



Purpose
Delivering energy solutions for regional growth and vibrant communities

We're connecting purpose with action

Strategic goals



Customer choice

Zero refusals when connecting rooftop solar by 2025



Energy affordability

Deliver solutions that enable customers to reduce their energy bills



Decarbonisation

80% reduction in retail emissions by 2030



Sustainable business

\$45M commercial uplift

Strategic themes and

and

Strategic initiatives



Lead the energy transition

1. Develop and launch products to reduce customer bills
2. Plan for and support the uptake of electric vehicles
3. Optimise DER management across our service area
4. Deliver our next zero hydrocarbon town
5. Transition our business to an 80% reduction in retail emissions
6. Improve power in Aboriginal communities



High performing organisation

7. Utility of the Future
8. Deliver our future skills needs
9. Operations Evolution
10. Deliver our safety, health and wellbeing strategy
11. Deliver our commercial potential
12. Optimise integration of renewable assets, reliably and on-time



Green growth

13. Sell our excess generation capacity
14. Grow our network outside the NWIS
15. Grow revenue in adjacent markets
16. Grow the NWIS network

Guiding principles



Community involvement

Listening, creating and delivering together



Aboriginal and Torres Strait Islander commitment

Positive impact on Aboriginal and Torres Strait Islander customers, suppliers, employees and communities



Cleaner, greener

Improving our shared environment



Regions first

Preference towards local people, goods and services

Foundational KPIs

Safe

- Lost Time Injury Frequency Rate (LTIFR)
- Total number of notifiable incidents
- SH&W leadership actions > 95%

Reliable

- Average outage number and duration per customer: 33/38 systems performing below SAIDI and SAIFI target

Engaged

- Employee Engagement Score >75%
- Aboriginal and Torres Strait Islander Employment of 7% of workforce

The case for refreshing our strategy:

The ambitious strategy we developed in 2019 was to guide and drive our business to 2025. It served us well and refocused us on what matters. With support from the State Government for our Renew the Regions program, the majority of our initiatives were achieved in three years instead of five. Combined with a worldwide decarbonisation agenda, changing community expectations and new State Government carbon commitments - we needed to adapt. This refreshed strategy will realign our business goals, accelerate our plans for the next ten years and help our customers stay on top of their energy consumption.



Understanding our purpose

Delivering energy solutions for regional growth and vibrant communities.

Our purpose aligns our organisation. We are focused on delivering grid and customer energy solutions, while embracing technologies and fuels to decarbonise. Our energy solutions will stimulate local employment and economic activity, which in turn will drive regional growth. We will contribute to the regions in a way that supports liveable, lower carbon, affordable and sustainable communities.

We are connected

Horizon Power's service area is over 2.3 million square kilometres. And while our colleagues are scattered across our beautiful state, we are all connected. We are connected by the company we work for and by our shared purpose – to deliver energy solutions for regional growth and vibrant communities. Our purpose has never been more important as we know that delivering on our purpose will help the communities in which we live, work and support to grow and thrive.

Strategic themes

Our strategic themes focus on how we're going to achieve our purpose and goals.



Lead the energy transition

We will actively identify, develop and deploy appropriate energy technologies that focus on cleaner, integrated and community co-created solutions.



High performing organisation

This is about setting us up for ongoing success. Focusing on our people, safety and creating the utility of the future - we will be faster, data led and upskilled for this new normal.



Green growth

There are significant opportunities for us to increase revenue and grow a profitable business as customers seek to decarbonise. We'll protect and grow the NWIS. We'll also expand our renewable generation asset base, deploy new products and grow in new markets.

Guiding principles



Community involvement

Listening, creating and delivering together. Our approach includes actively listening, seeking community counsel and involvement, and co-creating where appropriate, for energy solutions that provide the best outcomes for our communities.



Aboriginal and Torres Strait Islander commitment

Positive impact on Aboriginal and Torres Strait Islander customers, suppliers, employees and communities. Demonstrating our desire and commitment to improve the lives of First Australians through proactive and sustainable business decisions that make a positive impact for all Aboriginal & Torres Strait Islander individuals, communities and businesses.



Cleaner, greener

Improving our shared environment. Every decision with an environmental implication should, at a minimum, do no harm. We take this further by taking active steps to improve the land, natural and built environments, and enhance the liveability of our regional communities.



Regions first

Preference towards local people, goods and services. We will seek local content, local participation and suppliers for our commercial endeavours. A positive preference will be demonstrated to promote vibrant economic activity and help build thriving communities.