

Media Release: Embargo | 17 July 2012

## ETSA Utilities to change name to SA Power Networks effective from 3 September 2012

ETSA Utilities will formally change its name to SA Power Networks — effective from Monday 3 September 2012.

The change is aimed at clarifying the company's role as South Australia's electricity distributor and as a major SA-focused company employing about 2,000 South Australians, including 180 apprentices, across the State.

While the name is changing, key contact telephone numbers will remain the same, including the 13 13 66 faults and emergencies number.

More information will be provided directly to customers and other stakeholders closer to the changeover.

See over page for more information.

Media contact: Paul Roberts 0403 582 500

### About ETSA Utilities

ETSA Utilities is South Australia's electricity distributor, delivering electricity to more than 830,000 customers. We are one of South Australia's largest organisations, employing about 2,000 people throughout metropolitan and regional SA. ETSA Utilities is 51 percent owned by Cheung Kong Infrastructure Holdings Limited and Power Assets Holdings, which form part of the Cheung Kong Group of companies. The remaining 49 percent is owned by Spark Infrastructure, which is listed on the Australian Stock Exchange.

## About SA Power Networks

### Our role

*Our job is to deliver power to South Australians safely and reliably.*

We don't sell or generate electricity. We distribute it to residential and business customers across South Australia.

### Why the name change?

We have found there is confusion about what we do and wanted our name to clearly reflect our focus on South Australia and responsibility for electricity distribution in this State.

Our commitment to South Australia can be summarised in five words:

*Safe. Reliable. Local. Committed. Ethical.*

Ensuring our community and our people are *safe* is paramount. We do everything we can to manage and minimise the risks associated with operating the electricity distribution network and are proud of our industry-leading position in safety.

We understand that we must always be *reliable*. We will always do everything we can to ensure power is delivered to South Australians. And, if something unexpected happens, we will do everything we can to restore supply as soon as possible.

We are *local*. Being South Australian is important to us. We live and work here and we want to help South Australia grow. We care about our community and take great pride in the contribution we make to the wellbeing of SA.

We are *committed* to getting better, all the time. That means continually developing our people and improving the way we go about our business and serve our customers so we can ensure we are efficient and ready to take on the challenges of a shifting future. Recent examples of improvements we are making in customer service include the introduction of [online outage reporting](#), [Power@My Place](#), and [online street light out reporting](#).

*Ethical*. We believe we have a responsibility that goes beyond delivering electricity. We have a responsibility to balance the needs of all our stakeholders -- our owners, our employees, customers and the community. And we are committed to conducting our business in an honest and fair way that is ethical and respects our community and environment.

### About ETSA Utilities

ETSA Utilities is South Australia's electricity distributor, delivering electricity to more than 830,000 customers. We are one of South Australia's largest organisations, employing about 2,000 people throughout metropolitan and regional SA. ETSA Utilities is 51 percent owned by Cheung Kong Infrastructure Holdings Limited and Power Assets Holdings, which form part of the Cheung Kong Group of companies. The remaining 49 percent is owned by Spark Infrastructure, which is listed on the Australian Stock Exchange.