

Energy Charter Disclosure Report 2024-25



Acknowledgement of Country

TasNetworks acknowledges the palawa (Tasmanian Aboriginal community) as the original owners and custodians of lutruwita (Tasmania). TasNetworks acknowledges the palawa have maintained their spiritual and cultural connection to the land and water and we pay our respect to the Elders past, present and emerging.

Chair and CEO introduction

We are pleased to present TasNetworks’ fourth Energy Charter Disclosure Report. This year marks an important milestone, with TasNetworks reaching a minimum of Evolved maturity across all five Energy Charter Principles for the first time.

This achievement is especially significant given the challenging environment at the start of the financial year including severe storms. The result reflects the dedication of our people and the collaborative effort of our customers and stakeholders, who continue to guide us in putting their voices at the centre of our decision-making.

The severe storms of late August and early September caused unprecedented damage to our network, leaving more than 47,000 customers without power across 230 outages. With complex and hard-to-reach damage, our people worked tirelessly over several weeks to carry out almost 200,000 reconnections and support customers experiencing vulnerability.

These events caused more than a month of major interruption to operations, affecting customer outcomes, costs, and profit results, and were a stark reminder of the critical role TasNetworks plays in the community. We acknowledge the hardship caused by extended outages and are applying lessons learned, including strengthening how we communicate, how we support customers experiencing vulnerability, and how we manage large-scale recovery efforts.

Although these events meant we did not achieve our performance targets, including Customer Satisfaction (CSAT) and our 3 per cent operational efficiency goal, we nevertheless advanced in maturity across the

Energy Charter Principles.

Our advancements reflect the improvements embedded into our operations, such as strengthening customer engagement, improving stakeholder management, and mapping customer journeys to identify issues and challenges. These initiatives are laying the foundations for better outcomes, now and into the future.

This year we also began measuring general community sentiment toward TasNetworks, with results tracking positively and indicating that we are building community trust. We recognise that cost-of-living pressures continue to affect households and businesses. With around 45 per cent of a typical electricity bill made up of network charges, customers expect us to manage costs carefully while investing in the clean energy transition. To help reduce pressure, we introduced a new service enabling crews to complete minor private asset repairs while attending faults, reducing delays and extra costs.

While managing price impacts, our strategy also positions us to seize the opportunities of the clean energy transition to deliver long-term benefits for Tasmanians. This year we progressed community battery trials to show how batteries can cut costs, enable more solar, and support stabilising the grid. We also used smart meter data to develop an online map of low-voltage network capacity, which will ultimately help councils and operators plan for the rollout of fast electric vehicle (EV) charging infrastructure.

We are especially thankful for the insights from our two Advisory groups, the Customer Advisory Group (CAG) and Stakeholder Advisory Group (SAG) established in 2024. Bringing together Tasmanians with diverse lived experiences and expertise, these groups have been

invaluable in testing our progress, assessing maturity, and shaping future commitments this year.

We continue to collaborate with other energy businesses through Energy Charter’s Better Together initiatives. Whether supporting customers experiencing vulnerability through Knock to Stay Connected, partnering on energy literacy and engagement, or embedding better practice social licence guidelines, we know that working together delivers stronger outcomes than working alone.

While we are proud of the progress reflected in this year’s report, our focus remains on continuous improvement. Guided by our strategy, and by the voices of our customers, communities, and stakeholders, we will continue to build a safe, sustainable, reliable, and fair energy future for Tasmania, one where the benefits of the energy transition are shared by all.



R. Gill

Roger Gill
Chair, TasNetworks



Seán Mc Goldrick

Seán Mc Goldrick
CEO, TasNetworks

Chair of the Energy
Charter’s CEO Council



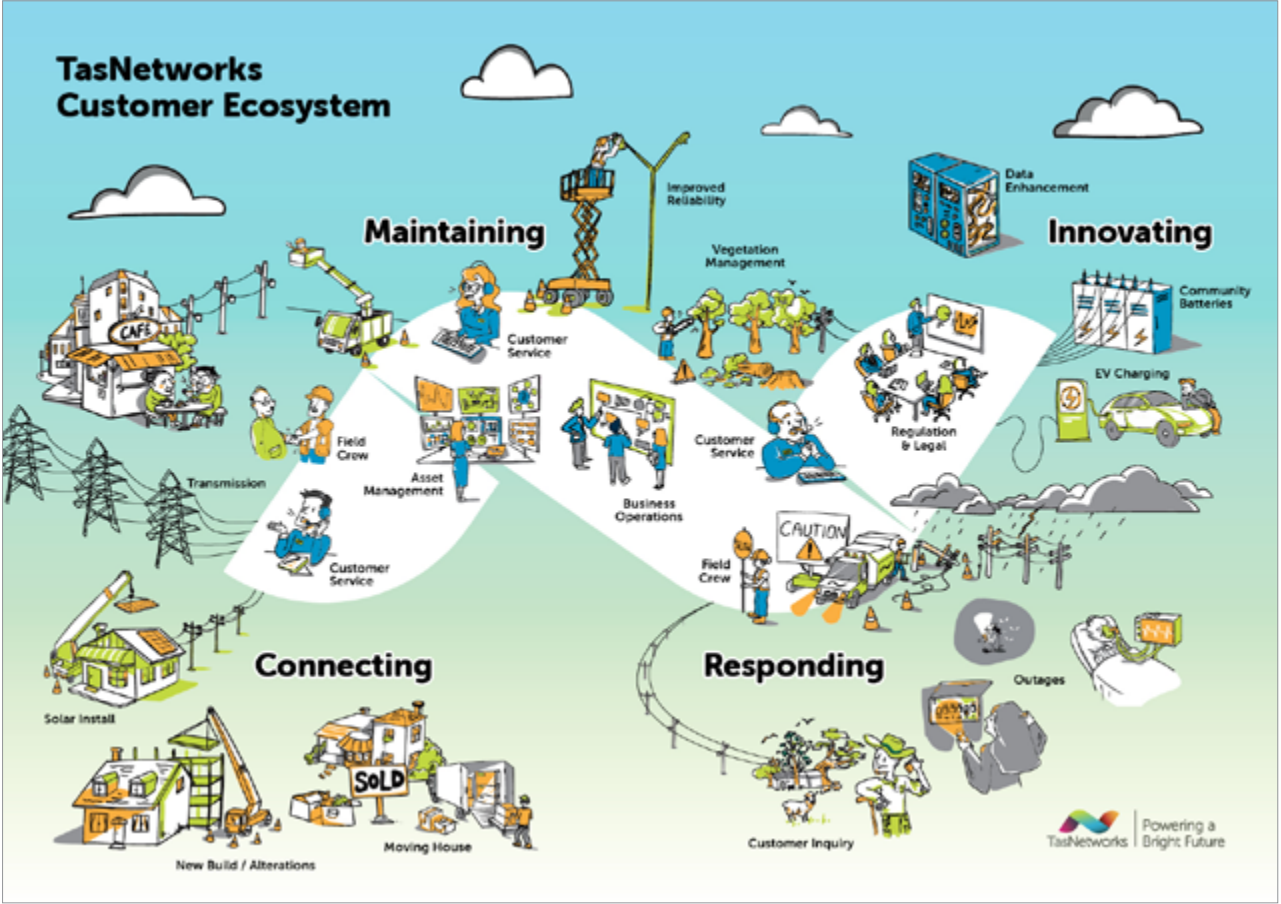
Our business, customers and community

TasNetworks provides safe, sustainable and reliable electricity to more than 300,000 Tasmanian households, businesses and organisations via our statewide distribution and transmission networks. Our purpose is “Powering a bright future to deliver safe and sustainable essential services while maximising value for all of Tasmania”.

TasNetworks is at the heart of Tasmania’s shift to a cleaner energy future, while keeping the lights on today. We operate, maintain, and upgrade the state’s electricity network so power is delivered safely and reliably to homes, businesses, and communities. Every day, we:

- **Maintain and repair the network** to keep it safe and reliable
- **Respond quickly to customer enquiries and outages** and restore power after storms and emergencies
- **Connect new customers** and make it easier to link homes, businesses, and renewable energy projects to the grid
- **Innovate for the future**, trialling new technologies like community batteries, electric vehicle charging solutions, and smart energy management tools

As more renewable generation comes online, we’re expanding and strengthening the network so clean energy can be shared across Tasmania and exported to mainland Australia. Our role is to make sure the transition is **reliable, affordable, and benefits all Tasmanians**, while building the energy system of the future.



Representing our customers

Our engagement groups bring together a carefully selected mix of customers and stakeholders to reflect the diversity of Tasmanian energy users and the energy supply chain.

By working closely with these groups, we gain richer perspectives, more informed feedback, and stronger relationships—leading to better decisions and solutions that reflect the needs of our customers, partners, and communities.

Customer Advisory Group (CAG)

Acts as the voice of residential and small business customers. Provides feedback on a broad range of topics including energy services, tariffs, and customer experience, helping us tailor solutions that better meet customer needs.

Stakeholder Advisory Group (SAG)

Brings together voices from community groups, industry, and organisations to guide our corporate strategy, regulatory proposals, and policy decisions, making sure they deliver the best outcomes for customers as a whole.

Technical Working Group

Explores industry-specific issues like connections, assets, and processes, helping us identify technical challenges and find practical improvements.

Local Government Working Group

Includes representatives from 27 local council areas to address council-specific matters, from streetlights to vegetation management. Ensures we respond effectively to both individual council priorities and shared local government needs.

Major Project Working Groups

Focus on specific projects and directly involve the stakeholders most affected. They ensure regular, transparent communication and collaboration throughout the life of each project.

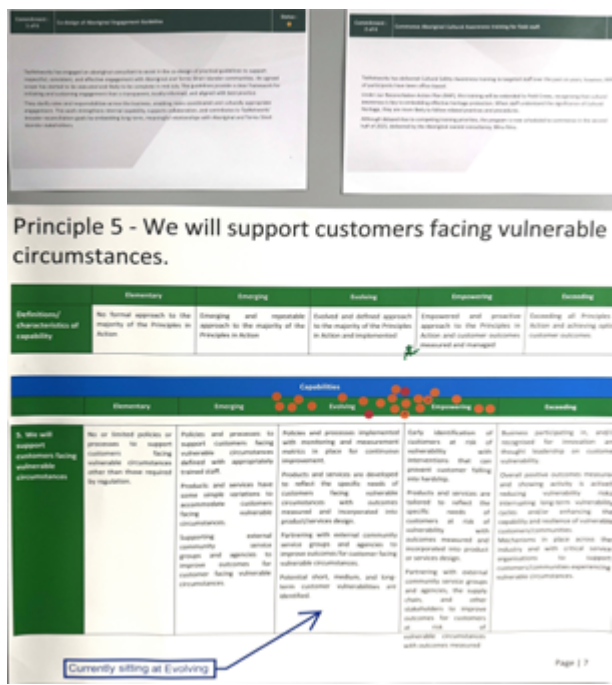


How we assess our maturity

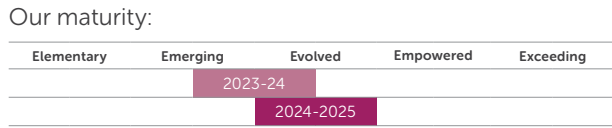
TasNetworks assesses maturity against the five Energy Charter Principles using a process that combines customer input, internal reflection, and governance oversight.

- **Customer and stakeholder input:** TasNetworks subject matter experts present progress and challenges on commitments to our CAG and SAG. Group members then rate our maturity using the Energy Charter model.
- **Internal reflection:** These results are collated and discussed at a business workshop with Executives, providing an open and transparent opportunity to test where we believe we sit as a business.
- **Governance and endorsement:** Final ratings are shared with the Board for endorsement, ensuring accountability at the highest level.
- **Independent review:** The Independent Accountability Panel then reviews all signatories' disclosures to provide an external perspective on maturity across all energy charter signatories.

This process ensures our ratings are informed by customers and stakeholders, grounded in evidence, and subject to robust internal and external scrutiny.



Principle 1: We will put customers at the centre of our business and the energy system



Measurement	Target/ benchmark	FY24-25	Result
Community Sentiment	>108	110	Met

At TasNetworks, putting customers at the centre means listening, involving people in decisions, and acting on what we hear.

We know expectations of the energy sector are rising, and if we don't meet them—for example, through timely outage communication or addressing concerns about costs—it can erode the trust that customers place in us. Building and maintaining that trust matters because it underpins our ability to deliver not only the energy transition, but also the reliable, affordable and fair outcomes Tasmanians expect.

That's why we're listening more closely to customers, acting on their feedback, and improving the way we communicate. We've also strengthened the skills of our people and enhanced how we measure customer and community experience and trust, so we can respond in ways that are more targeted, transparent, and meaningful for the communities we serve.

Delivering on our 2024-25 commitments

Community Sentiment and Annual Customer Surveys

This year we introduced a new quarterly community sentiment survey to provide deeper insight into how Tasmanians perceive and experience TasNetworks. Results remained strong throughout the year, meeting our target score of >108, and allowing us to benchmark against other Tasmanian Government businesses and the state's top 50 brands. We continue to rank in the top ten for *“acting responsibly to protect the environment”*, while *“has a positive influence on the wellbeing of Tasmania”* is now close to reaching the top ten.

Alongside an expanded Annual Customer Survey, these tools give us valuable insights into customer interactions, levels of trust, and perceptions of our business. They are helping us align more closely with customer expectations, focus on areas for improvement, and track progress over time. Key findings are highlighted throughout this report.

Strengthening Engagement Groups

Our CAG and SAG were onboarded in July 2024 and have already met four times. These groups bring together a diverse range of voices to explore issues that matter most to our customers and stakeholders. To support their role, we provided enrichment activities, such as electricity infrastructure training, to build knowledge and confidence.

A more detailed description of our commitments can be found in Appendix A.

Embedding the Revenue Reset Process

We made strong progress in preparing for the 2029–34 Revenue Reset. This cycle, we involved customers earlier and more deeply in the process, embedding their voice in both our planning and our decision-making. Work on our Reset and Engagement Strategy and Governance Framework is underway. By strengthening these internal processes and bringing customers into the conversation, we are better positioned to present a transparent, customer-focused proposal to the Australian Energy Regulator (AER) that balances cost, risk, and service expectations.



Building engagement capability

To strengthen our capability across the business, we launched an engagement leadership program. This included an Executive Masterclass Series and a dedicated Engagement Leadership Training program. Thirty-five participants completed the program in 2024, covering areas such as inclusive engagement, lived-experience perspectives, and community-focused practices. By embedding these skills, we are building a culture where our business can consistently engage in ways that put customers and communities first.

Improving stakeholder management

We also began rolling out a new stakeholder management system, initially used for regulatory engagement, it has now been extended to our Stakeholder Engagement and Transmission Connections teams, with further deployment planned. This system means we can track issues and concerns more effectively, respond more quickly, and avoid duplication. For our customers and stakeholders, it means their voices are less likely to be lost in the system and their concerns are acted on more consistently.

Transparency in major projects

Our North West Transmission Developments (NWTD) engagement continued to build on conversations we've been having with stakeholders since 2019. In 2024, we submitted a Contingent Project Application for Stage 1 Early Works and engaged extensively to explain the scope, costs, and customer outcomes. We are now preparing for the Construction Phase application, with customers represented through the CAG, SAG, and the NWTD Stakeholder Liaison Group. By being transparent at each stage, we are building trust and ensuring customer interests remain central in the delivery of major infrastructure projects.

Fairness for landholders

One of the most important steps this year was finalising the Strategic Benefit Payment framework for landholders hosting new transmission infrastructure. Developed in partnership with TasFarmers and landholders, the framework ensures eligible landholders will receive an amount per kilometre (plus CPI) over 20 years. This demonstrates fairness, provides certainty, and acknowledges the important role landholders play in delivering critical energy infrastructure for the state.

Future commitments (FY2025-26)

- Collaborate with customers to shape our future pricing and service plans, making sure their views and priorities are part of the decision-making.
- Continue advancing the Engagement Culture and Capability Uplift Program to integrate engagement into core systems and processes and strengthen internal capability.
- Finalise roll out of the stakeholder management system, to increase visibility of stakeholder issues and improve relationship management for our large and industrial customers.
- Following final project approvals, commence the NWTD Community Benefits Sharing Program to provide tangible benefits for local communities, focusing on initiatives they value most.
- Engage with customer and stakeholder representatives twice a year to share performance against key business measures and Energy Charter commitments, discuss our progress, and identify opportunities for improvement or issue resolution.
- Develop a Diversity, Equity and Inclusion Strategy to bring broader perspectives, lived experiences, and cultural knowledge into TasNetworks, helping us better understand and meet the needs of our diverse customer base.

Principle 2: We will improve energy affordability for customers

Our maturity:

Elementary	Emerging	Evolved	Empowered	Exceeding
	2023-24			
	2024-2025			

Measurement	FY25-26	FY24-25
Network charge increase/decrease for typical residential customers	9.3%	15.1%
Network charge increase/decrease for typical small business customers	8.7% - 9.3%	10.7% - 14.7%

Energy affordability remains a significant challenge for many Tasmanians, with network charges making up roughly 45% of an average residential electricity bill.

Following a decade of lower charges, the annual network tariff price impact in 2025-26 for our typical residential customers was an increase of \$81 (9.3%) and an increase of \$290 (9.3%) for our typical small business customers, largely driven by changes in inflation and increasing network expenses.

While challenging, we remain committed to long-term affordability, and our pricing strategy, which includes the adoption of time-of-use tariffs, will continue to deliver efficient and sustainable pricing that supports customer and community needs. Some of the commitments delivered in 2024-25 are early-stage trials or still evolving, but all are aimed at helping ease the pressure on household and business energy bills over time.

Our network prices are set and approved in advance the year before they appear on customer bills.

TasNetworks is focused on the things we can control when it comes to affordability—from smarter investment planning to rolling out services that reduce pressure on customers.

Delivering on our 2024-25 commitments:

Supporting vulnerable customers with the Power People Program

The Power People Program emerged from the #BetterTogether Energy Literacy, Train-the-Trainer initiative, helping more Tasmanians better understand their energy use and manage their costs. The program was developed with Men’s Sheds and was piloted across their network. In 2025-26 we are refocusing the program to reach more vulnerable customers, and plan to partner with a range of organisations who can deliver the content to their clients.

69% Are concerned about the likely increase in bills and energy use as the cooler months approach.

Managing operating costs within allowances

We set our 2024–25 operating budget in line with regulatory allowances, including a 3% efficiency target. While we did not achieve the full target due to major storm events (totalling around \$21 million), we delivered \$4.2 million in savings across the business to help offset these pressures. This demonstrates our ongoing commitment to managing expenditure within regulated allowances and keeping prices as low as possible.

Private asset repairs service

We gained approval from the AER to introduce a new service from 2024–29, allowing our crews to complete minor private asset repairs (taking less than 30 minutes) while attending faults. This will reduce delays and avoid additional costs for customers who would otherwise need to hire a separate contractor. We are co-designing the framework with industry to ensure fairness and collaboration. A statewide rollout is planned for late 2025, giving customers faster service and less inconvenience during faults.

Community Battery trials

We are progressing two major community battery trials to test how batteries can help lower costs, support more solar connections, and improve grid stability. The first trial—funded by the Department of Climate Change, Energy, the Environment and Water (DCEEW) – has completed commissioning, with batteries at Showell Park (Burnie) and Glebe Hill (Howrah) set to commence operation in July 2025. The second, supported by Australian Renewable Energy Agency (ARENA), will deliver six additional batteries across Tasmania in 2025–26. We are also piloting how batteries can back up critical community services during emergencies, starting at Coles Bay. Community batteries have the potential to provide long-term affordability benefits by avoiding expensive network upgrades and enabling smarter use of renewable energy.

Supporting electric vehicle charging through smart data

We are using smart meter data to map low voltage network capacity, which is helping councils and operators plan for fast EV charging infrastructure. Pilot maps have been shared with the four greater Hobart councils and Launceston City council. A statewide release is planned for September 2025. By making this information available, we are enabling smarter investment in charging infrastructure, reducing the risk of costly upgrades, and supporting Tasmania’s transition to affordable, cleaner transport.

Securing lower-cost finance for transmission projects

We are finalising the concessional finance agreement with the Clean Energy Finance Corporation (CEFC) to fund early works for the NWTD. By accessing finance



Community Battery - Glebe Hill, Howrah

at a lower rate than the market, we will reduce project costs, which will flow through to customers in the form of lower electricity prices. Once the agreement is in place, we will seek amendments to our revenue determination, so these savings are passed on to customers.

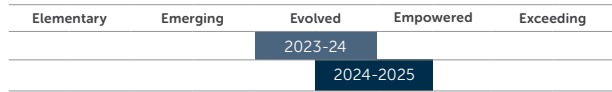
52% vs 61% in 2024 Feel positive with TasNetworks investing in network upgrades to support more solar, batteries and EVs in Tasmania.

Future commitments

- Develop a Prioritisation Framework to make sure we focus on the projects and investments that deliver the greatest benefit for customers, while managing spend within regulatory allowances.
- Finalise the concessional finance agreement to fund early works for the NWTD, passing these benefits back to customers.
- In partnership with Aurora Energy, deliver the Farm Share trial to explore how primary producers with multiple property connections and renewable energy generation on site can more efficiently balance their energy usage.

Principle 3: We will provide energy safely, sustainably and reliably

Our maturity:



Measurement	Target/ benchmark	FY24-25	Result
Reportable environmental incidents	≤42	34	Met
Significant environmental incidents	≤4	0	Met
Tier 1 safety incidents	≤ 8	4	Met
Distribution network SAIDI	≤ 162	172	Not met
Transmission network loss of supply events >0.1 system minutes	≤ 4	7	Not met

Safety

TasNetworks has been shifting the way we think about safety to focus our attention into the thing that matters most to our people – going home safe and well.

In the 2024–25 period we achieved a result well within our Tier 1 incident target, meaning the exposure to potentially harmful events is decreasing for our people. This result is supported by several concurrent safety initiatives -

including introducing a new in-field leadership structure to drive consistency and compliance in the operation. We have also introduced a different way to manage work and rest periods of our people during major weather events. Notably during the August/September storms, we completed the largest and most complex storm recovery effort in our history without any material safety incidents.

Sustainability

We are committed to advancing the clean energy transition by actively facilitating renewable energy connections and supporting key projects such as the NWTD project. Our efforts contribute to achieving both state and federal renewable energy targets. This includes expanding the capacity of wind and solar energy, strengthening grid infrastructure, and trialling innovative solutions like community batteries. In 2025-26, we are working to enhance our environmental maturity by improving our risk management processes. We are also further enhancing our management and reporting of climate risk.

Reliability

Reliability continues to be a top concern for our customers. In 2024–25, severe weather, ageing equipment and vegetation issues meant outage times were higher than planned, with both transmission (LOS) and distribution (SAIDI) performance falling short of target.

To address this, we are revising our Network Resilience Strategy and investing in improvements that will reduce unplanned outages and strengthen supply during

extreme weather. Work is focused on areas such as Waterhouse Rd, the Tasman Peninsula, East Coast, Sheffield–Railton and Rosebery–Zeehan.

Upgrades include boosting voltage to meet peak demand, reducing the number of customers impacted by faults, and improving our ability to quickly patrol and reconfigure the network. These steps will shorten outage durations, improve safety, and deliver a more dependable power supply for customers.

Delivering on our 2024-25 commitments

Anti-Islanding Protection for Legacy Embedded Generation

We are upgrading older solar, mini-hydro, and small wind systems with modern safety protections to ensure they shut down safely during grid disturbances. Eleven legacy sites were identified for upgrades, with four designed for delivery in 2025–26 and the rest to follow. This work ensures older generators continue to operate safely and reliably.

Updating distribution network performance standards

We redefined community boundaries to better reflect customer needs, creating 20 new communities and adjusting reliability standards across Tasmania. In some cases, this raised expectations for service performance, directly linking our Guaranteed Service Level outcomes to stronger reliability. Customers now benefit from higher benchmarks and clearer accountability.



Strengthening workplace safety and wellbeing

Following a psychosocial risk assessment, we created a targeted action plan and are developing a Mental Health and Psychosocial Safety Standard. Around 120 leaders completed specialised training to better identify and manage psychosocial risks. These steps are helping us build a safer, more supportive workplace.

Uplifting electrical safety for the community

We launched the 1-3-10 campaign to improve awareness of safe distances around powerlines, delivered storm safety advice during major events, and expanded our Bright Sparks Program to reach 10,000 students. New family activities now support households in preparing “Power Outage Plans.” These initiatives make safety knowledge practical and accessible.

Preparing for new climate and sustainability requirements

We established a Sustainability Committee, co-chaired by an Executive, and appointed a dedicated project manager to oversee preparations for Climate-related Financial Disclosure (CRFD) obligations. These steps strengthen our governance and ensure we are transparent and ready for future requirements.



Delivering our Environmental Improvement Plan

We advanced actions in our Environmental Improvement Plan by improving digital tools, strengthening monitoring, and making documentation easier to access. These initiatives have lifted our environmental maturity from “developing” to “established,” supporting stronger compliance and environmental stewardship.

Future commitments (FY25-26)	
Sustainability	Support the Renewable Energy Transition through NWTD and other key projects.
Sustainability	Progress the Infrastructure Sustainability Council (ISC) rating with Bronze Target for NWTD to drive and evaluate sustainability across design and construction.
Sustainability	Design and commence TasNetworks Biodiversity Sites of Significance Program to identify and protect sections of our easements with high biodiversity values.
Sustainability	Commence operation and capture learnings from two trial projects with a total of eight community batteries, to learn how they can work best in local communities.
Sustainability	Explore low-carbon energy solutions to support reliability, resilience and sustainability in regional areas of our electricity grid.
Safety	Develop and implement high energy risk controls and monitoring into our operations – to reduce the likelihood of serious incidents and protect our people, assets and community.
Safety	Deliver phase one of the Network Access Improvement Project – a whole-of-network review of operations, access systems, processes, and culture – to drive safer, more efficient, and better-coordinated network operations.
Safety	Continue implementing the anti-islanding protection scheme for legacy embedded generation, upgrading four sites in 2025–26. This ensures generators operate safely during grid outages and prevents hazards to people, customers, and equipment.
Safety	Strengthen community power outage preparedness and resilience through engagement, communication, campaigns and education.
Safety	Utilise the growing footprint of smart meter data to proactively identify and address potentially dangerous network faults, while exploring further opportunities to enhance power quality and safety.
Safety	Implement a mental health and psychosocial standard – to promote wellbeing, manage work-related stressors, and support a healthier, safer workforce.
Reliability	Improve reliability performance for two lower performing Tasmanian communities, addressing the underlying supply reliability issues which can have adverse effects on both the amount/ frequency and duration of outages.

Principle 4: We will improve the customer experience

Our maturity:

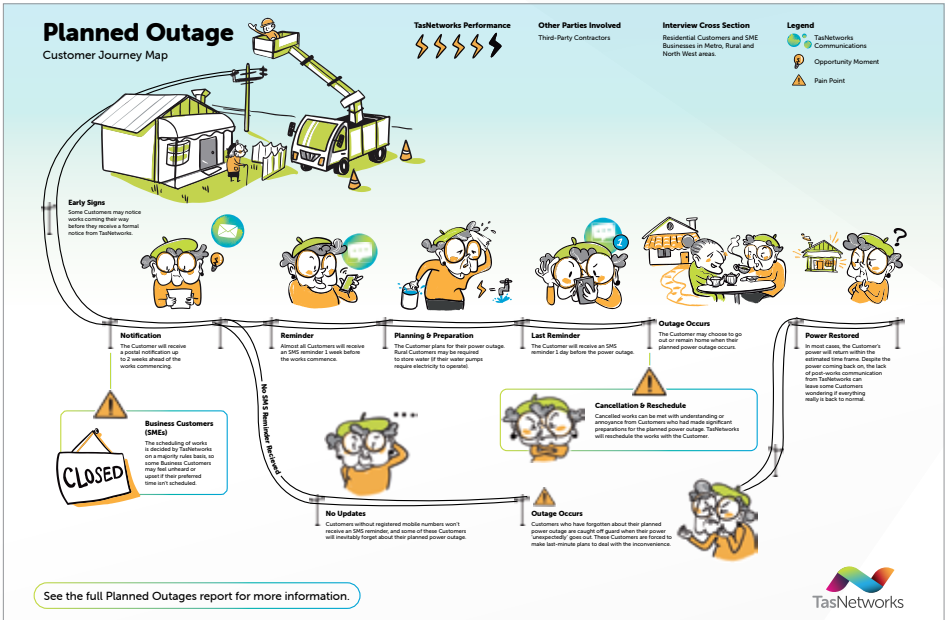
Elementary	Emerging	Evolved	Empowered	Exceeding
	2023-24			
		2024-2025		

Measurement	Target/ benchmark	FY24-25	Result
Customer Satisfaction	≥ 7.6	7.5	Not met
Ease of Interaction	≥ 7.8	7.6	Not met
Direct customer complaints	N/A	679	N/A
Direct complaints solved <15 days	65%	54%	Not met
Complaints referred to Ombudsman	<10% of direct customer complaints	4%	Met

In 2024–25 we improved our customer satisfaction performance, narrowly missing our target by just 0.1 points. If adjusted for the severe August/September storm, Customer Satisfaction results would have met the target of 7.6.

This improvement reflects stronger first-call resolution and faster response times, supported by better systems for measuring and responding to customer feedback.

This year we did not meet our complaints resolution time target. While the overall number of escalated complaints has continued to decline, the complexity of issues



Our customer journey map for outages gives us a clear view of challenges, helping us target improvements, streamline processes, and strengthen communication where it matters most.

raised has increased. Many cases now require detailed investigation and coordination across multiple business areas and subject matter experts, which has extended resolution times.

We also fell slightly short our ‘Ease of Interaction’ target. To address this, we are strengthening our customer service training and implementing actions identified through our Customer Journey Mapping initiative.

Importantly, we delivered on the commitments we set last year to strengthen the customer experience. These included improving transparency in our reporting, creating clearer pathways to resolve issues, and embedding a more consistent feedback loop so customer voices are acted upon. While the full impact

of these changes has not yet been reflected in this year’s results, we are confident that, together with the additional commitments we will embed in 2025–26, they will deliver stronger outcomes over time.

Delivering on our 2024-25 commitments:

Customer Journey Mapping

This year we completed a comprehensive customer journey mapping initiative (example above), speaking with more than 100 customers across the state. The purpose was to understand expectations, frustrations, and opportunities for improvement across

key interactions such as planned and unplanned outages, vegetation management, and new basic connections. The insights highlighted the importance of clear, transparent communication, timely updates, and ensuring customer feedback is actioned and communicated.

One Way Work Flow (OWWF) Integration

Our One Way Work Flow (OWWF) initiative is designed to streamline operations and significantly improve our customers’ overall experience. It has established a more transparent and predictable approach for field crews, who make up over 48 per cent of our workforce and are the backbone of our operations and customer service. This year, we successfully transitioned the One Way Work Flow project from a dedicated program into business-as-usual operations. This has created a more streamlined and transparent process for customer-initiated works. Outcomes include an 18% reduction in planned outages compared to the prior year and on average, a 7% reduction in construction times for customer initiated works. These improvements have been achieved through better planning and stronger coordination across teams. We are now preparing to expand this methodology into other areas, such as fault response and transmission workflows, to further enhance efficiency and service outcomes for customers.

Guarantee Service Level and Connection Delay payments

We introduced a more customer-friendly process for delivering Guarantee Service Level and Connection Delay payments. Rather than receiving cheques, customers now receive payments as credits on their electricity bills through their retailers. Customers are still notified about their entitlements, but the process is now faster, more convenient, and reduces the effort required for customers to access what they are owed.

Customer Service Incentive Scheme (CSIS)

Working alongside our customers, we co-designed new measures under the AER’s Customer Service Incentive Scheme. Unlike the old call response time measures, the CSIS captures satisfaction with outages, complaints, and new connection requests. It is principles-based, meaning we had the opportunity to build measures that directly reflect customer feedback gathered through surveys, our Customer Panel, and the Customer Council. The new scheme ensures that customer perspectives drive both how we are assessed and how we improve service quality.

Customer satisfaction tracking

We overhauled our customer satisfaction tracking program to capture a richer and more immediate picture of customer experience. All customers who interact with us are now offered the opportunity to provide feedback, compared with the small subset previously surveyed. The result has seen a 1,700% increase in response rates, with feedback available to teams across the business in real time. This provides a much stronger evidence base to target improvements and to respond to customer concerns more effectively.

Service Centre Interactive Voice Response upgrade

We introduced a new interactive voice response system in our service centre, giving customers faster access to accurate and updated information. This system improves efficiency and allows us to adapt messages quickly when circumstances change. Looking ahead, we are exploring features such as voice recognition, real-time queue updates, and call-back options to further improve customer convenience.

Customer Service Training

We piloted a new training program for our Customer Service Centre staff, designed to enhance customer interactions and ensure our people are confident in supporting customers - including those experiencing vulnerability. The program includes building skills to recognise and respond to customers under financial or emotional stress and will be rolled out to all staff in 2025–26. This training will also become mandatory for the Executive, Department Heads and new starters, ensuring a consistently high standard of service and a safe, supportive environment for both customers and employees.

Future commitments (FY25-26)

- Continue to equip our frontline teams with the mindsets, skillsets, and toolkits to confidently manage challenging interactions and deliver exceptional customer service.
- Improve the end-to-end Negotiated Connections process to deliver faster timeframes, greater cost transparency, and a smoother, more consistent customer connection experience.
- Establish and embed a continuous improvement program that uses customer journey insights to deliver more seamless and positive customer interactions.
- Embed customer design feedback to ensure communication services are more effective, accessible, and aligned with customer needs.
- Ensure customers have access to clear, comprehensible information to enhance energy literacy, including information on network pricing and distribution tariffs, enabling more informed decision-making.

Principle 5: We will support customers facing vulnerable circumstances

Our maturity:

Elementary	Emerging	Evolved	Empowered	Exceeding
		2024-2025		
		2024-2025		

Measurement	Target/ benchmark	FY24-25	Result
Planned disconnections avoided via #Knock to Stay Connected program	N/A	65%	N/A
Life Support Breaches	0	1	Met

In 2024–25, TasNetworks strengthened its focus on supporting customers experiencing vulnerability, recognising that affordability, accessibility, and reliability are essential to the wellbeing of Tasmanians. This work is guided by our Vulnerability Plan, which helps ensure our services remain inclusive and responsive to changing needs across our communities and workplace.

Severe weather events—like the major storm in August/September 2024—highlighted the importance of additional support for vulnerable customers during prolonged outages. We have already started embedding these learnings.

We know that vulnerability takes many forms, so our responsibility extends beyond keeping the lights on. It includes using our role as a large employer to build community resilience, creating opportunities for people who may otherwise miss out, and fostering a culture that champions anti-discrimination and diversity.

Delivering on our commitments

Co-designing Aboriginal and Torres Strait Islander Engagement Guidelines

We partnered with an Aboriginal consultant to co-design practical guidelines that set out a respectful and consistent approach to engaging with Aboriginal and Torres Strait Islander communities. The work provides a clear framework for transparent, locally informed, and culturally appropriate engagement, clarifying responsibilities across the business. This strengthens our internal capability, supports collaboration, and contributes to our reconciliation goals by embedding long-term, meaningful relationships with Aboriginal and Torres Strait Islander stakeholders.

Expanding Cultural Safety Awareness training

We have delivered Cultural Safety Awareness training to staff for several years, but historically this has reached mainly office-based employees. Recognising the importance of cultural heritage in the field, we are extending this training to field crews under our Reconciliation Action Plan. While implementation has been delayed due to competing training priorities, the program—delivered by Aboriginal-owned consultancy Mina Nina—will commence in the second half of 2025. This will embed stronger understanding of cultural heritage and strengthen practices in heritage protection.

Delivering Community Grants to support local resilience

Through our Community Grants Program, we provided funding across 16 not-for-profit organisations. This year, we focused on alleviating cost-of-living pressures and strengthening community resilience. Projects funded included energy-efficient equipment for food relief services at Glenorchy Community Care, and expansion of Variety Tasmania’s breakfast club model to schools on the west coast. These grants have delivered practical benefits to communities and will continue in 2025, with the next round of funding currently under assessment (See our case story at the end of this report).

Preventing disconnection through “Knock to Stay Connected”

We continued our “Knock to Stay Connected” program (a #BetterTogether Initiative) to support customers experiencing financial hardship. When a disconnection request is received from Aurora Energy, our crews visit the customer in person to explain available support services and encourage engagement with the retailer to avoid disconnection. Since its introduction, around 65% of disconnection requests have been cancelled after this intervention, demonstrating the effectiveness of direct, personal engagement in keeping customers connected.

Exploring support for customers facing private asset defects

We reviewed options to provide financial support for customers at risk of disconnection due to private asset defects, which can create unexpected repair costs. After analysing national practice and local data, we found the issue affects only about 50 customers each year. We therefore concluded that a dedicated internal funding scheme is not required at this time.

Partnering to provide energy support advice

We maintained our partnership with Uniting Vic Tas to provide free energy advice for all Tasmanians through the Energy Support Program (a #BetterTogether Initiative). Customers can access independent guidance on energy bills, concessions, and discounts. In 2024–25, we promoted the service more widely, including featuring representatives from Uniting Vic Tas at our Agfest display. This program is helping customers better manage their energy usage and reduce household costs.



92%

vs 61% other segments

Of budget warriors are concerned about the increase in energy bills in the cooler months.

Future commitments

- Implement our Innovate Reconciliation Action Plan, with a strong focus on building cultural awareness, creating pathways for Aboriginal and Torres Strait Islander development and employment, and strengthening respectful engagement with communities.
- Deliver community grants to not-for-profit organisations across Tasmania to run projects that directly assist vulnerable customers and strengthen community wellbeing.
- Engage with community service organisations to reshape the Power People program to be more accessible to vulnerable groups, empowering them with the knowledge and skills needed to understand and take control of their energy usage.
- Continue the Uniting partnership – offering free energy support to customers.
- Review and refresh our Vulnerability Plan, to embed a stronger approach to addressing vulnerability across our communities and workplace.

49%

vs 45% in 2024

Feel TasNetworks care about issues that affect vulnerable customers.

Case stories

Community Grants – Powering a bright future

TasNetworks is dedicated to powering a bright future for all Tasmanians. Each year, we provide grants of up to \$10,000 to community groups and charities who are working to build community resilience or to ease cost-of-living pressures for Tasmanians in need.

In 2024–25, these grants supported a range of projects across the state.

In Swanwick, a grant allowed the community to make meaningful connections over a shared passion for growing something together.

“The garden project is a community association which works to improve life for people and connect people in the community. It’s open to anyone from Swanwick or Coles Bay and it’s just a very joyful experience sharing skills, food and hospitality. This garden is about much more than gardening. It’s about bringing people together. We’re a very small community, but we don’t necessarily have meeting places. So, this has become a meeting place for us. The more you work with people, the more your community thrives.” – Sally McShane, Swanwick Community Association



The Mole Creek community pool

In Mole Creek, the community came together to bring their local pool back to life.

“Mole Creek have had a pool for, I think, the last 40 years. That pool was built by the community. It served the purpose of providing a safe place for community members and to enjoy swimming. It’s important for all Australians to know how to swim. I reckon when people are traveling along that road and they see a sign that says swimming pool open, they will be amazed.” – Karina Siggins, Royal Life Saving Tasmania.



The Garden Project, Swanwick

By supporting local groups and charities, our community grants program is making a lasting difference in communities across the state.

To find out more about TasNetworks community grants program or explore past recipients’ projects, visit tasnetworks.com.au/grants.

Building community trust in the North West

Delivering critical new transmission lines in Tasmania’s North West requires genuine community trust, transparency, and shared value. TasNetworks has been applying a range of #BetterTogether initiatives to ensure that landholders and communities are part of the decision-making and that the project leaves a positive legacy.

Listening to communities on transmission design

Through the Energy Charter’s “Evaluating Transmission Undergrounding” initiative, TasNetworks worked with landholders, community representatives, and energy experts to explore the trade-offs between underground and overhead transmission lines. Factors such as technical feasibility, cost, environment, and social impact were all considered.

To support transparency, TasNetworks developed a plain-English fact sheet for the NWTD, explaining why overhead lines were selected. The resource outlined technology, cost, land use, reliability, and maintenance factors so that communities could see clearly how the decision was made. This work has helped demystify complex engineering choices and ensured communities are at the heart of Tasmania’s energy planning.



Applying the Better Practice Social Licence Guideline

Since 2023, TasNetworks has been embedding the Energy Charter’s Better Practice Social Licence Guideline into every stage of the NWTD, including planning, engagement, and delivery. The guideline sets out clear commitments, independent accountability, and co-design with stakeholders to minimise agricultural impacts and deliver shared value. Recent progress includes:

- 55% of option agreements signed, giving landholders clarity and certainty
- Property Management Plans underway to reduce disruption during construction
- Head contractor appointed and a local project team expanded to build regional knowledge
- Biosecurity washdown sites established to protect farms and the environment
- Partnership with Rural Alive & Well to support landholder and community mental health
- Community Benefit Sharing Program engagement underway to shape governance and outcomes
- Eligible landholders informed of a Strategic Benefit Payment of \$200K per km (plus CPI), spread over 20 years.

An independent review one year after the Guideline’s launch confirmed progress and highlighted areas for continuous improvement—showing that the approach is responsive to feedback and evolving with community needs.

Investing in people and skills

TasNetworks has also participated in the National Landholder and Community Engagement Training (a #BetterTogether Initiative). Tailored to local contexts, the training has equipped staff with skills in building trust, understanding wildlife and biosecurity issues, managing bushfire risk, resolving conflict, and engaging safely and respectfully with landholders, neighbours, Traditional Owners and First Nations communities, as well as local governments and their communities.

Leaving a lasting legacy

Through transparent decision-making on transmission design, investment in our people, and a commitment to better practice social licence, TasNetworks is delivering the NWTD Project in a way that both enables Tasmania’s renewable energy future and ensures communities are respected, farmers are supported, and long-term benefits flow to the regions most affected.

Social License

3.6/5

Legitimacy score is the extent to which a company’s actions are seen as appropriate or acceptable by society.

3.6/5

Credibility score is how believable and reliable people think a company is based on its words and actions.

3.5/5

Trust score is the confidence people have the company will do the right thing, even when nobody is watching.

Responding to the August–September 2024 storm

In late August 2024, Tasmania experienced one of the most severe storms in recent memory, with extreme winds and flooding damaging infrastructure across the state. More than 200,000 customer connections were affected, and at the peak, around 47,000 customers were without power. We immediately activated our highest-level emergency response, mobilising crews around the clock to restore supply in difficult and often dangerous conditions.

Despite widespread damage and blocked access to key sites, supply was restored to most customers within days. However, for some, restoration took much longer—up to 23 days in the hardest-hit areas, with remote communities enduring outages of up to 20 days due to safety and access constraints. Throughout the event, customers acknowledged the dedication, professionalism, and resilience of our people. The severity of the storm led to it being declared a natural disaster by both state and federal governments.

To keep customers informed, we sent more than 150,000 SMS updates and providing real-time outage information online. These services saw record demand, with nearly 170,000 website visits during the event, showing how much customers value direct and timely updates during emergencies.

We also received clear feedback. While many appreciated our updates, others felt that information was not always timely or consistent, particularly when waiting for revised restoration times. This highlighted the need to improve the accuracy and speed of communications in future storm responses.

Looking ahead, we are strengthening our Network Resilience Strategy to better withstand extreme weather and reduce unplanned outages. Investments will focus on faster fault detection, smarter systems to support crews in the field, and improved flexibility in high-risk areas. At the same time, we are enhancing our communications—upgrading outage notifications and systems so customers, including vulnerable households, receive clearer and more frequent updates when they need them most.

By combining a more resilient network with better communication, we are committed to keeping Tasmanians safe, informed, and supported.



Appendix A

Our 2024-25 commitments

The following provides the detailed description of the commitments made in our 2023–24 Energy Charter Report, which we delivered in 2024–25.

Principle 1

1. Improve collection/distribution of customer and stakeholder insights, including an annual stakeholder perceptions survey and quarterly community sentiment tracking.
2. Embed new engagement group model and commence co-design of forward engagement program, including the outcomes that will be monitored and measured.
3. Finalise embedding Revenue Reset process into the business (including engagement), ensuring governance and resourcing provides a straight line of sight between engagement groups, subject matter experts, Executive and Board.
4. Launch engagement leadership training program, to improve customer/engagement focus and skills.
5. Roll out stakeholder management system, to increase visibility of stakeholder issues and improve relationship management for our large and industrial customers.

6. Engage proactively and transparently on customer outcomes of proposed transmission augmentations (Regulatory Investment Tests (RIT) and contingent project applications).
7. Implement a Strategic Benefit Payment for North West Transmission Development (NWTD) landholders.

Principle 2

1. Improve operational expenditure efficiency by 3% for the 2024-25 financial year by operating within our regulatory allowance.
2. Implement process to undertake repairs of minor private asset defects (under 30 minutes to repair) when TasNetworks attends faults, resulting in customers getting their power on quicker and without having to engage an electrical contractor to attend.
3. Extend Power People Program to more Men’s Sheds.
4. Conduct battery trials to identify potential benefits and suitability for use in more community locations.
5. Provide internal (and seek external) visibility of the existing network’s ability to host electric vehicle (EV) fast-charging infrastructure to promote lower cost transition.
6. Finalise the concessional finance agreement to fund early works for the NWTD, passing these benefits back to customers.

Principle 3

Reliability

1. Anti-islanding solution for legacy embedded generation connections.
2. Implement updated Distribution Network Performance Standards, resulting in 20 new communities and movement of some existing communities to higher reliability standards (acknowledging the changing energy needs of these groups that must be considered in planning and outage responses).

Safety

3. Implement a Psychosocial Action and Safety Uplift Plan that reduces risks and improves safety performance, culture and engagement outcomes.
4. People leaders to complete dedicated psychosocial leadership training, to develop competency and confidence in preventing and responding to staff mental health and wellbeing concerns.
5. Continue to raise community awareness about safety around electricity via paid communications campaigns and school programs and materials.

Sustainability

- 6. Prepare for Commonwealth Climate Risk Disclosure reporting requirements.
- 7. Raise our environmental maturity by implementing our Environmental Improvement Plan.
- 8. Develop six more community batteries around the distribution network in a grant-funded trial.

Principle 4

- 1. Develop a program of work to enhance how we work with our customers, being stage 2 of our customer journey mapping.
- 2. Roll out One-Way Works Flow initiative.
- 3. Work with retailers to enable the use of cheques to be phased out and Guaranteed Service Level (GSL) payments to be made through retailers.
- 4. Implement a Customer Service Incentive Scheme measuring customer satisfaction with how TasNetworks handles outages, complaints and new connections.
- 5. Introduce a new Customer Satisfaction Tracking program which will enable customer feedback to be captured and tracked more robustly.
- 6. Upgrade the interactive voice response phone system in our service centre, to provide a more intuitive and advanced level of customer service.
- 7. Continue to train and uplift our service centre representatives to ensure they are abreast of the latest best practice customer service processes.

Principle 5

- 1. Co-design of Aboriginal Engagement Guideline.
- 2. Commence Aboriginal Cultural Awareness training for field staff.
- 3. Execute Community Grants Program 2025 with a focus on cost of living.
- 4. Continue to roll out Knock to Stay Connected program.
- 5. Continue the Uniting partnership – offering free energy advice to customers.
- 6. Develop a framework and processes to effectively identify and support vulnerable customers potentially at risk of disconnection or liability for asset replacement/repair costs due to damage.