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United Energy

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# Environmental, Social and Governance Report

2025

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# Acknowledgement of Country

United Energy (UE) acknowledges and respects the Traditional Owners as the original custodians of the lands and waters that our networks cover; lands First Peoples have occupied for tens of thousands of years. We pay our respects to Elders past and present and acknowledge their ancient and continuing connection to Country.

UE also recognises First Peoples long-standing history of sustainable land custodianship. In partnership with First Peoples, we look to draw on these practices and knowledge systems to inform our sustainability efforts.



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## About this report

We are pleased to present United Energy's 2025 Environmental, Social and Governance Report. This report outlines our material topics, the actions we are taking to address them and our performance against the targets committed to in our Sustainability Framework 2022-2026. The framework outlines four ESG focus areas: safe and equitable workplaces, environmental and climate resilience, empowering communities and responsible governance.

This Report has been prepared for users to describe our environmental, social and governance approach and performance, and is separate from the climate-related financial disclosures titled the "Mandatory Sustainability Report", which are prepared for users in accordance with Australian Sustainability Reporting Standard ASRS S2 and Part 2M of the Corporations Act 2001.

The reporting boundary of our sustainability performance includes all operations in our control between 1 January 2025 and 31 December 2025, unless otherwise noted. All financial data is presented in Australian dollars, unless otherwise noted. Reference to 'UE', 'the company', 'us', 'we' and 'our' are to United Energy.

We prepared this report for all stakeholders with an interest in our business, in line with global standards for disclosures on an annual basis. We welcome feedback and invite enquiries to be sent to [community@ue.com.au](mailto:community@ue.com.au).

## About United Energy's Reflect Reconciliation Action Plan artwork

The Aboriginal artwork used with our Acknowledgement of Country has been created by Kobi Sainty, a Bunurong Palawa contemporary artist. Kobi created United Energy's Reflect Reconciliation artwork and owns Kobi Sainty Art.

# Leadership message



**Tim Rourke**  
Chief Executive Officer



**Peter Lowe**  
Chairman

## Welcome to United Energy's 2025 Environmental, Social and Governance (ESG) Report.

We are pleased to present strong results against the targets set out in our 2022–2026 Sustainability Framework.

These achievements come during a period of significant change, as electrification accelerates across our communities and reshapes how energy is produced, shared and used.

Today, as more customers generate and export energy, electricity moves in multiple directions across the network. We actively manage these flows to maintain safety, reliability and affordability, already performing many functions of a Distribution System Operator. This enables us to operate one of the most highly optimised networks in Australia, with high-quality service and strong reliability performance.

The commencement of the Australian Accounting Standards Board's S2 Sustainability Reporting Standard for climate-related disclosures marks a significant shift in how information about environmental, social and governance matters is reported, particularly climate-related risks and opportunities relevant to our business.

This voluntary report outlines progress against targets set in our 2022–2026 Sustainability Framework and our 2025 Financial Statements, approved by the Board in February 2026, include our first Mandatory Sustainability Report prepared in accordance with the AASB S2 Standard.

We are proud of the efforts we are making to support our communities to remain resilient in the face of climate impacts, as we continue to deploy new technology to make our networks safer and more reliable. In 2025, we made breakthroughs in the way we utilise artificial intelligence in conjunction with drone technology to inspect our assets and support maintenance activities.

Our efforts to build a strong, diverse workforce are delivering results, with the percentage of women employed across our business and women in management roles already exceeding our 2026 targets.

We have achieved this alongside new programs to support the wellbeing of our people. These efforts have been well received, with UE's annual Employee Opinion Survey showing very high levels of satisfaction across wellbeing, mental health and inclusion metrics.

While we celebrate these successes, we recognise there is more to be done. 2026 marks the final year of our 2022–2026 Sustainability Framework, and we will be able to evaluate our achievements over the five years as we map priorities for the years ahead.

We thank you for your interest in this report.



**Tim Rourke**  
Chief Executive Officer



**Peter Lowe**  
Chairman

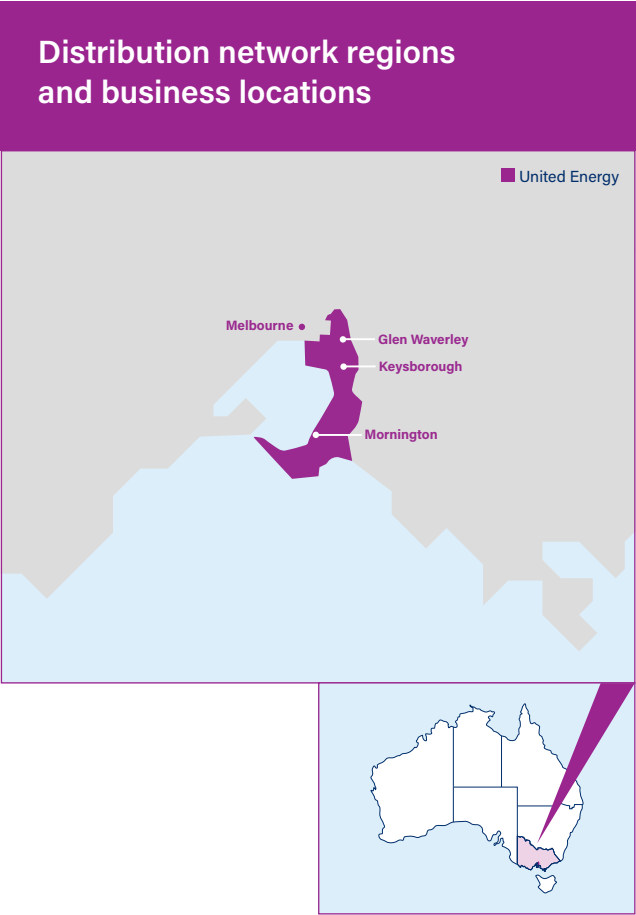
# About United Energy

United Energy (UE) is a regulated distribution network service provider that supplies electricity to Melbourne’s east and southeast suburbs and the Mornington Peninsula.

Households represent 90 per cent of our customers, but we also support small, commercial and industrial businesses; including the peninsula’s popular tourism industry.

Our work is led by a team of skilled professionals that are based in our corporate offices in Glen Waverley and Melbourne CBD. Our people are responsible for network control, engineering and network management, while maintenance and fault response field services are delivered through a partnership with Zinfra; a national leader in the utility infrastructure sector. Operational services are delivered from depots in Keysborough, Mornington and Glen Waverley.

The Australian Energy Regulator’s 2025 Annual Benchmarking Report of distribution networks in the National Electricity Market found UE to be the third most efficient network. UE is also the third most affordable for customers.



## Key facts

Number of employees:	320
Number of customers:	720,154*
Total area serviced:	1,472 km2*
Length of distribution network:	13,553 km*
Number of poles in network:	202,667*
Power distributed:	7,616 GWh**

\* Figures as at June 2025  
 \*\* July 2024 – June 2025

## Our vision and values

Our corporate strategy is anchored in a vision to deliver an affordable, reliable and safe electricity supply, while also empowering customer choices and delivering for communities and the environment.

This vision has evolved as our businesses and the role of our networks in the energy supply chain, have transformed. With customers at the centre of what we do, we balance our traditional role providing reliable electricity with our efforts to enable a clean energy future.

Five strategic drivers form the basis of our corporate planning:

- **Delivering customer outcomes:** continually improving our service standards and resources to enable customer choice and make it easy to work with us
- **Improving stakeholder engagement:** listening and responding to the needs of all customers and stakeholders, so we can deliver solutions that support communities and economic growth
- **Optimising regulatory outcomes:** designing financial plans in collaboration with operational teams to balance the expectations of regulators, shareholders, customers and stakeholders
- **Driving operational excellence:** efficiently operating and maintaining our network to ensure high standards of reliability and safety, in cost-effective ways
- **Building a network for the future:** evolving and adapting our infrastructure and services to enable emerging technologies, while remaining competitive in the local market.

In working to achieve business objectives, our teams are united under a commitment to five key values that define the behaviours that ensure our high-performance culture. They are:

- live safely
- be the best you can be
- succeed together
- improve our business
- be customer and community minded.

Each year we reward those whose performance is an outstanding demonstration of our values through our Living our Values Awards (LOVA) recognising individuals and teams.

The alignment of our strategic drivers and values with our Sustainability Framework is evident in many of the outstanding achievements recognised under the LOVA program.



# Our approach to sustainability

Our *Sustainability Framework 2022-2026* outlines four focus areas. They are based on internal strategic priorities and the perspectives of external stakeholders, which are revealed through a range of engagement activities.



## Safe and equitable workplaces

Prioritising the health, safety and wellbeing of our people and the communities in which we operate.

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## Environmental and climate resilience

Proactively reducing the environmental impact of our business while also building network resilience to the effects of climate change.

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## Empowering communities

Enabling customer choices for generating, storing, using and selling energy to support the transition to a clean energy future.

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## Responsible governance

Sustaining our disciplined, risk-based approach to managing sustainability as part of our corporate governance and regulatory systems.

The implementation of the framework is led by our Head of Health, Safety and Sustainability in collaboration with executives from across the business, through the UE Environmental, Social and Governance (ESG) Steering Committee up to the Board of Directors (refer to Sustainability management and governance on page 36).

The alignment of actions under the framework with the business strategy is further embedding sustainability into our core business activities. Similarly, the material issues and committed metrics defined by our framework are directly relevant to identified business risks and established policies. This process enables sustainability related risks to be identified, assessed, monitored, managed and reported.

## Materiality assessment

Material issues first identified in 2021 were reassessed through our annual review process, which tracks changes in existing topics and identifies new issues of high relevance to stakeholders and our business.

For the 2025 review, we considered inputs including:

- global priorities from the **2025 UN Climate Conference** and the **2024 Climate Change Performance Index**, reinforcing the urgency of climate action
- changes in ESG related legislation including **Australia’s mandatory climate-related disclosure regime**, the setting of Australia’s **2035 emissions reduction target** and the **Federal environment law review**
- updates to international ESG standards and frameworks such as **ISSB, GRI** and **TNFD**
- the release of the **Australian Sustainable Finance Taxonomy**
- insights from stakeholder consultations informing the **2026–31 Regulatory Reset**, alongside government engagement on energy transition and resilience
- investor and stakeholder engagement and queries.

Key trends identified included:











- continued focus on climate action and resilience planning
- broader emphasis on social dimensions including just transition
- stronger lifecycle perspective, spanning responsible supply chains, Scope 3 emissions and circular economy
- growing investment in sustainability aligned positive financial outcomes and sustainable finance
- increased attention to nature and biodiversity
- heightened demand for transparency and robust reporting, alongside managing greenwashing and “greenhushing” risks.

Each trend was mapped against our existing material topics, which remain consistent with 2024. Outcomes were presented to the ESG Committee for review.

## Looking ahead

As our Sustainability Framework approaches its 2026 expiry, we have initiated a comprehensive ESG review and broad stakeholder engagement to ensure alignment with evolving expectations and regulatory requirements. Updates are regularly provided to the ESG Committee.

Table 1. Summary of material issues assessment

Focus area	Relevant Sustainable Development Goals	Scale of importance to UE and stakeholders		
		Material	Highly material	Increasingly material
Safe and equitable work places	 	<ul style="list-style-type: none"> <li>• Workplace diversity, equity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Workplace safety</li> <li>• Health and wellbeing</li> </ul>	
Environmental and climate resilience	   		<ul style="list-style-type: none"> <li>• Environmental protection and resource conservation</li> </ul>	<ul style="list-style-type: none"> <li>• Network resilience</li> <li>• Climate change</li> </ul>
Empowering communities	  		<ul style="list-style-type: none"> <li>• Public safety</li> <li>• Enabling customer energy choices</li> <li>• Electrification and innovation</li> <li>• Energy equity</li> <li>• Respecting First Peoples</li> </ul>	
Responsible governance		<ul style="list-style-type: none"> <li>• Sustainability management and governance</li> <li>• Responsible supply chain</li> <li>• Workplace behaviour and employee conduct</li> </ul>		<ul style="list-style-type: none"> <li>• Financial, risk and corporate governance</li> <li>• Cyber, privacy and data security</li> </ul>



# Safe and equitable workplaces

'Live Safely' is a core value that is reflected in everything we do. We strive to eliminate high consequence incidents and near misses that could result in serious injuries or fatalities.

United Energy continues to build a workplace that is diverse, equitable and inclusive. We value our people by helping them reach their full potential in an inclusive environment, where everyone feels valued, respected, supported and has high levels of psychological safety. Our Diversity, Equity and Inclusion (DEI) Strategy includes a focus on gender diversity, First Peoples engagement, neurodiversity and disability, cultural diversity and LGBTIQ+ inclusion.



## Material issues

### Workplace safety:

The safety of our people is our highest priority.

### Health and wellbeing:

The health and wellbeing of our employees, including their mental health, is important to their satisfaction and a key factor in their safety.

### Workplace diversity, equity and inclusion:

We are committed to providing a workplace where everyone feels valued, respected and supported to succeed.

# Progress against targets

✓ Delivered in 2025 → In progress

\*2025 Employee Opinion Survey

### Fatalities

**0**  
occurrences ✓

2026 Target: 0

### Females in employment

**32%**  
employed ✓

2026 Target: 27%

### Wellbeing and mental health\*

**89%**  
satisfied ✓

2026 Target: 75% satisfied

### Significant (high potential) incidents

**0**  
occurrences ✓

2026 Target: 0

### Females in management roles

**21%**  
employed ✓

2026 Target: 15%

### Inclusion and Diversity Index Outcomes\*

**90%**  
favourable ✓

2026 Target: 75% favourable

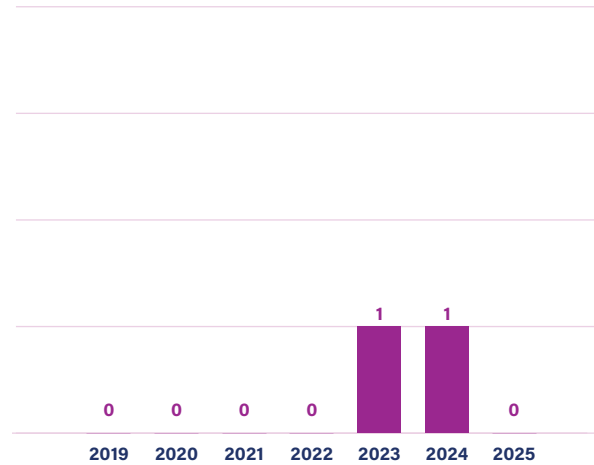
## Workplace safety

Our people work in challenging conditions. Live electricity infrastructure, inclement weather and high-pressure environments have the potential to create hazardous situations, so we take steps to prioritise safety every day.

If a safety incident occurs, we have systems in place to mitigate the chances of it happening again. We use a classification framework to rank any safety incident or near miss on its potential to cause harm, not just the actual impact. Our safety management focuses on eliminating significant incidents that have the potential to cause permanent disability or death by implementing robust controls for high-risk activities, whilst also learning from lower classified events.

We are pleased to report that no serious incidents (classified as Level 4 or 5) occurred during 2025, as defined in the Sustainability Metrics Definitions section of this report.

Graph 1. Significant (high potential) incidents 2019-2025 (Number of incidents)



We work closely with delivery partners to communicate and uphold health and safety expectations. Governance processes oversee Zinfra, our network services contractor, requiring ISO45001 certification. Oversight includes weekly Health, Safety and Environment (HSE) meetings, monthly incident reviews, detailed reporting, and a monthly HSE Steering Committee with escalation to a contract governance committee.

In 2025, Zinfra focused on improvements in:

- **Working at height** – reviewing incidents, identifying causes and updating procedures
- **Hazardous manual handling** – trialling and rolling out tools and equipment to reduce risks
- **Driving** – addressing reversing and low-speed collisions through guidelines, training, toolbox talks and spotter use.

The 2025 Major Projects HSE Forum was attended by 33 contractor representatives and covered topics including fall prevention, psychosocial safety and safety in design. Key outcomes for 2026 include clearer outage application processes, stronger safety in design practices, enhanced capability for managing psychosocial risks and exploring AI for smarter reporting and decision-making.

## Health and wellbeing

We strive to create an environment that supports the mental, physical and emotional health of our people.

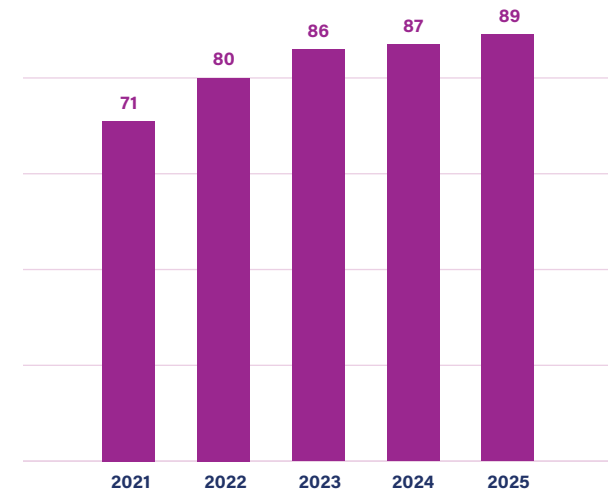


This year, we expanded our wellbeing program with a range of initiatives designed to promote healthy lifestyles and resilience:

- nutrition and hydration programs with practical tips, including meal preparation and nutrients for high-performance
- mindfulness hub launched as an online resource for all employees
- preventative health checks including free flu vaccinations and skin checks
- enhanced Employee Assistance Program with specialist helplines for diverse needs: First Peoples, LGBTIQ+, family violence, aged care, disability, carers, youth, and spiritual support
- implemented an onsite psychologist for our Glen Waverley office
- four-week movement challenge motivating teams to log steps and workouts on a virtual solar system journey
- expanded wellbeing subsidy offering rebates for meditation, swimming, and self-care apps
- sleep health workshops by a psychologist on how nutrition, pain, aging and medication affect sleep.

The initiatives were well received through our annual Employee Opinion Survey (EOS), reporting 89 per cent positive feedback, which is an increase of two percentage points from 2024.

Graph 2. Employee satisfaction re wellbeing and mental health (Employee Opinion Survey) 2021-2025 (%)



In preparation for the *Occupational Health and Safety (Psychological Health) Regulations 2025*, we engaged a consultant to analyse records and identify psychosocial risk profiles as well as working with leaders across all business units to review existing controls. We also strengthened governance by introducing the Cintellate psychosocial reporting tool and commenced reviewing potential safety metrics to measure performance. This work will conclude in 2026 and guide future priorities.

## Workplace diversity, equity and inclusion

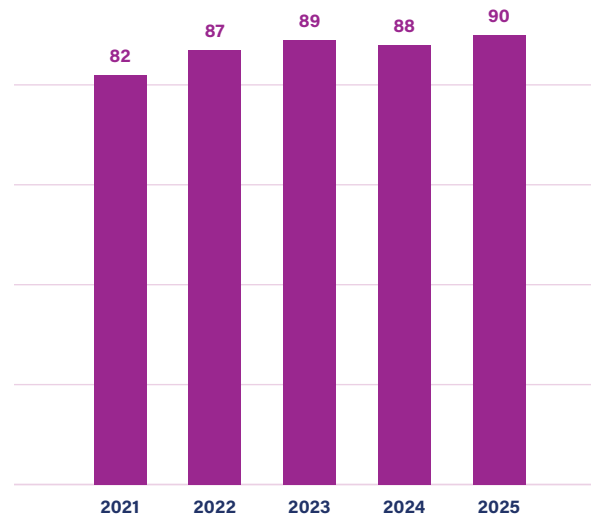
We strive to create a working environment that is respectful and allows all team members to feel safe, valued and part of a team. Encouraging everybody to bring their unique experience, ability and culture to their work is an asset for our business and the communities we serve.

We outline our commitment to provide a workplace that supports individual differences in our Diversity, Equity and Inclusion Policy, which explains the responsibilities of senior team members.

This year, we launched a new Diversity, Equity and Inclusion (DEI) Strategy for 2025-26. The refreshed strategy continues to prioritise First Peoples engagement, gender diversity, inclusion, alongside an expanded focus on neurodiversity and disability. The strategy's emphasis on equity recognises that people start from different places and some may need tailored support to have an equal opportunity to contribute and strive for their goals.

This year, engagement with UE's EOS remained high with a 96 per cent participation rate. Respondents reported 90 per cent satisfaction for the Inclusion and Diversity index, which represented an increase of two percentage points against our 2024 results. This remains well above our target of 75 per cent.

Graph 3. Employee Opinion Survey Inclusion and Diversity Index 2021-2025 (%)



### 2025 Employee Opinion Survey key findings

- 91% of people believe the business encourages and promotes diversity of backgrounds, talents and perspectives
- 91% of people feel empowered to make decisions that enable them to do their job effectively
- 94% of people feel their workgroup treats each other with fairness, respect and consideration

We celebrated the diversity of our people through a busy calendar of cultural events. This included Lunar New Year festivities and Eid Mubarak, Diwali, Harmony Week and Christmas.

To promote acceptance, inclusion and equality, we participated in Neurodiversity Week, World Autism Awareness Day and Global Accessibility Awareness Day. These events help to raise awareness of the things that make people unique and recognise the different ways that people contribute to our shared goals.

## Gender equality

We established the Women in Power network in 2018 as part of a commitment to create a workplace where men and women receive equal respect and opportunity. The initiative strives to build a strong, supportive culture that empowers women, fosters professional growth and engages allies of all genders.

This year, the network launched the Women's Mentoring Program to foster connection, growth and support career paths of women. We also hosted a skill builder series, with sessions on managing change, the energy transition and artificial intelligence and automation.

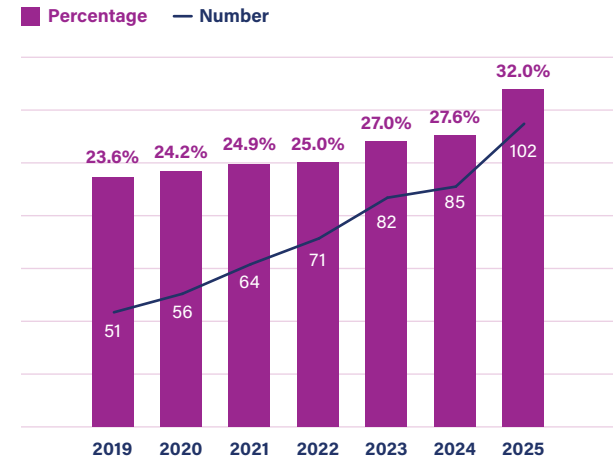
Recognising that women have unique health needs, we continued the successful women's health series. This year, sessions focused on menopause, hormonal health and nutrition.

Our people also took part in the family domestic violence '16 Days of Activism' campaign to raise funds for the Safe Steps Family Violence Response Centre. During the 16 days, our Women in Power network invited our people to join a webinar delivered with crisis service Safe Steps and participate in the Walk Against Family Violence.

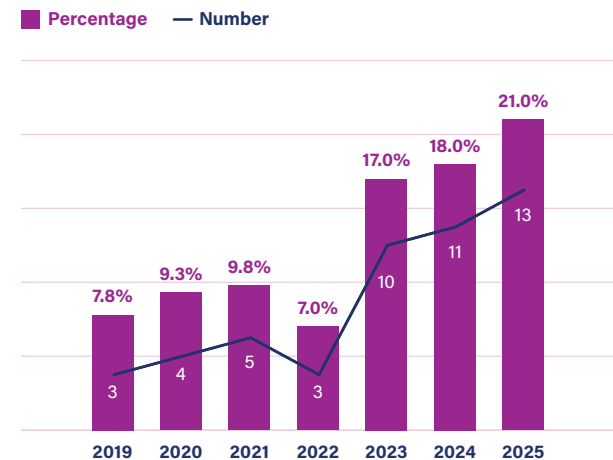
We were proud to be recognised for our efforts to improve the representation of women in our business. UE received an award at Work180's International Women's Day ceremony for our achievements in Employee Voice and Employee Resource Groups.

These initiatives are supporting an increase in the number of women employed across the business. In 2025, we achieved 32.0 per cent women in employment and exceeded our 2026 target of 27 per cent. Our 21.0 per cent of female managers also exceeds our 2026 target of 15 per cent.

Graph 4. Females in employment 2019–2025 (% , No.)



Graph 5. Females in management roles 2019–2025 (% , No.)



## LGBTIQA+ inclusion

UE celebrates the diversity of our people by providing an inclusive workplace. Now in its fourth year, our pride network, Sparkle, led a program of education and networking activities throughout 2025.

This included supporting our participation in the annual Midsumma Pride March. This marked the second year of our Energised with Pride industry alliance, where we joined 7,400 participants to show our support for the LGBTIQA+ community.

Our emergency response vehicle VERA supported the contingent, receiving cheers from the onlookers as she followed our group and provided much needed water, shade and a meeting hub for our industry alliance group.

In May, we recognised the International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) by hosting drag bingo. Participants dressed up to the 'sparkle' theme and raised funds for Minus18, a charity working to improve the lives of LGBTIQA+ young people.





## First Peoples' engagement

Following the launch of UE's first Reconciliation Action Plan (RAP) in 2024, we have been working to create opportunities for First Peoples through procurement, employment and skills development programs. These initiatives aim to address historical inequities and support our commitment to closing the gap.

This included commencing the rollout of Cultural Awareness training to strengthen understanding of First Peoples cultures, histories, ceremonies and lived experiences. We also held a workshop to support our teams to deliver acknowledgements of country at events they host.

During National Reconciliation Week, our Executive Management Team attended Stan Grant's keynote address in Melbourne and received a guided tour of the Bunjilaka Aboriginal Cultural Centre at Melbourne Museum.

These initiatives support our ongoing commitment to reconciliation, cultural awareness and the creation of equitable career pathways in the energy sector.



# Environmental and climate resilience

Our business manages extensive infrastructure, both above and below ground, which is exposed to the effects of climate change. Forecasts for increasingly extreme weather conditions are influencing our approach to asset management, maintenance and construction.

At the same time, we recognise our responsibility to protect the environment for future generations and reduce carbon emissions in line with state and national targets. We achieve this in three ways – by supporting the increase of renewable energy generated and distributed; by reducing the direct and indirect carbon emissions from our business operations; and holding our delivery partner accountable for executing an internationally certified environmental management system that governs their activities in our network.



## Material issues

### Network resilience:

We design, maintain and manage our networks to maximise their resilience to the effects of climate change and to sustain high levels of supply reliability for our customers.

### Climate change:

We are committed to reducing carbon emissions to actively contribute to achieving net zero emissions targets.

### Environmental protection and resource conservation:

We are conscious of our environmental footprint and therefore manage and where possible, reduce our impact on the natural environment.

# Progress against targets

✓ Delivered in 2025 → In progress

## Carbon emissions

Reduce direct and indirect carbon emissions, including distribution line losses (based on 2019 baseline).

**37%**

reduction to  
269kt CO<sub>2</sub>-e



2030 Target: 30% reduction on 2019 baseline of 425kt CO<sub>2</sub>-e

## Climate resilience and reliability

Outperform targets for average minutes off supply per customer for unplanned outages – System Average Interruption Duration Index (SAIDI).

**35.2**

minutes off supply



2026 Target:

50.7 minutes

## Environmental protection and resource conservation

Contractors responsible for network operations and projects hold ISO14001 Environmental Management System certification.

**Certified**



2026 Target:

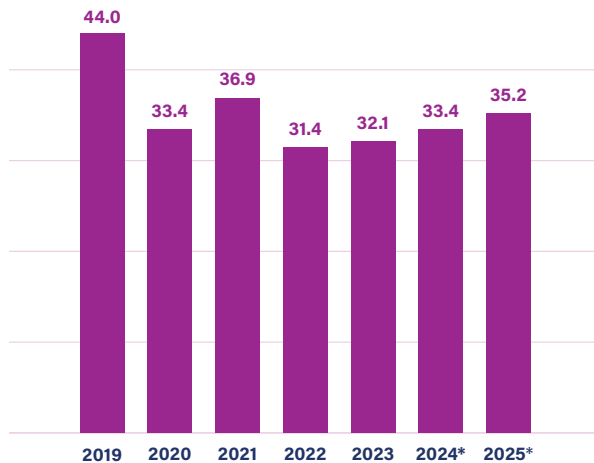
Certified

## Network resilience

UE customers were without power due to unplanned outages for 35.2 minutes for the period 1 July 2024 to 30 June 2025 according to System Average Interruption Duration Index (SAIDI). This was well below the regulated target of 50.7 minutes.

This strong performance continues a five-year run of exceeding our targets. This has been achieved through an active focus on reliability, proactive identification of risks and the deployment of industry-leading technology.

Graph 6. United Energy reliability index (SAIDI) 2019–2025 (minutes)



\* In 2024, the reporting period for this metric changed from January - December to July - June to align with our Regulatory Information Orders submission to the Australian Energy Regulator.

The reliability gains demonstrate the value of the investments we have made to improve the performance of our networks.

Our people and systems were tested when major storms impacted the network during February, August and October 2025. On each occasion, our teams responded quickly to keep impacted communities safe with more than 99 per cent of customers restored within 24 hours.

In August, our teams undertook Exercise Firestone, a cross-agency activity designed to test our emergency preparedness and resilience. The scenario simulated catastrophic bushfires followed by storms and was based on data from fires across the previous year. The exercise brought together representatives from the State Emergency Service (SES), Country Fire Authority (CFA), Forest Fire Management Victoria and the Department of Energy, Environment and Climate Action (DEECA).

## Climate change

Our focus on managing climate change impacts and improving carbon emissions reporting continued throughout 2025. As a Group 1 entity under the new *Corporations Act* climate-disclosure requirements, we worked to meet these additional obligations. Our Mandatory Sustainability Report will be submitted to the Australian Securities and Investments Commission (ASIC) alongside our financial accounts in early 2026.

This report outlines how we have addressed the AASB 2 climate-related requirements:

- **Governance** – how the business has embedded climate oversight into board and executive governance structures
- **Strategy** – how the business has assessed climate-related risks and opportunities and integrated them into long-term planning
- **Risks and opportunities** – how the business has identified, measured and managed climate-related risks
- **Metrics and targets** – how the business has measured climate-related metrics (such as greenhouse gas emissions) and set targets.

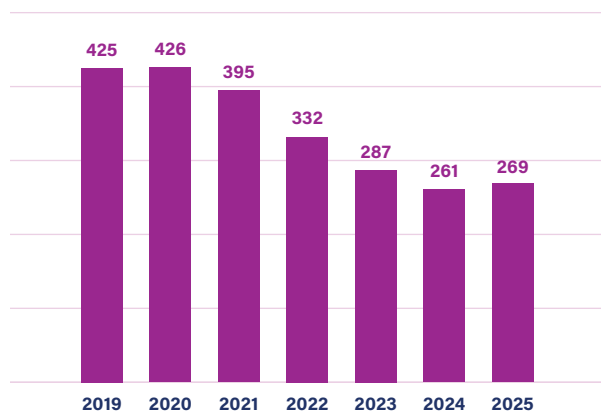
### Scope 1 & 2 carbon emissions

In compliance with the *National Greenhouse and Energy Reporting (NGER) Act*, we submit an annual Energy and Emissions Report to the Clean Energy Regulator. The NGER framework requires organisations to report Scope 1 and Scope 2 greenhouse gas (GHG) emissions for their Australian operations.

For the 2024/2025 NGER submission, we engaged RSM Australia to conduct a Reasonable Assurance audit, which was successfully completed with no findings or recommendations for improvement.

In 2025, Scope 1 and 2 emissions were marginally higher than the previous year but remained 37 per cent below 2019 baseline levels, exceeding our 2030 target of a 30 per cent reduction.

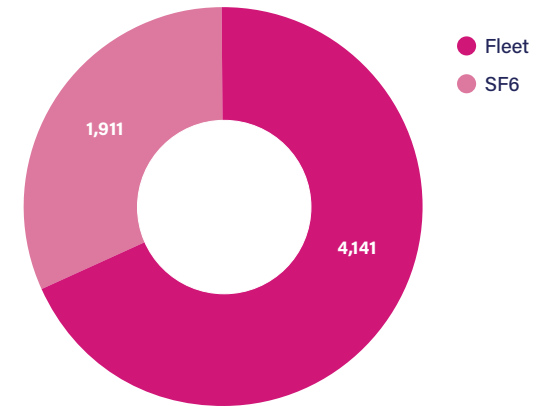
Graph 7. Scope 1 and Scope 2 carbon emissions 2019–2025 (kt CO<sub>2</sub>-e)



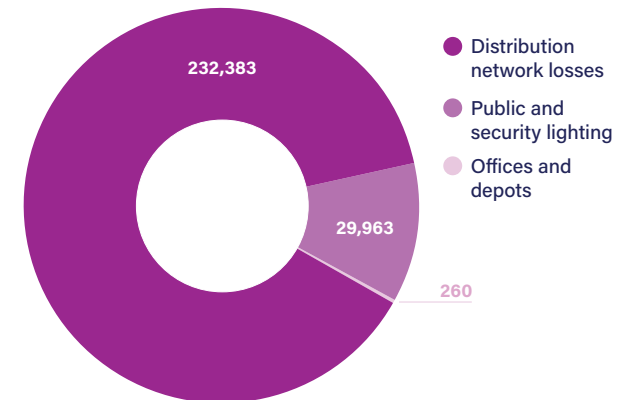
Scope 1 emissions account for two per cent of NGER emissions and primarily include fuel use for fleet vehicles, mobile plant generators and Sulphur Hexafluoride (SF6), which serves as an insulator in electrical infrastructure.

Scope 2 emissions make up the remaining 98 per cent, largely due to energy losses across the distribution network. These losses occur as electricity travels through the network and are influenced by the electricity generation mix, distribution voltage, the quantity of electricity distributed, the distance between generation sources, customers and climatic conditions like air temperature. Emissions from public and security lighting reduced eight per cent in 2025 due to more efficient lights. Total Scope 2 emissions increased slightly on prior year due to increased electricity consumption and resulting losses, despite the higher mix of renewable generation. Over the past five years, the carbon intensity of electricity has dropped by 30 per cent as more renewable energy enters the electricity system.

Graph 8. Scope 1 carbon emissions by source 2025 (t CO<sub>2</sub>-e)



Graph 9. Scope 2 carbon emissions by source 2025 (t CO<sub>2</sub>-e)



We are supporting the increase in renewables by connecting thousands of rooftop solar systems and enabling export to the network. Rooftop solar now supplies 11 per cent of Victoria's electricity (up from nine per cent last year)






During 2025 we also installed new electric vehicle (EV) charging stations at two of our depots and added three hybrid heavy vehicles and one fully electric light vehicle to our fleet.

### Scope 3 carbon emissions

UE continues to share its Scope 3 carbon emissions inventory, reinforcing our commitment to comprehensive and transparent emissions reporting. In 2025, Scope 3 emissions totalled 63kt CO<sub>2</sub>-e (excluding customer electricity), with Limited Assurance provided by RSM Australia. Our reporting aligns with the Greenhouse Gas Protocol (GHG) for categories assessed to be material – categories 1-7. There was a 13% decrease in reported Scope 3 emissions in comparison to 2024 which is driven by a reduction in Capital Goods, as several large projects reached completion during 2025. Capital Goods was the largest emission source, contributing to 54 per cent of our Scope 3 inventory.

To deepen understanding, UE surveyed a sample of eight suppliers representing 30 per cent of the largest emission sources within categories 1 and 2.

The survey found:

-  87% have sustainability or ESG policies
-  62% collect emissions data
-  25% set reduction targets
-  25% have a stated net zero ambition
-  37% engage their supply chain on emissions

By collecting these insights, we can work with suppliers to grow sustainability knowledge, as well as investigate collaborative opportunities to support improved emissions outcomes.

In 2025, our carbon model was refreshed, with the inclusion of Scope 3 emissions. Modelling indicated Scope 3 emissions will grow significantly and become the largest emission scope by 2035, driven by continued business growth due to electrification and connection of new renewable energy sources.

Looking ahead, we will expand reporting to all 15 GHG protocol categories, conduct additional supplier surveys, and seek Limited Assurance on the full Scope 3 inventory in line with the Australian Sustainability Reporting Standards (ASRS) requirements.

Table 2. Scope 3 carbon emissions by GHG Protocol category 2025 (t CO<sub>2</sub>-e)

GHG Protocol category	Carbon emissions (t CO <sub>2</sub> -e)
1. Purchased goods and services	7,682
2. Capital goods	33,867
3. Fuel and energy related activities	20,470
4. Upstream transportation and distribution	166
5. Waste generated in operations	582
6. Business travel	104
7. Employee commuting	227

## Environmental protection and resource conservation

We are committed to minimising our environmental impact and conserving resources through our management system and targeted initiatives. Our operations are guided by our ISO 14001-aligned Environmental Management System, driving continuous improvement.

### Oil-filled assets

We manage over 14,000 oil-filled transformers, which face risks of oil leaks due to vehicle collisions, extreme weather, vandalism or asset failures. To address these risks and minimise environmental harm, in 2025 we:

- Engaged a specialist contractor on a long-term contract to undertake clean-up activities where required
- Established a cross-function oil-filled assets working group to provide oversight into the management of environmental issues associated with zone substation assets
- Undertook field visits to provide key information to support risk assessment and prioritisation of future oil containment upgrade strategy.

### Waste management

During 2025, we continued to strengthen our approach to waste management through several key initiatives aimed at improving data accuracy, promoting responsible disposal practices, and reducing waste across operations.

During 2025, we:

- ran an initiative where our employees donated over 100 kilograms of office clothing to Fitted for Work on the UN International Day of Zero Waste, supporting women returning to the workforce and creating social impact alongside waste reduction
- continued awareness campaigns via quarterly intranet articles reinforcing correct disposal behaviours
- promoted the “Too Good To Go” App to reduce food waste by connecting users with surplus food from local businesses at discounted prices
- enhanced waste data collection through the Cintellate platform, enabling contractors to submit data directly and regularly, improving accuracy, verification and reporting quality for greater visibility into waste practices.

Additionally, as part of our commitment to resource efficiency and waste reduction, we implemented several recycling and reuse initiatives alongside our waste management program.

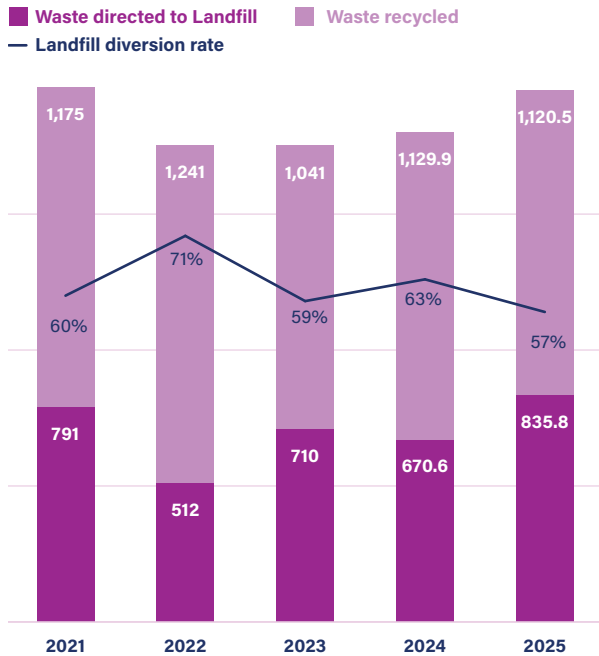
#### CASE STUDY

### Steel Crossarm Reuse Initiative

A trial was launched in October 2024 at the Keysborough depot to assess the reuse potential of high-voltage steel crossarms removed from the UE network. Following its success, the initiative was formalised and implemented. Between January and August 2025, 29 crossarms were successfully reused across three depots. This initiative will continue, delivering benefits in resource efficiency and cost reduction.

With contractor generated waste to landfill increasing by 24 per cent in 2025 compared to 2024, our landfill diversion rate decreased. General waste to landfill, timber and scrap metal were the largest contributors to our overall waste generation.

Graph 10. Waste generation data 2021-2025 (tonnes, %)



Graph 11. Waste composition (%)



## Biodiversity

Many of our assets are located in roadside corridors, which often contain some of the last remaining remnant vegetation in Victoria. We recognise our activities can affect these areas and take this responsibility seriously. To minimise impacts, our projects undergo a review to assess whether designs can be modified to reduce vegetation disturbance. 720 environmental assessments were completed for projects during the year.

We introduced several improvements to strengthen management of our vegetation line clearance activities:

- Mapped assets against key environmental datasets to identify sensitive areas and improve works planning
- Upgraded IT systems so crews in mapped areas receive notifications about environmental issues and required constraints
- Enhanced field controls for work in protected vegetation areas
- Delivered training to employees and contractors on managing protected vegetation
- Updated and implemented improved audit processes.



DANGER  
LIVE EQUIPMENT BEHIND DOOR

OK

C.T. TEST LINKS

WILSON

WILSON  
QUALITY INSPECTED  
AB30 - 0126  
TV 2 10.5.26  
CB

NEVER COMPROMISE  
health & safety

logi

MontCruz



# Empowering communities

Customers and community are at the core of what we do. To best understand their needs, we continually improve our stakeholder engagement and embed the findings in our operations. This work is supported by our people being active in the communities where we live and work; from the city to regional and remote towns.

We undertake stakeholder engagement across a range of our essential work. This includes major projects, asset maintenance, new energy solutions, regular customer experience interaction surveys, as well as our extensive regulatory processes.

Our engagement seeks to listen to the needs, interests and preferences of stakeholders to support better decision making by our businesses. This relates to project planning, product and service development and customer communication.



## Material issues

### Public safety:

We protect the safety of the public from risk associated with the performance of our assets or when exposed to our operations within built environments.

### Enabling customer energy choices:

We enable choices in new technologies to help customers to manage their energy, whilst also providing information so they can make the most of their investments.

### Electrification and innovation:

We invest in innovation to enable greater electrification of our communities and integration of distributed energy resources.

### Energy equity:

We understand that different forms of vulnerability can affect our customers' abilities to participate in the energy transition, receive equal reliability and quality of supplies, or address energy cost pressures.

### Respect for First Peoples:

We acknowledge, honour and respect the rich histories, cultures and rights of Australia's First Peoples. We are committed to creating and maintaining respectful, meaningful and mutually beneficial relationships with First Peoples across our networks.

# Progress against targets

✓ Delivered in 2025 → In progress

## Renewable generation capacity

Total installed capacity of renewable energy generation on our networks.

**915  
MW**

installed capacity ✓

2026 Target: 800MW

## Energy literacy

Customer participation in energy literacy programs.

**78,986**

customers participated ✓

2026 Target: 1,000 per annum

## Innovation funding

Value of network and technology investments in innovation to support distributed energy resources.

**\$24.1 million**

invested ✓

2026 Target: \$12.7m (over 5 years)

## Public safety

UE applies robust management systems and cutting-edge technology to keep communities safe while we deliver power to customers. We have developed processes that cover asset maintenance, vegetation management and bushfire mitigation, which are documented in our Fire Prevention Plan that is approved by Energy Safe Victoria.

Importantly, the potential for bushfires to arise from our assets is ranked as our highest risk in our Enterprise Risk Management Register, due to the catastrophic impacts these events can have on people and communities. Therefore, proactive work to reduce fire risks is a major focus of our attention, resources and investment.

We provide information to keep the community safe during extreme weather events. This includes our SMS notifications, which we send (on average) within six minutes of a power outage. The messages explain what is happening, let customers know what they should do and provide emergency contacts if they need urgent assistance. These messages work in tandem with other channels as part of our coordinated communications approach.

In 2025, we delivered the second year of our summer preparation campaign, which supports communities to prepare for heatwaves, storms and winds. The advertisements ran on social media, television and radio, providing important information to help people, "Be Safe. Be Smart. Be Ready".

We also continued to raise awareness of the importance of powerline safety through the "Don't take a chance" campaign, which emphasised the importance of not taking risks around powerlines.





### Asset inspection, maintenance and replacement

Our inspectors work year-round to assess poles, wires and other network assets. Maintenance is undertaken in line with our policies and Energy Safe Victoria regulations.

This work takes place over more than 13,500 kilometres of powerlines, 202,000 power poles and a variety of other network infrastructure.

Our in-house drone team is enhancing our inspection program, with the 'eyes in the sky' allowing the poles, conductors and other network assets to be inspected from above.

Their work is helping to find faults before they impact customers and provides additional insights to inform our asset maintenance and replacement programs.

### Tree cutting around powerlines

UE's proactive vegetation management program is essential to maintain reliable power supplies and mitigate the risk of bushfires.

Every year, we inspect our entire network to identify where vegetation regrowth and other hazards require cutting away from powerlines.

We undertake these inspections using Light Detection and Ranging (LiDAR) technology mounted to our fleet of three helicopters. The helicopters fly over the network at low altitude to accurately identify where trees require cutting back. The LiDAR information is reviewed by our experienced internal data analysts and used to advise specialist contracts, who cut trees away from powerlines.

This year, our team completed the full year inspection program months ahead of schedule, allowing additional inspections to be undertaken in areas at higher risk of bushfires.

Throughout 2025, trees were cut away from more than 9,000 high bushfire risk area powerline spans across the UE network.

CASE STUDY

## Drones and artificial intelligence deliver new layer of protection

Identifying faults before they occur is key to providing a safe, reliable supply of power. It can also be a big challenge, with UE's powerlines stretching over 13,500 kilometres across suburban Melbourne and the Mornington Peninsula.

Storms and extreme weather can damage poles, wires and other assets, so we are always looking for new ways to find faults before they impact customers. Ultimately, this helps to avoid power interruptions and deliver lower costs for our customers.

Recently, we established an in-house drone team to make it safer, simpler and more cost effective to inspect our assets. Now, in 2025, our team has deployed a first-of-its-kind pole top and powerline inspection program, which uses drones and artificial intelligence to identify defects that could lead to power outages or other risks.

Small quadcopter drones scan pole tops and powerlines, providing input to our Computer Vision system which analyses images using artificial intelligence. Once the scans are uploaded into the system, it can analyse 4,600 kilometres of conductors per day – an enormous increase on the 790 metres achieved with manual methods.

Now, we can undertake pole top inspections and detailed powerline assessments efficiently and cost-effectively. This is helping to exceed our mandated reliability targets and maintaining our place as one of Australia's lowest-cost electricity networks.



## Enabling customer energy choices

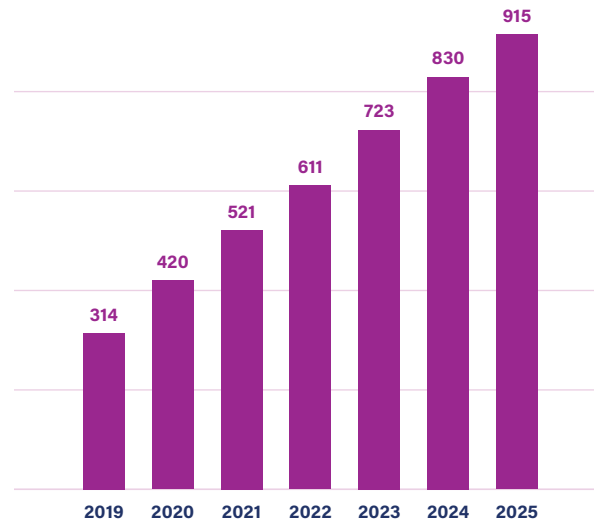
Victoria’s energy landscape is undergoing rapid transformation as we accelerate our shift to become an active Distributed System Operator (DSO). Enabled by advanced smart technologies, we will be taking on a more dynamic role in managing energy flows and coordinating how customers interact with both the electricity grid and the broader energy market. This evolution is designed to unlock greater value for customers and maintain a safe and reliable electricity network.

This is taking place alongside changes to the way energy is generated and consumed. Victorians are electrifying their homes, adopting rooftop solar and installing battery storage systems resulting in a growing share of our customers’ energy now coming from distributed sources.

We are committed to empowering our customers to take control of their energy needs. By facilitating the installation of rooftop solar, supporting home and vehicle electrification and helping reduce costs and emissions, we are enabling meaningful change.

Accommodating these choices has been a focus as we shaped our plans for the next five-year regulatory period. We consulted with customers extensively to inform our proposal, which will allow more customers to install rooftop solar, electrify their homes and charge EVs charging at home. We have also prioritised measures to allow regional and rural customers to participate in the energy transition.

Graph 12. Total installed capacity of renewable energy generation on our networks 2019-2025 (MW)



As we undertake this work, the total capacity of renewable energy installed on our networks continues to grow. We supported residential customers to install rooftop solar, with 6,031 new connections in 2025. This reduction from 2024 reflects a new customer connection process requiring testing before alterations can be completed.

Graph 13. New residential solar connections 2019-2024 (Number of connections)

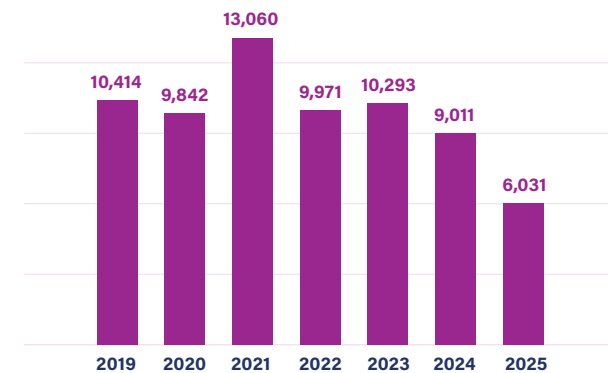


Table 3. Total installed capacity of renewables on our networks 2025 (MW)

Generation type	MW
Residential Solar	668.7
Non-Residential Solar	214.4
Large-scale Solar	32.1
<b>TOTAL</b>	<b>915.2</b>

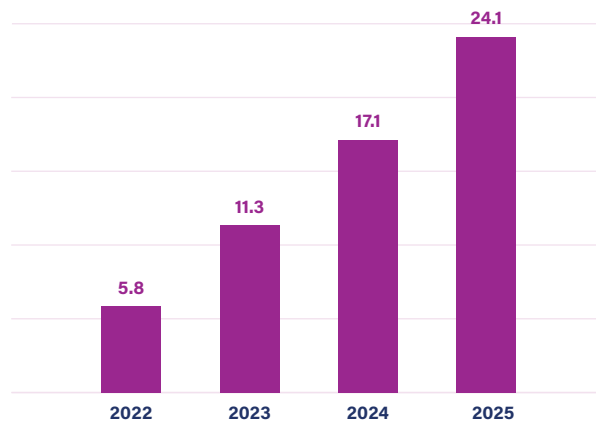
Home battery installations reached record levels in 2025, fuelled by the federal government’s new rebate scheme. Customers that do not have solar or other behind-the-metre technologies can also benefit from the popularity of these technologies. Simple, low-cost tariffs allow all energy users to enjoy abundant power during the day when solar generation is high, and we provide support to install efficient electric appliances to reduce bills.

## Electrification and innovation

We are making significant investments in technology and innovation to meet our expanding role as a DSO.

These investments are helping to meet the rapid growth in demand for power as households and businesses electrify their energy use with modern, efficient and cost-effective technologies. As the scale of this transformation grows, enabled by government policy support and direction, we are upgrading our networks to maintain safe and reliable power supplies for all energy users.

Graph 14. Investment in technology (per baseline\*) 2022-2025 (\$m)



\*the \$4.0m baseline was set using 2019 data

Throughout 2025, we continued to develop new systems to meet our customers' changing needs and prepare for an electrified future.

This including scaling up our Low Voltage Distributed Energy Resource Management System (LV DERMS), which allows us to remotely manage generation and exports from customers' rooftop solar installations during emergency events. The system was launched in late-2024 and has become the largest and fastest growing deployment of centralised residential solar export management in the world.

In October, the Australian Energy Regulator approved our plan to trial pole-mounted electric vehicle chargers across our networks. The trial will deploy 100 chargers in areas where EV uptake is high but limited off-street parking restricts residents' at-home charging options. The first 10 chargers were installed in late-2025 and the remainder will be delivered in 2026.

The popularity of home battery storage is poised to be complemented by a predicted growth of vehicle-to-grid (V2G) connections. The technology is made possible by bidirectional electric vehicle chargers becoming available in the Australian market, which allow EV batteries to power a home or send energy to the grid. We were pleased to launch resources supporting solar installers to connect vehicle-to-grid electric vehicle chargers, with our process described as being 'as simple as a common household battery connection.'

## CASE STUDY

## Supporting electric vehicle uptake with pole-mounted chargers

UE is installing pole-mounted electric vehicle chargers after the Australian Energy Regulator approved our plan for an innovative trial.

The chargers are being attached to power poles in areas with high rates of EV uptake and low levels of off-street parking. Limited access to charging is one of the most cited barriers to EV uptake.

Our innovative operating model sees UE install, own and maintain the pole-mounted chargers, which are operated by E-mobility service providers that manage billing and customer relationships.

Our first-of-kind model aims to give EV drivers more choice and lower prices by allowing multiple eMobility Service Providers (EMSP) to compete for their business at every charging point.

The trial is launching as EV uptake surges in Victoria, with many owners living in urban areas where there is little off-street parking. The trial will prioritise these locations where we know people want to switch to an EV but can't charge them at home.

The trial will also look to install chargers in parts of the electricity network with large numbers of rooftop solar installations to soak up surplus power in the middle of the day.



## Energy equity

It's our job to provide a reliable, stable and safe supply of power to customers; regardless of where they live or their individual energy requirements.

Over the past three years, we have engaged with customers across the UE network to better understand their needs as we developed our proposal for the 2026-31 Electricity Distribution Price Review. We heard that affordability and equity are equally crucial; our customers expect access to electricity that is not only dependable but also fair, regardless of their location. Based on this feedback, this became one of the three proposal pillars.

To meet this demand, we have been installing pole-mounted transformers across our network to help meet the growing demand for electricity. The popularity of electric vehicles, electric heating and cooling, induction cooktops and other household devices is placing new pressure on the network, but these investments are helping to maintain a safe, reliable supply for all energy users.



## Energy literacy

We have continued to expand our energy literacy programs so that customers can access the information they need.

These initiatives aim to empower energy users with resources to manage their energy use, reduce bills and access important safety information.

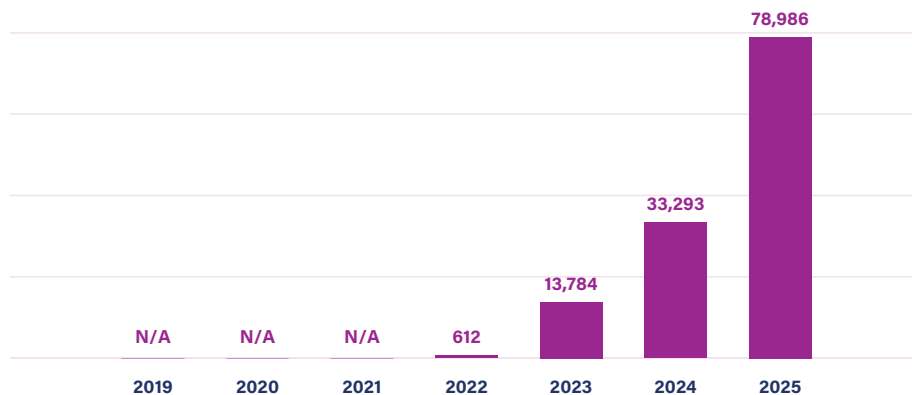
This is particularly vital for people that don't speak English as a first language or rely on electricity supplies for their health and wellbeing.

To meet the needs of these customers, we delivered information in more of the languages that are spoken across the communities we serve. We now translate important information into Simplified Chinese, Traditional Chinese, Vietnamese, Thai, Arabic and Hazaragi.

We have promoted our campaigns with advertising on SBS Radio and through the Multicultural Premium Network.

In 2025, we refreshed the materials we provide for customers that rely on electricity for life support technologies. This included updates to our website and brochures to provide practical tips for vulnerable customers to prepare for a power outage and register for additional support.

Graph 15. Customer participation in energy literacy programs 2019-2025 (Number of engagements)



## Respect for First Peoples

UE has progressed initiatives to strengthen cultural capability and meet the commitments set out in the Reconciliation Action Plan we launched in 2024.

This included the delivery of Cultural Awareness training to strengthen our team's understanding of First Peoples' cultures, histories, ceremonies, and lived experiences.

We also launched our First Peoples online induction module, which includes sessions focused on Cultural Awareness session and guidance on how to deliver an Acknowledgement of Country. These initiatives support our broader commitment to building cultural capability across the business.

In addition, UE team members participated in a volunteer day at Willum Warrain, where they learnt about First Peoples languages, geography, cultural values, history, Dreamtime stories, and the ongoing journey of reconciliation. Following the discussion, they toured the grounds and learnt about various native plant species and assisted staff to plant native seedlings. The tour concluded with a gathering that featured a traditional smoking ceremony and storytelling.

We also launched new materials to hand out at First Peoples community events, including brochures providing practical tips to improve energy efficiency, reduce energy bills and prepare for power outages. Our First Peoples team provided the new materials to attendees at Nairn Marr Djambana's Baymob Expo, where we yarned with 52 community members.

We were pleased to be the host sponsor for the 20th Annual Mullum Mullum Fundraising Gala, which supported the construction of a gathering place for the Aboriginal community of Melbourne's eastern metropolitan region.



# Responsible governance

We have developed a tiered governance system to oversee and manage our approach to Environmental, Social and Governance (ESG) issues and actions. This involves our Board, executive, senior management and operational teams and utilises existing risk management, finance and procurement governance systems to ensure a high standard of compliance.



## Material issues

### Sustainability management and governance:

We provide effective governance of the sustainability strategy and delivery at the highest levels within the organisation.

### Financial, risk and corporate governance:

We maintain high standards of governance to monitor compliance with financial, legal and other obligations which enable us to meet the expectations of our stakeholders in line with our policies and values.

### Workplace behaviour and employee conduct:

Employees act with integrity, treat each other with dignity and respect and uphold our values.

### Cyber, privacy and data security:

We proactively work to protect our network operational systems, company and consumer data and digital systems from cyber threats.

### Responsible supply chain:

Effectively managing environmental and social risks within our supply chain by enforcing appropriate procurement policies.

# Progress against targets

✓ Delivered in 2025 → In progress

### Board and ESG Committee oversight of risk and compliance framework

**5** Board meetings ✓  
**4** Board ESG Committee meetings

2026 Target: 5 Board meetings, 4 Board ESG Committee meetings held annually

### Number of critical cyber security breaches on our networks' operational technologies

**0** cyber breaches ✓

2026 Target: 0 Cyber breaches

### Holding our employees accountable to our values and Code of Conduct

**Completed** ✓  
annual performance management process

2026 Target: Annual performance management process

## Sustainability management and governance

The **Board of Directors** is responsible for corporate governance and strategic direction for UE, including our sustainability performance. The Board works with executives and senior management to manage risk, optimise business performance and maintain high standards of ethical behaviour and legal compliance. It holds responsibility for incorporating relevant sustainability and ESG matters into the company's purpose, governance, strategy, decision-making processes, risk management and accountability reporting. The board met five times during 2025.

The **Board Environmental, Social and Governance Committee** plays a pivotal role in supporting the Board to fulfil its duties and responsibilities. This involves overseeing the company's sustainability and climate strategy and maintaining the effectiveness of policies, procedures and objectives which underpin this strategy. It reports to the Board on progress of and any recommended updates to our approach. The Committee met four times during 2025.

The **Environmental, Social and Governance Steering Committee**, chaired by the General Manager of People, Culture and Legal, incorporates key members of the Executive Management Team tasked with managing the sustainability program. They are responsible for assuming primary ownership and accountability for the sustainability program, approving the sustainability strategy, materiality assessments, objectives and targets and the publication of public reports. Additionally, they oversee the sustainability program's progress against set targets and allocate the necessary resources for its effective implementation. The Committee is informed periodically by an internal dashboard which tracks and reports progress against our sustainability commitments and targets. The Committee met four times during 2025.

The **Environmental, Social and Governance Working Group**, chaired by the Head of Health, Safety and Sustainability, includes representatives from customer, human resources, finance and corporate services. The group collaborates to provide input on materiality assessments, set priorities and propose objectives and targets. Additionally, the group integrates feedback from external stakeholders on sustainability issues, defines and implements sustainability initiatives and provides the necessary data to fulfil both internal and external reporting obligations. The Working Group met four times in 2025.



## Financial, risk and corporate governance

All business risks, including sustainability related risks, are assessed, managed and reported in accordance with our Enterprise Risk Management Framework and overseen by the Board Risk Management and Compliance Committee. Our Framework is based on ISO31000:2018 Risk Management – Guidelines and outlines the objectives and process for consistent identification and management of risks across the entire organisation. This enables centralised visibility and management of the company's strategic priorities, finances and operations.

Our climate-related risks and opportunities register is aligned to our Enterprise Risk Management Framework and material climate-related risks and opportunities are reported through to our UE ESG Steering Committee and ESG Committee. The Risk and Resilience team in partnership with our business risk champions seek to ensure that ESG risks are identified and reviewed as part of our risk profiling process. The business is supported so that projects, initiatives and key business activities include adequate consideration of ESG-related objectives, risks and opportunities.

Additionally, our business has been deemed 'Critical Infrastructure' under Commonwealth legislation (*Security of Critical Infrastructure Act 2018*), which aims to strengthen the security and resilience of Australia's critical infrastructure by improving risk management practices and information exchange between industry and government. During 2025, in accordance with legislative requirements, UE submitted our annual report to the Department of Home Affairs.

The Victorian DEECA has also declared our electricity distribution network as 'Vital Critical Infrastructure' under Part 7A of the *Emergency Management Act 2013*. This places obligations upon us to ensure appropriate risk management practices are in place to maintain the resilience of our electricity distribution network. Statements of Assurance for each distribution network are submitted annually to DEECA to attest our compliance with our obligations under Part 7A of the *Emergency Management Act 2013*. Information is also provided to reflect the status of the management of emergency risks, planned actions and activities for the coming year and the assurance program.

## Workplace behaviour and employee conduct

We recognise the importance of acting fairly and responsibly and demonstrating integrity and honesty.

Our Fraud and Corruption Policy commits UE to maintaining an anti-fraud culture in the organisation and outlines the business' approach to preventing, detecting and investigating any suspected instances of fraud. This includes structural elements relating to fraud management and the associated control framework, as well as operational elements concerning responsibilities and required procedures. (Note: The use of the term 'fraud' includes bribery and corruption.)

Our Employee Code of Conduct describes the behaviours expected by our employees in alignment with our values.

The conduct of all employees is assessed against our five values as part of their annual performance review process.

We are committed to the protection of individuals who disclose information about illegal or improper conduct occurring within our business.

Our Whistleblower Policy encourages reporting of wrongdoing that is of a legitimate concern by providing a convenient and safe reporting mechanism and protection for people who make a disclosure. Details of how to report incidents are included in this Policy and on our website, including processes to report incidents through our independently run Speak-up Anonymous hotline.

## Responsible supply chain

In 2025, we strengthened our commitment to human rights and ethical business conduct through the rollout of mandatory Modern Slavery Awareness training for all employees, building on the launch of our inaugural First Peoples Procurement Strategy and Social and Sustainable Procurement Framework.

To further embed ethical procurement practices, we reviewed and updated our Supplier Code of Conduct, clearly outlining the standards of behaviour suppliers must meet when doing business with UE.

Following the launch with six strategic suppliers in 2024, we completed a comprehensive Modern Slavery Due Diligence review of an additional eleven strategic suppliers in 2025, with no modern slavery risks identified across our supply chain. An update to our 2025 Modern Slavery Statement is currently underway.

## Cyber, privacy and data security

Our cyber security capability is continually improving to enhance the reliability and resilience of the network, protect consumer data and respond to changes in our threat landscape.

Our Cyber Security Strategy and assurance program of works is focused on addressing risks most relevant to our organisation, improving the effectiveness and coverage of key security platforms and controls and achieving compliance with mandatory government regulations for critical infrastructure cyber security.

Our privacy strategy is dual focused to prevent inadvertent disclosures of private information and minimise consequences in the event of a breach. We seek to achieve these priorities through the careful development of policy, guidelines, information classification standards, information management and disposal timeframes. An internal data privacy audit was successfully completed in 2025, with no major findings identified.

The key initiatives delivered improvements in processes and technologies for identity management and communication networks. Our assurance program provided compliance with targets established under the Security of Critical Infrastructure (SOCI) Act and incorporates independent review and assurance of the effectiveness of our security controls and response procedures. Other key activities included our annual participation in the Australian Energy Sector Cyber Security Framework (AESCSF) self-assessment and planning of our cyber security strategy and program refresh for the coming 2026–31 regulatory period.

We continue to respond to new and emerging obligations under cyber security regulation, including:

- Commonwealth Department of Home Affairs Enhanced Cyber Security Obligations under the *Security of Critical Infrastructure Act 2018*
- Victorian Government changes to the *State Emergency Management Plan Cyber Security Sub-Plan*.

We remain on track to meet compliance requirements within the timeframes set out under these new regulations. There were no critical cyber security breaches of our network's operational technologies during 2025.

OC Passout  
No. 04  
Date: 1/1/2018



**CLIPSAL 230 SERIES**

**UNDERGROUND CABLE LOCATION**

In accordance with AS/NZS3000, service or underground consumer's main cable information is shown below. Caution should always be exercised as other electric cables may exist, but are not recorded here.

**CABLE PROTECTED BY**

- Cable Protection Tube
- Cable Tray
- Flexible cover cable

**CABLE DETAIL**

Line Code: 2300  
Size: 0/0.6

Notes: 1 cable  
Date: 1/1/2018

Note! Underground Route Plan To be Accurate ± 0.2M

	01	02	03	04
01				
02				
03				
04				
05				
06				
07				
08				

(It is recommended to use a ballpoint pen)  
Scale: 1 block = meters

**CLIPSAL**  
by Schneider Electric



# Sustainability metric performance summary

Focus areas	Metric	Unit	2019 – Baseline	2020	2021	2022	2023	2024	2025	2026 Target
Safe and equitable workplaces	Fatalities	No.	0	0	0	0	0	0	0	0
	Significant (high potential) incidents	No.	0	0	0	0	1	1	0	0
	Employee satisfaction re wellbeing and mental health (Employee Opinion Survey)	%	N/A <sup>2</sup>	N/A <sup>2</sup>	71	80	86	87	89	75
	Females in employment	% (No.)	23.6 (51)	24.2 (56)	24.9 (64)	25.0 (71)	27.0 (82)	27.6 (85)	32.0 (102)	27.0
	Females in management roles	% (No.)	7.8 (3)	9.3 (4)	9.8 (5)	7.0 (3)	17.0 (10)	18.0 (11)	21.0 (13)	15.0
	Inclusion & Diversity index outcomes (Employee Opinion Survey)	%	N/A <sup>2</sup>	N/A <sup>2</sup>	82	87	89	88	90	75
Environmental and climate resilience	Outperform targets for average minutes off supply per customer for unplanned outages - System Average Interruption Duration Index	minutes	44.0	33.4	36.9	31.4	32.1	33.4 <sup>8</sup>	35.2 <sup>8</sup>	50.7
	Contractors responsible for all network operations and projects are ISO14001 Environmental Management System certified	-	Certified	Certified	Certified	Certified	Certified	Certified	Certified	Certified
	Reduce for both direct and indirect <sup>1</sup> carbon emissions including distribution line losses based on 2019 baseline	kt CO <sub>2</sub> -e (% reduction)	425	426 (+ 0.2%)	395 (- 7%)	332 (- 21%)	287 (- 33%)	261 (- 39%)	269 (- 37%)	298 <sup>3</sup> (- 30%)
Empowering communities	Total installed capacity of renewable energy generation on our networks	MW	314	420	521	611	723	830	915	800
	Customer participation in energy literacy programs	No.	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	612	13,784	33,293	78,986	1,000
	Value of network and technology investments in innovation - over 5 yrs	\$m	0.8 <sup>5</sup>	N/A <sup>6</sup>	N/A <sup>6</sup>	5.8 <sup>5</sup>	11.3 <sup>5</sup>	17.1 <sup>5</sup>	24.1 <sup>5</sup>	12.7
Responsible governance	Board Meetings per annum	No.	5	5	5	4	5	5	5	5
	ESG Committee meetings per annum	No.	N/A <sup>7</sup>	N/A <sup>7</sup>	N/A <sup>7</sup>	3	4	4	4	4
	Holding our employees accountable to our values and Code of Conduct	-	Annual performance management process	Complete	Complete	Complete	Complete	Complete	Complete	Annual performance management process
	Number of critical cyber security breaches on our network's operational technologies	No.	0	0	0	0	0	0	0	0

<sup>1</sup> Indirect and direct carbon emissions based on *National Greenhouse Energy Reporting Regulations 2008* definition of Scope 1 and 2

<sup>2</sup> Not applicable as these questions were not part of the Employee Opinion Survey during that period

<sup>3</sup> 30% reduction in carbon emissions by 2030 from a 2019 baseline

<sup>4</sup> Not applicable as energy literacy programs were introduced in 2022

<sup>5</sup> Aggregated spend on innovation and technology

<sup>6</sup> Not applicable as the target period for innovation investment is 2022-2026

<sup>7</sup> Not applicable as the ESG Committee was formed in 2022

<sup>8</sup> This metric is reported on a Jul-Jun period, aligning with our Regulatory Information Orders (RIOs) submission to Australian Energy Regulator

# Sustainability metrics definitions

Focus areas	Metric	Unit	Definition
Safe and equitable workplaces	Fatalities	No.	Number of workplace fatalities of UE's employees or contractors working on behalf of UE.
	Significant (high potential) incidents	No.	Number of incidents with a Maximum Credible Potential rating (i.e. the highest consequence rating or outcome that could have occurred for the same incident/event at the same location under different conditions, yet still credible circumstances) of '4' (i.e. Single fatality or permanent disability) or '5' (i.e. Multiple fatalities or permanent disabilities).
	Employee satisfaction re wellbeing and mental health (Employee Opinion Survey)	%	Annual Employee Opinion Survey favourable score result on the question "The programs and benefits the business provides helps me maintain my well-being and mental health".
	Females in employment	%	Percentage of females based on total head count of the organisation as of the year end.
	Females in management roles	%	Percentage of females in management based on the total head count of management within the organisation as of the year end.
	Inclusion & Diversity index outcomes (Employee Opinion Survey)	%	Annual Employee Opinion Survey favourable score result for the Inclusion and Diversity Index category.
Environmental and climate resilience	Outperform targets for average minutes off supply per customer for unplanned outages System Average Interruption Duration Index	minutes	Unplanned SAIDI (System Average Interruption Duration Index) is the sum of the duration of each unplanned sustained customer interruption (in minutes), divided by the Customer Base. Unplanned SAIDI excludes momentary interruptions (three minutes or less).
	Contractors responsible for all network operations and projects are ISO14001 Environmental Management System certified	-	Contractors responsible for all UE network operations and projects are ISO14001 Environmental Management System certified.
	Reduce for both direct and indirect carbon emissions including distribution line losses based on 2019 baseline	kt CO <sub>2</sub> -e	Reduction in Scope 1 and 2 carbon emissions based of National Greenhouse Energy Reporting Regulations 2008 of 30 per cent by 2030 against a 2019 baseline.
Empowering communities	Total installed capacity of renewable energy generation on our networks	MW	All renewables on our network including residential and large-scale connections.
	Customer participation in energy literacy programs	No./annum	Number of customers engaged in digital and face-to-face initiatives related to energy literacy.
	Value of network and technology investments in innovation - over 5 yrs	\$m	Total aggregated investments in programs that support the business in exploring innovative demand management strategies, encompassing digital innovation and technology improvements, network automation, network analytics and demand management projects, aimed at reducing costs for electricity consumers in the future.
Responsible governance	Board Meetings per annum	No.	A formal meeting of the UE Board of Directors.
	ESG Committee meetings per annum	No.	A formal meeting of the UE ESG Committee members.
	Holding our employees accountable to our values and Code of Conduct	-	Annual performance review completed, including assessment against the business values, for all eligible UE employees.
	Number of critical cyber security breaches on our networks' operational technologies	No.	A cyber security incident that results in significant impact and/or sustained disruptions to operational technology systems or an equivalent consequence.

# Data assurance



## Independent Limited Assurance Statement to the Management and Board of Directors of United Energy Distribution Holdings Pty Ltd

### Introduction

RSM have conducted a limited assurance engagement for United Energy Distribution Holdings Pty Ltd ("UE") on the Business Committed Sustainability Metrics ("Subject Matter"), pertaining to the period 1 January 2025 to 31 December 2025 as disclosed in the UE 2025 Environmental, Social and Governance Report.

### Information Subject to Assurance

The Subject Matter, as presented in UE's 2025 Environmental, Social and Governance Report, subject to assurance, comprises of the following:

**Table 1: Business Committed Sustainability Metrics**

Subject Matter	
<b>Safe and equitable workplaces</b>	
Number of fatalities	0
Significant (high potential) incidents	0
Employee satisfaction; Mental Health and Wellbeing (Employee Opinion Survey) (%)	89
Females in employment (%)	32
Females in management roles (%)	21
Inclusion and Diversity index outcomes (Employee Opinion Survey) (%)	90
<b>Environmental and Climate Resilience</b>	
System Average Interruption Duration Index (SAIDI) (minutes)	35.2
Environmental Management System (EMS) 14001	Certified
Carbon Emission Reduction (ktCO2-e)	269
<b>Empowering Communities</b>	
Total installed capacity of renewables on our networks (MW)	915
Customer participation in energy literacy programs (number per annum)	78,986
Innovation funding (including DMIA & Digital) – over 5 years (\$m)	24.1

### Information Subject to Assurance (Cont.)

**Table 1: Business Committed Sustainability Metrics (Cont.)**

Subject Matter (Cont.)	
<b>Responsible Governance</b>	
Board Meetings per annum	5
ESG Committee Meetings per annum	4
Holding our employees accountable to our values and Code of Conduct	Complete
Number of critical cyber security breaches	0

### Criteria Used as the Basis of Reporting

The Subject Matter has been reviewed against UE's 2025 internally established definitions and criteria ("Criteria").

### Responsibilities of the Board of Directors and Executive Management

The Board of Directors and Executive Management are responsible for determining the criteria that is appropriate to meet their needs and for preparation and presentation of the Subject Matter in accordance with the criteria, in all material respects. This responsibility includes design, implementation, and maintenance of internal controls relevant to the preparation and presentation of the Subject Matter that is free from material misstatement, whether due to fraud or error.

In respect to this limited assurance engagement, UE's responsibility was to provide access to relevant staff, documents and any other resources that assisted RSM in completing the scope and coverage of the engagement.

### Our Independence and Quality Control

We have complied with the relevant ethical requirements for assurance engagements, which include independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence, due care, confidentiality and professional behaviour.

Furthermore, RSM maintains, in accordance with Australian Standard on Quality Management 1 ("ASQM 1") *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements* and Australian Standard on Quality Management 2 ("ASQM 2") *Engagement Quality Reviews*, a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

# Independent Limited Assurance Statement to the Management and Board of Directors of United Energy Distribution Holdings Pty Ltd

## Our Responsibility

Our responsibility is to express a limited assurance conclusion on whether anything has come to attention to indicate the Subject Matter has not, in all material respects, been prepared and presented in accordance with the Criteria, for the period 1 January 2025 to 31 December 2025.

Our review has been conducted in accordance with ASAE 3000 "Assurance Engagements Other than Audits and Reviews of Financial Information" and ASAE 3410 "Assurance Engagements on Greenhouse Gas Statements" to provide limited assurance. Our procedures described below in this report have been undertaken to form this conclusion.

## Inherent Limitations

There are inherent limitations in performing assurance - for example, assurance engagements are based on selective testing of the information being examined - and because of this, it is possible that fraud, error, or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all misstatements, as an assurance engagement is not performed continuously throughout the period that is the subject of the engagement, and the procedures performed on a test basis. The conclusion expressed in this report has been formed on the above basis.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating, and sampling or estimating such data.

## Use of this Report

This limited assurance report has been prepared for UE. We disclaim any assumption of responsibility for any reliance on this report to any other persons or users, or for any purpose other than that for which it was prepared.

We disclaim all liability to any party other than UE in respect of, or in consequence of, anything done, or omitted to be done, by any party in reliance, whether whole or partial, upon any information contained in this report. Any party, other than UE, who chooses to rely in any way on the contents of this report, does so at their own risk.

## Summary of Procedures Undertaken

The procedures performed to reach our limited assurance conclusion included, but were not limited to:

- Conducting interviews with management to understand data sources, systems, processes and responsible personnel to capture the data relevant to the Subject Matter;
- Reviewing relevant documentation including UE's Basis of Preparations, and relevant legislation;
- Performing analytical and other review procedures over the Subject Matter including reviewing evidence on a sample basis;

## Summary of Procedures Undertaken (Cont.)

- Conducting walkthroughs of the Subject Matter to source documentation;
- Testing the arithmetic accuracy of a sample of calculations of the Subject Matter;
- Reviewing the Subject Matter against the reporting criteria; and
- Reviewing user access and other key system and process controls as they related to the compilation of data or any calculations used.

## Conclusion

Based on the limited assurance procedures we have performed and the evidence collected, nothing has come to our attention that causes us to believe that the Subject Matter (described in Table 1) for the period 1 January 2025 to 31 December 2025, has not been prepared and presented in accordance with the Criteria, in all material respects.

Signed:



**J ELKHISHIN**  
Director  
RSM Australia Pty Ltd

Brisbane

11 February 2026

**For further information visit:**



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