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30 September 2019

Dr Wendy Craik, AM
Chair
Energy Charter Independent Accountability Panel

By email: submissions@theenergycharterpanel.com.au

Dear Chair,

Attached is the first Ausgrid Annual Accountability Disclosure Report. It covers the period from January to July 2019 and shows the range of actions we are taking as an organization to improve customer outcomes.

In addition to outlining what we have done to deliver against the Principles and Principles in Action, we have also outlined areas where we need to do better. Progress on these actions will be detailed in the future reports.

This first report will provide a benchmark from which we can assess the effectiveness of our transition to becoming a customer focused organization. Our actions are not exhaustive but represent significant and meaningful first steps in our ongoing transformation journey.

If you or any panel members have any queries, please contact myself or Rob Amphlett Lewis, Ausgrid Chief Customer Officer.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Richard Gross", written in a cursive style.

Richard Gross
Chief Executive Officer