

# Customer focus a priority of 2007 Energy 21C conference

Consumer expectations in terms of reliability of electricity and gas supply will be at the forefront of an international energy conference to be held in Sydney from November 11 to 14, 2007.

Energy 21C is the premier energy industry conference in the Southern Hemisphere exploring energy solutions for the 21<sup>st</sup> century.

Customer demands and innovative solutions to new energy transmission and distribution challenges will be one of core streams of the conference, with a particular focus on essential services and management of major disasters and extreme weather events.

The conference, to be held at the Sydney Convention and Exhibition Centre, will also address energy delivery solutions to the climate change challenge.

Conference Chairman, Bob Smith, said governments and communities had never been more aware of issues relating to reliable and environmentally sustainable energy supply and usage.

He said key issues affecting energy networks in Australia included:

- the need for major investment to replace ageing infrastructure to bring about surety and quality of supply; and
- the ability of industry to develop and maintain necessary skills, technical innovation and environmentally sustainable practices to meet those expectations.

"Energy demand is expected to increase dramatically over the next decade, and the industry must ensure it has solutions to challenges in reliable delivery of energy to an expanding customer base," Mr Smith explained.

"New business, home and lifestyle technologies are driving unprecedented consume demand for power."

More than 1,400 national and international delegates and 150 exhibitors are expected to attend Energy 21C.

A key aspect of the conference will be a Ministerial/industry summit on the morning on Monday November 12. Ministers responsible for energy supply have been invited to participate in the summit to promote open and effective lines of communication between governments and key decision-makers in the energy sector.

The Prime Minister, John Howard, has been invited to officially open the summit.

Hosted by EnergyAustralia and Integral Energy, Energy 21C will feature a series of keynote and panel presentations, workshops, demonstrations, site visits and a large exhibition area.

Mr Smith said the conference would provide "powerful insights" for industry and customers into the future of electricity and gas transmission and distribution.

For more information, visit [www.energy21c.com.au](http://www.energy21c.com.au) or contact the Conference Managers, Waldron Smith Management, by telephone on (03) 9645 6311 or e-mail [energy21c@wsm.com.au](mailto:energy21c@wsm.com.au)