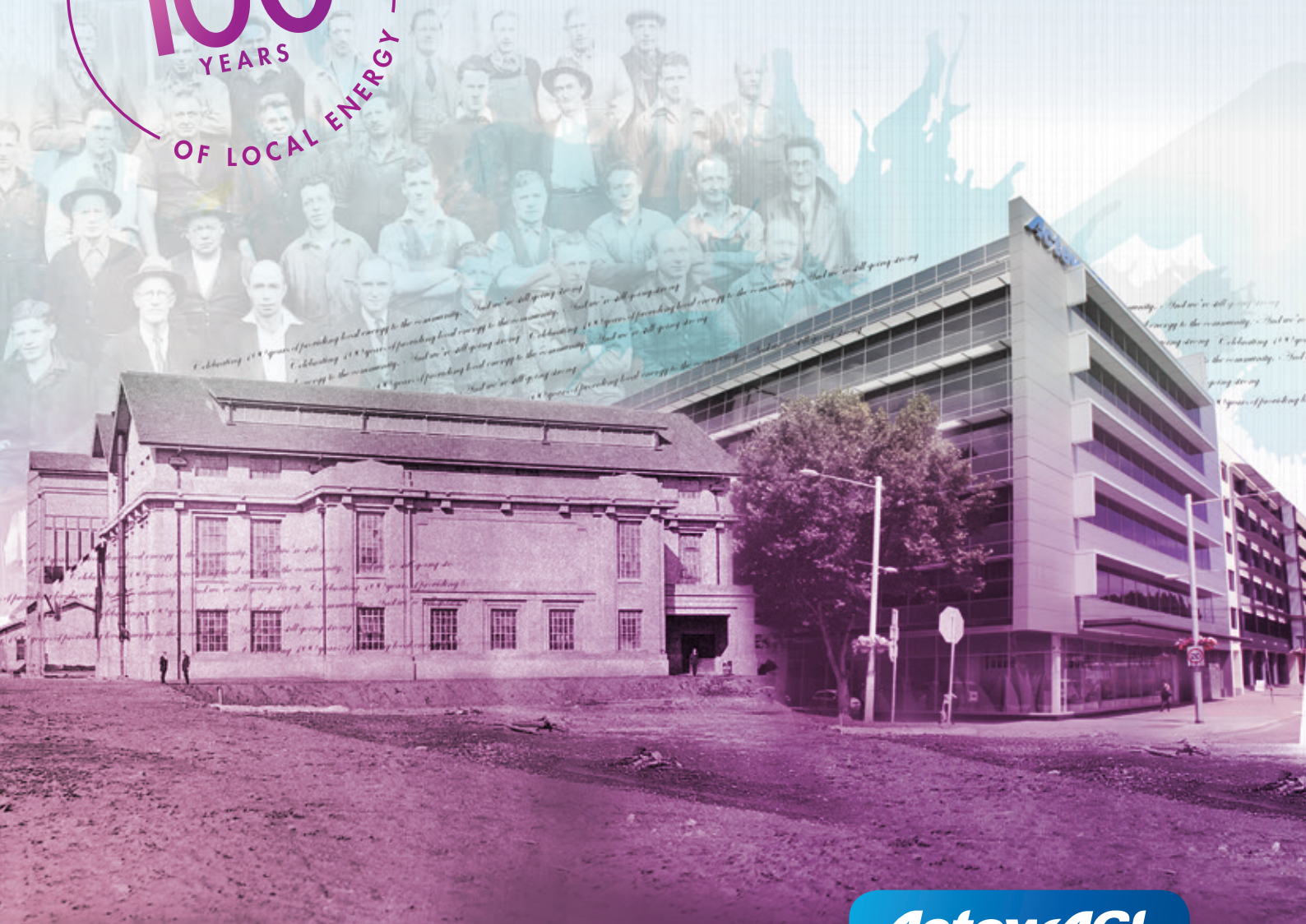


ActewAGL: Our year in review

2014–15

CELEBRATING
100
YEARS
OF LOCAL ENERGY



ActewAGL

for you

Contents

About this report	1
Target audience	1
Reporting period	1
Scope	1
Contact details	1
About ActewAGL	1
A message from the Chairman and CEO	2
Key achievements	3
Corporate governance	3
Overview of pricing regulation	4
Network regulation	4
Retail regulation	4
Our reliable network	5
Our electricity network	5
Our gas network	5
Service performance to customers	5
Gas	5
Electricity	6
Network assets and maintenance	6
Bushfire mitigation and management	7
Major projects	7
East Lake Zone Substation	7
Lawson 132 kV Undergrounding	7
Second Point of Supply Stage 2	8
Hume Primary Main extension and Pressure Reduction Station	8
Our customers	9
Our digital channels	9
Our Assist Store	9

Our community support	10
Fundraising	12
Networks public safety programs	12
List of sponsorships	12
Our green initiatives	14
Sustainability report	14
Building per m ² energy use and emissions	14
Building electricity use	14
Vehicle emissions	15
Sulphur Hexafluoride usage (SF ₆)	15
Electricity Networks losses	16
ActewAGL Solar	17
ACT Energy Efficiency Improvement Scheme	17
Our people	18
Safety focus	19

About this report

Target audience

ActewAGL's primary stakeholders are our:

- customers and energy consumers
- suppliers and industry partners
- owners
- employees
- federal and local government
- community groups.

Reporting period

The information and data presented in this report covers ActewAGL's significant activities, operations and performance from 1 July 2014 to 30 June 2015.

Scope

This report covers ActewAGL's activities and operations which are primarily based in the ACT, Australia.

Contact details

Our contact details for a range of enquiries can be found on the **Contact us page**.

About ActewAGL

ActewAGL is proud to have the most reliable electricity network in the country. ACT electricity customers also benefit from the cheapest electricity prices in Australia.

As both an electricity and gas retailer and distributor based in the nation's capital, ActewAGL's reliability and experience in the local region has been well established since Canberra's lights were first switched on in 1915.

Today we supply over 195,000 residential and business customers with electricity across the ACT and NSW, along with 134,000 gas customers.

Our electricity network covers 2,358 square kilometres, while our gas mains cover over 4,900 kilometres.

We might be one of the oldest businesses in the region, but we're looking to the future for energy solutions like battery storage, electric vehicles and emerging technologies.

We're committed to the local community and employ almost 800 local people.

Key achievements

2014–15 was a challenging but exciting time for ActewAGL and our community. We remained focussed on the future and addressing the concerns of our customers like energy costs and environmental issues.

ActewAGL was recognised for our excellence in customer service and was named the 2014 Australian Electricity Provider of the Year by Roy Morgan Research.

ActewAGL also received a satisfaction score of 90 per cent in the annual Customer Satisfaction Survey. A large majority of respondents agreed that ActewAGL is a good company and indicated high levels of satisfaction with electricity and gas services.

In June 2015, we launched a new residential program, 'Downlight Upgrade' to replace existing halogen lamps with the more efficient LED lamps, as part of the Energy Saving House Calls (ESHC) program. During the financial year we completed 20,807 installations, including 167,977 compact fluoro lamps, 25,794 LED lamps, 27,451 standby power controllers and 21,765 door seals.

Major augmentation work was completed during 2014–15 to maintain the security of supply to the southern area of the Tuggeranong gas network. This work was undertaken by Jemena Asset Management Pty Ltd and Zinfra Pty Ltd and was completed within time and budget in June 2015.

Corporate governance

ActewAGL is structured as two partnerships:

- ActewAGL Distribution, which is owned 50 per cent each by subsidiaries of Icon Distribution Investments Limited and Jemena Ltd
- ActewAGL Retail, which is owned 50 per cent each by subsidiaries of Icon Retail Investments Limited and AGL Energy Ltd.

ActewAGL is governed by a single Partnerships Board, which has six members – three members appointed jointly by AGL and Jemena and three members appointed by Icon Water. Board member obligations are set out in the Umbrella Agreement and members act in the best interests of the partnerships as a whole.

The Board performs a similar function to the board of a listed corporation. It monitors business performance through progress reports on key projects and divisional progress against budgets and plans. The Board sets performance targets and sets the organisation's strategic direction and objectives.

ActewAGL's executive management team has 10 members.

Overview of pricing regulation

Economic regulation applies to ActewAGL's core network and retail businesses. Regulators make decisions regarding the level of revenue, average revenue or prices to apply over a period.

Network regulation

The Australian Energy Regulator (AER) is responsible for economic regulation of the ACT electricity distribution network and the ActewAGL Distribution's ACT, Queanbeyan and Palerang gas distribution network.

The AER completed its regulatory determination process for ActewAGL Distribution's electricity network for the 2014–15 to 2018–19 period in April 2015, having released a draft decision on 27 November 2014. ActewAGL had responded to the draft decision with its revised regulatory proposal on 20 January 2015 and a follow up submission in February 2015 and appeared at a public forum in Canberra. The AER's final decision on ActewAGL Distribution's allowed revenue for the period was 32 per cent lower across 2015–16 to 2018–19 than proposed by ActewAGL Distribution as a result of significant cuts to expenditure allowances, as well as the rate of return allowed to be earned by ActewAGL Distribution's shareholders. These cuts will result in a saving of about \$2 per week for a typical residential customer in 2014–15.

ActewAGL Distribution considered this decision unreasonable and was concerned about the increased risk that cuts in funding may have on the safety and reliability of the electricity network services provided to customers in the ACT and surrounding areas. Because of these considerations, ActewAGL

Distribution has appealed certain aspects of the decision through the merits and judicial review mechanisms available through the National Electricity Law and in the Federal Court. The merits review process undertaken by the Australian Competition Tribunal is ongoing and expected to be resolved by the end of 2015 and the judicial review is likely to extend into 2016.

The AER is currently undertaking a review process for gas networks for the 2015–16 to 2020–21 period. ActewAGL Distribution submitted its access arrangement revision proposal to the AER on 30 June 2015. The AER is expected to release its draft decision in November 2015 and its final decision in April 2016.

Retail regulation

The Independent Competition and Regulatory Commission (ICRC) regulates ActewAGL Retail's standing offer electricity prices for small customers in the ACT. The ICRC approves prices annually against the ICRC's 2014 to 2017 Price Direction for the Supply of Electricity to Small Customers in the ACT.

The Independent Pricing and Regulatory Tribunal (IPART) of NSW regulates prices for ActewAGL Retail's gas services in NSW through a voluntary pricing arrangement (VPA). The current VPA expires on 30 June 2016. IPART will continue to regulate prices in 2016–17 and will carry out a review process to determine these charges between November 2015 and June 2016.

Our reliable network

Our electricity network

- 2,358km² coverage area
- >181,726 customers
- 2,368km overhead lines
- 2,898km underground cables
- 51,275 power poles
- 12 zone substations; 2 switching zone substations; 1 mobile zone substation
- 5,006 distribution substations
- 132/22/11 kV and 400/230V operating voltages
- 654 MW net peak demand

Our gas network

- 142,532 network customers and connections
- 4,672km length of mains
- 10,959TJ quantity of gas receipted (ACT and Nowra)
- 11 trunk receiving/pressure reduction stations
- 93 district regulating stations

Service performance to customers

Gas

Loss of gas supply to a customer is referred to as a gas outage. Mains and services damage that did not result in loss of supply to a customer are not counted in gas outage statistics.

ActewAGL's target was to restore over >90 per cent of unplanned gas outages within four hours. At the end of the reporting period, ActewAGL consistently achieved greater than 94 per cent of unplanned gas outages restored within four hours which is an excellent result.

Gas outages: Average number per 1,000 properties per year



Gas outages: Per cent restored within four hours



Electricity

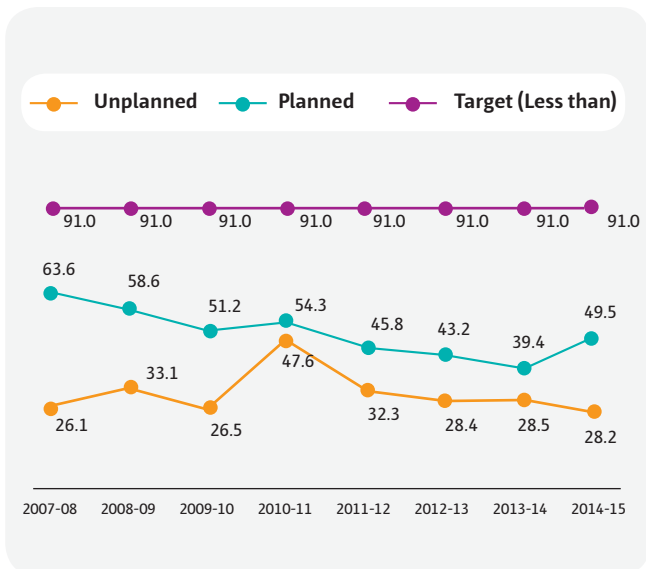
Electricity outages impact the availability of supply. Planned outages are necessary, for example, to enable line workers to safely connect extensions to the lines or so that trees and vegetation can be trimmed to minimise fire hazards and unplanned outages.

The information presented is calculated by the average number of customers affected per outage, multiplied by the total number of outages (or their duration) and divided by the total number of customers.

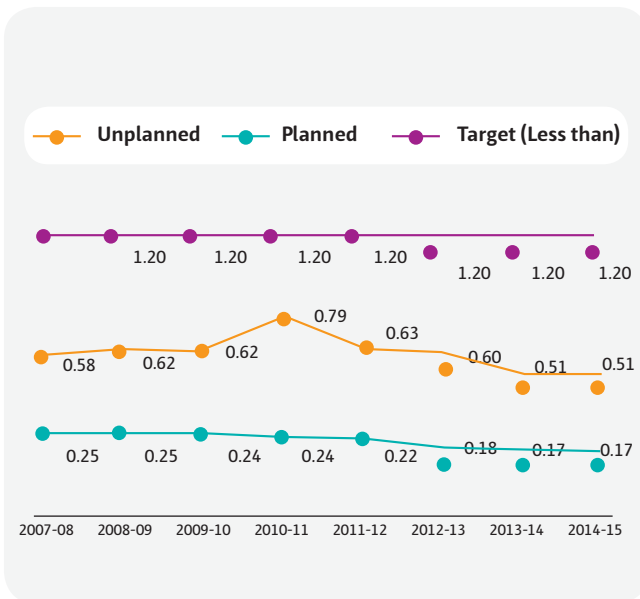
ActewAGL's target for the average number of planned and unplanned electricity outages was less than 1.20 per customer, per year. This year the actual averages were 0.51 unplanned outages and 0.17 for planned outages.

The average duration of electricity outages per customer was similar to the previous year with an average of 28.22 minutes for unplanned outages and 49.5 minutes for planned outages. This is a total of 77.72 against a target of less than 91 minutes.

Electricity outages: Average duration per customer in minutes



Electricity outages: Average number per customer per year



Network assets and maintenance

Our networks are comprised of long life assets and it's important we invest in growth, replacement and maintenance works to ensure we continue to deliver a highly reliable and safe network for our customers and the community.

During 2014–15, our customers benefited from further improvements in the management of our network assets. We remained focussed on optimising our investments in network augmentation and asset replacement and maintenance to ensure these investments were necessary and well-targeted.

We made significant investments to improve supply quality and reliability but also to ensure the most cost-effective asset management strategy was adopted. The vast majority of the \$21 million directed to the replacement of ageing assets was for electricity network assets. Typical of these works was the replacement of the Ijong 11kV electricity feeder in the northern Canberra CBD. This cable was over 45 years old, had nine joints in it and was a mixture of different cables types. This feeder was over 40 years old and had increasing reliability issues relating

to the cable jointing repairs undertaken over the life of the asset. Investigations established it was more cost-effective to replace the feeder rather than continue with repairs. The cable was replaced at a cost of \$130 thousand.

We invested \$21 million in network maintenance programs – \$16.6 million in the electricity network and \$4 million in the gas network. Consistent with our shift to reliability-centred maintenance, our overall investment in planned maintenance activities on the electricity network was \$14.6 million (28 per cent of overall operating expenditure on the networks). In our electricity network, we undertook approximately 12,000 pole inspections and condition assessments on other network elements such as underground cables, transformers, circuit breakers and switches.

Managing vegetation encroachment on our overhead electricity distribution system continued to be a key area of focus to mitigate risk to safe and reliable supply. We continued to work closely with the ACT Government to increase legislated vegetation clearance requirements and improve the effectiveness of urban vegetation management.

Bushfire mitigation and management

Bushfires can have serious impacts on the community, environment and physical infrastructure including ActewAGL's electricity and gas networks.

During the year we maintained our focus on bushfire prevention and preparedness. We implemented a comprehensive program of activities based on our 2014–2016 Bushfire Management Strategy. As part of this program 8,788 poles were inspected, 44 poles replaced, 143 poles reinforced, 88 defects on overhead assets remedied and for 11 of our feeder lines, vegetation was cleared to be no closer than 5 metres. We achieved a 99 per cent readiness index by October 2014 and successfully completed the few remaining tasks which had been delayed by poor site access ahead of the summer months. In addition we commenced a program of looking beyond the clearance zones to trees that may pose a hazard due to disease or senescence. We had a detailed look at two high priority areas and requested arborists reports to confirm tree health where we had elevated concerns.

As a result of this preparatory work the number of fire incidents related to ActewAGL's network was low and they did not result in any serious impact.

Major projects

Network augmentation works are critical to meet growing energy demand and ensure reliability for our customers.

In 2014–15 augmentation projects made up a relatively modest ~4% of the electricity network capital program.

The program focussed on two principal goals:

- connection of more customers to the East Lake Zone substation commissioned in the previous year
- commencement of an optical fibre installation to facilitate smart networks and the upgrade of network protection systems.

East Lake Zone Substation

To meet existing and expected growth in demand from Fyshwick, Canberra Airport and South Canberra, as well as improving the inter-operability and redundancy capacity of the ACT 132 kV electricity network, ActewAGL strategically invested in a new zone substation at East Lake.

Stage 1 of the project was successfully completed.

Planning for East Lake Stage 2 is underway. This includes converting 132 kV overhead lines to underground to enable the decommissioning of the Causeway Switching Station. This site is a prime residential development area near Lake Burley-Griffin.

Lawson 132 kV Undergrounding

At the request of the Land Development Agency we have commenced detailed design and planning to convert approximately 2km of overhead 132 kV transmission line to underground cables – 1km either side of Belconnen Zone Substation, to provide for proposed residential development.

Second Point of Supply Stage 2

The ACT Government initiated a second point of supply to the ACT project which is now entering Stage 2. Planning and design works are underway to upgrade the 132 kV transmission lines between Theodore and Gilmore Zone Substations.



Hume Primary Main extension and Pressure Reduction Station

To maintain security of supply to the southern area of the Tuggeranong gas network, major augmentation works were completed during 2014–15 at a cost of \$13.5 million.

This work was undertaken by Jemena Asset Management Pty Ltd and Zinfra Pty Ltd and was completed within time and budget in June 2015. Completion of this work enabled transfer of load from the existing Phillip Primary Regulating Station to the new Hume Pressure Reduction Station thereby addressing winter peak capacity limits and deferring the need for augmentation upgrades to the Phillip Station.

To enable integrity assessments to be made of the primary pipelines in the ACT, facilities were installed at Watson, Phillip and Gungahlin at a cost of \$2.5 million. Integrity assessments are necessary to ensure continued safe operation of the high pressure pipelines on the network.

Our customers

Delivering the most reliable network, excellent customer service and the lowest prices in Australia for our customers are our priorities.

Developing a strong connection with the local community is important to us. Each year we run public safety and education campaigns, energy saving programs and workshops and a comprehensive community sponsorship program.

Our digital channels

The popularity of our website increased, with website traffic increasing by 10.35 per cent to 881,703 sessions for the year. Web page views increased by 8.69 per cent to 2.34 million page views.

Our social media presence grew substantially. On 30 June 2015, ActewAGL had 4,553 Facebook likes (a growth of 27.5 per cent) and 3,965 Twitter followers (43.14 per cent growth).

ActewAGL's user base for epayplus remained relatively steady with 43,744 customers. Customers conducted more than 179,000 transactions online.

Our Assist Store

With locations in Canberra City and Fyshwick, our Assist representatives provided personalised face-to-face customer service across a number of our products and services. At **Our Assist store** customers were able to make bill payments, arrange payment options, discuss retail offers as well as receive network information and assistance with energy saving advice.



Staff from the Assist Store help raise funds for Give Me 5 For Kids.

Our community support

During the year we supported the community by developing and continuing partnerships with a diverse range of charities, business organisations, art institutions, academic programs, sporting teams and community groups through our **Community Sponsorship program**. This support allowed organisations to host a range of events, which helped support local families and businesses, boosting tourism and making the region and the surrounding region an exciting place to live and visit.

ActewAGL continued its support of the National Gallery of Australia as the major partner of James Turrell: A Retrospective. This unique exhibition launched in December 2014 and finished in June 2015 with 74,412 people attending the exhibition. ActewAGL also provided the opportunity for customers to view the exhibition with a special offer in **Essential Living** that saw over 350 people attend the ActewAGL customer weekend in December 2014.

Supporting exhibitions like this brings national and international tourists to our region, boosting the local economy and businesses.

ActewAGL was also proud to support the SIDS and Kids Christmas Lights in the City display that ran through November and December 2014. The display attracted thousands of people into the Canberra CBD and ActewAGL supplied green power for the duration of the display. In total more than \$300,000 was raised for the charity.

The ActewAGL Great Aussie Day Breakfast at Commonwealth Park was another successful community event, attracting almost 10,000 people. ActewAGL staff and volunteers were kept busy on the day, cooking a barbeque breakfast and raising more than \$4,300 for the Heart Foundation.



The ActewAGL Royal Canberra Show attracted more than 95,000 visitors.

The ActewAGL Royal Canberra Show in February 2015 attracted over 95,000 visitors from across the region. ActewAGL had a strong on-site presence, including ActewAGL Alley, which featured free entertainment such as pig racing, puppet shows and face painting, along with the Farmyard Nursery.

In March, ActewAGL was the major partner of Canberra's ANZAC Centenary Tribute Concert and Canberra Day celebrations. The concert was a collaboration between the ACT Government, the Canberra Symphony Orchestra and the Department of Defence to present a tribute to the Centenary of the ANZAC's. The event attracted almost 13,000 people to Patrick White Lawns.

We also continued our community support in regional areas. The highlights of this involvement were the Young Show in September 2014, Queanbeyan Show in November 2014, Yass Show in March 2015 and the Narooma Oyster Festival in May 2015.

Our business sponsorships once again provided great opportunities and support to the business community. Key industry bodies included the Canberra Business Chamber, Property Council, Master Builders Association, Housing Industry Association, Canberra Convention Bureau and Clubs ACT.

Throughout 2015 ActewAGL celebrated 100 years since the Kingston Powerhouse switched on Canberra's lights. A program of activities ran from January 2015 and included the development of a webpage with an interactive timeline and a 'share your story' section. In July WIN News broadcast live from outside the Canberra Glassworks (formerly the Powerhouse) and a special event was held in the Fitters Workshop for long serving employees and VIPs, including the ACT Chief Minister Andrew Barr who presented ActewAGL with a CBR Gold Award for service to the community. A mini documentary was created with our community partners including Capital Football, the Canberra Capitals and the Cancer Support Group and was shared with our staff and our customers. Staff also enjoyed a special morning tea.

To get our customers involved in the celebration, we created a 'Cheers for 100 years' Cheer Squad, made up of 100 competition winners. The squad attended three sports games together; a Brumbies, Raiders and CBR Brave ice hockey game. A school holiday signing session with the full Canberra Raiders training squad was also held in Garema Place and we shared a giant 100 birthday cake with the fans. We also surprised and delighted our customers with 100 free coffees at five community events.



ACT Chief Minister Andrew Barr with long serving employees Noelene Coulon (48 years of service), Trevor Bennett (49 years of service) and ActewAGL CEO Michael Costello.



Canberra Raiders 100 years signing session.

Fundraising

ActewAGL's community engagement goes much further than the community sponsorship program and events. This year ActewAGL again supported a large number of charity groups including The Cancer Support Group, The Salvation Army Red Shield Appeal, Canberra Hospital Foundation and the National Breast Cancer Foundation.

Our staff continued to play a hands-on role in raising funds and providing support for a number of charities and community groups in and around the capital region.

During 2014–15 ActewAGL staff supported the following causes.

- Daffodil Day
- Legacy fundraiser
- The Cancer Support Group Hawaiian Shirt Day
- Give Me 5 For Kids
- Christmas Lights in the City display raising funds for SIDS and Kids
- The Salvation Army Christmas Giving Tree

We have developed a corporate culture that supports community groups and encourages employees to donate through the Workplace Giving program.

Networks public safety programs

This financial year we ran our Keepin' it safe public safety campaign highlighting bushfire and storm safety, vegetation management around assets (including keeping trees away from powerlines), home electrical safety, natural gas safety and building near utility assets to encourage the use of the free community service, Dial Before You Dig.



List of sponsorships

Arts

Canberra Area Theatre Awards
Canberra Glassworks
Canberra Symphony Orchestra
Crookwell District Art Gallery
National Gallery of Australia

Business

Australian Hotels Association
Canberra Business Chamber
Canberra Convention Bureau
ClubsACT
Housing Industry Association
Master Builders Association
Property Council of Australia
Shoalhaven Business Chamber
Ray White Canberra

Charity

The Cancer Support Group
AFFIRM
AFP Chequered Ribbon Association
Ben Donohoe Run and Walk for fun
Boundless Project
Barnardos
Camp Quality
Canberra Cancerians
Canberra Legacy Club
Canberra Refugee Support Scholarship Program
Cancer Council ACT – Relay for Life
Cystic Fibrosis ACT
Chief Ministers Inclusion Awards
CanTeen ACT and Southern NSW
Council Of The Ageing – ACT Senior's Week
Dainere's Rainbow Brain Tumour Research Fund
Juvenile Diabetes Research Foundation
Give Me 5 For Kids
Legacy

Leukaemia Foundation ACT
Heart Foundation
Menslink
National Breast Cancer Foundation
Ronald McDonald House
The Salvation Army Red Shield Appeal
Special Children's Christmas Party
Ricky Stuart House
Youth Care Canberra
HOME in Queanbeyan
Make-a-Wish Goulburn
SIDS and Kids
Tristan Knowles Kids Cancer Foundation
Vietnam Veterans Federation

Community
Australian War Memorial Eternal Flame
104.7 and 106.3 Community Switch
Canberra International Riesling Challenge
Canberra Potters Society
CBR ANZAC Tribute Concert
Charny Carny
Conservation Council ACT Region
Skyfire
Nara Candle Festival
ActewAGL Canberra and Region Wine Show
ActewAGL Royal Canberra Show
Royal Canberra National Poultry Show
Skate in the City
Tuggeranong Community Festival
Woden Community Festival
Bungendore Country Muster
Narooma Oyster Festival
QBN FM 96.7 Community Radio
Queanbeyan Show Society
Young Annual Show

Sport
ACT Men's Intellectually Disabled Basketball team
Canberra Racing Club
ACT Sport Hall of Fame
Ainslie Football Club
AFL Canberra
Belconnen Magpies Football Club
Belconnen Magpies Golf Club
Brumbies Rugby
Canberra Capitals
Canberra District Rugby League Referees Association
Canberra Raiders
Canberra United
Capital Football Junior League
Cricket ACT
CBR Brave Ice Hockey
Federal Amateur Golf Open
Jerra Joeys Netball Club
Mother's Day Classic
Next Generation Golf Club
National Capital Horse Trials Association
Special Olympic Swimming Squad
Tennis ACT
Tuggeranong Hawks Football Club
Tuggeranong Tornadoes
Vikings Group Sports Awards
West's Rugby Club
Broulee Moruya Dolphins
Goulburn City Swans
Goulburn Golf Club
Goulburn Stags Football Club
Queanbeyan Kangaroos RLFC
Queanbeyan Tigers AFL
Queanbeyan Whites RUFC
Queanbeyan Bowling Club
Queanbeyan Leagues Swimming Club
Saints Netball Team Nowra
West's Rugby
Yass Roos AFL
Young District Cricket Club
Young Junior RLFC

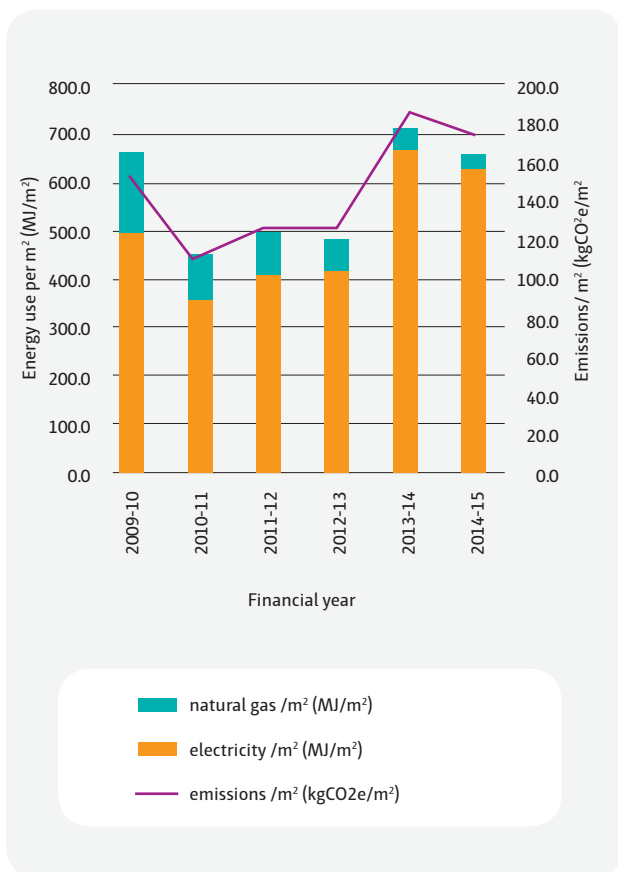
Our green initiatives

Sustainability report

Building per m² energy use and emissions

In February 2015 ActewAGL House efficiency was recognised through an upgrade in the NABERS rating to 6 stars. In addition Fyshwick Building A was issued a 5 star rating and Greenway West was issued a 3.5 star rating despite being quite an old building. Work will continue to try and improve our efficiency across our property holdings.

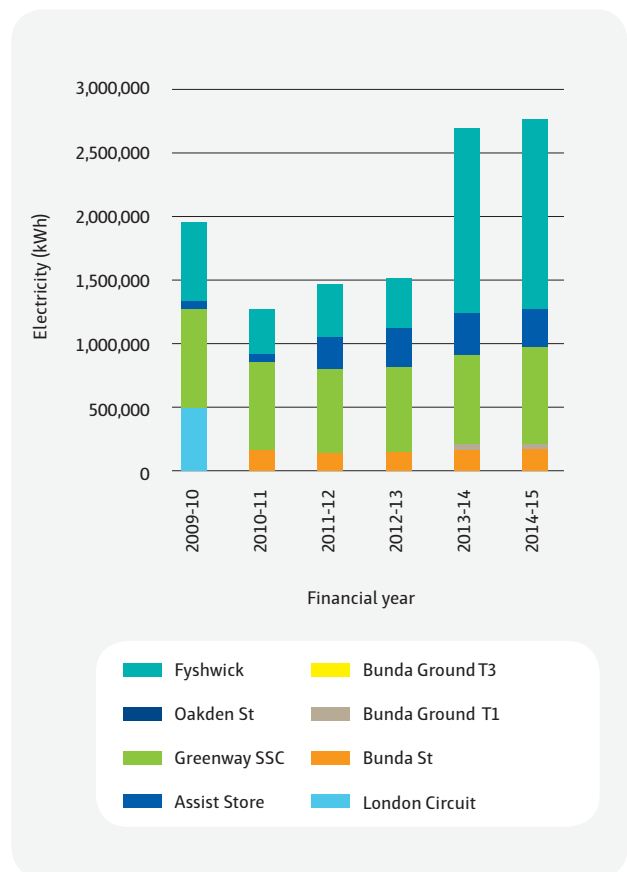
Building per m² energy use and emissions



Building electricity use

The below graph shows an apparent increase in the ActewAGL House's electricity usage. This is predominantly caused by a reallocation of usage. ActewAGL provides office space to Icon Water and the allocation of office space changed in 2013 with more space allocated to ActewAGL. This has led to an overall increase in power usage despite efficiency improvements on an area basis.

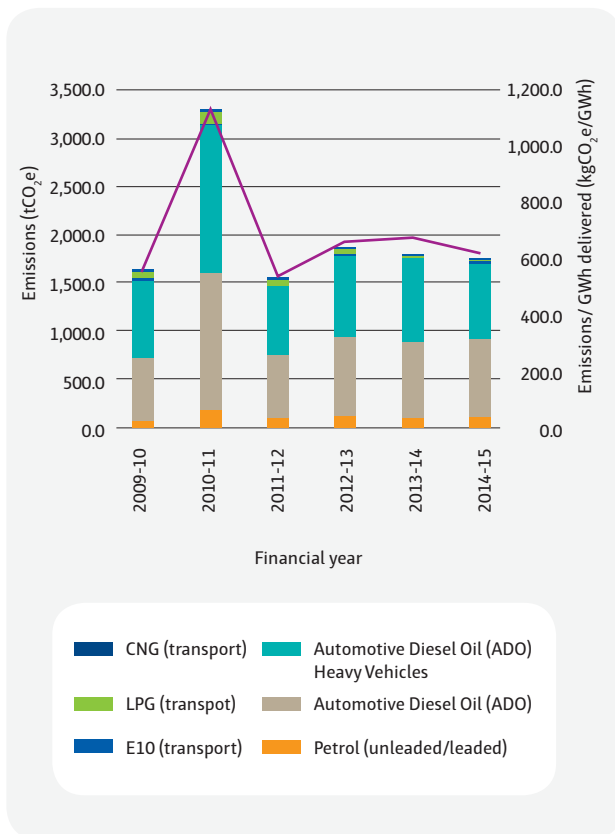
Building electricity use



Vehicle emissions

This graph shows continued improvements in fleet configuration improving emissions output over time. This emission reduction is particularly significant given the volume of energy delivered has also decreased over time. It is expected that improved vehicle utilisation and reduced staff levels will see continued emission decreases over time.

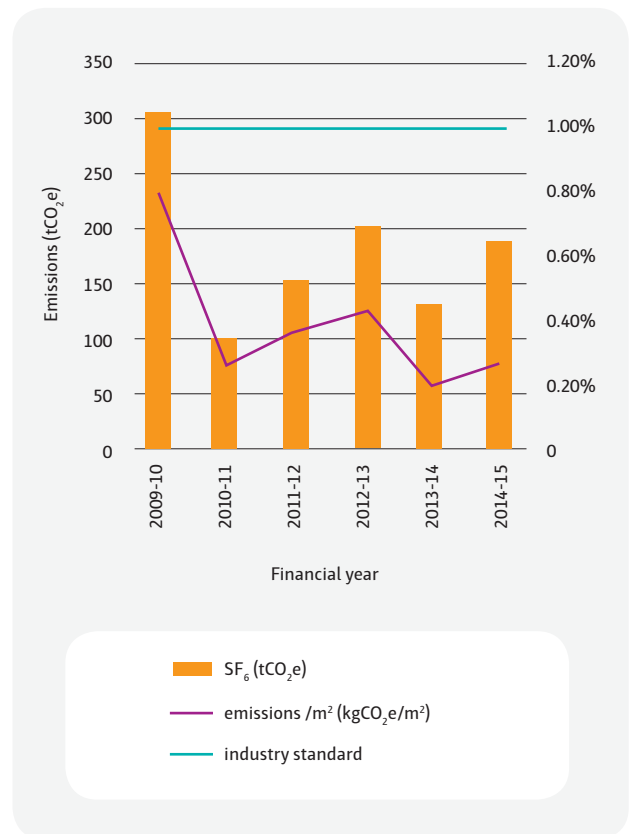
Vehicle emissions and emissions per GWh delivered



Sulphur Hexafluoride usage (SF₆)

This graph indicates a general uptake in more gas operated switchgear in both larger installations such as zone substations, and smaller assets such as ground or pole mounted switch gear. Losses have increased largely in line with the number of assets using SF₆, but remains well below the industry standard. Specific loss events are tracked through our incident management system and investigated.

SF₆ emissions and losses



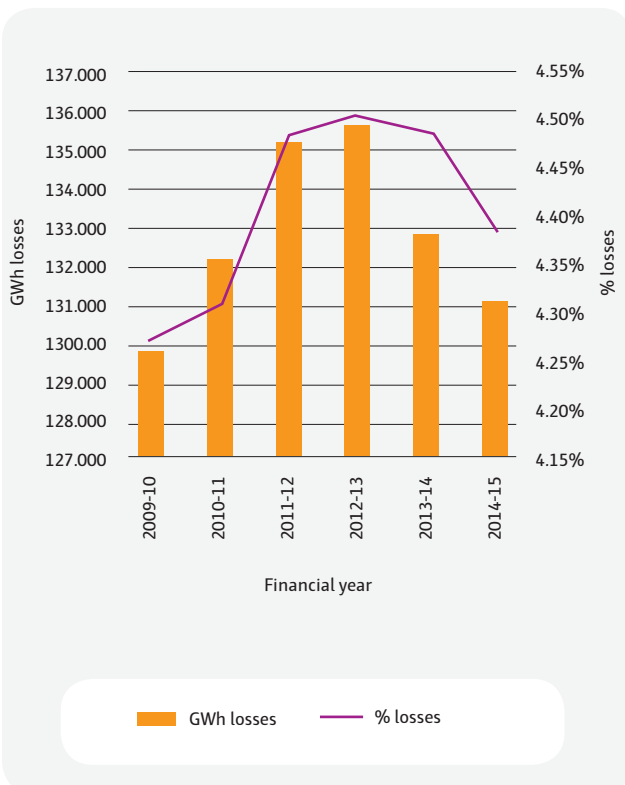
Electricity Networks losses

ActewAGL Distribution track losses as it is part of the National Greenhouse and Energy Reporting information we provide the Commonwealth.

The below graph illustrates that losses have decreased during the 2014–15 year due to a number of reasons. They include:

- declining power demand throughout the ACT
- an increase in both commercial and domestic solar photovoltaic systems as energy is used closer to the generation source
- network augmentation resulting in feeder upgrades throughout the network
- reductions in unmetered electricity usage.

Electricity network losses



ActewAGL Solar

ActewAGL Solar continued to offer ACT customers a range of energy-related products to reduce their electricity bills by generating their own clean energy, straight from the sun. In February 2015, ActewAGL introduced a new range of inverters, with Wi-Fi capability.

ACT Energy Efficiency Improvement Scheme

ActewAGL continues to ensure we comply with the ACT Government's Energy Efficiency Improvement Scheme (EEIS), which sets territory-wide energy savings targets. In June 2015, we launched a new residential program, 'Downlight Upgrade' to replace existing halogen lamps with the more efficient LED lamps, which was added to the existing Energy Saving House Calls (ESHC) program in order to meet our energy saving obligations.

ActewAGL's ESHC program offers customers free energy saving products that can make a real difference to their energy costs. During the financial year we completed 20,807 installations, including 167,977 compact fluoro lamps, 25,794 LED lamps, 27,451 standby power controllers and 21,765 door seals.

Under the Fridge Buyback program, 1,131 fridges were collected from ACT houses during the year, helping the Canberra community save \$226,200 a year in potential energy costs.*

ActewAGL continued its commitment to helping customers save energy by hosting a series of free winter Energy Saving Workshops, partnering with independent sustainability expert, Matthew Ruffin. Over 155 people attended the six workshops held across Canberra and Queanbeyan.



Free ActewAGL Energy Saving Workshop at Bunnings.

**Estimation sourced from actsmart*

Our people

It is our people at ActewAGL who contribute to both our success and community reputation. We work hard to ensure that employees continue to enjoy their career with us. ActewAGL offers a unique working environment, across a range of specialist fields, to meet the challenges of enabling a multi-utility service provider to power Canberra.

Many of our staff find this work challenging yet rewarding with a significant number of employees choosing this environment as their lifetime career.

Each day ActewAGL staff work with like-minded colleagues to constantly innovate and develop solutions in an ever-changing environment. As a result, ActewAGL provides significant development opportunities and is committed to exploring and implementing new ways of thinking. In 2014, People and Performance demonstrated this commitment in the roll out of the ActewAGL Leadership Framework, which builds the skillsets of our people and their non-operational leadership capabilities.

ActewAGL acknowledged the commitment of our staff through a strong reward and recognition scheme, Shooting Stars, which identifies excellence in the work done by teams and individuals in the following categories.

- Superior customer service
- Top performance
- Commitment and dedication
- Always Safe
- Community focus
- Environmental Sustainability Award



We had 16 apprentices graduate in February 2015.

Safety focus

2014–15 has seen ActewAGL's continued transformation towards a Proactive Safety Culture, with safety becoming more embedded into how we conduct our everyday business.

Our Environmental, Health, Safety and Quality division (EHSQ) led the partnership with respective business areas to achieve key milestones such as the continued reductions in muscular stress and strain injuries, commencement of initiatives to improve the mental fitness and resilience of our workers, improving the timeliness of incident investigations and the reduction in motor vehicle incidents.

ActewAGL remains committed to providing employees with a workplace that is safe and does not negatively impact on the environment or their health and wellbeing. This is demonstrated by the successful completion of the 15 environmental, health, safety and quality KPI's set for the 2014–15 period, which focussed on the following key result areas.

- Employee participation, involvement and commitment
- Leadership, engagement and action
- Communication, consultation and collaboration
- Competency and training
- Compliance



Celebrating ActewAGL's 100th birthday on July 2 2015 at the Greenway Depot.



CEO Michael Costello presenting awards to our Long and Dedicated staff.

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ActewAGL

for you