

September 2017

snowyhydro

NEWS

“It’s time for lasting energy solutions.”

CEO Paul Broad

Read inside for more...

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ISSUE 38

It's time for lasting energy solutions



CEO, Paul Broad, shares his views on the current energy landscape...

It has been a year like none other for our energy markets. Prices keep rising and there have been growing rumblings about blackouts over summer due to a lack of supply. In this environment, it's no wonder that affordable and reliable electricity is front of mind for all of us. It is a very real issue for Australian households and businesses, and one which needs a long term solution.

Unfortunately we've seen some knee-jerk reactions and poorly thought out short term fixes, which are only making things worse. Our power prices are now among the highest in the world - an incredible position to be in when we are a country blessed with abundant natural resources, sunshine and hydro power. We need to harness these wonderful resources to deliver a sustainable solution to the energy pain being experienced by consumers.

At Snowy Hydro, we've always prided ourselves on building long-term energy solutions for our customers and communities. Our identity has been shaped by the visionary spirit of our founding fathers who built the original Snowy Mountains Scheme, which has played a critical role in providing reliable electricity supply for decades.

As the largest battery in the National Electricity Market, the Scheme has kept the lights on by quickly switching on our hydro stations to generate electricity when it's most needed and prevent blackouts. This role is critical now more than ever as we come into summer, with a market forecast showing power shortages to support expected high demand.

We're also seeing continued rapid growth in wind and solar generation as our economy decarbonises. As these variable renewable energy sources grow, we need to balance their unpredictability with large scale storage which can ensure system stability and security at times when the wind isn't blowing or the sun isn't shining.

This is where Snowy 2.0 comes in. With its strategic location between two major cities with the highest demand for energy and its significant scale - enough to power 3 million homes for a week - Snowy 2.0 will give our communities the ability to access energy as and when we need it, while continuing to ensure the stability of the power system. As the largest battery in the market, it will store electricity generated by wind and solar when demand is low, and release

it when demand is high and there is no wind or sunshine. Snowy 2.0 is the only credible solution to meeting Australia's future energy needs and keeping the lights on for generations to come.

Our project is definitely capturing the hearts and minds of many people, both in government and the public. We recently hosted the Prime Minister, Malcolm Turnbull, during his second visit to Snowy, where he toured our underground power station at Cabramurra and received an update on the progress of our feasibility study. Our Discovery Centres in Cooma and the regions also continue to see an increase in the number of visitors keen to learn more about the Scheme and 2.0. It is wonderful and very heartening to see such widespread support and interest in our project.

Like all other Snowy Hydro investments, Snowy 2.0 has to be commercially viable (needs to "wash its own face") and meet our investment guidelines before it can proceed. We are well underway with our feasibility study to determine if the economics stack up, and the Board of Snowy Hydro will be making a decision on next steps early next year.

Snowy 2.0 is an ambitious project with significant engineering complexities, but we pride ourselves on our outstanding track record. When it comes to building and operating hydropower stations and pumping, Snowy Hydro stands tall with the best of the best. Snowy 2.0 builds on our legacy, and we are confident it will ensure the stability and security of the electricity market for future generations.

We have had a very successful financial year 2017. This strong performance has been driven by a combination of independent factors that rarely align to benefit Snowy Hydro so materially, including unprecedented high water inflows and strong demand. High inflows meant we were able to generate a record number of large scale renewable energy certificates. Our unrivalled technical expertise and best practice plant maintenance meant our equipment was available when it was needed most.

Like many consumers and businesses, we are also significantly impacted by the effects of increasing energy costs. Given our limited water resources, we don't have enough energy to sell to our customers and therefore have to buy energy from the market at the high prices that are currently being charged. As such, we are very conscious of the impact of rising prices, and proactively look for ways to help customers manage their power usage and bills.

This was reaffirmed at the recent retailer roundtables convened by the Prime Minister to discuss initiatives to better protect retail customers. I was immensely proud to represent our retail businesses Red Energy and Lumo Energy, and to be able to confidently say that in every key instance, we are - and have been for many years - doing what is being proposed to provide the best offers to consumers. This is a reflection of our businesses being values driven - we do the right thing by our customers and we place decency at the core of our daily interaction with each and every one of them.

Ultimately, at the heart of our success is our people. I'm both proud of and impressed by the innovative, forward thinking the team at Snowy Hydro, and the safety, agility and teamwork that they continue to demonstrate in times such as those we are experiencing now.

Safety remains our greatest priority at Snowy Hydro, and our ultimate goal is zero injuries for all employees, contractors, and zero impact on our families and communities. By focusing on safety leadership and proactive risk-centred conversations and behaviours, we have significantly improved our safety performance over the past year and reduced our injury frequency rate by more than 50%. Our behavioural safety conversations have doubled within 12 months, and we continue to see sustained improvement in our safety culture.

Above all else, this is what makes me most proud - to lead and work with an outstanding group of people who are focused on delivering safe and sustainable outcomes for our customers and our communities.

As the largest battery in the National Electricity Market, the Scheme has kept the lights on by quickly switching on our hydro stations to generate electricity when it's most needed...

Snowy - the NEM's largest battery



With pumped hydro a major focus for the energy market at present, our **Chief Operating Officer, Roger Whitby**, explains how it works and why it is so important to future market reliability...

The Snowy Scheme offers multiple large pumped hydro developments, which provide large scale energy storage and security services to the National Electricity Market (NEM).

A pumped hydro storage system works like a conventional hydro-electric scheme: in periods of high demand, electricity is generated by releasing water from an upper reservoir into a lower reservoir. However, unlike a conventional hydro scheme, the water is not discharged, but “recycled” or pumped back to the upper reservoir during off-peak hours using lower priced, usually surplus, electricity from the grid.

Pumped hydro is a mature and proven technology which is used around the world, and has been part of the security back-up for the NEM for decades. While Snowy Hydro has considered plans and options for expanding its pumped hydro capability since the 1980s, these options were not economically feasible at the time. The recent changes in energy market conditions have led us to reconsider these expansion plans with Snowy 2.0.

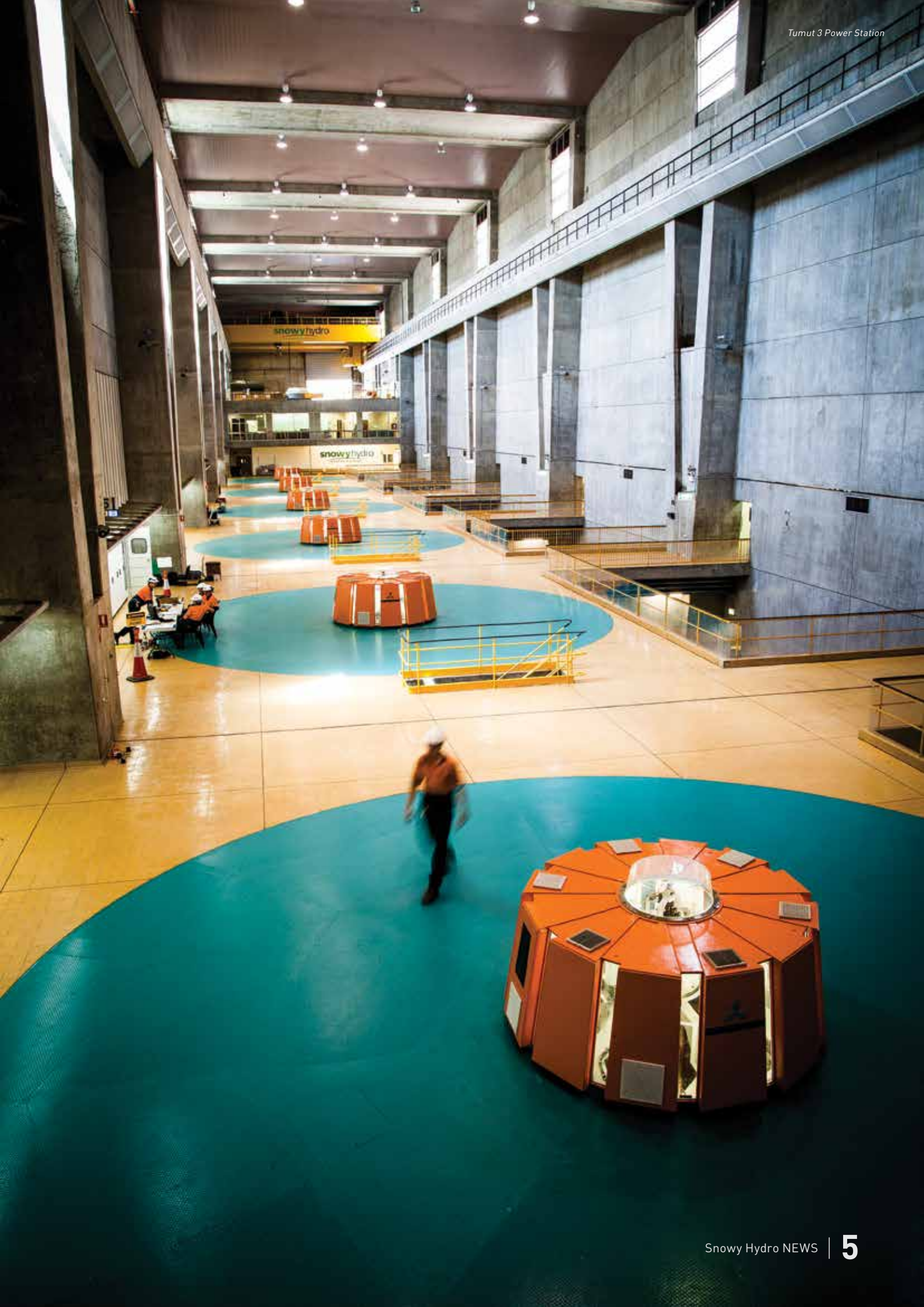
The Snowy Scheme already acts as Australia's largest battery, and Snowy 2.0 will supercharge our capabilities and increase our capacity by 50 per cent, or up to 2000MW. Just as a battery stores energy, Snowy 2.0 will store energy in the form of water.

Our stored water can be quickly released, creating energy which can be used the same way as energy from a battery but at a fraction of the price of a battery.

While battery storage is part of the solution to our changing energy environment, it's far from being a silver bullet and doesn't yet stack up economically. Pumped hydro is far more cost-effective, and is in the order of 100 times cheaper than the best practice energy storage batteries out there. It also has an enduring life span and has a massive storage capacity of up to 350 Gigawatt hours of energy - it would take more than 25 million domestic batteries to match this!

Large scale pumped hydro will play a critical role in security and stability into the future as the energy grid becomes more dependent on wind and solar. Its durability and reliability means it will effectively work together with other generation and storage options to securely supply the NEM and benefit future generations.

Snowy Hydro's Feasibility Study is currently underway and due for completion in December 2017. Once completed, Snowy Hydro's independent Board of Directors will assess the outcomes of the study including the technical and economic aspects, and make a decision on whether to proceed as a commercial investment.



Update on Snowy 2.0 Feasibility Study





An enormous amount of work is underway on our Snowy 2.0 Feasibility Study. One of our project leads, Charlie Litchfield, outlines where the study is up to...

The saying 'all hands on deck' best describes the current situation at Snowy Hydro, with our people putting in an enormous amount of work on the Snowy 2.0 Feasibility Study while keeping our everyday business as usual activities up to the high standards that we expect.

The Feasibility Study ('the study') is being carried out to inform the decision about whether Snowy Hydro will go ahead with a project to build on the existing scheme generation and storage assets, to address issues with electricity system stability and risk of more blackouts, like our CEO, Paul Broad, mentioned in his article earlier. The project concept is to link the existing Tantangara and Talbingo Reservoirs through new tunnels and power / pump station located as deep as 1 km underground. This allows constant recycling of water, pumping when there is lots of electricity available and generating when the electricity system is in short supply, effectively working as a massive battery that can kick in quickly when a blackout is imminent.

To turn this idea into a concrete project requires a huge amount of work and we have achieved a number of milestones in the short amount of time that has elapsed since the project was announced in March.

Our first job was to find people with the best experience and skills to help with the critical inputs to the study. There is now a highly motivated project team in place, which is developing the early electrical, mechanical and civil designs and is costing these out for the study.

Our second priority was to organise a geotechnical investigation program, which involves drilling small deep core holes so we can better understand the rock underneath, a very critical thing when you are tunneling and building underground. Once this complex issue is fully understood, we can make sure we are using the right drilling and construction techniques, optimising safety and cost. We have already carried out assessments, received the environmental approvals and commenced drilling for the first two areas, near Tantangara and Gooandra Hill.

Valuable geological data is now coming back to inform the study.

As we proceed with the geotechnical work, you may see some trucks and work activities if you are travelling around the Tantangara, Kiandra and Ravine areas. Snowy Hydro takes safety very seriously so we have traffic management plans in place and ask drivers to take extra caution on the Snowy Mountains Highway.

As part of the study, we have also been working hard to ensure that we have a clear pathway set out for the environmental assessment and planning approvals we would need to proceed with the project. This is being done in close consultation with all the approval authorities. This is another aspect Snowy Hydro wants to get 100% right. The existing Scheme points to what building and operating Snowy 2.0 will look like and people can largely feel confident about what to expect. We will still carry out rigorous assessments and take whatever measures are needed to protect the environment we have shared with other users for over 60 years.

While we have been doing all this, we have been looking for opportunities to talk with local people about the project and the feasibility process. We are in constant touch with local Councils and have spoken with numerous individuals and community groups who have requested information in these early stages. We will continue to do this at every opportunity and will roll out a comprehensive consultation program, if the decision to proceed is made. We are keen for this consultation to provide a way for people to understand why the electricity system is failing, the potential benefits of Snowy to increase its capability as a large scale 'battery' to address this, and to bring out any significant matters that need attention if it goes ahead.

A huge amount of work has already been done and there is a lot more to do for Snowy 2.0 to become a reality, giving the local community a boost and every user of electricity less chance of enduring blackouts, as massive changes roll through the system in the next 5 to 10 years.

Mythbusting - Snowy 2.0

With our Snowy 2.0 project gaining national attention at the moment, there is a lot of information flowing around the project and what it will mean for the Scheme and the region.

To keep the community informed, in each coming edition of Snowy Hydro NEWS we will the most commonly asked questions and keep you up to date on this exciting project.

How will Snowy 2.0 impact existing water storages in the Scheme (ie. will it drain Eucumbene Dam)?

Snowy Hydro has been successfully managing water inflows, balancing dam storages and releasing water across the Scheme for more than half a century, including periods of record breaking droughts and flood. One of the benefits of Snowy 2.0 is that it does not need any new dams.

Snowy 2.0's pumped hydro capacity will enable greater flexibility and enhance our current ability to move water around the Scheme. It also effectively 'drought proofs' Snowy's operations by allowing water to be recycled particularly in times of drought.

We will continue to release water in accordance with our water licence and there will be no impacts on downstream water users.

What will this project mean for the region? With increased people and traffic, surely there will be some flow on benefits in improving our regional infrastructure?

As part of the feasibility study we are considering a wide range of factors that will be of interest to the community including the environmental, social, infrastructure and economic impacts and benefits of this project. We are in constant touch with local Councils and have spoken with numerous individuals and community groups and will continue to do this at every opportunity.

At this point we're still in the feasibility phase but we're aware that the local community has priorities and ideas from a regional development perspective.

We will work closely with local communities and industry bodies to ensure the project is well positioned to deliver positive and sustainable outcomes for regional development.

Will any local jobs come from 2.0?

Snowy Hydro has a proud track record of creating and sustaining local jobs and creating opportunities for local workers and companies remains a priority. We already have a team of over 350 working on the feasibility study, ranging from professional services to construction/trades and administration support. Most of these are local employees of Snowy Hydro, SMEC and a number of local contractors.

We will have a clearer estimate of job numbers for the project once the feasibility study is complete. However, early projections are that Snowy 2.0 would create about 5000 jobs throughout construction phase.

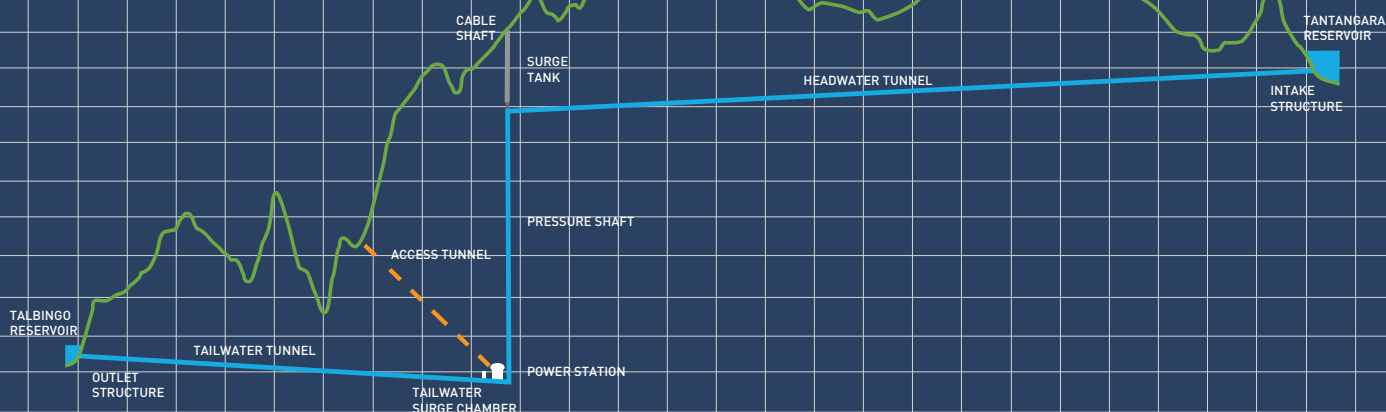
What impact will the project have on KNP, what's our plan to fix it and what impacts will it have on tourism and other business operators?

We are a longstanding tenant in the KNP and are proud of our environmental record in this space. We will continue this long-standing approach in building and operating Snowy 2.0 if the project is approved.

We will continue to carry out rigorous environmental assessment as we progress the feasibility study, and will take the measures needed to minimise impacts and protect the environment we have looked after and shared successfully with other users for over 60 years.

SNOWY 2.0

TANTANGARA - TALBINGO PUMPED STORAGE SCHEME (circa 1991)



What about climate change - won't you have less water?

Snowy Hydro has to deal with declining and variable inflows, as it has done since the Scheme started operating. We take into account a range of climate, water, environment and market factors before we make decisions to generate. That approach will continue.

Pumped hydro is critical during droughts and low inflows as it allows us to recycle the water and make full use of a scarce resource. In fact, Snowy 2.0 would help future storage of water by helping to further 'drought proof' our operations.

How much more electricity can we produce than what we require to pump it back?

While it takes energy to pump water, our pumping will be done using excess energy at off-peak times. Currently most of the excess energy comes from wind generation during the middle of the night.

Pumped hydro means we can have energy when we need it most - we'll pump water around the Scheme when it's quiet and store it until energy generation is needed.

Who is really behind the project? Isn't this just another government promise?

Snowy 2.0 is Snowy Hydro's project and our ideas have been around since the 1960s.

In December 2017, our independent Board of Directors will consider the outcomes of the feasibility study to determine its commercial viability, and decide next steps based on our investment hurdles. We are thrilled at the tremendous public and political support for the project and for us at Snowy Hydro, it is exciting to be driving such a vital and essential project that will benefit future generations.

FOR MORE INFORMATION & INQUIRIES:

Snowy Hydro will keep the community up to date on the study as it proceeds. Community inquiries can be addressed to corporate.affairs@snowyhydro.com.au

Companies interested in potentially providing services to this project should contact (02) 6453 2888 or shlprocurement@snowyhydro.com.au

Please note that the Feasibility Study will be completed by December 2017.

Climate Update

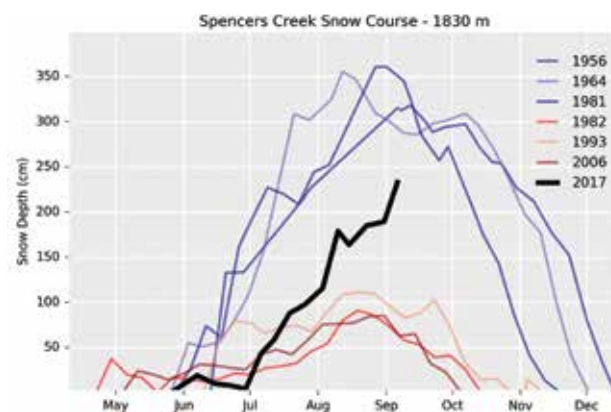
Slow start to winter 2017



While the season got off to a slow start, snow continues to fall well into September. **Senior Climate Scientist, Dr Johanna Speirs**, tells us what to expect later this Spring...

The snow season was off to a slow start this winter, with clear and sunny skies dominating the region during June. Less than 15 mm of precipitation (both snow and rain) was measured across the Snowy Scheme through June and by the end of the month, snow depth at our long-term snow course site at Spencers Creek (1830 m elevation) was patchy, with only around 4 cm of snow in sheltered areas. The dry June wasn't confined to the mountains, with widespread dry conditions seen across southern Australia as shown in the Bureau of Meteorology rainfall map (opposite).

But luckily, and to the delight of snow-enthusiasts across the country, the dry conditions did not last. We saw a change in weather patterns towards the end of July and a series of cold fronts delivered significant snow and rainfall totals to the region. During August, we observed over 350 mm of precipitation in the Scheme and snow depth was boosted to 189 cm, slightly above average for this time of year. Further snow has fallen in September and snow depth has exceeded 200 cm, a fairly uncommon occurrence in recent decades due to warmer winters and prolonged dry conditions during the Millennium Drought. In fact, snow depth has only exceeded 200 cm four other times in the last 20 years (in 2000, 2003, 2004 and 2012). The improvement in snowpack conditions this year has helped improve inflows into the Scheme which had otherwise observed below average inflows since November 2016.



What's driving the weather patterns this winter and spring?

Earlier in the year, climate forecasts were predicting a higher than normal likelihood of El Nino conditions developing in the Pacific Ocean as well as a higher than normal likelihood of a positive Indian Ocean Dipole event. Both of these climate patterns were shifting the odds towards drier winter-spring conditions in the Snowy Mountains region. However, over the last couple of months climate forecasts backed away from these predictions and the Pacific and Indian Oceans are expected to stay closer to average through spring and summer. This means we don't have any strong climate drivers to help predict climate conditions. The Bureau of Meteorology's climate outlook is suggesting there are now near equal chances of either wetter or drier spring

conditions for the Snowy Mountains region. As we've seen this season, our weather is highly variable, and just a few big weather events can quickly turn the season around.

Has there been any cloud seeding this season?

Our team of scientists have been busy during the winter months closely monitoring the weather for suitable conditions for cloud seeding operations.

Cloud seeding involves the introduction of minute particles into suitable clouds to encourage the formation and growth of ice crystals, enhancing the amount of precipitation falling from the cloud. It's important to highlight that cloud seeding acts to enhance natural precipitation rather than generate precipitation from 'thin air'.

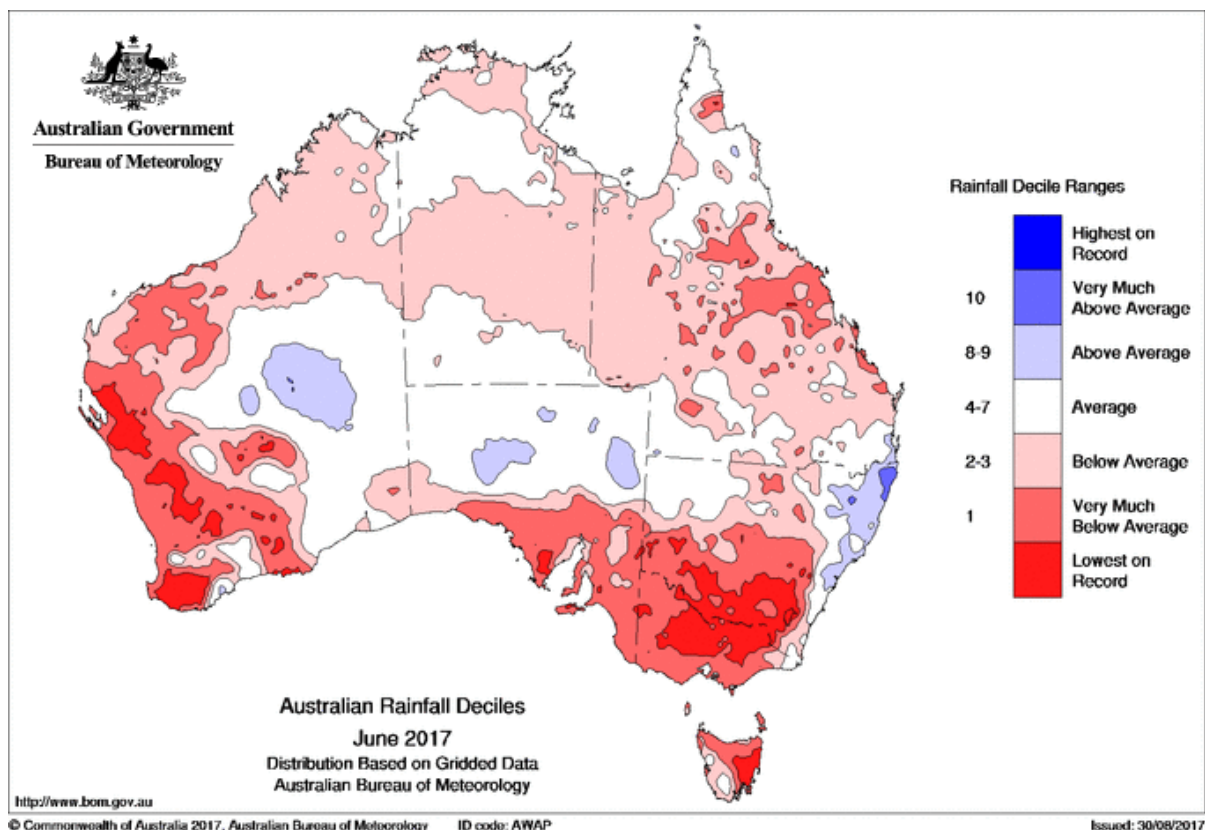
During dry seasons, or dry months like June 2017 when not many cold fronts pass the Snowy Mountains, we don't have many opportunities for cloud seeding. When a front does pass, we have strict meteorological and environmental criteria that we need to satisfy before cloud seeding can commence.

What are the criteria for cloud seeding?

- Precipitation must fall as snow to at least 1400 m above sea level (a legal requirement)
- Cloud top temperature must be between -7°C and -35°C

- Cloud depth must be more than 400m above the -5°C level
- Excess super cooled liquid water must be available
- Computer modelling indicates that snow will fall in the target area
- A minimum number of generators are targeting and available for operation
- Precipitation in the area has occurred within the last 30 minutes
- The forecaster expects the weather event to last for at least 5 hours

The Cloud Seeding Program also has additional controls during severe weather events to ensure cloud seeding does not impact upon any flooding downstream. Environmental management continues to be a major component of the cloud seeding program. Our cloud seeding operations are carried out in accordance with an approved Environmental Management Plan. Environmental and operational activities are reported to the NSW Government annually and reviewed by the Environment Protection Authority (EPA). You can find cloud seeding operation reports on our website www.snowyhydro.com.au.



Community Partnerships @ Snowy Hydro



Snowy Hydro has a proud and enduring commitment to supporting the region. **Manager, Community Relations, Neil Thew**, gives a snapshot on what to look forward to in the next few months...

At Snowy Hydro we strive to contribute to the prosperity of the region across a broad and diverse range of activities and we like to refer to our involvement as community partnerships.

We are proud as an organisation to be part of helping to shape the development of tourism in our region, to enhance education opportunities, health and well-being, to promote festivals and community events and to work together with locals to raise money for well deserving charities and special projects.

At present, Snowy Hydro has over 40 community partnerships, each with the aim to enrich the communities in and around our beautiful Snowy Mountains region.

Two major long-term partnerships that Snowy Hydro are particularly proud of are with the Country Universities Centre, Snowy Monaro (CUC) and the Steven Walter Children's Cancer Foundation and Snowy Ride.

The CUC makes tertiary education more accessible. It is based on a model which delivers supported learning to tertiary students of all ages in the region, providing them with access to campus-level technology, facilities, tutors and a network of fellow students. The model has proven to be very successful in nurturing the development

of students in our region, so successful that it is now being taken to other regional areas across NSW.

Snowy Hydro has been involved with the Steven Walter Children's Cancer Foundation and the Snowy Ride for 17 years, with financial support of over \$750,000, plus additional assistance. The Foundation has contributed over \$7 million to children's cancer research and has directly attributed to saving 400 children's lives. Part of the Snowy Ride, that brings thousands of motorcycle riders to the region, is the Snowy Hydro Family Program which hosts families with a child undergoing cancer treatment in Thredbo for the weekend of the Ride. The Program provides these families with a relaxing, fun-filled stay away from their hospital routines.

Apart from our major partnerships, our local events and festivals program, we believe, brings so much to our local towns. Events provide an opportunity for communities to come together, to bring friends and visitors to the region, to participate and get involved and to showcase our beautiful region. We hope that you can join in some of the local events that are proudly supported by Snowy Hydro over the next few months. To find out more visit our website at www.snowyhydro.com.au.

Khancoban Poker Run - 21 October 2017

This local charity motorcycle event takes riders on a stunning route through the scenic towns of Khancoban, Cabramurra, Tumbarumba, Jingellic, Walwa and Tintaldra raising funds for Angel Flight.



Snowy Ride - 4 November 2017

Thousands of motorcyclists make their way to the Snowy Mountains to raise money for the Steven Walter Children's Cancer Foundation.

The riders traverse the region, passing through many towns and villages, stopping along the way. Eventually ending up at Thredbo for fun and festivities.

Upper Murray Challenge - 4 November 2017

Back from a two year hiatus, the Upper Murray Challenge is a one-day multi sports challenge, with competitors ranging from amateurs to serious multisport lovers. The event features a 38 km mountain bike ride, 26km kayak paddle, and a 25km run. The event starts in Khancoban and finishes in Corryong.



L'Etape Australia - 2 December 2017

L'Etape Australia by le Tour de France gives amateur riders a chance to experience the conditions of the Tour de France in the Snowy Mountains. With over 5000 cyclists expected to take part, L'Etape is fantastic for our local communities. Snowy Hydro is a Major Partner of L'Etape and is thrilled to be involved in one of the flagship events of the region.

More local events to look forward to:

2017

28 October	Jounama Fishing Classic, Talbingo
4 October -10 November	Snowy Mountains Trout Festival, Jindabyne

2018

24-25 February	Tumbafest, Tumbarumba
Easter	Lake Light Sculpture, Jindabyne Land Rover 70th Birthday event, Cooma
5-8 April	Man from Snowy River Festival, Corryong
May	Batlow Ciderfest, Batlow



Creating the Scheme in 3D



Snowy Hydro has embarked on a process of ‘knowledge visualisation’. Our internal expert, **Nick Hoyer**, explains what this means for the company...

Snowy Hydro owns, operates and maintains a wide range of unique assets that form the Snowy Scheme. Since the initial design and construction of these assets, a large amount of specialist knowledge relating to their operation and maintenance has been accumulated. While some of this knowledge is documented in operation manuals and technical reports, a large amount is captured in the minds of our skilled employees. This represents a risk to Snowy Hydro, as this knowledge may be lost as employees retire or move away from the business.

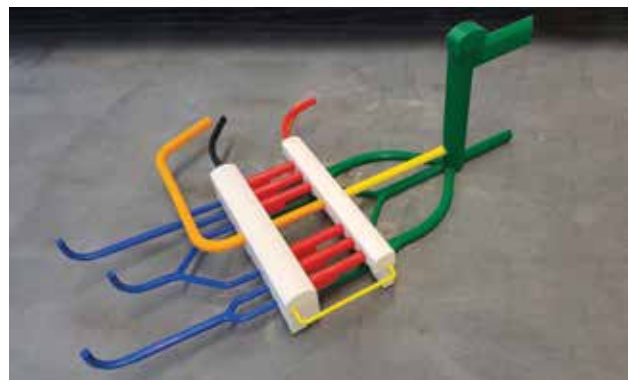
Recognising this, we embarked on a process of ‘Knowledge Visualisation’, to help improve the sharing of knowledge and retained learnings so that we can continue to successfully operate our iconic assets well into the future. The aim is to capture and communicate technical knowledge effectively using modern, intuitive and interactive methods. This includes the use of 3D computer generated models, mobile devices with technical videos and animations as well as virtual reality, augmented reality and 3D printing.

3D printing is a key part of our knowledge visualisation strategy, and is used to create realistic scale models of our assets. In some cases, a piece of equipment may not require maintenance for as many as 25 years, so there are very few employees who have actually worked on that item and understand how it operates. Using 3D printed models, our engineers and tradespeople can demonstrate the operation of a piece of equipment or plan maintenance tasks.

Being hands-on, the 3D printed model is more interactive than traditional 2D drawings and manuals, and so makes it far easier to communicate technical concepts.

Using this technology, Snowy Hydro aims to increase the technical knowledge of our employees, which in turn will help to improve asset reliability and ensure our continued success. 3D printing has also helped us repair a number of items within our power stations where spare parts were no longer available.

A recent example of our 3D printing capabilities was the development of a scale model of the proposed power station layout for the Snowy 2.0 project. This began with a concept sketch provided by our engineering partner SMEC, which was used to create a 3D computer-based model that was then ‘sliced’ to define each layer to be built-up by the printer. The final product took around 22 hours to print.



Former Worker Annual Briefing



Each year Snowy Hydro hosts former workers at an Annual Briefing to hear what is happening in the company today. **Executive Officer, Safety, People & Services, Gabrielle Curtin**, outlines the plan for 2017...

It took more than 100,000 people to build the Snowy Mountains Scheme and the workforce was one of Australia's first truly multicultural communities. The commitment of these workers made the Snowy Scheme a reality, and this enduring legacy remains as powerful today.

At Snowy Hydro 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 13 November 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. This year, we will focus on our Snowy 2.0 Feasibility Study, providing those who were previously involved in our business with some insight into how we hope to add to this mighty Scheme.

To RSVP your attendance at this year's briefing, please call one of our friendly team at the Snowy Hydro Discovery Centre on 1800 623 776.

We look forward to seeing you there.

Former Snowy Scheme Workers Annual Briefing:

When: Monday 13 November 2017

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



Renee, Red Energy Team Member

I spend my day on the
phone so you don't have to.
That's 110% Australian.

Red Energy is an all-Australian company owned by the mighty Snowy Hydro so giving 110% is in our blood. That's why we think the people of the Snowy Region deserve local award winning customer service. Our Customer Solutions team is based right here in Australia so you'll be dealing one-on-one with a locally based team who fully understands your needs. With genuine discounts and fair prices, we're ensuring our customers are not just a number.



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