

Glossary for the Business Value Drivers

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

Term	Explanation
Customer Net Promoter Score (NPS)	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.
Ombudsman complaints	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.
Number of customers on Staying Connected	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.
Average level of debt of customers on Staying Connected	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.
Total average debt across mass market customer portfolio	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.
Customer accounts	Data comprises AGL's residential, small and large business, and wholesale customers.
Customer churn	'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.
Reprtrak score	Results refer to the latest RepTrak Pulse Report issued in FY19.
Community contribution	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).
Underlying Effective tax rate	AGL's underlying income tax expense expressed as a percentage of AGL's underlying profit.
Total Injury Frequency Rate (TIFR)	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.
High potential near miss: recordable incident ratio	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.
Employee engagement	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.
Gender mix in senior leadership pipeline (SLP)	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.
Code of conduct breaches	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.
Attrition (total workforce)	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.
Key talent retention	The performance measures relate to employees identified as 'key talent' from AGL's enterprise leadership team (ELT) and direct reports.
Operated scope 1 & 2 emissions (MtCO₂e)	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.
Operated generation intensity (tCO₂e/MWh)	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.

Glossary for the Business Value Drivers

Term	Explanation
Controlled generation intensity (tCO₂e/MWh)	Total scope 1 and 2 emissions divided by total sent out generation of electricity generation facilities over which AGL had operational control and/or had contracted for the electricity output of during the period. Operational control and sent out generation are defined by the National Greenhouse and Energy Reporting Act 2007.
Proportion of operated renewable generation output (%)	Total sent out generation of renewable 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.
Emissions intensity of total revenue (ktCO₂e/\$million)	Total scope 1 and 2 emissions from facilities over which AGL had operational control during the period divided by total AGL revenue. Operational control is defined by the National Greenhouse and Energy Reporting Act 2007.
Environmental Regulatory Reportable incidents	Comprises incidents that trigger mandatory notification provisions under legislation and/or environmental licences.
Pool generation volume	Electricity that AGL generates that is sold into the National Electricity Market ("the pool") and considers marginal loss factors, non-scheduled generation and auxiliary usage.
Equivalent availability factor	Equivalent Availability Factor (EAF) measures the percentage of rated energy available when required. Power stations included are Liddell, Bayswater, Loy Yang A, Torrens Island power stations, Somerton and AGL Hydro power stations, and wind and solar farms under AGL's operational control. Site EAF is weighted by megawatt (MW) capacity.
Reportable privacy incidents	Data comprises 'reportable incidents' as defined by the Office of the Australian Information Commissioner.
Notifiable data breaches realised by a material risk relating to cybersecurity, data governance, or failure of internal controls	Material breaches are those ranked 'High' or above according to AGL's FIRM framework.

Corporate Directory and Financial Calendar

Directory

AGL Energy Limited
ABN 74 115 061 375

Registered office

Level 24, 200 George St
Sydney NSW 2000
Australia

Mailing address:

Locked Bag 3013
Australia Square NSW 1215

Telephone: +61 2 9921 2999

Fax: +61 2 9921 2552

Web: agl.com.au

Financial calendar¹

8 August 2019

Full Year result and final dividend announced

22 August 2019

Record date of final dividend

23 August 2019

Record date of final DRP

19 September 2019

Annual General Meeting

20 September 2019

Payment date of final dividend

13 February 2020

Interim result and interim dividend announced (indicative)

13 August 2020

Full year result and final dividend announced (indicative)

1. The above dates are indicative only and may be subject to change.