Minutes of Stakeholder Advisory Council Meeting

Date: 6 May 2026

Attendees

Andrew Richards	CEO, Energy Users Association of Australia (EUAA)	Online
Clare Mitchell	Procurement Manager – Utilities, Queensland Government Procurement, DHPW	Online
Deanne Parr	a/Director, Procurement General Goods and Services, Queensland Government Procurement Department of Housing and Public Works	Online
Chris Hazzard	Volunteer, St Vincent De Paul's	
Bronwyn Schultz	Member, Callide Dawson Chamber of Commerce	
Lance MacManus	General Manager – Energy & Infrastructure, Toowoomba Surat Basin Enterprise	Online
Stephanie McKechnie	Energy Engagement and Education Advisor, Queensland Farmers' Federation	
Rod Ainsworth	Associate Vice President, Central Queensland University	Online
Wendy Miller	Customer Strategist, Powerlink	Online
CS Energy		
Mark Powell	Chief Corporate Services	
Darrin Crompton	Retail Business Lead	
Bec Kelly	Head of Corporate Affairs	
Lynda Crawford	Manager Internal Communication	
Nev Hoehne	Indigenous Engagement Advisor	
Wei Lim	Acting Head of Policy & Regulation	
Beth Schutz	Head of Sustainability	
Heidi Breen	Head of Customer & Retail Growth	

1. Welcome and opening remarks

- Meeting commenced with introductions and housekeeping. Of note we have had some changes to the Council:
  - Brownyn Schultz replacing Steve Bates for the Callide Dawson Chamber of Commerce
  - Rod Ainsworth replacing Paul Hodgson for CQU
  - Departure of Prof Ian MacKinnon
  - Deanne Parr replacing Melissa Smyth for the Department of Housing and Public Works
  - Welcoming Heidi Breen and Beth Schutz from CS Energy.
- The Council was briefed on recent leadership changes, including the CEO resignation and appointment of an Acting CEO.
- CS Energy emphasised that despite leadership change we retain a focus on the strategic direction that has been set. This includes maintaining a strong focus on safety and implementing KPIs for all areas of the business. We are also looking to continue to uplift our capability in IT and cyber security
- All members of council introduced themselves and gave an overview of what their organisation does.

2. New retail strategy – Heidi Breen

- Heidi outlined a reset of CS Energy’s retail strategy, centred on clearly articulating and strengthening the customer value proposition.
- She noted that while the retail team has long operated with a strong customer focus, this had not been well defined or communicated.
- The refreshed customer value proposition positions CS Energy as a deliberately “boutique”, relationship-led retailer, leveraging our smaller customer book to develop deep understanding of individual customer risk profiles.
- The strategy emphasises cost and supply certainty today, optionality over time, flexible Large-scale Generation Certificate (LGC) coverage to support customer decarbonisation pathways, and long-term partnerships rather than transactional pricing.

- The proposition aims to simplify market complexity for customers and guide them through the energy transition. Heidi advised that this value proposition now forms the foundation of a retail strategy reset being progressed to the Board and will inform future product design, pricing, trading decisions and customer engagement.
- We discussed CS Energy's joint venture with Alinta and its differing value proposition as it is about residential households in SEQ, and not the large scale commercial and industrial customers (above 5Gwh) that CS Energy engages with directly.
- It was noted that large energy users (EUAA members) would be keen to know that difference so they have an understanding of who they are engaging with – CS Energy or a JV.

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4. Sustainability reporting, energy transition, customer support discussion

- New Head of Sustainability Beth Schutz discussed our preparation for the first year of mandated reporting.
- Within this section of the meeting there was discussion about the cost of emissions reporting, with CS Energy advising that the near-term impact is primarily a governance and data uplift exercise rather than a material financial burden.
- Scope 1 and 2 emissions are largely already captured through existing NGERS processes, meaning incremental cost is expected to be manageable, particularly once reporting is automated.
- The most complex and resource-intensive element is Scope 3 emissions, which require broader supply-chain engagement and are challenging across industry, particularly in the first year.
- It was clarified that emissions reporting does not itself trigger a fee or levy, and under current Safeguard Mechanism settings CS Energy is not required to reduce emissions, as thermal generation baselines are set at a sectoral level and have not been breached.
- We confirmed no emissions reduction targets will be set in the first reporting year, with the initial focus on data integrity and understanding emissions drivers. Future cost exposure would depend on potential changes to Safeguard Mechanism design, particularly if obligations shift to asset-level baselines, but such policy settings are not yet determined.
- We also discussed the gap between emissions policy and energy market design, and increasing unbundling of costs (energy, firming, system services) are creating material planning and survivability risks for large customers during the transition, reinforcing the need for optionality, clarity and pragmatic customer guidance through the transition period.

- Our discussion also highlighted that CS Energy's current modelling for climate disclosure and planning purposes is based on the existing Queensland energy roadmap, which provides a map but is still dependent on market dynamics, policy settings and system needs.
- We discussed that future modelling will need to remain scenario-based and adaptive, considering factors such as changing dispatch profiles, intermittent operation of coal units, altered maintenance cycles, and the role of assets being preserved for reliability rather than continuous operation.
- The emphasis was on using modelling not as a prediction, but as a tool to inform optionality, manage risk and support pragmatic transition decisions over the next 5–10 year
- We discussed the increased need to help customers navigate the transition, particularly in a complex market, and where they themselves have demand for 100% renewable products.

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5. Priorities of members

Council members highlighted a number of shared priorities:

- **Housing and workforce availability** remain critical challenges in regional communities. There is a lack of confidence in long-term presence of CS Energy in the region. A misunderstanding in the community that a closure of the B units would mean the closure of the entire power station.
- **Community trust and social licence** are under pressure due to consultation fatigue and perceived fragmentation across projects, particularly in high-development regions. Engagement can be seen as tick a box, especially with new social impact assessment legislative requirements.
- **Local procurement opportunities** are missing. There is room for project owners to draw on the knowledge and skills of locals to help solve problems. Projects should define their legacy and this should include using local supply chains.
- **Skills and workforce transition** – with CQU offering a dual service of both trades and degrees. Looking at defining their cadetship package to grow engineering capability in the region.
- **Managing the energy transition** was a strong theme, with emphasis on balancing pace, cost and reliability, and supporting customers through increased system complexity.

- **Energy affordability and vulnerable customers** remain an ongoing concern, particularly as costs rise.
- **Coordination between government-owned entities** was encouraged to improve consistency of engagement and messaging in shared communities.

Overall, members emphasised the importance of certainty, coordination and practical, community-focused approaches to the energy transition.

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6. Energy roadmap

The Council was provided with an update on the Queensland Government's Energy Roadmap and its implications for CS Energy. Key points included:

- The Government has confirmed continued use of existing coal-fired assets, including extension of Callide B operations to at least 2031, with a focus on maintaining system reliability and optionality. Acknowledged this has moved uncertainty on a few years.
- Gas has been reaffirmed as a critical transition fuel, with progress under way on the Brigalow Peaking Power Plant and consideration of further gas capacity in Central Queensland/at Callide Power Station.
- The roadmap emphasises partnering with the private sector to deliver new generation assets while retaining government ownership of existing coal-fired generation.
- CS Energy outlined its intention to develop integrated energy precincts combining coal, gas, batteries and renewable offtake, particularly in Central Queensland.
- The current structure of government-owned generation businesses will remain unchanged under the roadmap.

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7. Closing

CS Energy advised we have withdrawn as a signatory to the Energy Charter, noting that the reporting mechanism will now be covered in other ways. CS Energy confirmed this does not change its commitment to customer-focused outcomes or the Stakeholder Advisory Council.

The Council also discussed potential locations and site visits for future meetings, with options to be shared for consideration. Options highlighted were wind farms or to Kogan Creek to see the construction of the Brigalow Peaking Power Plant.

8. Actions

- Arrange out of session meeting with EUAA and other relevant reps to continue the discussion about energy transition and the unbundling of energy services for customers
- Extend invite to Head of Procurement to sit on next session
- Invite HR/Brighter Super to talk about people proposition
- Speaker from Coexistence Queensland in a future session
- Provide continued info on how projects are progressing as this is important for reporting (for Queensland Government customers)