

September 2014

snowyhydro

NEWS

My first year as CEO...



and my vision for Snowy Hydro...

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ISSUE 26

My first year as CEO of Snowy Hydro...



In July this year, **CEO, Paul Broad**, completed his first year in the chair at Snowy Hydro. Paul reflects on the past year and outlines his vision for Snowy Hydro into the future...

My first visit to the Snowy Scheme was in 1998 and I loved it from that day. There has been a great relationship between Snowy and I for all that time, in my previous life as a CEO of Energy Australia I was one of Snowy's biggest customers and I've always admired the team here and the way Snowy does business.

I long coveted the chance to work here – so when that opportunity came up a year ago now, I grabbed it with both hands. I have to say that my first 12 months has lived up to everything I expected and much more, it's been an amazing experience already.

I split my time between Sydney, the mountains and Melbourne at Red Energy. I genuinely enjoy the mountains and the people who live and work here.

I love going to Cooma, to Tumut, Tumbarumba and Jindabyne, and I love going to the incredible assets and marvel at the skill of the people who built them. This job is one of those things where I feel instinctively that my whole career was always leading to a role like this. The culture when the Snowy Scheme was built still exists today with my incredible team of people who now maintain and operate it.

The Snowy Scheme was built around water. We talk about energy a lot, but the importance is with water; its beneficiaries, the food basin of the nation and how much more efficient the irrigators are today. With every drop of water they get from Snowy Hydro they are producing significantly more food. The global issue of feeding the world and its rapidly increasing population will be increasingly important in the next

...we need to reinvent the company much more around retail – selling energy directly to homes and businesses right across the country.

100 years and we will play our little part in providing water to one of the most magnificent and efficient food basins of the world.

There is always some chatter or some new report recommending privatisation of Snowy Hydro. I am well and truly on the public record that I am supportive of privatisation of government assets, but for Snowy Hydro it is not an issue for me, but for our shareholder governments. I drive this business as if it was privatised. We compete day in and day out with the big private players such as Origin and AGL and we do that successfully. What shareholders might do in recycling their capital is a matter for them in the coming years and we don't get distracted or worried by it. Snowy Hydro has been run as a private company now for more than 12 years so if it happens one day it won't change who we are or what we do.

When it comes to managing Snowy Hydro into the future, I'm taking a back to basics approach. Maintenance is the cornerstone of making Snowy work efficiently. The reliability of our plant is everything. I will make maintenance the heart of our company, getting it right, getting things to work and being proud of our maintenance. That is a change I want to see happen.

One major opportunity is around technology – technology is something I am passionate about. For all the tremendous success Snowy Hydro has achieved over the years, we are quite archaic in the way we collect and manage data. We have incredibly smart people and my job is to bring the best technology to release those smarts even further. An issue we have is in relation to how we operate our assets in our market. When we turn on our plant and bid electricity into the grid every five minutes – we need to make sure the plant turns on and off when we need it – we are investigating new technology to make this happen effectively and efficiently. This is just one example of how we are investing in the smarts to drive the business today.

Snowy Hydro has an enviable safety record. There is no more important thing for me than to have our

people go home safe. Not having that happen in previous roles, it is a horrible experience and I carry no deeper professional scar. To come to Snowy and see how safety is not just something we do, but a belief, and how much people live it day in and day out is a credit to all of our employee's right across the company.

You may have read in the media that we are also looking to acquire new assets, to grow our business further so that we can stay successful long into the future. We have a very strong balance sheet and look to buy suitable assets. However, one of the great things is that it's often not what you buy – but what you knock back. We have knocked back options in the past and in hindsight it has been the right decision. But the reality remains that Snowy Hydro's future will be a retail future, selling electricity to consumers directly through Red Energy and backed by a highly reliable Snowy Scheme and gas asset base and we will need to look at acquire other companies to achieve our goals.

So after my first year, what's my vision for Snowy? It is to maintain the assets to the highest order, to nurture the legacy and history of the Scheme, and to grow our business through Red Energy.

With the consolidation of the wholesale electricity market that's going on today our opportunities in that market are declining, as is energy demand, and so we need to reinvent the company much more around retail – selling energy directly to homes and businesses right across the country.

As you know Snowy Hydro owns Red Energy – a very successful business. We will grow our Red business both organically and possibly through acquisition of other retail companies. We will reinvent ourselves from being just Snowy selling energy to other companies like Origin and AGL, to Snowy Hydro selling to our own retail business and households around Australia, using the strength of the Scheme and our gas assets, to make us competitive as a retail business to grow the company going forward.

UPDATE:

The facts around the Jindabyne Share Trail



There are a number of community misconceptions around the closure of the Jindabyne Share Trail. **General Manager, Community Affairs & Corporate Relations, David Hogan, outlines the facts...**

Many in the Community would be aware that the Jindabyne Shared Trail near the Snowy River Shire Council (SRSC) water treatment plant has been closed for some time after the discovery of dumped fibro asbestos fragments last year.

Immediately after the discovery was made, SRSC closed the affected 400m section of path while visible fragments were picked up and air quality monitoring was carried out. Although the air quality monitoring showed that there were no airborne fibres, the SRSC made a decision at this stage that it would keep the trail closed until a long term solution was found with all the stakeholders who include Snowy Hydro and the Roads and Maritime Services (RMS).

Soon after the decision by SRSC to close the trail, arrangements were put in place to carry out an independent investigation to determine the source of the fragments and the options for managing safe access to the area into the long term. The independent site investigation concluded that the

asbestos was dumped many years ago and spread across land owned and or managed by SRSC, Snowy Hydro and RMS.

The nature of the contamination and the number of stakeholders has made delivering a prompt solution to the community a challenge. But SRSC and Snowy Hydro have worked together to plan and design a solution with the overarching goal of making the area safe for users.

Snowy Hydro's role has been to provide technical, environmental advice and assistance including costs of clean-up of the fragments, the independent site investigation and air quality monitoring. This has cost Snowy Hydro in the order of \$60,000 so far, but the priority at all times has been to keep people safe while working out how to get the trail open.

In July 2014, SRSC and Snowy Hydro agreed to how the site should be rehabilitated based on the recommendations of the independent investigation.



It was agreed that the costs should be borne equally between the landowner and the primary user of the land.

The proposed work would take about 8 – 10 weeks with the goal of having the bike path opened by the October long weekend 2014, which was considered most achievable. This work would include sealing of the bike path, fencing out areas where any remaining asbestos may be present and extensive mulching to cap the areas adjacent to the site. This is solution was in accordance with guidelines for rehabilitation of contaminated sites to ensure public safety.

In late August, Snowy Hydro was advised by the SRSC that the water rising main pipes in this location were to be replaced before the bike path work could proceed. Snowy Hydro was advised that the pipes will be in need of replacement within the next few years and it was SRSC's view that spending significant money now on the site, only to have the area dug up again in a few years, was both inefficient and add to costs for the council over the long term.

While Snowy Hydro understands the community's disappointment at the bike path continued closure, we understand SRSC's decision and agree that completing all the works together is a better long term outcome for ratepayers.

Regrettably, there are always rumours and uniformed commentary in some quarters about this issue and Snowy Hydro has repeatedly being blamed for the closure of the track. This has been both ill-informed and plainly inaccurate.

The most cost effective option would have been for Snowy Hydro to simply close access to that part of our land and fence the site. However, that is not in keeping with our commitment to working with and supporting our local community and working closely and constructively in partnership with local government to deliver positive recreational outcomes around the foreshores of Snowy Scheme lakes.

In short, Snowy Hydro has been completely committed to three things:

- 1) Make the area around the bike path safe.
- 2) Have it reopened as soon as practical.
- 3) Reach agreement on costs for fair share of repair and rehabilitation.

SRSC will be communicating with the community directly around the plans and timing of works for this site and we have collectively agreed that we should aim to have the bike path reopened in February 2015. If you have any further questions about this project please call the Snowy River Shire Council for further updates.

In the meantime we again advise bike path users to not use this section of trail and enjoy the many other available options to around the foreshore.



Snowy River Flushing Flows 2014



The NSW Office of Water has finalised the 2014/15 environmental release patterns to the Snowy River below Jindabyne Dam and the Snowy Montane Rivers. Manager, Water, Environment and Lands, **Andrew Nolan**, gives us the details...

The annual release targets for Jindabyne Dam will total 155,300 megalitres and the target for the Montane River releases is 66,700 megalitres.

The level of Lake Jindabyne is expected to remain above average in the coming months in order to ensure that the required volume of water for the full environmental release program is available.

As Snowy Hydro is legally obligated to meet the release requirements, we work hard to ensure sufficient water remains available to meet all of our release requirements whilst balancing the risk of Lake Jindabyne reaching full supply level and spilling as it did in 2012.

The 2014/15 pattern of daily releases from Jindabyne Dam down the Snowy River seeks to emulate flows in a natural unregulated snow melt river system. This means that the operation of the release valves will be a regular feature during winter and spring as a number of high flow events will be delivered.

A flushing flow, which will peak at 10,294 megalitres per day, is scheduled for the 14th of October, although the exact release date will be dependent on inflows during spring. The NSW Office of Water will advise downstream residents and other stakeholders 14 days ahead of the confirmed release date.

Snowy Hydro will again open a viewing area for the public below Jindabyne Dam between 13-16 October 2014 for the flushing flow release. Please note that the

spillway releases are only on Tuesday 14 October. All other releases will be via the two cone valves at the base of the dam wall.

The NSW Office of Water will be responsible for advising downstream landholders and other stakeholders of the flushing flow details and river heights. The peak flow rate is similar to the 2013 event. It is anticipated that during the largest of the spring 2014 events on 14 October, the river level will rise from 0.98m to approximately 1.87 metres at the Dalgety gauge. The rise in water levels will vary depending on your location and inflows from tributaries, but flows will be within the river channel.

The NSW Government recommends that equipment should be secured or moved three metres higher than the existing base water level in the Snowy River.

The total volumes targeted and the apportionment of water between all of the Montane catchments is also determined by the NSW Office of Water. The Montane Environmental Program will deliver additional water to the Murrumbidgee River below Tantangara Dam, the Goodradigbee River, the Geehi River below Geehi Dam and the Snowy River below Island Bend Dam.

If you want more information about the targets and release patterns for the Snowy and Montane Rivers environmental release programs contact the NSW Office of Water. Visit www.water.nsw.gov.au or email:

✉ information@water.nsw.gov.au

For more information on the Snowy River Flushing Flows visit www.water.nsw.gov.au

Snowy Hydro wins two Australian Business Awards!



Snowy Hydro has again won two Australian Business Awards for Community Contribution and Innovation in 2014. **Manager, Corporate Communication, Danielle Venables, outlines the wins...**

Earlier this year Snowy Hydro submitted two applications to the Australian Business Awards. The Australian Business Awards are a national, all-encompassing awards program honouring Australia's business, innovation and technology leaders through the recognition of their ground-breaking vision, innovative products and exemplary execution of projects, technologies, service, programs, systems and other initiatives. The program engages with leading corporate, government and non-government organisations providing regional recognition with a global significance through an established set of business and product award categories.

In winning the award in the Community Contribution Category, Snowy Hydro was recognised for our outstanding commitment to the community through the creation, development and implementation of our Community Partnerships Program. The Community Partnerships Program provides both financial and in-kind support to local communities, supporting initiatives that fit with our business, values and culture and that are valuable to the people of our region. This includes the Snowy Hydro SouthCare Rescue Helicopter, our Young Driver Training Program and our support of major festivals and events in the Snowy Mountains region.

Snowy Hydro was also awarded in the Innovation Category through the use of the Unmanned

Underwater Vehicle (UUV) to assess tunnel condition in the Snowy Scheme.

The Award for innovation recognised leadership through the practical application of innovative solutions for market needs. The use of the UUV also broke a world record for the longest tunnel inspection performed by a tethered vehicle.

Our Managing Director and CEO of Snowy Hydro, Paul Broad said: "winning these two awards is a fantastic achievement for the team at Snowy. These awards recognise our commitment to our communities and innovation. I'm very proud of the team here at Snowy Hydro."

Ms Tara Johnston, ABA Program Director, says, "As markets become more informed, organisations are required to be responsive and dynamic in order to create functional, sustainable processes and future-proof products. The program places value on a proactive approach to instigating long-term solutions and generating positive outcomes to ensure a bright economic future for Australians, through the recognition of demonstrated commitment to putting bold ideas into motion and creating products that matter,"

For more information on The Australian Business Awards go to www.businessawards.com.au

We welcome your feedback...



Snowy Hydro invites the community to participate in our fifth biennial Community Feedback Project. General Manager, Corporate Affairs & Community Relations, David Hogan, explains more...

Snowy Hydro would again like to know what you think regarding our community communications, our Community Partnerships Program, your understanding of how our business operates and the water operations of the Snowy Scheme.

We have engaged external independent experts to undertake this feedback process on behalf of Snowy Hydro. As always, our aim is to further improve our company communications, mutual understanding and to strengthen our relationship with our local communities.

The survey work will include one-on-one interviews with members of the community and phone surveying of 500 households, all selected randomly, from across the region.

We acknowledge that phone calls at home can be an inconvenience. Please feel free to not participate if you are called and it is inconvenient.

However, we do value your comments and opinions and encourage you to participate. If you are contacted for an interview or phone survey, please consider giving 10 minutes of your time to complete the questionnaire in the interests of helping us to continually improve our relationship and understanding within our local communities.

The data from these surveys has led to many improvements, such as this newsletter for example. Other examples include our social media feeds, improvements to our website and our annual Water Report. Your feedback has also helped us fine-tune our Community Partnerships Program with activities such as the Young Driver Training Program, Snowy Ride and Kids Cancer research, and of course, our support for the Snowy Hydro SouthCare Rescue helicopter service.

We look forward to getting your feedback and improving what we do even further.



Khancoban Boat Ramp - a new lease of life



Snowy Hydro and the Tumbarumba Shire Council have been working together to give a new lease of life to the area around the Khancoban Boat Ramp. Snowy Hydro's **Manager Environment, Charlie Litchfield**, explains more...

A proposal that aims to increase the number of visitors and improve visitor experience around Khancoban moved one step closer this week when Snowy Hydro and Tumbarumba Shire Council signed off on a lease for the Khancoban boat ramp, picnic area and surrounds.

Snowy Hydro was approached by Tumbarumba Shire Council seeking support for a proposal that would see free camping provided on Council owned land adjacent to the boat ramp. A few concerns about ensuring public safety, waste management and amenity had to be resolved, but now long term arrangements are being put in place that will meet the goals of both organisations, protect community interests and add to the appeal of Khancoban for visitors.

Free camping will be promoted and managed by Tumbarumba Shire Council within a designated area adjacent to the boat ramp consistent with the Councils policy for camping in other reserves. Permits will be issued for certain lengths of stay and conditions for campers will be clear and enforced by the Council and its rangers.

Improvements to the site will include relocation and upgrading of the toilet /amenities block, new tree planting and improved signage.

The new lease of life being given to the area around the Khancoban boat ramp by Tumbarumba Shire Council may well be an example of how the community can benefit while the pondage fulfils its primary purpose as part of the Snowy Scheme.



Khancoban Boat Ramp area

Improvements to the site include relocation and upgrading of the amenities block, new tree planting and improved signage...

Cooma Universities Centre Update...



A number of exciting developments have been happening at the Cooma Universities Centre - from the CUC being Incorporated to University degree's on offer in 2015. CUC Coordinator, Zoe Dawson, tells us all about it...

The Cooma Universities Centre has now been in operation for 18 months. During this time we have had over 90 students from the region register at the CUC, assisting them to undertake distance education degrees through many Australian universities. Students utilise the centre from 8.30am to 10pm seven days a week and access all of their university course content online through our high tech facilities and fast internet connection. At the CUC you can study any online degree with any university in Australia right here in the Snowy Mountains

In July this year the CUC became an Incorporated, Not for Profit organisation run by a Community Board. This will allow us to form partnerships with universities, apply for funding grants and increase community support of the centre. Snowy Hydro has moved from directly running the centre to now being a major sponsor of the CUC. Snowy Hydro will continue to support the centre financially, along with support and assistance from the Cooma Monaro Shire Council.

The most exciting thing to happen since the CUC started is our ability to offer Supported Learning University Degrees. Supported Learning requires a group of people, or cohort, studying the same degree. They will spend the majority of the time studying online content (either on their own or they would have the chance to meet up with other students doing the same course) and then once a week have a face to face tutorial at the CUC facilitated by a professional tutor from the university to keep them

on track, answer questions and deliver content in a personalised setting.

The CUC is currently in negotiations to offer supported learning in 2015! The University of Canberra aims to offer a degree in Events and Tourism Management, and Central Queensland University aims to offer a Bachelor of Education (Early Childhood or Primary).

All we need now is you!

These courses will only operate dependant on student numbers so we need your expressions of interest! If you are interested contact me on the details opposite. Remember that University study and these two degrees are open to any age group - it's not just school leavers - we welcome mature age students as well. If you have thought about studying Uni, or going back to do a second degree, this could be the perfect opportunity!



CUC Community Board (L-R): Zoe Dawson, Carolyn Ewart, David Hogan, Dean Lynch, Adrian Bell, Mick Boyce, Duncan Taylor and Anne Maslin

Degree's on offer in 2015:

Degree in the Events and Tourism Field

The event and tourism industries are fast growing and require a skilled and experienced workforce to help drive forward their growth and sustainability.

This course explores the nexus between the events and tourism industries and is underpinned with a foundation in business studies that will develop knowledge and skills relevant for those students seeking a career in the event and tourism industries.

Events considered, both in tourism and non-tourism contexts, may include sports, festivals, conventions, meetings, and community activities. Key elements of the course are the development of teamwork skills and the pursuit of workplace experiences to enhance the employability of students, upon their graduation, who are seeking careers in the diverse and evolving event and tourism industries.



UNIVERSITY OF
CANBERRA



Bachelor of Education - Early Childhood or Primary

The Bachelor of Education Primary and Bachelor of Education Early Childhood share a common first year and graduate students who qualify for professional registration as teachers throughout Australia.

Central Queensland University's education programs are innovative and unique in their approach to learning. Whether you are looking to start your career, or widen and improve your employment prospects, Central Queensland University can help you to achieve your goals.

In addition to building the professional knowledge and skills required to teach effectively in a wide range of contemporary educational settings, this program prepares teachers who have the dispositions for engaging in and contributing to the teaching profession through a commitment to ongoing professional learning.



If you would like to complete one of the above courses in 2015 contact us on:

Email: zoe.dawson@coomauc.com.au
SMS: 0437 344 620 (we'll call you back)
Visit: 38 Bombala St Cooma
Phone: 02 6452 3368 or 0437 344 620
Web: www.coomauc.com.au
Facebook: Cooma Universities Centre
Twitter: @CoomaUniCentre



cooma
UNIVERSITIES CENTRE



Former Worker Annual Briefings



Snowy Hydro invites former workers to attend one of two Annual Briefings being held in October in conjunction with the 65th Reunion. **Manager Visitor Centres, Heath Woolley**, outlines the details...

Former Snowy Scheme Workers are invited to attend an annual briefing at the Snowy Hydro Discovery Centre during the 65th Reunion weekend celebrations. We are proudly supporting the Snowy Scheme Association with their reunion activities. This year we will be holding our Annual Former Worker Briefings in October rather than November to coincide with this event.

This forum is a great opportunity for those who helped build the Scheme to hear about Snowy Hydro today, how we are maintaining and upgrading the Snowy Scheme and how we are evolving the business to meet the needs of the increasingly competitive National Electricity Market. This briefing is also a great opportunity for former workers to catch up with past colleagues.

No RSVP is required, so if you would like to attend the details for the briefings are outlined in the green box opposite. We look forward to seeing you again in October.

Former Snowy Scheme Workers Annual Briefings:

When: Friday 17 October 2014; or
Monday 20 October 2014

Where: Snowy Hydro Discovery Centre
Yulin Ave, Cooma

Briefing Schedule:

10:00am Morning Tea

11:00am Snowy Hydro Update

12:00pm Questions & open discussion

12:30pm Briefing concludes



Snowy Mountains Scheme

65th Reunion

Friday 17th - Monday 20th October 2014

COOMA · NEW SOUTH WALES · AUSTRALIA

Snowy Hydro is supporting the Snowy Scheme Association with the 65th Anniversary since construction started on the Snowy Mountains Scheme.

A number of events are planned over the 65th Reunion weekend commencing 17 October which include a Reunion Dinner, Snowy Hydro Former Worker Presentations and even tours to various Scheme assets and facilities.

Look out for our November edition of Snowy Hydro NEWS for highlights and photos of the Reunion Dinner, tours and other activities.

We encourage all former employees to make contact with the Snowy Scheme Association and become a member. To register, or for more information about the 65th Reunion activities contact:

Cooma Visitors Centre

 1800 636 525

 info@visitcooma.com.au

 www.visitcooma.com.au





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Red Energy gives New South Wales, the power to choose an electricity retailer that is 100% Australian.

Not only are we 100% owned by the mighty Snowy Hydro, we're based right here in Australia.

That means the community and economy benefit from keeping Aussie jobs here, and our customers benefit by having locally based, award-winning service and great value electricity.

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