

International collaboration to support vulnerable customers

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4/12/25



Acknowledgement of Country





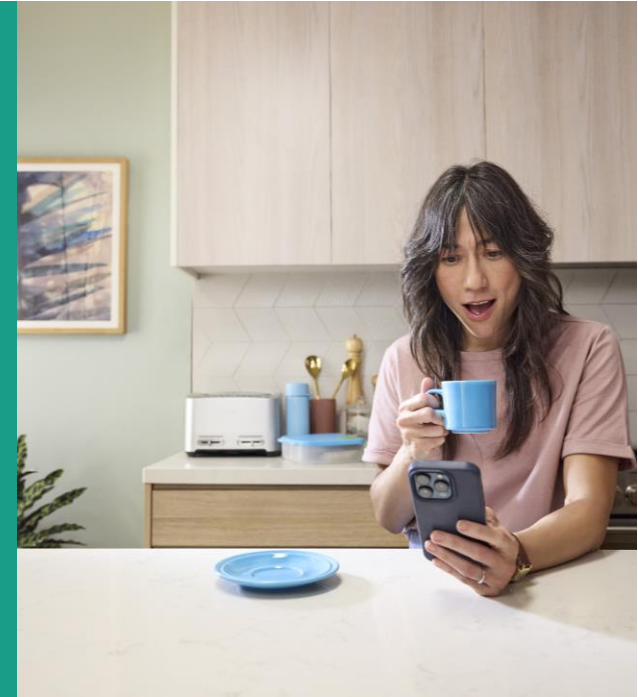
“To be the best utility of the energy transition”

- Operating in 30 countries
- 97,000+ employees
- 41GW of Renewables
- 88GW other energy production (nuclear, thermal, decentralized)
- 300,000km of Transmission and Distribution lines
- 22.5m B2C energy supply accounts
- Net Zero by 2045



“Zero is everything”

- Operating in Australia since 1996
- 450+ employees
- 1,000 MW of renewable and low carbon generation
- Rehabilitating Hazelwood coal mine
- 3,000 MW renewable energy pipeline
- 650,000 electricity and gas customer accounts across VIC, SA, NSW, QLD



Not. Acceptable.



Source: Rank the Retailer 2025 Report, Financial Counselling Victoria and Financial Counselling Australia



International innovations



International innovations



ENGIE is Here to Help

Pre-2025

\$3.5M



Payment Matching up to \$500 for customers >120 days aged debt

- 7,500+ accounts
- \$3m in bill credits
- 17% uplift in subsequent payments



\$100 kick start payments for new Bill Assist customers

- 5,000+ customers
- \$0.5M in bill credits
- 86% increase in customers subsequently entering Bill Assist

2025 Program

\$12.4M



Targeted bill relief for Bill Assist customers

- 2,750 customers who have been making payments, but not keeping pace with consumption
- \$3.4M applied in Aug - Sept
- An additional \$9M to be applied before Xmas



Thriving Communities Australia membership

- Fair access to the modern essential services to thrive in contemporary Australia.
- Enables **collaboration across multiple sectors**
- **Addressing vulnerability with an all-encompassing approach**
- Examples of collaborative opportunities
 - One Stop One Story Hub
 - Family Violence Round Table Event

Collaboration via industry working groups and round tables, with a broader range of stakeholders, enables better design and more sustainable outcomes for vulnerable people



Improving engagement with Financial Counsellors



Improved access to ENGIE's Bill Assist team



Greater participation in the community
supporting vulnerable consumers

- Bring your bill days in local communities
- Representation at financial counselling conferences



Reviewed and revised all existing training and processes for
financial hardship



Still a long way to go



Committed to improvement

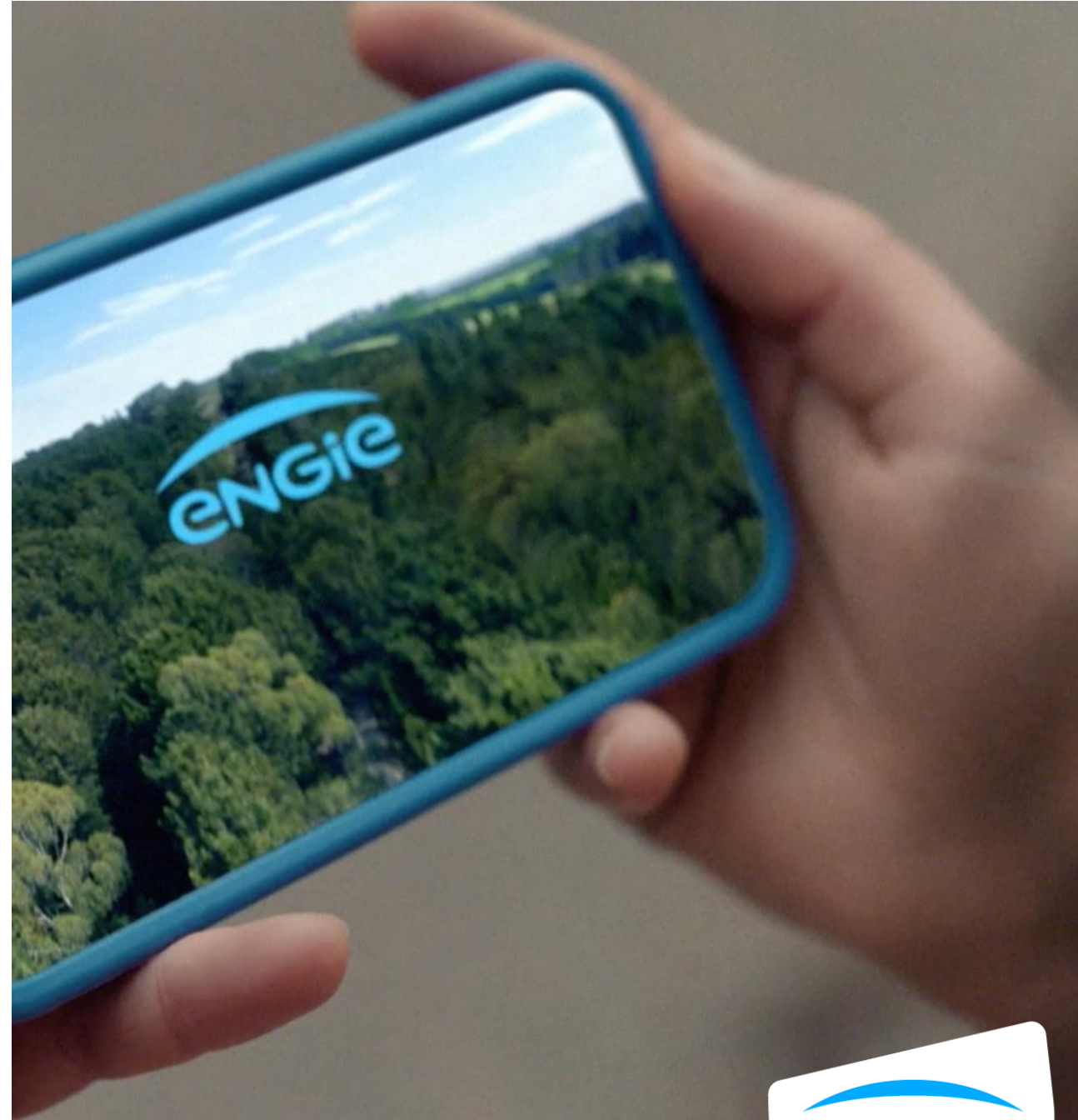


Building an evidence base for reform

- Leveraging insights from retailers
- Reviewing billing guidelines
- Reviewing regulatory scripting



Opportunities for collaboration



Thank You

