

# 2020-24 REVISED PLAN HIGHLIGHTS

In August 2018, we submitted our 2020-24 Plan to the ERA. The ERA responded with their Draft Decision not to approve our Plan, requiring 37 amendments. ATCO accepts 24 of these amendments and we have made the relevant changes to our Plan. We do not accept most of the ERA's amendments related to our AA4 and AA5 expenditure, as we believe that the Draft Decision would result in adverse consequences for our customers, our business, and the safety and security of our network.

Our 2020-24 Revised Plan is in response to the ERA's Draft Decision, and builds on our top quartile performance over the previous period. We believe that our 2020-24 Revised Plan aligns with the long-term interests of our customers and the economic and social future of Western Australia.



## Enabling the GROWTH OF THE WA ECONOMY...

- Connecting 65,000 new residential customers and over 2,000 C&I customers.
- Collaborating with the other utilities to enable the efficient delivery of upgrade works, minimising the disruption and cost to residents and businesses.
- Introducing the Development Rebate Scheme to facilitate gas reticulation in new commercial subdivisions.



## ...while supporting a COMPETITIVE RETAIL MARKET...

- Systems and process improvements to support larger volumes of consumers switching retailers.
- Evolving our digital platforms to make it easier for customers to interact with us before they are connected, while they are connected, and when they disconnect.



## ... and building a CLEAN ENERGY FUTURE:

- Ensuring our network designs remain efficient, while transitioning to a cleaner energy future through the introduction of renewable gas e.g. biogas and hydrogen.
- Developing the Clean Energy Innovation Hub at our major depot in Jandakot.

## OUR VOICE OF CUSTOMER PROGRAM

The VoC program is a key input into our many business activities and projects. Meaningful and ongoing engagement with our customers and communities is at the core of how we operate, and continues to be the foundation on which our 2020-24 Revised Plan is developed.



**ASSET MANAGEMENT:** Managing our ageing assets to ensure that our network operates at an acceptable level of risk and complies with the relevant legislation.



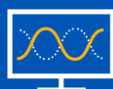
**EMERGENCY RESPONSE:** Maintaining our local contact-centre and our 24/7 operational response field crews to allow us to respond to safety incidents raised by the public in a timely manner.



**WORKFORCE SAFETY:** Targeted programs such as the step-touch mitigation program and training. Our workforce has a clear focus on the safety and welfare of our customers and the community.



**NETWORK SECURITY:** Investing in security of supply by adding additional supplies to critical parts of the network.



**NETWORK OPERATIONS:** Investments in technology to enable better performance of the network at peak times and improve network resilience against failures.



**NETWORK PROTECTION:** Supporting construction activities occurring near our assets (in particular high-pressure pipelines) to prevent outages and damage.



**REINFORCEMENT:** Reinforcing the gas distribution network to maintain reliability as additional customers connect.



**MAINTAIN PRICES:** Reducing average prices over 2020-24 from 2014-2019 (in real terms). The proposed network charge (in real terms) for an average residential customer at the end of 2024 is less than it was at the start of 2015.



**STRONGER INCENTIVES:** Introducing stronger incentives through the Development Rebate Scheme to encourage more connections, capitalising on WA's significantly lower gas price compared to the Eastern States.



**IT INVESTMENT:** Investments in information technology that will maintain efficient delivery of our services.