

#### MARKET RELEASE

#### Date: 23 January 2024

NZX: GNE / ASX: GNE

#### FY24 Q2 Performance Report

Q2 saw a number of key milestones for Genesis Energy including the launch of its new Gen35 strategy, achieving financial close on the country's first project financed grid-scale solar farm at Lauriston and significant growth in customer numbers by more than 4,500 across both the Genesis and Frank brands.

The Kupe KS 9 drilling programme was completed, with first gas expected in FY24 Q3. Huntly Unit 5 returned to service in late January, months ahead of the original anticipated date.

Chief Executive, Malcolm Johns, said the business continues to perform well while managing two key priorities.

"We continue work to set ourselves up for future growth while remaining focused on delivering for customers on a daily basis. Our teams are juggling these priorities well and that is underlined by the performance this quarter," he said.

Genesis' FY24 Q2 Performance Report is attached. Please note that as the insurance claim related to the Huntly Unit 5 outage has not been finalised, insurance proceeds are not included in the operating statistics.

ENDS

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#### **About Genesis Energy**

Genesis Energy (NZX: GNE, ASX: GNE) is a diversified New Zealand energy company. Genesis sells electricity, reticulated natural gas and LPG through its retail brands of Genesis and Frank and is one of New Zealand's largest energy retailers with approximately 500,000 customers. The Company generates electricity from a diverse portfolio of thermal and renewable generation assets located in different parts of the country. Genesis also has a 46% interest in the Kupe Joint Venture, which owns the Kupe Oil and Gas Field offshore of Taranaki, New Zealand. Genesis had revenue of \$NZ2.4 billion during the 12 months ended 30 June 2023. More information can be found at www.genesisenergy.co.nz

# FY24 Q2 Performance Report

genesis With you. For you.

23 January 2024

### FY24 Q2 Performance Highlights

Retail

**Electricity Netback<sup>1</sup>** 

\$138/MWh

15.8% increase on pcp<sup>2</sup>

**Total Customers** 

493,215

2.5% increase on pcp

**EV Customers** 

6,771

28% increase on FY24 Q1

#### Wholesale

**Financial Close Achieved** 

63 MWp

Lauriston Solar Farm

**Rankine Generation** 

474 GWh

425 GWh increase on pcp

**Total Generation Costs** 

\$51/MWh

\$31/MWh increase on pcp

Kupe<sup>3</sup>

Kupe Gas Sales

0.8 PJ

1 PJ decrease on pcp

Kupe LPG Sales

3.8 kt

4 kt decrease on pcp

Kupe KS-9 Development

**FY24 Q3** 

Drilling complete, first gas expected FY24 Q3

1. Includes a life-to-date adjustment of +\$3.49/MWh due to accounting treatment of long-term fixed priced C&I contracts.

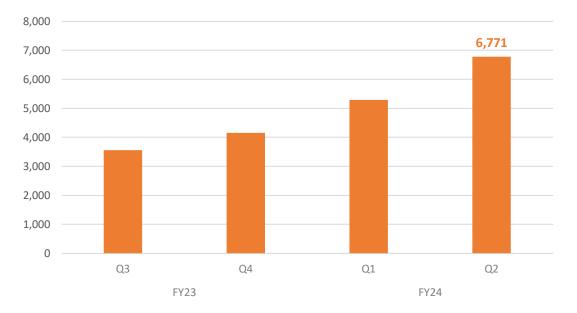
2. Pcp refers to Q2 FY23 unless otherwise stated.

3. Refers to Genesis' 46% share.

### **Performance Highlights**

- Financial close was achieved on the 63 MWp Lauriston Solar Farm, alongside joint venture partners FRV Australia. Beon Energy Solutions was selected as EPC provider.
- Genesis continued to grow customers across both brands, with 4,560 customers gained in the quarter. EV customer growth continued strongly; 1,486 customers on EV plans gained.
- Hydro inflows were lower, relative to very high inflows that occurred in Q2 FY23. The outage at Huntly Unit 5 meant that additional Rankine generation was required to support the wholesale electricity market.
- Huntly Unit 5 returned to service in late January 2024, months ahead of the original anticipated date.
- Kupe KS-9 drilling programme concluded. First gas remains on schedule for Q3 FY24.

#### **CUSTOMERS ON EV PLANS - GENESIS**



#### HYDROLOGY (GWH)

|                     | Q2 FY24              | Q2 FY23               |   |
|---------------------|----------------------|-----------------------|---|
| Hydro<br>Generation | 711                  | 973                   | Ļ |
| Hydro<br>Inflows    | 719                  | 1051                  | Ļ |
| Closing<br>Storage  | 254<br>(70% of ave.) | 479<br>(133% of ave.) | Ļ |

### **Operating Performance**

|                                     |           | Q2 FY24       |                   | Q2 FY23   |               |       | Variance |               |       | YTD FY24  |               |       | YTD FY23  |               |       |
|-------------------------------------|-----------|---------------|-------------------|-----------|---------------|-------|----------|---------------|-------|-----------|---------------|-------|-----------|---------------|-------|
| ELECTRICITY                         | Volume    | Rate per unit | \$m               | Volume    | Rate per unit | \$m   | Volume   | Rate per unit | \$m   | Volume    | Rate per unit | \$m   | Volume    | Rate per unit | \$m   |
| Retail Resi Electricity             | 678 GWh   | \$290/MWh     | 196.5             | 648 GWh   | \$275/MWh     | 178.1 | 30 GWh   | \$15/MWh      | 18.3  | 1,628 GWh | \$281/MWh     | 458.0 | 1,535 GWh | \$269/MWh     | 413.5 |
| Retail SME Electricity              | 254 GWh   | \$258/MWh     | 65.6              | 254 GWh   | \$247/MWh     | 62.6  | 1 GWh    | \$11/MWh      | 3.0   | 514 GWh   | \$254/MWh     | 130.5 | 503 GWh   | \$248/MWh     | 124.8 |
| Retail C&I Electricity              | 473 GWh   | \$164/MWh     | 77.9 <sup>1</sup> | 442 GWh   | \$136/MWh     | 59.9  | 32 GWh   | \$29/MWh      | 17.9  | 905 GWh   | \$190/MWh     | 171.7 | 888 GWh   | \$156/MWh     | 138.6 |
| Total Retail Sales                  | 1,405 GWh | \$242/MWh     | 339.9             | 1,343 GWh | \$224/MWh     | 300.7 | 62 GWh   | \$18/MWh      | 39.3  | 3,048 GWh | \$249/MWh     | 760.2 | 2,925 GWh | \$231/MWh     | 676.9 |
| Wholesale Electricity Sales         | 1,209 GWh | \$153/MWh     | 184.9             | 1,204 GWh | \$54/MWh      | 65.2  | 5 GWh    | \$99/MWh      | 119.7 | 2,884 GWh | \$140/MWh     | 403.9 | 2,913 GWh | \$69/MWh      | 200.1 |
| Generation Costs - Thermal          | 494 GWh   | \$125/MWh     | 61.8              | 227 GWh   | \$105/MWh     | 23.9  | 267 GWh  | \$20/MWh      | 37.9  | 1,338 GWh | \$120/MWh     | 161.0 | 873 GWh   | \$95/MWh      | 82.8  |
| Generation Costs - Renewable        | 715 GWh   | -             | -                 | 976 GWh   | -             | -     | (261)GWh | -             | -     | 1,545 GWh | -             | -     | 2,040 GWh | -             | -     |
| Generation Costs - Total            | 1,209 GWh | \$51/MWh      | 61.8              | 1,204 GWh | \$20/MWh      | 23.9  | 5 GWh    | \$31/MWh      | 37.9  | 2,884 GWh | \$56/MWh      | 161.0 | 2,913 GWh | \$28/MWh      | 82.8  |
| Retail Purchases                    |           |               |                   |           |               |       |          |               |       |           |               |       |           |               |       |
| Retail Purchases                    | 1,476 GWh | \$149/MWh     | 219.2             | 1,413 GWh | \$50/MWh      | 70.8  | 63 GWh   | \$98/MWh      | 148.5 | 3,201 GWh | \$139/MWh     | 445.7 | 3,076 GWh | \$64/MWh      | 196.1 |
| Transmission and Distribution Costs |           |               | 130.0             |           |               | 126.5 |          |               | 3.4   |           |               | 282.1 |           |               | 273.3 |

| GAS                                 | Volume | Rate per unit | \$m  | Volume | Rate per unit | \$m  | Volume   | Rate per unit | \$m    | Volume | Rate per unit | \$m   | Volume | Rate per unit | \$m   |
|-------------------------------------|--------|---------------|------|--------|---------------|------|----------|---------------|--------|--------|---------------|-------|--------|---------------|-------|
| Retail Resi Gas                     | 0.5 PJ | \$49.9/GJ     | 26.4 | 0.5 PJ | \$46.6/GJ     | 23.4 | 0.0 PJ   | \$3.2/GJ      | 3.0    | 1.5 PJ | \$42.1/GJ     | 62.2  | 1.5 PJ | \$38.2/GJ     | 56.0  |
| Retail SME Gas                      | 0.3 PJ | \$29.7/GJ     | 9.8  | 0.3 PJ | \$28.3/GJ     | 8.5  | 0.0 PJ   | \$1.4/GJ      | 1.4    | 0.8 PJ | \$28.3/GJ     | 22.1  | 0.7 PJ | \$26.7/GJ     | 19.9  |
| Retail C&I Gas                      | 0.7 PJ | \$22.9/GJ     | 16.4 | 0.8 PJ | \$20.8/GJ     | 15.7 | (0.0) PJ | \$2.1/GJ      | 0.7    | 1.7 PJ | \$21.1/GJ     | 35.7  | 1.8 PJ | \$20.3/GJ     | 35.7  |
| Total Retail Sales                  | 1.6 PJ | \$33.4/GJ     | 52.6 | 1.6 PJ | \$30.6/GJ     | 47.6 | 0.0 PJ   | \$2.8/GJ      | 5.0    | 3.9 PJ | \$30.4/GJ     | 120.0 | 4.0 PJ | \$28.1/GJ     | 111.6 |
| Wholesale Sales                     | 0.0 PJ | \$14.1/GJ     | 0.5  | 1.8 PJ | \$7.8/GJ      | 13.9 | (1.7) PJ | \$6.3/GJ      | (13.4) | 0.1 PJ | \$10.1/GJ     | 0.9   | 2.3 PJ | \$8.1/GJ      | 18.6  |
| Cost of Gas                         | 1.6 PJ | \$8.5/GJ      | 13.7 | 3.3 PJ | \$9.1/GJ      | 30.5 | (1.7) PJ | -\$0.6/GJ     | (16.9) | 4.0 PJ | \$8.7/GJ      | 35.3  | 6.3 PJ | \$9.0/GJ      | 56.3  |
| Transmission and Distribution Costs |        |               | 21.8 |        |               | 18.9 |          |               | 2.8    |        |               | 46.1  |        |               | 41.2  |

| LPG                        | Volume  | Rate per unit | \$m  | Volume  | Rate per unit | \$m  | Volume  | Rate per unit | \$m   | Volume  | Rate per unit | \$m  | Volume  | Rate per unit | \$m  |
|----------------------------|---------|---------------|------|---------|---------------|------|---------|---------------|-------|---------|---------------|------|---------|---------------|------|
| Bottled LPG Sales          | 4.6 kt  | \$3,155/t     | 14.6 | 4.4 kt  | \$2,941/t     | 13.0 | 0.2 kt  | \$214/t       | 1.5   | 10.6 kt | \$3,052/t     | 32.4 | 10.6 kt | \$2,727/t     | 28.9 |
| SME & Other Bulk LPG Sales | 5.9 kt  | \$1,769/t     | 10.4 | 6.0 kt  | \$1,649/t     | 9.9  | -0.2 kt | \$120/t       | 0.4   | 12.8 kt | \$1,757/t     | 22.5 | 14.0 kt | \$1,632/t     | 22.9 |
| Total Retail Sales         | 10.5 kt | \$2,380/t     | 24.9 | 10.5 kt | \$2,196/t     | 23.0 | 0.0 kt  | \$184/t       | 1.9   | 23.4 kt | \$2,343/t     | 54.9 | 24.6 kt | \$2,103/t     | 51.8 |
| Wholesale LPG Sales        | 0.8 kt  | \$1,072/t     | 0.8  | 1.8 kt  | \$1,093/t     | 1.9  | -1.0 kt | -\$22/t       | (1.1) | 1.6 kt  | \$978/t       | 1.5  | 2.7 kt  | \$1,117/t     | 3.0  |
| LPG Cost                   | 11.2 kt | \$1,129/t     | 12.7 | 12.2 kt | \$1,008/t     | 12.3 | -1.0 kt | \$121/t       | 0.4   | 25.0 kt | \$1,062/t     | 26.6 | 27.3 kt | \$962/t       | 26.3 |

| KUPE      | Volume  | Rate per unit | \$m   | Volume  | Rate per unit | \$m  | Volume  | Rate per unit | \$m   | Volume  | Rate per unit | \$m  | Volume  | Rate per unit | \$m  |
|-----------|---------|---------------|-------|---------|---------------|------|---------|---------------|-------|---------|---------------|------|---------|---------------|------|
| Oil Sales | 69 Kbbl | \$90.9/bbl    | 6.241 | 18 Kbbl | \$110.8/bbl   | 2.0  | 50 Kbbl | -\$19.9/bbl   | 4.2   | 69 Kbbl | \$88.8/bbl    | 6.1  | 94 Kbbl | \$122.9/bbl   | 11.5 |
| Gas Sales | 0.8 PJ  | \$8.3/GJ      | 6.8   | 1.8 PJ  | \$7.3/GJ      | 13.1 | (1.0)PJ | \$0.9/GJ      | (6.4) | 3.0 PJ  | \$7.8/GJ      | 23.3 | 4.3 PJ  | \$7.2/GJ      | 31.3 |
| LPG Sales | 3.8 kt  | \$544/t       | 2.1   | 7.8 kt  | \$455/t       | 3.5  | (4.0)Kt | \$90/t        | (1.5) | 12.6 kt | \$511/t       | 6.4  | 18.5 kt | \$452/t       | 8.3  |

All prices and volumes in this report are unaudited and subject to change. Reported numbers have been rounded and might not appear to add or multiply.

<sup>1</sup> Retail C&I Electricity sales include a life-to-date adjustment of +\$4.9 million due to accounting treatment of long-term fixed priced contracts.

### **Operating Metrics**

| RETAIL SEGMENT                                    | Q2 FY24               | Q2 FY23    | % Change | Var.     | Q1 FY24    | % Change | Var.      | YTD FY24   | YTD FY23  |
|---|-----------------------|------------|----------|----------|------------|----------|-----------|------------|-----------|
| RETAIL  |                       |            |          |          |            |          |           |            |           |
| Brand Net Promoter Score - Genesis Energy         | 20                    | 22         | (9.1%)   | -2       | 17         | 17.6%    | 3         |            |           |
| Interaction Net Promoter Score - Genesis          | 56                    | 48         | 16.7%    | 8        | 45         | 24.4%    | 11        |            |           |
| Gross Customer Churn (3 month rolling average, %) | 20.1%                 | 18.7%      | 7.9%     | 1.5ppt   | 21.9%      | (7.9%)   | (1.7ppt)  |            |           |
| Net Customer Churn (3 month rolling average, %)   | 12.7%                 | 11.7%      | 8.8%     | 1.0ppt   | 14.1%      | (9.9%)   | (1.4ppt)  |            |           |
| Electricity Netback (\$/MWh)                      | \$137.68 <sup>1</sup> | \$118.93   | 15.8%    | \$18.75  | \$151.86   | (9.3%)   | (\$14.18) | \$145.32   | \$128.5   |
| Gas Netback (\$/GJ)                               | \$17.52               | \$17.15    | 2.1%     | \$0.37   | \$16.99    | 3.1%     | \$0.53    | \$17.20    | \$16.9    |
| LPG Netback (\$/t)                                | \$1,355.62            | \$1,175.88 | 15.3%    | \$179.74 | \$1,353.43 | 0.2%     | \$2.19    | \$1,354.41 | \$1,145.7 |
| CUSTOMER NUMBERS                                  |                       |            |          |          |            |          |           |            |           |
| Customers > 1 Fuel                                | 148,915               | 140,587    | 5.9%     | 8,328    | 146,010    | 2.0%     | 2,905     | 148,915    | 140,58    |
| Electricity Only Customers                        | 300,834               | 293,040    | 2.7%     | 7,794    | 298,126    | 0.9%     | 2,708     | 300,834    | 293,04    |
| Gas Only Customers                                | 11,405                | 12,820     | (11.0%)  | (1,415)  | 11,518     | (1.0%)   | (113)     | 11,405     | 12,82     |
| LPG Only Customers                                | 32,061                | 34,838     | (8.0%)   | (2,777)  | 33,001     | (2.8%)   | (940)     | 32,061     | 34,83     |
| Total Customers                                   | 493,215               | 481,285    | 2.5%     | 11,930   | 488,655    | 0.9%     | 4,560     | 493,215    | 481,28    |
| Electricity ICPs Active-Occupied                  | 510,696               | 493,229    | 3.5%     | 17,467   | 505,300    | 1.1%     | 5,396     | 510,696    | 493,22    |
| Gas ICPs Active-Occupied                          | 110,341               | 108,593    | 1.6%     | 1,748    | 108,978    | 1.3%     | 1,363     | 110,341    | 108,59    |
| LPG Customer Connections                          | 92,055                | 89,356     | 3.0%     | 2,699    | 91,490     | 0.6%     | 565       | 92,055     | 89,35     |
| Total ICPs  | 713,092               | 691,178    | 3.2%     | 21,914   | 705,768    | 1.0%     | 7,324     | 713,092    | 691,17    |
|   |                       |            |          |          |            |          |           |            |           |
| WHOLESALE SEGMENT                                 | Q2 FY24               | Q2 FY23    | % Change | Var.     | Q1 FY24    | % Change | Var.      | YTD FY24   | YTD FY23  |
| GENERATION  |                       |            |          |          |            |          |           |            |           |
| Generation Emissions (ktCO2)                      | 405                   | 119        | 243.0%   | 289      | 581        | (29.6%)  | (171)     | 986        | 44        |

| Generation Emissions (ktCO2)                        | 405      | 119     | 243.0%   | 289     | 581      | (29.6%) | (171)   | 986      | 441     |
|---|----------|---------|----------|---------|----------|---------|---------|----------|---------|
| Generation Carbon Intensity (tCO2/GWh)              | 335      | 99      | 241.5%   | 238     | 347      | (2.5%)  | (8)     | 342      | 152     |
| Rankine Output (GWh)                                | 474      | 49      | 874.6%   | 425     | 825      | (42.5%) | (351)   | 1,298    | 200     |
| Rankines Fueled by Coal (%)                         | 49%      | 13%     | 278.5%   | 36ppt   | 24%      | 106.3%  | 25ppt   | 33%      | 15%     |
| Total Gas Purchases (PJ)                            | 4.4      | 5.3     | (17.7%)  | (0.9)   | 9.4      | (53.5%) | (5.0)   | 13.8     | 13.7    |
| Total Coal Purchases (PJ)                           | -        | 0.6     | (100.0%) | (0.6)   | -        | N/A     | -       | -        | 3.0     |
| Electricity CFD Purchases - Wholesale (GWh)         | 500      | 434     | 15.3%    | 66      | 532      | (5.9%)  | (32)    | 1,032    | 822     |
| Electricity CFD Purchase Price - Wholesale (\$/MWh) | \$119    | \$114   | 4.2%     | \$5     | \$146    | (18.4%) | (\$27)  | \$133    | \$116   |
| Electricity CFD Sales - Wholesale (GWh)             | 336      | 468     | (28.2%)  | (132)   | 531      | (36.7%) | (195)   | 867      | 1,186   |
| Electricity CFD Sale Price - Wholesale (\$/MWh)     | \$126    | \$110   | 14.5%    | \$16    | \$141    | (10.3%) | (\$14)  | \$135    | \$131   |
| Gas Used In Internal Generation (PJ)                | 2.9      | 2.0     | 40.3%    | 0.8     | 6.9      | (58.6%) | (4.1)   | 9.8      | 7.5     |
| Weighted Average Gas Burn Cost (\$/GJ)              | \$10.0   | \$10.3  | (2.4%)   | (\$0.2) | \$9.3    | 7.7%    | \$0.7   | \$9.5    | \$9.5   |
| Coal Used In Internal Generation (PJ)               | 2.6      | 0.1     | nm       | 2.5     | 2.1      | 22.7%   | 0.5     | 4.7      | 0.4     |
| Weighted Average Coal Burn Cost (\$/GJ)             | \$8.0    | \$8.0   | (0.2%)   | (\$0.0) | \$7.9    | (0.0%)  | (\$0.0) | \$8.0    | \$8.0   |
| Coal Stockpile - closing balance (kilotonnes)       | 731      | 998     | (26.7%)  | (266)   | 859      | (14.8%) | (127)   |          |         |
| POWER PURCHASE AGREEMENTS                           |          |         |          |         |          |         |         |          |         |
| Wind (GWh)  | 128      | 110     | 15.8%    | 17      | 130      | (1.9%)  | (2)     | 258      | 227     |
| Average Price Received for PPA - GWAP (\$/MWh)      | \$124.43 | \$34.21 | 263.7%   | \$90.22 | \$102.21 | 21.7%   | \$22.22 | \$113.22 | \$42.99 |

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1. Includes a life-to-date adjustment of +\$3.49/MWh due to accounting treatment of long-term fixed priced C&I contracts.

### **Operating Metrics**

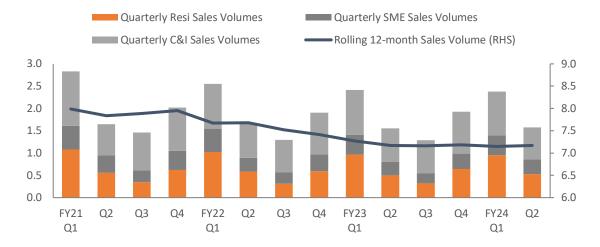
| KUPE SEGMENT                      | Q2 FY24 | Q2 FY23 | % Change | Var.     | Q1 FY24 | % Change | Var.     | YTD FY24 | YTD FY23 |
|-----------------------------------|---------|---------|----------|----------|---------|----------|----------|----------|----------|
| KUPE                              |         |         |          |          |         |          |          |          |          |
| Oil Production (kbbl)             | 19      | 44      | (57.4%)  | (25)     | 50      | (62.4%)  | (31)     | 68       | 106      |
| Average Brent Crude Oil (USD/bbl) | \$85.17 | \$88.71 | (4.0%)   | (\$3.54) | \$87.02 | (2.1%)   | (\$1.85) | \$86.10  | \$94.78  |
| LPG Production (kt)               | 3.4     | 7.6     | (55.6%)  | (4.2)    | 9.3     | (63.5%)  | (5.9)    | 12.6     | 18.4     |
| LPG Production Yield (t/TJ)       | 4.1     | 4.3     | (2.9%)   | (0.1)    | 4.2     | (2.7%)   | (0.1)    | 4.2      | 4.3      |
| OTHER                             | Q2 FY24 | Q2 FY23 | % Change | Var.     | Q1 FY24 | % Change | Var.     | YTD FY24 | YTD FY23 |
| CORPORATE                         |         |         |          |          |         |          |          |          |          |
| Headcount (FTE)                   | 1,287   | 1,195   | 7.6%     | 91       | 1,278   | 0.6%     | 8        | 1,287    | 1,195    |
| Total Recordable Injuries 1       | 14      | 7       | 100.0%   | 7        | 15      | (6.7%)   | (1)      | 29       | 18       |

1. The severity and classification of injuries are subject to change based on medical assessment and acceptance by ACC. This may result in historical restatement.

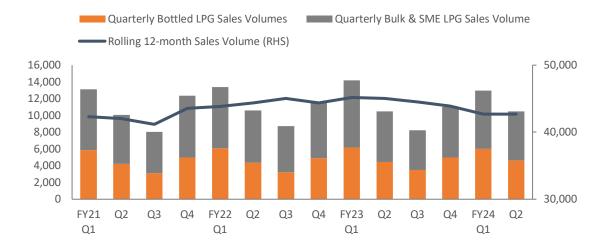
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### **Appendix: Retail Segment**

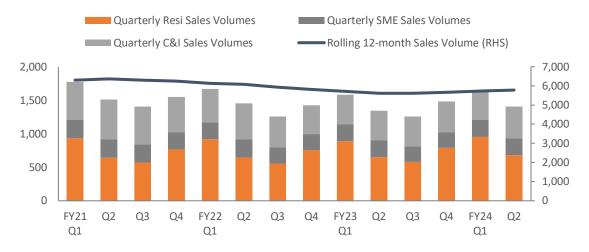
#### GAS SALES VOLUME (PJ)



#### LPG SALES VOLUME (Tonnes)



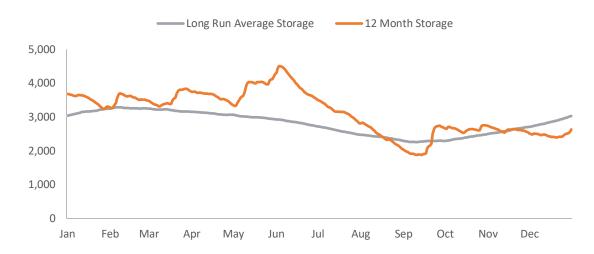
#### **ELECTRICITY SALES VOLUME (GWh)**



### **Appendix: Wholesale Segment**

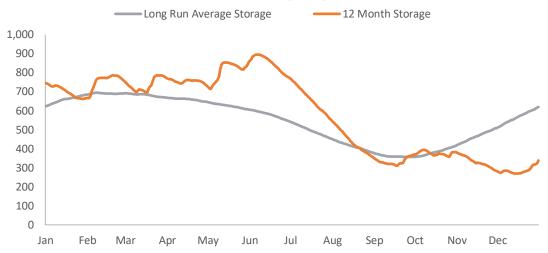
#### ------ Long Run Average Storage — 12 Month Storage 250 200 150 100 50 0 Dec Jan Feb Mai Apr Mav Jun Jul Aug Sep Oct Nov

#### NEW ZEALAND DAILY STORAGE (ALL GENERATORS, GWh)



#### TEKAPO STORAGE Vs LONG RUN AVERAGE (GWh)

WAIKAREMOANA STORAGE Vs LONG RUN AVERAGE (GWh)

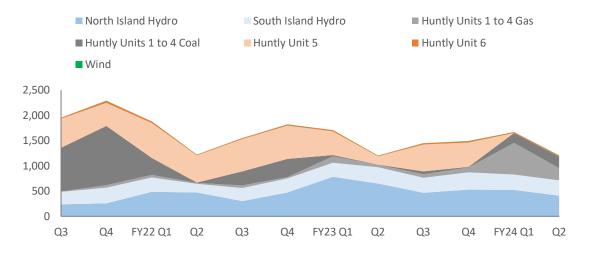


#### **TONGARIRO GENERATION (GWh/Day)**

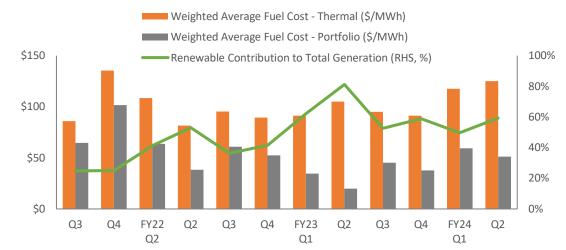


### **Appendix: Wholesale Segment**

#### **GENERATION BY POWER STATION (GWh)**



#### **PORTFOLIO AND THERMAL FUEL COSTS**

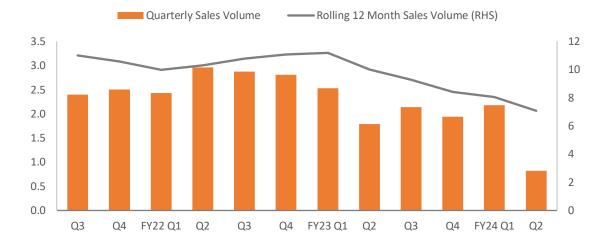


#### ASX FUTURES SPOT PRICING (\$/MWh)

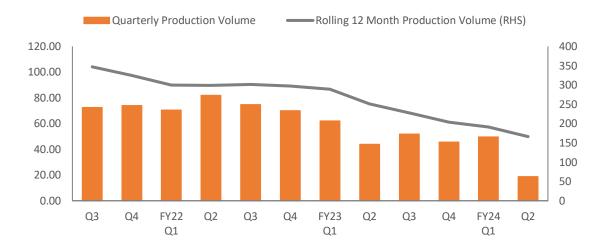


### **Appendix: Kupe Segment**

KUPE GAS SALE VOLUMES (GENESIS SHARE, PJ)



#### KUPE OIL PRODUCTION VOLUME (GENESIS SHARE, kbbl)



#### BRENT CRUDE OIL SPOT PRICE (USD/bbl)



### **Glossary – Performance**

| Electricity                         |  |
|-------------------------------------|--|
| Retail Sales Residential            | Sales of electricity to residential customers  |
| Retail Sales SME                    | Sales of electricity to small business customers   |
| Retail Sales C&I                    | Sales of electricity to commercial and industrial customers  |
| Wholesale Sales                     | Sale of generated electricity onto the spot market, excluding PPA settlements and ancillary revenue                    |
| Generation Costs                    | Direct generation costs, inclusive of fuels and carbon   |
| Retail Purchases                    | Purchases of electricity on spot market for retail customers   |
| Transmission and Distribution Costs | Total electricity transmission and distribution costs, connection charges, electricity market levies and meter leasing |
| Gas                                 |  |
| Retail Sales Residential            | Sales of gas to residential customers  |
| Retail Sales SME                    | Sales of gas to small business customers   |
| Retail Sales C&I                    | Sales of gas to commercial and industrial customers  |
| Wholesale Sales                     | Sales of gas to wholesale customers  |
| Gas Cost                            | Purchase of gas for sale (excludes gas used in electricity generation)   |
| Transmission and Distribution Costs | Total gas transmission and distribution costs, gas levies and meter leasing  |
| LPG                                 |  |
| Bottled LPG Sales                   | Represents 45kg LPG bottle sales   |
| SME & Other Bulk LPG sales          | Represents SME and other bulk and third party distributors   |
| Wholesale LPG Sales                 | Sales of LPG to wholesale customers  |
| LPG Cost                            | Purchase of LPG for sale   |
| Kupe                                |  |
| Oil Sales                           | Sale of crude oil  |
| Gas Sales                           | Sale of gas  |
| LPG Sales                           | Sale of LPG  |
|                                     |  |

### **Glossary – Operational Metrics**

| Retail                            |   |
|-----------------------------------|---|
| Brand Net Promoter Score          | Based on survey question "How likely would you be to recommend Genesis/ Frank Energy to your friends or family?" Calculated on 3 month rolling basis.   |
| Interaction Net Promoter Score    | Based on survey question "Based on your recent interaction with Genesis/Frank, how likely would you be to recommend Genesis/Frank to your family/friends?"<br>Calculated on 3 month rolling basis.            |
| Customers                         | Electricity and gas customers are defined by single customer view, regardless of number of connections (ICP's)  |
| Single Customer View              | Represents unique customers which may have multiple ICPs  |
| ICP                               | Installation Connection Point, a connection point that is both occupied and has not been disconnected (Active-Occupied)   |
| LPG Customer Connections          | Defined as number of customers  |
| Gross Customer Churn              | Defined as residential customers instigating a trader switch or home move   |
| Net Customer Churn                | Defined as percentage of residential customers that finalise in a period.   |
| Resi, SME, C&I                    | Residential, small and medium enterprises and commercial & industrial customers   |
| B2B                               | Business to Business, including both SME and C&I  |
| Netback (\$/MWh, \$/GJ, \$/tonne) | Customer EBITDAF by fuel type plus respective fuel purchase cost divided by total fuel sales volumes, stated in native fuel units (excluding corporate allocation costs and Technology & Digital cost centre) |

### **Glossary – Operational Metrics**

| Wholesale   |   |
|---|---|
| Electricity Financial Contract Purchases – Wholesale            | Settlement volumes of generation hedge purchases, including exchange traded and OTC contracts. Excludes PPAs, active trading, Financial Transmissions Rights    |
| (GWh)   | (FTRs) and Cap/Collar/Floor contracts   |
| Electricity Financial Contract Purchases - Wholesale Price      | Average price paid for Electricity Financial Contract Purchases – Wholesale   |
| (\$/MWh)  |   |
| Electricity Financial Contract Sales – Wholesale (GWh)          | Settlement volumes of generation hedge sales, including exchange traded and OTC contracts. Excludes PPAs, active trading, Financial Transmissions Rights (FTRs) |
|   | and Cap/Collar/Floor contracts  |
| Electricity Financial Contract Sales – Wholesale Price (\$/MWh) | Average price paid for Electricity Financial Contract Sales – Wholesale   |
| Generation Emissions  | Carbon emissions due to coal and gas electricity generation   |
| Rankine Output  | Electricity generated in the Huntly Rankine units   |
| Rankine's Fuelled by Coal (%)                                   | The proportion of coal used in the Rankine units  |
| Weighted Average Gas Burn Cost (\$/GJ)                          | Total cost of gas burnt divided by generation from gas fired generation, excluding emissions  |
| Coal Used In Internal Generation (PJ)                           | Results may be revised to reflect changes in coal kilo tonnes to PJ conversion rate and volume methodology  |
| Weighted Average Coal Burn Cost (\$/GJ)                         | Total cost of coal burnt divided by generation from coal fired generation, excluding emissions  |
| Coal Stockpile – closing balance (Kt)                           | The coal stockpile closing balance in tonnes at Huntly Power Station  |
| Power purchase agreements                                       |   |
| Wind (GWh)  | Energy purchased through long term agreements with generator  |
| Average Price Received for Generation - GWAP<br>(\$/MWh)        | Price received at production node. (E.g. Waipipi at WVY1101 node)   |
| Corporate   |   |
| Total Recordable Injuries                                       | 12-month rolling Total Recordable Injuries including Lost Time Injuries, Restrictive Work Injuries and Medical Treatment Injuries                               |
| Headcount (FTE)   | Based on full time equivalent employees, includes permanent, fixed term and casual contracts.   |
| Кире  |   |
| Oil Production  | Production of crude oil   |
| Oil Price realised (USD/bbl.)                                   | The underlying benchmark crude oil price that is used to set the price for crude oil sales  |
| LPG Production  | Production of LPG   |
|   |   |

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