

September 2016

# snowyhydro NEWS

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ISSUE 34



# Experiencing wet conditions across the region



**Water, retail and results are all front of mind at Snowy Hydro in 2016. CEO, Paul Broad, gives an update on current happenings...**

What a difference a couple of months make! Earlier in the year we were preparing for drier conditions off the back of El Nino but, as our Snowy Hydro climate scientists predicted last edition, we are now experiencing decidedly wetter conditions. With only four months of the water year passed, we have already received well over half of our annual inflows and the snowpack hasn't started to melt yet. Already we have seen some high inflow events in July which affected landholders around the Murray; and NSW water authorities are carefully watching the Murrumbidgee side to manage any water issues that could arise there.

Snowy Hydro is working with local emergency services and property owners to ensure the lines of communication are open and we update people regularly on the conditions we are experiencing on the waterways across our operations. As the snow melts and inflows into the Scheme increase, it's important local communities and landholders are

kept abreast of any major movements of water. We will continue to work with local authorities and communities in the coming months to carefully manage any water events as they arise.

You can read more about the current weather forecasts from our Manager, Water and Environment Andrew Nolan on page 6.

On a pleasing note, Snowy Hydro has ended the 2015/16 financial year in a strong position. This is the first full year that our recent acquisitions - our gas power station in Colongra and diesel assets in South Australia, as well as Lumo Energy and Direct Connect - have contributed to our financial results.

We hit some significant milestones as a business this year - exceeding more than \$2 billion in revenue and passing the one million retail customer mark - a position we have sustained and continue to grow. Our retail businesses - Red Energy, Lumo Energy

and Direct Connect - are all working together to attract and retain customers, focusing on superior customer service and industry leading customer satisfaction scores. We have more than 1200 staff working in our retail businesses in Melbourne and we are working to bring them all together under one roof by next year.

Our generation business has also had a strong year. Generation levels have increased as market and operational conditions improved. We are focused on improving the performance of our assets across the fleet and are currently working on a major upgrade of one of the units at Murray 1 in Khancoban, meaning more Snowy Hydro workers will be located in and around that region over the coming months.

We would love to grow support for Red Energy in the Snowy Mountains and, as such, we have been sponsoring local events and festivals and we're once again sponsoring the ski season this Winter. As a local company with such a long and proud history in the Snowy Mountains, we want to ensure that the communities we live and work in can get the benefit of being our customers, with energy backed by the mighty Snowy Scheme. Our field sales teams have been out and about in the Cooma and Tumut regions over the last few months and will continue

to encourage households and businesses to get on board with Red.

Shortly we will be conducting our biennial community research so you may receive a phone call asking you to spend some time talking about Snowy Hydro, how we communicate with you and your understanding of our business and its challenges. If you are approached, we would greatly appreciate you spending the time to give us your thoughts. It's all confidential and anonymous, of course. It will help us to ensure we are doing the right things to keep you informed about our business. In the meantime, stay safe and dry!



**Sign up to Red Energy today!**

**Visit [www.redenergy.com.au](http://www.redenergy.com.au)**



# Snowy Hydro scores two Australian Business Awards



**Snowy Hydro has been recognised as an ABA100 Winner in The Australian Business Awards 2016 in two categories. Manager Corporate Communication, Danielle Venables, outlines the awards...**

For the sixth year running, Snowy Hydro has been recognised by the Australian Business Awards 2016. This year we won in two categories - Community Contribution and Communications Excellence.

The Community Contribution award affirms Snowy Hydro's commitment to taking care of the communities in which we operate and setting the standard as a trusted corporate citizen.

The award recognises our achievements in successfully implementing a program that is not only innovative, but as industry leaders push the wider business community towards excellence. The Community Partnerships Program targets investment where it will have a positive impact and generate long-term benefits for the communities of the Snowy Mountains region - such as our support for the Snowy Hydro SouthCare Rescue Helicopter, Cooma Universities Centre, Young Driver Training as well as local festivals and events.

"We don't just support charities and not-for-profits; we build partnerships with organisations that are dedicated to supporting better outcomes for the people who live and work in the Snowy Mountains region," Snowy Hydro Managing Director and CEO Paul Broad said. "The vitality and economic viability of these communities is critically important to Snowy Hydro as these are the towns where our staff and their families live and work."

In addition, Snowy Hydro was also recognised as an ABA100 Winner in the Communications Excellence category for our Snowy Hydro NEWS quarterly community newsletter.

Over the past decade Snowy Hydro has been dedicated to significantly improving communication with the communities it operates in to build relationships, help people understand our business operations and obligations and improve community engagement.

"Through this newsletter Snowy Hydro has seen a measurable improvement in communication, engagement, perceptions and business understanding in our communities. Being awarded the Australian Business Award for Communication Excellence signals that this communication tool is not only successful, but our number one communication tool with our local communities."

"For over a decade, The Australian Business Awards have recognised organisations that prioritise innovation and technology as drivers of local and international markets," Australian Business Awards Program Director, Ms Tara Johnston, said.

"The ABA100 Winners have demonstrated a commitment to technologically transformative innovation through business initiatives that have propelled them to success in a highly competitive business environment.

"Those organisations that can continue to evolve alongside ever changing business models will secure their longevity, continually contributing to the marketplace by disrupting the status quo in a positive way," Ms Johnston added.

Each year the ABA100 Winners are recognised through a variety of different award categories that demonstrate transformative business and product innovation. Corporate, government and non-government organisations are recognised for their ability to drive innovation through the application of technical expertise in the management of industry leading initiatives, and for the research and development of high-performing products and services.

For more information on The Australian Business Awards and the 2016 ABA100 Winners go to [www.australianbusinessawards.com.au](http://www.australianbusinessawards.com.au).



# WEATHER & WATER

## One of the wettest winters on record



**We have been experiencing a wet winter this year as forecasted by our team of weather specialists. Manager Water & Environment, Andrew Nolan, updates is on what to expect in the coming months...**

As mentioned in the last two editions of Snowy Hydro NEWS, our weather specialists have been busy monitoring and forecasting the interesting weather patterns that have occurred over the Snowy Mountains region to date in 2016.

The dramatic turn of climate conditions from very dry to very wet has eventuated largely as we were forecasting earlier in the year. Conditions have turned from one of the driest summers on record to one of the wettest autumn/winters on record. This has included some significant inflow events such as around 22 July when we saw the average inflows for the Scheme for the month of July occur in one week alone.

For the statisticians, inflows are now tracking at roughly a 9 per cent probability of exceedance, meaning that we would only expect nine in every 100 years to be wetter. With only four months of the water year passed, we have received well over half of our annual inflows.

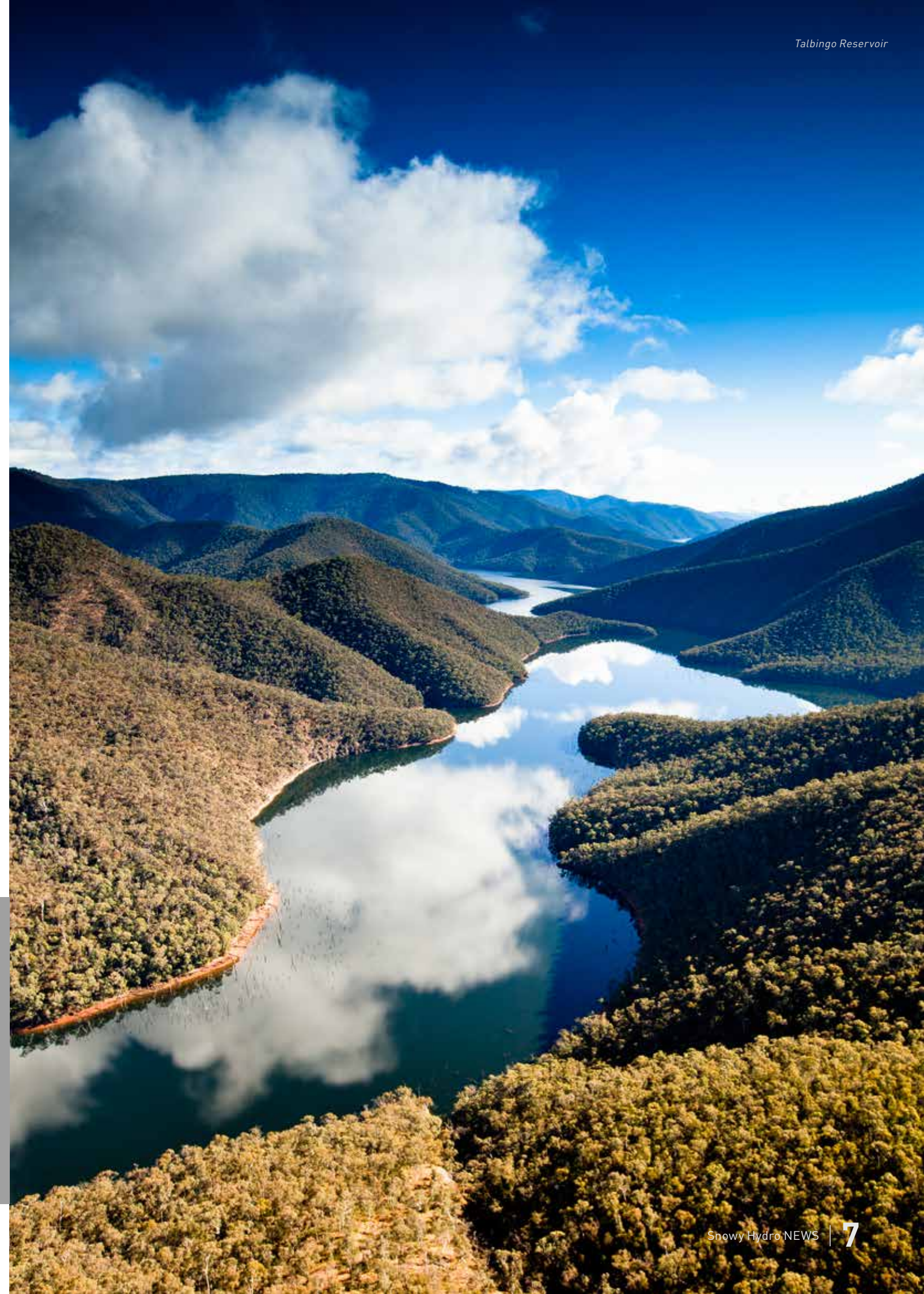
As well as the constant and careful management of diversions and forced generation that these very wet conditions require within the Scheme, we are also working closely with stakeholders downstream to make sure key information is exchanged and there are no surprises. This includes the water authorities of NSW Department of Primary Industries - Water, Water NSW and the Murray Darling Basin Authority who operate the major storages downstream of us, as well as our local communities who live and work in an around the Snowy Scheme.

There is still a healthy snowpack on the hill so we are planning for continued wet conditions for spring and early summer which will keep our people and assets on their toes and doing what they do best. The outlook into summer is less certain, but with such a wet catchment we are not expecting things to turn dry any time soon!

## SnowyLIVE water app is now available to download!



Real time water information from the Snowy Scheme - including lake levels, snow depths and water releases - is now available on your smart device through the SnowyLIVE water app! Snowy Hydro's free SnowyLIVE water app is now available from either the Apple App Store or Google Play. Search SnowyLIVE and download today!





# Respecting the heritage of the Snowy Scheme

## Former Worker Annual Briefing 2016



Each year Snowy Hydro hosts former workers at an Annual Briefing to hear from our leadership team on what is happening in the company today. **Manager Community Relations, Heath Woolley**, outlines the details...

More than 100,000 people came from all over the world to join the construction of the mighty Snowy Mountains Scheme and their commitment not only delivered a wonderfully engineered Scheme but it was a nation changer in terms of culture and achievement.

We maintain a strong link to our history. A key element of this is the Former Snowy Scheme Workers annual briefing. This year it will be held on Monday 14 November 2016 from 2:30pm to 4:00pm at the Snowy Hydro Discovery Centre in Cooma.

This forum is a great opportunity for those who helped build the Scheme or played their part in the company's ongoing evolution in a changing water and electricity market to hear about Snowy Hydro today.

The forum will discuss how we are maintaining and upgrading the Snowy Scheme, the use of new technology and innovation and how we are evolving to meet the needs of the ever increasingly competitive National Electricity Market. There will be plenty of time for questions and discussions - not to mention the chance to catch up with former colleagues.

I attended last year's briefing and it was really special to spend time with some of the men and women who worked on the Scheme during construction and hear their stories. The fact that they came from all over the world, particularly from post-war Europe, to join together to take on the challenge of building the iconic Snowy Scheme, is truly amazing.

Listening to their stories during their time together is remarkable, so to is the enthusiasm with which they listen to presentations from our people about the asset maintenance and upgrades happening today.

The briefing will commence with an afternoon tea where former workers can catch up, followed by a presentation in our large theatre.

No RSVP is required, so if you would like to attend the details for the briefing is outlined in the box opposite.

We look forward to seeing you again.

### ***Former Snowy Scheme Workers Annual Briefing:***

**When:** Monday 14 November 2016

**Where:** Snowy Hydro Discovery Centre, Yulin Ave, Cooma

### ***Briefing Schedule:***

2:30pm	Afternoon Tea
3:00pm	Snowy Hydro Update
3:30pm	Questions & discussion
4:00pm	Briefing concludes

# Thank you for your feedback

## 2016 Community Feedback Project



Snowy Hydro would like to thank the communities of the Snowy Mountains for participating in our 6th biennial Community Feedback Project that is currently underway. **General Manager, Corporate Affairs, Jane McMillan**, outlines the project...

With the aim of continuing to improve our company communications and to strengthen our partnerships with our local communities, it is essential that we get honest and direct feedback from across the community.

We value the opinions of the communities in which we operate and work hard to provide timely information about our operations to local stakeholders. The survey will ask for feedback on our community communications, our community partnership program, our relationships across the local region and your understanding of our business.

The survey, which commenced last week and will run for another two, is confidential and anonymous. Independent specialists are undertaking this process on behalf of Snowy Hydro and includes one-on-one interviews with a cross section of community leaders and phone surveying of 500 households, all selected randomly, from across the region.

We acknowledge that phone calls at home may inconvenience some and you should 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 community relations and our communications initiatives.

We thank you sincerely for your feedback, as we have seen from previous years I am confident your feedback will again result in further improvements to our community engagement, partnerships and mutual understanding.



## experience the Snowy Mountains Scheme at Murray 2 Power Station

Snowy Hydro is temporarily opening up Murray 2 Power Station as a visitor destination while major works are completed at Murray 1. Located off the Alpine Way at the end of Powerstation Road, Murray 2 Power Station inspections will occur at 11am and 2pm week days until the 2016 October long weekend. From there we hope to have established a temporary visitors centre at the site and will also be open weekends. We look forward to welcoming you at Murray 2!

### Power Station Inspections 11am and 2pm







# SWITCH YOUR GAS TO RED



It's been a long time coming but gas supply is now available for your home or business in Cooma, Bombala, Illabo, Gundagai, Adelong, and Tumut!

Life's simpler when you get your electricity & gas from one place. So, when get your gas from Red you'll continue to benefit from

great value - affordable energy, with a 10% Pay on Time™ discount off your entire bill, not just your energy usage\*.

We've made switching easy. Call our award winning Customer Solutions team on 131 806 and we'll handle all the paperwork.

**Call 131 806**  
**redenergy.com.au**

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\*Discount will be applied to your total bill amount (based on our market rates, which are subject to change) when paid by the due date. Pay on Time™ discount for gas only applies if you also have an electricity account with us for the same property as your gas account. This offer is only available to certain meter types and areas. Energy Price Fact Sheets are available at [redenergy.com.au/pricefactsheetnsw](http://redenergy.com.au/pricefactsheetnsw).