Your Business, Your Energy Survey Results for Regional Development Australia (RDA) – Queensland

Results and analysis

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About this survey

Background and purpose

- Regional Development Australia (RDA) Queensland, together with Ergon Energy Network and Energex, asked businesses across the state from 20 April to 29 May to share their experiences through the *Your Business, Your Energy Survey*.

- This report brings together what businesses told us about their energy needs, the challenges they face, and the opportunities ahead. From the impact of outages and rising costs, to interest in solar, battery storage and new technologies, the findings reflect the real experiences of Queensland businesses.

- While reading this report, it should be noted in relation to graphs and data representing responses to the survey questions, results have been displayed as a percentage of the total responses. Exceptions to this are questions where respondents were able to select more than one option as a response or the question did not apply to all, then results are shown as a count.

- By taking part, businesses have helped create a clearer picture of what's needed to support productivity, resilience and growth.

- Overall, these insights will ensure that future energy plans are not just technically driven, but customer-informed—helping create an energy system that better supports Queenslanders.

Areas of Operation

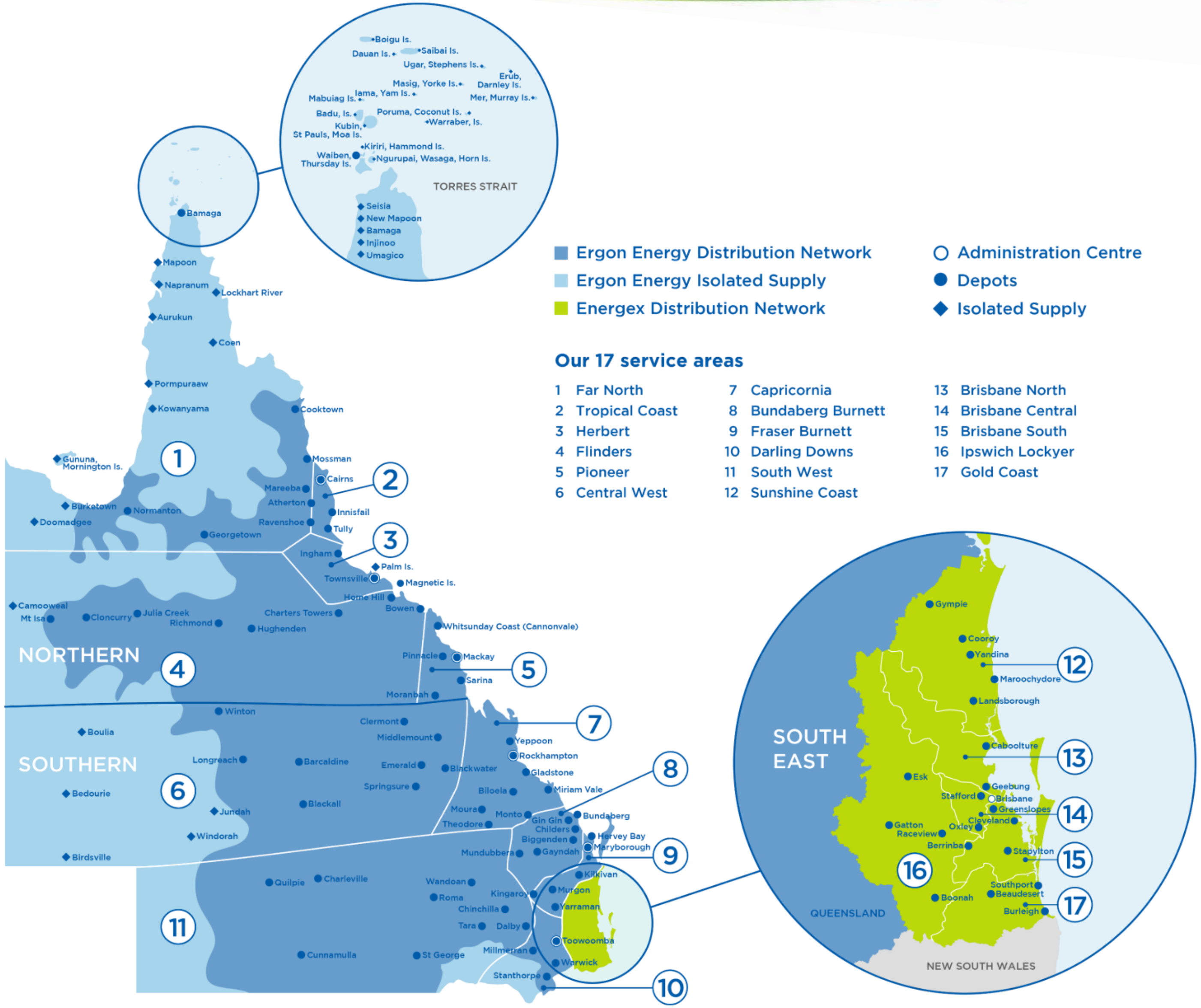
Energy Queensland service customers and communities through our distribution network service providers **Ergon Energy Network** and **Energex**, our regional Queensland retailer Ergon Energy Retail, and our integrated energy solutions provider Yurika.

Ergon Energy Network

Central and Western Qld
state-wide
Greater Whitsundays
Townsville and North West Qld
Tropical North
Wide Bay Burnett

Energex

Brisbane City
Gold Coast
Ipswich and West Moreton
Logan and Redlands
Moreton Bay and Sunshine Coast



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Insights Summary

What Queensland businesses told us

- Respondents rate reliability of supply strongly, with 62% scoring it 8 or above. However, outage impacts remain a clear economic concern, with 58% reporting lost production time, 52% experiencing IT/digital disruption and 40% losing revenue.
- Electricity is a major operating cost pressure, with 56% ranking it in their top three business cost concerns. This is reflected in future support needs, with 56% selecting assistance to reduce overall energy costs as one of their top three needs over the next 12 months.
- 23% of Energex area businesses report bills above $25,000 per month compared with 12% for Ergon Energy Network areas, while Ergon Energy Network area respondents show greater demand for information and support, with 65% reporting only a moderate, low or no understanding of electricity charges, compared to 45% for businesses in the Energex area.
- Businesses show strong interest in renewable and energy-efficient technologies, with 60% likely to invest over the next three years. Investment is largely commercial, with businesses motivated by reducing operating costs (86%), while upfront cost (48%) and uncertain payback (35%) remain key barriers.
- The Top 3 concerns over the next 12 months were help reducing energy costs (56%), support to adopt new energy technologies (38%) and better understanding of pricing and tariffs (35%), pointing to a clear need for advice that assists Queensland businesses make confident energy decisions.
- Across the state, growth-focused businesses are seeking practical support for expansion; less red tape, faster capacity upgrades and help adopting new technologies. Businesses holding steady or contracting operations are more focused on costs, tariff clarity, reliable supply and backup options.

What Queensland businesses say they need most

- Practical support to manage cost pressures and rising electricity bills.
- Flexible energy options where savings are clear and business operations allow.
- Advice to assist commercial decisions on investment in renewables and energy efficient technologies.
- Faster capacity upgrades, less red tape and support for future growth or new load requirements.

Response Overview – State-Wide

Respondent breakdown

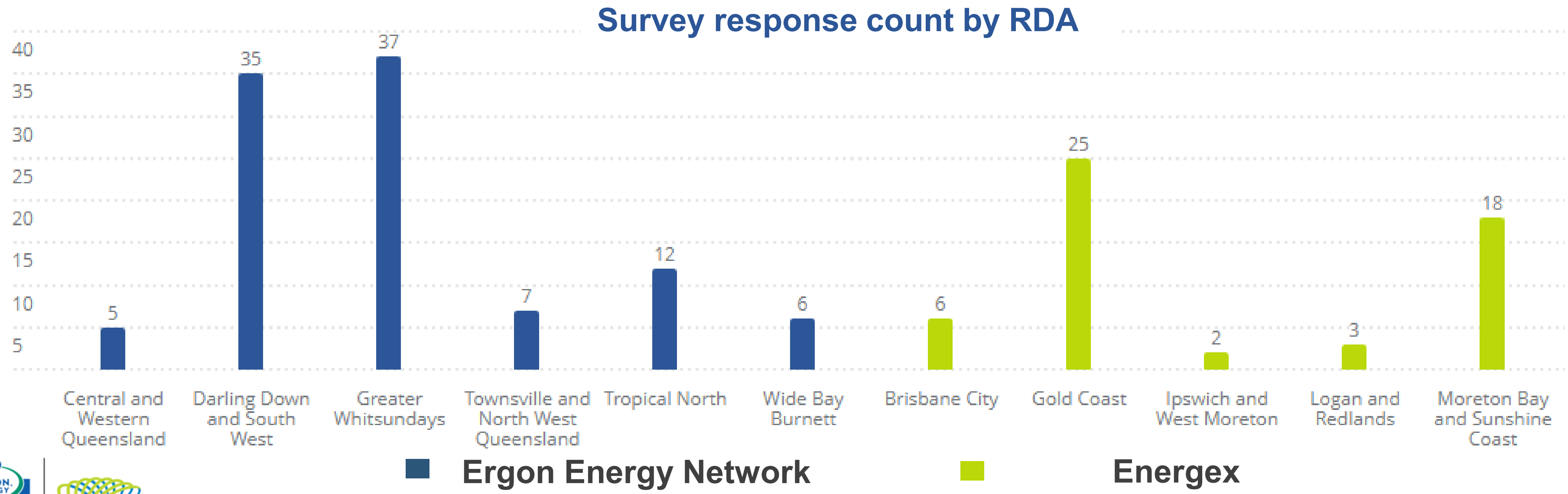
- The survey was open from **20 April** until **29 May 2026.**
- Analysis is based on **156 complete responses** received by the survey closure.
- In instances where a respondent answered the questionnaire for a different area, their postcode was used to assign their answers to their appropriate area.

What the response rates tell us

- Response rates are concentrated in **state-wide**, **Gold Coast** and the **Greater Whitsundays**, with smaller clusters across **Moreton Bay and Sunshine Coast**, **Townsville and North West Queensland**, and **Tropical North**.
- Overall, the sample and therefore responses at the aggregated level skews toward the experiences and insights of Ergon-area respondents versus Energex-area respondents.

156 Total Responses

Note: Unless otherwise noted, total for responses on survey questions are 156 and results are shown as a percentage. Where respondents were able to select more than one option or the question did not apply to all, results are shown as a count.



102 Responses

54 Responses

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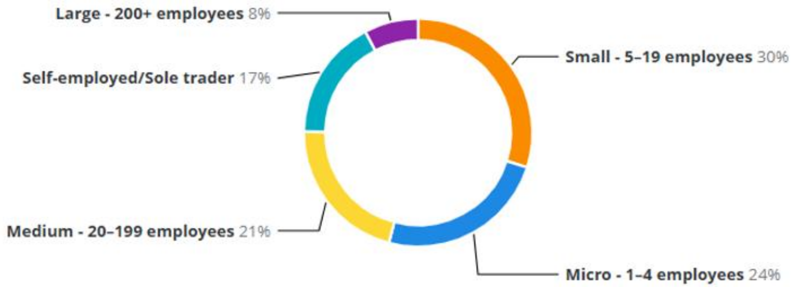
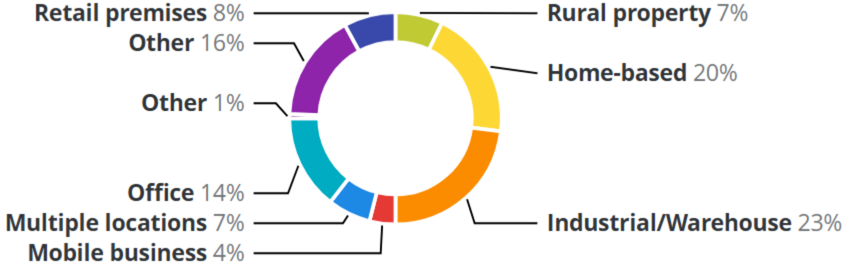
Who Responded

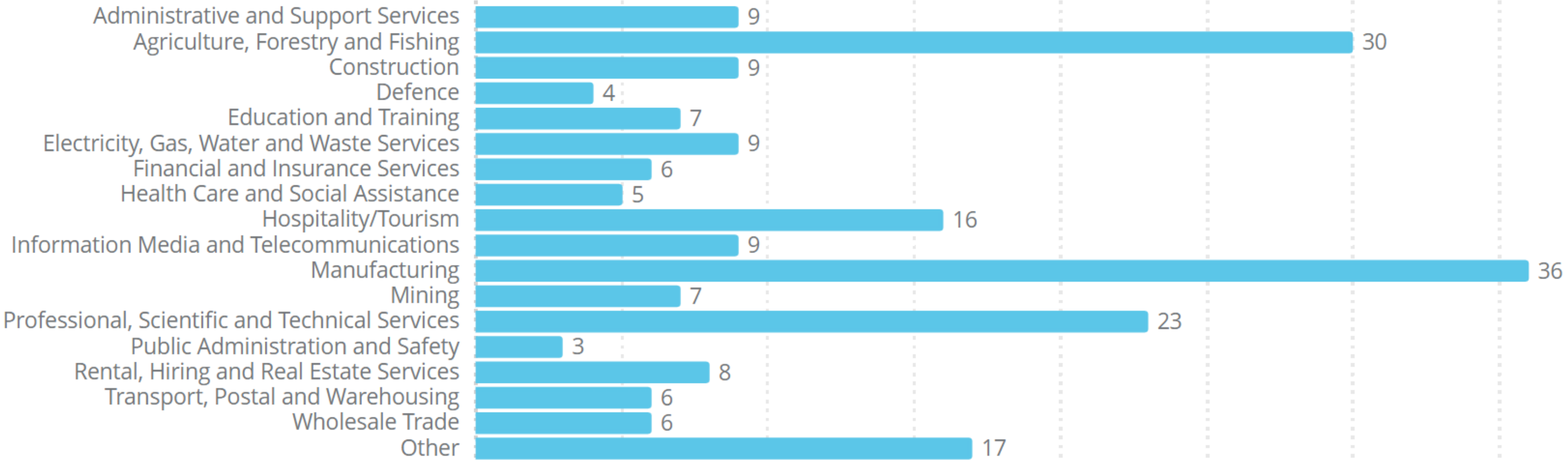
What best describes your business size?



Which of the following best describes the property/premises of your business's primary location?



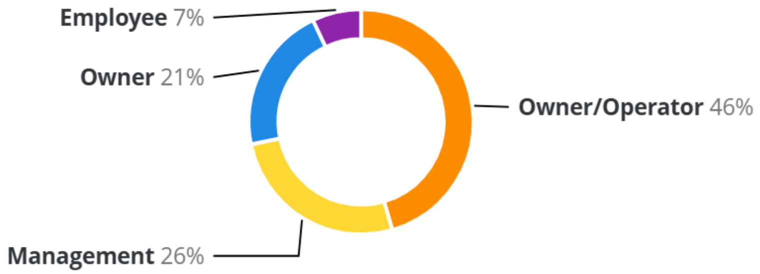
Which industry sector does your business operate in?



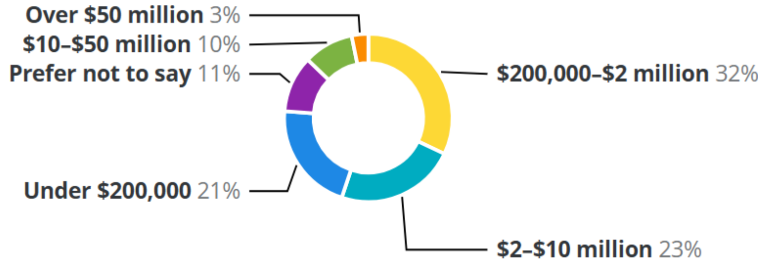
Who Responded – (cont.)

- Owners and owner/operators make up 67% of responses, while management accounts for a further 26%. Most responses came from smaller businesses, with 71% being sole traders, micro or small businesses, though areas in the Energex network had a stronger medium-business presence (30% medium vs 17% for Ergon Energy Network areas).
- Manufacturing represents 42% of Energex area responses, compared with 14% for Ergon Energy Network areas, while Agriculture, Forestry and Fishing represents 26% of Ergon area responses compared with 6% for Energex areas.
- Energex area responses are more concentrated in industrial/warehouse settings (34%) and higher turnover bands, while Ergon Energy Network area responses show a broader mix of home-based, rural, office, retail and other premises, with 58% reporting annual turnover below $2 million.

What is your role within your business?

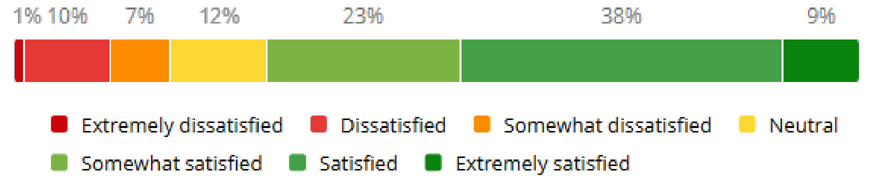


What is your business's approximate annual turnover?

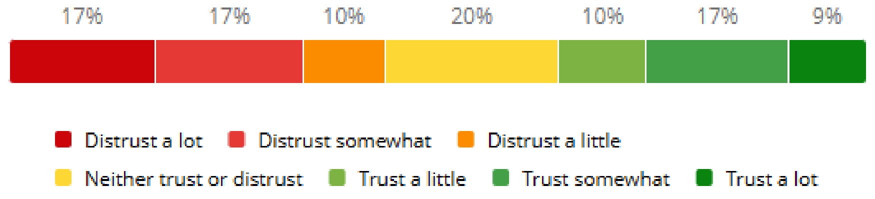


Satisfaction and Trust

Customer Satisfaction:
How satisfied are you with the electricity services your business receives?



Net Trust Score:
Thinking of your business (not household), how much do you trust the electricity industry
to do what is right?



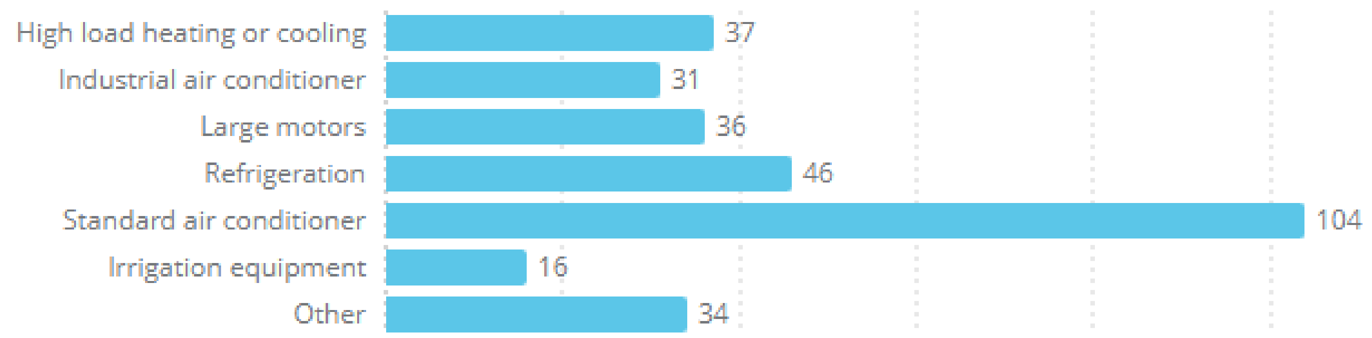
Key Insights

- Customer Satisfaction scores from respondents are healthy with most respondents generally satisfied with the electricity services their business receives. However, trust in the electricity industry to do 'what is right' is meaningfully lower. This signals that businesses are satisfied with their current level of service but are finding it difficult to navigate issues or make confident decisions about their energy.
- Satisfaction scores are slightly higher for respondents in the Ergon Energy Network area, but Trust scores are comparable across both networks. In the Ergon area, more respondents report low/no understanding of bill components (24%) than in the Energex area (15%) which indicates that businesses are less able to take informed action to manage costs.
- For bill enquiries, respondents in the Energex area overwhelmingly contact their retailer (89%) while Ergon Energy Network area respondents drop down to 42% suggesting that confusion or fatigue arising from 'issue ownership' can suppress Trust scores. These themes for Ergon area respondents, particularly in more regional locations, are in line with ongoing trend analysis found in Energy Queensland's ongoing *Voice Of The Customer* survey program that surveys residential customers after their interactions with our distribution network businesses.

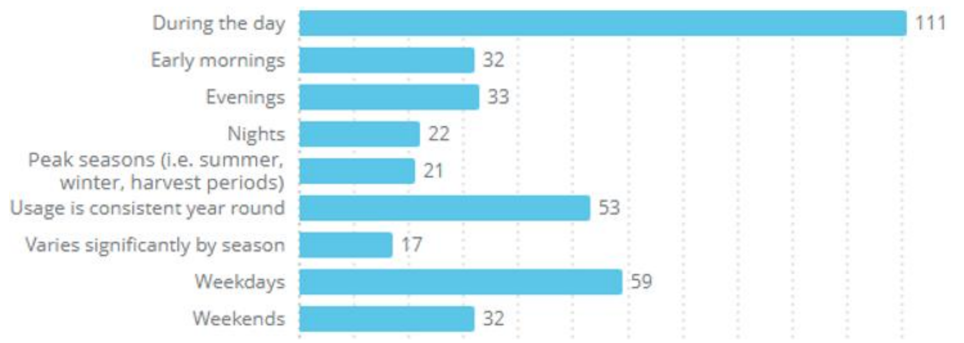
Energy usage, equipment and planning

To further gain an understanding of the type of equipment that contributes to your business's energy usage requirements and costs.

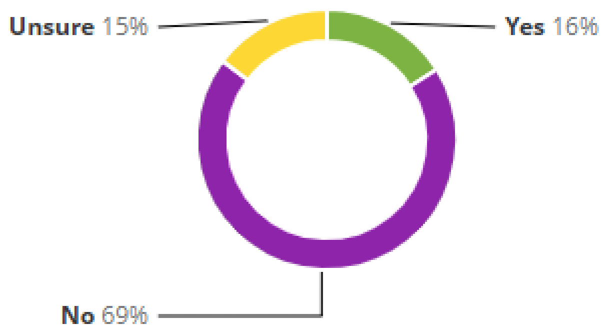
Does your business operate any of the following on site?



When is your business most likely to be using electricity?



Has your business previously received support/advice on energy usage planning?



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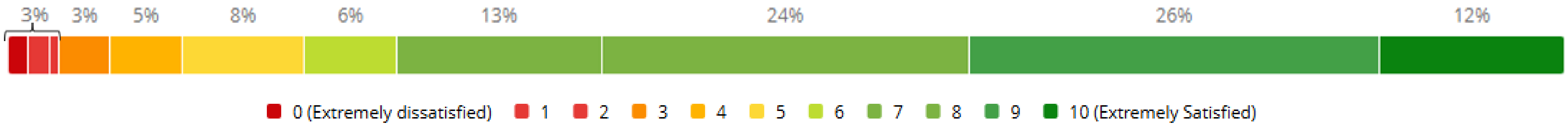
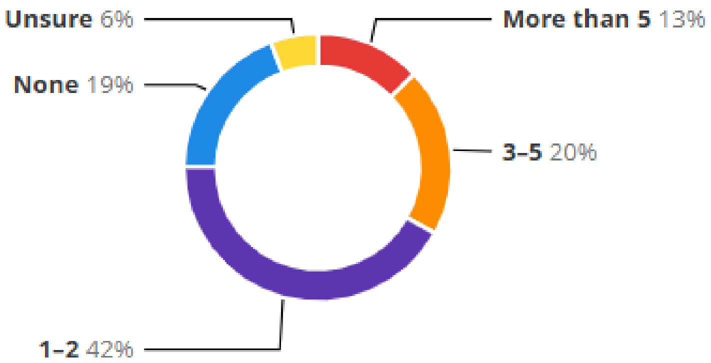
Reliability and Network Performance

How satisfied are you with the overall reliability of the electricity supply to your business?



In the event of an unplanned power outage or weather event for your business, who is your first call for assistance?

In the past 12 months, how many unplanned power outages has your business experienced?



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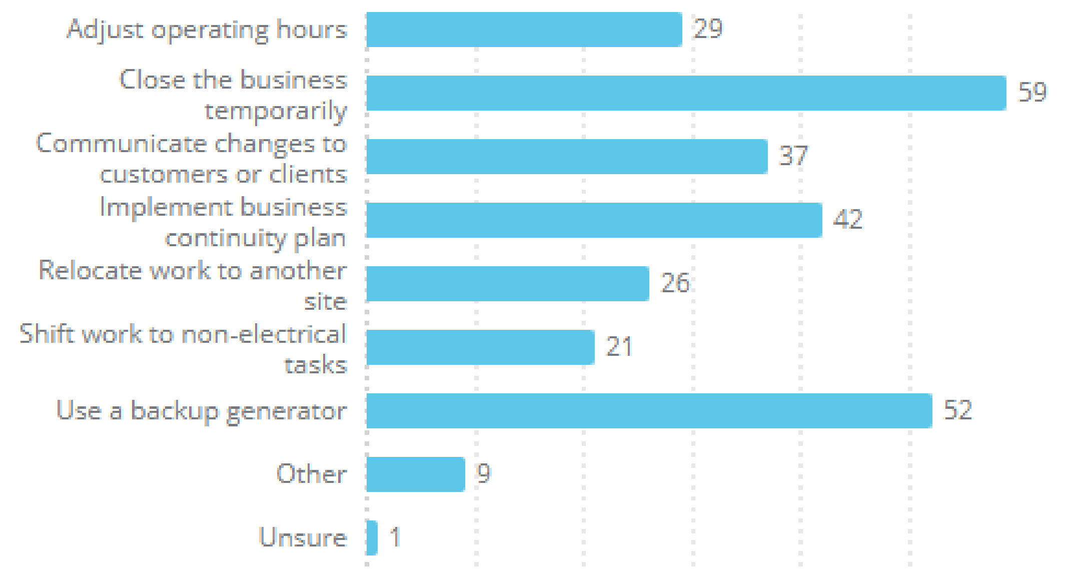
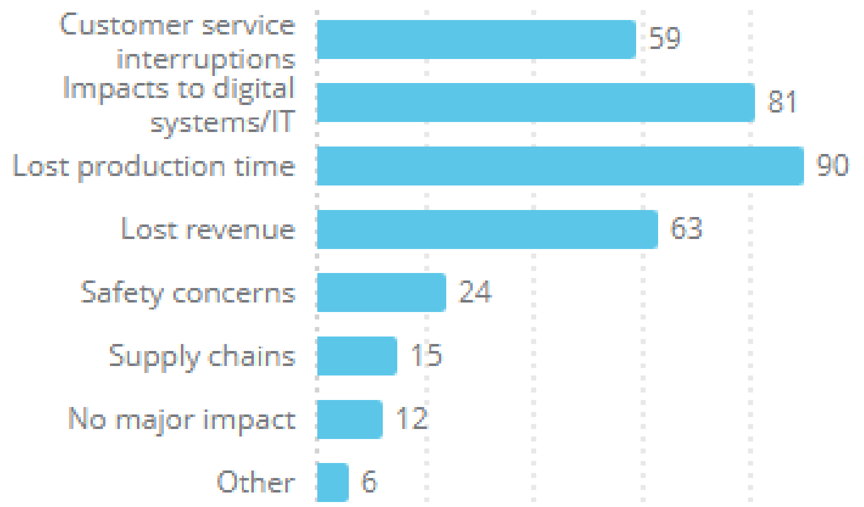
Unplanned Outages – Actions and Impacts

In the event of a planned or unplanned power outage, what actions does your business take?
Select all that apply.



During planned or unplanned power outages, which of the following impacted your business the most?
Select all that apply.



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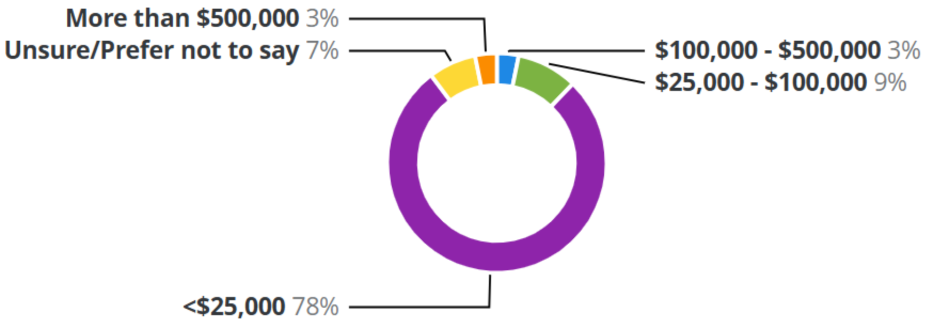
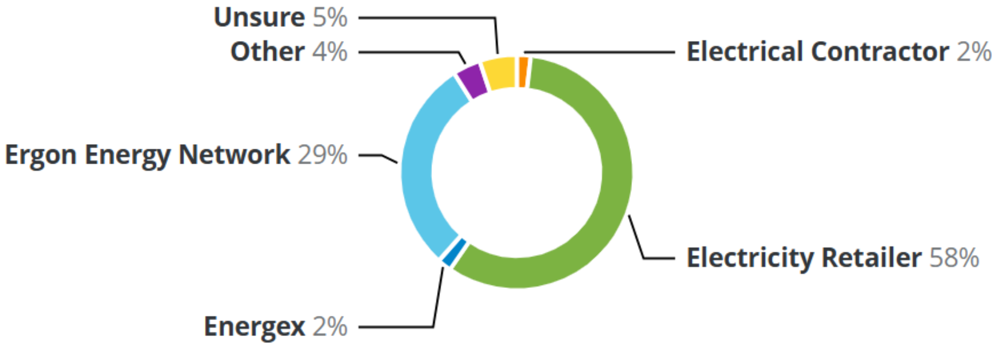
Energy Costs – Electricity bills

What is your business's approximate monthly electricity bill?

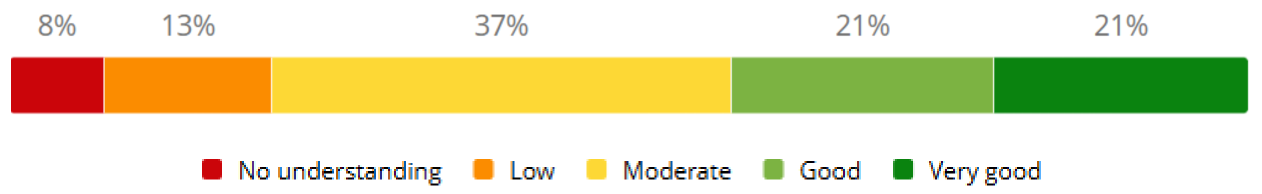


If you had an electricity bill enquiry for your business, who would you contact for assistance?

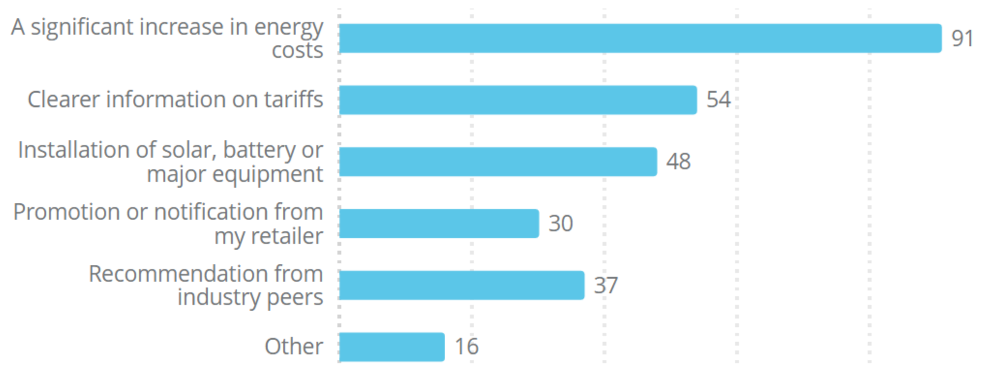


Energy Costs – Electricity bills (cont.)

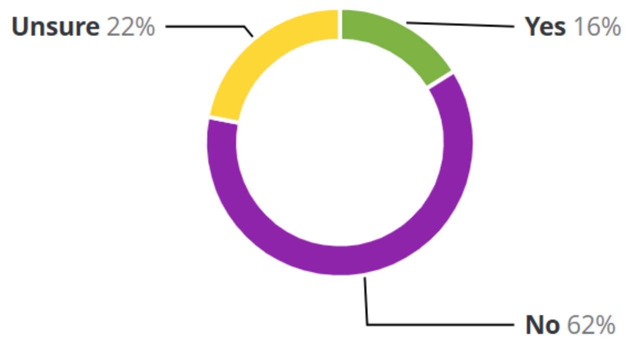
Your business's electricity bill is made up of usage and network supply charges. How would you describe your current level of understanding of these different charges?



What would most encourage your business to investigate changing electricity pricing plans or tariffs?



Thinking about your business's electricity bill, have you explored, or do you currently have a Power Purchase Agreement (PPA) with your electricity retailer?



Energy Costs – Business priorities

How concerned is your business about managing the following operating costs?

Level of Concern Ranking – Average

Lower rating equals higher level of concern

Highest Concern Rated

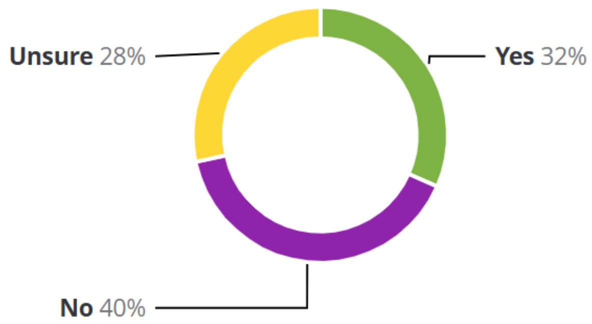
1. Electricity
2. Insurance
3. Staff-related expenses (e.g. wages, superannuation, training)
4. Fuel and transport costs
5. Rent or mortgage payments
6. Business supplies
7. Internet/telecommunications
8. Fuel for electricity generation
9. Water

Lowest Concern Rated

Respondents were asked to rate each option in order of priority for their businesses from 1, being of highest concern, to 9, being of least concern.

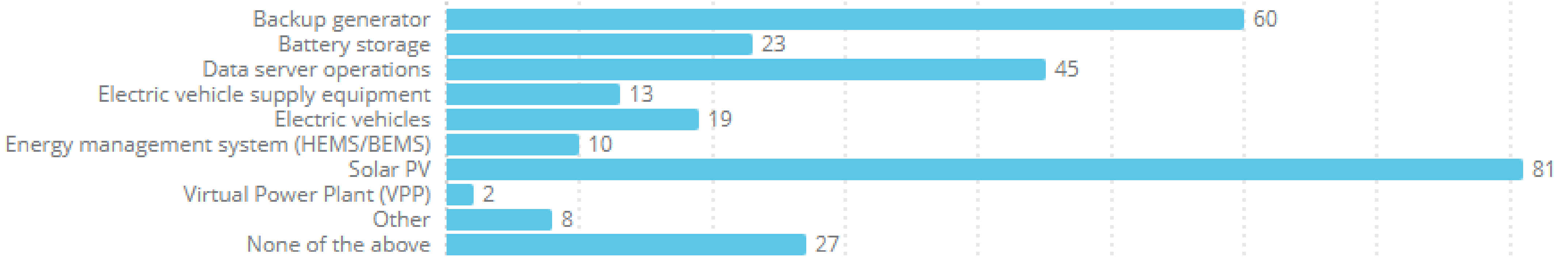
- Electricity is the clearest statewide concern across all RDA regions, with verbatim responses indicating lower bills, clearer tariffs and practical support to help manage rising energy costs alongside insurance and wage related pressures.

Based on your operating costs and associated concerns, have you or are you planning to minimise or expand your business operations in the next 12 months?

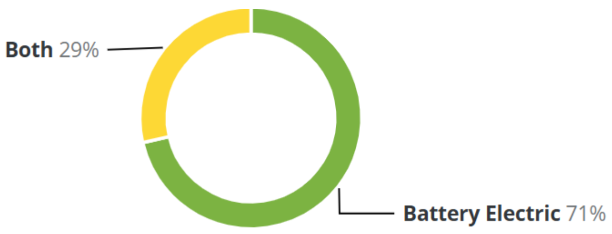


Sustainability/New Technology – Systems and products

Does your business use or have any of the following energy systems/products?

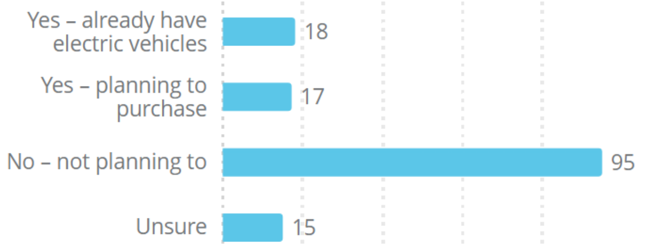


Where 'Electric Vehicles' (EVs) option was selected above, are they Battery Electric or Plug-In Hybrid engine?



Note: 21 respondents, as question only asked where EVs and/or EV supply equipment options were selected as a currently used/owned energy system/product.

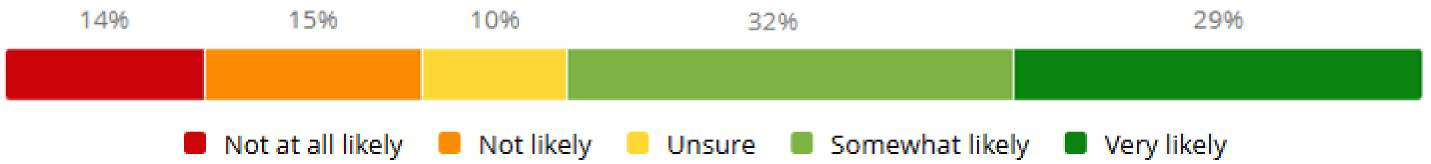
Does your business currently operate or plan to operate Battery Electric or Plug-In Hybrid vehicles?



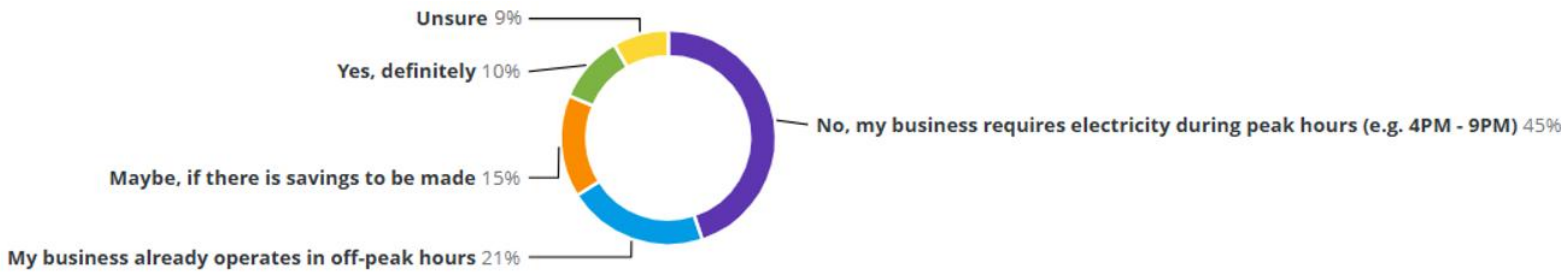
*Note: 145 respondents, as question only asked where the following options were **not** selected as a currently used/owned energy system/product: EVs, EV supply equipment, and/or Data server operations.*

Sustainability/New Technology – Future investments and flexibility of energy usage

Over the next 3 years, how likely is your business to invest in renewable or energy efficient technologies?

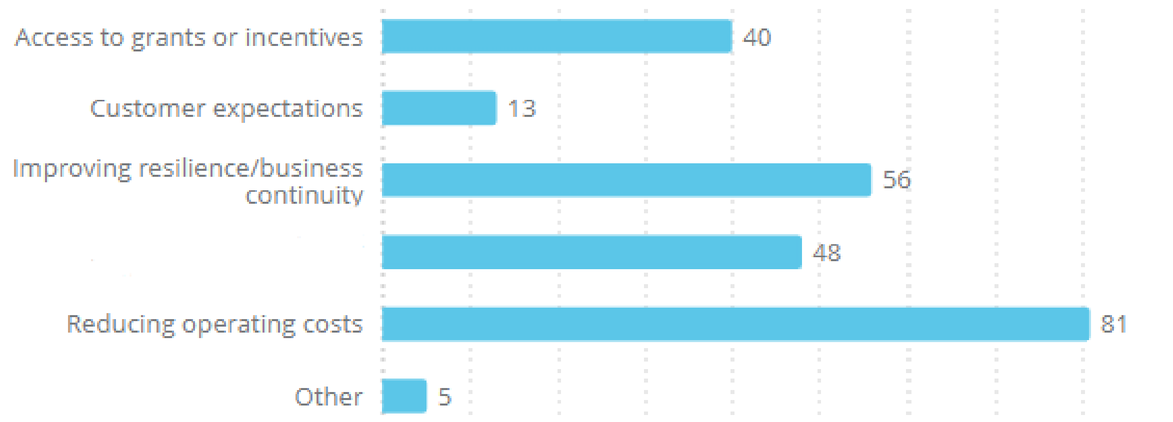


Would your business be willing and able to shift the majority of your electricity usage to off-peak hours if it meant lower bills?



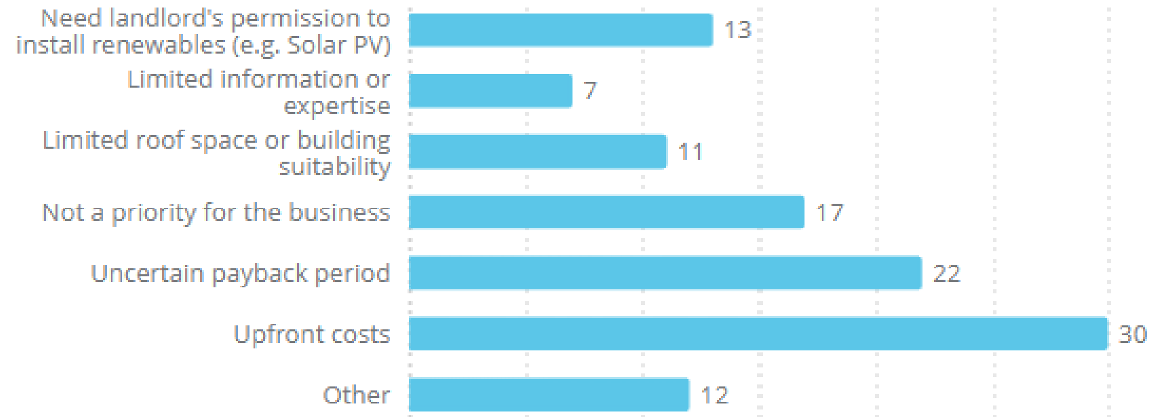
Sustainability/New Technology – Motivations and barriers

What are the main motivations for your business to invest in renewable or energy efficient technologies?



Note: 94 respondents, as question only asked where 'Somewhat likely' or 'Very likely' were selected in response to question around how likely your business is to invest in renewable or energy efficient technologies. Totals exceed number of respondents because multiple responses could be selected.

What barriers prevent your business from adopting renewable or energy efficient technologies?



Note: 62 respondents, as question only asked where 'Not at all likely', 'Not likely', or 'Unsure' were selected in response to question around how likely your business is to invest in renewable or energy efficient technologies. Totals exceed number of respondents because multiple responses could be selected.

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Future Outlook

What does your business need most from the energy industry over the next 12 months? *Top 3 concerns selected*