Endeavour Energy

Energy Charter Disclosure Report 2025/26



Endeavour Energy

POWER together

Chair and CEO's foreword

Delivering an inclusive, customer-centred energy transition

We are pleased to present our eighth Energy Charter Disclosure Report, reflecting our commitment to deliver better energy outcomes for our vastly diverse customers and communities.

As a founding Energy Charter signatory, we highly value the unique opportunities this gives us to make a difference for our 1.2 million customers.

Australia's energy transition is at a pivotal moment. With a national commitment to achieve net zero emissions by 2050 and significantly increase renewable energy over coming decades, the foundations of a cleaner energy future are already being established.

While significant progress has been made, substantial work remains to ensure homes, businesses, customers and communities can fully participate in; and benefit from the transition.

Delivering this change will require continued investment, collaboration and innovation across the energy sector to maintain reliability, affordability and customer choice as the pace of transformation accelerates.

Our long-term business strategies provide the foundation for this approach, guiding how we invest, innovate and engage with the communities we serve. Underpinning this is our purpose of powering communities for a brighter future, ensuring the transition delivers lasting benefits for our customers.

As the distribution network serving some of Australia's fastest growing regions, considerable effort was made during 2025/2026 in exploring how coordinated action with other NSW distribution businesses can de-risk the transition to renewable energy, while improving customer participation, and reducing cost pressures for households and businesses. This work is profiled on page 4 and is typical of the thinking we are doing to improve customer outcomes in a rapidly changing sector.

While many customers are embracing new technologies, others including renters, apartment dwellers, lower-income households and vulnerable customers face barriers to participation; and we recognise that addressing energy equity remains an ongoing priority.

While our results showed strong progress across the five Energy Charter principles, we also acknowledge areas where we fell short.

Most notably, system-related failures resulted in 41 Life Support breaches for customers dependent on power for medical devices and we are grateful that no customer came to harm. We take our responsibilities seriously and have worked to improve our performance; including actively collaborating with industry on the Better Together Life Support initiative on a rule change to deliver better outcomes.

This Report helps us to account for our performance and demonstrate the impact of our efforts. It has been developed with feedback from our Board, Executive, subject matter experts and our valued Peak Customer and Stakeholder Committee (PCSC).

We are particularly grateful for our PCSC members constructive suggestions, encouragement and insights and their focus on collaboration rather than criticism. They have helped us better understand the diverse needs of our customers and communities and make connections that might not otherwise have been possible.

Together, we seek to build a more reliable, sustainable and inclusive energy future - one that works for all the communities we serve.



Cheryl Bart AO
Independent Chair



Danny Cooper
Chief Executive Officer

Acknowledgement of Country

Endeavour Energy acknowledges the traditional custodians of Country where we work - the people of the Dharug, Wiradjuri, Dharawal, Gundungarra and Yuin nations - and recognises their continuing connection to Country, cultures and community.



Front cover image: Endeavour Energy Manager Future Grid Barton Hellyer demonstrating flexible exports to a customer.

Our diverse customers and communities

Our purpose is powering communities for a brighter future. We own and operate a network serving 1.2 million customers in Sydney's Greater West, the Blue Mountains, Southern Highlands, the Illawarra and South Coast of New South Wales (NSW).

We operate across some of Australia's fastest-growing regions, including Greater Western Sydney, home to Australia's first new international airport and the first new city in 100 years at Bradfield. As these vastly diverse communities continue to grow, we are investing in a smarter and more resilient network that supports new homes and businesses.

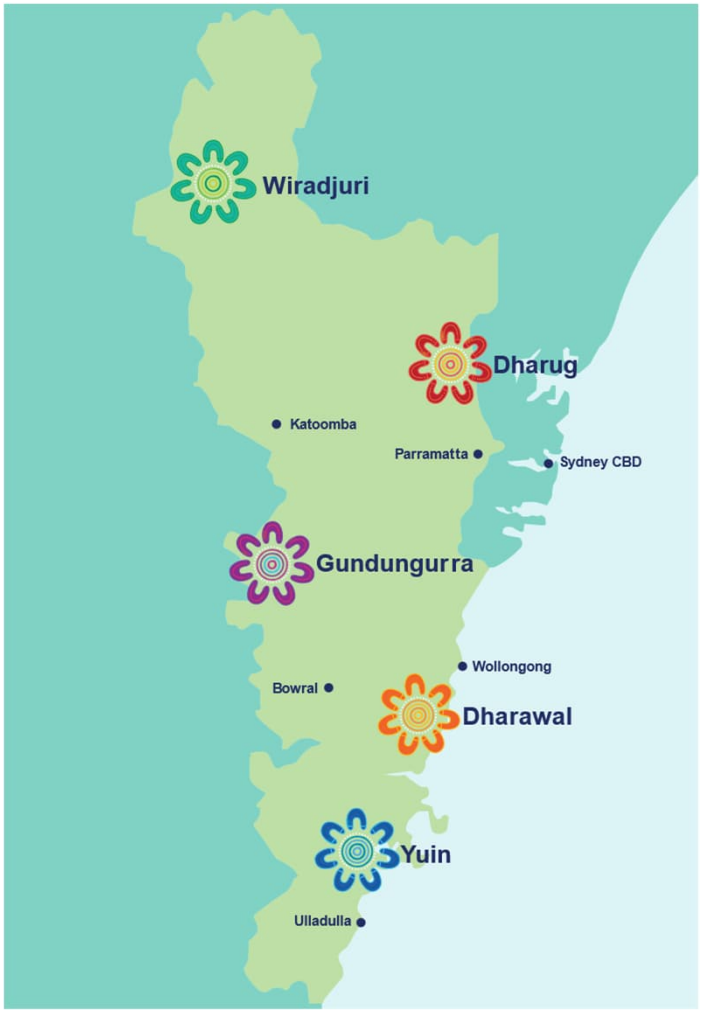
Our customer landscape is changing rapidly. We continue to see strong uptake in customer energy resources, with one in three customers now owning rooftop solar. This is expected to increase to one in two households by 2030. Across our network, 69 per cent of customers now have smart meters and home battery adoption continues to grow, with 60,000 customers adding batteries to their energy mix.

Electric vehicle uptake is also accelerating with 44,346 electric vehicles registered across our network, a 64 per cent uptake since June 2025. Our community battery program is supporting this changing landscape by storing excess rooftop solar generated during the day and making better use of local renewable energy. This helps strengthen energy resilience in local communities and creates opportunities for up to 14,000 residents to benefit from shared renewable energy.

More than 50,600 Life Support customers also rely on our network to power essential medical equipment, an increase of over seven per cent since our last Report.

We serve around 100,000 commercial and industrial customers, including hospitals, local councils, manufacturers, logistics centres, shopping centres and other major employers that depend on reliable and affordable electricity to support economic growth and community wellbeing.

As demand for digital infrastructure grows, we are seeing significant growth in data centres, particularly across Western Sydney. At the same time, energy retailers remain our largest customer group by revenue and continue to play a critical role in helping customers access the products, services and technologies needed to participate in the energy transition.





Energy Charter Scorecard

	Description	FY22 actual	FY23 actual	FY24 actual	FY25 actual	FY26 target	FY26 actual	FY27 target
Customer Service	Customer satisfaction[1,2]	6.5	6.9	7.2	6.8	7.4	6.9	**7.0**
Reputation: stakeholders	Benchmarked reputation score of stakeholders[3]	83.7%	87.7%	86.8%	88.5%	90%	88.5%[3]	**86%**
Reputation: community	Monthly benchmarked score of customers[3]	72.6%	71.0%	68.3%	69.2%	70%	71.3%	**70%**
Affordability	Average residential charges[4]	$573	$583	$556	$578	$545	$609	**$618**
	Average small business charges[5]	$998	$1,019	$964	$1,003	$1,023	$1,060	**$1,088**
Worker safety	Total Recordable Injury Frequency Rate[6,7]	6.6	6.4	4.5	4.6	↓	4	**N/A**[7]
Public safety	Domestic shocks[7]	94	68	92	83	79	69	**N/A**[7]
Sustainability	Global Real Estate Sustainability Benchmark (stars)	5	5	5	5	5	4	**5**
	Greenhouse gas emissions (kt CO2-e)[8]	609	598	592	612	↓	564	↓
	Nature positive (ha)[9]	-0.7	-0.8	-0.6	+0.58	+0.2	3.3	**0.4**
	Landfill diversion	70%	78%	82.96%	91.2%	92.5%	95.9%	**95%**
Reliability	Unplanned SAIDI normalised (mins)[10]	91.59	77.35	74.71	77.4	79	86.2	**74**
Ease of service	Total EWON casework[11]	150	226	198	367	294	422	**<300**
	Per 10,000	1.5	2.0	2.0	3.25	2.45	3.8	**<2.0**
Life support	Type 1 customer breaches	50	67	5	35	0	41[12]	**0**

1. FY22 results are attributable to survey method change from outbound calls to SMS links. After engagement with customers, this measure was replaced with customer satisfaction targets in FY24. FY26 result remains within annual variance and reflects earlier storms.
2. Averaging between 400-700 surveys per month from Jan 22.
3. FY22 figures based on nine months of data. In FY26, scheduling for the stakeholder survey changed to November 2026 so the FY25 score was maintained. Community reputation is surveyed monthly with an average of 1500 customers participating annually.
4. Distribution charges, based on average consumption of 5MWh p.a. $FY27.
5. Distribution charges, 10MWh p.a. $FY27.
6. Number of lost time and medical treatment injuries per million hours worked for employees and contractors.
7. From FY27 worker safety will be monitored through new metrics: High Potential Injury Frequency Rate; and number of safety interactions.
8. Includes scope 1 & scope 2 emissions (including network losses). Long term targets associated with this scope, assume AEMO step change scenario and ambition to be Net Zero by 2040 (scope 1,2,3).
9. The nature positive metric aims to compensate for vegetation management and land clearing activities of the business, restoring or protecting more habitat than removed. In FY26 we created more habitat than we removed through vegetation management.
10. Average duration of minutes interrupted per customer. FY22 reflects outages from numerous flooding events being excluded or partially excluded. FY25 excluded 7 major event days from this result but not from customers felt experience.
11. Electricity and Water Ombudsman NSW (EWON) provides independent and free customer advice. FY26 results highlight cost of living and escalated complaints re planned outages, poor reliability, smart meter and tariff confusion and less tolerance for poor customer experience.
12. The number of Life Support breaches reflects self-reporting of historical breaches, with corrective actions implemented to strengthen compliance.

Customer and community highlights

Highlight 1: Unlocking customer value

There is a growing need to ensure the electricity system keeps pace with changing energy preferences while keeping costs affordable. Customers have told us they want a faster, fairer and lower-cost energy transition that delivers real benefits without unnecessary infrastructure costs being passed through electricity bills.

In response, we worked with Ausgrid and Essential Energy to develop the NSW Distribution System Plan Opportunities Report (DSP), the first single, unified view of how to fully leverage and optimise the state's existing distribution networks to ensure the benefits are shared equitably and that our planning is responsive to the needs and insights of our customers, communities and partners. This is called "the missing middle."

The report highlights opportunities to better coordinate customer-owned energy technologies, so more clean energy can be utilised locally before new large-scale infrastructure is required. By making smarter use of the network customers already pay for, the plan aims to reduce costs, improve reliability and create greater access to emerging energy technologies.

The impact: the findings show significant potential benefits for customers and communities across NSW. Modelling indicates that a more coordinated approach could unlock between $2 billion and $4.3 billion in economic benefits, defer costly network upgrades by up to 15 years, support the uptake of an additional 500,000 electric vehicles, and provide two to five years of additional capacity while major transmission projects are developed.

Importantly, the report highlights how customer-owned energy resources can play a larger role in supporting the electricity system, helping deliver a more affordable, reliable and sustainable energy future.

We are now working collaboratively with industry and government to utilise the data and insights to design programs that help ensure customers receive the greatest possible value from the energy transition while keeping costs down. See:

Opportunities Report | NSW DSP

Right hand image: AGL and Endeavour Energy partnership, website image

Highlight 2: Improving customer energy outcomes

As more customer-owned technologies connect to the grid, new challenges emerge around managing electricity demand and ensuring the network continues to operate efficiently and affordably for everyone.

To help address this challenge, Endeavour Energy and AGL are partnering on a trial to explore how customer-owned energy technologies can work together to support the both the local electricity network and the market while creating value for participating customers.

Known as FlexTogether, this trial will coordinate rooftop solar, home batteries and flexible household energy use, such as hot water systems, electric vehicle charging, pool pumps and home cooling systems. Rather than operating independently, these technologies can be used to provide the greatest benefit to customers and be rewarded by both the network and the market.

The impact: For customers, this is expected to create new opportunities to be rewarded while making better use of the technologies they already own. For the network, it provides lower-cost way to manage demand and maintain reliability, reducing the need for more traditional infrastructure investment.

The trial is expected to help determine how customer energy resources can play a greater role in supporting a reliable, affordable and sustainable electricity system.

If successful, FlexTogether will help lower costs, improve network efficiency and create new ways for customers to benefit from their investment in solar, batteries and other emerging technologies. It will help create a more flexible, customer-led energy future where households shape the energy system. See:

Flex Together | AGL



Highlight 3: Helping Bulli electrify affordably

Following strong community uptake and encouraging early results, the *Electrify 2515* pilot expanded into Bulli in 2026, allowing more Illawarra households to access practical support to lower energy bills and modernise their homes. The expansion builds on the interest in the program across neighbouring suburbs including Thirroul, Austinmer, Coledale, Wombarra, Scarborough and Clifton, where residents have embraced opportunities to switch to more efficient electric alternatives.

Delivered in partnership with Rewiring Australia, Brighte and the Australian Renewable Energy Agency (ARENA), this community-led pilot is designed to address two key challenges customers told us they face: the upfront cost of electrification and uncertainty about where to start, while providing broader insights on the impact of electrification on the electricity grid.

Participating households can access subsidies for electric hot water systems, heating and cooking appliances, as well as a free smart energy device to help them better understand and manage their energy use.

The impact: The program now supports around 280 fully electrified households against an estimated forecast of 400, fewer than early targets due to the very popular Federal Government battery subsidy program and cost of living pressures.

A key feature of the pilot has been its community-driven approach. Customers have been motivated by seeing the benefits experienced by neighbours and friends, creating a powerful "neighbourhood effect" that has accelerated participation.

The early lessons from the trial were captured in the Customer Insights Report, which recorded ten findings across household motivations, information and needs, installers and upgrade costs. See:

Brighte-Electrify-2515-Community-Pilot-Customer-Insights-Report-1-Aug25.pdf

Highlight 4: Delivering better digital experiences

Customers told us they wanted faster access to clear, reliable information during power outages and severe weather when timely updates are critical. They also wanted a simpler and more intuitive digital experience that made it easier to find information and report issues. In response, Endeavour Energy launched a new customer-focused website based on extensive customer and stakeholder feedback, ensuring the platform reflects their needs and expectations.

The co-designed, new website features a mobile-first outage map that provides real-time information directly from Endeavour Energy's systems.

The impact: Users have greater visibility of outage restoration activities through live status updates that show where a fault is in the restoration process. By making outage information easier to access and understand, customers can track progress as crews work to safely restore power and access trusted information when they need it most. The website also includes self-service allowing customers to report faulty streetlights and tree trimming requests, improving convenience and reducing manual processes.

Enhanced accessibility features, built to industry-leading accessibility standards, ensure more customers can access critical information when and how they need it via on-page translation, screen-reader compatibility, intuitive navigation and mobile-responsive design. See the website here.



Highlight 5: Listening and learning through reconciliation

Building strong relationships with the communities we serve is central to putting customers at the heart of our business. Through our Innovate Reconciliation Action Plan (RAP) Endeavour Energy is committed to ensuring Aboriginal and Torres Strait Islander perspectives are heard, respected and reflected in the way we plan, engage and deliver services across our network.

We recognise the importance of listening, learning and responding to the issues that matter most to our Aboriginal and Torres Strait Islander communities. We understand that building strong and enduring relationships needs more than consultation. It requires taking the time to support communities through challenges, acknowledging impacts and contributing to healing.

In 2025/2026, we continued to strengthen relationships with Aboriginal and Torres Strait Islander communities. Key focus areas included deepening engagement with Traditional Owners and community leaders, continuing partnerships with organisations such as KARI and Muru Mittigar, celebrating NAIDOC Week and progressing initiatives that support cultural connection, community pride and reconciliation.

The impact: these activities are helping build stronger relationships, increase cultural understanding and create meaningful opportunities for Aboriginal and Torres Strait Islander peoples. Specifically, we:

- Strengthened relationships with First Nations stakeholders and communities through Walks on Country across all five nations, helping deepen cultural understanding and inform how we engage with the diverse communities we serve.
- Supported First Nations young people through the Get Blak on Ya Feet program, helping build cultural pride, resilience and stronger community connections for future generations.
- Created employment and career pathways for First Nations peoples through our Empower Apprenticeship Program, supporting greater representation and opportunities within the energy sector.
- Improved engagement with First Nations customers and communities through formalised employee and community engagement plans, ensuring Aboriginal and Torres Strait Islander perspectives are reflected in decision-making and service delivery.
- Established the internal Yarning Circle communications channel to strengthen connections, share knowledge and foster greater understanding of issues important to First Nations employees, customers and communities.
- Recognised by a Wiradjuri Elder with the 'Just Too Deadly' Award, acknowledging our commitment to partnership, engagement and creating positive outcomes for First Nations communities.

Looking ahead, we remain committed to reflecting on how we can help shape the energy ecosystem, address any shortcomings, strengthen relationships and build cultural capability across our business. We also want to identify new opportunities to create positive impact for Aboriginal and Torres Strait Islander customers and communities. By listening, learning and taking meaningful action, we aim to ensure reconciliation remains an important part of how we serve our customers and power communities.





Top image: Endeavour Energy RAP event
Bottom image: Endeavour Energy staff walk on country

Highlight 6: Putting customers at the centre of our business

Putting customers at the heart of what we do is a core principle at Endeavour Energy, and nowhere is this more evident than through our Peak Customer and Stakeholder Committee (PCSC). For more than 30 years, we have engaged closely with customers and stakeholders to understand their needs, concerns and aspirations. Over the past six years, the PCSC has strengthened this commitment through a respected and collaborative partnership with Endeavour Energy and the communities we serve.

The PCSC brings together independent representatives from customer advocacy groups, CALD community organisations, First Nations communities, local government, industry and high energy users, developers and other key stakeholder groups. Meeting quarterly, the committee provides a trusted forum where frank and authentic dialogue means customers and stakeholders influence customer outcomes, inform decisions and help shape the plans, services and investments that affect them.

The impact: Rather than consulting after decisions have been made, the PCSC is engaged throughout the decision-making process. Members provide expert advice, challenge assumptions, identify emerging issues and help us consider alternative approaches. This ensures customer perspectives are embedded in our planning and that community expectations are reflected in the outcomes we deliver.

An example of where the PCSC has impacted our decision making in 2026 is the co-design workshop for our regulatory proposal engagement strategy. At the workshop, the Committee helped shape Endeavour Energy's customer priorities by co-creating an engagement issues map with our Board, leadership team and team members. The issues map prioritises our investment and service planning across 2029-34 including tariffs, customer energy resources, customer experience, sustainability, reliability, resilience, network planning, growth and the broader energy transition.

The PCSC continues to strengthen accountability, transparency and trust across our business. Most importantly, it helps ensure the voices of customers and communities remain central to our decisions as we navigate significant growth, evolving customer expectations and the shift to a clean energy future.

We value and respect the independent members and thank them for their constructive collaboration.



Our Peak Customer and Stakeholder Committee, Board and Executive Leadership Team co-designed our engagement strategy for our next regulatory proposal.

Highlight 7: Simplifying the energy transition

As more customers install rooftop solar, batteries, electric vehicles and other emerging energy technologies, we heard that customers were looking for easy to access, personalised support.

To meet this need, we set up a dedicated customer service team, called NexGrid, to help customers confidently participate in and benefit from the energy transition. This team brings together digital tools, artificial intelligence and specialist expertise with personalised customer support to provide faster, simpler and more consistent service.

Specialising in solar connections and flexible exports, the team provides end-to-end support and removes the need for customers to navigate multiple teams. Customers benefit from easier access to trusted information, faster answers and a dedicated team that takes ownership of complex enquiries.

The impact: Since its launch in January 2026, the team has consistently achieved a first contact resolution rate above 93%, meaning most enquiries are resolved at the initial point of contact without referral to another team. Surveyed customer satisfaction also averages 8.6 out of 10.

Importantly, NexGrid balances innovation with human support. While digital tools make it easier to access information and services, customers can still talk with trained specialists who provide guidance and help customers make informed decisions about new energy technologies.

For customers, the outcome is a simpler experience, faster resolution of enquiries and a trusted partner to help navigate energy issues.

Energy Charter Principles: Completed, in progress and future actions

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

Our customers rely on us to deliver safe, reliable and affordable electricity while helping them navigate a rapidly changing energy landscape. To meet these expectations, we continue to invest in building a skilled, capable and customer-focused workforce that is equipped to support the energy transition and deliver better outcomes for our communities.

By creating a culture of accountability, innovation and collaboration, we are empowering our people to put customers at the centre of decision-making and respond to emerging opportunities and challenges.

Completed

- New customer satisfaction targets are holding us to account for improved planned outage times, with incentives for achieved targets and penalties for missing them. We fell just short of our target of 7.4, scoring 6.9 due to more frequent storm events and changing customer expectations. Encouragingly, results improved each month January to June 2026.
- Achieved an annual community reputation score of 71.3% - our highest ever score, and exceeding our KPI; while stakeholders rated our reputation as excellent, with a score of 88.5.
- Helped eligible solar customers save more than $200 a year from their electricity bills by exporting double the rooftop solar from the standard fixed 5kW up to 10kW. We completed the trial of this program, known as Flexible Exports, which has unlocked more than 200 MWh of additional solar capacity - enough to power around 15,000 homes. From early 2027, the program will become a standard offering to all eligible customers.
- Improved energy literacy for 1400 Culturally and Linguistically Diverse customers from 20 communities via ‘Voices for Power’, an energy literacy ‘train the trainer’ support program, in partnership with Energy Australia. This is the fifth year we have supported CALD communities to engage their customers on energy literacy, delivered in language and in the community.

In progress

- We are helping customers share the benefits of renewable energy by installing 80 community batteries across our network. Customer participation is available at two-thirds of these batteries, with the remaining sites expected to open to customers in the coming months. Community batteries make it possible for more customers to benefit from renewable energy, including renters, apartment residents and households that are unable to install rooftop solar.
- In response to increasingly complex customer interactions, we trained 1,742 employees in 132 classes in customer engagement, conflict de-escalation, communication and personal resilience. Evaluation showed 85% of participants agreeing they apply the new skills in practice.
- We're improving our understanding of how customer's use and access to emerging energy technologies impact our electricity grid through the launch of the Future Energy Lab. This location brings together solar, batteries, electric vehicles and home energy management systems to train our employees and to develop smarter, more flexible energy solutions for the future.

The future – goals to FY35

- Maintain a customer reputation score of 70%.
- Achieve a Customer Satisfaction Score of 7.0 FY27.
- We are sharpening our focus on leaders' accountabilities across core priorities as identified through engagement with customers and communities to ensure we continue to drive a safer, reliable, efficient and sustainable energy supply while maintaining our long-term strategy to decarbonise.
- Increase culturally and linguistically diverse (CALD) communications and expand our understanding of our CALD community and their communication preferences.
- Improve outcomes for indigenous employees and communities through our Reconciliation Action Plan.

Principle 2 – We will improve energy affordability for customers

Our focus has always been to run our business as efficiently as possible.

Endeavour Energy's portion of the energy bill is ~29% for residential customers and they directly benefit from network unit costs that are among the lowest in the National Electricity Market (NEM). This is driven by our efficient operating and capital productivity improvements. Benchmarking by the Australian Energy Regulator (AER) identified that Endeavour Energy remains the most efficient distribution network in NSW and second most efficient in the NEM.

Completed

- Our primary focus in FY26 was to advocate for a least cost energy transition by harnessing and coordinating existing and future customer energy resources and better grid utilisation across our area. Energy affordability and the shift to net zero are the two primary drivers for this.
- Through our Flexible Exports trial, eligible customers can export twice as much rooftop solar to the grid with participating customers saving more than $200 a year on electricity bills. The program has unlocked more than 200 MWh of additional solar capacity - enough to power around 15,000 homes.

In progress

- Advocate for customer-focused planning to support the rapid growth of data centres across Western Sydney, ensuring large energy users fund the full cost of their network connections through the existing 'causer pays' framework. This approach protects households and businesses from subsidising new developments, while increased utilisation of existing network infrastructure helps place downward pressure on electricity network costs, supporting long-term affordability, reliability and value for customers.
- Help customers better understand their electricity bills, manage energy costs and compare electricity plans via our pricing awareness plan. This includes promoting Energy Made Easy, helping customers to make informed decisions and take greater control of their energy use.

To help make energy more affordable, we are trialling five tariffs. These include

- ▪The "Off Peak +" tariff, which enables flexible control of residential electric hot water systems via smart meters,
- ▪Two "Local Use of System" tariffs tailored for community battery customers—one for residential and one for small business users,
- ▪Flexible EV charger tariff to complement a technical trial testing customer uptake and response to flexible network control arrangements LV connected public EV charging infrastructure
- ▪A flexible large LV and Soak tariff designed to complement a technical trial testing customer uptake and response to flexible network control arrangements for large LV commercial and industrial customers consuming more than 160MWh pa.

- Our Flexible Exports program will extend to a full-scale program in FY27 allowing more eligible customers to earn money by doubling their solar exports.
- Continue to support customers through the ongoing rollout of smart meters, helping them gain greater visibility and control over their energy use and costs. Following approval of our Smart Meter Plan, we are continuing to improve the customer experience through enhanced monitoring of rollout performance across regions and retailers.

The future – goals to FY35

- Advocate to maximise grid utilisation and limit the cost of the energy transition for customers. We will focus on measurable improvements in efficiency, productivity, innovation and customer engagement.
- Strengthen customer participation in the energy transition, by stepping up awareness of smart meters, solar, batteries, tariffs, and rebates.
- Evolve the energy support hub on our website and create a one-stop information source for customers to access information on energy concessions
- Implement integrated grid planning to strengthen understanding of customer and network needs, supporting more efficient project development and improved customer outcomes.
- Deliver on our partnership with AGL to trial FlexTogether, helping customers get more value from their rooftop solar, batteries and other energy technologies.

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

Sustainable and reliable electricity is essential to our customers and communities. As the energy system evolves, we remain focused on delivering safe, reliable and efficient electricity while supporting customers to participate in a clean energy future.

Completed

- Strengthened safety outcomes for customers, communities and industry workers by hosting an Industry Safety Day, bringing together more than 500 participants and 90 exhibitors from across Australia and New Zealand. The event promoted industry-wide collaboration, shared learnings and best practice approaches.
- Helped our youngest customers better understand electrical safety risks through Electrical Safety Week. In FY26, 590 schools took part, representing a 98% uptake of the program
- Improved reliability for 102,000 customers through automation, including the continued rollout of self-healing network technology and Large Area Restoration (LAR), helping restore power faster, reduce outage times and minimise the number of customers impacted during both local and major network outages.
- Achieved a 4-star Global Real Estate Sustainability Benchmark (GRESB) rating and our highest score yet of 98.5/100, narrowly missing another consecutive 5-star rating. We ranked 117th out of 569 entities and ranked 6th from 15 distributors.
- Diverted over 95% of operational waste from landfill, exceeding our FY26 target of 92.5% and enhanced waste diversion from landfill through improvements to dry waste services, trials to reduce single use items, education and awareness training, and continued rollout of organic waste bins.
- Expanded fleet electrification projects, such as the introduction of Nifty Lift hybrid Elevated Work Platforms (EWPs) and additional electric vehicles.
- Maintained green power use on our sites for a fourth consecutive year and continued the implementation of facility upgrades to improve local renewable energy production and storage, EV charging, and building efficiency.
- Maintained nature positive in operations for a second consecutive year, creating more habitat than we removed with a net habitat gain of 3.03 hectares.
- Delivered two major revegetation initiatives to support our Nature Positive program. Penrith City Council and Endeavour Energy volunteers planted 750 native saplings, with 300 more planted in the Southern Highlands with Landcare to help connect two koala habitat corridors.

In progress

- The NSW Government is creating a consistent state-wide approach to customer energy resource connections. We have led the development of the Customer Energy Resources (CER) Installer Portal, alongside Ausgrid and Essential, as well as solar retailers and installers. From late 2026 the portal becomes the standard registration pathway across all three NSW networks replacing three separate process and enabling flexible export limits and the Emergency Backstop Mechanism.
- We are continuing to advocate for equitable and affordable electric vehicle charging solutions by supporting reforms that would leverage existing electricity network infrastructure, such as power poles, to expand kerbside charging.
- Some customers told us they weren't confident about battery safety, risking opposition to key energy transition initiatives, so we partnered with the Energy Charter, Horizon Energy, Intium, emergency services organisations and battery manufacturers to develop a national program of easy to access customer materials. This key safety collaboration is profiled over.
- Improved network and community resilience programs are underway to address heat, bushfires and floods in collaboration with business groups and councils. This matters for Western Sydney where temperatures often reach 10 degrees higher than coastal areas.

The future – goals to FY35 and FY40

- By 2035
  - 40% emission reduction (scope 1 and 2, excluding line losses).
  - Fully integrated life cycle principles through Sustainability by Design.
  - 100% direct suppliers (tier 1) engaged to provide sustainability data and reporting.
  - Achieve zero operational waste to landfill
  - Become nature positive in operations and construction.
- By 2040
  - Net Zero by 2040 (scope 1, 2, and 3).
  - 100% of new fleet be zero emissions.

Where we have focused customer safety this year

Battery safety confidence through collaboration

As more households, businesses and communities adopt batteries as part of their energy journey, ensuring customers have access to clear, trusted and easy-to-understand information is vital. While batteries play a critical role in supporting renewable energy, electrification and customer energy choices, community understanding of battery safety has not always kept pace with adoption. Concerns about fire risk, safety, disposal and accountability risk slowing adoption, increasing opposition to Battery Energy Storage System (BESS) and undermines trust in the energy transition overall.

Recognising this challenge, Endeavour Energy is a lead partner in The Energy Charter's #BetterTogether Battery Safety initiative, working alongside Horizon Power, Intium, community representatives, emergency services, industry and government to improve public understanding and confidence in battery safety.

The initiative brings organisations together to develop practical, customer-focused resources that explain battery safety in plain language, address common concerns and help customers make informed decisions about battery technology. Through workshops, community engagement, testing and independent evaluation, the program is ensuring customer and community voices remain at the centre of the conversation.

For customers, the benefits extend beyond safety information. By building trust and improving understanding, the initiative is helping ensure all customers - regardless of their background, location or level of technical knowledge - can confidently participate in the energy transition and access the benefits of emerging energy technologies. This includes supporting customers to better understand how batteries can help manage energy use, reduce costs and support a more sustainable energy future.

As a lead partner, Endeavour Energy is helping drive industry-wide collaboration on one of the most important customer issues facing the energy transition. The initiative reflects our commitment to putting customers at the centre of decision-making, delivering clear and accessible information, and ensuring the transition to a cleaner energy future is safe, inclusive and leaves no one behind.

See: Battery Safety – The Energy Charter

Innovation to keep customers safe

For the 2.7 million people and businesses who rely on Endeavour Energy every day, maintaining a safe and reliable electricity supply starts with understanding the condition of our network and identifying risks before they impact customers.

With more than 85% of our network located in bushfire-prone areas, annual inspections are critical to reducing bushfire risk and strengthening network resilience. To improve how these inspections are undertaken, Endeavour Energy partnered with technology specialist nxzen to transform traditional inspection methods using advanced LiDAR mapping, drones and digital twin technology.

Today, high-definition drones are used to inspect approximately 160,000 power poles each year across bushfire-prone areas of the network. Unlike traditional low-flying helicopter inspections, drones are programmed to follow powerlines and capture images of the top of power poles only, reducing noise and minimising privacy impacts for customers and communities.

The technology also delivers more accurate and detailed asset information, helping our teams identify potential defects, vegetation hazards and maintenance issues earlier. This enables targeted maintenance and faster intervention, reducing risk and helping keep customers and communities safe, particularly during bushfire season.

The new approach has increased inspection productivity by 40%, reduced operational safety incidents and lowered program costs by around 25%, while improving visibility across our 24,000-square-kilometre network.

For customers, the benefit is a safer, more resilient and reliable network. By using data, automation and innovation to better understand the condition of our assets, we are improving our ability to prevent outages, manage bushfire risk and deliver reliable electricity our communities depend on every day.

Principle 4 – We will improve the customer experience

As customer expectations change, we remain focused on delivering an accessible and responsive customer experience. Through ongoing engagement with customers and stakeholders, we are making it easier for customers to access information, services and support. By investing in smarter network capabilities, digital solutions and operational improvements, we are enhancing reliability, increasing transparency and helping customers participate confidently in a more connected and sustainable energy future. Our focus remains on delivering safe, reliable and affordable electricity while creating better outcomes for customers today and into the future.

Completed

- In response to far more complex customer enquiries about consumer energy resources (CER) and the industry generally, we set up the NexGrid team to significantly improve customer experience, achieving fist contact resolution rates of 93%. See page 8 for our case study.
- Improved accessibility and inclusion across our customer experience by enhancing translation and accessibility tools, strengthening communication support for culturally and linguistically diverse communities, and made it easier for customers to access services in a way that meets their individual needs.
- Delivered more supportive, respectful and tailored field interactions through enhanced crew capability in recognising vulnerability, de-escalating challenging situations and adapting approaches to meet customer needs, helping customers feel safer, heard and better supported during service interactions.
- To help respond to customer escalations we established the CARE+ Team (Customer Advocacy, Resolution, Empowerment and Life Support). This team centrally manages support while identifying key customer pain points and driving proactive service improvements. Since the team formed in December 2025, it has achieved a 48% reduction of cases in progress and a 25% decrease in customer escalations received due to better triaging processes and faster resolution.
- We continued to improve the customer connections experience via automation and issued over 80,000 permission to connect approvals across load and generation services.
- Stakeholders involved in the design and commissioning process of the updated connections portal rated their experience 9.57 out of 10, reflecting the positive impact of these improvements.
- Increased trust and awareness of available customer support through community engagement, including participation in KARI Unity Day and targeted local outreach activities that connect communities with rebates, concessions and assistance services.

In progress

- Transform key customer processes utilising AI and other platform solutions to make sure customers are receiving the right information through AI powered assistants.
- Support new and emerging communities by investing in the network capacity, reliability and customer services needed to connect new homes, businesses and essential infrastructure, ensuring growing communities have access to safe, reliable and affordable electricity from day one.
- Exploring further possibilities to improve customer experience with leading edge technology through Australia's largest climate startup accelerator, Future Energy Lab.
- Embed a more consistent and customer centred service culture through the rollout of a customer playbook.

The future – goals to FY27

- Improve communication and support during emergencies and disaster events by building stronger partnerships with local councils to ensure outage information reaches all customers.
- Transform planned outage communications through digitisation and AI so that customers are well informed and able to plan effectively..
- Reduce customer confusion and improve understanding of smart meter changes by collaborating with retailers and metering providers to clarify roles, responsibilities and key customer information across the energy ecosystem.
- Better account for the customer experience of small businesses (request from our PCSC). Recent focus groups tell us that business continuity and lost revenue are a focus for this cohort.

Principle 5 – We will support customers facing vulnerable circumstances

Supporting customers through the energy transition means delivering an inclusive, compassionate and customer-centred experience. Through accessible support programs, tailored communications, workforce capability building and trusted community partnerships, we help customers navigate vulnerability, financial hardship and changing energy needs with confidence. This reflects our commitment to making support easier to access and ensuring all customers are treated fairly, respectfully and with transparency.

Completed

- Around 7,000 customers took part in the Knock to Stay Connected program, with 63% of customers avoiding disconnection after non-payment following a visit from our teams.
- Life Support customers' interests were promoted with improved training, systems and processes. Unfortunately, we self-reported 41 life support breaches to our regulator in FY26, up from 35 in FY25. while no one was harmed, work continues to improve governance and performance to reach our target of 0 in FY27.
- Customers experiencing vulnerability are more likely to be identified and supported early, with enhanced capability for our people to recognise vulnerability during both phone and face-to-face interactions, particularly where customers are experiencing stress, affordability pressures, digital exclusion, social housing barriers or uncertainty about responsibilities.
- Customers can more easily access the support and services available to them through our Energy Support Hub, a centralised one-stop-shop resource that is regularly updated to ensure information and links remain accurate.
- We contributed to an uplift in industry support for Financial Counsellors Australia via a three-year funding program. The program has seen record numbers of customers seeking help as cost-of-living pressures increased.
- Customers experiencing financial pressure can more easily access information and support to reduce their energy costs, through our “Save on your Bills” social media campaign.
- Customers receive clearer, more accessible and action-oriented communications, supported by standardised correspondence featuring improved translation pathways, escalation information and outage awareness messaging to maximise reach and engagement.
- We made a positive difference and helped improve social licence in our communities through our employee volunteering program with 438 employees taking part in 43 community events, with 15 charities and not for profits supported by our volunteers.

In progress

- Customers experiencing energy vulnerability will continue to benefit from improved access to support, information and preparedness resources through our ongoing partnership with Wollongong City Council to address barriers to energy access and support a just energy transition.
- We’re supporting communities through the Powering Communities Grants Program, providing funding to schools, charities and not-for-profit organisations delivering grassroots initiatives that strengthen community resilience, improve wellbeing, support education and promote social inclusion.
- We will improve communication and experience on planned and unplanned outages, to better prepare and endure power outages.
- Continue active lead participants and supporters of Energy Charter #Better Together initiatives including Life Support, Resilience and Smart Meter Customer Code development. These collaborations have resulted in an AEMC Rule Change which introduces a Critical Needs Life Support Customer definition whereby critical energy cased life support needs are determined by a registered medical professional. This is supported by the co development of a national outage back up plan template with a lived experience panel, health and industry representatives. See: Life Support Customers – The Energy Charter
- We will improve accessibility and equity by delivering our new social program framework including communicating in different languages.

The future – goals to FY27

- Minimise life support breaches by strengthening Life Support controls and governance.
- Mobilise a major project to deliver the AEMC Life Support rule changes effective December 2027. This will require the transformation and digitisation of existing notification systems, including enabling communication preferences, improved customer information and enhanced coordination across industry participants.
- Promote 'Save on your bill campaign' on 100% of customer calls referencing high bills.
- To better intervene in the early stages of “hardship” to assist customers in avoiding disconnection, we will measure CSAT (Customer Satisfaction) of our digital toolkit that will be the evolution of our current Support and Resources page on our website.

Other big achievements this year

Powering Growth in Western Sydney

Building the network behind Australia's newest city

https://youtu.be/876DTv9-0lc?si=tyk_7n43kn6jIg98

Western Sydney is experiencing unprecedented growth, creating new opportunities for customers, businesses and communities across the region. With Western Sydney International Airport, Bradfield City and the broader Aerotropolis set to become major centres of employment, innovation and industry, ensuring customers have access to safe, reliable and affordable electricity is critical to unlocking the region's future.

To support this growth, Endeavour Energy is investing more than $320 million in electricity infrastructure across the Aerotropolis, including the recently commissioned Western Sydney Airport Transmission Substation and Western Sydney Airport Zone Substation.

For customers, this investment is about more than infrastructure. It is about ensuring communities have the reliable energy needed to support new jobs, housing, transport, health services and local businesses as the region continues to grow.

Importantly, the infrastructure being delivered as needed and designed to grow to support the needs of tomorrow.

By planning early and investing strategically, we are ensuring our customers benefit from a network that not only keeps pace with growth but enables it. From families moving into new homes to businesses establishing operations in one of Australia's most significant growth corridors, our investment is helping create the conditions for thriving communities and a more prosperous Western Sydney.

As Australia's first new city in more than 100 years takes shape, Endeavour Energy is proud to be delivering the reliable, future-ready network that will power the jobs, opportunities and communities of tomorrow.



Above image: WSI from above

Award winning people and projects

Our people and our projects have been recognised throughout FY26 for innovation, customer service, leadership, safety and diversity across competitive awards, including:

- Joint Winner – Energy Charter Enhancing the Community – Shared Value Project Awards (for power outage and life support collaboration)
- Winner - Green Building Council Australia: 6 Star Green Sustainability Rating - PSQ Fitout
- Winner – IT News Benchmark Awards: Best Energy Project – Drone inspections of powerlines
- Winner – NSW Training Awards: Regional Apprentice of the Year – Jake McDermott
- Winner – Australian Corporate Treasury Association: Treasurer of the Year – Shona Shedden
- Recognised as a leader – AFR Customer Champion Awards – Commitment to customers
- Finalist – Energy Networks Australia: Industry Innovation Award – Drone use for bushfire inspections
- Finalist – SAP Best Tech Awards: SAP Concur transformation program
- Highly commended – Engagement Institute (formerly IAP2): Power Outage Plan joint initiative



Right hand image: Regional Apprentice of the Year – Jake McDermott

Contact us

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