

# 2020-2025 Draft Plan Overview



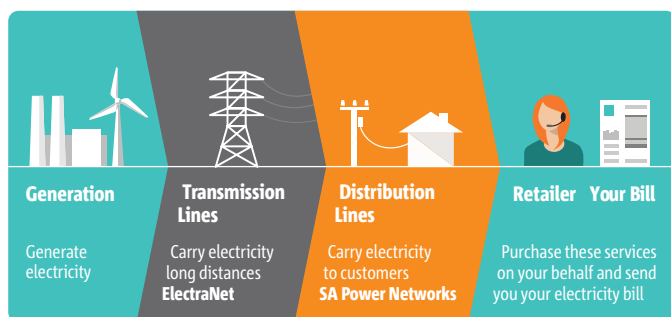
## Who we are

As our State's electricity distributor, SA Power Networks plays an important role in our community, managing the distribution network that delivers electricity to 860,000 homes and businesses across South Australia.

We are recognised as an industry leader in reliability and safety and number one for efficiency on a state-by-state basis.



Our role as distributor is just one link in the energy supply chain.



We have kept a lid on our prices over many years - holding increases in line with inflation since 1999. Currently our charges amount to about a quarter of the average residential electricity bill.



We are also a major South Australian employer, with more than 1,800 employees and additional contractors delivering 24/7 service, 365 days of the year.

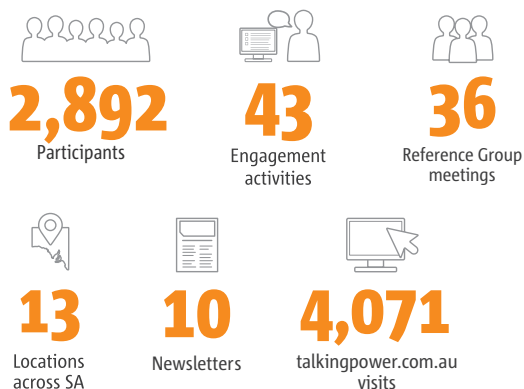
## Planning for the future

Our services and prices are regulated by the Australian Energy Regulator, and every five years we are required to submit a business plan to them for approval.

The Regulator determines how much we should spend in operating the distribution network and in delivering the many services we provide - approving our revenue and how we collect it from customers through tariffs.

Our plans for 2020-2025 have been informed by engagement with customers, stakeholders and other community representatives. Over the past 18 months, we have spoken with thousands of people from across South Australia to understand what is important to them.

Our customer engagement program has comprised:



Customers and stakeholders have told us they want SA Power Networks to:



Do our part to keep a lid on prices



Maintain electricity supply reliability across the State



Continue a staged transition to the 'network of the future'

These messages have informed the development of our Draft Plan for 2020-2025. We are now seeking feedback on this Draft Plan, available at [talkingpower.com.au/DraftPlan](https://talkingpower.com.au/DraftPlan)

# 2020-2025 Draft Plan



## Delivering better outcomes at a lower price

Our Draft Plan for 2020-2025 will enable us to continue to meet all our obligations for safety, reliability of supply, and customer service. It balances investment in maintaining a safe and reliable network and ensuring we can accommodate the changing ways customers are using energy, with the very real need to keep our costs down.

This Draft Plan can be found at [talkingpower.com.au/DraftPlan](http://talkingpower.com.au/DraftPlan)

### At a glance, our Draft Plan delivers:

Keeping prices down	A safe and reliable network	Transitioning to a new energy future
 Reductions of \$37 in residential customer annual bills in 2020/2021 and \$148 for small to medium business customers' bills	 \$726M to keep our ageing network performing well	 \$37M investment to ensure customers can continue to connect and export energy from their solar and batteries
 Delivered through <ul style="list-style-type: none"> <li>- reducing network capacity investment by \$106m</li> <li>- avoiding and deferring other expenditure where possible</li> <li>- new technologies to keep spending at sustainable levels</li> </ul>	 \$83M to continue safety program and reduce bushfire start risk	 Supporting more renewable energy on the network
 \$280M savings to customers through efficient reductions in investment	 \$37M to maintain average reliability and \$36M to improve supply reliability for 19,000 regional customers and 73,000 customers in storm-prone areas	 Exploring alternatives to building network infrastructure \$28M non-network opportunities
 Remain the #1 most efficient distribution business in Australia on a state-by-state basis	 Improved tree trimming through collaboration with councils and customers ✓ No additional cost	 \$4M for trialling new technologies and innovative solutions
	 Better information to customers during storms and other outages ✓ No additional cost	 Collaborating with government and industry to realise benefits to the community





We would love to hear what you think of our 2020-2025 Draft Plan.

Visit [talkingpower.com.au](http://talkingpower.com.au), read the Plan, and give us your feedback. We are particularly interested in your thoughts on our plans relating to:

- Network of the future
- Proposed price path
- Capital expenditure
- Operating expenditure
- Revenue Building Blocks
- Tariff Structure Statement
- Alternative Control Services

Your feedback will help us refine our plan for the future before we submit it to the Regulator in early 2019.

### You can provide feedback by:

-  Emailing your feedback to [talkingpower@sapowernetworks.com.au](mailto:talkingpower@sapowernetworks.com.au)
-  Complete the online form at [talkingpower.com.au/DraftPlan](http://talkingpower.com.au/DraftPlan)
-  Calling us on 1800 572 229
-  Sending your feedback to:  
Richard Sibly, Head of Regulation  
SA Power Networks  
GPO Box 77  
Adelaide SA 5001

Thank you for the time and efforts of our customer representatives and stakeholders who have contributed to the Draft Plan.