed at known problematic underground distribution assets:

### Legacy underground LV cable replacement

Concentric Neutral Solid Aluminium Conductor (CONSAC) is a legacy aluminium sheathed paper insulated LV cable installed on the network during the 1970's. The aluminium sheath also serves as the

neutral conductor in this cable construction. The aluminium sheath is susceptible to corrosion which can lead to open circuit of the neutral and therefore can pose a significant safety risk.

### Corrosion of Cast Iron Cable Potheads

Cast iron potheads are an obsolete legacy cable termination used to transition from the underground to overhead system. Each core of a multicore cable is terminated through porcelain bushings contained in a cast iron box. A dielectric material, such as hydrocarbon oil or asphalt, is used to fill the box. Corrosion of the outer casing leads to water ingress and potential catastrophic failure of the termination. Due to data quality issues, small populations of these terminations exist and are to be replaced upon discovery.

### Cable Pit Inspections

Cable pits are underground access chambers used during underground cable installation, housing cable joints, and splitting/routing cables. These concrete cable pits are subject environmental conditions that corrode cable supports and concrete steel reinforcement. Cable joints are also subject to water ingress and heat/overloading deterioration, which may result in an overpressure of the chamber causing the pit lid to dislodge.

#### 8.3.1.5 Customer service line replacement

Service replacement programs include works as part of an ongoing strategy to ensure compliance with statutory regulations relating to the condition assessment of customer services. Compromised or broken neutral connections can lead to a dangerous rise in potential on the installations earthing system and metallic parts, which can compromise a person's safety. Public shocks are required to be reported to the ESO and are monitored against corporate performance targets. This asset class is narrowly performing at an acceptable level against these metrics due to ongoing proactive replacement programs. Energex has also initiated online monitoring of service integrity using in house LV safety monitors and access to smart meter data where applicable. Table 16 lists the number of Neutral Failures over the previous three years.

**Table 16: Number of Energex neutral failures by financial years**

Type of Fault	2021-22	2022-23	2023-24
Neutral Faults	128	121	138

#### 8.3.1.6 Distribution transformer replacement

Distribution transformers are inspected periodically as required by Queensland legislation. Distribution transformers require very little maintenance except for removal of vegetation and animal detritus. They are reactively replaced, due to either electrical failure or poor condition as assessed by ground based inspection. It is generally considered uneconomical to refurbish distribution transformers, and they are routinely scrapped once removed. Replacements are generally undertaken with modern equivalent units.

#### 8.3.1.7 Distribution switches including Ring Main Units (RMU) replacement

Distribution switches are inspected periodically as required by Queensland legislation. All assets require basic cleaning maintenance such as removal of vegetation and animal detritus. HV switches require some mechanical maintenance, mostly related to moving parts. Oil filled Ring Main Units (RMUs) require some maintenance related to cleaning of oil sludge. SF6 gas filled switches and RMUs require little other maintenance.

LV and HV switches, fuse assets and RMUs are replaced reactively, either on electrical failure or on poor condition as assessed by ground based inspection. Problematic asset types are proactively replaced by targeted programs.



Some refurbishment of components outside of sealed gas chambers is undertaken where economical to do so for in-service assets. It is generally considered uneconomical to refurbish LV and HV switches, fuse carriers and RMUs once removed, and they are routinely scrapped. Replacements are generally undertaken with a modern equivalent unit.

### 8.3.2 Substation primary plant

#### 8.3.2.1 Power transformer replacement and refurbishment

Asset condition and failure consequence risks (safety, customer reliability, environmental and business) are regularly assessed for each individual transformer. This begins with a HI developed to represent asset condition. A higher HI value represents a more degraded asset, with corresponding higher likelihood of failure. In turn, this reflects as a higher likelihood or inability to achieve the basic customer energy delivery service. Energex considers assets for replacement when HI reaches 7.5. The Asset Management Plan documents the basis of the condition analysis and derivation of Health Index. Energex employs CBRM modelling to identify the poorest condition assets. The oldest substation transformers in the population that have exceeded their technical life are also considered as potential candidates for replacement to avoid an unsustainable build-up of exceptionally aged assets.

Replacement of potential candidate assets is subsequently considered based on network requirements and in alignment with other network drivers such as augmentation and customer requested works to ensure the final option to address the identified limitation is the most cost effective from a whole-of-network perspective. The Energex risk framework is applied to prioritise asset replacement at a program level within financial and resource constraints.

#### 8.3.2.2 Circuit breaker, recloser and switchboard replacement and refurbishment

Substation circuit breakers and reclosers condition and failure consequence risks (safety, customer reliability, environmental and business) are regularly assessed for each individual substation asset. This begins with a HI developed to represent asset condition. A higher HI value represents a more degraded asset, with corresponding higher likelihood of failure. In turn, this reflects as a higher likelihood of inability to achieve the basic customer energy delivery service. Energex considers assets as potential candidates for replacement when HI reaches 7.5. The Asset Management Plan for Circuit Breakers and Reclosers documents the basis of the condition analysis and derivation of the HI, using CBRM modelling to identify the poorest condition assets. The Energex risk framework is applied to prioritise asset replacement at a program level within financial and resource constraints.

Reclosers are a low cost item of plant used on lines in the distribution network where they are generally replaced on failure. Reclosers are also used in smaller substations as a low-cost circuit breaker alternative where they are managed similarly to circuit breakers.

Line reclosers are visually inspected periodically, as required by Queensland legislation. No other condition assessment is employed. Once physical indicators (e.g., severe corrosion, excessive oil leakage or loss of gas) develop that establish the recloser is at physical end of life, it is replaced.

Many line reclosers fail in service. Because of the volumes and labour costs involved, it has proven to be uneconomical to refurbish retired reclosers and they are routinely scrapped. Replacements are generally undertaken with a modern equivalent unit.

Modern reclosers require very little maintenance except for periodic battery replacement and removal of vegetation and animal detritus.

### 8.3.3 Instrument transformer replacement and refurbishment

Instrument transformer's condition and failure consequence risks (safety, customer reliability, environmental and business) are regularly assessed for each individual substation asset. A more degraded asset has a corresponding higher likelihood of failure.

This has adverse implications on network protection as well as staff and public safety. In turn, this reflects as a higher likelihood of inability to achieve the basic customer service delivery and a safe network for the Queensland community. Energex considers assets for replacement based on assessed end of technical life, condition, and risk.

The Energex risk framework is applied to prioritise asset replacement at a program level within financial and resource constraints.

Where practical, timing of replacement is coordinated with other necessary works occurring in the substation to promote works efficiencies.

### 8.3.4 Substation secondary systems

#### 8.3.4.1 Protection relay replacement program

Protection relays are condition monitored and older models require regular maintenance. Protection relays react to power system faults and automatically initiate supply de-energisation. Failure consequences are predominantly damage to plant and safety impacts, including loss of ability to respond to power system faults and heightened safety risks due to continued energisation of failed assets. Duplication and redundancy are typically employed to reduce these safety risks, although some older sites retain designs where backup protection does not completely compensate for initial protection asset failure. Due to the potential consequences of relay failure, Energex has adopted a proactive replacement program targeting problematic and near end-of-life relays.

Wherever possible, replacement of obsolete protection schemes is undertaken with other capital work such as primary plant replacement or augmentation for efficiency reasons. In circumstances where this is not possible, standalone projects for replacement of the obsolete protection schemes are undertaken.

#### 8.3.4.2 Substation DC supply systems

Outcome of a battery failure inside a substation can lead to high safety consequence such as serious injury to Energex personnel and reliability risk consequences such as complete loss of control and protection at a substation. Maintaining the operational reliability of substation DC services is paramount.

Batteries are inspected and tested annually. As the batteries degrade with use and time, component elements are replaced upon failure, while complete battery banks and chargers are replaced on age.

## 8.4 Other programs

### 8.4.1 Vegetation management

Vegetation encroaching within minimum clearances of overhead powerlines presents safety risks for the public, Energex employees and contract workers. Vegetation in the proximity of overhead powerlines is also a major cause of network outages during storms and high winds.

Energex maintains a comprehensive vegetation management program to minimise the community and field staff safety risk and provide the required network reliability. To manage this risk, we employ the following strategies:

- Cyclic programs, to treat vegetation on all overhead line routes. The cycle times are managed based on species, growth rates and local conditions; as well as
- Reactive spot activities to address localised instances where vegetation is found to be within clearance requirements and is unable to be kept clear until the next cycle - or has been reported for action by customers.

Energex works cooperatively with local councils to reduce risk of vegetation contacting powerlines.

### 8.4.2 Overhead network clearance

Energex has an obligation to meet the minimum clearance standards specified under the Electrical Safety Act (2002) (Qld) and associated regulations. The Fugro Roames™ LiDAR technology was deployed in 2016-17 and has allowed individual identification of conductor span clearance to ground and structure issues for all conductor types except service lines.

The most recent LiDAR overhead network clearance survey commenced in August 2020 on a three-year cycle. Energex has adopted an improved clearance defect identification by using a combined physical LiDAR process and algorithm to identify clearance defects at a corrected ambient temperature of 35°C. The LiDAR overhead network clearance survey was completed, and all survey results published by January 2022. Work has commenced on the rectification in accordance with the priority matrix which is risk based and follows the “so far as is reasonably practicable” principle with priority given to high risk areas such as schools & agricultural areas and the level of accessibility of clearance to structure defects.

### 8.5 Derating

In some circumstances, asset condition can be managed through reducing the available capacity of the asset (derating) in order to reduce the potential for failure or extend the operational life. For example, reducing the normal cyclic rating of a power transformer due to moisture content. The reduction of available capacity may have an impact on the ability of the network to supply the forecast load either in system normal or contingency configurations and therefore results in a network limitation. Limitations of this nature are managed in alignment to augmentation processes.

# Chapter 9

## Network reliability

- 9.1 Reliability measures and standards
- 9.2 Service Target Performance Incentive Scheme (STPIS)
- 9.3 High impact weather events
- 9.4 Guaranteed service levels (GSL)
- 9.5 Worst performing distribution feeders
- 9.6 Safety net target performance
- 9.7 Emergency frequency control schemes and protection systems

## 9 Network reliability

### 9.1 Reliability measures and standards

This section describes Energex reliability measures and standards. Our network planning and security criteria, when combined with reliability targets, underpins prudent capital investment and operating costs to deliver the appropriate level of service to customers.

Energex uses the industry recognised reliability indices to report and assess the reliability performance of its supply network. The two measures used are:

- System Average Interruption Duration Index (SAIDI). This reliability performance index indicates the total minutes, on average, that the system is unavailable to provide electricity during the reporting period
- System Average Interruption Frequency Index (SAIFI). This reliability performance index indicates the average number of occasions the system is interrupted during the reporting period.

#### 9.1.1 Minimum Service Standards (MSS)

The MSS define the reliability performance levels required of our network, including both planned and unplanned outages. The MSS limits for both SAIDI and SAIFI are applied separately for each defined distribution feeder category – CBD, Urban, and Short Rural, and guides the business to maintain or improve the reliability performance levels.

The reliability limits are prescribed in Energex Distribution Authority (DA), No. D07/98, October 2019. Energex is required to use all reasonable endeavours to ensure that it does not exceed the SAIDI and SAIFI limits set out in the DA for the relevant financial year. Circumstances beyond the distribution entity's control are generally excluded from the calculation of SAIDI and SAIFI metrics.

The MSS limits for the regulatory control period are in Schedule 2 of the DA and remain constant up to its end in June 2025.

#### 9.1.2 Reliability performance in 2023-24

The normalised results in Table 17 highlight a favourable performance against MSS for all of Energex network performance measures in 2023-24.

**Table 17: Annual normalised reliability performance compared to MSS limits**

	Feeder Category	2022-23 Actual	2023-24 Actual	2021-25 <sup>40</sup> MSS Limits
<b>SAIDI (mins)</b>	CBD	3.59	3.49	15
	Urban	80.90	87.09	106
	Short Rural	170.63	196.14	218
<b>SAIFI</b>	CBD	0.034	0.012	0.150
	Urban	0.643	0.665	1.260
	Short Rural	1.192	1.386	2.460

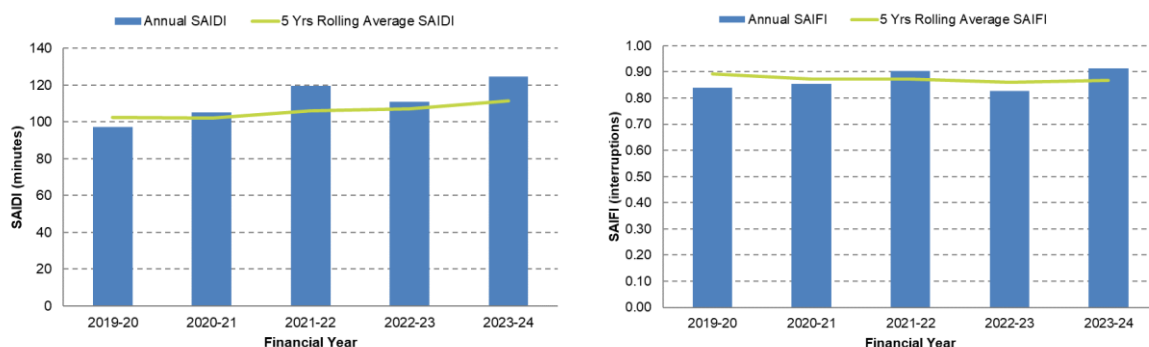
Figure 16 depicts the five-year rolling average reliability performance for both SAIDI and SAIFI at whole of regulated network level. Overall performance is a balanced reflection of the targeted investments

<sup>40</sup> A single MSS Limit is set for each feeder category for each Regulatory Control Period



made during the last two regulatory control periods towards achieving the regulated MSS limits and changes in weather patterns over large areas of Energex distribution networks affecting restoration times.

**Figure 16: Annual network SAIDI and SAIFI performance five-year rolling average trend**



### 9.1.3 Reliability compliance process

Energex has set its internal planned and unplanned performance parameters. Planned outage parameters provide provision for safety related programs and repairs, maintenance, refurbishment, customer connections and the corporate initiated works. The internal parameters are primarily set based on average historical performance and are also seasonalised across the years to make greater allowance for unplanned outages during the storm season, between November and March. There is, however, no CAPEX allocated specifically to achieve these internal targets. The internal parameters are used as the reference for tracking performance during a year and to put necessary operational measures in place where required and feasible.

### 9.1.4 Reliability corrective actions

As shown in Table 17 above, Energex met all of its MSS reliability performance targets during 2023-24. This is mainly due to the realisation of previously completed reliability projects targeting poorly performing assets and/or poor reliability areas. Most severe weather events during the year have also been excluded under the Major Event Day criteria. Energex will continue to implement all reasonable endeavours to remain favourable with the MSS in future years by maintaining a focus on network reliability.

As one of its regulatory obligations under the DA, Energex also continues to deliver its Worst Performing Feeder improvement program. While, this program is not targeted towards improving the average system level reliability, it continues to address the reliability issues faced by a small cluster of customers supplied by the poorly performing feeders or a section of these feeders.

In addition to the reliability improvement specific works, Energex continues to focus on the reliability outcomes from its asset maintenance, asset replacement and works planning. The asset maintenance and replacement strategies will either continue to have positive influence on reliability performance for this regulatory control period or provide additional benefits on reliability performance in the next regulatory period.

## 9.2 Service Target Performance Incentive Scheme (STPIS)

The AER's Service Target Performance Incentive Scheme (STPIS) provides a financial incentive for our organisation to maintain and improve our service performance for our customers. The scheme rewards or penalises a DNSP, in the form of an increment or reduction on Annual Revenue Requirement, for its network performance relative to a series of predetermined service targets. The applicable revenue change is applied in the third year from the regulatory year when the performance outcomes are measured.

The STPIS scheme encompasses reliability of supply performance and customer service parameters. The reliability of supply parameters includes unplanned SAIDI and SAIFI, applied separately for each feeder category; CBD, Urban and Short Rural.

The incentive rates for the reliability of supply performance parameters of the STPIS are primarily based on the value that customers place on supply reliability (the VCR), energy consumption forecast by feeder type and the regulatory funding model.

The customer service performance target applies to our service area as a whole and is measured through a target percentage of calls being answered within agreed time frames. Service performance targets for all the parameters were determined at the beginning of the regulatory control period.

The AER requests the reporting of annual performance against the STPIS parameters applicable to Energex under its Distribution Determination, via a Regulatory Information Notice (RIN).

Energex 2023-24 Performance RIN's response included completed templates (and relevant processes, assumptions, and methodologies) relating to reliability performance reporting under the STPIS. More information on Energex recent RIN submissions can be found on the AER's website [Performance Reporting](#).<sup>41</sup>

### 9.2.1 STPIS results

The normalised results in Table 18 highlight favourable year end unplanned performance against the STPIS targets, for four of six network performance measures in 2023-24. As this table presents average duration and the frequency of unplanned supply interruptions, lower numbers indicate stronger results and less interruption to our customers' electricity supply.

**Table 18: Normalised reliability performance compared to STPIS targets**

	Feeder Category	2022-23 Actual	2023-24 Actual	2020-25 <sup>42</sup> STPIS Targets
<b>Unplanned SAIDI (mins)</b>	CBD	1.47	0.84	6.61
	Urban	54.17	60.33	59.85
	Short Rural	108.52	141.50	136.82
<b>Unplanned SAIFI</b>	CBD	0.005	0.007	0.081
	Urban	0.519	0.573	0.640
	Short Rural	0.936	1.188	1.270

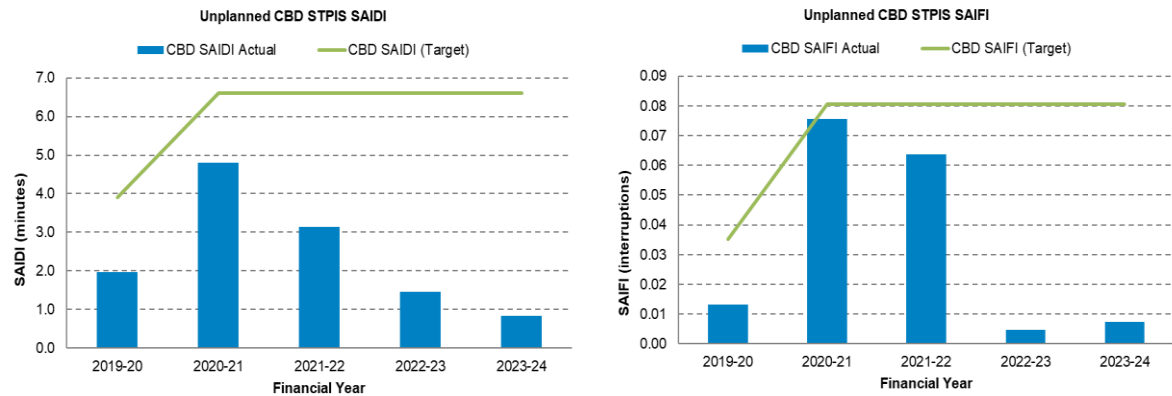
In 2023-24, Energex reliability of supply was favourable to the unplanned performance targets under STPIS for four of six measures, with Urban and Short Rural SAIDI unfavourable to the STPIS target. Urban SAIDI was unfavourable to the STPIS target primarily due to the duration of overhead equipment failures. Short Rural SAIDI was unfavourable to the STPIS target primarily due to the duration of outages associated with adverse weather.

Figure 17, Figure 18, and Figure 19 depict the STPIS targets and results for the 2019-24 period. The actuals are the normalised values (i.e., exclusions are applied as per Clause 3.3 of the STPIS).

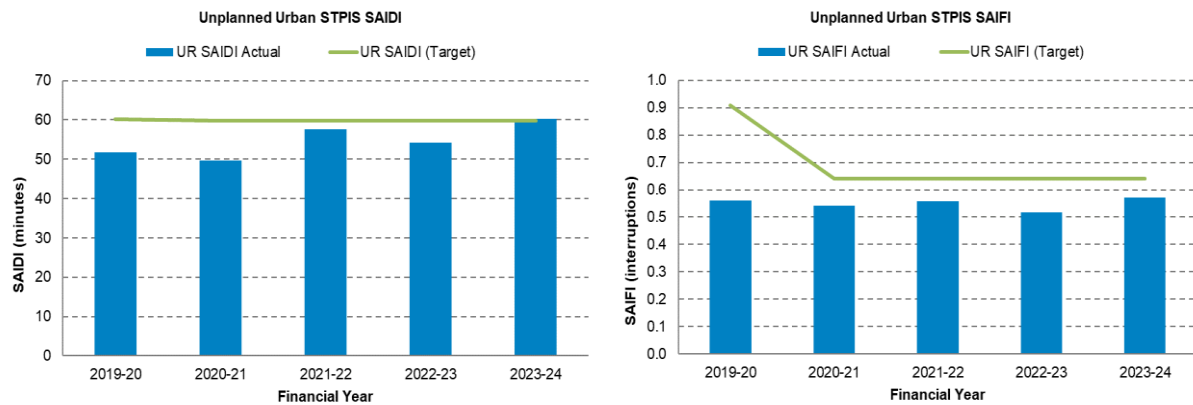
<sup>41</sup> Website: <https://www.aer.gov.au/networks-pipelines/performance-reporting>

<sup>42</sup> A single STPIS Target is set for each feeder category for each Regulatory Control Period

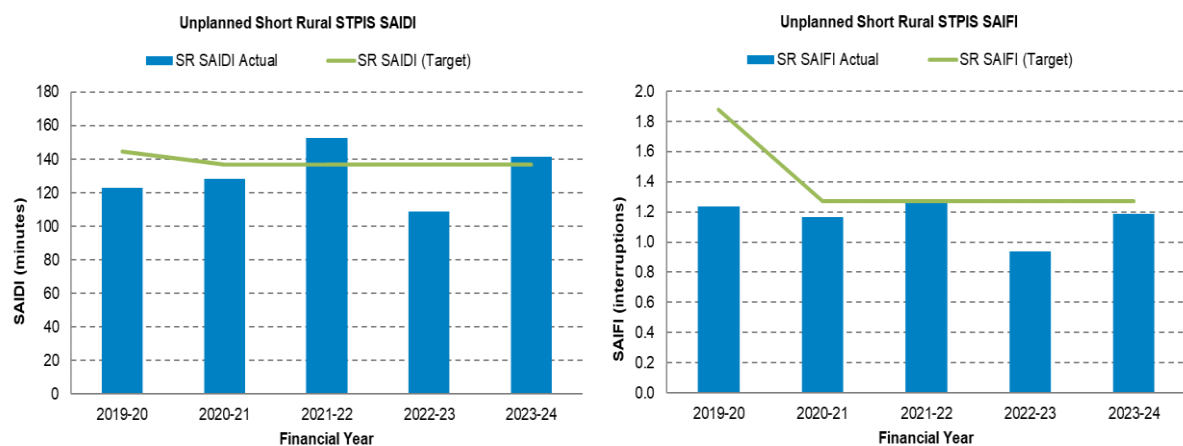
**Figure 17: STPIS targets and results for unplanned CBD feeders**



**Figure 18: STPIS targets and results for Urban feeders**



**Figure 19: STPIS targets and results for Short Rural feeders**



### 9.3 High impact weather events

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

Energex response priorities 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 plans for the occurrence of extreme weather events and has developed the following plans which are available at our website [Company Reports & Plans](#):<sup>43</sup>

- Natural hazards strategy (including Summer Preparedness)
- Bushfire risk management plan

As a further commitment to these priorities and the communities we serve, Energex has established a dedicated team to lead Emergency Planning and Response on behalf of the distribution network. This team will focus on key priorities to further optimise our response capability being emergency planning, preparation, response, and recovery.

During the reporting period, the Energex distribution network was exposed to three severe storms impacting the network and subsequently requiring an increased level of response from field and support groups. These severe storms impacted a total of 82,087 customers in the South-East Queensland. Energex managed other storm impacts across the region through normal business response arrangements.

Energex regularly conducts detailed reviews of all escalated response events to ensure it confirms the effectiveness of processes and identifies opportunities to improve the safe and timely restoration for the community. To better enable our network to cope with emergency events, a number of preparation exercises are carried out throughout the year in preparation for the summer storm season, bushfire and floods as outlined in detailed in the sub-sections below.

The damage assessment process has been significantly enhanced through greater utilisation of technology including the use of mobile devices incorporating geospatial and asset data capture capability. The combined process produces more accurate and timely field data for the planning, restoration, and recovery, which supports improved response times and savings to Energex and the local economy.

#### 9.3.1 Summer preparedness

Energex conducts annual preparations prior to each summer storm season to provide its customers in South-East Queensland with a reliable network that minimises interruptions during extreme weather conditions. Where disruptions occur, we plan to keep the community fully informed and respond as quickly as possible to restore supply safely. Preparations include the review of response programs and processes, resourcing and ongoing network related capital and operating works prior to summer to achieve a secure and reliable 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

<sup>43</sup> Website: <https://www.energex.com.au/about-us/company-reports,-plans-and-charters>

meeting stakeholder expectations and reducing the negative impact of large-scale disasters on the Queensland community.

Key activities undertaken in preparation for severe weather events include but is not limited to:

- Construction of new equipment to a standard that provides increased resilience and reduces the impact severe weather events have on the continuity of supply to our customer
- Maintain a significant mobile generation and a mobile substation fleet that supports the restoration of supply following severe weather events
- Ensure an appropriate inventory of critical spare equipment is on hand at strategic locations to support rebuild and restoration efforts
- Routine inspection and maintenance of vegetation in proximity to overhead powerlines that may contribute to failures of the asset and the creation of a safety risk to the community
- Routine maintenance and inspection of substation equipment, overhead powerlines and poles, inspection of waterway crossings and a range of other network assets
- Annually, nominated critical overhead powerlines are aerially inspected for any potential conditional defects that may contribute to the risk of failure
- Interagency relationships and cooperation are maintained through representation and collaboration with State, District and Local Disaster Management Groups across the state
- Formalise relationships with other Distribution Entities in support of response and recovery efforts during and post severe weather events through a Memorandum of Understanding (MoU)
- Implementation of a highly trained expert Emergency Management Team that provide central coordination and management of the response and recovery following a severe weather event
- Training in the preparation of formal restoration plans that provides prioritised focus on restoring services to critical community infrastructure such as hospitals and sewerage and water treatment plants
- Community Engagement in preparation for, during response and during the post event recovery is a strong focus and is provided through a combination of our customer contact centres, social and mainstream media platforms and our community outreach teams that are deployed into the affected communities.

Energex continues to utilise LiDAR technology to acquire 3D representations of network assets which are displayed in a geo-spatial visualisation application to assist with vegetation management and asset maintenance. With this capability Energex carries out LiDAR inspection of the entire network every 3 years. This information identifies defects and is contributing to reduced maintenance and planning costs, with increased safety and reliability of supply for our customers and communities. The data captured is processed to enable measurement of the network and clearances to surrounding objects such as buildings, terrain, and vegetation.

In addition to these specific activities, much of Energex annual PoW to develop, maintain, and operate the network is aimed at providing a resilient network in preparation for the summer storm season.

### 9.3.2 Bushfire management

Energex has a range of programs and initiatives to prevent and mitigate the impacts of network-initiated fires and build resilience to bushfires in the landscape. Energex has on-going asset replacement and improvement programs in high bushfire risk areas. Energex also reports and investigates suspected asset related bushfires.



Key activities undertaken in preparation for bushfire events include but is not limited to:

- Engaging a dedicated weather service provider to provide specialist weather advice on forecast weather patterns including heatwaves, storms and lightning levels which is overlayed with Sentinel satellite fire detection information and network asset locational information to inform event management team
- Maintain a significant mobile generation and a mobile substation fleet that supports the restoration of supply following significant network damage resulting from bushfire events
- Interagency relationships and cooperation are maintained through representation and collaboration with the State, District and Local Disaster Management Groups across the state and the State Bushfire Management Committee
- Bushfire risk modelling by industry recognised academic experts to improve the identification and management of the ignition and consequential damage risk to assets
- Implementing a vegetation management strategy to reduce fuel load in proximity to powerline poles and the potential for vegetation contact with overhead powerlines
- Routine maintenance and inspection of overhead powerlines and poles and a range of other network assets. This program extends to privately owned powerline assets where they make connection to the utility assets
- Lines defect remediation – repair and remediation of defects identified through asset inspection, such as cross-arms, insulators tie wires etc. This includes programs for condemned pole replacement
- Conservative operational work practice during periods of heightened bushfire danger including but not limited to:
  - Limited offroad use of motor vehicles and machinery that may trigger an ignition event from the high operating temperatures of exhaust systems
  - Special consideration when using equipment such as generators, chainsaws, brush cutters, metal cutting or welding to determine fire start risk and the appropriate controls to reduce that ignition risk.
- Capital investment to reduce the likelihood of fire starts from electrical assets and to reduce the risk of network asset damage from external fires. Examples of the range of initiatives undertaken include but is not limited to:
  - Line refurbishment programs– such as replacement of aged (or corroded) conductor, installation of insulated/covered conductors
  - Customer Service line replacement programs
  - The transition to a range of updated equipment standards as new equipment is installed
  - Fire-resistant coatings such as fireproof paint and fireproof wraps for wood poles in fire prone areas
  - Trialling of fire resilient pole materials/technologies (such as composite fibre) along with the ongoing use of concrete and steel rebuffed poles in bushfire prone areas
- Ongoing research into advanced protection systems that limit the potential for network equipment failures resulting in a bushfire ignition.

### 9.3.3 Flood resilience

Following the 2022 floods which impacted South-East Queensland region, Energex reviewed its planning guidelines for installing infrastructure in flood prone areas and reviewed flood resilience measures. Flood resilient electrical infrastructure is important, not least because after a flood, other essential services depend on electricity to operate. Energex local flood plans have been updated for major river systems and resilience projects planned across the region.

Key activities undertaken in preparation for flooding events include but is not limited to:

- Mapping through our Geospatial Information System to identify the network equipment installed in flood prone areas
- Modernisation of flood modelling through Geospatial Information Systems as a step toward a dynamic risk assessment and agile response approach
- Engaging a dedicated weather service provider to provide specialist weather advice on forecast weather patterns likely to cause flooding
- Interagency relationships and cooperation are maintained through representation and collaboration with both the State and Local Disaster Management Committees/Centres across the state
- Standardisation of ground mounted equipment such as switches, distribution substations and pillars enable efficient replacement when inundation causes irreparable damage
- Memoranda of Understanding with other agencies and engaging with weather service providers including the Bureau of Meteorology to provide information on river and creek levels along with historical inundation contouring to inform local flood management plans
- Development and annual version review of local flood management plans identify the electrical equipment and customer installations at risk of inundation and allow proactive precautionary isolation of electrical supply to manage inundation risk
- Capital investment to increase resilience and reduce the inundation risk to electrical assets are made through an annual Program of Work that include but is not limited to:
  - Relocation of selective ground mount equipment in flood prone areas
  - Installation of additional switching points on the network to reduce the impact of preventative isolation on the continuity of supply to customers
  - Providing additional drainage in large substations where groundwater presents an increased risk to electrical equipment
  - Developing flood barricades for large substations where overland water presents a risk of inundation within the control buildings
  - Construction of new equipment is to a higher standard to increase resilience and reduce the impact floods events have on the continuity of supply to our customers
- Standardisation of the post flood asset condition assessment and maintenance repair activities on inundated equipment to expediate the return to service where repair is possible
- Maintain a significant mobile generation and a mobile substation fleet that supports the restoration of supply following severe weather events
- Ensure an appropriate inventory of critical spare equipment is on hand at strategic locations to support rebuild and restoration efforts
- Standardisation of installed equipment that supports an efficient retrofit replacement for assets irreparably damaged as a result of inundation.

### 9.4 Guaranteed Service Levels (GSL)

Section 2.3 of the [Electricity Distribution Network Code \(EDNC\)](#) <sup>44</sup> specifies a range of Guaranteed Service Levels (GSLs) that DNSPs must provide to their small customers. The GSLs are notified by the Queensland Competition Authority through the code. Where we do not meet these GSLs we pay a financial rebate to the customer.

GSLs are applied by the type of feeder supplying a customer with limits appropriate to the type of GSL as outlined below in Table 19. Some specific exemptions to these requirements can apply.

<sup>44</sup> Website: <https://www.energex.com.au/our-network/electricity-distribution-network-code>

For example, we do not need to pay a GSL for an interruption to a small customer's premises within a region affected by a natural disaster (as defined in the EDNC).

**Table 19: GSL limits applied by feeder types**

EDNC	GSL	CBD feeder	Urban feeder	Short feeder	rural
<b>Clause 2.3.3</b>	<b>Wrongful disconnections</b> (Wrongfully disconnect a small customer)	Applies to all feeders equally			
<b>Clause 2.3.4</b>	<b>Connections</b> (Connection not provided)	On business day agreed with customer. Applies to all feeders equally			
<b>Clause 2.3.5</b>	<b>Reconnections</b> (Reconnection not provided within the required time)	If requested before 12.00pm - same business day. Otherwise next business day			
<b>Clause 2.3.7</b>	<b>Appointments</b> (Failure to attend specific appointments on time)	On business day agreed with customer. Applies to all feeders equally			
<b>Clause 2.3.8</b>	<b>Planned Interruptions</b> (Notice of a planned interruption to supply not given)	Four (4) business days as defined in Part 4: Division 6 of the <a href="#">NERR</a> <sup>45</sup> under Rule 90 (1). Applies to all feeders equally			
<b>Clause 2.3.9(a)(i)</b>	<b>Reliability – Interruption Duration</b> (If an outage lasts longer than...)	8 hours	18 hours	18 hours	
<b>Clause 2.3.9(a)(ii)</b>	<b>Reliability – Interruption Frequency</b> (A customer experiences equal or more interruptions in a financial year)	10	13	21	

### 9.4.1 Automated Guaranteed Service Level payment

The EDNC requires that a DNSP uses its best endeavours to automatically remit a GSL payment to an eligible customer. Customers receive the payment for most GSLs within one month of confirmation. However, in the case of Interruption Frequency, the GSL payments will be paid to the currently known customer once the requisite number of interruptions has occurred. Table 20 shows the number of claims paid in 2023-24.

<sup>45</sup> Website: [National Energy Retail Rules](#)

Table 20: GSLs claims paid 2023-24

GSL	Number Paid	Amount Paid
Wrongful disconnections	12	\$1,860.00
Connection not provided by the agreed date	1,239	\$492,652.00
Reconnection not provided within the required time	22	\$3,286.00
Failure to attend appointments on time	185	\$11,470.00
Notice of a planned interruption to supply not given	305	\$10,559
Interruption duration GSL	14,017	\$1,738,108
Interruption frequency GSL	0	\$0
<b>Total</b>	<b>12,375</b>	<b>\$2,257,935</b>

## 9.5 Worst performing distribution feeders

In accordance with Clause 11 of the Distribution Authority No. D07/98, Energex continues to monitor the worst performing distribution feeders on its distribution network and report on their performance. Under the authority, Energex is also required to implement a program to improve the performance outcomes for the customers served by the worst performing distribution feeders.

In October 2019 the worst performing feeder improvement program criteria set out in Clause 11.2(c) of the Distribution Authority No. D07/98 were amended and are outlined below:

### **Clause 11. Improvement Programs**

*11.2(c) The worst performing feeder improvement program will apply to any distribution feeder that meets the following criteria:*

- (i) The distribution feeder is in the worst 5% of the network's distribution HV (High Voltage) feeders, based on its three-year average SAIDI/SAIFI performance; and*
- (ii) The distribution HV feeder's SAIDI/SAIFI outcome is 200% or more of the MSS SAIDI/SAIFI limit applicable to that category of feeder.*

The list of our worst performing distribution feeders, as defined by Clause 11.2(c) of the Distribution Authority No. D07/98 up to June 2024, has been provided in Appendix F. Energex worst performing distribution feeder assessment for 2023-24 is summarised below:

- 4% of Energex distribution feeders meet the worst performing feeder improvement program criteria based on three-year average performance up to June 2024 (81 distribution feeders in total – zero CBD, 14 Urban and 67 Short Rural)
- The 81 distribution feeders meeting the worst performing feeder improvement program criteria supply 3.2% of the Energex customer total
- 47 of the reported worst performing distribution feeders have carried over from the list from the 2022-23 reporting period.

Table 21 below shows the comparative average three-year averages of SAIDI/SAIFI for the reported worst performing distribution feeders across the feeder categories for 2023-24.

**Table 21: 2023-24 worst performing feeder –performance**

Feeder Category	3 Year Average Feeder SAIDI (mins)	3 Year Average Feeder SAIFI (int)
Urban	560	1.78
Short Rural	817	4.13

## 9.5.1 Details of worst performing distribution feeders reported from 2023-24

### CBD feeders

No feeders in the CBD category have met the worst performing distribution feeder criteria.

### Urban feeders

The Urban worst performing distribution feeder list consists of 14 feeders. From the total of 14 feeders, nine met only the worst performing distribution feeder SAIDI criteria, three feeders met only the SAIFI criteria and two met both the SAIDI and SAIFI criteria.

### Short rural feeders

The Short Rural worst performing feeder list consists of 67 feeders. From the total of 67 feeders, 57 met only the worst performing distribution SAIDI criteria, and 10 met both the SAIDI and SAIFI criteria and no feeders met both the SAIDI and SAIFI criteria.

A full report on Energex worst performing distribution feeders based on 2023-24 performance is available in Appendix F.

## 9.5.2 Review of worst performing distribution feeders from 2022-23

- 61% of the 67 worst performing feeders identified in 2022-23 saw an improvement in their annual SAIDI as of June 2024. Of those feeders, 18 are now favourable to the June 2024 MSS SAIDI limits.
- 55% of the 67 worst performing feeders identified in 2022-23 saw an improvement in their annual SAIFI as of June 2024. Of those feeders, 26 are now favourable to the June 2024 MSS SAIFI limits.

During the 2023-24 period Energex completed detailed engineering reviews for 19 worst performing distribution feeders. The feeder reviews included detailed analysis of different types of outages (planned and unplanned). There were 16 feeder reliability improvement projects raised following the feeder reviews.

## 9.5.3 Worst performing feeder improvement program

Consistent with the 2015-2020 regulatory term, Energex only sought limited CAPEX for the worst performing feeder improvement program from the AER for the 2020-25 regulatory control period. We are ensuring that the investment in the worst performing feeder improvement program is prudently spread across different feeders that meet the Distribution Authority No. D07/98 improvement program Clause 11 criteria.

The reliability improvement solutions identified from the worst performing distribution feeder reviews conducted in the 2015-20 regulatory period have mainly included moderate capital investment options and this approach has continued in this regulatory period. These mainly included installation of new Automatic Circuit Reclosers, Sectionalisers, Remote Controlled Gas Switches or replacement of existing manual switching devices. Some of the higher capital investment options have included re-conductoring, covered conductors and overhead tie points. Energex will continue reviews of its worst performing distribution feeders during 2024-25.



The overall approach for the worst performing feeder performance improvement includes the following in order of preference and affordability.

1. Improved network operation by:

- investigating to determine predominant outage cause
- implementing reliability or operational improvements identified through the investigation of any unforeseen major incidents
- improving fault-finding procedures with improved staff-resource training and availability, and line access
- improving availability of information to field staff to assist fault-finding, which could include communications, data management and availability of accurate maps and equipment
- planning for known contingency risks until permanent solutions are available
- improving and optimising management of planned works.

2. Prioritisation of preventive-corrective maintenance by:

- scheduling asset inspection and defect management to poorly performing assets early in the cycle
- scheduling worst performing distribution feeders first on the vegetation management cycle
- undertaking wildlife mitigation (e.g., birds, snakes, possums, frogs) such as pole guards, conductor configuration and spacing, and line markers for worst performing distribution feeders.

3. Augmentation and refurbishment through CAPEX by:

- refurbishing or replacing conditioned assets (for both powerlines and substations).

### 9.6 Safety net target performance

In accordance with Clause 10 of the Distribution Authority No. D07/98, Energex will ensure, to the extent reasonably practicable, that we achieve Safety Net compliance and continue to monitor unplanned outages on our sub-transmission network and report on our performance against Safety Net targets. As per Clause 10.1, the purpose of the service safety net, is to seek to effectively mitigate the risk of low probability high consequence network outages to avoid unexpected customer hardship and/or significant community or economic disruption.

In 2023-24, there were no events exceeding the service Safety Net targets.

### 9.7 Emergency frequency control schemes and protection systems

The Energex network is predominately comprised of centralised under frequency protection schemes. Centralised schemes are those that have common measuring relays that have one or more under frequency stages, assertion of a stage is sent to a circuit breaker via a physical selector switch. The mode of these schemes are static and cannot be simply controlled remotely.

The Energex Under Frequency Loading Shedding (UFLS) schemes are unaware of the load current on the feeders being controlled, these feeders operate solely based on under frequency. To meet the requirements of load under control, Energex UFLS schemes will progressively be enhanced to be load aware (prevent tripping when feeders are acting as a source). Majority of Energex distribution feeders have been assigned to its UFLS scheme. Under Frequency Load Shedding protection schemes are the only wide area protection or control scheme that are expected to have capability of leading to cascading outages or major supply disruptions.

# Chapter 10

## Power quality

- 10.1 Quality of supply processes
- 10.2 Customer experience
- 10.3 Power quality supply standards, codes standards and guidelines
- 10.4 Power quality performance 2023-24
- 10.5 Power quality ongoing challenges and corrective actions

## 10 Power quality

The quality of network power affects both the customer experience, and the efficiency and stability of the network. This section covers two related, but distinct areas which are Quality of Supply (QoS) and Power Quality (PQ). QoS is a measure of the customer-initiated requests for Energex to investigate perceived issues with the quality of the supply. PQ is the measure of compliance of measured system wide network conditions with defined parameter limits.

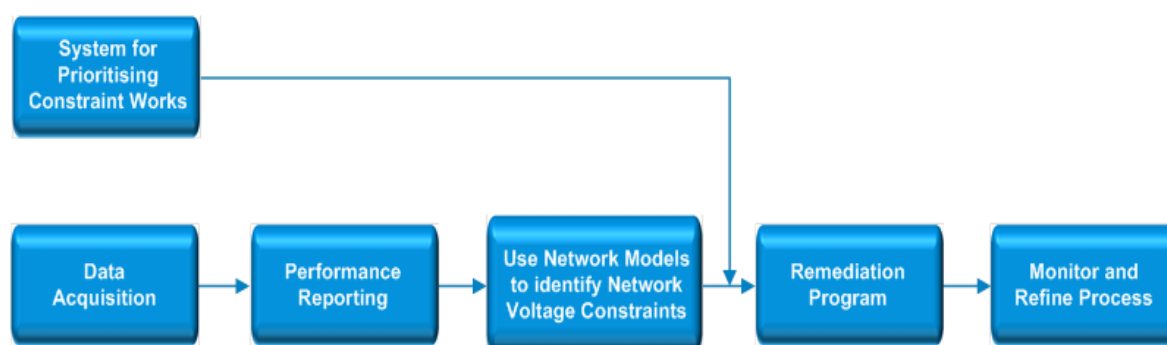
### 10.1 Quality of supply processes

Energex responds to customer QoS enquiries/complaints by carrying out investigations, which may include the installation of temporary monitoring equipment on the network and at customers' premises. This data is used in conjunction with existing network monitors for analysis to determine what remediating is necessary.

Due to the complexity of the network and the large number of sites involved, the management of specific quality of supply issues presents many challenges. To address these challenges, a proactive and systematic approach shown in Figure 20 is adopted. This involves:

- Establishing suitable data acquisition (monitoring) and reporting systems to identify problem areas
- Establishing objective measures and supporting systems for prioritising remedial works
- Developing network models down to the LV that allow problem areas to be predicted
- Implementing and tracking improvements from remediation programs
- Measuring results to refine the network model and remediation options.

**Figure 20: Systematic approach to voltage management**

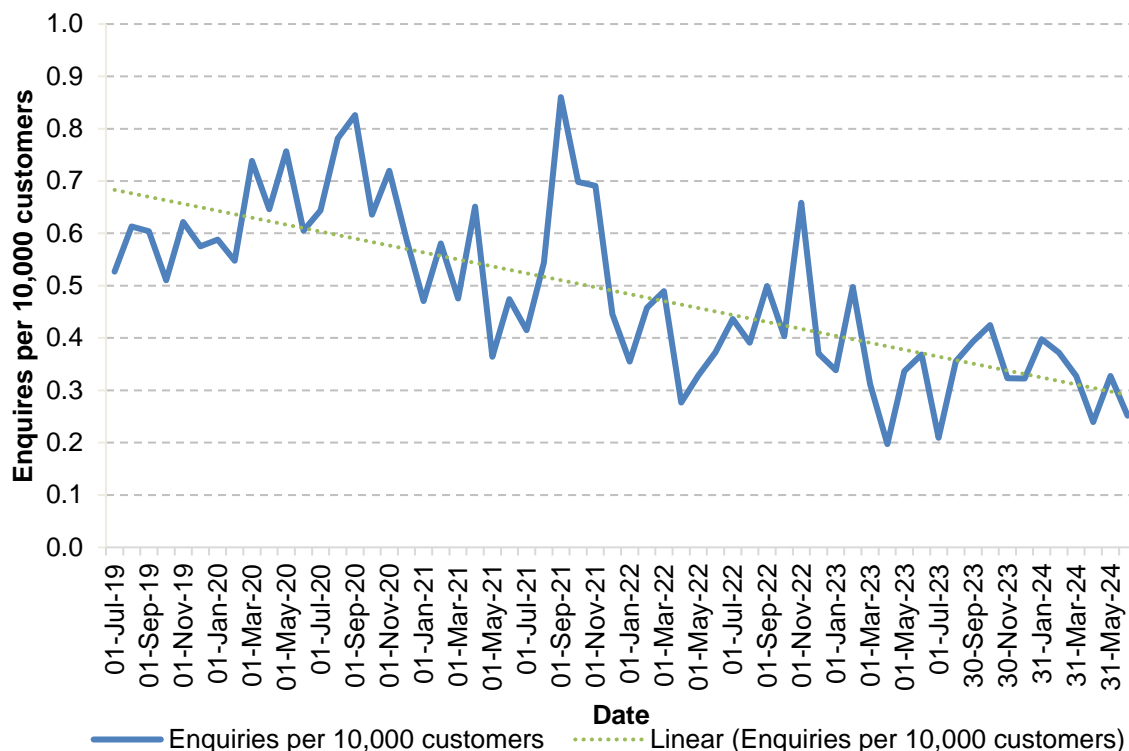


### 10.2 Customer experience

Energex has been traditionally tracking the customer experience by the number of QoS enquiries it receives. QoS enquiries occur when a customer contacts Energex with a concern that their supply may not be meeting the standards. Figure 21 shows that the overall number of enquiries, on a normalised basis per 10,000 customers per month, varies significantly from month to month and displays some seasonality, being higher over the summer periods. However, the overall long-term trend measured over the last 5 years shows a continuous decline in 2023-24.

Figure 22 shows a breakdown of the enquiries received by the reported symptoms over the last 12 months, with the largest identifiable category at 33% related to solar PV issues. These are usually associated with customer installations where solar PV inverters could not export without raising voltages above statutory limits. Although inverters are designed to disconnect when voltage rises excessively, regular occurrences of this reduce the level of electricity exported and can often cause voltage fluctuations and customer complaints.

**Figure 21: Enquiries per 10,000 customers**



**Figure 22: Quality of supply enquiries by category 2023-24**

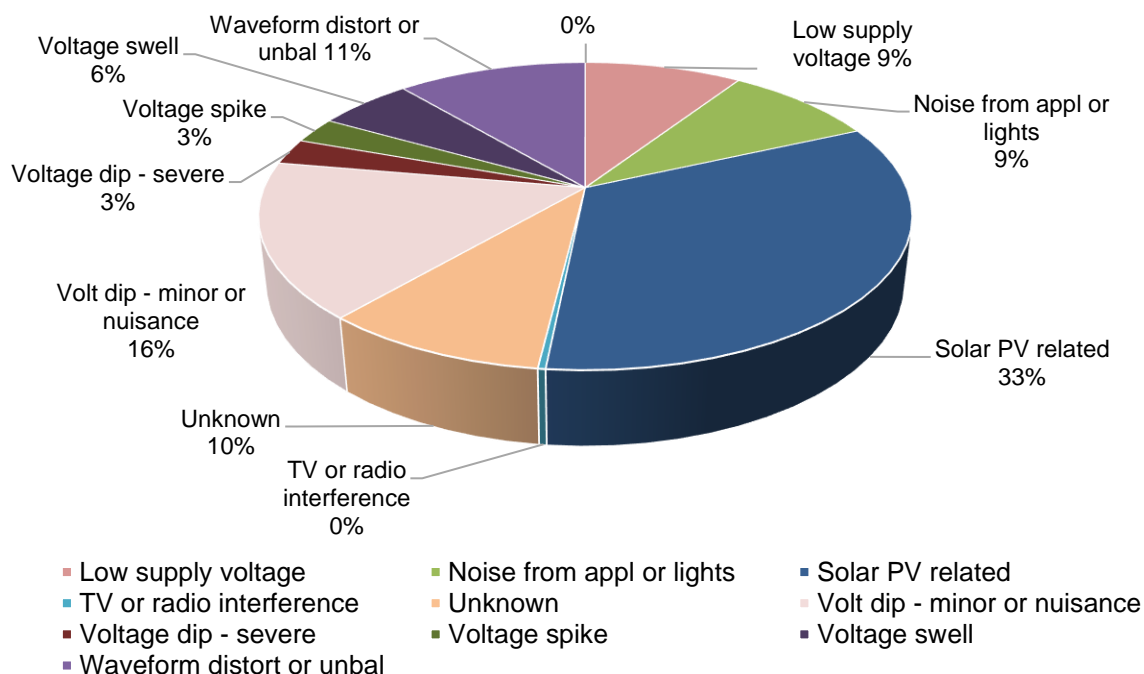
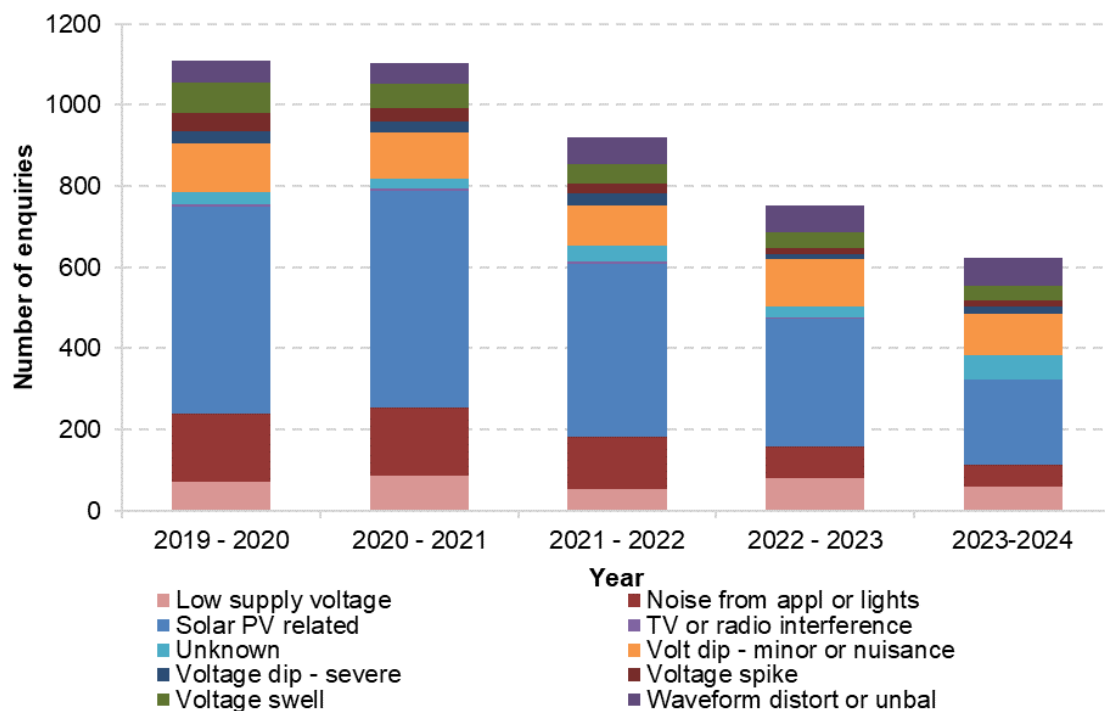


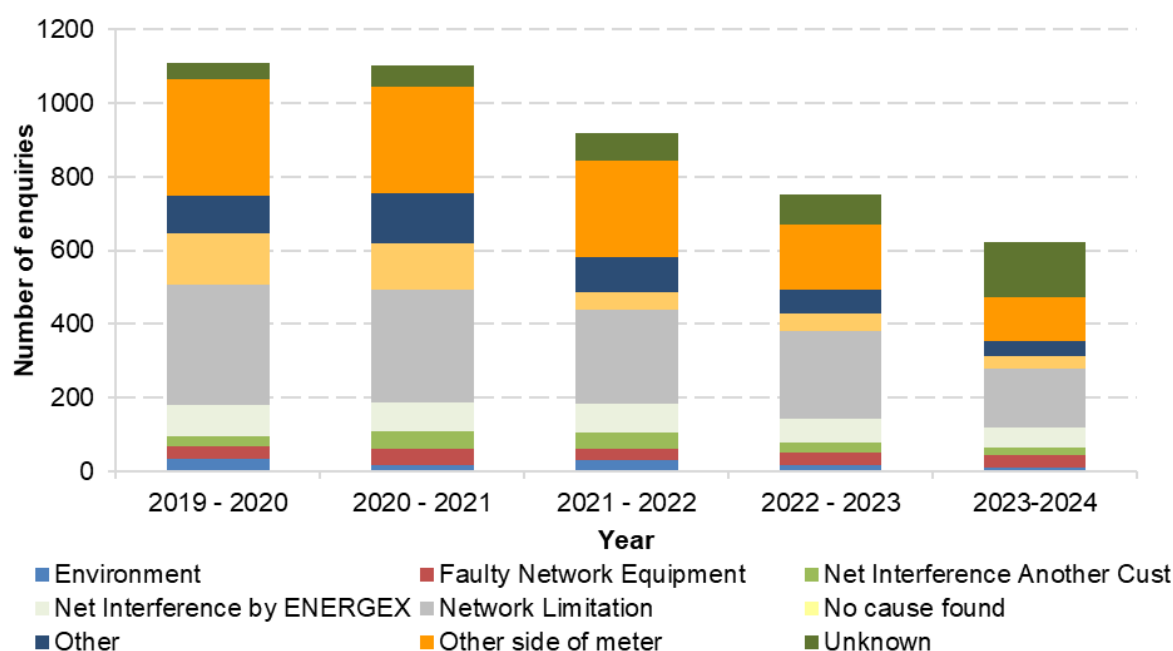
Figure 23 shows the number of Quality of Supply enquiries received from 2019–2024. The QoS enquiries can mainly be categorised into low voltage, voltage swell, voltage spike, solar PV related and other queries. Solar PV related queries have continued to dominate the QoS queries for the last five years, and this clearly indicates growing number of PV systems connected on the distribution network.

**Figure 23: Quality of supply enquiries by category by year**



When a QoS enquiry is “closed out”, Energex categorises the “close out” issue and this data is shown in Figure 24. The “close out” data shows that 39.90% of the enquiries for 2023-24 were due to a network issue, no fault found 5.45% and 22.12% the fault was on the customers side of the connection. Considering HV, LV and Solar Enquiries make up majority of the customer enquiries, the network solutions range from low-cost solutions of balancing the LV Network and changing the tap position on the transformer, to more costly DNSPs solutions of upgrading the customers service conductors and upgrading the LV network conductors to accommodate the extra solar generation. Some LV networks are reaching greater than 80% penetration of solar, calculated against the distribution transformer capacity.

**Figure 24: Quality of supply enquiries by cause at close out**





## 10.3 Power quality supply standards, codes standards and guidelines

The Queensland Electricity Regulations and Schedule 5.1 of the NER lists a range of network performance requirements to be achieved by Network Service Providers (NSPs). Accordingly, Energex planning policy takes these performance requirements into consideration when considering network developments. The tighter of the limits is applied where there is any overlap between the Regulations and the NER. In October 2017, the Queensland Electricity Regulation was amended to change the LV from 415/240V +/-6% to 400/230V +10%/-6% to harmonise with Australian Standard 61000.3.100 and a majority of other Australian States. In January 2023 the Australian Standard changed the lower limit to -10% and as a result the Queensland Electricity Regulation changed. Some of the requirements under the regulations/rules are listed below and further defined in Table 22, Table 23, Table 24 and Table 25, namely:

- **Magnitude of Power Frequency Voltage** - During credible contingency events, supply voltages should not rise above the time dependent limits defined in Figure S5.1a.1 of the NER.
- **Voltage Fluctuations** - An NSP must maintain voltage fluctuation (flicker) levels in accordance with the limits defined in Figure 1 of Australian Standard AS 2279.4:1991. Although a superseded standard, it is specifically referenced under a Derogation of the Rules (S9.37.12) applicable to Queensland
- **Voltage Harmonic Distortion** - An NSP must use reasonable endeavours to design and operate its network to ensure that the effective harmonic distortion at any point in the network is less than the compatibility levels defined in Table 1 of Australian Standard AS/NZS 61000.3.6:2001.
- **Voltage Unbalance** - A NSP has a responsibility to ensure that the average voltage unbalance measured at a connection point does not vary more often than once per hour by more than the amount set out in Table S5.1a.1 of the NER.

**Table 22: Allowable variations from the relevant standard nominal voltages**

Voltage Levels	Electricity Regulations	NER
Low voltage (less than 1kV)	+10/-10%	±10%
Medium voltage (1kV to 22kV)	±5% <sup>1</sup>	±10%
High voltage (22kV to 132kV)	As agreed	±10%

Note 1: Limit is only applicable at customer's terminals.

**Table 23: Allowable planning voltage fluctuation (flicker) limits**

Voltage Levels	Electricity Regulations	NER
Low voltage (less than 1kV)	Not specified	Pst = 1.0, Plt = 0.8 ( $\Delta V/V$ – 5%)
Medium voltage (11kV to 33kV)	Not specified	Pst= 0.9, Plt=0.8, ( $\Delta V/V$ – 4%)
High voltage (110kV, 132kV)	Not specified	Pst= 0.8, Plt=0.6, ( $\Delta V/V$ – 3%)

**Table 24: Allowable planning voltage total harmonic distortion limits**

Voltage Levels	Electricity Regulations	NER
Low voltage (less than 1kV)	Not Specified	7.3%
Medium voltage (11kV to 33kV)	Not Specified	6.6%
Medium voltage (66kV)	Not Specified	4.4%
High voltage (132kV)	Not Specified	3%

**Table 25: Allowable voltage unbalance limits**

Voltage Levels	Electricity Regulations	NER
Low voltage (less than 1kV)	Not Specified	2.5%
Medium voltage (1kV to 33kV)	Not Specified	2.0%
High voltage (66kV to 132kV)	Not Specified	1.0%

Where there is need to clarify requirements the relevant Australian and International Electro-Technical Commission (IEC) Standards are used to confirm compliance of our network for PQ. Energex Network also has the Standard for Network Performance, which provides key reference values for the PQ parameters. The Standard for Network Performance, Harmonic Allocation Guideline and the Standard for Transmission and Distribution Planning are joint working documents with Energex that describe the planning requirements including power quality. These guidelines apply to all supply and distribution planning activities associated with the network.

## 10.4 Power quality performance 2023-24

### 10.4.1 Power quality performance monitoring

Processes for Power Quality (PQ) monitoring have been developed from the requirements of the Queensland Electricity Regulations and the NER Rules.

Energex currently has approximately 25,000 PQ monitors on distribution transformers throughout the network that monitor and record the network PQ performance. This program involves the installation of remotely monitored electronic metering on distribution transformers and is providing an insight into power quality performance at the junction between the 11kV and LV network, and downstream across the LV schemes. These are currently the closest practical and economically justifiable points to monitor PQ parameters for customers and the network.

Each of the functioning PQ monitors indicates state of the network for PQ parameters. The monitor data is downloaded daily, recorded, assessed, and presented based on 10-minute averages. Energex has developed a series of reports from the Distribution Monitoring Analytics (DMA) platform to identify and prioritise power quality issues. The DMA platform also enables the large volume of power quality time series data captured from the monitoring devices to be more easily analysed with possible causes such as solar PV penetration and network topology. Energex takes a pro-active approach to identify possible sites where PQ and QoS issues may exist. Sites that significantly exceed the voltage limits are prioritised and emailed to QoS Team for action. QoS then work with Customer Service and Operations teams to rectify issues before they impact customers equipment and/or safety.

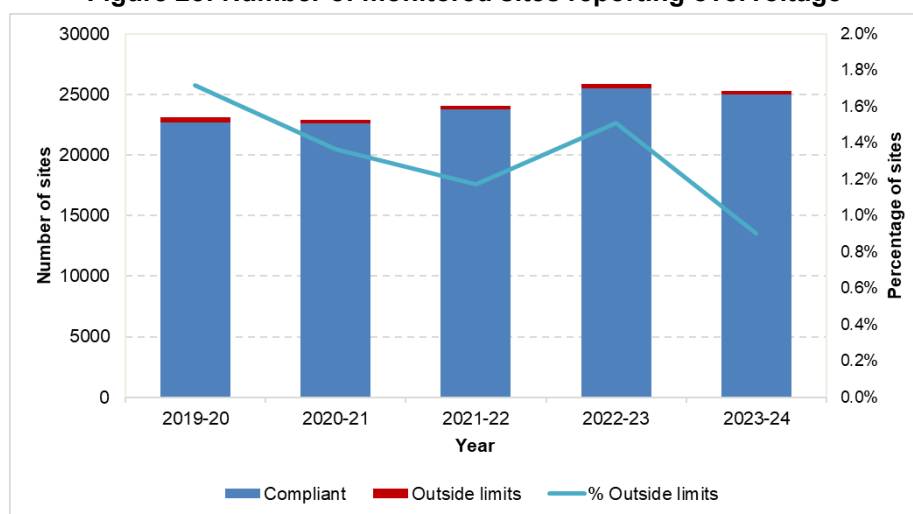
In addition to distribution transformer monitors, approximately 1,900 PQ monitors are installed at the end of long LV feeders to monitor PQ parameters impacted by load and load imbalance from diversified customer use, causing voltage differences in the phases.

## 10.4.2 Steady state voltage regulation – overvoltage

The number of monitored sites that reported overvoltage outside of regulatory limits of 253V was 0.9% for 2023-24. This means 0.9% of the monitored sites recorded an exceedance of the upper limit for more than 1% of the time based on 10-minute averages. This is a slight reduction from the 2022-23 year. Figure 25 shows the number of monitored sites which pass data quality assessment and percentage of overvoltage sites for each year. During 2023-24 there was a 0.6% reduction on the 2022-23 percentage which brings the overvoltage reduction trend in line with 2019-22. This can be attributed to proactive programs in balancing LV networks and selecting optimal distribution taps and continual improvement in solar connection standards.

The take-up of solar PV is substantially greater in South-East Queensland than in southern states and as a result the requirement to monitor power quality is a greater challenge to manage.

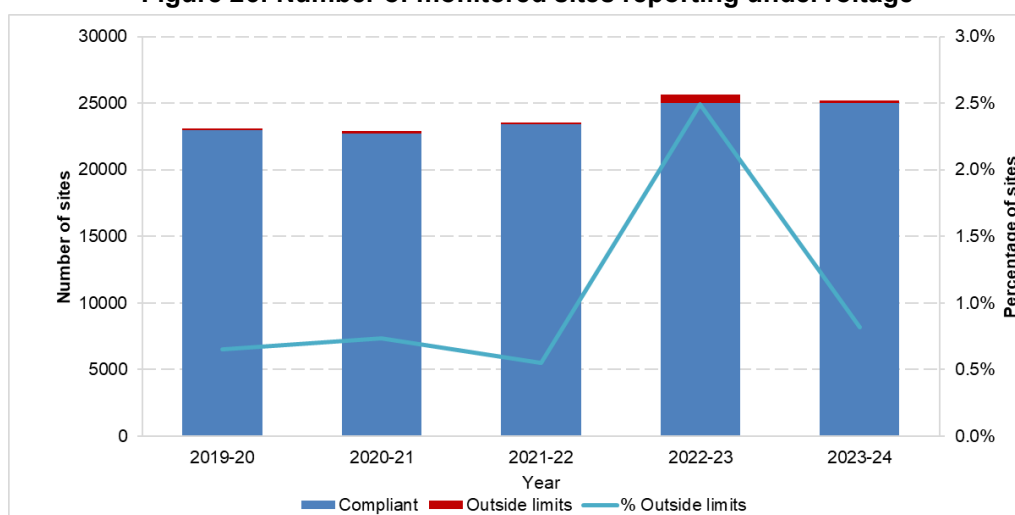
**Figure 25: Number of monitored sites reporting overvoltage**



## 10.4.3 Steady state voltage regulation – undervoltage

The 230V Australian Standard for Low Voltage changed in January 2023 to -10% 207V for the lower limit. Considering older equipment still operated by customers such as motors manufactured to the 240V, Energex continues to operate with a preferred lower limit of 216.2V (-6%) for the foreseeable future. The number of monitored sites that recorded undervoltage outside of regulatory limits of 216.2V was 0.8% for 2023-24. This means 0.8% of monitored sites recorded an exceedance of the lower limit for more than 1% of the time based on 10-minute averages. Figure 26 shows the number of monitored sites compliant and non-compliant for undervoltage conditions for the last 5 years, highlighting the reduction for the 2023-24 year.

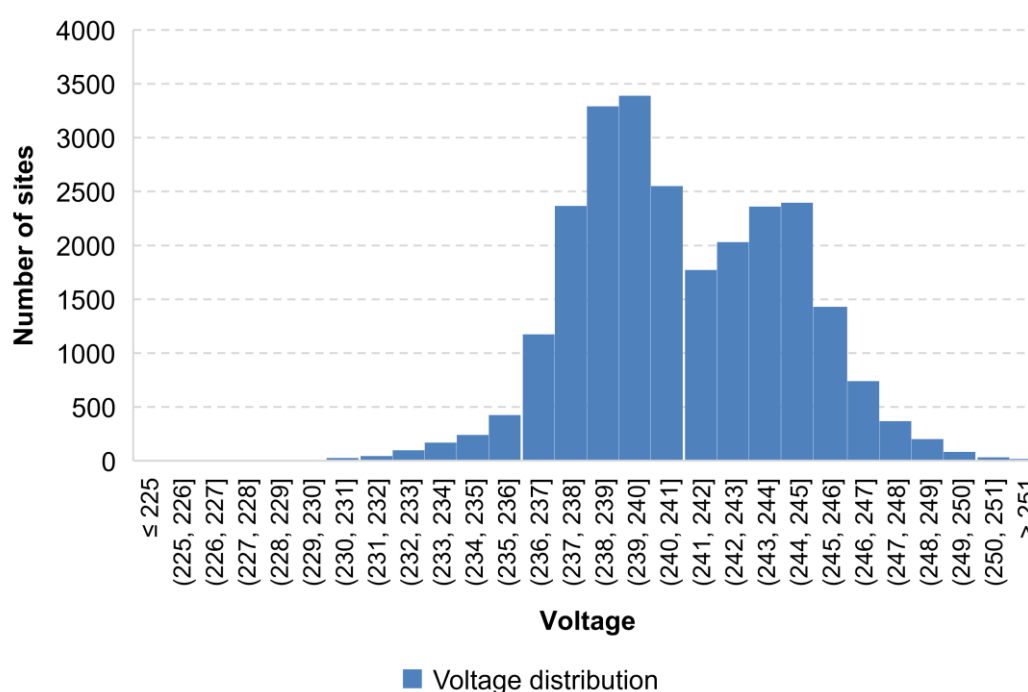
**Figure 26: Number of monitored sites reporting undervoltage**



## 10.4.4 Median voltage values

The median values of the voltage recordings for 2023-24 from all functioning Energex PQ monitor sites were analysed and plotted in Figure 27. The data shows there is a moderate requirement for the LV voltage to be lowered.

**Figure 27: 50<sup>th</sup> percentile voltage values**

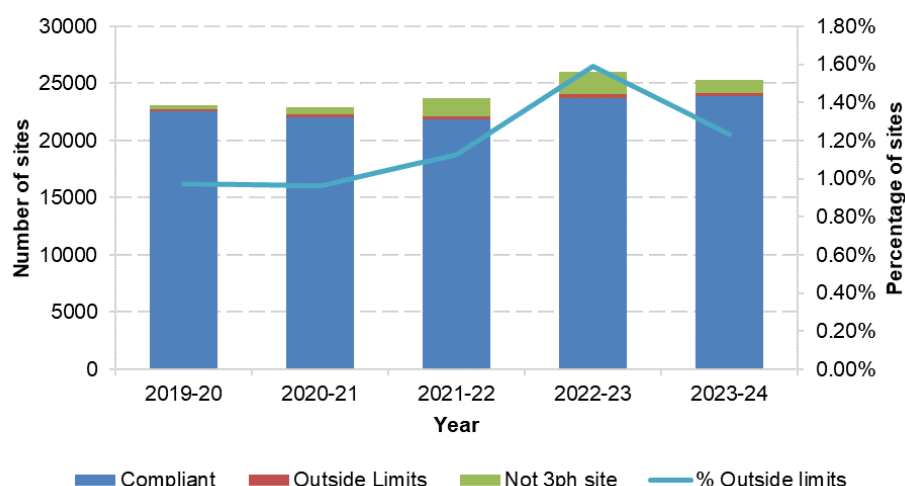


## 10.4.5 Voltage unbalance

The PQ monitor data from the 3-phase monitors shows that 1.23% of the monitored sites were outside of the required unbalance standard of 2.5% during 2023-24. Figure 28 shows the number of sites that have recorded unbalanced conditions for the past five years.

This year saw a decrease in voltage unbalance reported in the LV networks mainly due to improvements in data and reporting processes. Unbalance in LV networks is mainly due to the increase in solar systems along the LV networks and solar systems are not at every premise, and diverse customer use. Energex has a proactive program where each year 450 of the highest unbalance LV networks are rebalanced for load and solar generation.

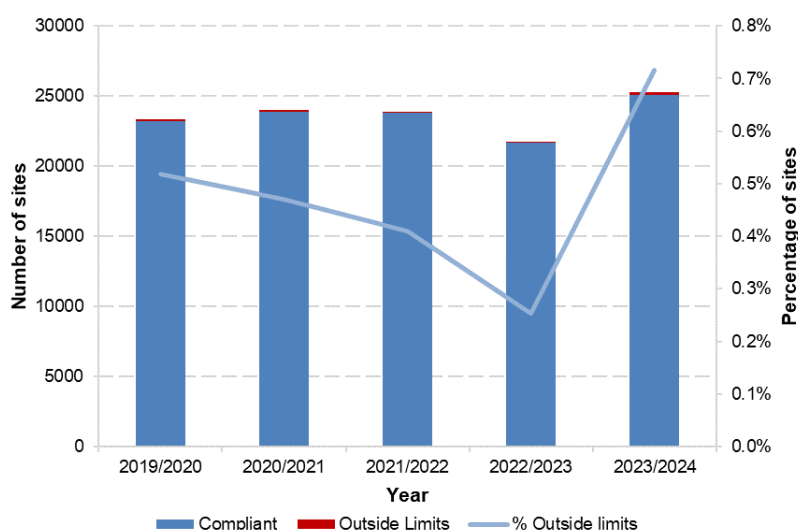
**Figure 28: Number of monitor sites reporting voltage unbalance**



## 10.4.6 Harmonic distortion

Total harmonic distortion (THD) is a measure of the impurity of the supply voltage and is primarily due to customer loads. Data from monitored distribution transformers was analysed for THD and this is displayed in Figure 29 below for the 5 past years. The graph shows that 0.72% of monitored sites had THD that exceeded the 8% threshold stipulated in Australian Standards. This is a marginal increase from the 2022-23 recorded value. Typical sources of harmonic distortion include electronic equipment incorporating switch mode power supplies, modern air-conditioners with variable speed drive inverters and solar PV inverters. The data indicates that customer equipment is largely conforming to the Australian Standards for harmonics emissions, but continual vigilance is required to ensure harmonic levels remain within the required limits.

**Figure 29: Number of monitored sites reporting Total Harmonic Distortion**



## 10.5 Power quality ongoing challenges and corrective actions

During 2023-24 Energex voltage management strategy focused on the impacts on LV customers. Energy Queensland implemented the Customer Quality of Supply Strategy which covers the LV areas of the Power Quality strategy for Energex and Ergon Energy. It covers the changing network connections and configurations, increasing customer peak demands, the high penetration of solar PV and its continued growth, BESS and the impact of Electric Vehicle charging.

### 10.5.1 Low voltage networks

The high penetration of solar PV systems on the LV networks has highlighted some of the limitations in the network, with the main challenge balancing the LV networks for solar PV systems during the day and peak loads during non-daylight periods. Electric vehicle loads are also being monitored for balancing purposes. Energex has a proactive program rebalancing 450 of the highest unbalanced LV networks each year to ensure the PQ parameters are maintained within limits and neutral currents are limited, as well as targeted transformer tap adjustment programs.

The continued increase of solar PV and connection of electric vehicle charges, shows that continual vigilance and expenditure will be required throughout the network to ensure it remains compliant with the relevant PQ standards. The full impact of solar PV and electric vehicle charging is discussed in Chapter 11: Network challenges and opportunities.



### 10.5.2 Planned actions for the remaining 2020-25 regulatory period

Energex will continue to have a focus on voltage management for low voltage network issues identified through PQ data analysis. This is supported by the ongoing PQ monitoring program to install PQ monitors on pole and pad mounted transformers.

Energex further undertakes the rebalancing of the distribution LV circuits as one of its proactive PQ programs. This results in improvements to network solar PV hosting capacity in capacity constrained areas, better utilisation of the network for load and reduced neutral currents leading to lower safety related risks.

In order to manage the enquiries from customers experiencing audible noise interference in their appliances and LED light flicker, Energex has a program in place to install Residential AFLC Filters. This work involves the installation of three phase passive L-C (sinking) filters at selected existing LV pillars (or additional pillars) and poles in residential estates to mitigate abnormal AFLC signal amplification exceeding 10V. The program will target areas with known AFLC signal issues associated with high solar PV penetration and low transformer utilisation.

In addition to the above, another proactive program is the adjustment of distribution transformer for the optimum tap position. This program will result in increased headroom to improve the solar export capability and manage voltage at customer premises. This will support better utilisation of the network.

Considering age and conditions of network monitors (including modems), Energex is progressing replacement of priority devices. In parallel, works on introducing new type of distribution transformer monitors are in progress.

# Chapter 11

## Network challenges and opportunities

- 11.1 Solar PV
- 11.2 Strategic response
- 11.3 Electric vehicles
- 11.4 Battery Energy Storage Systems (BESS)
- 11.5 Customer connection impacting system strength
- 11.6 Land and easement acquisition
- 11.7 Impact of climate change on the network
- 11.8 Minimum system load – emergency backstop mechanism
- 11.9 Dynamic connections
- 11.10 Key issues arising from embedded generation applications

## 11 Network challenges and opportunities

Energex faces several network challenges and opportunities as it seeks to balance customer service and cost. These include the continuing and forecast network impacts related to the growing penetrations of solar PV systems, BESS, EV, climate change and land acquisition.

### 11.1 Solar PV

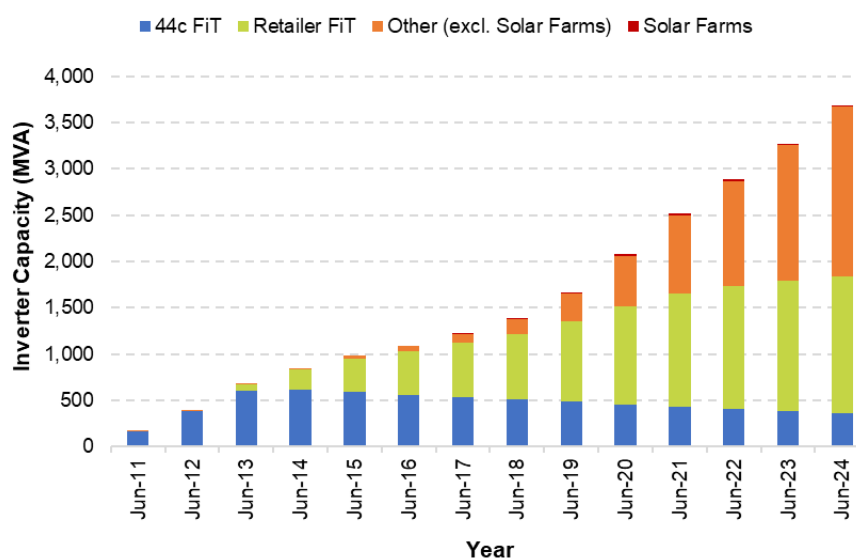
#### 11.1.1 Solar PV issues and statistics

In Energex' network, the number of new solar PV connections in 2023-24 (around 35,000) was around 5% lower than in 2022-23, indicating customer appetite for PV is still relatively strong but the demand may be waning. By June 2024, almost 48% of detached houses and 38% of all residential premises had a solar PV system connected, with an average inverter capacity of 5.3kVA. The adoption of small-scale solar PV systems has changed the way power travels through the network, from a purely one-way to bidirectional electricity flow. The impact is greatest in the LV network and creates system design and operational challenges. Due to the high PV penetration on Energex network, it is on the leading edge of the Australian distribution industry to respond to issues. Energex is deploying projects and initiatives to ensure safe operation of the network, a secure and high-quality supply, and economically viable solutions for solar and non-solar customers.

Across 2023-24, an average of around 2,900 new PV systems were connected each month with a combined capacity of around 35MVA and average inverter capacity of 11.8kVA. Energex has 600,388 PV systems connected as at June 2024 with a total inverter capacity of 3,690MVA, with around 97% of systems installed on residential rooftops.

Figure 30 shows the increase in installed solar PV inverter capacity across solar tariff types. During 2023-24, the 417MVA of PV capacity added represented a 7.5% increase on the total of the previous year and did not include any large-scale solar farms. The ongoing growth of small and medium scale PV systems is increasing the number of distribution transformers with high solar PV penetration. In 2023-24, 69% of zone substations experienced reverse power flows during the middle of at least one day.

**Figure 30: Grid connected solar PV system capacity by tariff as at June 2024**



Another significant network issue resulting from increased solar PV connections is voltage rise and unbalance on LV networks. Voltage typically rises notably when solar PV generation and export is high.

Energex received 208 PV-related QoS enquiries in 2023-24, predominantly resulting from high voltages. Pleasingly, this number was 33% lower than the number in the previous year, which was 26% lower than in 2021-22. This result reinforces the value of initiatives we have undertaken to minimise the impact of increasing solar PV volumes on the network and reduce the cost to resolve constraints. This includes the transition to the 230V network standard, tariff review, implementing our Local Network Battery Plan and introducing more innovative dynamic connection options which increase utilisation within the constraints of the network.

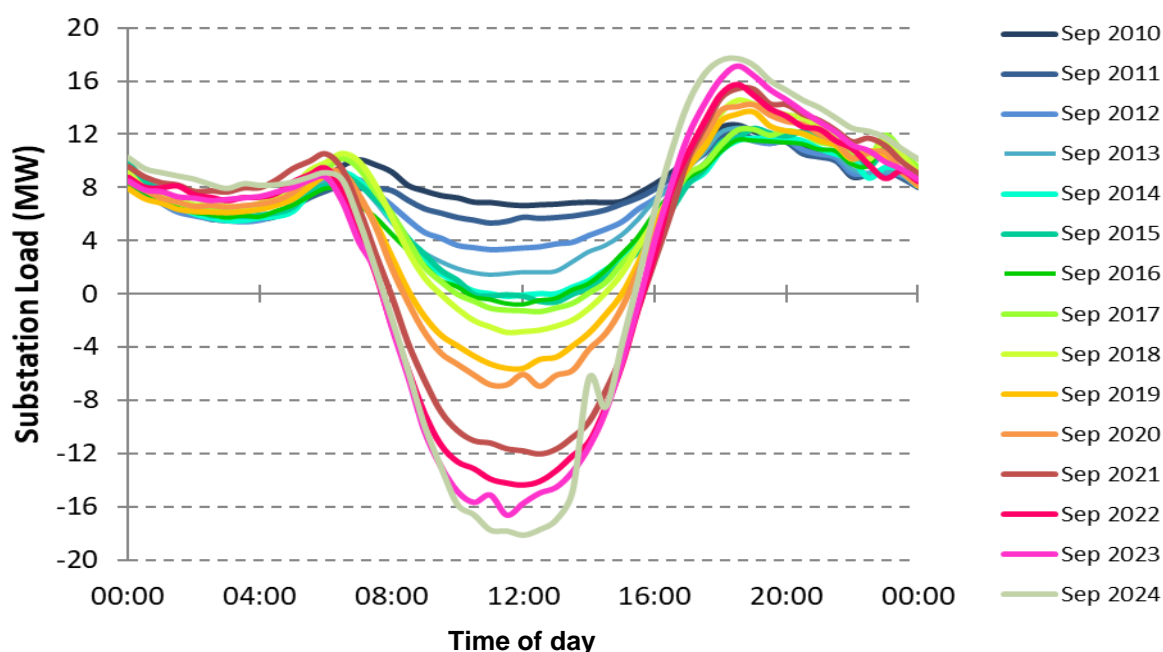
We will continue to collaborate with a diverse group of industry partners through projects such as the Expanded Network Visibility Initiative (ENVI) to apply advanced modelling and data analysis. Ongoing enhancement of our grid visibility capabilities also helps us host additional solar PV capacity. Implementing a 230V network standard facilitates more voltage variation, allowing existing solar PV systems to operate more effectively and allowing more customers to connect solar PV systems and export to the grid.

### 11.1.2 Impact of solar PV on load profiles

Solar PV is impacting network load profiles, asset utilisation, load forecasting and load volatility. Before solar PV systems reached a critical mass, the total aggregated demand on our network peaked between mid-afternoon and early evening during summer, generally on the hottest days of the year. The system demand peak is now generally recorded in the evening, so the timing and level of the highest peaks are not directly affected by PV generation, as PV systems are not generating at this time.

Figure 31 shows the daily load profile of North Maclean zone substation (located south of Brisbane) for ten consecutive years in the shoulder season as the penetration of solar PV systems on this substation has grown. The trend of reducing minimum demand on the feeder during daylight hours is apparent.

**Figure 31: Spring load profile with increasing solar PV of North Maclean zone substation**



The increase in Embedded Generation on our feeders makes it more challenging to identify underlying load growth, as additional daytime load can be offset by local generation. Variation to electricity use patterns or growth in load only becomes fully apparent when an unexpected event causes the solar PV systems to stop generating.

On occasions where solar PV generation is not available, such as during an afternoon thunderstorm, the full customer load must be supplied from the network, which can result in large and rapid variations in electricity flows.

In such instances, the demand on the feeder is extremely volatile; low during the day with consumers generating and consuming electricity, then rapidly peaking when the storm clouds roll in. Solar PV generation can fall away completely for a short time, yet the customer load reduction can be delayed as air conditioners continue to run. The net result is a peak demand event in the early afternoon that can be higher than the feeder's usual evening peak.

Networks are designed to supply the maximum demand required by our customers, increasing penetrations of intermittent embedded generating units will significantly increase the complexity of planning and operating networks. This could result in excessive voltage drops, overloading of components, protection operation issues and loss of supply if not appropriately managed.

Figure 32 indicates the proportion of customers with solar PV. Figure 33 indicates the total installed capacity in each zone, with the substation areas highlighted. Figure 34 displays the percentage of solar PV penetration by zone substations.

### 11.1.3 Solar PV remediation options

A range of traditional, new technology and non-network solutions are used to address network limitations associated with increasing PV penetrations at the LV, Medium Voltage (MV) and Zone Substation levels. The most cost-effective solution and required PV penetration will be site specific and may require several customised solution(s) to maximise PV hosting capacity. Table 26 lists a range of frequently considered options.

**Table 26: Remediation options for increasing penetrations of solar PV**


Network Solutions		Non-network solutions
	1. Change transformer tap	I. Update zone substation AFLC schedules
	2. Phase balance PV & load	Coordinated via LV DERMS
	3. Upgrade distribution transformer capacity	
	4. Install additional distribution transformer & reconfigure LV	II. Support adoption of Dynamic Connections
	5. Re-conductor LV mains	III. Procure non-network load/generation shifting service from the market
	6. MV upgrade where multiple LV networks impacted	
	7. New technology (LV Regulator, Statcoms & Voltage Regulating Distribution Transformer)	



Figure 32: Number of customers with solar PV by zone substation

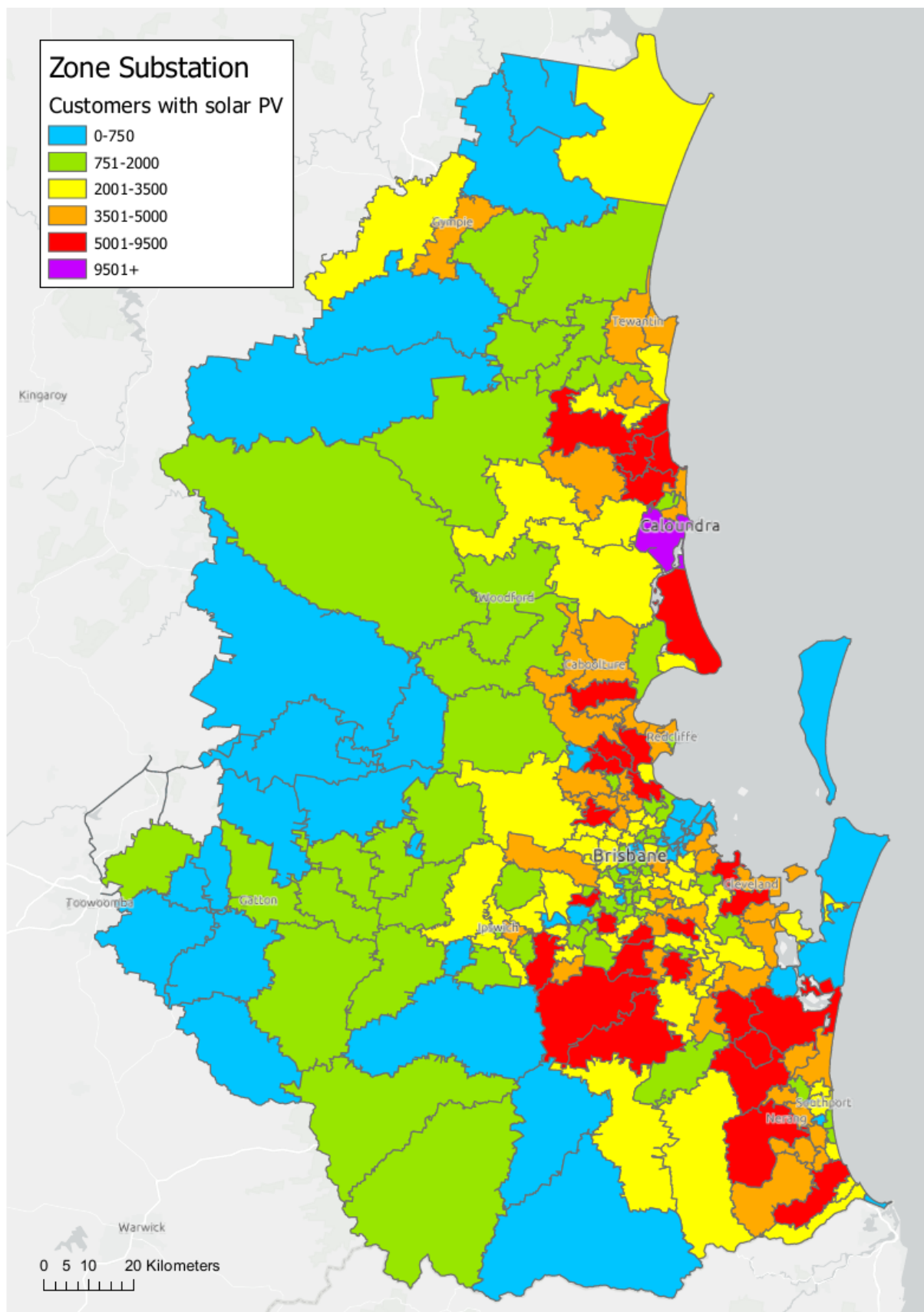


Figure 33: Installed capacity of solar PV by zone substation

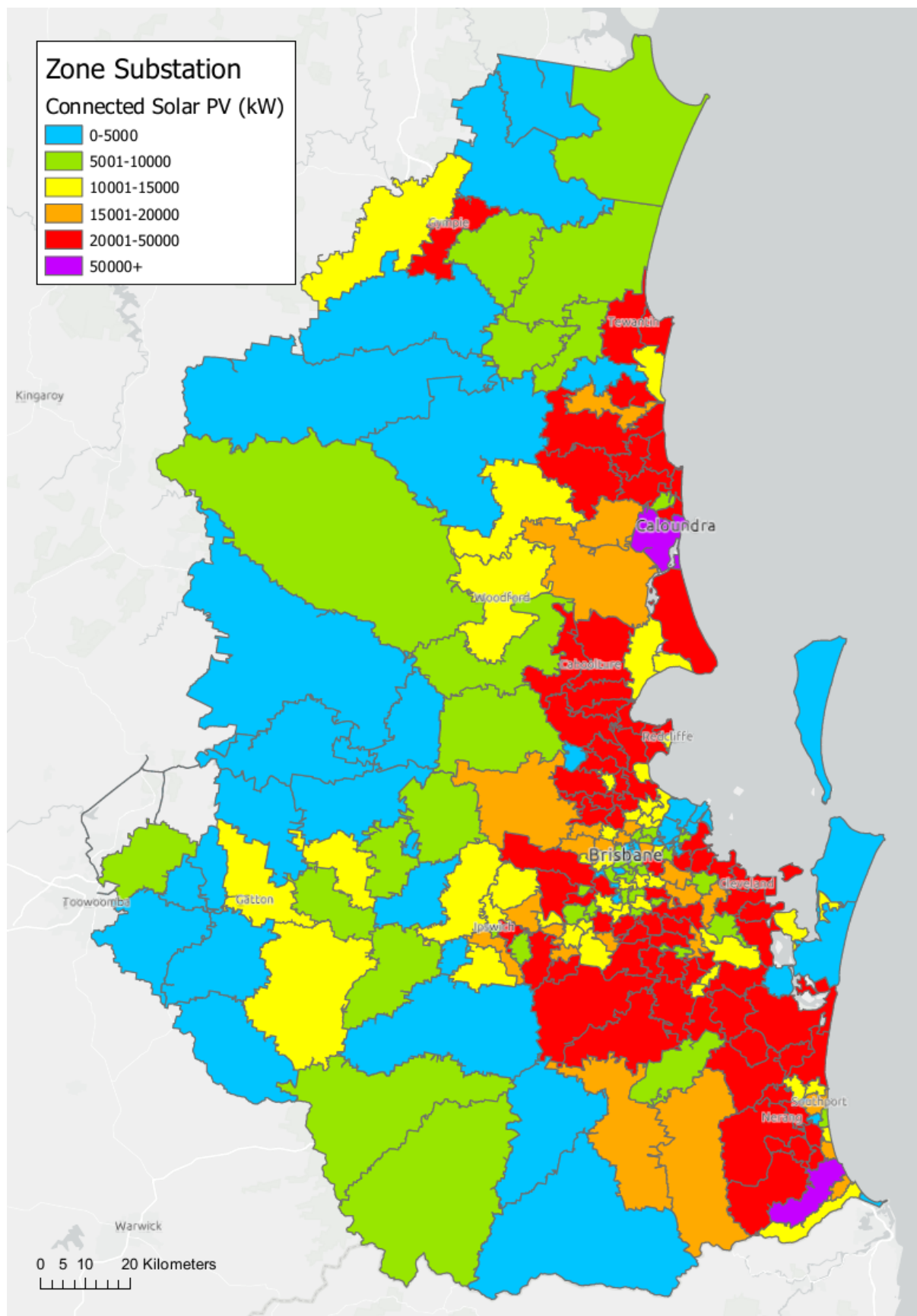
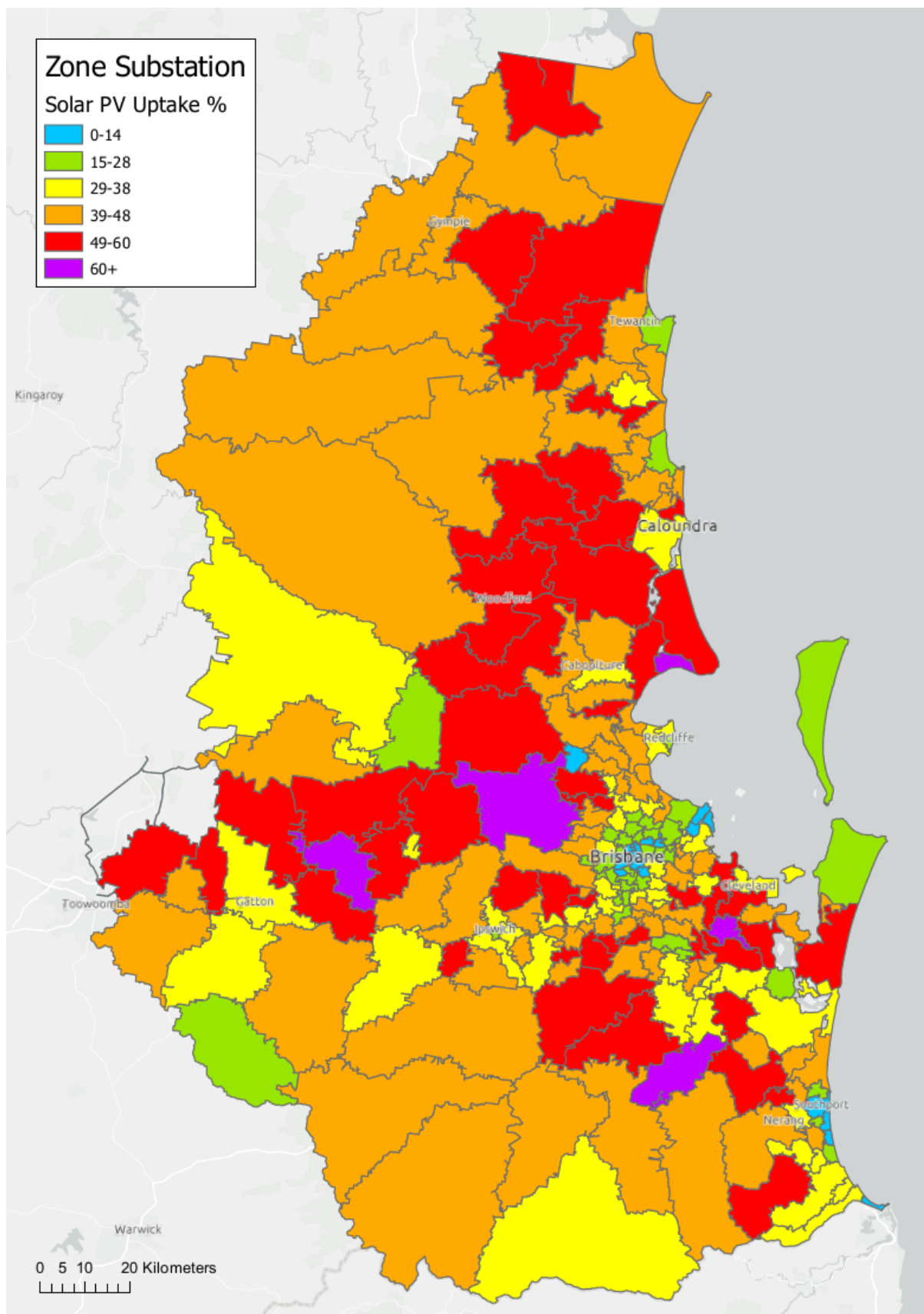


Figure 34: Solar PV uptake by zone substation



## 11.2 Strategic response

### 11.2.1 Future grid roadmap

It is highly likely the next two decades will see significantly higher levels of DER, with new and increasingly active energy service providers. These will place an increased emphasis on the role of distribution networks on the overall system and market operation. Drawing from Australian electricity stakeholder research; e.g., [CSIRO Electricity Network Transformation Roadmap](#)<sup>46</sup> and other international progressive electricity markets—UK, Germany, California, New York and New Zealand; it is apparent that the network business model will need to evolve further to become the operator of an intelligent grid platform.

Energex has developed a [Future Grid Roadmap](#)<sup>47</sup> to provide a holistic pathway to transforming the network to have the capability necessary to achieve the following:

- Support affordability whilst maintaining security and reliability of the energy system
- Ensure optimal customer outcomes and value across short, medium, and long-term horizons – for customers with or without DER
- Support customer choice through the provision of technology neutrality and reducing barriers to access the distribution network
- Ensure the adaptability of the distribution system to new technologies.

The roadmap also outlines the “no-regret” investments necessary to ensure efficient management and operation of the distribution network as a priority. This will allow a smooth transition to the future network business role.

## 11.3 Electric vehicles

The charging of PHEVs and Battery Electric Vehicles (BEVs), collectively termed EVs, is an emerging electrical load that will inevitably impact the LV electricity network. EV numbers are forecast to surge in Queensland as their purchase prices decrease, model availability increases, and more charging infrastructure is deployed.

The growth in EV numbers also presents opportunities to collaborate with relevant stakeholders to create optimal private and public charging solutions based on the affordability and convenience priorities of private and commercial EV owners. If EV owners charge their vehicles outside network peak demand periods and ideally inside peak solar PV generation periods, this will enhance network utilisation, reduce customer charging costs, and deliver significant benefits to our business and other stakeholders. As the proportion of electricity entering the grid from renewable energy sources increases, the greenhouse gas emissions intensity of electricity generation and distribution reduces. This creates an environmental advantage for EVs over petrol and diesel-fuelled vehicles.

During 2023-24, the number of EVs registered in Queensland increased by around 90% to more than 51,000 vehicles, plus 1,550 electric motorcycles. More than 90% of EVs registered in Queensland are in South- East Queensland, despite the region having around 69% of the state’s population. Although passenger EVs still only account for 1.6% of all registered cars in Queensland, 12.3% of cars sold in 2023-24 were EVs, up from 8.4% in 2022-23. There is no evidence that EV charging is overloading any local networks; however, we’re preparing for future network impacts and seeking to reduce the incidence and overall effect.

<sup>46</sup> Website: <https://www.energynetworks.com.au/projects/electricity-network-transformation-roadmap/>

<sup>47</sup> Website: <https://www.talkingenergy.com.au/40930/documents/98191>

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 third edition of our [Network Electric Vehicles Tactical Plan](#)<sup>48</sup>.

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 in these areas:

- Data integration
- Network monitoring
- Connection standards and processes
- Stakeholder engagement
- Emerging markets.

### 11.4 Battery Energy Storage Systems (BESS)

The total number of BESS rose 44% in 2023-24. Around 2.6% of all solar PV owners in South-East Queensland have invested in a BESS. Our 2024 Queensland Household Energy Survey indicates that 24% of South-East Queensland respondents who have heard of battery storage but haven't installed a system intend to do so within the next three years, up from 20% the year before.

Energex continues to monitor influencing factors and technologies in the residential and commercial BESS market to evolve our relevant standards, safety, and connection requirements. We recognise the potential for BESS to provide network benefits (addressing peak and minimum demand and/or power quality issues) and customer benefits. However, we also recognise the barriers to effectively utilising this developing technology.

The number of BESS installations connected to the Energex network was approximately 15,300 as at June 2024. The average capacity of all BESS in residential premises continues to increase, reaching 12.2kWh, up from 11.5kWh. Experience from BESS testing indicates there is opportunity for increased sophistication in the systems' operation that would increase the potential value to the network and customers. Improved market signals will also assist to stimulate these improvements.

Under our Local Network Battery Plan, we are deploying 4MW/8MWh batteries to HV networks alongside zone substations. We are also deploying a portfolio of <100kW/200kWh neighbourhood and community batteries to Low Voltage networks. Our batteries are connected in areas of high solar PV penetration to soak up excess PV generation then feed it back into the grid during peak demand periods to provide overall network benefits. The battery capacity will be shared with a retailer for trading on the National Electricity Market. This approach is a cost-effective and equitable way to maximise the benefits of energy storage for all customers, retailers, and networks as we transition to a renewable energy future.

### 11.5 Customer connections impacting system strength

Australian Energy Marketing Commission (AEMC) have added an additional DAPR reporting requirement for connecting customers who could potentially impact (reduce) system strength. This provides the option of connecting customers making a financial contribution to the shared network to maintain system strength, rather than resolve system strength matters within their own network (i.e., behind the meter resolution). This approach creates more flexible options for the connecting customers in meeting system strength requirements.

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<sup>48</sup> Website: <https://www.energex.com.au/manage-your-energy/smarter-energy/electric-vehicles-ev/our-ev-plan>



Energex supports this initiative as it gives the connecting customer an additional method for resolving system strength matters. It also strengthens the requirement for the DNSP to work more closely with other DNSP's and TNSP's to ensure system strength and system stability is, at a minimum, maintained. The information required includes identification of:

- the system strength node most impacted on the transmission network
- the distance from the system strength node.

This option became available in March 2023. There have not been any committed connections take up this offer.

### 11.6 Land and easement acquisition

One of the key difficulties for large community infrastructure projects is the ability to locate infrastructure over large distances and across several communities. Without the land and property acquired in advance, there can be no design, construction or connection of new electricity infrastructure or non-network solutions to meet the increasing electricity demands within a region.

Community expectations have risen recently by increased calls for input and participation into these projects, which Energex must now consider for future works. Energex must also ensure that statutory requirements are met regarding social, technical, and environmental disciplines to provide value for money.

Corridor easement acquisition projects often take more than five years and there is increasing evidence that further upfront community engagement, planning and investigation will improve the ability of Energex to construct these corridors.

The ability to obtain key land parcels, design resources and personnel far in advance of the actual project is a large risk. To ensure corridor projects are approved, a dedicated budget to address planning, community collaboration, education and investigation of various routes must occur. The selected corridor must satisfy customer requirements, statutory, key stakeholder, and community expectations. These objectives must be met whilst also satisfying Energex obligation to our customers to provide value for money, meet key technical, environment and social requirements.

### 11.7 Impact of climate change on the network

A changing climate is leading to changes in the frequency and intensity of extreme weather and climate events including extreme temperatures, greater variations in floods & droughts, bush fires, tropical cyclones, storms and changing sea levels. Increased weather damage to exposed and low-lying Energex network assets is likely. This will create reliability problems requiring increased maintenance and asset replacement programs.

Energex, as part of EQL, acknowledges and aligns with the state government's "Pathways to a climate resilient Queensland - Queensland Climate Adaption Strategy 2017-2030". To support this, EQL has developed an [Environment and Cultural Heritage Policy](#).<sup>49</sup>

Energex proposes to address the impacts of climate change by the following measures:

- Keeping informed of changes in planning guidelines and construction standards
- Keeping aware of new storm surges and flood layers produced by councils and other agencies
- Undertaking surveillance and flood planning studies on network assets which are likely to be impacted by significant weather events, storm surges and flooding
- Undertaking network adaptations that assist in mitigating the risk of bushfire

<sup>49</sup> Website: [https://www.energyq.com.au/data/assets/pdf\\_file/0004/836113/Environment-and-Cultural-Heritage-P058-691101.pdf](https://www.energyq.com.au/data/assets/pdf_file/0004/836113/Environment-and-Cultural-Heritage-P058-691101.pdf)

- Assessing the ability of our network to withstand increasing weather events and the impact on customer reliability.

### 11.8 Minimum system load – emergency backstop mechanism

The overall demand for electricity from the grid is falling, particularly in the middle of the day when large amounts of electricity is being generated from solar systems and exported back into the electricity grid. This is creating a challenge referred to as 'minimum system load'. There are a range of actions that network operators implement to ensure our system stays safe and secure during these times. Queensland is connected to the national electricity grid, so changes between supply and demand can be managed across the network by the AEMO, Powerlink, Energex, and Ergon Energy Network. However, modelling by AEMO found that if the connection between Queensland and the national electricity grid is interrupted when there is very low demand and high levels of solar output, there is a risk that some parts of the electricity network in Queensland could experience blackouts. To reduce this risk and allow more solar to be safely connected to the network, a new emergency measure has been established that can be used as a last resort (only after all other actions have been exhausted) to keep our power supply secure. This emergency measure is referred to as the 'emergency backstop mechanism.'

From 6 February 2023, all new and replacement inverter energy systems (like rooftop solar PV), with aggregated capacity of 10kVA and above, will need to install a Generation Signalling Device (GSD) that will enable a signal to the inverter to switch off supply. The signal is sent to the GSD from Energex powerline signalling system, known as AFLC. For larger sites with multiple inverters, including embedded networks, installers have the option of using one GSD on each inverter or installing a single GSD connected to a Demand Response Controller. Some exclusions apply to the requirement to install a GSD – including inverter energy systems where the inverter is solely supplied by a battery and any inverter energy systems installed at a location that is not serviced by the AFLC system.

The emergency backstop mechanism will be instigated by Energex under the direction of AEMO in alignment with Energex' Distribution Authority, to maintain a safe and secure network. This will only occur in response to specific network emergency conditions, such as when the main electricity connection between Queensland and the National Electricity Market (NEM) is offline at the same time there are high levels of PV generation being exported back into the grid. It cannot be operated under any other circumstances, and it will only be instigated after various other mechanisms available to the network operators have been implemented. Further information can be obtained from [Emergency backstop mechanism](#).<sup>50</sup>

### 11.9 Dynamic connections

Following on the development of dynamic connection standard in late 2021, 2022 marked a significant milestone with Queensland's first Dynamic Customer connections. A dynamic connection is an innovative option that allows customers to export more of their excess solar generation. This encourages renewable DER installations while ensuring a safe and reliable electricity network. Achieving this milestone required considerable efforts in establishing new industry standards and deploying a DER Smart Energy Profile 2 utility server. This server facilitates secure communication between the network and compatible customer DER, conveying active constraints and export/import opportunities as Dynamic Operating Envelopes (DOE). This is a crucial step 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 the new customer offering.

To provide dynamic connections, the network has continued to develop DERMS. DERMS will be responsible for assessing and allocating network capacity, managing controlled loads, and issuing network support requests with contracted DER services.

<sup>50</sup> Website: <https://www.energex.com.au/our-services/connections/residential-and-commercial-connections/solar-connections-and-other-technologies/emergency-backstop-mechanism>

Grid visibility plays a key role in maximising dynamic opportunities and work is ongoing with the gradual rollout of Distribution System State Estimation (DSSE). DSSE utilises available network model and telemetry data to form a complete and consistent real-time picture of the network's performance. In areas where network models or telemetry data is limited, an alternative and innovative approach called Model-Free Dynamic Operating Envelope is being tested on Low Voltage feeders using smart meter and network service monitor data. Further information can be obtained from [Dynamic Connections Energex Website](#).<sup>51</sup>

### 11.10 Key issues arising from embedded generation applications

Energex continues to focus on improving efficiency and satisfying customer experiences. The continued focus on the revision of processes, together with additional training for technical staff continues the path to developing a more customer-centric approach.

Key issues for Embedded Generation include:

- Voltage management on distribution feeders with significant solar PV generation connected
- Fault level impacts including the increase in fault levels exceeding the rating of shared distribution assets located in the vicinity of embedded generator connections involving rotating machine generators
- Management of operational issues with an increasing number of embedded generators.

These issues present on-going challenges for Energex in terms of managing operational costs while also maintaining compliance, safety, and quality of supply to the standards required by regulations.

#### 11.10.1 Connection enquiries received

Energex has established processes which apply to connection enquiries and applications for embedded generators. These processes comply with the requirements of the National Electricity Rules. In 2023-24 the number of connection enquiries received is shown in Table 27. For micro EG 30kW or less (mainly solar PV), there is no connection enquiry phase. i.e., all connection requests are processed as applications.

**Table 27: Embedded generation enquiries**

Connection Enquiries	Number 2023-2024
Embedded Generator Connection Enquiries >30kW Low Voltage	844
Embedded Generator Connection Enquiries >30kW High Voltage	76

#### 11.10.2 Applications to connect received

Numbers of EG connection applications in 2023-24 are shown in Table 28.

<sup>51</sup> Website: <https://www.energex.com.au/home/our-services/connections/residential-and-commercial-connections/solar-connections-and-other-technologies/dynamic-connections-for-energy-exports>

**Table 28: Embedded generation applications**

Connection Applications	Number 2023-2024
Embedded Generator Connection Applications – Micro EG 30kW or less	59,207
Embedded Generator Connection Applications >30kW Low Voltage	543
Embedded Generator Connection Applications >30kW High Voltage	13

## 11.10.3 Average time to complete connection

In 2023-24 the number of applications received and connected took an average time to complete as shown in Table 29.

**Table 29: Embedded generator applications - average time to complete**

Connection Applications	Average time to complete 2023-2024 (Business Days)
Embedded Generator Connection Applications – Micro EG 30kW or less	12
Embedded Generator Connection Applications >30kW Low Voltage	106
Embedded Generator Connection Applications >30kW High Voltage	93

# Chapter 12

## Information and Communication Technology systems

- 12.1 Information and Communication Technology
- 12.2 Forward Information and Communication Technology program
- 12.3 Metering
- 12.4 Operational and future technology



## 12 Information and Communication Technology systems

### 12.1 Information and Communication Technology

#### 12.1.1 Information and Communication Technology investments 2023-24

This section summarises the material investments Energex has made in the 2023-24 financial year, relating to Information & Communications Technology (ICT) systems.

Energy Queensland recognises ICT as a key enabler of efficient business operation, customer services and safety management and aligns its digital strategy to provide technology solutions which are secure, sustainable, and affordable. This is being achieved by prioritising the consolidation of digital solutions across the organisation. The key focus areas for this year have been:

- Ongoing protection of the security of the digital network through improving Cyber Security maturity
- Replacement of the Customer and Market Systems solutions, in particular the Customer Contact Centre
- Investment in ICT core Infrastructure to ensure EQL's ICT asset, networks and platforms are reliable
- Delivery of the SCADA Enabled Network Management System
- Embedding of the Unified Geospatial Information Systems (UGIS) and planning for integration with the Enterprise Asset Management and Unified DMS solutions
- Implementation of a contemporary payroll system for Energex employees, additional to complementary HR solutions.

In addition to the core delivery program, a number of operational investments commenced or completed to ensure the ongoing stability of Energy Queensland's suite of digital capability and infrastructure.

Table 30 contains a summary of Energex ICT investments undertaken in 2023-24. These include projects which commenced prior to this year and investments not completed by 30 June 2024. Further information on the scope of each initiative can be noted below.

**Table 30: ICT investments 2023-24**

Description	Cost \$M actual
Asset and works management	\$9.83
Distribution network operations	\$4.61
Customer and market systems	\$14.51
Corporate systems	\$4.23
ICT management systems, productivity, and cybersecurity	\$5.50
Infrastructure program	\$16.63
Minor applications change and compliance	\$1.36
Total	\$56.67

Note: Actual costs represent investment of the ICT managed CAPEX PoW for Energex only and does not include ICT investment funded through other portfolios already identified in other sections of this report.

## 12.1.2 Asset and Works Management

The Asset and Works Management (AWM) stream is delivering integrated functionality to help Energex manage its asset investment portfolio and integrated PoW. This includes maintenance planning, scheduling, and delivery of all types of work in the field critical to the reliability and safety of the electricity network. The program has been focussed on planning for implementation for Energex Fleet and Properties groups. During 2023-24 the business processes in SAP have been enabled for EQL's Fleet division, including digitisation of the vehicle pre-start checklist.

The Geographic Information System (GIS) is a key element of the asset management process. Between the Enterprise Asset Management (EAM) footprint and the GIS, the core data for each asset within the physical and electrical network models are mastered, while supporting the major asset lifecycle processes of design, build and commissioning. Embedding and continuous improvement of the Unified GIS solution implemented in 2022-23 was a key focus this year, including the roll out of the improved lines design tool.

## 12.1.3 Distribution network operations

The Network Operation Control systems provide the technology to better connect our people, technology, and data to manage the distribution of electricity for customers. Planning that occurred in the previous period has been leveraged to deliver a consolidated, proven, and modernised platform with consistent business processes for Energy Queensland. This has allowed teams to support each other seamlessly and maximise business continuity in times of significant events anywhere in Queensland. This has allowed teams to support each other seamlessly and maximise business continuity in times of significant events anywhere in Queensland and represents a significant transformation from the out-dated, manual processes previously in place. The ongoing focus has been on delivering a SCADA enabled Network Management System providing EQL with a single digital platform for all regions and seamless inter-operability between all Operational Control Centres.

## 12.1.4 Customer and market systems

Customer and Market Systems include the digital applications, tools, and data stores to support Energex market compliance, customer and stakeholder management functions in areas including contact centre services, customer information management, meter data management and retailer invoices and remittance management and are critical systems in supporting Energex with fulfilling its market obligations. Existing systems are ageing, not keeping up with technology advances and cyber threats and in some cases no longer supported by vendors. Delivery of replacement solutions is underway with the Contact Centre Technology solution implemented in October 2023 and replacement of remaining capability planned in 2024-25.

## 12.1.5 ICT management systems, productivity, and cybersecurity

Energy Queensland 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 risk. EQL has some specific cyber risk factors relating to the convergence of Information Technology and Operations Technology, and the strategic importance of Critical Infrastructure. During 2023-24 the program has delivered increased capability through the delivery of:

- Security culture and awareness training
- Threat and vulnerability management, including patching
- Situational awareness of Energy Queensland's threats and posture relating to those threats
- Ongoing risk assessment and continuous improvement activities
- Improvements in managing the security of user credentials and managing access to information systems

Energy Queensland have achieved and maintained compliance with the current legislative obligations required under the Security of Critical Infrastructure Act 2018. We are now working towards the next compliance checkpoint in anticipation of increasing compliance requirements.

### 12.1.6 Corporate systems

Energex core Enterprise Resource Planning (ERP) system reached both technical and financial obsolescence in mid-2015. Renewal of the ERP systems with contemporary systems commenced late in the previous regulatory period and is being finalised in the current period.

The final component of the People, Culture and Safety program is the Payroll Solution which completed in November 2023. The program has delivered desktop and mobile options for Energex employees to enter time-sheets and leave requests, and enables monitoring of fatigue management, recruitment, training, and talent management solutions.

Implementation of the simple time and cost entry solution has improved the end user experience for time and labour costing, eliminating the inefficient use of multiple screens.

Energex document and records management system has been upgraded, leveraging the foundation capability delivered by the new ERP system. This has resulted in a solution which supports management of the organisation's critical business content, provides improved data confidence, better access, and collaboration with less administrative burden. It has also delivered a tool for managing the creation, capture, use and disposal of records.

### 12.1.7 Infrastructure program

The renewal of Energex ICT infrastructure assets is delivered in accordance with Energy Queensland's ICT Infrastructure Asset Renewal Guidelines. Digital infrastructure and technology software asset performance degrades due to age and technical obsolescence. To sustain capability an ongoing program is required to replace these assets. Assets covered by the program include Digital Fleet (desktops, laptops, mobile devices, and video conferencing equipment), corporate data network equipment, server storage infrastructure renewal and growth. The program also includes infrastructure software renewal of ICT technologies such as Exchange Email, integration technologies and database environments.

The Data Centre Consolidation (DCC) Project was established in 2022-23 to deliver on EQL's 2030 Strategy for greater adoption of cloud technologies. It is leveraging the opportunities offered by the cloud which support EQL's 'Electric Life' vision and is central to EQL's enablement as a digital utility. The Digital Strategy 2030 highlights the need for the adoption of cloud platforms in order to up-lift the 'Enterprise' capability domain and drive the 'Technology' operating model component. The project completed in 2023-24 and has defined the EQL Data Centre Strategy and design and implemented a fit for purpose datacentre model for both IT (corporate applications network) and OT (operational technology network) workloads, reducing the current seven data centres to three.

### 12.1.8 Minor applications change and compliance

Investments to address safety and compliance during 2023-24 included changes to the Customer and Market Systems to ensure compliance to regulatory imposed settlement rule changes and annual tariff reform changes. Payroll compliance changes were also delivered based on Australian Taxation Office requirements.

## 12.2 Forward Information and Communication Technology program

As Energex looks toward the future, it will continue to ensure digital systems and capabilities are maintained for sustainability, cybersecurity, compliance, and operational safety. Continuing the inflight technology replacements and planning for additional improvement will also be leveraged to enable the company's planned productivity improvement.

Energy Queensland continues to be committed to the transformation program currently inflight, which is planned to be delivered across multiple years due to the scale and complexity involved in replacing several major systems in parallel. This approach has been agreed to realise efficiencies by reducing multiple integration activities that would have otherwise been required.

In parallel we have finalised the ICT Plan for Energex for the five-year AER regulatory period that spans 2026-2030. Our proposal continues to build upon the current transformation that has been ongoing in the current period, through:

- Continuous maintenance of capabilities to modernise Energex customers experience, by improving self-service options available through preferred channels of choice, and
- Continuous maturity of Cyber Security controls and systems to protect the operation of our distribution network, the confidentiality of customer information and the availability of critical business systems, and
- Continuous maintenance and incremental maturity of Data & Intelligence capabilities to address the needs of an evolving digital utility and energy industry, and
- Adapting Integrated Grid Planning capabilities to meet our evolving compliance requirement under the National Energy Regulator.

A high-level summary of potential Energex ICT investment for the distribution business for the forward ICT Program is shown in Table 31. Emerging priorities and new technologies will result in ongoing prioritisation and may require adjustments dependent on the determination received. Forecasts have been grouped by initiative names as included in the ICT Plan for 2020-25.

**Table 31: ICT investments 2023-24 to 2027-28**

Initiative Name	2024-25 \$M	2025-26 \$M	2026-27 \$M	2027-28 \$M	2028-29 \$M
Asset and Works Management	7.27	11.79	7.14	5.49	5.11
Network Operations / DMS	1.73	-	-	-	-
Customer Systems	13.94	19.17	14.65	11.92	10.14
Digital Core / Corporate	12.07	10.48	11.35	5.23	4.00
Cyber Security	3.77	6.66	6.52	6.96	5.43
ICT Management Systems	1.34	-	-	-	-
Data and Intelligence	-	10.46	7.57	4.49	1.74
Digital Foundations	14.98	19.23	18.41	14.14	10.58
Integrated Grid Planning	-	3.69	3.77	3.38	3.97
Minor Upgrades and Updates	4.91	7.86	4.63	4.14	2.38
<b>Grand Total</b>	<b>60.01</b>	<b>89.34</b>	<b>74.03</b>	<b>55.75</b>	<b>43.35</b>

Note: Forecasts includes ICT Managed CAPEX investment for Energex Limited and does not include ICT investment funded through other portfolios already identified in other sections of this report. Forecasts values are represented as real dollars in 2025. Forecasts from 2025-26 reflect the proposed plan for the AER 2025-26 to 2029-30 regulatory period. In 2024-25 data and Intelligence investment is grouped with the corporate category.

### 12.3 Metering

Energex is currently separating load control from metering, as it relates to network operation and network management. Energex plans will require that third-party metering providers retain the Energex load control assets installed in customer switchboards to maintain Energex considerable load control facilities.

Energex will seek to maximise the remaining value in existing meter stocks, by leveraging existing metering capabilities wherever possible. For example, the current suite of interval capable electronic meters may be reprogrammed to support market offerings such as Time-of-Use tariffs or other similar time-based pricing structures.

Energex will also continue to operate a Meter Asset Management Plan in a prudent and efficient manner to enable enhanced benefits and cost savings to customers.

Energex will continue to develop and implement consistent work practices and supporting standards, such as the QECM and Queensland Electrical Metering Manual, to ensure these align with the rollout of smart-ready meters in a contestable marketplace.

### 12.3.1 Revenue metering investments from 2024-25 to 2028-29

The future investment in revenue metering by Energex will be minimal and will mainly be focused on network devices.

## 12.4 Operational and future technology

Energex is responsible for optimising the reliability, security, and utilisation performance of the regulated electricity assets to ensure that both regulatory and corporate performance outcomes are achieved in a manner that is safe to the workplace and the public. Traditional distribution networks are facing several challenges brought about by customer energy choices and the introduction of new technologies such as grid energy storage, private battery storage, solar PV, voltage regulation solutions and a multitude of specialised monitoring tools and devices. Energex recognises that these technologies play a key role in improving the utilisation, reliability, security, and performance of our regulated electricity assets.

### 12.4.1 Telecommunications

Energex telecommunication strategy comprises a range of directions for the company:

- Transition away from obsolete telecommunications technologies and equipment
- Ensure obsolete technologies remain viable while still in service
- Improve management of supporting infrastructure
- Enable regulated growth and reduce cost of regulated services by aligning opportunities with un-regulated growth
- Improve monitoring the telecommunications environment
- Improve asset management of telecommunications environment
- Reorganise responsibilities between divisions / groups and department to embrace automation, adoption of new technologies and digital enablement.

Key projects / programs supporting the strategic directions are detailed below:

- Pilot of Protection running on Multi-Protocol Labelling Switching – Internet Protocol (MPLS-IP) network This work it to establish the standards to allow protection services to operate over the MPLS-IP network. This will then enable a transition away from legacy Plesiochronous Digital Hierarchy (PDH) infrastructure
- Replacement of obsolete equipment. Energex existing operational telecommunications network is extensive and covers the majority of bulk and zone substations. The network includes various aging technologies including the PDH technology, which is now 20+ years old with key items starting to show increasing in service failure rates and the equipment is no longer supported by the original vendors. The strategy is to eventually replace links over optical fibre with IP-MPLS technology being rolled out. This will be a key focus for the next 5-10 years.



In the meantime, the current systems must be supported whilst the migration to the IP-MPLS network is performed; the following lists some of the specific initiatives:

- Access switch / router equipment replacement at substations – replacement of specific equipment types that are experiencing high levels of in service faults in the switch fleet
  - Replace older microwave radios
  - Programs to replace obsolete comms site infrastructure, including battery chargers, batteries, chargers, solar systems, P25 equipment etc.
- Replacement of obsolete copper cable links. Much of the existing copper pilot cable network is over 40 years old and is reaching end of design life. The strategy is to replace with optical fibre cable where practical. However, this often requires the associated replacement of substation equipment such as feeder protection relays.
- Reliability Programs. Energex will implement improvements for the reliability of the network via the specific items listed below:
  - Continue to implement environmental hardening enclosures to mitigate reliability issues with certain router infrastructure
  - Replace unreliable third party infrastructure with internal comms solutions to improve availability
- Digital Enablement. Improve productivity by implementing Wi-Fi capability at high value substations sites.

### 12.4.2 Operational systems

Energex classifies OT as the systems, applications, and intelligent devices and their data that can directly or indirectly monitor, control, or protect the power network. The current systems within the OT scope are detailed below.

#### 12.4.2.1 Supervisory Control and Data Acquisition (SCADA)

Energex Remote Terminal Units (RTUs) at substations have largely been updated to a consistent software version. Only a small number of locations remain on the much older variants. From this baseline, Energex is beginning the process of migration to the new common EQL RTU platform. The Distribution Management System (DMS) has received a refresh of hardware and an upgrade of selected software components.

Work to select a replacement RTU for the in house developed unit that will be common across Energy Queensland has been completed. Work is underway changing support systems to allow the new equipment to suitably integrate into the current environment. Work to enable standardised integration of substation battery systems and customer DER, in a manner enabling DOE has been progressing. As well as enabling the initial substation battery systems, this is an enabler for DERMS. See section 12.4.2.5: Intelligent Grid Enablement below.

The need for greater integration of substation secondary systems, including protection, SCADA, and telecommunications facilities has continued. Energex continues to evolve the solutions to enable the following advanced features to be deployed into the network:

- Protection relay interfacing with SCADA via Ethernet-IP based communications
- Migration of auto-reclose functions from Substation Automation Control System to protection relay to enable additional operational modes to provide improved safety of live line workers.

Energex is continuing the migration to Ethernet-IP based communications for a range of substation secondary systems devices including protection, SCADA, and telecommunications facilities.

### 12.4.2.2 Support for network battery projects.

Energex is currently installing a number of Distribution connected batteries and new communications and SCADA solutions have been developed and deployed to support these installations.

### 12.4.2.3 Other changes

Energex continued the deployment of the Common Operational Technology Environment (OTE) at operational Data Centres. The following work was undertaken:

- Continued with provisioning / expanding the common OT environment to allow the deployment of a range of different systems including expanding the common Distribution Management System (DMS) and operator consoles for Energex and Ergon Energy
- Migration of services from the legacy environments into the environment
- Continued replacement of various end of life components within the Data Centres, including the firewalls and switch infrastructure.

### 12.4.2.4 Operational security

Energex continued migration of their core firewalls to the common OT environment and commenced renewing other security systems. This is moving Energex and Ergon Energy to a secure combined Operational Technologies environment. Additional threats were identified during the period and a range of mitigation activities is occurring.

### 12.4.2.5 Intelligent grid enablement

Energex is investing in the development of a smarter network for the future. The growth of DER and Customer Energy Resources in distribution networks, including Electric Vehicles, requires Energex to consider new technology approaches for maximising hosting capacity through existing network assets.

In order to deliver sustainable outcomes for the network and choice for customers, Energex is delivering several significant intelligent grid capabilities that build on previous foundational initiatives:

- The Telemetry Hub is an internal collection of systems that integrate, store, process and visualise the diverse and increasing streams of telemetered data from the electrical network and other sources in a common format for consumption by multiple end use cases. 2023-24 began the expansion of these concepts into the operational environment, introducing support for modern message bus technologies
- DSSE – Energex continued the roll out of modelling and visibility components for estimating the most probable electrical state of a network without the need for measurement data at every point. DSSE provides complete network visibility at any point in time using available data and can dramatically reduce the capital and operation cost of deploying physical monitors to the network
- Distributed Energy Resources Management System (DERMS) – Similar to the existing Distribution Management System (DMS), the DERMS platform is being developed as a dedicated head end system to interact with and manage all sizes of DER and existing AFLC infrastructure. It is envisioned to run with a high degree of autonomy with manual intervention by exception. In 2023-24 a contract was awarded to a world leading vendor for the first tranche of functionality, with a goal to begin delivery in 2025
- Advanced smart meter analytics – 2023-24 saw the proof of concept of a dedicated smart meter data analytics platform begin being deployed into production. The platform accepts raw data from smart meters and other grid visibility sources to highlight potential network issues, ranging from safety concerns to hosting capacity limits and opportunities. In 2023-24 the trial system

successfully detected 35 potentially life threatening neutral faults from a sample size of approximately 50,000 smart meters.

### 12.4.2.6 LV network safety monitoring program

Safety by design is fundamental to Energex network strategy, providing safe and reliable electricity residents and businesses across South-East Queensland and is at the core of Energex corporate values. Neutral integrity failures on the LV networks are a significant cause of customer safety incidents. Energex is committed to customer safety imperatives and considers that the detection of neutral integrity failures is critical to mitigating customer safety risks. Energex is investing in deploying a smart network monitoring device with neutral integrity monitoring capability which will be installed under a dedicated safety program on selected customer premises throughout Queensland. The scope provides for gathering of field data, through purpose-built sensors and/or through smart meters, derivation of information from the field data, and detection and raising of alerts for neutral integrity failures in the Energex network and/or in customer installations.

Energex is currently reviewing the ongoing methodology to be able to provide this service in light of rollout of smart metering within Queensland and is piloting the use of the data produced from customer meters to perform this same function.

### 12.4.3 Investments in 2023-24

Table 32 summarises the SCADA and communications investments for 2023-24.

**Table 32: Operational technology investments 2023-24**

Project	Direct Cost \$M actual
Telecommunications Network	
Telecommunications equipment replacement	\$3.60
MPLS system implementation	\$0.29
Fibre Cable installation	\$1.38
P25 implementation	\$0.96
Operational Systems	
Operator Console Replacement	\$0
Common OTE	\$1.72
OT Security projects	\$0.49
SCADA and Automation Refurbishment / Replacement	\$0.65
SCADA and Automation Enhancement	\$0.036
LV Network Safety Monitoring Program	\$4.83
Intelligent Grid Enablement	\$3.28
<b>Total</b>	<b>\$17.25</b>

Note: All financials presented in this document are correct at the time of writing and represent the existing organisational accounting treatment, which may be subject to change. Forecasted data is subject to ongoing variation. Energy Queensland is finalising the alignment of its Cost Allocation Methodology between Ergon Energy and Energex, potentially impacting the treatment of some capital and operational project costs.

## 12.4.4 Planned investments for 2024-25 to 2028-29

Table 33 summarises Energex OTE and associated telecommunication planned investment for the 2024-25 to 2028-29 period.

**Table 33: Operational technology planned investments 2024-25 to 2028-29**

Project	Direct Cost (\$M planned)
Telecommunications Network	
Telecommunications equipment replacement	\$23.24
MPLS system implementation	\$2.18
Fibre Cable installation	\$8.63
Comms Network Enhancements	\$7.90
Operational Systems	
OT Security Projects	\$5.67
Operator Console Replacement	\$1.85
SCADA and Automation Enhancement	\$5.83
SCADA and Automation Refurbishment / Replacement	\$4.98
LV Network Safety Monitoring Program	\$14.68
Intelligent Grid Enablement	\$10.43
Common OTE	\$2.53
<b>Total</b>	<b>\$62.45</b>

Note: All financials presented in this document are correct at the time of writing and represent the existing organisational accounting treatment, which may be subject to change. Forecasted data is subject to ongoing variation. Energy Queensland is finalising the alignment of its Cost Allocation Methodology between Ergon Energy and Energex, potentially impacting the treatment of some capital and operational project costs.

# Appendix A

## Terms and definitions



## Appendix A Terms and definitions

**Table 34: Terms and definitions**

Term/ Acronym	Definition
10PoE	10% Probability of Exceedance (Peak load forecast based on normal expected growth which has a 10% probability of being exceeded in any year)
50PoE	50% Probability of Exceedance (Peak load forecast based on normal expected growth which has a 50% probability of being exceeded in any year)
2HEC	Two Hour Emergency Capacity (of all equipment excluding the largest parallel element)
ABS	Australian Bureau of Statistics
ACS	Alternative Control Services
ACSR	Aluminium Conductor Steel Reinforced
AD	Authorised Demand
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
AFLC	Audio Frequency Load Control
AS	Australian Standard
BESS	Battery Energy Storage Systems
BEV	Battery Electric Vehicles
BOM	Bureau of Meteorology
Bus/es Busbar	A common connection point in a network substation or switchyard
BSP	Bulk Supply Point
BSS	Bulk Supply Substation is a substation that converts energy from transmission voltages to sub-transmission voltages. Note: A Bulk Supply Substation is not a Transmission Connection Point if Energex owns the incoming 'transmission voltage' feeder.
CATS	Consumer Administration and Transfer Solution
CECV	Customer Export Curtailment Value
C&I	Commercial and Industrial
CAPEX	Capital Expenditure
CB	Circuit Breaker
CBD	Central Business District
CBEMA	Computer and Business Equipment Manufacturers' Association
CBRM	Condition Based Risk Management
CCT	Abbreviation for Circuit
CIS	Customer Information System
Code	Electricity Distribution Network Code
CONSAC	Concentric Neutral Solid Aluminium Conductor

Term/ Acronym	Definition
CRI	Community Regard Index
CSAT	Customer Satisfaction
CVT	Capacitor Voltage Transformer
DA	Distribution Authority
DAPR	Distribution Annual Planning Report
DER	Distributed Energy Resources
DERMS	Distributed Energy Resource Management System
Distribution customer	A connected customer with an NMI status of active or de-energised
DM	Demand Management
DMIAM	Demand Management Incentive Allowance Mechanism
DMA	Distribution Monitoring Analytics
DMS	Distribution Management System
DNSP	Distribution Network Service Provider
DOE	Dynamic Operating Envelopes
DRED	Demand Response Enabling Device
DSSE	Distribution System State Estimation
EAM	Enterprise Asset Management
ECC	Emergency Cyclic Capacity (for a substation this is the maximum cyclic rating of all equipment excluding the largest, resulting in an accelerated but acceptable rate of wear)
EDNC	Electricity Distribution Network Code
EG	Embedded Generation
EMF	Electro-Magnetic Fields
ENCAP	Electricity Network Capital Program Review 2011
EPBC	Environment Protection and Biodiversity Conservation Act
ERP	Enterprise Resource Planning
ESO	Electrical Safety Office
EV	Electric Vehicle
Feeder	Power line that can be any nominal voltage, overhead or underground.
FFA	Field Force Automation
FIT	Feed in Tariff/s
GIS	Geographical Information System or Gas Insulated Switchgear
GOC	Government Owned Corporation
GSL	Guaranteed Service Level
GSP	Gross State Product
HCs	Hazard Controls
HEV	Hybrid Electric Vehicle

Term/ Acronym	Definition
HI	Health Index
HSE MS	Health, Safety and Environment Management System
HV	High Voltage – alternating current voltage above 1,000 volts
IAM	Identity Access Management
ICT	Information and Communication Technology
IEC	International Electro-Technical Commission
IMS	Integrated Management Systems
IP/MPLS	Internet Protocol / Multi-Protocol Label Switching
ISO	International Organisation for Standardisation
IT	Information Technology
kV	Kilovolt or 1,000 volts
kVA	Kilovolt Ampere unit of power
LAR	Load at Risk
LARc	Load at Risk under Contingent Condition
LARn	Load at Risk under System Normal Condition
LDC	Line Drop Compensation
LV	Low Voltage (alternating current voltage above 50 volts and not exceeding 1,000 volts)
LVR	Low Voltage Regulators
MAB	Metering Asset Base
MAIFI	Momentary Average Interruptions Frequency Index
MAIFie	Momentary Average Interruptions Frequency Index by Event
MCC	Major Customer Connection
MoU	Memorandum of Understanding
MSS	Minimum Service Standard
MW	Mega-Watt unit of real power
MVA	Mega-Volt Ampere unit of power
MVAr	Mega-Volt Ampere Reactive unit of reactive power
N-1	Security Standard where supply is maintained following a single credible contingency event
NCC	Normal Cyclic Capacity (for a substation this is the maximum cyclic rating of all parallel equipment resulting in a normal rate of wear)
NECF	National Energy Customer Framework
NEL	National Electricity Law
NEM	National Electricity Market
NEO	National Electricity Objective
NER	National Electricity Rules
NIEIR	National Institute of Economic and Industry Research

Term/ Acronym	Definition
NIM	Net Interstate Migration
NOM	Net Overseas Migration
NPV	Net Present Value
NPWG	Network Pricing Working Group
NSA	Network Support Agreement
NSP	Network Service Provider
NTS	Net Trust Score
NVD	Neutral Voltage Displacement
OLTC	On Load Tap Changer
OPEX	Operating Expenditure
OTE	Operational Technology Environment
P1	Priority 1
P2	Priority 2
PAR	Project Approval Report
PDH	Plesiochronous Digital Hierarchy
PHEV	Plug-in Hybrid Electric Vehicle
PoE	Probability of Exceedance
POPS	Plant Overload Protection System
PoW	Program of Work
p.u	Per-unit measure
PV	Photo Voltaic
QECM	Queensland Electricity Connection Manual
QGSO	Queensland Government Statisticians Office
QHES	Queensland Household Energy Survey
QoS	Quality of Supply
RAB	Regulated Asset Base
RDC	Remote Data Concentrators
RFP	Request for Proposal
RIN	Regulatory Information Notice
RIT-D	Regulatory Investment Test for Distribution
RIT-T	Regulatory Investment Test for Transmission
RMS	Root Mean Square
RMU	Ring Main Unit
RRG	Reset Reference Group
RTU	Remote Terminal Unit
Rules	National Electricity Rules
SA2	Statistical Area Level 2

Term/ Acronym	Definition
SAC	Standard Asset Customers
SAIDI	System Average Interruption Duration Index. (Performance measure of network reliability, indicating the total minutes, on average, that customers are without electricity during the relevant period)
SAIFI	System Average Interruption Frequency Index. (Performance measure of network reliability, indicating the average number of occasions each customer is interrupted during the relevant period)
SAPS	Stand-Alone Power Systems
SAMP	Strategic Asset Management Plan
SCS	Standard Control Services
SEQ	South-East Queensland
SF6	Sulphur Hexafluoride
SCADA	Supervisory Control and Data Acquisition
SIFT	Substation Investment Forecast Tool
SPI	Service Performance Index
Statcom	Static synchronous compensator
STOC	SCADA & Telecommunications Operational Centre
STPIS	Service Target Performance Incentive Scheme
THD	Total Harmonic Distortion
TMU	Target Maximum Utilisation
TNSP	Transmission Network Service Provider
UCC	Unified Communication and Collaboration
UFLS	Under Frequency Loading Shedding
V	Volt or volts
VCR	Value of Customer Reliability
VNR	Value of Network Resilience
VVR	Volt Var Regulation
V2G	Vehicle to Grid
WPF	Worst Performing Feeder
XLPE	Cross-Linked Polyethylene



# **Appendix B**

**National Electricity Rules  
and Distribution Authority  
cross reference**

## Appendix B National Electricity Rules and Distribution Authority cross reference

Table 35: NER cross reference

NER Schedule 5.8 version 214 Clause / Sub-Clause For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:		Report Section
<b>(a) information regarding the DNSP and its network including:</b>		
(1)	a description of its network	1.2 Network overview 2. Electricity distribution network 5.4.3 Safety
(2)	a description of its operating environment	1.2 Network overview 2. Electricity distribution network 2. Network operating environment 3 Community Safety 9.1 Reliability measures and standards 9.2 Service Target Performance Incentive Scheme (STPIS) 9.3 High impact weather events 10.3 Power quality supply standards, codes standards and guidelines 11 Network challenges and opportunities
(3)	the number and types of its distribution assets	2. Electricity distribution network
(4)	methodologies used in preparing the Distribution Annual Planning Report, including methodologies used to identify system limitations and any assumptions applied; and	5.2 Planning methodology 5.4 Network planning criteria 5.5 Plant thermal ratings 5.6 Voltage limits 5.7 Fault 5.11 Network planning – assessing system limitations <b>Appendix D</b> Substation forecast and capacity tables <b>Appendix E</b> Feeder forecast and capacity tables
(5)	analysis and explanation of any aspects of forecasts and information provided in the Distribution Annual Planning Report that have changed significantly from previous forecasts and information provided in the preceding year;	1.5 Changes from previous year's DAPR
<b>(b) forecasts for the forward planning period, including at least:</b>		

## Clause / Sub-Clause

For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:

(1)	a description of the forecasting methodology used, sources of input information, and the assumptions applied;	4 Network forecasting
(2)	<p>load forecasts</p> <ul style="list-style-type: none"> <li>(i) at the transmission-distribution connection points;</li> <li>(ii) for sub-transmission lines; and</li> <li>(iii) for zone substations, including, where applicable, for each item specified above:</li> <li>(iv) total capacity;</li> <li>(v) firm delivery capacity for summer periods and winter periods;</li> <li>(vi) peak load (summer or winter and an estimate of the number of hours per year that 95% of peak load is expected to be reached);</li> <li>(vii) power factor at time of peak load;</li> <li>(viii) load transfer capacities; and</li> <li>(ix) generation capacity of known distribution connected units;</li> </ul>	<p><b>6.1</b> Network limitations – adequacy, security, and asset condition</p> <p><b>6.5</b> Emerging network limitations maps</p> <p><b>Appendix D</b> Substation forecast and capacity tables</p> <p><b>Appendix E</b> Feeder forecast and capacity tables</p>
(2A)	<p>forecast use of distribution services by distribution connected units:</p> <ul style="list-style-type: none"> <li>(i) at the transmission-distribution connection points;</li> <li>(ii) for sub-transmission lines; and</li> <li>(iii) for zone substations, including, where applicable, for each item specified above:</li> <li>(iv) total capacity to accept supply from distribution connected units;</li> <li>(v) firm delivery capacity for each period during the year;</li> <li>(vi) peak supply into the distribution network from distribution connected units (at any time during the year) and an estimate of the number of hours per year that 95% of the peak is expected to be reached; and</li> <li>(vii) power factor at time of peak supply into the distribution network</li> </ul>	<p><b>4.2.3</b> Sub-transmission and line forecasting methodology</p> <p><b>4.2.4</b> Sub-transmission line forecasting methodology</p> <p><b>6.1</b> Network limitations – adequacy, security, and asset condition</p> <p><b>6.2</b> 11kV primary overcurrent and backup protection reach limits</p> <p><b>Appendix E</b> Feeder forecast and capacity tables</p>
(3)	<p>forecasts of future transmission-distribution connection points (and any associated connection assets), sub-transmission lines and zone substations, including for each future transmission-distribution</p> <ul style="list-style-type: none"> <li>(i) location;</li> <li>(ii) future loading level; and</li> </ul>	<p><b>6.1</b> Network limitations – adequacy, security, and asset condition</p> <p><b>6.5</b> Emerging network limitations maps</p> <p><b>Appendix C</b> Network limitations and mitigation strategies</p>

## Clause / Sub-Clause

For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:

	(iii) proposed commissioning time (estimate of month and year);	<b>Appendix D</b> Substation forecast and capacity tables <b>Appendix E</b> Feeder forecast and capacity tables
<b>(4)</b>	forecasts of the Distribution Network Service Provider's performance against any reliability targets in a service target performance incentive scheme; and	<b>9.2</b> Service Target Performance Incentive Scheme (STPIS)
<b>(5)</b>	a description of any factors that may have a material impact on its network, including factors affecting; <ul style="list-style-type: none"> <li>(i) fault levels;</li> <li>(ii) voltage levels;</li> <li>(iii) other power system security requirements;</li> <li>(iv) the quality of supply to other Network Users (where relevant); and</li> <li>(v) ageing and potentially unreliable assets;</li> </ul>	<b>5.7</b> Fault <b>5.6</b> Voltage limits <b>6.1.3</b> Asset condition limitations <b>9.3</b> High impact weather events <b>9.1.4</b> Reliability corrective actions  <b>10.4</b> Power quality performance 2023-24 <b>11</b> Network challenges and opportunities
<b>(b1)</b>	for all network asset retirements, and for all network asset de-ratings that would result in a system limitation, that are planned over the forward planning period, the following information in sufficient detail relative to the size or significance of the asset: <ul style="list-style-type: none"> <li>1) a description of the network asset, including location;</li> <li>2) the reasons, including methodologies and assumptions used by the Distribution Network Service Provider, for deciding that it is necessary or prudent for the network asset to be retired or de-rated, taking into account factors such as the condition of the network asset;</li> <li>3) the date from which the Distribution Network Service Provider proposes that the network asset will be retired or de-rated; and</li> <li>4) if the date to retire or de-rate the network asset has changed since the previous Distribution Annual Planning Report, an explanation of why this has occurred;</li> </ul>	<b>6.1.3</b> Asset condition limitations <b>Appendix C</b> Network limitations and mitigation strategies
<b>(b2)</b>	for the purposes of subparagraph <b>(b1)</b> , where two or more network assets are: <ul style="list-style-type: none"> <li>1) of the same type;</li> <li>2) to be retired or de-rated across more than one location;</li> <li>3) to be retired or de-rated in the same calendar year; and</li> </ul>	<b>6.1.3</b> Asset condition limitations <b>Appendix C</b> Network limitations and mitigation strategies

## Clause / Sub-Clause

For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:

	<p>4) each expected to have a replacement cost less than \$200,000 (as varied by a cost threshold determination), those assets can be reported together by setting out in the Distribution Annual Planning Report:</p> <p>5) a description of the network assets, including a summarised description of their locations;</p> <p>6) the reasons, including methodologies and assumptions used by the Distribution Network Service Provider, for deciding that it is necessary or prudent for the network assets to be retired or de-rated, taking into account factors such as the condition of the network assets;</p> <p>7) the date from which the Distribution Network Service Provider proposes that the network assets will be retired or de-rated; and</p> <p>8) if the calendar year to retire or de-rate the network assets has changed since the previous Distribution Annual Planning Report, an explanation of why this has occurred;</p>	
<b>(c)</b>	<b>information on system limitations for sub-transmission lines and zone substations, including at least:</b>	
<b>(1)</b>	estimates of the location and timing (month(s) and year) of the system limitation;	<b>6.1</b> Network limitations – adequacy, security, and asset condition
<b>(2)</b>	analysis of any potential for load transfer capacity between supply points that may decrease the impact of the system limitation or defer the requirement for investment;	<b>6.1.2</b> Sub-transmission and distribution feeder capacity limitations <b>6.5</b> Emerging network limitations maps
<b>(3)</b>	impact of the system limitation if any, on the capacity at transmission-distribution connection points;	<b>Appendix C</b> Network limitations and mitigation strategies
<b>(4)</b>	a brief discussion of the types of potential solutions that may address the system limitation in the forward planning period, if a solution is required; and	<b>Appendix D</b> Substation forecast and capacity tables
<b>(5)</b>	<p>where an estimated reduction in forecast load would defer a forecast system limitation for a period of at least 12 months, include:</p> <p>(i) an estimate of the month and year in which a system limitation is forecast to occur as required under subparagraph (1);</p> <p>(ii) the relevant connection points at which the estimated reduction in forecast load may occur; and</p> <p>(iii) the estimated reduction in forecast load in MW or improvements in power factor needed to defer the forecast system limitation;</p>	<b>Appendix E</b> Feeder forecast and capacity tables

## Clause / Sub-Clause

For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:

**(d) for any primary distribution feeders for which a Distribution Network Service Provider has prepared forecasts of maximum demands under clause 5.13.1(d)(1)(iii) and which are currently experiencing an overload, or are forecast to experience an overload in the next two years the Distribution Network Service Provider must set out:**

<b>(1)</b>	the location of the primary distribution feeder;	<b>5.6.3</b> Distribution network voltage limits
<b>(2)</b>	the extent to which load exceeds, or is forecast to exceed, 100% (or lower utilisation factor, as appropriate) of the normal cyclic rating under normal conditions (in summer periods or winter periods);	<b>6.1.2</b> Sub-transmission and distribution feeder capacity limitations
<b>(3)</b>	the types of potential solutions that may address the overload or forecast overload; and	<b>6.5</b> Emerging network limitations maps
<b>(4)</b>	where an estimated reduction in forecast load would defer a forecast overload for a period of 12 months, include: <ul style="list-style-type: none"> <li>(i) estimate of the month and year in which the overload is forecast to occur;</li> <li>(ii) a summary of the location of relevant connection points at which the estimated reduction in forecast load would defer the overload;</li> <li>(iii) the estimated reduction in forecast load in MW needed to defer the forecast system limitation;</li> </ul>	<b>Appendix C</b> Network limitations and mitigation strategies <b>Appendix E</b> Feeder forecast and capacity tables

**(d1) for any primary distribution feeders for which a Distribution Network Service Provider has prepared forecasts of demand for distribution services by distribution connected units under clause 5.13.1(d1)(3) and which are currently experiencing a system limitation, or are forecast to experience a system limitation in the next two years, the Distribution Network Service Provider must set out:**

<b>(1)</b>	the location of the primary distribution feeder;	<b>6.1</b> Network limitations – adequacy, security, and asset condition
<b>(2)</b>	the extent to which demand for distribution services by distribution connected units exceeds, or is forecast to exceed, 100% (or lower utilisation factor, as appropriate) of the normal capacity to provide those distribution services under normal conditions;	<b>6.5</b> Emerging network limitations maps
<b>(3)</b>	the types of potential solutions that may address the system limitation or forecast system limitation;	<b>Appendix E</b> Feeder forecast and capacity tables
<b>(4)</b>	where an estimated reduction in demand for distribution services by distribution connected units would defer a forecast system limitation for a period of 12 months, include: <ul style="list-style-type: none"> <li>(i) an estimate of the month and year in which the system limitation</li> <li>(ii) a summary of the location of relevant connection points at which the estimated reduction in demand for distribution services by distribution connected units would defer the system limitation; and</li> <li>(iii) the estimated reduction in demand for distribution</li> </ul>	



## Clause / Sub-Clause

For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:

	services by distribution connected units in MW needed to defer the forecast system limitation;	
<b>(d2) for a SAPS enabled network, information on system limitations in the forward planning period for which a potential solution is a regulated SAPS, including at least:</b>		
<b>(1)</b>	estimates of the location and timing (month(s) and year) of the system limitation; and	Not applicable to Energex Network.
<b>(2)</b>	a brief discussion of the types of potential stand-alone power systems that may address the system limitation;	
<b>(e) a high-level summary of each RIT-D project for which the regulatory investment test for distribution has been completed in the preceding year or is in progress, including:</b>		
<b>(1)</b>	if the regulatory investment test for distribution is in progress, the current stage in the process;	<b>6.4</b> Regulatory Investment Test for Distribution (RIT-D) projects <b>Appendix C</b> Network limitations and mitigation strategies
<b>(2)</b>	a brief description of the identified need;	
<b>(3)</b>	a list of the credible options assessed or being assessed (to the extent reasonably practicable);	
<b>(4)</b>	if the regulatory investment test for distribution has been completed a brief description of the conclusion, including: (i) the net economic benefit of each credible option; (ii) the estimated capital cost of the preferred option; and (iii) the estimated construction timetable and commissioning date (where relevant) of the preferred option; and	
<b>(5)</b>	any impacts on Network Users, including any potential material impacts on connection charges and distribution use of system charges that have been estimated;	
<b>(f) for each identified system limitation which a Distribution Network Service Provider has determined will require a regulatory investment test for distribution, provide an estimate of the month and year when the test is expected to commence;</b>		<b>6.4.2</b> Foreseeable RIT-D projects
<b>(g) a summary of all committed investments to be carried out within the forward planning period with an estimated capital cost of \$2 million or more (as varied by a cost threshold determination) that are to address an urgent and unforeseen network issue as described in clause 5.17.3(a)(1), including:</b>		
<b>(1)</b>	a brief description of the investment, including its purpose, its location, the estimated capital cost of the investment and an estimate of the date (month and year) the investment is expected to become operational;	<b>5.10</b> Joint planning <b>6.4</b> Regulatory Investment Test for Distribution (RIT-D) projects <b>Appendix C</b> Network limitations and mitigation strategies
<b>(2)</b>	a brief description of the alternative options considered by the Distribution Network Service	

## Clause / Sub-Clause

For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:

	Provider in deciding on the preferred investment, including an explanation of the ranking of these options to the committed project. Alternative options could include, but are not limited to, generation options, demand side options, and options involving other distribution or transmission networks;	
<b>(h) the results of any joint planning undertaken with a Transmission Network Service Provider in the preceding year, including:</b>		
<b>(1)</b>	a summary of the process and methodology used by the Distribution Network Service Provider and relevant Transmission Network Service Providers to undertake joint planning;	<b>5.10</b> Joint planning <b>5.10.6</b> Further information on joint planning
<b>(2)</b>	a brief description of any investments that have been planned through this process, including the estimated capital costs of the investment and an estimate of the timing (month and year) of the investment; and	
<b>(3)</b>	where additional information on the investments may be obtained;	
<b>(i) the results of any joint planning undertaken with other Distribution Network Service Providers in the preceding year, including:</b>		
<b>(1)</b>	a summary of the process and methodology used by the Distribution Network Service Providers to undertake joint planning;	<b>5.10</b> Joint planning <b>5.10.5</b> Joint planning with other DNSPs
<b>(2)</b>	a brief description of any investments that have been planned through this process, including the estimated capital cost of the investment and an estimate of the timing (month and year) of the investment; and	
<b>(3)</b>	where additional information on the investments may be obtained;	
<b>(j) information on the performance of the Distribution Network Service Provider's network, including:</b>		
<b>(1)</b>	a summary description of reliability measures and standards in applicable regulatory instruments;	<b>9.1</b> Reliability measures and standards
<b>(2)</b>	a summary description of the quality of supply standards that apply, including the relevant codes, standards, and guidelines;	<b>9.1.3</b> Reliability compliance process <b>9.1.4</b> Reliability corrective actions <b>9.2</b> Service Target Performance Incentive Scheme (STPIS)
<b>(3)</b>	a summary description of the performance of the distribution network against the measures and standards described under subparagraphs (1) and (2) for the preceding year;	<b>9.4</b> Guaranteed Service Levels (GSL) <b>9.5</b> Worst performing distribution feeders
<b>(4)</b>	where the measures and standards described under subparagraphs (1) and (2) were not met in the preceding year, information on the corrective action	<b>10.1</b> Quality of supply processes

## Clause / Sub-Clause

For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:

	taken or planned;	<b>10.3</b> Power quality supply standards, codes standards and guidelines
<b>(5)</b>	a summary description of the Distribution Network Service Provider's processes to ensure compliance with the measures and standards described under subparagraphs (1) and (2); and	<b>10.4</b> Power quality performance 2023-24 <b>10.5</b> Power quality ongoing challenges and corrective actions
<b>(6)</b>	an outline of the information contained in the Distribution Network Service Provider's most recent submission to the AER under the service target performance incentive scheme;	<b>9.2</b> Service Target Performance Incentive Scheme (STPIS) <b>9.1.3</b> Reliability compliance process
<b>(k) information on the Distribution Network Service Provider's asset management approach, including:</b>		
<b>(1)</b>	a summary of any asset management strategy employed by the Distribution Network Service Provider;	<b>2.</b> Asset management overview
<b>(1A)</b>	an explanation of how the Distribution Network Service Provider takes into account the cost of distribution losses when developing and implementing its asset management and investment strategy;	<b>5.4.5</b> Distribution networks planning criteria
<b>(2)</b>	a summary of any issues that may impact on the system limitations identified in the Distribution Annual Planning Report that has been identified through carrying out asset management; and	<b>2.</b> Asset management overview <b>11</b> Network challenges and opportunities
<b>(3)</b>	information about where further information on the asset management strategy and methodology adopted by the Distribution Network Service Provider may be obtained;	<b>2..6</b> Further information <b>1.6</b> DAPR enquiries
<b>(l) information on the Distribution Network Service Provider's demand management activities, and activities relating to distribution connected units, including:</b>		
<b>(1)</b>	a qualitative summary of: <ul style="list-style-type: none"> <li>(i) non-network options that have been considered in the past year, including generation from distribution connected units;</li> <li>(ii) key issues arising from applications to connect distribution connected units received in the past year;</li> <li>(iii) actions taken to promote non-network proposals or (for a SAPS enabled network) SAPS proposals in the preceding year, including generation from distribution connected units; and</li> <li>(iv) the Distribution Network Service Provider's plans for demand management and generation from</li> </ul>	<b>7.4</b> 2023-24 Deliverables of the Energex Demand Management program <b>7.5</b> Energex demand management program delivery over the next year

NER Schedule 5.8 version 214		Report Section
Clause / Sub-Clause		
For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:		
	distribution connected units over the forward planning period;	
(2)	<ul style="list-style-type: none"> <li>(i) connection enquiries received under clause 5.3A.5 and of the total, the number for non-registered DER providers;</li> <li>(ii) applications to connect received under clause 5.3A.9 and of the total, the number for non-registered DER providers; and</li> <li>(iii) the average time taken to complete applications to connect; and</li> </ul>	<b>11.10.1</b> Connection enquiries received <b>11.10.2</b> Applications to connect received <b>11.10.3</b> Average time to complete connection
(3)	a quantitative summary of: <ul style="list-style-type: none"> <li>(i) enquiries under clause 5A.D.2 in relation to the connection of micro resource operators or non-registered DER providers; and</li> <li>(ii) applications for a connection service under clause 5A.D.3 in relation to the connection of micro resource operators or non-registered DER providers;</li> </ul>	
<b>(m) information on the Distribution Network Service Provider's investments in information technology and communication systems which occurred in the preceding year, and planned investments in information technology and communication systems related to management of network assets in the forward planning period; and</b>		<b>12</b> Information and Communication Technology systems <b>12.4</b> Operational and future technology
<b>(n) a regional development plan consisting of a map of the Distribution Network Service Provider's network as a whole, or maps by regions, in accordance with the Distribution Network Service Provider's planning methodology or as required under any regulatory obligation or requirement, identifying:</b>		
(1)	sub-transmission lines, zone substations and transmission-distribution connection points; and	<b>6</b> Overview of network limitations and recommended solutions
(2)	any system limitations that have been forecast to occur in the forward planning period, including, where they have been identified, overloaded primary distribution feeders	<b>6.5</b> Emerging network limitations maps
<b>(o) the analysis of the known and potential interactions between:</b>		
(1)	any emergency frequency control schemes, or emergency controls in place under clause S5.1.8, on its network; and	<b>9.7</b> Emergency frequency control schemes and protection systems
(2)	protection systems or control systems of plant connected to its network (including consideration of whether the settings of those systems are fit for purpose for the future operation of its network),	

NER Schedule 5.8 version 214		Report Section
Clause / Sub-Clause		
For the purposes of clause 5.13.2(c) of the NER, the following information must be included in a Distribution Annual Planning Report:		
undertaken under clause 5.13.1(d)(6), including a description of proposed actions to be undertaken to address any adverse interactions		
<b>(p) for a SAPS enabled network, information on the Distribution Network Service Provider's activities in relation to DNSP-led SAPS projects including:</b>		
<b>(1)</b>	opportunities to develop DNSP-led SAPS projects that have been considered in the past year;	Not applicable to Energex network
<b>(2)</b>	committed projects to implement a regulated SAPS over the forward planning period; and	
<b>(3)</b>	a quantitative summary of: (i) the total number of regulated SAPS in the network; and (ii) the total number of premises of retail customers supplied by means of those regulated SAPS.	
<b>(q) the system strength locational factor for each system strength connection point for which it is the Network Service Provider and the corresponding system strength node.</b>		<b>11.5</b> Customer connections impacting system strength

Table 36: DA cross reference

Distribution Authority No. D01/99		Report Section
DAPR reporting obligations:		
<b>(DA) 10.2 Safety Net Targets:</b>		
<b>(a)</b>	the distribution entity will design, plan, and operate its supply network to ensure, to the extent reasonably practicable, that it achieves its safety net targets as specified in Schedule 3.	<b>5.4.3</b> Safety
<b>(b)</b>	From 1 July 2014 onwards, the distribution entity will, as part of its Distribution Annual Planning Report, monitor and report on the measures taken to achieve its Safety Net targets.	<b>5.4.3</b> Safety
<b>(c)</b>	From 1 July 2015 onwards, the distribution entity will, as part of its Distribution Annual Planning Report, monitor and report on its performance against its Safety Net targets.	<b>9.6</b> Safety net target performance
<b>(DA) 11.2 Improvement Programs Required:</b>		
<b>(a)</b>	From 1 July 2014 onwards, the distribution entity will, as part of its Distribution Annual Planning Report, monitor and report on the reliability of the distribution entity's worst performing distribution feeders;	<b>9</b> Network reliability <b>9.5</b> Worst performing distribution feeders

## DAPR reporting obligations:

**Appendix F** Worst performing distribution feeders

**(DA) 14.3 Periodic Reports and Plans:**

From 1 July 2014 onwards, the distribution entity must report in its Distribution Annual Planning Report on the implementation of its Distribution Network Planning approach under **Clause 8 Distribution Network Planning**.

**Clause 8: Distribution Network Planning**

DA 8.1 Subject to clauses 9 Minimum Service Standards, 10 Safety Net and 11 Improvement Programs of this authority and any other regulatory requirements, the distribution entity must plan and develop its supply network in accordance with good electricity industry practice, having regard to the value that end users of electricity place on the quality and reliability of electricity services.

**5.4** Network planning criteria

**9** Network reliability

**9.5** Worst performing distribution feeders

**Appendix F** Worst performing distribution feeders



# Appendix C

## Network limitations and mitigation strategies

## Appendix C Network limitations and mitigation strategies

This section provides details on asset limitations and presents the committed solutions or the types of potential options for each of the limitations.

In comparison to the 2023 DAPR, some projects to address network limitations will have completed the regulatory process, or have entered construction, or have been commissioned. However, some projects identified in the 2023 DAPR have been deferred beyond the forward planning period due to declining growth in demand forecasts. Furthermore, some projects have been re-assessed and subsequently cancelled. This section provides updated information for the forward planning period.

Details on asset limitations and the types of potential options to address each of the limitations are contained in the Distribution System Limitation Template (prepared in accordance with Australian Energy Regulator's (AER) Distribution Annual Planning Report Template) via the following hyperlinks:

- [Substations Limitations and Proposed Solutions Capacity - Energex 2024.xlsx](#)<sup>52</sup>
- [Substations Limitations and Proposed Solutions Refurbishment - Energex 2024.xlsx](#)<sup>53</sup>
- [Transmission and Sub-Transmission Feeders Limitations and Proposed Solutions Capacity - Energex 2024.xlsx](#)<sup>54</sup>
- [Transmission and Sub-Transmission Feeders Limitations and proposed Solutions Refurbishment - Energex 2024.xlsx](#)<sup>55</sup>

Details on limitations where Energex has committed projects to address can be accessed via the following hyperlinks:

- [Zone Substation Limitations and Committed Solutions - Energex 2024.xlsx](#)<sup>56</sup>
- [Sub-transmission Feeder Limitations and Committed Solutions - Energex 2024.xlsx](#)<sup>57</sup>
- [Distribution Feeder Limitations and Committed Solutions - Energex 2024.xlsm](#)<sup>58</sup>

<sup>52</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0007/1487059/Substations\\_Limitations\\_and\\_Proposed\\_Solutions\\_Capacity - Energex 2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0007/1487059/Substations_Limitations_and_Proposed_Solutions_Capacity_-_Energex_2024.xlsx)

<sup>53</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0003/1487190/Substations\\_Limitations\\_and\\_Proposed\\_Solutions\\_Refurbishment - Energex 2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0003/1487190/Substations_Limitations_and_Proposed_Solutions_Refurbishment_-_Energex_2024.xlsx)

<sup>54</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0010/1487062/Transmission\\_and Sub-Transmission Feeders Limitations and Proposed Solutions Capacity - Energex 2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0010/1487062/Transmission_and_Sub-Transmission_Feeders_Limitations_and_Proposed_Solutions_Capacity_-_Energex_2024.xlsx)

<sup>55</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0011/1487063/Transmission\\_and Sub-Transmission Feeders Limitations and Proposed Solutions Refurbishment - Energex 2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0011/1487063/Transmission_and_Sub-Transmission_Feeders_Limitations_and_Proposed_Solutions_Refurbishment_-_Energex_2024.xlsx)

<sup>56</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0003/1487064/Zone Substation Limitations and Committed Solutions - Energex 2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0003/1487064/Zone_Substation_Limitations_and_Committed_Solutions_-_Energex_2024.xlsx)

<sup>57</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0009/1487061/Sub-transmission Feeder Limitations and Committed Solutions - Energex 2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0009/1487061/Sub-transmission_Feeder_Limitations_and_Committed_Solutions_-_Energex_2024.xlsx)

<sup>58</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0006/1487058/Distribution Feeder Limitations and Committed Solutions - Energex 2024.xlsm](https://www.energex.com.au/_data/assets/excel_doc/0006/1487058/Distribution_Feeder_Limitations_and_Committed_Solutions_-_Energex_2024.xlsm)

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Details on limitations where Energex does not plan to address within the forward planning period can be obtained via the hyperlinks below:

- [Sub-transmission Limitations Not Addressed - Energex 2024.xlsx](#)<sup>59</sup>
- [Distribution Feeder Limitations-Not-Addressed - Energex 2024.xlsm](#).<sup>60</sup>

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<sup>59</sup>Website:[https://www.energex.com.au/\\_data/assets/excel\\_doc/0008/1487060/Sub-transmission Limitations Not Addressed - Energex 2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0008/1487060/Sub-transmission_Limitations_Not_Addressed_-_Energex_2024.xlsx)

<sup>60</sup>Website:[https://www.energex.com.au/\\_data/assets/excel\\_doc/0005/1487057/Distribution Feeder Limitations-Not-Addressed - Energex 2024.xlsm](https://www.energex.com.au/_data/assets/excel_doc/0005/1487057/Distribution_Feeder_Limitations-Not-Addressed_-_Energex_2024.xlsm)

# Appendix D

## Substation forecast and capacity tables

## Appendix D Substation forecast and capacity tables

The Substations Forecast and Capacity Tables is a summary of planning information for all existing and committed future bulk supply and zone substations. These are made available in spreadsheet format via the following hyperlinks:

- [Bulk Supply Substations Load Forecast - Energex 2024.xlsx](#)<sup>61</sup>
- [Zone Substations Load Forecast - Energex 2024.xlsx](#)<sup>62</sup>
- [Joint Owned Bulk Supply and Zone Substations Load Forecast - Energex 2024.xlsx](#)<sup>63</sup>

In general, the summary includes only substations that supply multiple customers. Customer owned substations and substations dedicated to single large customers are not included.

GIS based mapping including forecasts and limitations are available via Energex' latest [interactive maps 2024](#).<sup>64</sup>

### D:1 Supporting notes

Each summary sheet contains a brief description of the substation, including its location, land area, construction type, installed transformers and capacity of known Embedded Generation connected to the substation. Localities give a general view of the areas serviced by the substation. Load categories indicate the type of loads supplied. Growth rates for the zone substations provide a projection of the expected growth rates for the next five years for planning purposes.

With respect to growth rates:

- None of the bulk supply substations directly supply customers, therefore there is no growth rates provided for these substations; and
- Large individual or block loads (existing and new) are treated on an individual basis and not listed in these substation summaries, but these are factored into load forecasts.

The next section includes a summary of performance and capability.

The latest compensated peak demand is displayed along with the typical daily compensated load profile. In addition, the compensated descriptor refers to the slightly reduced transformer load experienced when available capacitors are in service. Entries in the major loads section indicate there are significant or large customers connected to the substation. Both summer and winter profiles are presented where available. Where a substation has less than 12 months of metering data available, such as small substations and newly established substations, the graphs and the information against these fields is either blank or not applicable (N/A).

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<sup>61</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0004/1487065/Bulk\\_Supply\\_Substations\\_Load\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0004/1487065/Bulk_Supply_Substations_Load_Forecast_-_Energex_2024.xlsx)

<sup>62</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0006/1487067/Zone\\_Substations\\_Load\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0006/1487067/Zone_Substations_Load_Forecast_-_Energex_2024.xlsx)

<sup>63</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0005/1487066/Joint\\_Owned\\_Bulk\\_Supply\\_and\\_Zone\\_Substations\\_Load\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0005/1487066/Joint_Owned_Bulk_Supply_and_Zone_Substations_Load_Forecast_-_Energex_2024.xlsx)

<sup>64</sup> Website: <https://www.energex.com.au/dapmap2024>



## D:2 Peak load forecast and capacity tables

A definition of terms for these tables is shown in Table 37, below. These tables show information about the substation's customer category, transformer capacity, including emergency cyclic capacity and normal cyclic capacity, load at risk, and the compliance of each substation with its security standard. To assess whether a substation meets its security standard, four possible risk periods are considered: winter day, winter night, summer day and summer night. The highest risk period for each season is displayed for each year of the forward planning period.

A total of eight peak, reconciled and compensated load forecasts have been used in the analysis: 50 PoE summer (day & night); 50PoE winter (day & night); 10PoE summer (day & night); and 10PoE winter (day & night). The summer forecasts are based on summer 2023/24 starting values, and the winter forecasts are based on winter 2024 starting values. Both sets of forecasts include load transfers expected from committed projects with the proposed timings scheduled in the Program of Work (PoW) as of June 2024. Substation capacities include the single contingency emergency cyclic capacity and the total substation normal cyclic capacity corresponding to the plant present at the start of the risk period. These ratings have also been adjusted for known committed project proposals.

The forecast and capacity cut-off date for the winter season is 1 June of each year, and for the summer season is 1 December of each year. For example, 2024 winter forecast includes all committed projects with a proposed commissioning date up to 1 June 2024, and the 2023/24 summer forecast includes all committed projects with a proposed commissioning date up to 1 December 2024.

The security standard applicable to a substation is based on the customer category. The peak risk period is the one with the highest calculated load at risk for normal or contingency conditions. Load at risk is calculated using the forecast loads, the planned substation capacity, and the capacity of the network to allow the transfer of load away from the substation to other sources of supply based on the substation security standard criteria. A detailed explanation of the derivation of load at risk is provided in Chapter 5. If there is no load at risk, the substation meets the security standard.

Although transformers are usually the limiting factor for a substation's capacity, there are other significant items of plant, such as cables and switchgear that can also restrict capacity. Load sharing between parallel transformers can also be limited due to operational constraints (e.g. split bus configurations to manage fault levels) or differing transformer characteristics (e.g. tapping range or impedance differences). Both of these factors have been considered in the production of these tables.

**Table 37: Appendix D: Definition of terms – peak load forecast and capacity tables**

Term	Definition
Peak Risk Period	The time period over which the load is highest (Day/Night).
NCC Rating (MVA)	Normal Cyclic Capacity – the total capacity with all network components and equipment in service.  The maximum permissible peak daily loading for a given load cycle that plant can supply each day of its life. Taking impedance mismatch into consideration, it is considered the maximum rating for a transformer to be loaded under normal load conditions.
Contracted non-network (MVA)	The amount of Embedded Generation and contracted curtailed demand management capacity available within the supply area of a substation during peak times. The impacts of these have been incorporated into the load forecasts. Solar PV connections are not included in the reported figure.
10PoE Load (MVA)	Peak load forecast with 10% probability of being exceeded (one in every 10 years will be exceeded). Based on normal expected growth rates & weather corrected starting loads.
LARn (MVA)	Security standard load at risk under system normal condition, expressed in MVA.
LARn (MW)	Security standard load at risk under system normal condition, expressed in MW.



Term	Definition
Power Factor at Peak Load	Compensated power factor at 50 PoE Load. Capacitive compensation is switched according to the size of the capacitor banks installed at the substation; compensation is generally limited to prevent a substation from going into leading power factor.
ECC Rating (MVA)	Emergency Cyclic Capacity – the long-term firm delivery capacity under a single contingent condition.  The maximum permissible peak emergency loading for a given load cycle that an item of plant can supply for an extended period of time without unacceptable damage. For substations with multiple transformers, the ECC is the minimum emergency cyclic capacity of all transformer combinations taking impedance mismatches into consideration, with one transformer off line.
50PoE Load (MVA)	Peak load forecast with 50% probability of being exceeded (one in every two years will be exceeded). Based on normal expected growth rates and weather corrected starting loads.
50PoE Load > 95% (MVA)	The amount of load greater than 95% 50PoE Load. (50 PoE Load – 0.95 x 50PoE Load)
Hours PA > 95% Peak Load	The number of hours per annum (maximum over the last 3 years) where the load exceeded 95% of the peak 50PoE demand.
Raw LAR (MVA)	The amount of load exceeding ECC rating. (50 PoE Load – ECC Rating)
2-Hour Rating (MVA)	Two-Hour Emergency Capacity (2HEC) – the short term or firm delivery capacity under a single contingent condition.  The maximum permissible peak emergency loading for a given load cycle that an item of plant can supply up to two hours without causing unacceptable damage. For substations with multiple transformers, the 2HEC is the minimum two-hour emergency rating of all transformer combinations taking impedance mismatches into consideration, with one transformer offline.
Auto Trans Avail (MVA)	SCADA or automatically controlled load transfers that can be implemented within one minute.
Remote Trans Avail (MVA)	Load transfers that can be implemented through SCADA switching procedures by the network control officer. It is assumed that this can generally be achieved within 30 minutes excluding complex or time – consuming restoration procedures.
Manual Trans Avail (MVA)	Load transfers can also be deployed via manually controlled switchgear locally by field staff. It is assumed that the implementation of manual switching procedures to isolate the faulted portion of the network to restore supply to healthy parts of the network can be fully implemented within three hours (urban) or four hours (rural).  Manual transfers are obtained from load flow studies performed on each 11 kV distribution feeder based on the forecast 2020/21 load, the sum of all available 11 kV transfers at a substation is multiplied by a 0.75 factor to account for diversity and to provide a margin of error to avoid voltage collapse. The same approach applies throughout the forward planning period.
Mobile Plant Avail (MVA)	The capacity of mobile substation or mobile generation that can be deployed within the timeframe prescribed by the security standard.  The maximum allowable mobile generator capacity is limited to 4 MVA for urban and 10 MVA for rural. The maximum mobile substation capacity is 15 MVA.
POPS	Plant Overload Protection Scheme consists of several applications which continuously monitor specific items of plant for overload conditions. If overload conditions are detected and validated, POPS will initiate predefined actions in order to relieve the overload condition.
Bus Configuration	An indication of the electrical configuration of the substation 11 kV bus (e.g., split bus or solid bus)

Term	Definition
LARc (MVA)	Security standard load at risk for single contingent conditions.
LARc (MW)	Estimated generation / load reduction required to defer the forecast system limitation. This is the security standard load at risk for a single contingency, expressed in MW.
Customer Category	For security standard application, the general type of customer a substation or feeder supplying the area.

# Appendix E

## Feeder forecast and capacity tables

## Appendix E Feeder forecast and capacity tables

The feeders forecast and capacity tables contains the capacity and forecast loads on the 132kV, 110kV, 33kV and 11kV feeders in the Energex network.

These are made available in spreadsheet format via the following hyperlinks:

- [Distribution Feeder Summer and Winter Forecast - Energex 2024.xlsm](#)<sup>65</sup>
- [33kV Feeders Summer Forecast - Energex 2024.xlsx](#)<sup>66</sup>
- [33kV Feeders Winter Forecast - Energex 2024.xlsx](#)<sup>67</sup>
- [110kV and 132kV Feeders Summer Forecast - Energex 2024.xlsx](#)<sup>68</sup>
- [110kV and 132kV Feeders Winter Forecast - Energex 2024.xlsx](#)<sup>69</sup>
- [Distribution Feeder DER Forecast - Energex 2024.xlsx](#)<sup>70</sup>
- [33kV Feeders DER Minimum Demand Forecast - Energex 2024.xlsx](#)<sup>71</sup>
- [110kV and 132kV Feeders DER Minimum Demand Forecast - Energex 2024.xlsx](#)<sup>72</sup>

In general, the tables contain only feeders that supply multiple customers. Dedicated feeders that supply single large customers are not included.

GIS based mapping including forecasts and limitations are available via Energex' latest [interactive maps 2024](#).<sup>73</sup>

### E:1 Supporting notes on feeders

The following sections list the 132kV, 110kV, 33kV and 11kV feeders, their forecast loads, and their capacity limitations. The feeder loads are calculated from load flow results using forecast substation demands. For the transmission and sub-transmission feeders, load flow studies are conducted for system normal and single contingency situations. For 11kV feeders, studies are conducted under normal conditions. The limitation tables provide details on feeders having a capacity limitation and present the most likely solution to address the limitation.

<sup>65</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0011/1487099/Distribution\\_Feeder\\_Summer\\_-and- Winter\\_Forecast\\_-\\_Energex\\_2024.xlsm](https://www.energex.com.au/_data/assets/excel_doc/0011/1487099/Distribution_Feeder_Summer_-and- Winter_Forecast_-_Energex_2024.xlsm)

<sup>66</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0005/1487093/33kV\\_Feeders\\_Summer\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0005/1487093/33kV_Feeders_Summer_Forecast_-_Energex_2024.xlsx)

<sup>67</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0006/1487094/33kV\\_Feeders\\_Winter\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0006/1487094/33kV_Feeders_Winter_Forecast_-_Energex_2024.xlsx)

<sup>68</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0008/1487096/110kV\\_and\\_132kV\\_Feeders\\_Summer\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0008/1487096/110kV_and_132kV_Feeders_Summer_Forecast_-_Energex_2024.xlsx)

<sup>69</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0009/1487097/110kV\\_and\\_132kV\\_Feeders\\_Winter\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0009/1487097/110kV_and_132kV_Feeders_Winter_Forecast_-_Energex_2024.xlsx)

<sup>70</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0010/1487098/Distribution\\_Feeder\\_DER\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0010/1487098/Distribution_Feeder_DER_Forecast_-_Energex_2024.xlsx)

<sup>71</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0004/1487092/33kV\\_Feeders\\_DER\\_Minimum\\_Demand\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0004/1487092/33kV_Feeders_DER_Minimum_Demand_Forecast_-_Energex_2024.xlsx)

<sup>72</sup>Website: [https://www.energex.com.au/\\_data/assets/excel\\_doc/0007/1487095/110kV\\_and\\_132kV\\_Feeders\\_DER\\_Minimum\\_Demand\\_Forecast\\_-\\_Energex\\_2024.xlsx](https://www.energex.com.au/_data/assets/excel_doc/0007/1487095/110kV_and_132kV_Feeders_DER_Minimum_Demand_Forecast_-_Energex_2024.xlsx)

<sup>73</sup> Website: <https://www.energex.com.au/dapmap2024>

## E:2 Peak load forecast and capacity tables

A definition of terms for these tables is shown in Table 38, below. These tables show information about the feeder capacity, load at risk, and the compliance of each feeder with its security standard. To assess whether a feeder meets its security standard, four possible risk periods are considered: winter day, winter night, summer day and summer night. The highest risk period for each season is displayed for each year of the forward planning period.

The forecast and capacity cut-off date for the winter season is 1 June of each year, and for the summer season is 1 December of each year. For example, the 2024 winter forecast includes all committed projects with a proposed commissioning date up to 1 June 2024, and the 2023/24 summer forecast includes all committed projects with a proposed commissioning date up to 1 December 2023.

Assessment of 33kV feeders is performed under four possible risk periods: winter day, winter night, summer day and summer night.

Due to the modelling complexity of the 132kV and 110kV, two dominant risk periods are considered in the analysis: summer day and winter night.

Peak, reconciled, compensated load forecasts have been used in the 132kV and 110kV and 33kV feeder analyses, with 50PoE forecast load used for single contingency studies, and 10PoE forecast load used for system normal studies. The analysis includes load transfers expected from committed projects with the proposed timings scheduled in the Program of Work (PoW) as of June 2024, and the 132kV and 110kV studies are based on the summer 2023/24 Queensland peak generation scenario<sup>74</sup>.

Feeder capacities are shown for ECC and NCC. These ratings have also been adjusted for known committed project proposals. All load transfers associated with contingent condition include acceptable feeder voltage profiles.

Although the conductor rating is generally the limiting factor for feeder capacity, there are other significant items of plant, such as the feeder circuit breaker, that can also restrict capacity. Furthermore, other factors such as voltage constraints and load sharing between parallel underground feeders can sometimes de-rate the capacity of the feeders due to thermal characteristic constraints. Each of these factors has been taken into account in the production of the forecast tables.

Interconnected or feeders that supply multiple customers are examined in the following tables. Feeders exclusively supplying a customer owned substation or dedicated to a customer are not included in these tables.

### E:2.1 Distribution (11kV) feeder studies

For the 11kV feeder studies, the 50PoE and 10PoE load forecasts are assessed based on the 2023 winter and 2023/24 summer starting values and include some load transfers expected from approved project proposals as at June 2024. The forecast winter loads are for the winter season following the summer quoted in that financial year. The 50PoE load forecasts and the normal cyclic capacity of feeder rating are then used to determine limitations. Where projects have been approved to augment a feeder, the augmented rating has been used in the analysis. Permanent remediation strategies to correct network limitations beyond those resolved via approved projects have not been modelled in the study as these are developed year by year.

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<sup>74</sup> The Queensland peak generation scenario is sourced from Powerlink Queensland using committed generation only, which is based on sample generation dispatch patterns to meet forecast Queensland Region demand conditions

Instead of load at risk calculations, the analysis compares feeder utilisation under normal conditions against the acceptable levels of utilisation specific to each feeder. The target utilisation assigned to each feeder depends on its configuration, with radial feeders tending to have higher utilisations of about 80% and balanced three feeder meshes such as those typically found in the CBD having target utilisations of 67%. This approach accommodates the different purposes to which feeders may be employed (e.g., dedicated to single point customer loads, ties, or dual feeders). This utilisation is calculated according to the following:

- Utilisation (Normal Conditions) = 50PoE Load / NCC Rating
- The conditions used to determine security are as follows:
- If Utilisation > Target Utilisation  $\Rightarrow$  site does not meet security standard.

**Table 38: Appendix E: Definition of terms - feeder capacity and forecast tables**

Term	Definition
NCC Rating (A)	<p>Normal Cyclic Capacity - the total capacity with all network components and equipment intact.</p> <p>This is the maximum permissible peak daily loading for a given load cycle that a feeder can supply each day of its life. For overhead feeders, the NCC is the conductor rating with an assumed 1m/s wind, orthogonal to the line. For underground cables, the NCC assumes that there are sufficient temperature and current operating margins from the thermal inertia of the cable and its surroundings.</p>
10 PoE Load (A)	Peak load forecast with 10% probability of being exceeded (one in every 10 years will be exceeded). Based on normal expected growth rates and weather corrected starting loads.
Power Factor (System Normal)	Lowest power factor along the feeder at 10 PoE Peak Load.
LARn (A)	Security standard load at risk under system normal condition, expressed in Amps.
LARn (MW)	<p>Security standard load at risk under system normal condition, expressed in MW, assuming the nominal system voltages and lowest power factor.</p> $\frac{(\text{LARn (A)} \times \text{Nominal Voltage} \times \text{Power Factor (System Normal)} \times \text{sqrt}(3))}{1,000,000}$
ECC Rating (A)	<p>Emergency Cyclic Capacity – the long-term firm delivery capacity under single contingency conditions.</p> <p>Some underground cables are installed in close proximity to other circuits and are normally de-rated to allow for the heat generated by the adjacent cables. ECC is the higher capacity available when any adjacent circuits have been unloaded. For overhead conductors which do not benefit from this phenomenon, the ECC is synonymous with the NCC.</p>
50 PoE Load (A)	Peak load forecast with 50% probability of being exceeded (one in every two years will be exceeded). Based on normal expected growth rates & weather corrected starting loads.
Hours PA > 95% Peak Load	The forecast number of hours per annum where the load exceeded 95% of the peak 50 PoE demand.
Raw LAR (A)	The amount of load exceeding ECC rating. (Load – ECC Rating)



Term	Definition
2-Hour Rating (A)	<p>Two Hour Emergency Capacity (2HEC) – the short-term firm delivery capacity under single contingency conditions.</p> <p>For overhead feeders, the 2HEC is the conductor rating with an assumed 2m/s wind, orthogonal to the line (compared to the 1.0 m/s wind speed used for NCC ratings).</p> <p>For underground cables, the 2HEC assumes that there are sufficient temperature and current operating margins immediately prior to the contingency to extract additional capacity from the thermal inertia of the cable and its surrounds.</p>
Auto Trans Avail (A)	<p>SCADA or automatically controlled load transfers that can be implemented within one minute. Examples include auto changeover switching to alternate feeders.</p> <p>A blank entry indicates that this type of transfer is not considered as available in the evaluation of security standard compliance.</p>
Remote Trans Avail (A)	<p>Load transfers that can be implemented through SCADA switching procedures by the network control officer. It is assumed that this can generally be achieved within 30 minutes.</p> <p>A blank entry indicates that this type of transfer is not considered as available in the evaluation of security standard compliance.</p>
Manual Trans Avail (A)	<p>Load transfers can also be deployed via manually controlled switchgear locally by field staff. It is assumed the implementation of manual switching procedures to isolate the faulted portion of the network whilst restoring supply to fault free portions can be fully implemented within three hours (urban) or four hours (rural).</p> <p>Manual transfers are obtained from load flow studies performed on each 11kV distribution feeder based on the forecast 2016/17 load, the sum of all available 11kV transfers at a substation is multiplied by a 0.75 factor to account for diversity and to provide an error margin. The same amount of transfers is applied throughout the forward planning period.</p> <p>A blank entry indicates that this type of transfer is not considered as available in the evaluation of security standard compliance.</p>
POPS	<p>Plant Overload Protection Scheme (POPS) consists of several applications which continuously monitor specific items of plant for overload conditions. If overload conditions are detected and validated, POPS will initiate predefined actions in order to relieve the overload condition.</p>
Mobile Gen Required (A)	<p>The amount of generation required under the contingency, capped at the maximum MVA allowable under the security standard requirements.</p> <p>Where required, alternate supply from mobile generators can be sourced within 8 hours (urban) or 12hours (rural). These are generally smaller 500 kVA units that do not require transport permits or police escorts and can be rapidly deployed. Up to 4 MVA (urban) or 10 MVA (rural) of mobile generation may be committed to a single contingency event.</p>
LARc (A)	<p>Security standards load at risk under single contingency condition, expressed in Amps.</p>

Term	Definition
LARc (MW)	<p>Estimated generation / load reduction required to defer the forecast system limitation.</p> <p>This is the security standard load at risk under single contingency condition, expressed in MW, assuming the nominal system voltages and the lowest power factor on the feeder under system normal condition.</p> $\frac{(LARc (A) \times \text{Nominal Voltage} \times \text{Power Factor (System Normal)} \times \sqrt{3})}{1,000,000}$
Customer Category	For security standard application, the general type of customer a sub-transmission, or transmission feeder is supplying.

# Appendix F

## **Worst performing distribution feeders**

## Appendix F Worst performing distribution feeders 2023-24

Table 39: List of Worst Performing Feeders

Feeder Asset ID	SAIDI & SAIFI Performance	Feeder Length (km)	Customer Number	Feeder Category	2023-24 MSS SAIDI Limit	3 Year Average SAIDI	2023-24 MSS SAIFI Limit	3 Year Average SAIFI	Improvement Program Criteria Met
CNA8A	Pending Review	8	21	SR	218	6,375	2.46	51.29	SAIDI and SAIFI Performance
TGW3	Reviewed 19/20	116	232	SR	218	4,124	2.46	1.55	SAIDI Performance
NPDTR1	Reviewed 23/24	0	1	SR	218	2,095	2.46	1.67	SAIDI Performance
CCY17A	Reviewed 16/17	56	717	SR	218	1,828	2.46	5.88	SAIDI and SAIFI Performance
KBR1A	Reviewed 23/24	112	536	SR	218	1,735	2.46	1.85	SAIDI Performance
LWD2A	Reviewed 13/14	1	1	UR	106	1,594	1.26	1.00	SAIDI Performance
GBN3	Reviewed 16/17	37	124	SR	218	1,526	2.46	4.44	SAIDI Performance
LNCTR1	Reviewed 14/15	0	1	SR	218	1,466	2.46	3.67	SAIDI Performance
DBS13A	Reviewed 23/24	2	5	UR	106	1,354	1.26	0.40	SAIDI Performance
MGP13A	Reviewed 23/24	93	1,095	SR	218	1,190	2.46	5.52	SAIDI and SAIFI Performance
BTN4	Reviewed 15/16	2	3	UR	106	1,165	1.26	1.44	SAIDI Performance

Feeder Asset ID	SAIDI & SAIFI Performance	Feeder Length (km)	Customer Number	Feeder Category	2023-24 MSS SAIDI Limit	3 Year Average SAIDI	2023-24 MSS SAIFI Limit	3 Year Average SAIFI	Improvement Program Criteria Met
CBT8A	Reviewed 13/14	48	357	SR	218	1,003	2.46	5.02	SAIDI and SAIFI Performance
RIS4	Reviewed 23/24	19	969	SR	218	939	2.46	5.84	SAIDI and SAIFI Performance
YDA1B	Reviewed 14/15	16	473	SR	218	916	2.46	8.52	SAIDI and SAIFI Performance
IPL2A	Reviewed 23/24	103	299	SR	218	844	2.46	3.61	SAIDI Performance
KCY2	Reviewed 21/22	0	1	SR	218	822	2.46	4.86	SAIDI Performance
COR26A	Reviewed 15/16	85	932	SR	218	740	2.46	6.46	SAIDI and SAIFI Performance
RWD1	Reviewed 21/22	201	523	SR	218	734	2.46	4.20	SAIDI Performance
WMR2	Reviewed 16/17	29	247	SR	218	726	2.46	4.24	SAIDI Performance
WFD1B	Reviewed 21/22	66	319	SR	218	706	2.46	3.77	SAIDI Performance
TGW2	Reviewed 20/21	90	244	SR	218	702	2.46	2.65	SAIDI Performance
COR23A	Reviewed 15/16	103	613	SR	218	686	2.46	4.85	SAIDI Performance
BMT5	Reviewed 22/23	35	318	SR	218	675	2.46	4.69	SAIDI Performance
WHO9	Reviewed 20/21	58	69	SR	218	670	2.46	1.82	SAIDI Performance

Feeder Asset ID	SAIDI & SAIFI Performance	Feeder Length (km)	Customer Number	Feeder Category	2023-24 MSS SAIDI Limit	3 Year Average SAIDI	2023-24 MSS SAIFI Limit	3 Year Average SAIFI	Improvement Program Criteria Met
MRB2	Reviewed 18/19	24	53	SR	218	662	2.46	2.03	SAIDI Performance
KMR25A	Reviewed 23/24	53	1,135	SR	218	646	2.46	3.26	SAIDI Performance
GBN4	Reviewed 16/17	142	760	SR	218	641	2.46	3.37	SAIDI Performance
NBR15A	Reviewed 14/15	27	569	SR	218	630	2.46	3.32	SAIDI Performance
MLY6	Reviewed 17/18	36	606	SR	218	629	2.46	5.25	SAIDI and SAIFI Performance
IPL3	Reviewed 23/24	129	458	SR	218	600	2.46	4.44	SAIDI Performance
RIS1	Reviewed 23/24	11	1,301	SR	218	599	2.46	2.98	SAIDI Performance
PWC3	Reviewed 22/23	50	1,507	SR	218	595	2.46	3.74	SAIDI Performance
COR22A	Reviewed 15/16	44	783	SR	218	590	2.46	3.81	SAIDI Performance
EMD2	Reviewed 22/23	35	468	SR	218	583	2.46	5.66	SAIDI and SAIFI Performance
LBH5A	Reviewed 22/23	49	1,121	SR	218	583	2.46	2.48	SAIDI Performance
WFD3A	Reviewed 21/22	19	390	SR	218	581	2.46	1.89	SAIDI Performance
SMF3A	Reviewed 22/23	38	828	SR	218	571	2.46	2.16	SAIDI Performance



Feeder Asset ID	SAIDI & SAIFI Performance	Feeder Length (km)	Customer Number	Feeder Category	2023-24 MSS SAIDI Limit	3 Year Average SAIDI	2023-24 MSS SAIFI Limit	3 Year Average SAIFI	Improvement Program Criteria Met
BRD3B	Reviewed 23/24	37	801	SR	218	566	2.46	3.67	SAIDI Performance
WMR1	Reviewed 23/24	83	853	SR	218	565	2.46	3.64	SAIDI Performance
CRY2A	Reviewed 22/23	53	715	SR	218	560	2.46	5.65	SAIDI and SAIFI Performance
GBN2	Reviewed 15/16	46	253	SR	218	551	2.46	2.83	SAIDI Performance
MLY1	Reviewed 16/17	75	875	SR	218	529	2.46	4.62	SAIDI Performance
MLB8A	Reviewed 23/24	37	672	SR	218	526	2.46	3.83	SAIDI Performance
KWH3	Reviewed 21/22	82	399	SR	218	520	2.46	4.50	SAIDI Performance
CPD1	Reviewed 23/24	93	420	SR	218	520	2.46	2.29	SAIDI Performance
LBH3A	Reviewed 23/24	22	793	SR	218	517	2.46	2.01	SAIDI Performance
WSE3A	Reviewed 17/18	107	1,442	SR	218	516	2.46	2.42	SAIDI Performance
SMF5A	Reviewed 21/22	37	857	SR	218	516	2.46	2.24	SAIDI Performance
AMR3	Reviewed 22/23	102	413	SR	218	511	2.46	4.07	SAIDI Performance
PWC4	Reviewed 16/17	88	1,924	SR	218	511	2.46	2.63	SAIDI Performance
RLA7A	Reviewed 22/23	4	166	UR	106	503	1.26	1.91	SAIDI Performance

Feeder Asset ID	SAIDI & SAIFI Performance	Feeder Length (km)	Customer Number	Feeder Category	2023-24 MSS SAIDI Limit	3 Year Average SAIDI	2023-24 MSS SAIFI Limit	3 Year Average SAIFI	Improvement Program Criteria Met
GGR2	Reviewed 17/18	21	126	SR	218	502	2.46	2.51	SAIDI Performance
BTN3	Reviewed 17/18	48	1,056	SR	218	499	2.46	2.74	SAIDI Performance
IPL4A	Reviewed 23/24	123	350	SR	218	499	2.46	3.47	SAIDI Performance
CLD16A	Reviewed 20/21	5	197	SR	218	498	2.46	1.86	SAIDI Performance
CRB25A	Reviewed 23/24	57	1,306	SR	218	497	2.46	1.68	SAIDI Performance
IBL1	Pending Review	0	1	UR	106	493	1.26	2.67	SAIDI and SAIFI Performance
LGV6A	Reviewed 22/23	39	937	SR	218	488	2.46	3.17	SAIDI Performance
PWC2	Reviewed 22/23	22	1,406	SR	218	481	2.46	2.90	SAIDI Performance
KCY4	Reviewed 21/22	0	1	SR	218	476	2.46	3.76	SAIDI Performance
GGR1	Pending Review	58	586	SR	218	474	2.46	2.08	SAIDI Performance
JBB13A	Pending Review	53	1,568	SR	218	472	2.46	3.70	SAIDI Performance
SMF12A	Reviewed 17/18	62	947	SR	218	466	2.46	2.05	SAIDI Performance
KWH1	Reviewed 23/24	58	580	SR	218	461	2.46	4.29	SAIDI Performance
MGP4	Pending Review	23	946	SR	218	461	2.46	1.65	SAIDI Performance

Feeder Asset ID	SAIDI & SAIFI Performance	Feeder Length (km)	Customer Number	Feeder Category	2023-24 MSS SAIDI Limit	3 Year Average SAIDI	2023-24 MSS SAIFI Limit	3 Year Average SAIFI	Improvement Program Criteria Met
GYS6A	Reviewed 22/23	105	783	SR	218	461	2.46	2.72	SAIDI Performance
FDS1	Pending Review	119	608	SR	218	452	2.46	2.70	SAIDI Performance
SIS1	Reviewed 13/14	27	1,229	SR	218	450	2.46	2.09	SAIDI Performance
LLY1	Reviewed 15/16	117	534	SR	218	449	2.46	3.16	SAIDI Performance
WMR4	Reviewed 21/22	16	52	SR	218	448	2.46	1.33	SAIDI Performance
TGW1	Reviewed 20/21	132	402	SR	218	448	2.46	2.28	SAIDI Performance
BNH1B	Pending Review	121	704	SR	218	439	2.46	1.61	SAIDI Performance
RBA37A	Pending Review	11	1,383	UR	106	425	1.26	1.30	SAIDI Performance
ARG8	Pending Review	2	24	UR	106	379	1.26	0.47	SAIDI Performance
NVL19A	Pending Review	6	758	UR	106	342	1.26	1.58	SAIDI Performance
HTL14A	Pending Review	2	22	UR	106	336	1.26	0.91	SAIDI Performance
WSE1B	Pending Review	8	2	UR	106	335	1.26	1.17	SAIDI Performance
CHL4	Pending Review	8	1,939	UR	106	325	1.26	2.88	SAIDI and SAIFI Performance
NSD8A	Pending Review	4	150	UR	106	264	1.26	3.31	SAIFI Performance

Feeder Asset ID	SAIDI & SAIFI Performance	Feeder Length (km)	Customer Number	Feeder Category	2023-24 MSS SAIDI Limit	3 Year Average SAIDI	2023-24 MSS SAIFI Limit	3 Year Average SAIFI	Improvement Program Criteria Met
CPC2B	Pending Review	14	1,804	UR	106	170	1.26	2.56	SAIFI Performance
YTA42A	Pending Review	14	1,263	UR	106	158	1.26	3.25	SAIFI Performance