



AGL announces new General Manager of Retail

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Australia's largest integrated energy company AGL Energy Limited (AGL) today announced the appointment of Greg Conway as General Manager of Retail Businesses.

Mr Conway will be responsible for AGL's growing residential, small and medium enterprises and smaller industrial customer base. AGL has more than 4.1 million customers across Australia.

Mr Conway was most recently Client Executive of Financial Services, Strategic, Commercial and Global Accounts within Australia for major global IT outsourcing company EDS. He has worked in a number of senior executive roles in Banking and Investment Banking and was previously Chief Operating Officer Group Operations of Westpac.

AGL Managing Director Paul Anthony said Mr Conway brought a wealth of skills in modern customer development, operations and retention from the banking and IT services industries.

"As the energy market evolves and matures, it requires greater focus and transferable skills from other markets that have undergone similar deregulation," Mr Anthony said.

"We are particularly interested in the progressive development of customer support and retention techniques deployed in the global retail banking markets.

"We made a conscious effort to seek a new leader for our retail businesses who possesses such skills.

"Greg has a demonstrable track record of delivering profitable change in the retail banking sector." Mr Conway said: "The primary drivers of value creation in financial services mass markets and the energy sector are very comparable.

"Both industries need to deliver business outcomes that lower the cost to serve and provide excellence in customer service through improved processes, technology and skilled people.

"I am very pleased to be joining AGL and be entrusted with the opportunity to contribute toward achieving such outcomes."

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AGL is Australia's leading energy provider and the only energy producer with a full suite of renewable generation, providing gas and electricity to more than six million Australians.

AGL is a world-class integrated energy company, with major investments in the supply of gas and electricity, as well as a substantial base of customers across Australia.

AGL is committed to leading Australia in minimising the effects of climate change, investing in sustainable energy businesses such as wind farms and innovative environmentally friendly projects such as the underground Bogong hydroelectric power station in Victoria's High Country.

Listed on the Australian Securities Exchange (ASX code: AGK), AGL is an S&P/ASX 50 company with a market capitalisation of about A\$7billion. AGL has a heritage of 170 years of operations as an energy provider in Australia. AGL maintains a BBB investment grade credit rating from Standard & Poor's.