

# CS Energy Stakeholder Advisory Council Minutes

## 18 June 2025

### Attendees

Andrew Richards	Energy Users Association of Australia (EUAA)	
Melissa Smyth	Queensland Government Procurement, DEPW	Online
Steve Bates	Callide Dawson Chamber of Commerce	
Lance MacManus	Surat Basin Enterprise (TSBE)	
Professor Ian Mackinnon	Centre for Clean Energy Technologies and Practices, QUT	Online
Tracey Stinson	Director Energy Transformation, Clean Energy Council	Online
Stephanie McKechnie	Queensland Farmers Federation	
Wendy Miller	Powerlink Queensland	Online
Chris Hazzard	St Vincent de Paul's	

### CS Energy

Emma Roberts	As Acting CEO (part)
Mark Powell	Executive General Manager, Stakeholder Relations and Corporate Governance (part)
Pauline Elliott	Head of Commercial Partnerships
Rebecca Kelly	Head of Corporate Affairs
Brett Clark	Head of Customer & Retail Growth
Lynda Crawford	Manager Engagement and Employee Communication
Marc Bradley	Employee Communication Advisor

### Apologies

Clare Mitchell	Senior Category Manager – Utilities, Queensland Government Procurement, DEPW	
Marion Callope	Acting Manager, Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	
Paul Hodgson	Centre for Hydrogen and Renewable Energy, CQ University Australia	

Nev Hoehne	CS Energy	
Darrin Crompton	CS Energy	

\*Note that Ali Davenport resigned from the council following acquisition of QMI

\*Note that Paul Hodgson met with Lynda Crawford separately for a recap of the meeting and to provide feedback

## Meeting minutes

### Review Terms of Reference

Members were asked to pre-read the Terms of Reference and provide feedback about whether the format and content of the meetings and the TOR are still relevant. Feedback included:

- Council is seen as valuable for stakeholder engagement and accountability. The connections formed between members is one of the big positives.
- The agenda pace is good and members like white space to have open discussion. Feedback was received that more white space and asking members to speak about what they are doing would help grow the community and the value of the council
- Support for continuing site visits to CS Energy assets. Site visits enhance understanding of technology, safety, and community impact.
- Members would like clearer understanding of what is done with their feedback, and a clear understanding of if they are being informed, consulted etc in line with the IAP2 spectrum
- Members would like to see the CS Energy Board and other suggested guests included LGAQ, AEMC, AEMO, ACOSS, Queensland Treasury (energy roadmap), CS Energy's procurement team, other GOCs, Queensland Productivity Commission.
- As part of this discussion an update was provided from Queensland Government members that the Queensland Net Zero road map policy will be completed by the end of 2025. It is focused on security, reliability and affordability and looking at six sectors: energy resources, agriculture and land, industry transport, and built environment.
- Suggestion that QREC should be invited to join the Council
- Offers for Clean Energy Council to speak, suggestion that someone from the Nelson Review speak

Action – CS Energy agreed to restructure agenda so feedback loops are closed at the start of the next meeting and will take on board feedback about how to be clearer with our intentions in asking for feedback/information

### Previous meeting commitments

- CS Energy acknowledged we could be better about closing feedback loops
- We reviewed actions from previous meetings

### ***Holistic storage strategies***

- One key item was to provide feedback/have further discussion with Professor MacKinnon about his advice CS Energy should consider storage as a holistic portfolio strategy and to stay ahead of technology trends. There was discussion about distributed energy system planning and the changing network in Australia. In this discussion CS Energy outlined that it is:
  - Working with developers on pumped hydro projects
  - Continuously scanning for new storage technologies.
  - Considering portfolio-wide planning for firming capacity, including gas peakers and batteries.
  - Engaged with the National Consumer Energy Resources roadmap and aware of the disruptive potential of distributed energy resources orchestration.

### **Vulnerable customers and energy literacy for C&I customers**

**One key topic of discussion that has consistently featured in Council meetings is both vulnerable customers and energy literacy/deeper customer support. CS Energy promised to bring some thoughts to this meeting to push this work forward.**

CS Energy identified two distinct streams of work:

- Stream 1: community level support
  - Focused on vulnerable individuals and families (residential customers), especially in rural areas near CS Energy's operations.
  - A pilot initiative was proposed to support financial counselling services in Biloela, targeting rural customers like farming families (contact has been made as a first step).
  - The idea is to provide funding to local organisations already working in this space and assess the impact before scaling.
- Stream 2: C&I customer engagement and literacy upskilling
  - Aimed at CS Energy's direct customers (large-scale businesses and government entities).
  - Focus on improving energy literacy, bill comprehension, and demand management.
  - Initiatives include:
    - Enhanced onboarding processes with face-to-face education.
    - Simplified explanations of energy bills and market dynamics.
    - Proactive alerts when usage deviates significantly from expected levels.

Action: CS Energy proposed a subcommittee to further develop this idea. Agreement from Tracey Stinson, Chris Hazzard and Andrew Richards to be part of this group initially, with Paul Hodgson advising later he will join at first and potentially recommend other useful members. CS Energy will begin to design this committee, governance, structure, timing and be in contact with members to kick it off.

As part of this discussion there were some questions about what is a 'vulnerable customer'

- CS Energy clarified that their retail customers are large businesses, not residential consumers.
- Vulnerability in this context includes businesses under financial stress, such as irrigators and commodity producers.
- Even large industrial users struggle with the complexity of energy markets.
- CS Energy is working to:
  - Simplify technical language without 'dumbing it down'.
  - Help customers understand rule changes and market shifts.
  - Provide tools like carbon reporting and energy efficiency calculators.

- However, we understand our role in the energy market and the pressure that energy prices has on cost of living for households. That is why we are aiming to pilot and scale a goodwill program, while working more closely with our direct customers.

The council suggested CS Energy:

- Use partnership models to help customers access energy audits or business process reform.
- Consider sub-metering and data analytics to identify inefficiencies.
- Collaborate with other government and industry bodies to avoid duplication and amplify impact.

## **Callide C3 clinker incident**

- Darren Kendrick, Head of Process Safety, Strategy & Standards gave the group an update of what happened on 4 April when there was an incident at Callide power station with a clinker fall.
- Darren explained that clinker, which is sticky molten ash that adheres to boiler walls and hardens can often form in the C station units at Callide.
- CS Energy has tools and systems, including water cannons and load reduction protocols to dislodge clinker.
- At 4.30am a large clinker fell in the boiler. It fell into the submerged chain conveyer at the bottom of the boiler, which is a water-filled ash cooling system. The clinker falling into the water caused steam, which extinguished burners in the boiler.
- The clinker was friable (crumbly) and located higher in the furnace than usual, making it harder to detect with CS Energy's clinker management tool.
- Fuel continued to be fed into the boiler for a few seconds, leading to unburnt coal accumulation. The unburned fuel reignited, causing a 'pressure excursion' or 'explosion' in the furnace.
- This damaged parts of the boiler.
- Repairs were completed in 8 weeks, and the unit was back online by 1 June 2025.
- CS Energy worked closely with Workplace Health and Safety Queensland to ensure safe return to service.
- A public summary of the investigation will be published on CS Energy's website.

## **ESG and sustainability reporting**

- CS Energy has onboarded a dedicated sustainability manager.
- We are preparing for mandatory climate-related financial disclosures under ASSB standards.
- Four workstreams: boundary setting, materiality assessment, carbon accounting, and disclosures.
- Engaged BDO to assist and have started a survey to validate our materiality assessment.
- Alignment with Treasury and other GOCs to ensure consistency.

## **Energy Charter and accountability**

- The Energy Charter has shifted away from disclosure reports to collaborative "Better Together" initiatives.
- Powerlink has advised they want to move away from a joint accountability session this year and Energy Queensland has changed their membership level. Powerlink has been clear with us that this is temporary and still open to joint sessions in the future – but perhaps the nature of these need to change as the Energy Charter evolves.

- Council members expressed disappointment that the collaborative nature of past sessions may be lost.
- There was strong support for continuing cross-industry engagement, even if the format evolves.
- Suggestions included:
  - Hosting joint ESG forums
  - Forming small working groups around specific areas of interest (e.g. energy literacy, vulnerable customers, ESG). Each group would have a board member overseeing it, ensuring that insights and concerns are formally reported back into CS Energy's governance structures.

Action: CS Energy will review some options, consult further with Powerlink and come back to the group with suggestions

## White space

Members are encouraged to have open discussion.

CS Energy was asked

- if we have an initial impression of the Nelson review
- What are we doing internally to close the loop around recycling and waste, and what other technologies should we be looking at outside of energy?

Action: CS Energy to follow up on these questions and respond.