

Performance and plans for the Ergon Energy network

A summary of our Distribution Annual
Planning Report 2024 for our customers,
communities and other stakeholders.



Part of Energy Queensland

Purpose

Ergon Energy Network's [Distribution Annual Planning Report](#) (DAPR) explains how we are continuing to safely and efficiently manage the electricity distribution network in regional Queensland.

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

The full report details the network's performance in 2023-24 and our plans for 2024-25

to 2028-29. It provides insights into the key challenges we face and our responses to them, highlighting the areas where we are seeking to work closely with our customers, the community, and different industry partners. It provides information to assist interested parties to:

- Understand how the electricity network works
- Provide input to the future development of the network
- Identify locations that would benefit from significant electricity

supply capability or demand side management and non-network initiatives

- Identify locations where major industrial loads would be best located.

This information is also supported by our [online interactive map](#) of the electricity network; [Demand Management Plan](#).

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Message from our Executive

I am pleased to share this summary of Ergon Energy's Network Distribution Annual Planning Report (DAPR) for 2024-25 to 2028-29.

Each year we publish our annual plans that outline strategic direction of the network over the next five years, amid a rapidly evolving technological landscape, changing customer needs and behaviours, and ongoing high levels of renewable energy integration. They also support our commitment to open and transparent customer, community and shareholder engagement. Our DAPR covers the key factors shaping our investment plans, the current and forecast electricity demand, forecast use of embedded generating units, the state of our networks, asset replacement, and refurbishment needs, dynamic customer connections, and service performance trends. Our regulatory proposals to the Australian Energy Regulator (AER) for 2025-30 control period are aligned with these plans.

Management of current and future assets is our core business

Underpinning our 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.

As cost-of-living pressures increase, many of our customers continue to tell us their primary concerns are safety and affordability and that we shouldn't spend any more than is necessary on maintaining, operating and upgrading our network. Engagement is important to us and this has brought 'energy inclusion and vulnerability' as well as 'economic development and jobs' to the foreground. Our

most recent engagements have been mainly centred around our regulatory proposals for 2025-30 and the conversations we are having with our customers and stakeholders to obtain their insights to help shape our investment plans.

Enabling greater choice and control

Across the 792,000 homes and businesses connected to the Ergon Energy network, many are taking greater control over their energy needs and electricity solutions by investing in solar and other emerging technologies such as batteries for energy storage. Our challenge in managing the network is to leverage this growing level of customer-led investment and transformation to improve and complement our own efficient investment. More than ever, our response must consider the increasing customer dependency on electricity as technology, appliances and transport (electric vehicles) become more sophisticated and economic activities become more reliant on e-commerce.

In response to this, we have developed Future Grid plans anticipating an energy environment characterised by rapid technological changes, as well as ongoing high penetrations of renewable energy resources of various sizes, and at different network levels, and not to mention the uptake of electric vehicles.

These factors are shaping our plans as we work to ensure the prudent and efficient investment in, and operational use of, the regional and remote electricity networks for the long-term 'dynamic' need and interests of our customers and the broader community.

Thanks.

You're part of a bright future

As we lead the energy transition with the fusion of smart, safe and secure energy system, future expenditures on the facilitation of Consumer Energy Resources (CER) will be a key part of our upcoming investments. This will continue to support the economic development of Queensland and the move to net zero emissions by 2050.

I would like to thank all the customers and other stakeholders who have engaged with us on our plans over the past year, and participated in our programs, especially the industry partners who are central to our demand management program and enabling network connections.

We look forward to continuing to work together with our customers as we evolve our investment and operational programs at Energy Queensland to best deliver a bright future for Queensland.

Peter Price
Chief Engineer
Energy Queensland Limited

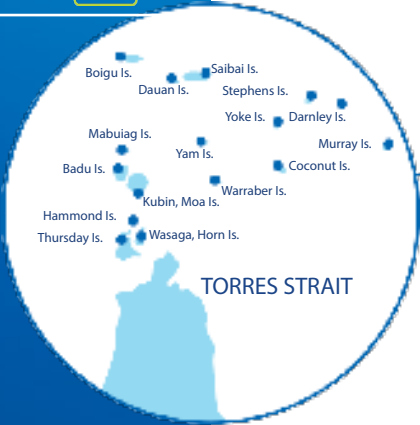
Our Network



327
zone substations and switching stations

105,426

distribution transformers



Our Service Area

- Regional network - Ergon Energy Network
- Isolated supply - Ergon Energy Network
- Other network provider
- Depot locations



983,422
power poles



144,583km
Overhead powerlines



9,843km
underground power cable

792,127

connected customers



What is shaping our plans?

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

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

These insights are shaping our plans.

Our engagement program

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

Most recently, we have refreshed our understanding and prioritisation of the economic, governance, social and environmental topics that matter most to our different stakeholders as part of our regulatory proposal for 2025-30 outlined in our draft [Regulatory Proposals for 2025-30](#).

As part of our planning process for our Regulatory Determination, we responded to our community and customer insights with a set of commitments for 2025 and beyond.

Our Customer Commitments:

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

For more on our engagement program go to: [Chapter 3 Customer and Community Engagement](#)



Safety first - a no compromise approach

Safety is considered to be of the utmost importance by Ergon and the community. As our networks age and the risk of equipment failure towards end-of-life increases, our focus on maintaining safety outcomes for our staff, customers and communities is paramount. Community education on electrical safety awareness is highly important to us, especially during natural disasters.

We are taking a no compromise approach to community and staff safety, leveraging innovative solutions that enable continuous improvement. We're continuing to focus on improving safety in our maintenance and replacement practices across all asset categories. We also continue to invest in new technology trials that have the potential to deliver improved, safe and efficient outcomes for our customers.



**Safety is
DEFENCE**

Making electricity accessible, affordable, safe, secure and reliable

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

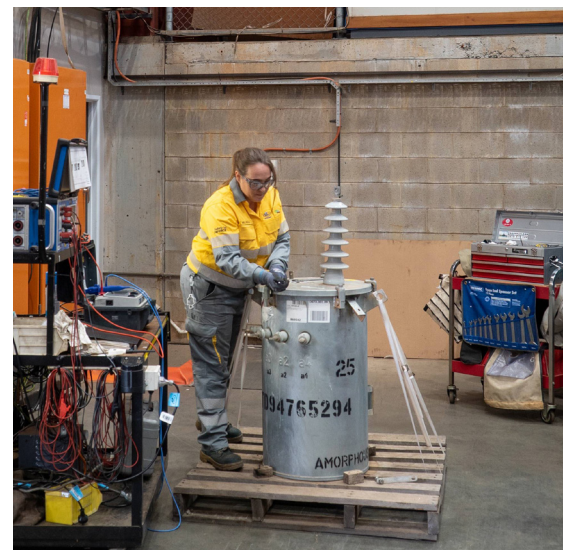
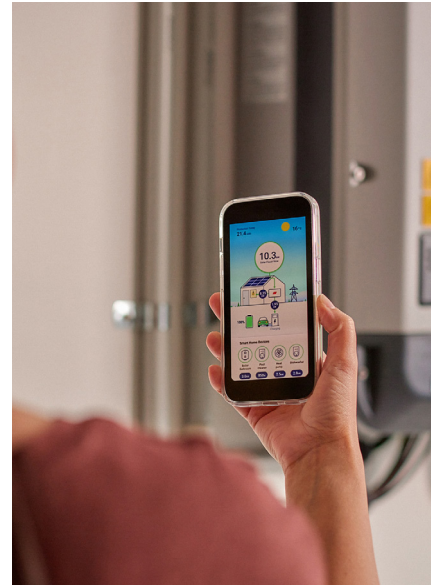
Each year our electricity prices are regulated and set by the Queensland Competition Authority (QCA). Influenced by various network and market factors, this year has also seen an increase in the electricity prices.

The Queensland Government subsidises the price of electricity for regional Queenslanders to ensure we're on par with other parts of the state, given the vast geographic distances to deliver electricity across regional and remote Queensland.

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

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

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



The growth in solar energy

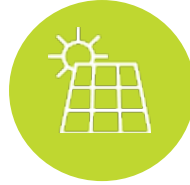
Queensland has one of the highest penetrations of roof top solar energy systems in the world. The rapid uptake of photovoltaic system (PV) has changed the distribution of electricity; impacting the Low Voltage (LV) network and creating a number of system design and operation challenges.

At the end of June 2024, over 253,256 solar PV systems were connected to the Ergon Energy network with a total installed generation capacity of 2,559MVA.

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

For more information on solar energy growth go to:

- [Chapter 4 Network Forecasting](#)
- [Chapter 10 Power Quality](#) or
- [Chapter 11 Network Challenges and Opportunities](#)



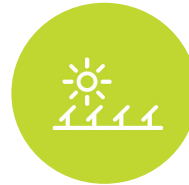
1,580

new solar energy connections per month



253,256

small-scale solar energy systems connected to the network



2,559MVA

solar generation capacity on the network



39%

of all regional Queensland residential detached houses have rooftop solar energy



The changing use of the network

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

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

While this occurs, significant two-way flows of electricity along local 'poles and wires' are experienced in residential areas as homes and businesses share

their energy output to meet the community's energy needs, which continues to peak in the evening as Queenslanders return home.

Also shown in the demand profile graph below, is how generated solar PV energy helps address the network peak in early afternoons. As the sun and solar generation fades later in the day however, a 'de facto' peak presents itself (albeit lower than what it would have been earlier without the benefit of solar). It is important to understand that this effect can be very different on a day-to-day basis with demand on the network returning, often dramatically, when cloud cover reduces the

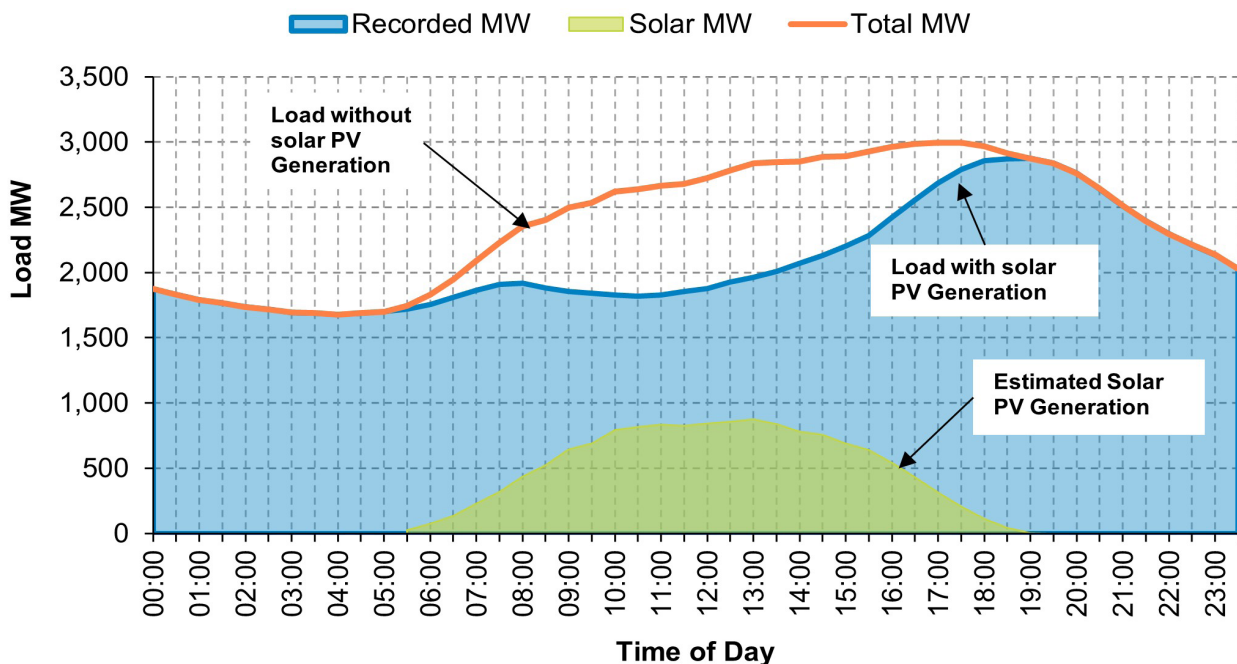
local solar energy output. Where there are high levels of solar, quality of supply or voltage issues also need to be addressed. These challenges are also shaping our network plans.

For further information please refer to:

- [Chapter 4 Network Forecasting](#)
- [Chapter 10 Power Quality](#) or
- [Chapter 11 Network Challenges and Opportunities](#)



Ergon System Demand – Solar PV Impact





Looking at trends in electricity use

Ergon forecasts are based on scenarios with varying economic and demographic assumptions. They indicate that it is likely we will see little change in peak demand and the volumes of electricity delivered through the regional Queensland electricity network over the next few years. However, this masks growth in customer numbers (and network expansions to connect them) being offset by increases in solar PV installation and energy efficiency.

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

Electric Vehicles

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

During 2023-24, the number of EVs registered in Queensland increased by around 90% to more than 51,000 vehicles, plus 1,550 electric motorcycles. Less than 10% of EVs are based in regional Queensland, despite the area having around 31% 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. EVs numbers are forecast to surge in Queensland as their purchase prices decrease, model availability increases, and more charging infrastructure is deployed.

The rapid development, and resulting lower costs, of lithium-ion

and other battery technologies will also make EVs increasingly attractive to more customers. Accordingly, Ergon Energy is collaborating with relevant stakeholders to create access to optimal private and public charging solutions based on the affordability and convenience priorities of EV owners.

Ergon Energy is playing its part in enabling EVs ownership and optimal EVs charging arrangements for residential and business customers to better understand and capitalise on EVs charging. To help achieve this, we released our [Network electric vehicles tactical plan](#). The tactical plan is guided by our network electric vehicles strategy and outlines the key actions our network businesses are taking to prepare for EVs.

All of these efforts encourage a safer, more efficient and environmentally cleaner transport option for Queensland.

For more on the network challenges go to: [Chapter 11 Network Challenges and Opportunities](#)

How is the network performing? Where are we focusing?

We always ensure preparedness for Queensland's challenging summer season. We're continually maintaining and if needed, renewing our network to ensure the safety, security, and reliability of supply.

And we're focusing on using technology to do things smarter, more safely and more efficiently while delivering great customer experiences.

High Impact Weather Events

Ergon Energy 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.

Ergon Energy's response priorities in order of importance are:

- Ensuring personal safety - both public and Ergon Energy employees
- Protecting equipment and infrastructure from damage
- Efficient supply restoration - including meeting communication requirements of customers and emergency service agencies.

As a further commitment to these priorities and the communities we serve, Ergon Energy 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.

Ergon Energy conducts annual preparations prior to each summer storm season to provide its customers across regional Queensland with a reliable network that minimises supply interruptions and other network and public risks during extreme weather

conditions such as bushfires, floods and cyclones. These 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 meeting stakeholder expectations and reducing the negative impact of large-scale disasters on the Queensland community.

Ergon Energy plans for the occurrence of extreme weather events and has developed the following plans which are also available at our website, [company reports and plans](#):

- Natural hazards strategy (including summer preparedness planning)
- Bushfire risk management plan.



Did you know

Around 70% of Ergon Energy network runs through rural Queensland.



Ergon Energy network-wide maximum demand reached 2,874MW in 22 January 2024.

Ergon Energy network-wide minimum demand reached 748MW in 19 May 2024.



Ergon Energy has 33 isolated power stations and 34 isolated networks that collectively form our isolated systems.

Ergon network reliability

In 2023-24, Ergon Energy’s reliability of supply was favourable to three of the six Minimum Service Standards (MSS) measures related to duration and frequency of power outages quantified by the System Average Interruption Duration Index (SAIDI) and the System Average Interruption Frequency Index (SAIFI) respectively.

The SAIFI performance measures for all three Urban, Short Rural, and Long Rural networks were favourable to the MSS limits. However, SAIDI performance for these three feeder categories were unfavourable to the MSS limits due to increased safety driven Program of Works (PoW).

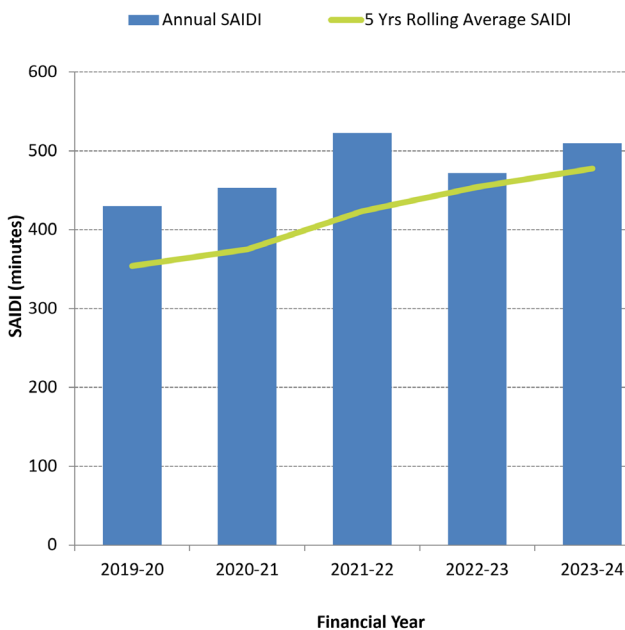
Furthermore, unplanned outages in the Long Rural network were also highly influenced by High Voltage (HV) asset failures (e.g., cross-arm and pole failures), with a significant proportion occurring during severe weather.

The graphs below illustrate the five year trend in outage duration and frequency.

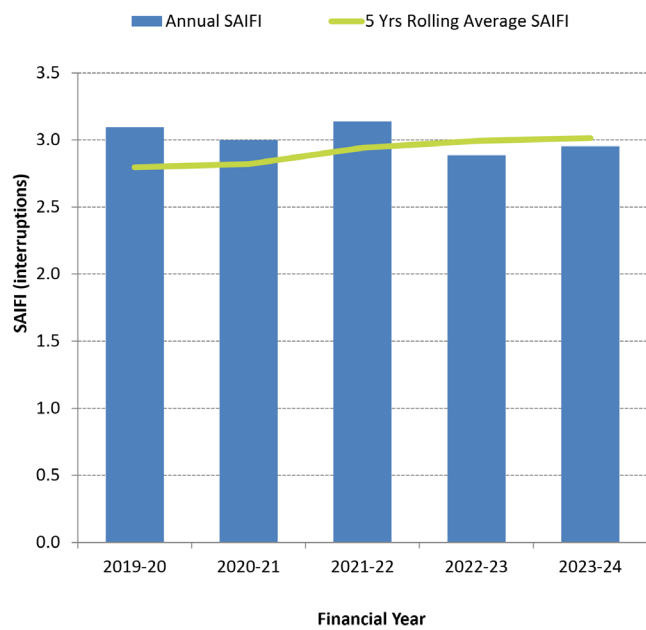
For more on our network’s performance go to: [Chapter 9 Network Reliability](#)



Ergon network outage duration



Ergon network outage frequency





Managing an ageing network

Our networks are ageing and require regular inspections and condition monitoring. Ergon Energy continues to employ condition and risk-based asset inspection, maintenance, refurbishment, and replacement strategies. End-of-economic-life replacement and life-extension refurbishment decisions are informed by risk assessments considering safety, history, performance, cost, and other business delivery factors.

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

- Analysis of power transformer oil to monitor for trace gases produced by internal faults
- 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
- Electrical testing of circuit breakers.

Ergon Energy has a well-established asset inspection program to meet regulatory requirements. All assets are inspected in rolling period inspection programs.

Due to age and degrading safety profiles, Ergon's refurbishment program includes an increased volume of safety driven defect works, including pole replacement and nailing, crossarm rectification, small copper conductor replacement and improving network clearances to ground and structure.

For more on our maintenance approach go to: [Chapter 8 Asset Life-Cycle Management](#)



Using technology to deliver smarter solutions

Ergon Energy is building its capability with ongoing investment in technologies that deliver improvement in risk outcomes and efficiency.

These efforts include utilising LiDAR data from the aerial asset and vegetation monitoring management technology. This aircraft-based laser and imaging capture system provides spatial mapping of the entire overhead line network. The data captured is processed to enable the identification and measurement of the network and surrounding objects such as buildings, terrain and vegetation. This system creates a virtual version of the real world to allow the fast and accurate inspection and assessment of the physical network and the surrounding environment, particularly vegetation (see above).

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



Major projects 2023-24

During 2023-24, our teams continued to deliver a large program of work to ensure the network remained safe and reliable. Our capital program aims to improve and reinforce electricity supplies across regional Queensland to meet our customers' evolving needs.

One of the major projects delivered in 2023-2024 was:



Gracemere Substation

Additional network capacity for
Rockhampton



Finding the best solutions together

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

We are open to exploring the alternatives

Before investing in significant network projects, we explore if non-network options could provide a cost-efficient alternative solution by engaging the external market through a Regulatory Investment Test for Distribution (RIT-D) process. For 2023-24, the RIT-D process was applied to major projects costing more than \$6 million. The projects that are currently under consultation or have been recently closed can be accessed in Ergon Energy's website, [Current Consultations](#).

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

For more on our recommended solutions to network limitations go to:

[Chapter 6 Network Limitations and Recommended Solutions](#)

Improving our connection process

During 2023-24, we continued to align the connection process more generally for Energex and Ergon Energy networks to deliver consistent customer experiences and increased efficiencies.

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

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

For more information go to: [Chapter 11 Network Challenges and Opportunities](#)



Large scale solar

Ergon Energy is supporting the connection of a large number of major renewable energy projects and has established formal connection agreements with major generators that will provide almost 1.4GW of renewable energy.

We are also working with a number of other generation proponents in the application phase that could further extend committed renewable generation

capacity. There is also more than 1.8GW of renewable generating systems connected to Powerlink's transmission network in regional and rural Queensland.

For a more in depth look at our approaches to large scale solar farms visit: [Chapter 11 Network Challenges and Opportunities](#)

Sustainability - the future is in an intelligent grid

We continue to transform our networks into an intelligent grid so that our customers can leverage the many benefits of digital transformation and distributed energy resources and other emerging technologies (like solar, battery storage and electric vehicles), as well as the next generation of home and commercial energy management systems.

We see this as fundamental to our role in the future which has been supported by our customers' feedback as part of recent engagements. More importantly, we see ourselves increasing our collaboration with our customers and market proponents, to help leverage the benefits of this new technology in our network and deliver overall improved outcomes for customers.

Demand management and other non-network solutions

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

This involves working with end use customers and our industry partners to reduce demand to maintain system reliability in the short term, and over the longer term, improve and

complement efficient investment in the network. The implementation of a non-network alternative is commonly referred to as Demand Management. Through our Demand Management Plan customers are incentivised to reduce demand.

For more on Demand Management go to: [Chapter 7 Demand Management Activities](#)

Fringe of grid customers

Ergon Energy's infrastructure includes one of the largest Single Wire Earth Return (SWER) networks in the world with approximately 62,162 kilometres of overhead lines supplying 4 per cent of its total customer base. The majority of this SWER network was installed in the 1970's and 1980's and is largely situated in sparsely populated Western Queensland.

Providing cost-effective and reliable electricity supply in remote locations is challenging and as the network comes to the end of its life, alternative future supply options are being investigated. Stand Alone Power Systems (SAPS) is one of our initiatives focused on delivering alternate supply model solutions for our fringe-of-grid (i.e., remote) customers.

SAPS typically include renewable generation (predominately solar PV) and battery storage with backup diesel generation. Advances in battery management systems and reductions in the cost of battery technologies are enabling SAPS to become increasingly economically viable compared to traditional network supply by poles and wires in remote locations.

These technologies will help improve the service experience, particularly for remote customers who are supplied electricity over long distances, while providing the opportunity to lower ongoing future service costs. We are trialling SAPS as an alternative to network supply for individual customers supplied by long SWER lines and exploring alternate long-term opportunities.

Customer-led technologies



Our online interactive network map

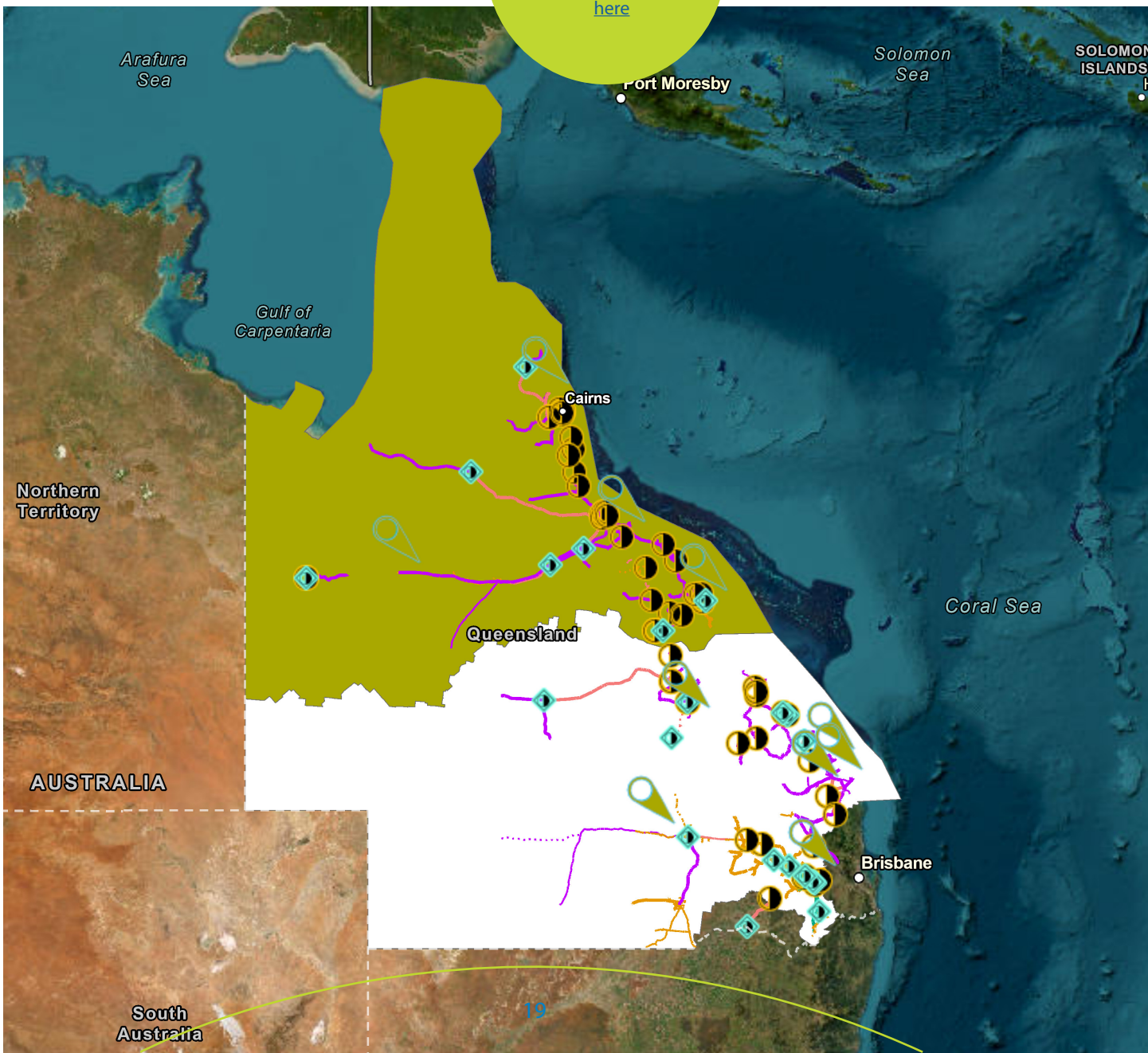
Ergon Energy's Emerging Network Limitations Map shows the distribution network and the areas forecast to have emerging network limitations.

This tool enables interested parties to understand how the electricity supply system supports customer and participant needs as well as provide input into future development plans. It also shows stakeholders where significant electricity supply capability or demand side and non-network initiatives could assist, or where major industrial loads would be best located.

Ergon Energy's DAPR and Interactive Network Limitations Map are prepared and made available solely for information purposes, to support effective engagement around our network planning processes. Importantly, they do not show how the network is operated electrically.

All information provided in the DAPR map should be independently investigated, reviewed, analysed and verified, and must not be relied upon in connection with any investment proposal or decision.

Visit the [interactive map](#)





Our belief

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



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