
2019 Energy Charter Disclosure

September 2019

This Disclosure

CleanCo is in a unique position amongst Energy Charter signatories. During the disclosure reporting period, CleanCo has been in an establishment phase and has had no customers, has not operated generation assets and has not conducted any trading activity.

This means CleanCo's capacity to meaningfully disclose activities to meet Energy Charter principles is constrained in comparison to established businesses. It was therefore considered internally whether CleanCo would participate in this year's disclosure round.

CleanCo's decision to participate in this initial disclosure reinforces our values of transparency of operation and reporting, reflects our commitment to support the Energy Charter as both a signatory and active participant, and demonstrates our determination to develop an internal culture and discipline around excellent customer service and inclusion.



We acknowledge that the length and depth of coverage in this disclosure report is limited as a result of our current state of establishment. The information we have included describes our work to date and expresses our aspirations to be a customer led organisation.

CleanCo shares the Energy Charter's vision for customer centrality in the energy industry and believe this disclosure report furthers that vision. We have reported activities which further the established Energy Charter principles and provide concrete examples of how this work was undertaken (Appendix A).

We are pleased to present this work to the Energy Charter Accountability Panel and look forward to a positive and engaging relationship with our colleagues across the Australian energy sector as we work together to realise the vision of the Energy Charter.

'Working with the Energy Charter and the energy industry to improve customer and environmental outcomes'

CleanCo Establishment

CleanCo Queensland Limited was established in 2018 as part of the Queensland Government's Powering Queensland Plan.

The plan included reforms to enable the establishment of a new government-owned clean energy generation entity to improve competition in the wholesale electricity market and support the growth of Queensland's renewable energy industry.

CleanCo is the Queensland Government's third publicly-owned energy generator with a mandate to operate Queensland's renewable and low-emissions energy generation assets ("the Foundation Assets") and develop new renewable energy projects.

An independent Board of Directors was appointed in December 2018, with Era Innovation partner Jacqui Walters appointed as Chair, and chartered accountant and former CS Energy Director, Tracy Dare together with former Australian Renewable Energy Agency Chief, Ivor Frischknecht, were appointed as Directors.

In February 2019 CleanCo appointed its first three key executives: Interim Chief Executive Officer Miles George, Interim Executive General Manager – Transition Geoff Dutailis, and Interim Executive General Manager – Energy Markets Implementation, Tanya Mills (since this reporting period Tanya has been appointed to a permanent role with CleanCo).

Subsequently, in April 2019 CleanCo signed the Energy Charter, committing to delivering clean energy in line with community expectations.

CleanCo is in the process of transitioning ownership of five existing major generation assets from Stanwell Corporation and CS Energy: Wivenhoe Dam pumped storage hydro-electric power station, Swanbank E gas-fired power station and three hydro-electric power stations in Far North Queensland at Kareeya, Barron Gorge and Koombooloomba. CleanCo will commence generating and trading energy from these Foundation Assets on 31 October 2019.

We value our relationship with the Energy Charter and are excited to continue our journey in partnership.



Miles George
Interim CEO

Disclosure Against Principles

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

During this reporting period CleanCo has worked hard to establish a company that is focussed first and foremost on our future customers. We are striving to achieve this through implementing a robust governance structure and developing company policies and procedures that recognise energy customers as the ultimate beneficiary.

Through our recruitment and on-boarding processes, CleanCo is building a team and culture aligned to delivering the highest standards in customer outcomes.

Our aspiration is to build a customer care model that actively develops a better understanding of, and appropriate response to, evolving customer needs through proactive and meaningful engagement.

Principle 2: We will improve energy affordability for customers

CleanCo was established with a mandate from the Queensland Government to place downward pressure on energy prices by increasing competition in the wholesale energy market. As a new participant in the National Energy Market, and a new energy generator in Queensland, the establishment of CleanCo is an important and progressive step towards generating greater competition and lowering wholesale electricity prices.

The establishment of our trading and generation functions is well underway and we look forward to updating the Energy Charter about our progress furthering this principle once CleanCo commences trading later in 2019.

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

CleanCo's activities will help to improve electricity affordability, contribute to the achievement of Queensland's 50 per cent renewable energy target by 2030, support secure and reliable electricity generation, and create new investment and jobs in regional Queensland.

CleanCo has a target to support a further 1,000MW of new renewable energy generation in Queensland by 2025. We will achieve this through building, owning and operating renewable energy projects, and by contracting the output from others' investment in new renewable energy projects.

As CleanCo prepares to take over ownership and operation of the Foundation Assets, extensive work is being undertaken with site operations management to ensure the **ongoing** health and safety of both people and the environment. Workplace safety is already a regular component of CleanCo's internal communications program.

'Renewables 400' – 400MW of new renewable generation in Queensland

The Renewables 400 Program was established as part of the Powering Queensland Plan and is designed to identify and support projects that will diversify Queensland's renewable energy supply and deliver up to 400MW of new renewable energy and storage projects.

In late July 2019, CleanCo was nominated to take over the Queensland Government's Renewables 400 procurement program, following announcement of the projects shortlisted in the first Expression of Interest. This stage attracted a very strong response from a wide range of proponents interested in investing in Queensland's renewable energy supply, of which 10 projects were shortlisted to progress to the next stage.

A dedicated CleanCo project team is working with the shortlisted proponents for the submission of binding bids. The final selection of successful projects and proponents is expected to be made in early 2020.

While outside the Energy Charter declaration period, the Queensland Government's decision to place the R400 Program with CleanCo is of such significance we have included it in this report to provide context around CleanCo's mission and further demonstrate our commitment to the Energy Charter principles.

Principle 4: We will improve the customer experience

CleanCo is committed to facilitating an industry-leading customer experience that is responsive to the evolving needs of our customers. We are developing an organisational culture focused on delivering the best outcomes for customers.

We look forward to updating the Energy Charter on our progress in furthering this principle once we commence trading later in 2019.

Principle 5: We will support customers facing vulnerable circumstances

CleanCo understands how vital affordable energy is to all Australians, and particularly those facing vulnerable circumstances. By increasing competition in the wholesale energy market, CleanCo will contribute to a lowering of wholesale electricity prices and improved energy affordability.

We look forward to updating the Energy Charter on our progress in furthering this principle once we commence trading later in 2019.