

Investor Information

Website access

AGL's Investor Centre is available online at agl.com.au/investors. The Investor Centre provides you with easy access to important information about AGL's performance, including annual reports, investor presentations, share price graphs and general security holder information.

The Shareholder Services section in our Investor Centre also provides access to update your details with the Share Registry, Link Market Services, including:

- checking your holding balance;
- viewing, saving or printing interest payment summaries, transaction summaries and dividend statements for shareholders;
- updating or amending your bank account or DRP Instructions for Shareholders;
- electing to receive communications electronically; and
- downloading a variety of forms.

Link Market Services also offers shareholders the ability to register and create a portfolio view of their holdings. Registration is free and enables shareholders to view and update multiple holdings in AGL (or other clients Link act as registry for) using a single login. To create a portfolio, please go to linkmarketservices.com.au.

Share Registry

Shareholders with enquiries about their shareholdings can also contact AGL's Share Registry:
Link Market Services Limited
1A Homebush Drive
Rhodes NSW 2138
Postal Address: Locked Bag A14, Sydney South NSW 1235

Telephone: +61 1800 824 513 (free call within Australia)
Facsimile: +61 2 9287 0309
Email: aglenergy@linkmarketservices.com.au
Website: linkmarketservices.com.au

When communicating with the Share Registry, it will assist if you can quote your current address together with your Security Reference Number (SRN) or Holder Identification Number (HIN) as shown on your Issuer Sponsored/CHESS statements.

Final share dividend

The final dividend of 64.0 cents per share, 80% franked, will be paid on 20 September 2019. As the final dividend will only be paid via direct credit, Australian and New Zealand shareholders need to nominate a bank, building society or credit union account within these jurisdictions. Payments are electronically credited on the dividend payment date and confirmed by a mailed or electronic payment advice. Payment instructions can either be lodged online or an appropriate form can be downloaded from Link Market Service's website.

Dividend Reinvestment Plan

AGL offers shareholders the opportunity to participate in the Dividend Reinvestment Plan. Shares are allocated under the Plan, free of transaction costs. The rate of discount, if any, applied to shares allocated under the Plan will be determined by the Directors at the time each dividend is declared. A zero discount was applied to the 2019 interim dividend and the same will apply to the 2019 final dividend.

On-market share buy-back and shares purchased on-market

On 8 August 2019, AGL announced its intention to undertake an on-market buy-back of up to 32,791,252 shares (being approximately 5% of AGL's issued ordinary shares). During the financial year ended 30 June 2019, 450,676 AGL shares were purchased on-market at an average price of \$20.34 per share to satisfy employee entitlements under the AGL Share Reward Plan, AGL Share Purchase Plan, AGL Restricted Equity Plan and the AGL Long-Term Incentive Plan.

Reporting to shareholders

The *Corporations Act* requires AGL to provide shareholders with access to this Annual Report on AGL's website, unless a shareholder has specifically requested to be sent a printed or electronic copy. Shareholders seeking a copy of the Annual Report should subscribe online or contact the Share Registry. The Annual Report is also available on AGL's website.

Change of name, address or banking details

Shareholders who are Issuer Sponsored should advise the Share Registry immediately of a change of name, address or banking details for dividends electronically credited to a bank account. All such changes must be advised online or in writing and cannot be accepted by telephone. For a change of name, supporting documentation must accompany your written advice. Appropriate forms can also be downloaded from the Share Registry's website.

Shareholders who are CHESS Sponsored should instruct their sponsoring broker in writing to notify the Share Registry of any change.

Tax File Number (TFN)/Australian Business Number (ABN)

It is not compulsory to provide a TFN or ABN. However AGL will be required to deduct tax at the top marginal rate from the unfranked portion of any dividend paid to shareholders who have not provided either a TFN/ABN or details of a relevant TFN exemption. TFN/ABN notification forms can be obtained by contacting the Share Registry, by lodging your details online or by downloading the appropriate form from the Share Registry's website.

Consolidation of shareholdings

Shareholders who wish to consolidate multiple shareholdings into a single shareholding should advise the Share Registry or their sponsoring broker, whichever is applicable, in writing.

Company Secretaries

John Fitzgerald BA MA LLB
Melinda Hunter BCom LLB

Five-year Summary

| | | FY2019 | FY2018 ¹ | FY2017 | FY2016 | FY2015 |
|--|-------|--------|---------------------|--------|--------|--------|
| Profit | | | | | | |
| Revenue | \$m | 13,246 | 12,816 | 12,584 | 11,150 | 10,678 |
| Underlying EBITDA | \$m | 2,285 | 2,236 | 1,852 | 1,689 | 1,505 |
| Underlying EBIT | \$m | 1,660 | 1,668 | 1,368 | 1,211 | 1,126 |
| Statutory Profit/(Loss) after tax | \$m | 905 | 1,582 | 539 | (408) | 218 |
| Underlying Profit after tax | \$m | 1,040 | 1,018 | 802 | 701 | 630 |
| Financial position and cash flow | | | | | | |
| Capital expenditure | \$m | 939 | 778 | 518 | 529 | 794 |
| Total assets | \$m | 14,821 | 14,633 | 14,458 | 14,604 | 15,833 |
| Net debt | \$m | 2,600 | 2,491 | 3,178 | 2,746 | 3,560 |
| Gearing (net debt/net debt + equity) | % | 23.5 | 22.9 | 29.6 | 25.7 | 28.6 |
| Operating cash flow before interest, tax and significant items | \$m | 2,013 | 2,474 | 1,362 | 1,588 | 1,527 |
| Credit rating ² | | Baa2 | Baa2 | Baa2 | Baa2 | BBB |
| Shareholder value | | | | | | |
| Statutory earnings per share | cents | 138.0 | 241.2 | 80.5 | (60.5) | 33.3 |
| Underlying earnings per share | cents | 158.6 | 155.2 | 119.8 | 103.9 | 96.4 |
| Dividends declared | cents | 119.0 | 117.0 | 91.0 | 68.0 | 64.0 |
| Return on equity | % | 12.5 | 13.1 | 10.2 | 8.3 | 7.2 |
| Customer account numbers | | | | | | |
| Electricity accounts | '000 | 2,277 | 2,235 | 2,250 | 2,262 | 2,279 |
| Gas accounts | '000 | 1,431 | 1,406 | 1,403 | 1,419 | 1,456 |
| Total customer accounts | '000 | 3,708 | 3,641 | 3,653 | 3,681 | 3,735 |
| Dual fuel accounts | '000 | 2,070 | 2,027 | 2,008 | 1,962 | 1,917 |

1. Comparatives have been restated for the adoption of AASB 9 Financial Instruments and AASB 16 Leases.

2. Changed from Standard and Poor's to Moody's in FY16.