

## Five-year Summary

		FY2019	FY2018 <sup>1</sup>	FY2017	FY2016	FY2015
<b>Profit</b>						
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
<b>Financial position and cash flow</b>						
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 <sup>2</sup>		Baa2	Baa2	Baa2	Baa2	BBB
<b>Shareholder value</b>						
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
<b>Customer account numbers</b>						
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.

## Glossary for the Business Value Drivers

All data relates to the year ended 30 June 2019 unless specified otherwise.

Term	Explanation
<b>Customer Net Promoter Score (NPS)</b>	NPS is a widely used measure of customer loyalty and is based on how likely a customer would be to recommend AGL as an energy provider. AGL's NPS is measured quarterly via an external survey that asks customers across all energy retailers "On a scale of 0-10, how likely is it that you would recommend Retailer X to a friend or colleague?" The NPS is calculated by subtracting the percentage of zeros to sixes from the percentage of nines and tens. The performance measure relates to the NPS measured in Q4 of the reporting year.
<b>Ombudsman complaints</b>	Reported figures represent complaints to the various state Ombudsman Offices that are provided to AGL for resolution. Enquiries and complaints referred to other agencies or instances where the customer has been advised by the Ombudsman to contact AGL directly are not included. Numbers are based on complaints figures provided by the Ombudsmen of New South Wales, Victoria, Western Australia and South Australia. Complaints recorded for Queensland are based on AGL's internal complaints reporting systems until November 2017, after which time AGL started receiving monthly reports from the Queensland Ombudsman.
<b>Number of customers on Staying Connected</b>	Staying Connected is AGL's program for customers who have been identified to be in financial hardship. The performance measure relates to the number of customers on the program as of 30 June in the reporting year.
<b>Average level of debt of customers on Staying Connected</b>	The average level of debt calculated represents the outstanding debt at the customer (rather than account) level as of 30 June in the reporting year.
<b>Total average debt across mass market customer portfolio</b>	The average energy debt represents the outstanding debt at the customer (rather than account) level as of 30 June in the relevant reporting year. Debt levels include GST. Data excludes 'unknown customers' and commercial and industrial customers.
<b>Customer accounts</b>	Data comprises AGL's residential, small and large business, and wholesale customers.
<b>Customer churn</b>	'Churn' is defined as a completed transfer of a customer to a competing retailer. This measure relates to residential and small business customers only and does not include commercial and industrial customers.
<b>Reprtrak score</b>	Results refer to the latest RepTrak Pulse Report issued in FY19.
<b>Community contribution</b>	Data includes the AGL matched component only of donations raised to the Employee Giving program and fundraising events, not the donations given by employees. Matched amounts are included in the year in which the employee donations were made (even though the matched payment may have been made after the close the financial year).
<b>Underlying Effective tax rate</b>	AGL's underlying income tax expense expressed as a percentage of AGL's underlying profit.
<b>Total Injury Frequency Rate (TIFR)</b>	The rate is calculated as number of lost time and medical treatment injuries classified as TIFR related in a 12-month rolling period, per million hours worked in that 12-month period.
<b>High potential near miss: recordable incident ratio</b>	A Recordable Incident is a safety or environment incident that resulted in the injury or illness of a person requiring Lost Time or Medical Treatment, or an Environment Regulatory Reportable event. A High Potential Near Miss is an unplanned Event or error that did not result in injury, illness, equipment/property damage or fire but where the potential to do so is ranked high or above as per AGL's FIRM matrix. This includes a high potential first aid, compliance breach of permits, critical controls and/or lifesaving rules. A High Potential environment near miss is classified as any event where no actual regulatory breach or unauthorised environmental impact occurred but where the potential for this to occur is ranked high or above as per AGL's FIRM framework.
<b>Employee engagement</b>	Engagement scores are based on ORC International methodology. During FY19, employee engagement was measured twice (once in September 2018 and once in May 2019). The September 2018 score has been included as FY18's engagement score as it reflects a new baseline for engagement out of the FY18 financial year.
<b>Gender mix in senior leadership pipeline (SLP)</b>	The senior leadership pipeline refers to employees in Management Levels A, B, ELT and ET (excluding CEO). These are Hay Level 18 roles and above as classified using the AGL's Position Framework.
<b>Code of conduct breaches</b>	Performance measure relates to the number of substantiated material breaches of AGL's Code of Conduct. Material breaches are those ranked 'High' or above according to AGL's FIRM framework.
<b>Attrition (total workforce)</b>	Calculated based on the total number of voluntary departures per full-time equivalent. Includes fixed term, permanent full-time, and permanent part-time employees; excludes casuals, labour hire and contract workers.
<b>Key talent retention</b>	The performance measures relate to employees identified as 'key talent' from AGL's enterprise leadership team (ELT) and direct reports.
<b>Operated scope 1 &amp; 2 emissions (MtCO<sub>2</sub>e)</b>	Total scope 1 and 2 emissions from facilities over which AGL had operational control during the period. Operational control is defined by the National Greenhouse and Energy Reporting Act 2007.
<b>Operated generation intensity (tCO<sub>2</sub>e/MWh)</b>	Total scope 1 and 2 emissions divided by total sent out generation of electricity generation facilities over which AGL had operational control during the period. Operational control and sent out generation are defined by the National Greenhouse and Energy Reporting Act 2007.