

### Agenda





**Results Highlights and Business Update** Andy Vesey, Managing Director and CEO

2 Review of Operations and Financial Results Brett Redman, CFO

3

Market Update and Outlook Andy Vesey, Managing Director and CEO

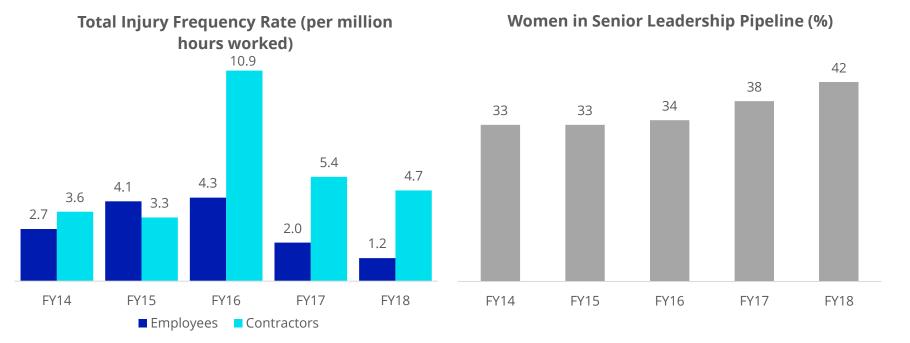


#### Results Highlights and Business Update

Andy Vesey Managing Director and CEO

## Continued positive outcomes in safety and diversity





AGL Macquarie employee TIFR and contractor TIFR data included from FY15 (post acquisition)

AGL Energy FY18 Full-Year Results | 9 August 2018

## Another year of strong performance with ongoing actions to benefit customers



| 1 Strong financial result                               |                               | 2 | AGL developing \$2b-plus of electricity generation projects throughout Australia, more than any other company, to improve affordability and reliability |
|---|-------------------------------|---|---|
| \$1,587m  | <b>\$1,023m</b>               | 3 | Business optimisation plan to target \$120m operating cost reduction in FY19 and return to FY17 operating cost levels by end FY21                       |
| Statutory Profit<br>after tax up \$1,048m<br>tax up 28% |                               | 4 | Portfolio approach continues to produce consistent operating results across generation fleet  |
| 13.0%   | 117 cents                     | 5 | New affordability initiatives including \$50m debt relief package and extension of automatic loyalty discounts to standing offer customers              |
| Return on equity up<br>2.8 percentage points            | Dividends per share up<br>29% | 6 | FY19 guidance: Underlying Profit after tax of \$970m to<br>\$1,070m, subject to normal trading conditions   |

## Long-term strategy unchanged: focused priority actions for next 36 months

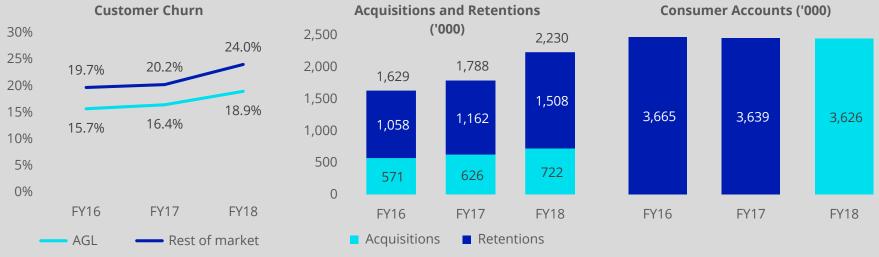




## Retention of customers amid intensified competitive environment





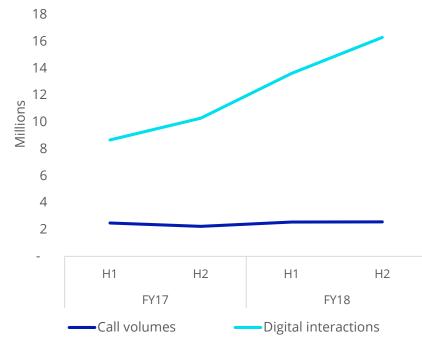


Customer Experience Transformation driving customer engagement and delivering productivity benefits



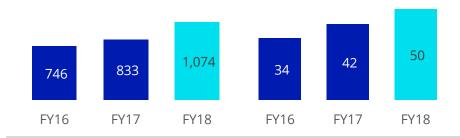
Growing adoption rates consistent with connected customers' desire for digitisation and personalisation

**Digital customer interactions vs. call volumes** 



#### Digital IDs ('000)





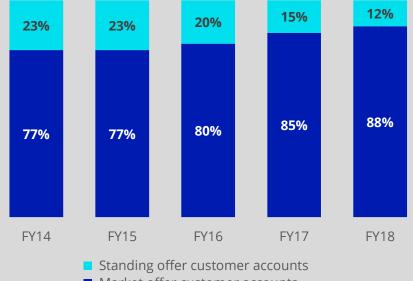
- Customers with digital IDs up 29% year on year, driving customers' ability to self serve
- Customer sessions on AGL App up 73% year on year
- Digital billing increased to 1.8 million accounts (50% of total)
- Digital sales increased to 10% of all sales
- Strong digital Net Promoter Score at +35

## Continuing to address affordability issues for vulnerable and standing offer customers



- New \$50m relief program for Staying Connected customers:
  - Cancels debt aged more than 12 months and offers dollar matching on other debt repayments
  - Extends Affordability Fund to create Energy Literacy Program
- Standing offer loyalty plan already launched in South Australia and Victoria extended to Queensland and NSW electricity customers from 1 September 2018
- Implementation of "right plan" review at least annually for all standing offer customers
- Launch of AGL Small Business Assist energy advice, efficiency and financial counselling program
- Builds on proactive measures taken throughout the year on fairness, simplicity and transparency: e.g. AGL Essentials and AGL Prepaid offerings

Customers on standing offers reduced to 12% of the customer base through proactive AGL outreach



Market offer customer accounts

## AGL's portfolio approach continues to produce consistent results despite ageing fleet



50 40 30 20 10 0 FY14 FY15 FY16 FY17 FY18 ■ AGL Macquarie – Bayswater ■ AGL Macquarie – Liddell

AGI Torrens

AGL Loy Yang
 Renewables

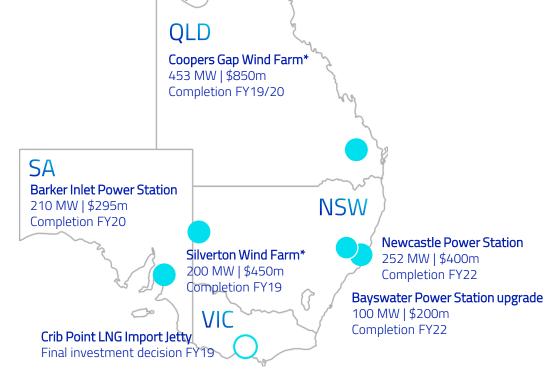
AGL total generation output (TWh)

- Strength of portfolio offsets availability impacts of ageing assets
- Independent reviews of key plants demonstrated they are performing well for their age profile
- Continuous improvement plans for outage management and asset management in place
- Committed to continued investment in plants as they age, as reflected in sustaining capex outlook

# More than \$2 billion committed to new electricity generation projects now under development



Projects under development represent more than 1,000 new construction jobs



In addition to approved projects already under development:

- Key project milestones reached for Crib Point in June 2018 ahead of final investment decision
- Continued assessment of additional gas, renewables and storage projects under NSW Generation Plan
- Actively assessing pumped hydro development opportunities throughout the NEM
- 300MW offtake agreement for Maoneng solar projects signed

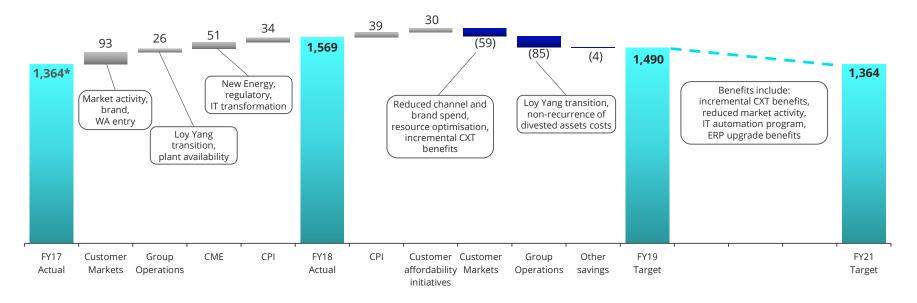
\* Projects funded via Powering Australian Renewables Fund

# Business optimisation program to remove ~\$120m in operating costs in FY19



Targeting return to FY17 levels by FY21

**Operating costs excluding depreciation and amortisation (\$m)** 



\*FY17 operating expenses have been normalised from previously disclosed \$1,357m, which was net of recovery of certain billing fees



#### Review of Operations and Financial Results

Brett Redman CFO

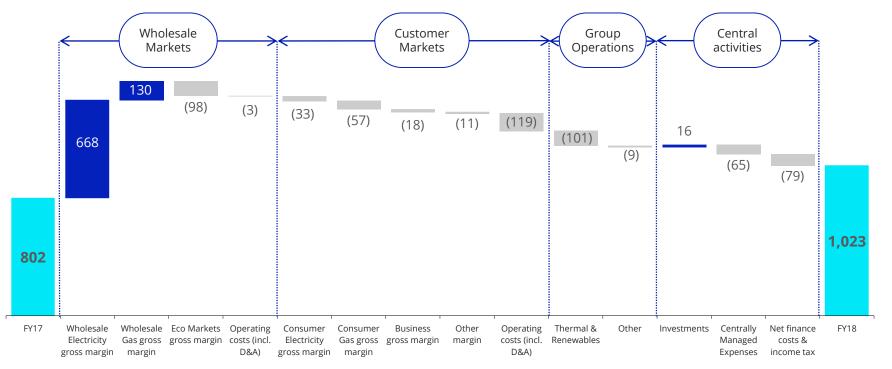
## FY18 result reflects return on major investments undertaken in recent years



|  | FY18  | FY17  |   | Change   |
|--|-------|-------|---|----------|
| Statutory Profit after tax (\$m)                                   | 1,587 | 539   | ↑ | 194%     |
| Statutory EPS (cents)  | 242.0 | 80.5  | ↑ | 201%     |
| Underlying Profit after tax (\$m)                                  | 1,023 | 802   | ↑ | 28%      |
| Underlying EPS (cents)   | 156.0 | 119.8 | ↑ | 30%      |
| Underlying cash flow from operations before interest and tax (\$m) | 2,461 | 1,362 | ↑ | 81%      |
| Dividend per share (cents)   | 117   | 91    | ↑ | 29%      |
| Return on equity (%, rolling 12 months)                            | 13.0  | 10.2  | ↑ | 2.8 ppts |

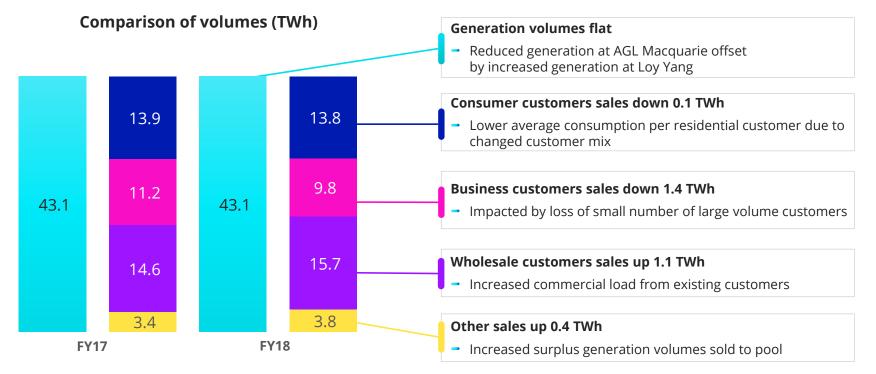
# Underlying Profit: strong Wholesale Markets result offsets expected impacts in Customer Markets

Year-on-year movement in Underlying Profit after tax \$221m



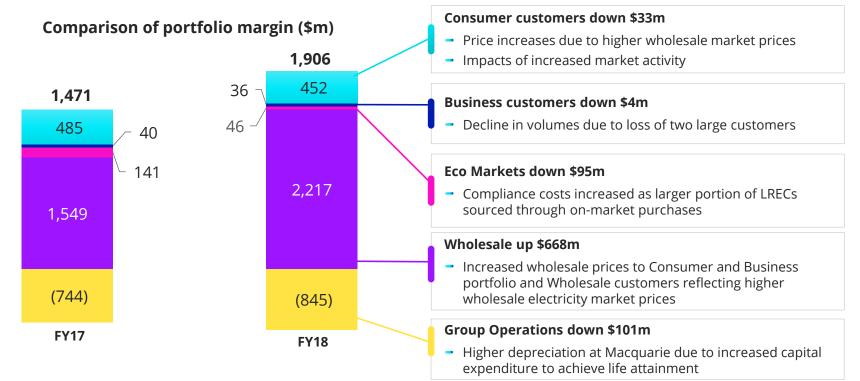
### Electricity generation and Consumer sales volumes steady





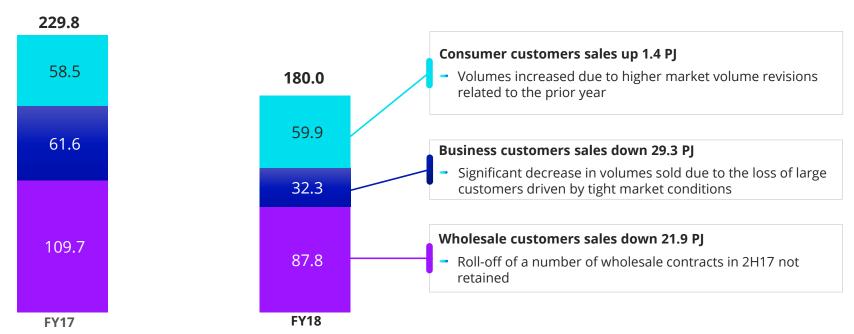
## Electricity portfolio margin up: higher market prices realised in Wholesale business





### Gas sales volumes reflect reduction in Business and Wholesale customer volumes



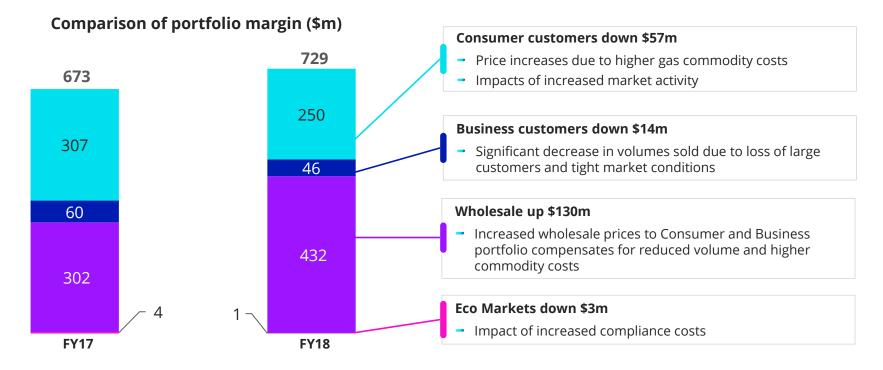


Comparison of volumes (PJ)

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Gas portfolio margin up as higher Wholesale prices outweighed increase in costs





## Turnaround in cash conversion year-on-year as margin calls unwind



#### **Operating cash flow**

| (\$m)  | FY18  | FY17  |
|--|-------|-------|
| Underlying EBITDA  | 2,226 | 1,852 |
| Equity accounted income and onerous contracts            | (33)  | (34)  |
| Gain on divestments                                      | -     | (23)  |
| Movements in other assets/liabilities and non-cash items | 21    | (53)  |
| Working capital – margin calls                           | 162   | (431) |
| Working capital – other                                  | 85    | 51    |
| Underlying operating cash flow before interest and tax   | 2,461 | 1,362 |
| Net finance costs paid                                   | (168) | (179) |
| Income taxes paid  | (159) | (292) |
| Net cash provided by operating<br>activities             | 2,134 | 891 ┥ |
| Cash conversion rate                                     | 111%  | 74%   |
| Cash conversion rate (excl. margin calls)                | 103%  | 97%   |

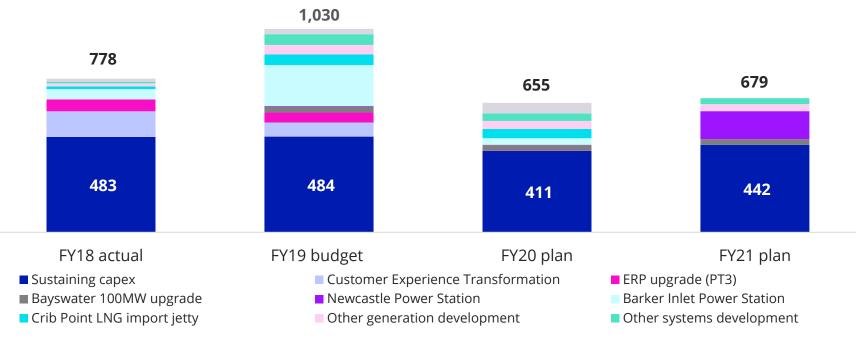
#### Use of cash in period

| (\$m)                                     | FY18  | FY17  |
|---|-------|-------|
| Net cash provided by operating activities | 2,134 | 891   |
| Capital expenditure                       | (720) | (503) |
| Proceeds from divestments                 | 202   | 278   |
| Equity investments                        | (77)  | (44)  |
| Other investing activities                | (34)  | (33)  |
| Share buy-back                            | -     | (473) |
| Net (repayment)/proceeds of borrowings    | (504) | 326   |
| Dividends paid                            | (682) | (517) |
| Other financing activities                | (10)  | (23)  |
| Net change in cash                        | 309   | (98)  |

### FY19 growth investment to increase as Barker Inlet Power Station construction ramps up

Sustaining capex expected to reduce in outer years consistent with maintenance cycles

Capital expenditure and investment outlook (\$m, accruals basis)



## Disciplined allocation of investment capital and assessment of additional growth options



#### More advanced

| Powering Australian Renewables Fund                  |   |
|--|---|
| Customer Experience Transformation                   |   |
| PT3 (ERP upgrade)                                    |   |
| WA retail gas entry                                  | Already underway and/or approved by AGL Board |
| NEM re-investment: Barker Inlet Power Station        |   |
| NEM re-investment: Newcastle Power Station           |   |
| Crib Point LNG import jetty                          |   |
| Further NEM re-investment                            | Currently pending feasibility studies and/or  |
| Additional technology-driven and venture investments | final investment decisions                    |
| New product or market entry                          | Currently at earlier stage                    |

Less advanced

## Disciplined capital allocation will continue, consistent with our principles



| Capital allocation pr | inciples  | FY18 out     | come   | FY19 outlook   |
|-----------------------|---|--------------|--|--|
| with Baa2 credit      | e sheet strength consistent<br>rating to enable optimal<br>ortunities as they emerge            | $\checkmark$ | Strong liquidity position maintained<br>Gearing ratio of 21.8%                                   | Ample headroom<br>Hybrid re-financing in June 2019   |
|                       | dividend payout ratio of 75% of<br>t after tax, franked to 80%                                  | ~            | Dividends declared consistent with policy  | Anticipated dividends consistent with dividend policy  |
|                       | broach (optionality, quantum,<br>drive improved return on                                       | ~            | Renewables development via PARF<br>structure<br>Active Stream and National Assets<br>divestments | Anticipated leasing-based funding structure for<br>Crib Point LNG import jetty   |
| by ongoing analy      | reshold hurdle rate supported<br>/sis of cost of capital and<br>adjustment for competing<br>ses | ~            | \$295m of growth and<br>transformation capex undertaken  | \$546m of growth and transformation capex<br>committed to projects above hurdle rates will be<br>incrementally positive to shareholder value |
|                       | ash to shareholders if more<br>unities are not identified<br>le time-frame                      | $\checkmark$ | Dividends up 29%; additional capital<br>management not undertaken                                | Buy-backs may resume in FY19 in absence of<br>more certainty on growth at scale; update no<br>later than 1H19 result                         |

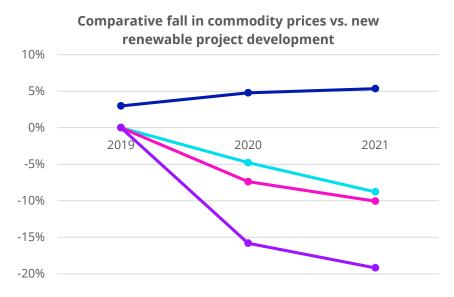


#### Market Update and Outlook

Andy Vesey Managing Director and CEO

## Wholesale electricity forward price down substantially on outlook for renewables build





-----Incremental renewable generation as proportion of total NEM demand (CER "probable")

Brent oil price (proxy for gas)

- Newcastle black coal price
- NSW electricity forward price

Source: Clean Energy Regulator, AEMO, ASX Energy

- The fall in electricity forwards has been substantial compared with fuel input proxies, reflecting anticipated impact of renewables build
- Impact of new renewables generation represents small proportion of total demand in short term, so impact on curve may be overstated
- Value of dispatchable capacity potentially too low to stimulate necessary investment in peaking capacity required in the NEM
- Forward curve beyond 2020 remains illiquid (although liquidity should improve on NEG adoption)

### Wholesale electricity prices imply lower electricity margin over time



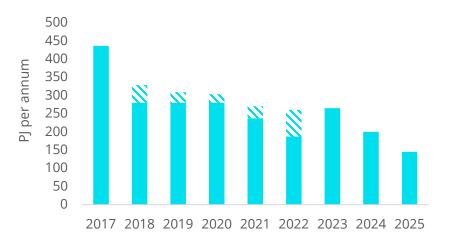
Falling pool prices will gradually be reflected in customer prices based on contract structures

|   | Consumer customers sales   |
|---|--|
|   | <ul> <li>Standing tariffs change annually by state but competitive pricing in the market<br/>is already reflective of lower wholesale price outlook</li> </ul> |
| 13.8                                      | <ul> <li>Impacted by wholesale market curve changes, as reflected in modest NSW,<br/>Queensland and South Australia rate decreases from July 2018</li> </ul>   |
|   | <ul> <li>Impacted by increased competition, market activity and ongoing actions on<br/>customer affordability</li> </ul>                                       |
| 9.8                                       | Business customers sales   |
| 9.0                                       | <ul> <li>Contracts with commercial and industrial customers typically last two to three<br/>years</li> </ul>   |
| 15.7                                      | <ul> <li>Competitive offers made to large users but little appetite for the long-term<br/>contracts needed to underwrite new investment</li> </ul>             |
| 13.7                                      | Wholesale customers sales  |
| FY18 contracted sales<br>volumes 39.3 TWh | <ul> <li>Small number of large contracts up to 11 years in length</li> <li>Long-term agreed pricing structures</li> </ul>                                      |
|   |  |

### Declining East Coast gas production and uncertainty over outlook driving AGL development strategy



Victorian gas supply forecast (Gippsland and Port Campbell)



#### N Prediction range

*Source: AEMO Victorian Gas Planning Report 2017 and 2018, Gas Statement of Opportunities 2018, Offshore South East Australia Future Gas Supply Study 2017* 

AGL's gas strategy is about mitigating supply uncertainty and providing significant optionality to the AGL portfolio to benefit customers:

- Continued uncertainty in supply underpins the need for LNG imports to deliver a flexible source of gas supply to the Southern markets
- AGL has committed \$102m to the Crib Point gas import jetty and anticipates making a final investment decision during FY19
- Consistent with AGL's investment in key storage infrastructure, the focus is to deliver liquidity, capacity and long-term supply to the market

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## Outcomes of key ongoing policy issues critical to certainty

### -agl

#### **National Energy Guarantee**

- AGL supports the National Energy Guarantee to provide certainty in relation to energy policy
- Policy certainty is key to encouraging further generation supply investments, to place downward pressure on electricity prices

#### ACCC report into retail electricity pricing

- AGL acknowledges the critical concerns of customers identified in the ACCC's report into electricity pricing
- The report is comprehensive and we agree with many of its recommendations in particular in respect of the lack
  of transparency and comparability of energy offers faced by consumers, on which industry-wide action is required
- AGL does not believe consumer price reregulation is the right approach to managing energy prices, given the negative impacts to competition and investment

#### AGL engaging actively with ACCC, federal and state governments and other regulatory bodies to address concerns

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#### FY19 guidance

#### Underlying Profit after tax expected to be \$970 million to \$1,070 million

- Wholesale Markets earnings to peak as electricity market prices begin to decline
- Eco Markets to deliver improved result on FY18 as PARF projects increase production
- Market activity and affordability actions driving impacts in Customer Markets
- Delivery of first stage of business optimisation program
- Subject to normal trading conditions





### Questions?



#### Supplementary Information



### Reconciliation of Statutory to Underlying Profit

| (\$m)  | FY18  | FY17 | Change |
|--|-------|------|--------|
| Statutory Profit after tax                         | 1,587 | 539  | 1,048  |
| Adjust for the following after tax items:          |       |      |        |
| Significant Items                                  |       |      |        |
| Active Stream gain on divestment                   | (29)  | -    | (29)   |
| Sunverge impairment                                | 27    | -    | 27     |
| (Gain)/loss on fair value of financial instruments | (562) | 263  | (825)  |
| Underlying Profit after tax                        | 1,023 | 802  | 221    |

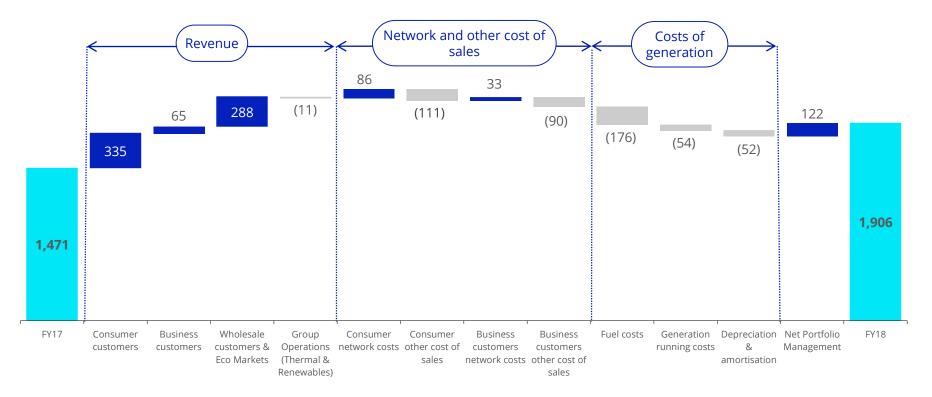


### Underlying Profit summary

| (\$m)   | FY18    | FY17    | Change |
|---|---------|---------|--------|
| Revenue   | 12,816  | 12,584  | 2%     |
| Gross margin  | 3,795   | 3,216   | 18%    |
| Operating costs (excluding depreciation & amortisation) | (1,569) | (1,364) | 15%    |
| Underlying EBITDA                                       | 2,226   | 1,852   | 20%    |
| Depreciation & amortisation                             | (558)   | (484)   | 15%    |
| Underlying EBIT   |         |         |        |
| Wholesale Markets                                       | 2,664   | 1,967   | 35%    |
| Customer Markets  | 208     | 446     | (53)%  |
| Group Operations  | (924)   | (814)   | 14%    |
| Investments   | 33      | 17      | 94%    |
| Centrally Managed Expenses                              | (313)   | (248)   | 26%    |
| Underlying EBIT   | 1,668   | 1,368   | 22%    |
| Net finance costs                                       | (217)   | (228)   | (5)%   |
| Underlying Profit before tax                            | 1,451   | 1,140   | 27%    |
| Income tax expense                                      | (428)   | (338)   | 27%    |
| Underlying Profit after tax                             | 1,023   | 802     | 28%    |
| Underlying EPS (cents)                                  | 156.0   | 119.8   | 30%    |

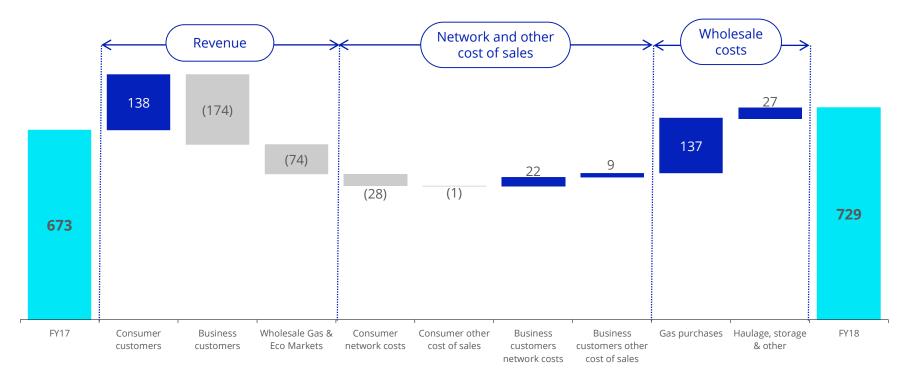


### Movement in electricity portfolio margin (\$m)



### Movement in gas portfolio margin (\$m)







### Wholesale Markets – Underlying EBIT

| (\$m)   | FY18  | FY17  | Change |
|---|-------|-------|--------|
| Wholesale Electricity gross margin                      | 2,217 | 1,549 | 43%    |
| Wholesale Gas gross margin                              | 432   | 302   | 43%    |
| Eco Markets gross margin                                | 47    | 145   | (68)%  |
| Gross margin  | 2,696 | 1,996 | 35%    |
| Operating costs (excluding depreciation & amortisation) | (22)  | (21)  | 5%     |
| Underlying EBITDA                                       | 2,674 | 1,975 | 35%    |
| Depreciation & amortisation                             | (10)  | (8)   | 25%    |
| Underlying EBIT   | 2,664 | 1,967 | 35%    |



## Customer Markets – Underlying EBIT

| (\$m)   | FY18  | FY17  | Change |
|---|-------|-------|--------|
| Consumer Electricity gross margin                       | 452   | 485   | (7)%   |
| Consumer Gas gross margin                               | 250   | 307   | (19)%  |
| Business Electricity gross margin                       | 36    | 40    | (10)%  |
| Business Gas gross margin                               | 46    | 60    | (23)%  |
| New Energy Services gross margin                        | 7     | 11    | (36)%  |
| Fees, charges and other margin                          | 70    | 77    | (9)%   |
| Gross margin  | 861   | 980   | (12)%  |
| Operating costs (excluding depreciation & amortisation) | (551) | (447) | 23%    |
| Underlying EBITDA                                       | 310   | 533   | (42)%  |
| Depreciation & amortisation                             | (102) | (87)  | 17%    |
| Underlying EBIT   | 208   | 446   | (53)%  |

## Group Operations – Underlying EBIT

| (\$m)   | FY18  | FY17  | Change |
|---|-------|-------|--------|
| Gross margin  | 206   | 222   | (7)%   |
| Operating costs (excluding depreciation & amortisation) | (716) | (673) | 6%     |
| Underlying EBITDA                                       | (510) | (451) | 13%    |
| Depreciation & amortisation                             | (414) | (363) | 14%    |
| Underlying EBIT   |       |       |        |
| Thermal   | (771) | (692) | 11%    |
| Renewables  | (74)  | (52)  | 42%    |
| Natural Gas   | (40)  | (31)  | 29%    |
| Other operations  | (39)  | (39)  | -      |
| Underlying EBIT   | (924) | (814) | 14%    |

### Centrally Managed Expenses and Investments– Underlying EBIT



| (\$m)                       | FY18  | FY17  | Change |
|-----------------------------|-------|-------|--------|
| Centrally Managed Expenses: |       |       |        |
| Underlying EBITDA           | (281) | (222) | 27%    |
| Depreciation & amortisation | (32)  | (26)  | 23%    |
| Underlying EBIT             | (313) | (248) | 26%    |
|                             |       |       |        |
| Investments:                |       |       |        |
| Underlying EBITDA           | 33    | 17    | 94%    |
| Depreciation & amortisation | -     | -     | -      |
| Underlying EBIT             | 33    | 17    | 94%    |



#### Pool generation volume

| GWh                       | FY18   | FY17   | Change |
|---------------------------|--------|--------|--------|
| Asset                     |        |        |        |
| AGL Macquarie – Bayswater | 13,917 | 14,370 | (3)%   |
| AGL Macquarie – Liddell   | 7,627  | 8,589  | (11)%  |
| AGL Loy Yang              | 14,998 | 13,924 | 8%     |
| AGL Torrens               | 2,596  | 2,669  | (3)%   |
| SA wind                   | 1,360  | 1,167  | 17%    |
| VIC wind                  | 1,197  | 1,035  | 16%    |
| VIC hydro                 | 637    | 580    | 10%    |
| NSW hydro                 | 138    | 119    | 16%    |
| NSW solar                 | 397    | 364    | 9%     |
| Other gas                 | 198    | 282    | (30)%  |
| Total                     | 43,065 | 43,099 | (0)%   |
| Generation type           |        |        |        |
| Coal                      | 36,542 | 36,883 | (1)%   |
| Gas                       | 2,794  | 2,951  | (5)%   |
| Wind                      | 2,557  | 2,202  | 16%    |
| Hydro                     | 775    | 699    | 11%    |
| Solar                     | 397    | 364    | 9%     |
| Total                     | 43,065 | 43,099 | (0)%   |

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### Generation portfolio performance

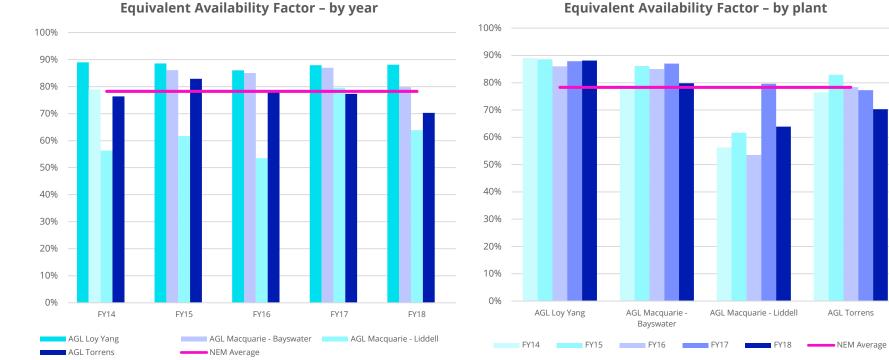


| Asset                             | State   | Туре                 | Status              | Capacity<br>(MW) | Carbon intensity<br>(tCO <sub>2</sub> e/MWh) | FY18 sent out generation (GWh) |
|-----------------------------------|---------|----------------------|---------------------|------------------|--|--------------------------------|
| AGL Macquarie - Bayswater         | NSW     | Coal                 | Owned               | 2,640            | 0.94   | 14,627                         |
| AGL Macquarie - Liddell           | NSW     | Coal                 | Owned               | 2,000            | 0.97   | 8,137                          |
| AGL Loy Yang                      | VIC     | Coal                 | Owned               | 2,210            | 1.29   | 15,517                         |
| Total coal                        |         |                      |                     | 6,850            |  | 38,281                         |
| AGL Torrens                       | SA      | Gas steam turbine    | Owned               | 1,280            | 0.60   | 2,618                          |
| Yabulu                            | QLD     | CCGT                 | Controlled dispatch | 122              | 0.45   | 239                            |
| Somerton                          | VIC     | OCGT                 | Owned               | 160              | 0.82   | 85                             |
| Other                             | Various | Gas/diesel           | Various             | 88               | 0.71   | 265                            |
| Total oil and gas                 |         |                      |                     | 1,650            |  | 3,207                          |
| Macarthur                         | VIC     | Wind                 | Controlled dispatch | 420              | 0.00   | 1,029                          |
| Hallett                           | SA      | Wind                 | Controlled dispatch | 350              | 0.00   | 1,166                          |
| Wattle Point                      | SA      | Wind                 | Controlled dispatch | 91               | 0.00   | 262                            |
| Oaklands Hill                     | VIC     | Wind                 | Controlled dispatch | 63               | 0.01   | 182                            |
| VIC hydro                         | VIC     | Hydro                | Owned               | 734              | 0.01   | 714                            |
| NSW hydro                         | NSW     | Hydro                | Owned               | 54               | 0.00   | 101                            |
| NSW solar                         | NSW     | Solar                | PARF                | 156              | 0.00   | 374                            |
| Other                             | Various | Landfill and bio-gas | Various             | 46               | 0.08   | 145                            |
| Total renewables                  |         |                      |                     | 1,914            |  | 3,973                          |
| Generation portfolio at 30 June 2 | 2018    |                      |                     | 10,414           | 0.96   | 45,461                         |
| NEM industry average              |         |                      |                     |                  | 0.82   |                                |

Note: the difference between sent out generation and pool generation volume (as disclosed on the prior slide and in the Operating & Financial Review) is due to marginal loss factors, non-scheduled generation and auxiliary usage.

### Equivalent Availability Factor



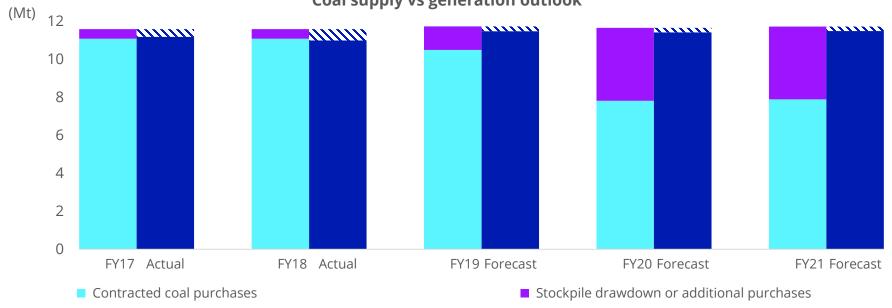


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#### **Equivalent Availability Factor – by plant**

## Coal contracting





#### **Coal supply vs generation outlook**

AGL Macquarie Generation - customer load

NAGL Macquarie Generation - settled at market

#### Electricity sales volumes

| GWh                            | FY18   | FY17   | Change |
|--------------------------------|--------|--------|--------|
| Consumer                       |        |        |        |
| New South Wales                | 5,543  | 5,566  | (0)%   |
| Victoria                       | 3,856  | 3,638  | 6%     |
| South Australia                | 1,944  | 2,093  | (7)%   |
| Queensland                     | 2,425  | 2,591  | (6)%   |
| Consumer total                 | 13,768 | 13,888 | (1)%   |
| Business                       |        |        |        |
| New South Wales                | 4,415  | 4,769  | (7)%   |
| Victoria                       | 2,730  | 2,988  | (9)%   |
| South Australia                | 745    | 2,119  | (65)%  |
| Queensland                     | 1,862  | 1,322  | 41%    |
| Business total                 | 9,752  | 11,198 | (13)%  |
| Wholesale total*               | 15,651 | 14,564 | 7%     |
| Electricity sales volume total | 39,171 | 39,650 | (1)%   |

\* Includes purchased volumes sold to ActewAGL during FY18 of 3,031 GWh (FY17 3,064 GWh)

#### Gas sales volumes

| РЈ                                | FY18  | FY17  | Change |
|-----------------------------------|-------|-------|--------|
| Consumer                          |       |       |        |
| New South Wales                   | 20.9  | 19.8  | 6%     |
| Victoria                          | 33.2  | 32.6  | 2%     |
| South Australia                   | 3.3   | 3.5   | (6)%   |
| Queensland                        | 2.4   | 2.6   | (8)%   |
| Western Australia                 | 0.1   | -     | 100%   |
| Consumer total                    | 59.9  | 58.5  | 2%     |
| Business                          |       |       |        |
| New South Wales                   | 6.6   | 17.6  | (63)%  |
| Victoria                          | 16.4  | 26.9  | (39)%  |
| South Australia                   | 1.3   | 2.6   | (50)%  |
| Queensland                        | 8.0   | 14.5  | (45)%  |
| Business total                    | 32.3  | 61.6  | (48)%  |
| Wholesale customers & Generation* | 87.8  | 109.7 | (20)%  |
| Gas sales volume total            | 180.0 | 229.8 | (22)%  |

\* Includes volumes sold to AGL owned generation assets during FY18 of 32 PJ (FY17 33 PJ)



#### Customer account numbers

| ('000)                           | 30 Jun 2018 | 30 Jun 2017 | Change |
|----------------------------------|-------------|-------------|--------|
| Consumer Electricity             |             |             |        |
| New South Wales                  | 823         | 807         | 2%     |
| Victoria                         | 658         | 638         | 3%     |
| South Australia                  | 367         | 388         | (5)%   |
| Queensland                       | 372         | 404         | (8)%   |
| Total Consumer Electricity       | 2,220       | 2,237       | (1)%   |
| Consumer Gas                     |             |             |        |
| New South Wales                  | 643         | 657         | (2)%   |
| Victoria                         | 528         | 531         | (1)%   |
| South Australia                  | 131         | 132         | (1)%   |
| Queensland                       | 83          | 82          | 1%     |
| Western Australia                | 21          | -           | 100%   |
| Total Consumer Gas               | 1,406       | 1,402       | 0%     |
| Total Consumer accounts          | 3,626       | 3,639       | (0)%   |
| Total Business Customer accounts | 15          | 14          | 7%     |
| Total Customer accounts          | 3,641       | 3,653       | (0)%   |
| Dual fuel accounts               | 2,027       | 2,008       | 1%     |

### Consumer customers account metrics



|  | FY14   | FY15   | FY16   | FY17   | FY18   |
|--|--------|--------|--------|--------|--------|
| Gross margin (\$)  | 697m   | 737m   | 797m   | 792m   | 702m   |
| Net operating costs (\$)                                       | (365)m | (416)m | (398)m | (413)m | (527)m |
| EBIT (\$)  | 332m   | 321m   | 399m   | 379m   | 175m   |
| Gross margin per customer account (\$)                         | 187    | 198    | 216    | 217    | 192    |
| Net operating costs per customer account (\$)                  | (98)   | (112)  | (108)  | (113)  | (144)  |
| EBIT per customer account (\$)                                 | 89     | 86     | 108    | 104    | 48     |
| Net operating costs/gross margin ratio (%)                     | 52     | 57     | 50     | 52     | 75     |
| Cost to Serve (\$)   | (234)m | (270)m | (253)m | (257)m | (301)m |
| Cost to Grow (\$)  | (131)m | (146)m | (145)m | (156)m | (226)m |
| Cost to Serve per customer account (\$)                        | (63)   | (72)   | (69)   | (70)   | (83)   |
| Cost to Grow per customer account acquired<br>or retained (\$) | (86)   | (87)   | (89)   | (87)   | (101)  |

### Consumer customers key indicators



|  | FY18   | FY17   | Change    |
|--|--------|--------|-----------|
| Electricity                            |        |        |           |
| Volume (GWh)                           | 13,768 | 13,888 | (1)%      |
| Average Consumer accounts ('000)       | 2,240  | 2,243  | (0)%      |
| Revenue (\$m)                          | 4,145  | 3,810  | 9%        |
| Gross margin (\$m)                     | 452    | 485    | (7)%      |
| Gross margin (%)                       | 10.9   | 12.7   | (1.8)ppts |
| Gross margin per customer account (\$) | 202    | 216    | (7)%      |
| Gross margin per MWh (\$)              | 32.8   | 34.9   | (6)%      |
| Gas                                    |        |        |           |
| Volume (PJ)                            | 59.9   | 58.5   | 2%        |
| Average Consumer accounts ('000)       | 1,408  | 1,413  | (0)%      |
| Revenue (\$m)                          | 1,538  | 1,400  | 10%       |
| Gross margin (\$m)                     | 250    | 307    | (19)%     |
| Gross margin (%)                       | 16.3   | 21.9   | (5.6)ppts |
| Gross margin per customer account (\$) | 178    | 217    | (18)%     |
| Gross margin per GJ (\$)               | 4.2    | 5.2    | (19)%     |

### Business customers key indicators



|                           | FY18  | FY17   | Change     |
|---------------------------|-------|--------|------------|
| Electricity               |       |        |            |
| Volume (GWh)              | 9,752 | 11,198 | (13)%      |
| Revenue (\$m)             | 1,615 | 1,550  | 4%         |
| Gross margin (\$m)        | 36    | 40     | (10)%      |
| Gross margin (%)          | 2.2   | 2.6    | (0.4) ppts |
| Gross margin per MWh (\$) | 3.7   | 3.6    | 3%         |
|                           |       |        |            |
| Gas                       |       |        |            |
| Volume (PJ)               | 32.3  | 61.6   | (48)%      |
| Revenue (\$m)             | 339   | 513    | (34)%      |
| Gross margin (\$m)        | 46    | 60     | (23)%      |
| Gross margin (%)          | 13.6  | 11.7   | 1.9 ppts   |
| Gross margin per GJ (\$)  | 1.42  | 0.97   | 46%        |

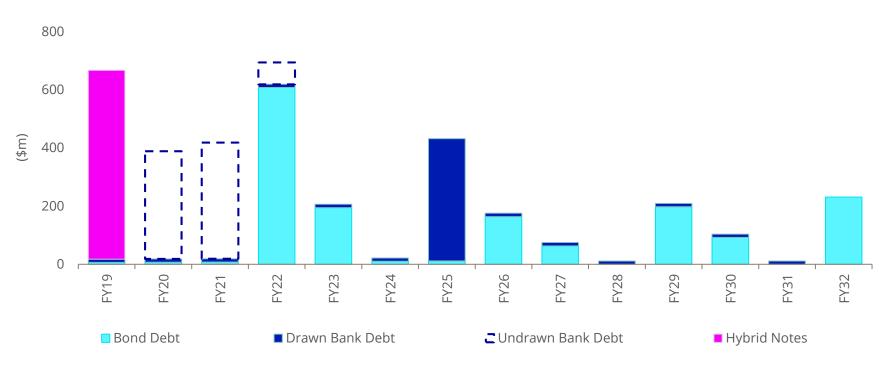
#### Debt facilities at 30 June 2018

| Debt facility (\$m)            | Limit | Usage | Maturity |
|--------------------------------|-------|-------|----------|
| Subordinated notes*            | 650   | 650   | FY19     |
| Revolving bilateral facilities | 371   | 0     | FY20     |
| Syndicated revolving facility  | 400   | 0     | FY21     |
| A\$600m medium-term notes      | 600   | 600   | FY22     |
| Revolving bilateral facility   | 75    | 0     | FY22     |
| USPP US\$165m                  | 186   | 186   | FY23     |
| Club facility term             | 410   | 410   | FY25     |
| USPP US\$135m                  | 152   | 152   | FY26     |
| USPP A\$50m                    | 50    | 50    | FY27     |
| CPI bonds                      | 88    | 88    | FY27     |
| USPP US\$150m                  | 198   | 198   | FY29     |
| USPP US\$70m                   | 92    | 92    | FY30     |
| ECA amortising facility        | 144   | 144   | FY31     |
| USPP US\$175m                  | 231   | 231   | FY32     |
| Total debt facilities          | 3,647 | 2,801 |          |
| Less: Cash                     |       | 463   |          |
| Net Debt                       |       | 2,338 |          |

\* Subordinated Notes - First call date June 2019, final maturity 2039

### Debt maturity profile





### Historical financial information



| (\$m)  | 1H14  | FY14   | 1H15  | FY15   | 1H16  | FY16   | 1H17  | FY17   | 1H18  | FY18   |
|--|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|
| Wholesale Markets external revenue           | 885   | 1,729  | 1,014 | 2,481  | 1,630 | 3,518  | 1,966 | 4,860  | 2,454 | 4,944  |
| Customer Markets external revenue            | 4,299 | 8,501  | 4,071 | 8,006  | 3,878 | 7,438  | 3,752 | 7,334  | 3,907 | 7,696  |
| Group Operations external revenue            | 103   | 214    | 98    | 190    | 93    | 193    | 312   | 389    | 89    | 175    |
| Other external revenue                       | -     | 1      | -     | 1      | -     | 1      | -     | 1      | -     | 1      |
| Total external revenue                       | 5,287 | 10,445 | 5,183 | 10,678 | 5,601 | 11,150 | 6,030 | 12,584 | 6,450 | 12,816 |
| Wholesale Markets Underlying EBITDA          | 609   | 1,238  | 804   | 1,686  | 969   | 1,837  | 989   | 1,975  | 1,237 | 2,674  |
| Customer Markets Underlying EBITDA           | 215   | 479    | 228   | 458    | 271   | 537    | 272   | 533    | 200   | 310    |
| Group Operations Underlying EBITDA           | (127) | (236)  | (206) | (440)  | (255) | (486)  | (230) | (451)  | (238) | (510)  |
| Investments Underlying EBITDA                | 13    | 23     | 12    | 26     | 17    | 25     | 11    | 17     | 16    | 33     |
| Centrally Managed Expenses Underlying EBITDA | (88)  | (174)  | (103) | (225)  | (117) | (224)  | (118) | (222)  | (131) | (281)  |
| Total Underlying EBITDA                      | 622   | 1,330  | 735   | 1,505  | 885   | 1,689  | 924   | 1,852  | 1,084 | 2,226  |
| Wholesale Markets Underlying EBIT            | 601   | 1,223  | 798   | 1,675  | 966   | 1,828  | 985   | 1,967  | 1,233 | 2,664  |
| Customer Markets Underlying EBIT             | 168   | 385    | 189   | 379    | 225   | 446    | 229   | 446    | 154   | 208    |
| Group Operations Underlying EBIT             | (228) | (431)  | (337) | (704)  | (425) | (834)  | (410) | (814)  | (439) | (924)  |
| Investments Underlying EBIT                  | 13    | 23     | 12    | 26     | 17    | 25     | 11    | 17     | 16    | 33     |
| Centrally Managed Expenses Underlying EBIT   | (99)  | (196)  | (114) | (250)  | (133) | (254)  | (130) | (248)  | (145) | (313)  |
| Total Underlying EBIT                        | 455   | 1,004  | 548   | 1,126  | 650   | 1,211  | 685   | 1,368  | 819   | 1,668  |
| Underlying Profit after tax                  | 242   | 562    | 302   | 630    | 375   | 701    | 389   | 802    | 493   | 1,023  |

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- Is not an offer or recommendation to purchase or subscribe for securities in AGL Energy Limited or to retain any securities currently held.
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- Statutory Profit is prepared in accordance with the Corporations Act 2001 and Australian Accounting Standards, which comply with International Financial Reporting Standards.
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- Amounts presented as Statutory Profit and Underlying Profit are those amounts attributable to owners of AGL Energy Limited.

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