



FY21 Full-Year Results

12 August 2021



Agenda



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Markus Brokhof, Chief Operating Officer

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FY21 result reflected challenging market conditions; AGL repositioning itself via proposed demerger



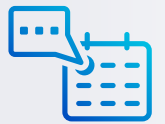
RESULTS SUMMARY

- **Market/operating headwinds as forecast:** wholesale electricity prices and margin pressures in gas impacted earnings
- **Underlying EBITDA down 18%** to \$1,666 million; **Underlying NPAT down 34%** to \$537 million
- **Final ordinary dividend** of 34 cents per share (fully underwritten), total dividend for the 2021 year of 75 cents, including special dividend of 10 cents



STRATEGY EXECUTION

- **Strong customer growth:** Customer services grew by 254k with continued organic growth and Click acquisition
- **Key acquisitions announced in FY21:** Click, Epho, Solgen, Tilt (via PowAR) and OVO Energy Australia
- **850 MW battery development pipeline** progressing well, with FID reached on a 250 MW, grid-scale battery at Torrens Island
- Shareholders granted the **opportunity to vote on climate reporting** at Accel Energy's and AGL Australia's first AGMs



OUTLOOK AND FY22 GUIDANCE

- **Guidance for EBITDA** of \$1,200 to \$1,400 million, subject to ongoing uncertainty, trading conditions
- **Guidance for Underlying Profit after tax** of \$220 to \$340 million, subject to ongoing uncertainty, trading conditions
- **Operating headwinds continue into FY22:** Roll off of hedging established at higher prices and non-recurrence of Loy Yang insurance proceeds



DEMERGER UPDATE

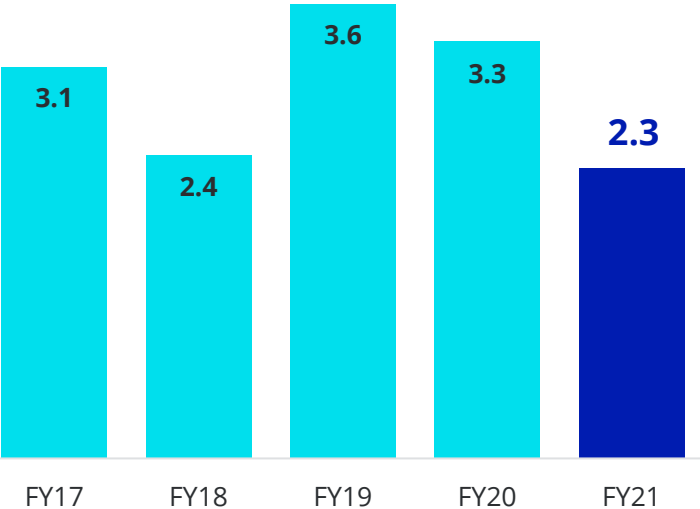
- **Confirmed proposed demerger**, well progressed for implementation in the fourth quarter of FY22
- **Debt financing progressing**, sufficient financial flexibility and leverage in both entities
- **Additional executive management team appointments confirmed**
- **Accel energy and AGL Australia are working to identify further operating cost efficiencies**, in addition to fully offsetting the duplication cost created by demerger

Safety and customer metrics continue to trend positively, albeit lower staff engagement result



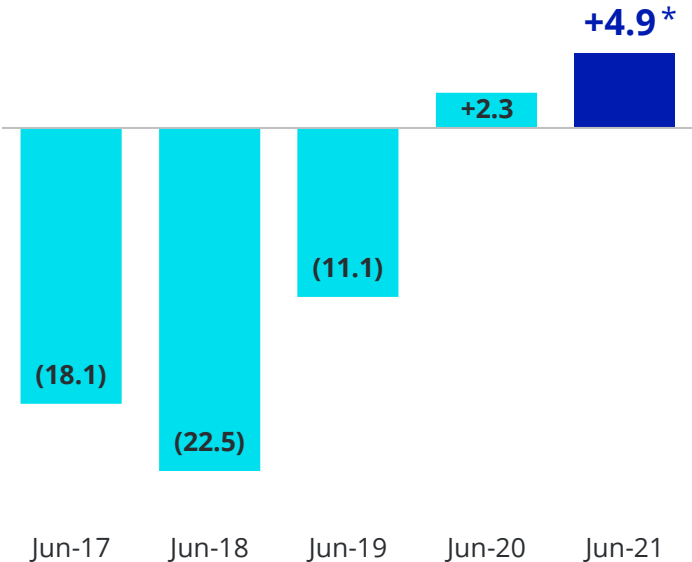
Safety

Total Injury Frequency Rate (per million hours worked) continuing to improve



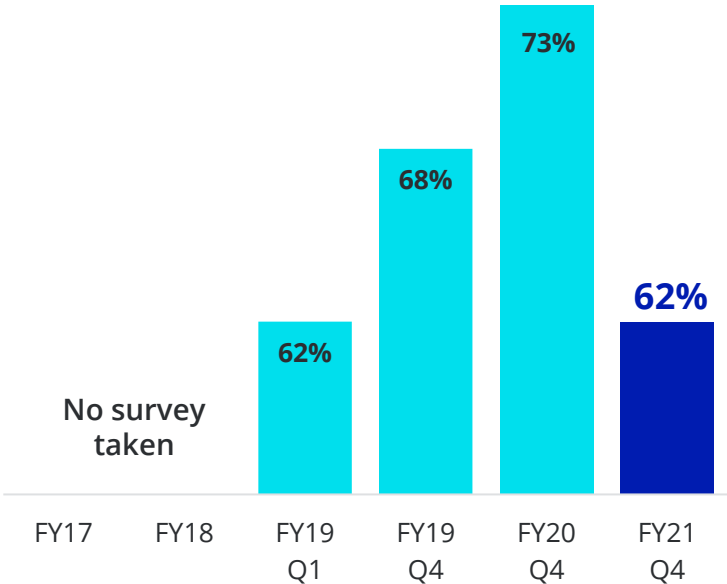
Customers

AGL number one by customer services, NPS continues to be at a record high



People

Weaker result reflective of industry wide challenges, major separation plans and COVID-19 fatigue



* Please note AGL has moved to a new supplier to source Strategic NPS scores, effective April 2021. The survey methodology is consistent with the survey results disclosed in prior years

Financial result reflects the significance of market and operating headwinds

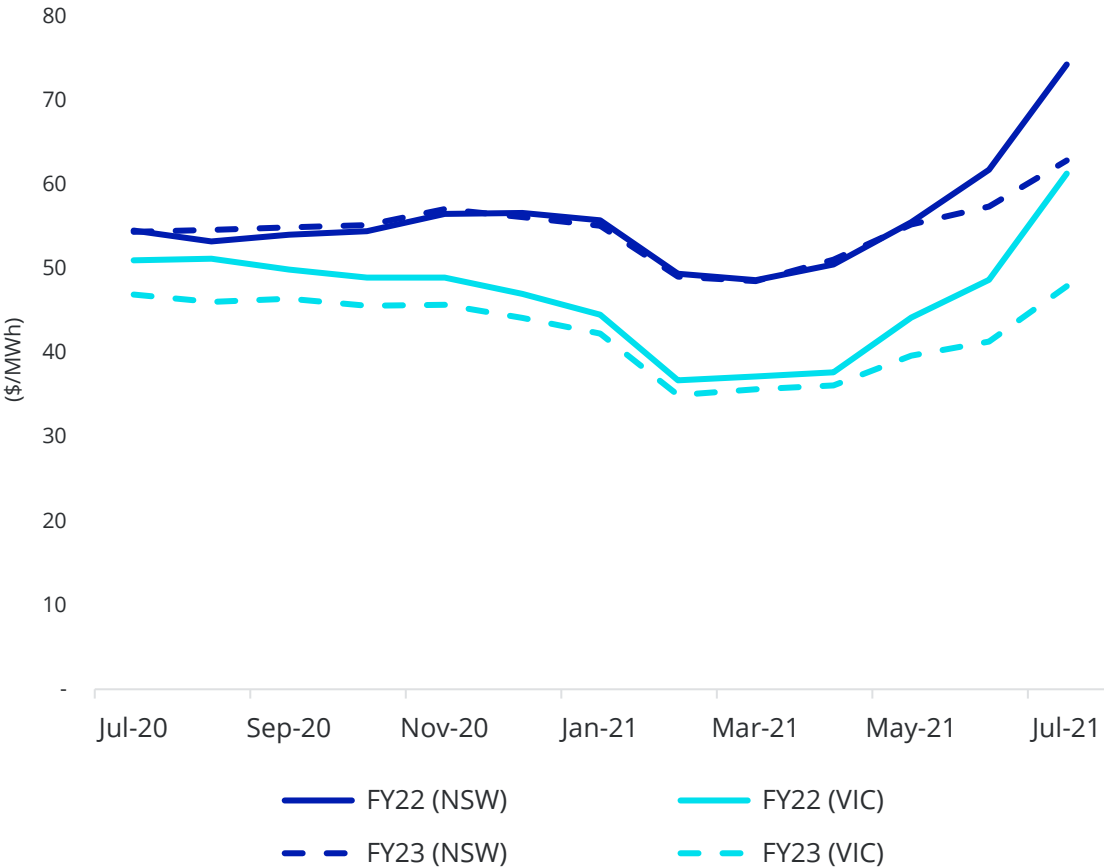


Statutory NPAT	\$(2,058)m		↓
Underlying EBITDA	\$1,666m	(18)%	↓
Underlying NPAT	\$537m	(34)%	↓
Net cash provided by operating activities	\$1,250m	(41)%	↓
Dividends	65 cps ordinary 10 cps special	(23)%	↓
Return on Equity	8.1%	(1.9)pp	↓

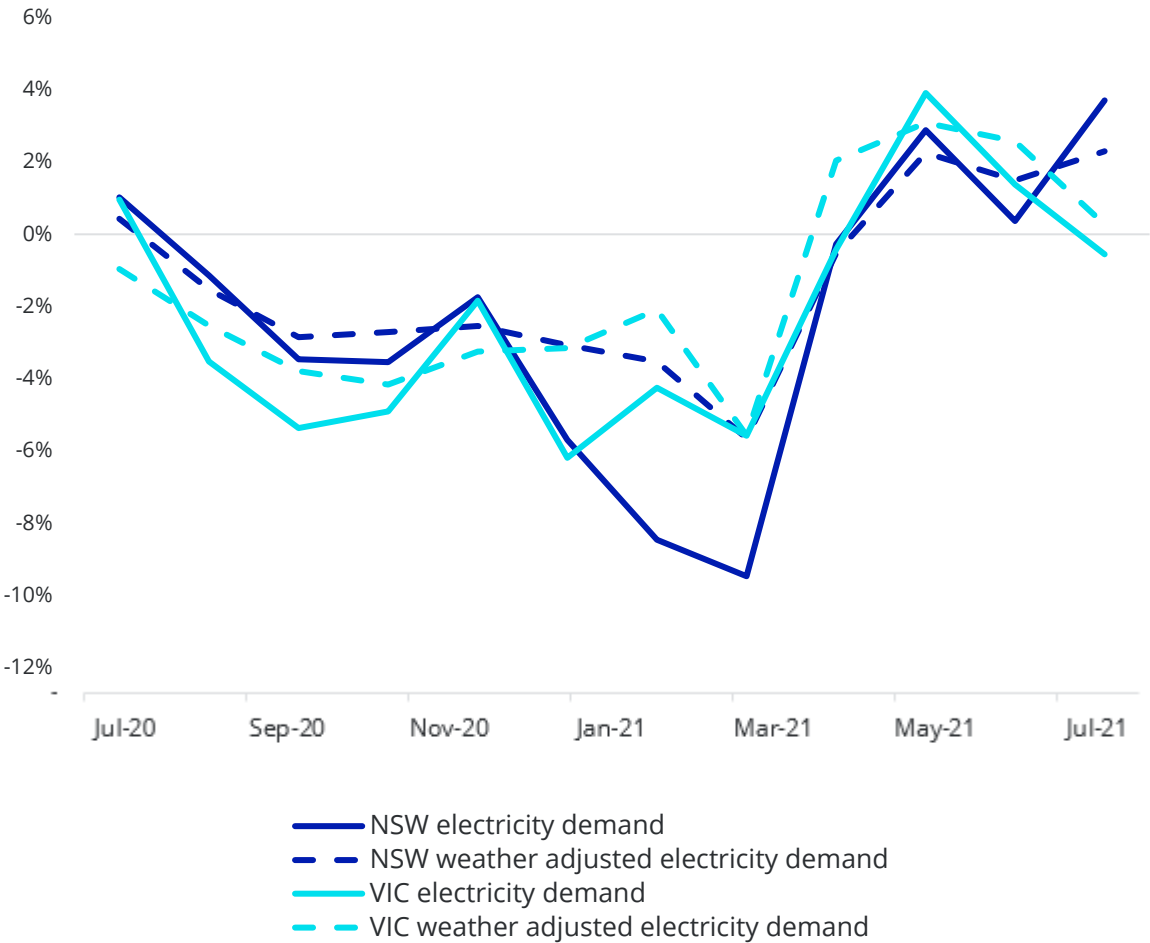
Electricity market price and demand dynamics are resulting in operating conditions more challenging than anticipated



Forward curve movements for FY22 and FY23 flat swaps



AEMO monthly electricity demand FY21 vs. FY20



Source: AEMO

Demerger update – progressing towards implementation in the fourth quarter of FY22



Demerger process

- Demerger on track for implementation in the fourth quarter FY22, subject to relevant approvals
- Following key management personnel identified:
 - Chief Operating Officer and Deputy Chief Executive Officer, Accel Energy
Markus Brokhof
 - Chief Financial Officer, AGL Australia
Damien Nicks
- Internal IT, corporate and operational separation to effect the demerger have commenced, including the formulation of transitional services agreements
- Accel Energy and AGL Australia are working to identify further operating cost efficiencies, in addition to fully offsetting the duplication cost created by demerger

Capital structures of new entities

- Continuing to progress finalisation of funding requirements and structure of borrowings for both entities
- Accel Energy holding of 15-20% in AGL Australia important for balance sheet and financial flexibility
- Confident of investment grade credit rating for both entities, targeting a higher rating for AGL Australia than Accel Energy
- New entities will be subject to market standard financial covenants including Leverage for Accel Energy and Gearing for AGL Australia

- Appointments to take effect upon demerger
- Further management and Board appointments for Accel Energy and AGL Australia will be confirmed in due course





Customer Markets

Christine Corbett
Chief Customer Officer



Solid Customer Markets performance underscored by customer growth, expanded product range and cost efficiencies



Gross margin

\$854m ↑ UP **4%**

Operating cost

\$517m ↓ DOWN **2%**

Underlying EBITDA

\$337m ↑ UP **16%**

Capital Expenditure

\$87m ↑ UP **26%**

Key EBITDA contributors in FY21



Services to customers
+254k*



Click Energy acquisition

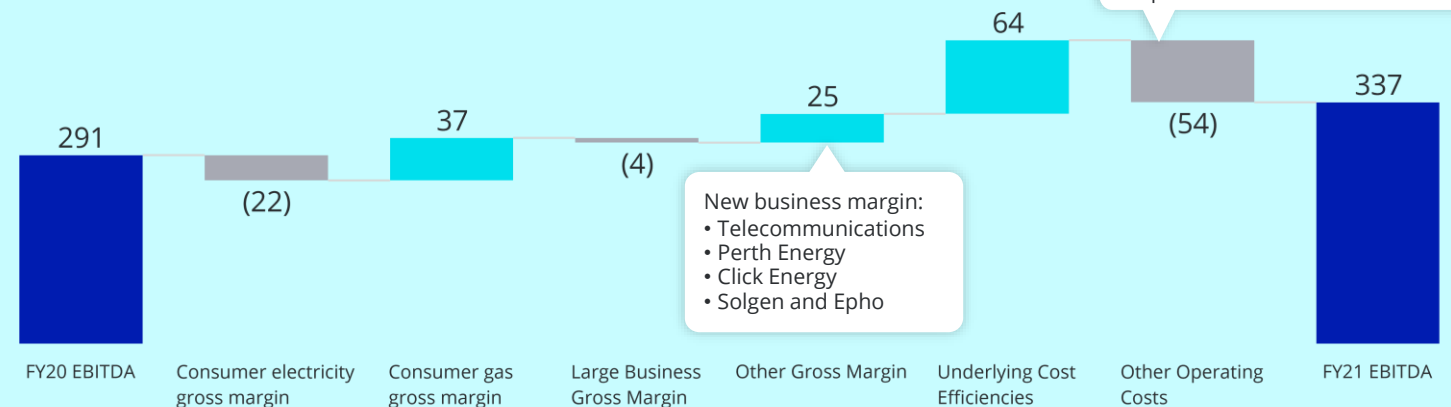


Underlying cost efficiencies

FY22 Focus areas

- Continued organic growth in services to customers
- Transform the customer experience and drive a further reduction in customer complaints
- Deliver significant, sustained cost efficiencies
- Create longer term value through margin management
- Successful integration and optimisation of recent acquisitions
- Growth in C&I segment and expansion of energy solutions offering to take leading market position

FY21 Underlying EBITDA Waterfall



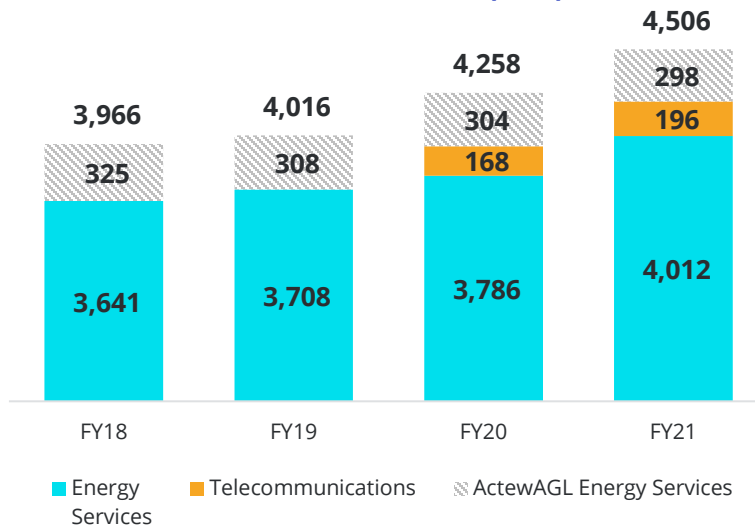
* Excludes ActewAGL customers

Continued momentum as Australia's largest multi-product energy retailer with 254k* customer services added in FY21

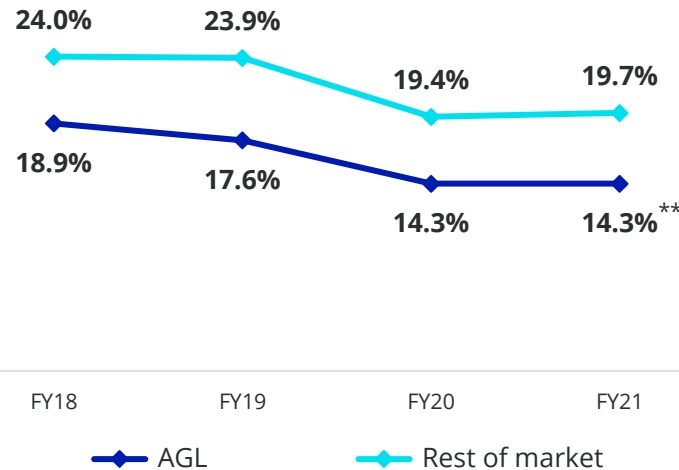


Total services provided to customers now 4.2 million*

Customer services ('000)

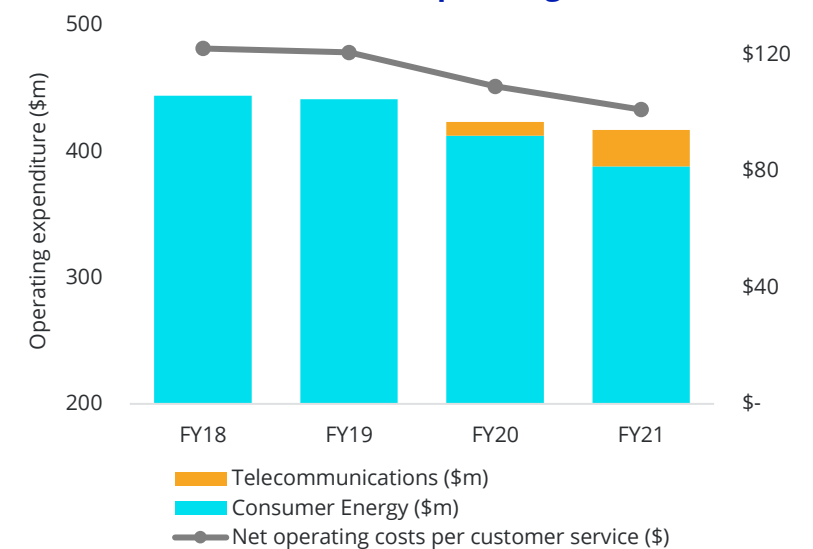


AGL churn remains at its lowest level since 2014



Operating costs per customer service driven lower in consecutive years

Consumer net operating costs * ^



- 226k new gas and electricity services, plus 28k telecommunications services added in FY21
- 1.5 services per customer (1.4 FY20)
- Over 260k services now carbon neutral

- Improvement in churn spread relative to FY20
- Click Energy's customer retention rate has improved post integration

- 35% reduction in campaigns and advertising costs since FY18
- 50% of customers digitally active, driving the reduction in manual back office operations and call centre volumes (36% lower since FY18)
- 48% reduction in ombudsman complaints since FY18

* Excludes ActewAGL customers

** Churn refers to energy services only, includes Click Energy customers and excludes ActewAGL customers

^ Excludes depreciation and amortisation, SaaS and one-off credit loss programs

Major investments driving our growth ambitions

Consumer



Successful launch of AGL branded mobile and broadband

98% of telecommunications customers (both new and existing) have bundled their energy and telecommunications services

Won Canstar Blue's 2021 Most Satisfied Customer Award on the 'Phone on a Plan' Category

- Investment in **Ovo Energy Australia** provides strong optionality on future deployment on an intelligent, low cost-to-serve core platform (Kaluza platform)
- Investment in **'Retail Next'** will deliver capability to scale multi-product retailing efficiently through focus on middle layer technology upgrades



Successful migration of more than 200k Click Energy and Amaysim customers to AGL

Systems and reporting functions fully integrated into AGL, with cost to serve savings in FY21 and beyond

Integration of On The Move now makes ConnectNow a market leader in relocation services in Australia

Commercial and Industrial



Delivering significant net volume growth during FY21 in both electricity (42% YoY) and gas (134% YoY)

Significant customer pipeline to drive further growth

Provides greater flexibility for AGL's wholesale gas and retail consumer gas portfolio



Combined businesses continuing to 'win' key projects in the market, with more than 38 MW of new commercial solar sales and 2.1 MW of energy storage since acquisition

Step change in technical capability to address customer decarbonisation strategies

Combined business is a national market leader with >20% of the commercial solar market share



Integrated Energy

Markus Brokhof
Chief Operating Officer



Bayswater Power Station,
New South Wales

Challenging market and operating conditions impacting both electricity and gas margins



Gross Margin

\$2,420m ↓ DOWN **15%**

Operating cost

\$790m ↑ UP **3%**

EBITDA

\$1,630m ↓ DOWN **21%**

Sustaining Capital Expenditure

\$461m ↑ UP **10%**

Key EBITDA contributors in FY21



Loy Yang 2 insurance proceeds



Falling wholesale electricity prices and LGCs

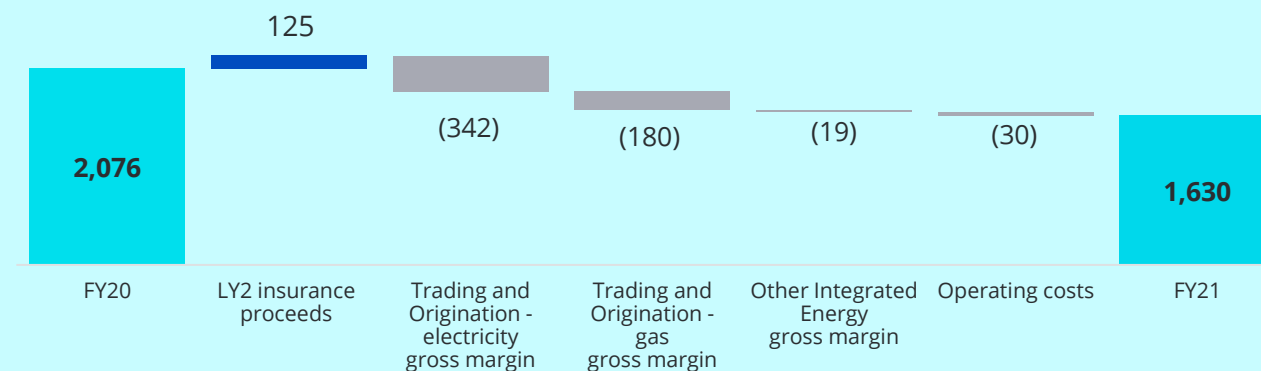


Gross margin compression driven by expiry of legacy supply contracts

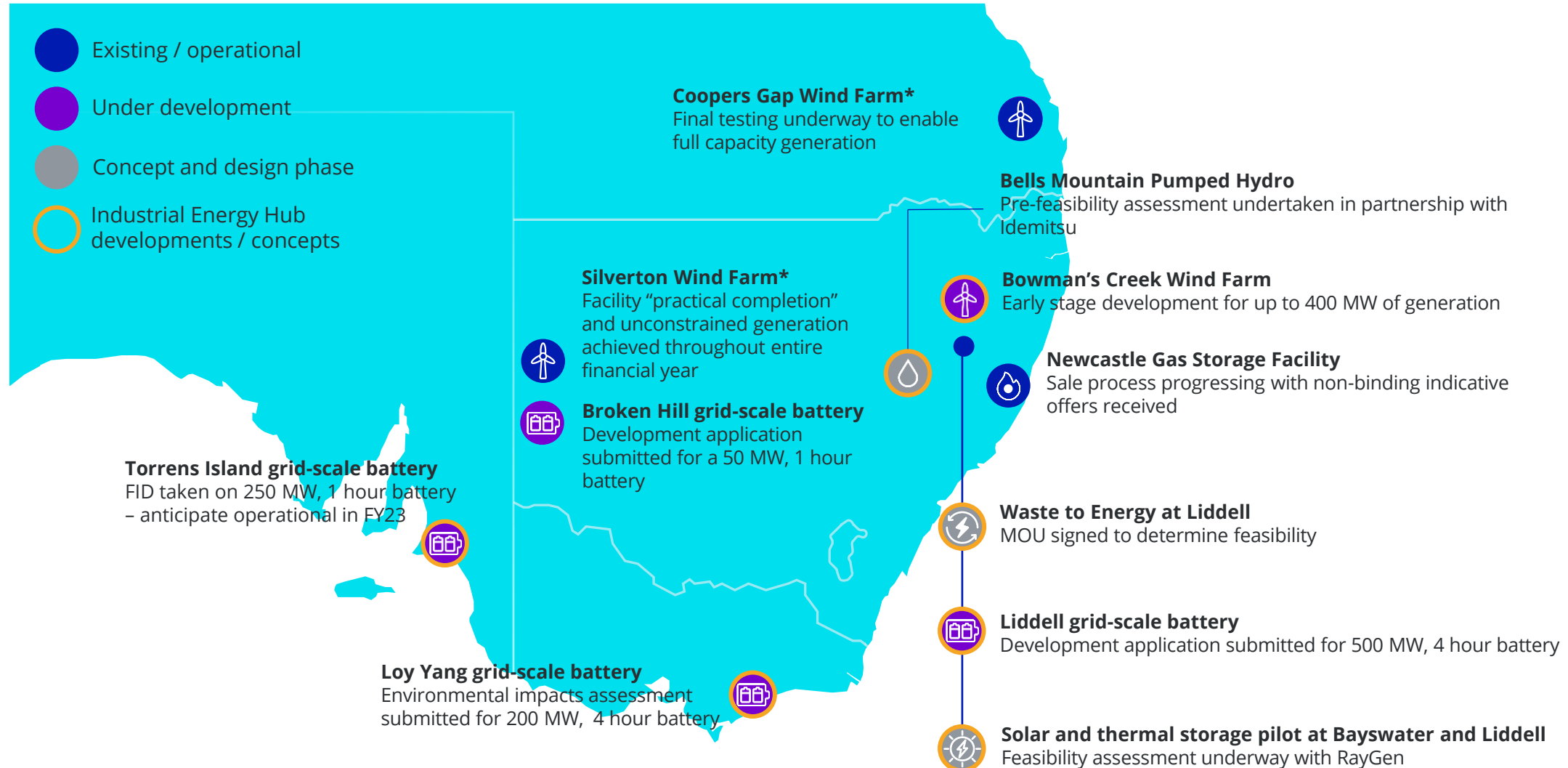
FY22 Focus areas

- Promote continuous improvement to HSE performance and culture (incorporating lessons learnt from the Liddell Power Station incident in late 2020)
- Deliver operating cost and sustaining capex reductions
- Manage increasing price volatility through optimised operations, hedging and delivering on grid-scale battery growth
- Successful re-contracting of short to mid-term gas supplies

FY21 Underlying EBITDA Waterfall

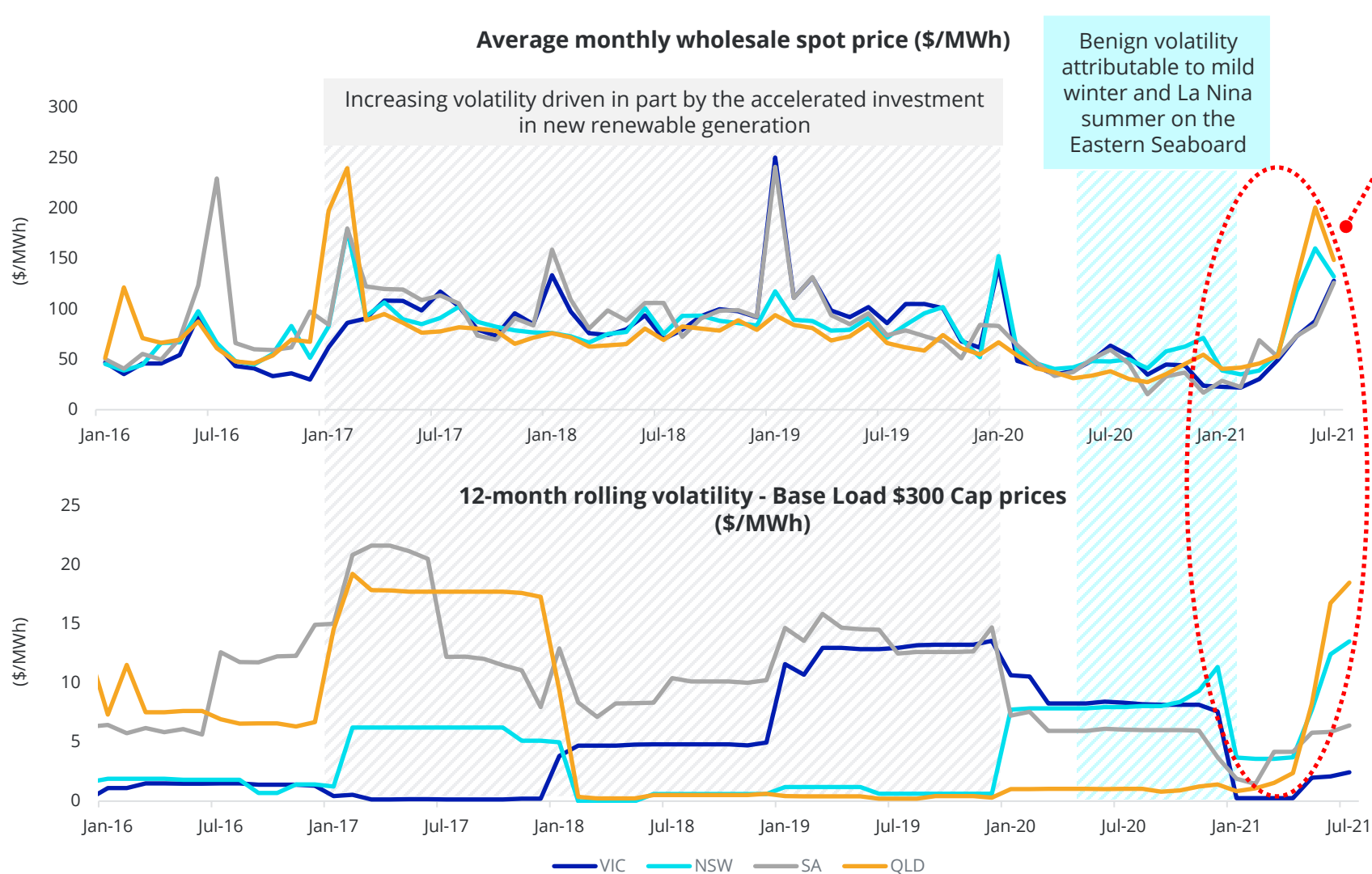


Strong progress made on our development pipeline; FID reached on 250 MW capacity, Torrens Island battery



* Projects funded by PowAR

Elevated volatility underscored by growing renewables penetration and ageing thermal fleet



Heightened volatility driven by major thermal generation events including:

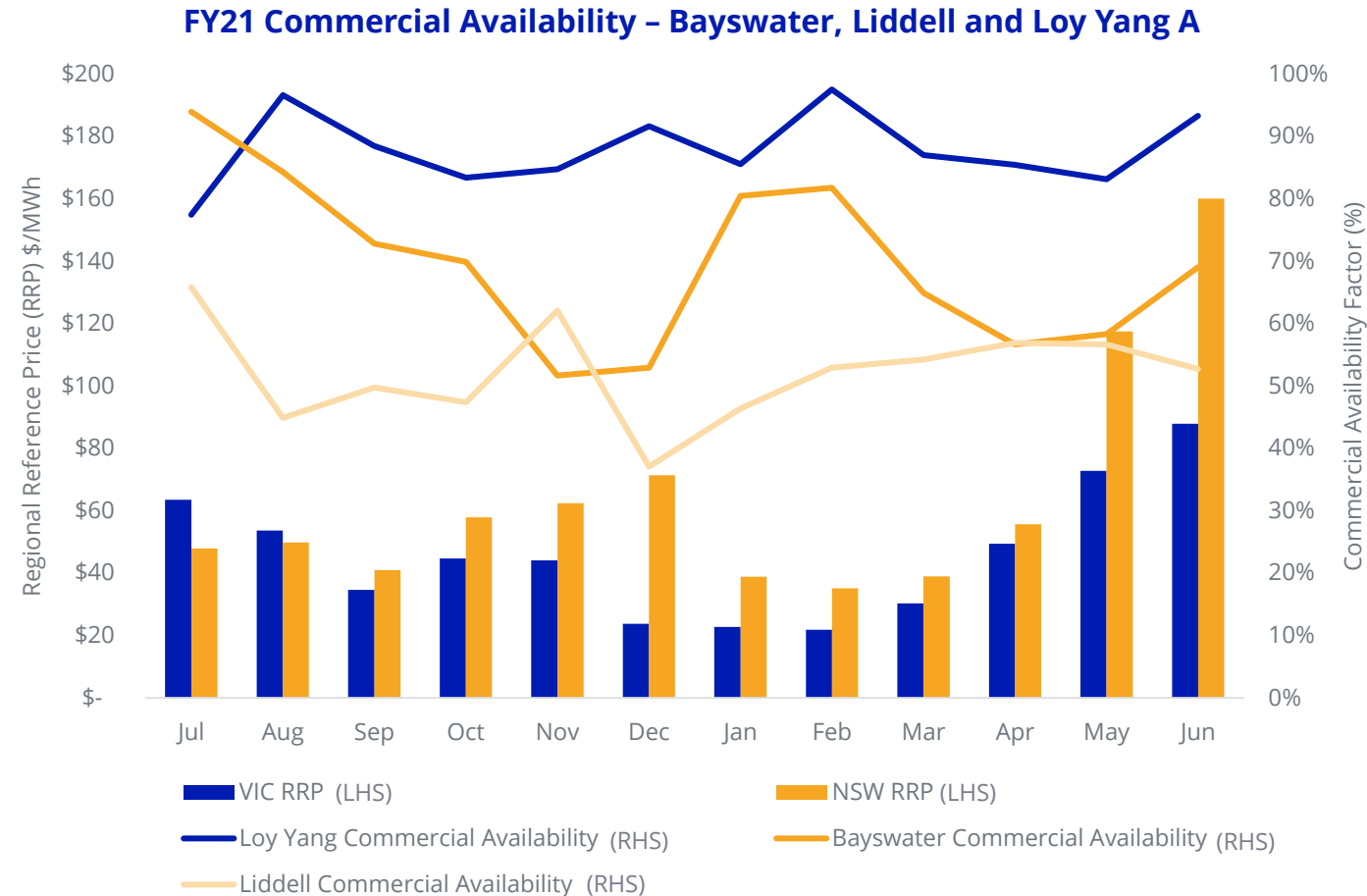
- Liddell Unit 3 incident (late 2020)
- Callide power station failure (mid 2021)
- Yallourn flooding and early closure announcement (mid 2021)

- Sustained investment in ageing thermal fleet vital to ensure stability within the NEM
- Development pipeline of grid-scale batteries / decentralised energy sources key to firm intermittent renewable generation and help smoothen price volatility
- Well established existing portfolio risk management and trading expertise to effectively manage increasing volatility in the coming years

Optimising for commercial availability will ensure maximum availability during pricing peaks when generation is needed



Optimising maintenance schedules and running profiles to commercial availability will drive stronger financial outcomes



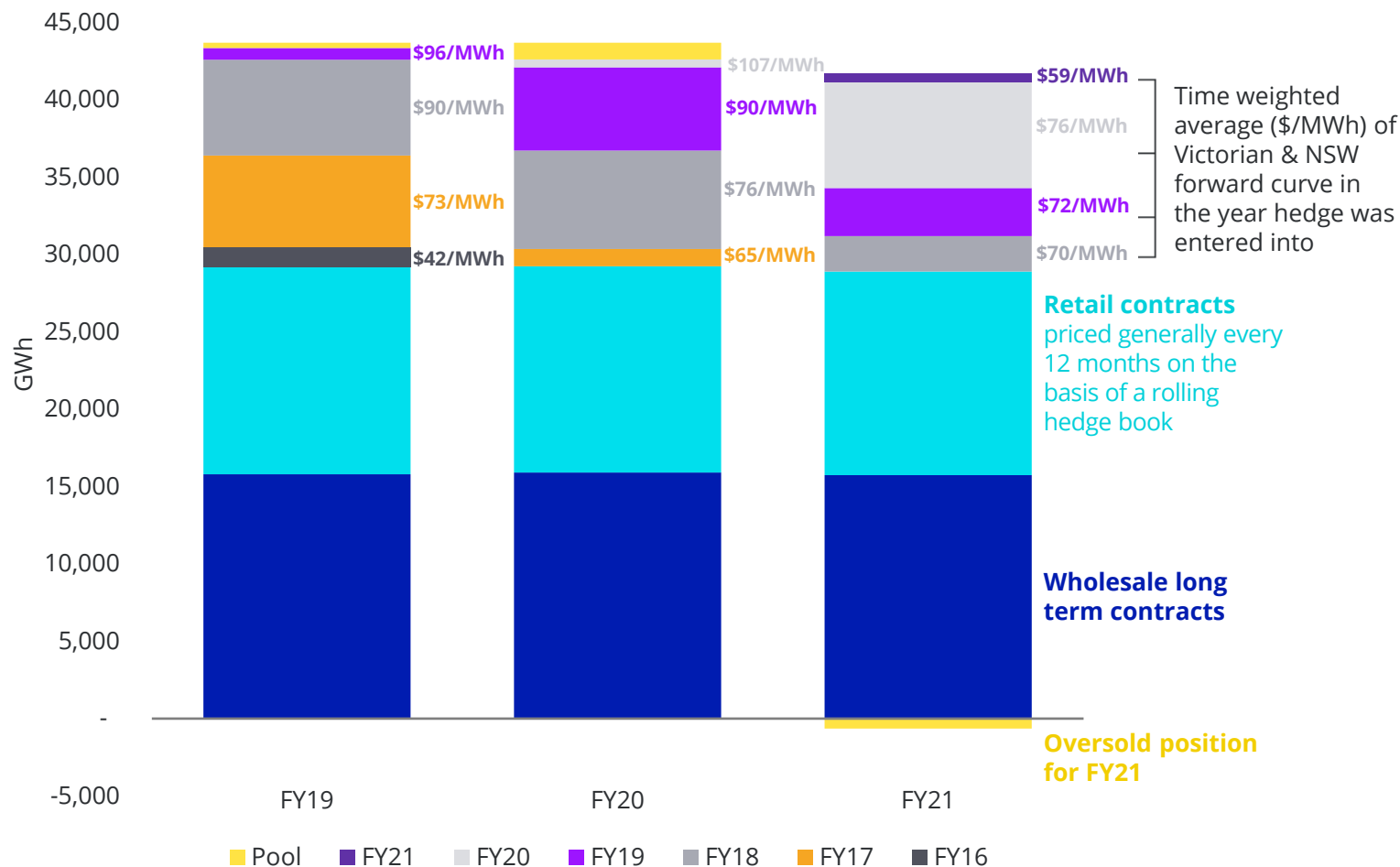
- Role of thermal assets is changing - from baseload to 'available as required'
- Focus is on maximising availability when prices are above the marginal cost to run - measured by commercial availability factor (CAF)
 - requires capability in flexible operations
- Minimum generation lowered to 220 MW on one Bayswater unit, aiming to extend to all units
- Digital twins are being installed at Bayswater and Loy Yang to optimise investment and running profiles
- Optimisation at Liddell has focused on shorter term activity, including the potential to substitute Unit 3 and 4 closure dates to optimise spend

Note: Data presented does not account for hedging or contracted generation

Our approach to wholesale electricity price risk management has mitigated downside amid severe spot price reductions



Generation portfolio, hedged volume by vintage

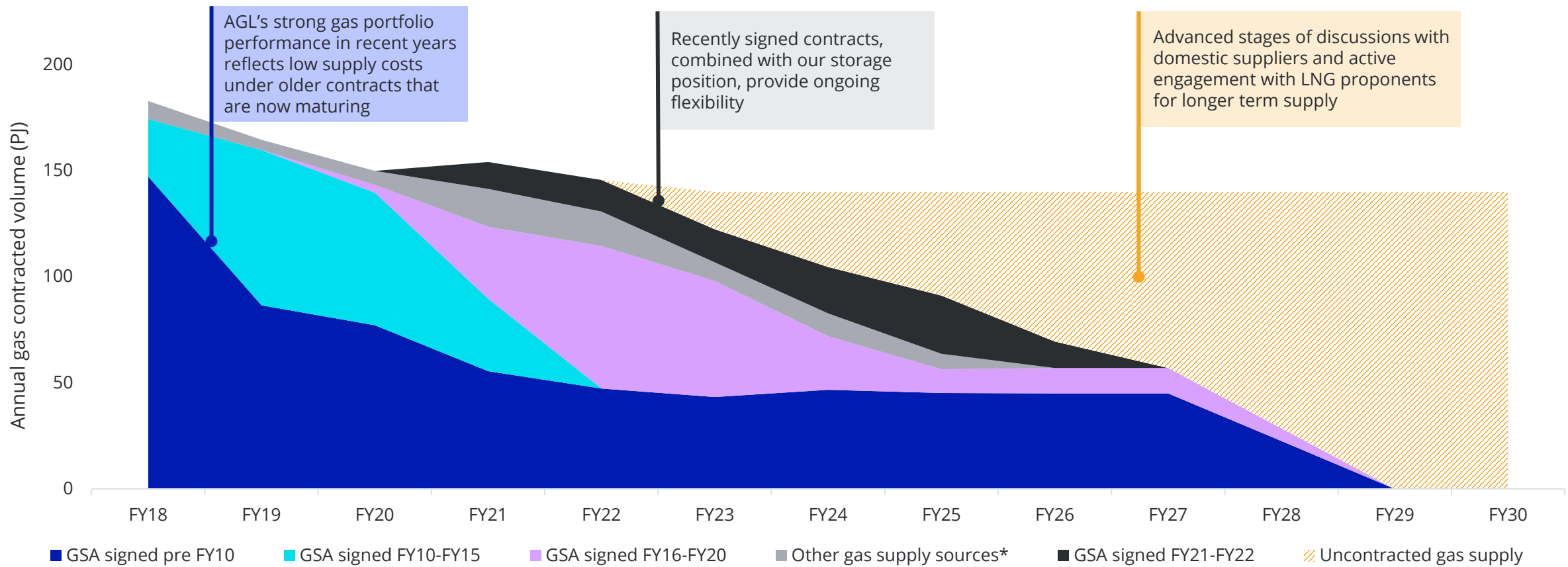


- Progressive hedging approach has mitigated downside in FY20 and FY21
- Hedging takes a rolling 2 to 3 year approach
- Forward prices will inform hedged position, with the potential to leave a greater proportion unhedged going forward
- Recent curve reductions will be reflected in retail contracts and refreshed hedge positions
- Oversold position in FY21 (~0.6 TWh) represents a net purchase where sold contract or hedge sales are greater than AGL's physical generation

We continue to explore a diverse set of supply opportunities to underpin our gas book



AGL’s East Coast gas position



GSA – Gas Supply Agreement
* “Other gas supply sources” includes gas supply from AGL’s storage and upstream assets
AGL Energy FY21 Full-Year Results | 12 August 2021



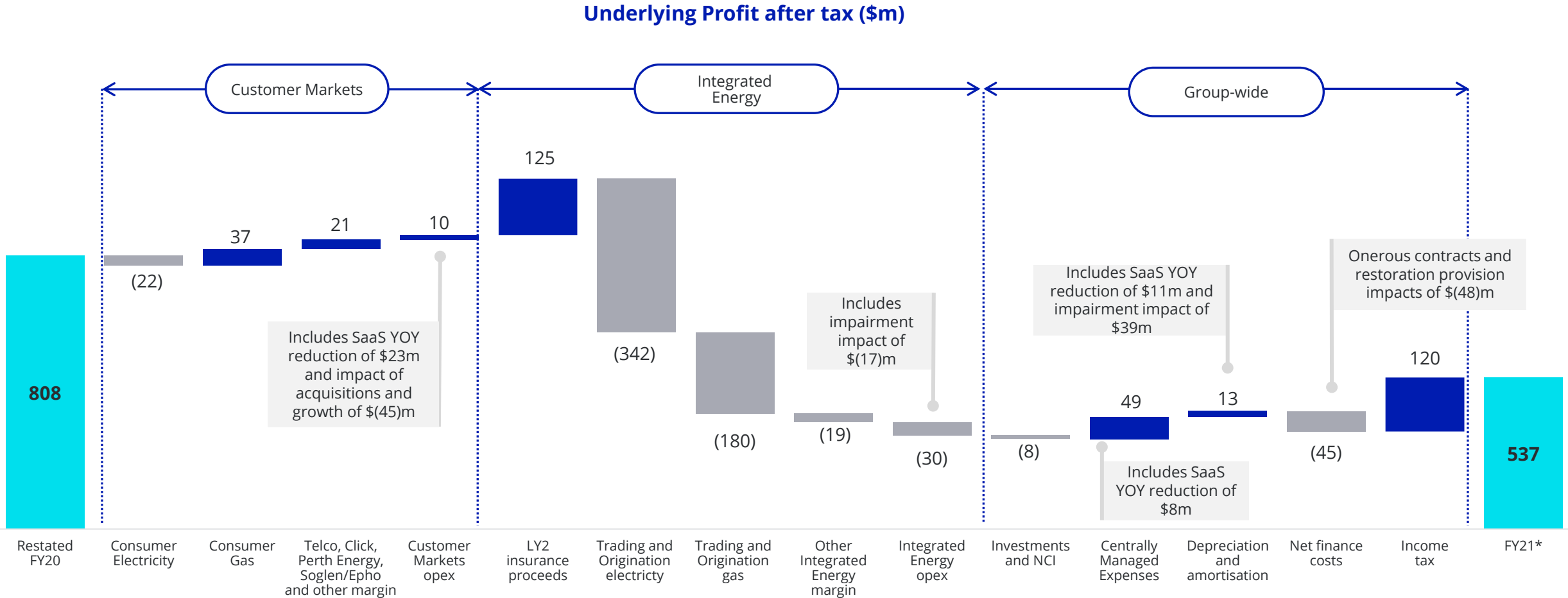
Broken Hill Solar Plant,
New South Wales

Financial Overview

Damien Nicks
Chief Financial Officer



Underlying Profit impacted by wholesale prices and impairment resulting from Liddell write off

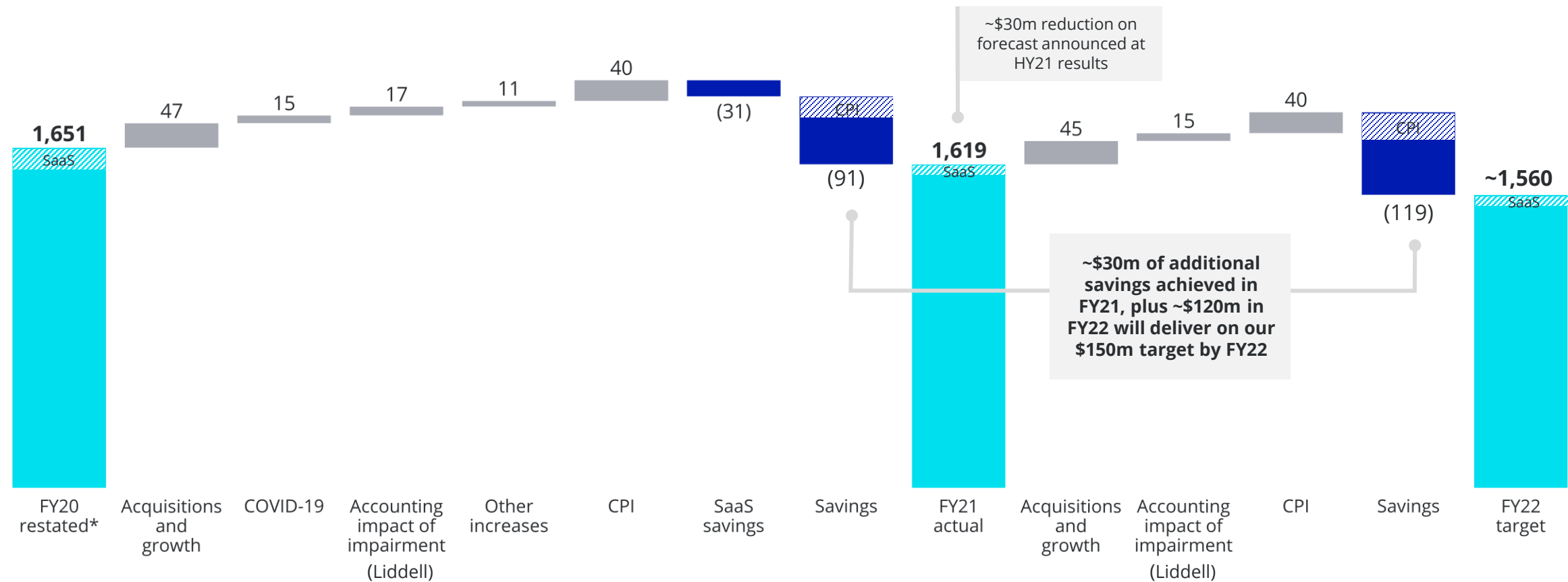


*Underlying Profit after tax attributable to AGL Energy shareholders

Continued focus on delivering \$150 million of sustainable cost reductions by FY22



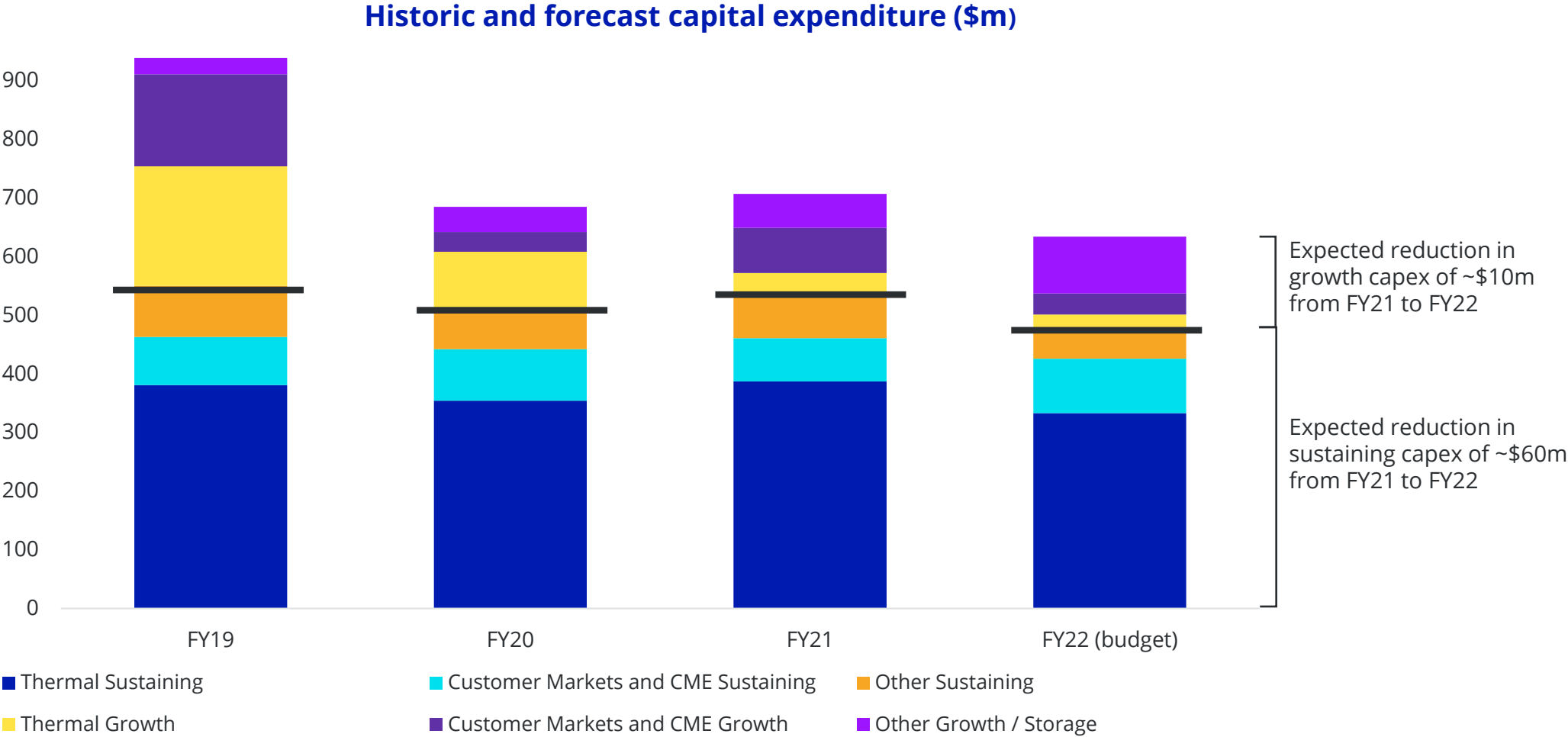
Operating costs excluding depreciation and amortisation (\$m)



*Refer to Section 4.1.3 in the Operating and Financial Review of the 2021 Annual Report, for details on the restatement of FY20

On track to deliver \$100 million of sustaining capital expenditure reduction by FY23

Approximately \$600 million total capital expenditure forecast for FY23

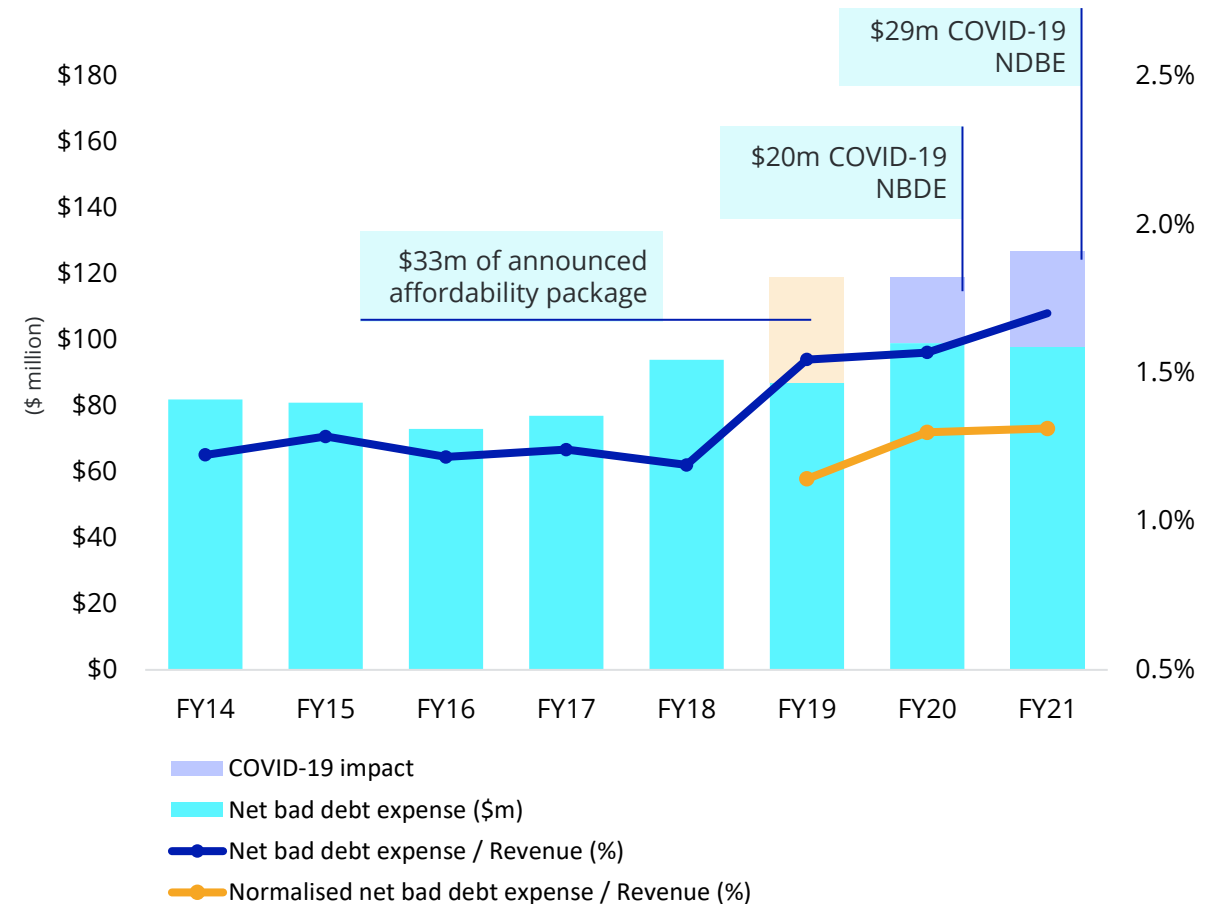


Underlying net bad debt expense performance better than expected



- FY21 COVID-19 net bad debt expense (NBDE) is ~\$29 million (~\$11m lower than forecasted for FY21)
- ~38,500 energy services to customers accessed AGL's COVID-19 Support Program in FY21
- Transitioned to our ongoing payment support frameworks, including our 'Staying Connected' hardship program
- Consumer Days Sales Outstanding (DSO) has reached its lowest level in two years after peaking in October 2020 (following the 112-day lockdown in Victoria), benefitting cash flow in the second half of FY21

Historic net bad debt expense profile

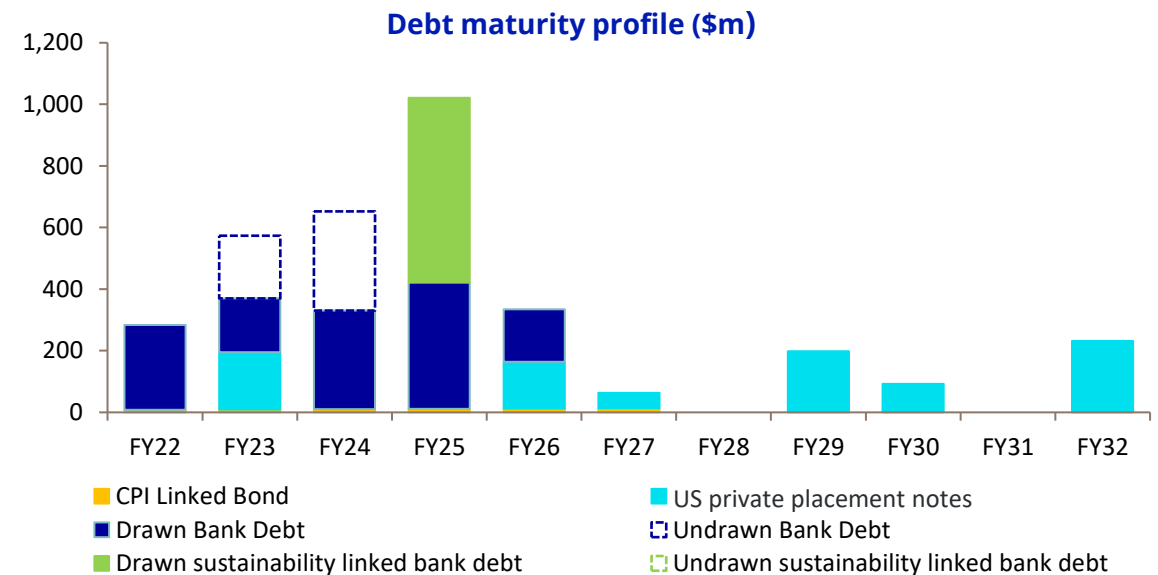


Sufficient financial flexibility and headroom to covenants

\$m	FY21	Restated FY20
Underlying EBITDA	1,666	2,026
Equity accounted income	14	(2)
Accounting for onerous contracts	(80)	(30)
Other assets/liabilities and non-cash items	(30)	44
Working capital – margin receipts/(calls)	(17)	471
Working capital – other	53	(33)
Underlying operating cash flow before significant items, interest and tax	1,606	2,476
Net finance costs paid	(120)	(124)
Income taxes paid	(114)	(233)
Significant items	(122)	(7)
Net cash provided by operating activities	1,250	2,112
Sustaining capital expenditure (accruals basis)	(534)	(507)
Growth capital expenditure (accruals basis)	(173)	(178)
Other investing activities	(230)	(150)
Net cash used in investing activities	(937)	(835)
Net cash used in financing activities	(366)	(1,252)
Net increase/(decrease) in cash and cash equivalents	(53)	25
Cash conversion rate	96%	122%
Cash conversion rate (excl. margin calls)	97%	99%

Rating and headroom

- Baa2 rating, negative outlook, maintaining sufficient headroom
 - 30.7% FFO to net debt
- Significant headroom to debt covenants:
 - Gearing covenant, less than 50% → currently 35.1%
 - Funds from operations (FFO) / interest cover covenant, more than 2.5x → currently 12.8x



Indicative financial split for both proposed new entities

Based on FY21 result before pro forma adjustments or corporate allocations



FY21 (\$m)	AGL Energy	Accel Energy	AGL Australia	Corporate/ unallocated
Gross Margin (\$m)	3,285	1,981	1,304	-
Opex (\$m)	(1,619)	(722)	(587)	(310)
EBITDA (\$m)^	1,666	1,259	717	(310)
EBIT (\$m)^	959	818	513	(372)
Operating cash flows (\$m)	1,606	1,262	640	(296)
Capex (\$m)	707	460	183	64
As at 30 June 2021				
Total assets (\$m)^	15,450	6,170	6,547	2,733

Corporate/unallocated includes predominantly the corporate segment and other items not yet split between the two entities

^ Extracted from FY21 audited financial statements

- The financial information included in this presentation for Accel Energy and AGL Australia has been prepared with reference to the historic underlying financial information of the AGL Group as presented in the 2021 Annual Report.
- The allocation of income, expenses, assets and liabilities to Accel Energy and AGL Australia is based on the expected asset and operational separation at the date of this presentation, which is subject to change as AGL Energy moves closer towards implementing the Demerger.
- The financial information does not include any proforma adjustments including any standalone adjustments and may not be representative of the future performance of the separated businesses, or of the historic performance had the separation occurred at some time in the past. Estimates have been used in the preparation of this financial information which are subject to change. The split of information presented has not been audited unless otherwise noted.
- The financial metrics referenced for Accel Energy and AGL Australia do not include an allocation of any corporate costs or various corporate assets also which include cash & cash equivalents, current tax assets, other financial assets/derivatives and deferred tax assets.
- The financial information does not include any allowance for any one-off separation costs or ongoing additional standalone costs.
- The information presented should be treated as indicative only.



Outlook

Graeme Hunt
Managing Director and Chief Executive Officer



Hallett Wind Farms,
South Australia

FY22 outlook continues to reflect challenging market and operating conditions



FY22 guidance range:

- Underlying EBITDA between \$1,200 and \$1,400 million
- Underlying NPAT between \$220 and \$340 million

FY22 guidance reflects:

- Step down in Wholesale Electricity earnings as hedging positions established when wholesale prices were higher progressively roll off and a small impact to Wholesale Gas gross margin from the roll off of legacy gas supply contracts
- Non recurrence of approximately \$90 million (after tax) of insurance proceeds
- FY22 operational expenditure expected to be \$150 million lower than FY20, excluding acquisitions and CPI
- FY22 depreciation and amortisation expected to be broadly flat compared to FY21
- Liddell EBITDA contribution in FY22 ~\$50 million. Limited financial impact following closure of one unit in April, as this will be largely offset by opex savings

Market conditions:

- The forward wholesale prices of our key commodities have improved and AGL Energy produces some of the lowest cost generation in the NEM, as a result AGL Energy is well positioned to benefit from any sustained recovery in wholesale electricity prices

Demerger:

- If approved, AGL believes that the proposed demerger will create two new entities each with clarity of purpose and strong foundations, which will position them well to lead the energy transition, while protecting and delivering value to shareholders.

All guidance is subject to ongoing uncertainty in relation to the economic impacts of the COVID-19 pandemic as well as normal variability in trading conditions

Supplementary
Information

Reconciliation of Statutory Profit to Underlying Profit

\$m	FY21	FY20 (Restated)*	Change
Statutory NPAT	(2,058)	1,007	(3,065)
Adjust for:			
Impairment losses	1,477	10	1,467
Onerous contracts recognised	1,348	–	1,348
Contract termination payments	55	–	55
Acquisitions and integration costs	35	7	28
Restructuring and separation costs	14	–	14
(Profit)/Loss on fair value of financial instruments after tax	(334)	(216)	(118)
Underlying NPAT	537	808	(271)

*Refer to Section 4.1.3 in the Operating and Financial Review of the 2021 Annual Report, for details on the restatement of FY20

Pool Generation volume

GWh	FY21	FY20	Change
Asset			
AGL Macquarie – Bayswater	13,056	14,330	(9)%
AGL Macquarie – Liddell	6,610	9,581	(31)%
AGL Loy Yang	14,626	13,037	12%
AGL Torrens	1,551	2,033	(24)%
Barker Inlet	371	240	55%
Kwinana Swift	35	103	(66)%
SA wind	1,210	1,248	(3)%
VIC hydro	445	710	(37)%
VIC wind	839	1,093	(23)%
NSW solar	302	292	3%
Other gas	202	206	(2)%
NSW wind	646	477	35%
NSW hydro	44	16	175%
QLD wind	1,200	462	160%
Total	41,137	43,828	(6)%
Generation type			
Coal	34,292	36,948	(7)%
Gas	2,159	2,582	(16)%
Wind	3,895	3,280	19%
Hydro	489	726	(33)%
Solar	302	292	3%
Total	41,137	43,828	(6)%

Customer services



	30 June 2021 ('000)	30 June 2020 ('000)	Change
Consumer Electricity	2,465	2,303	7%
New South Wales	916	861	6%
Victoria	759	704	8%
South Australia	369	363	2%
Queensland	421	375	12%
Consumer Gas	1,530	1,466	4%
New South Wales	634	622	2%
Victoria	601	559	8%
South Australia	136	132	3%
Queensland	86	86	0%
Western Australia	73	67	9%
Total Consumer energy services	3,995	3,769	6%
Dual fuel services	2,249	2,118	6%
Average consumer energy services	3,947	3,734	6%
Total Large Business energy services	17	17	0%
Total energy services	4,012	3,786	6%
Total Telecommunication services	196	168	17%
Total AGL customer services	4,208	3,954	6%

* Total ActewAGL customer services: FY21 298,000; FY20 304,000

Electricity sales volumes

GWh	FY21	FY20	Change
Consumer			
New South Wales	5,939	5,577	6%
Victoria	4,271	4,085	5%
South Australia	1,863	1,882	(1)%
Queensland	2,535	2,296	10%
Consumer total	14,608	13,840	6%
Large Business			
New South Wales	4,199	3,986	5%
Victoria	1,797	2,424	(26)%
South Australia	1,138	1,165	(2)%
Queensland	1,731	2,042	(15)%
Western Australia	1,342	947	42%
Large Business total	10,207	10,564	(3)%
Wholesale total*	15,752	15,945	(1)%
Electricity sales volume total	40,567	40,349	1%

*Includes purchased volumes sold to ActewAGL during FY21 of 2,382 GWh (FY20 2,636 GWh)

Gas sales volumes

PJ	FY21	FY20	Change
Consumer			
New South Wales	16.9	18.1	(7)%
Victoria	32.9	34.1	(4)%
South Australia	2.8	3.0	(7)%
Queensland	2.3	2.2	5%
Western Australia	1.0	0.8	25%
Consumer total	55.9	58.2	(4)%
Large Business			
New South Wales	0.7	0.9	(22)%
Victoria	7.5	8.4	(11)%
South Australia	0.3	0.3	0%
Queensland	4.2	4.3	(2)%
Western Australia	6.7	1.9	253%
Large Business total	19.4	15.8	23%
Wholesale customers & Generation*	83.1	81.5	2%
Gas sales volume total	158.4	155.5	2%

*Includes volumes sold to AGL owned generation assets during FY21 of 23.6 PJ (FY20 28.0 PJ)

Generation portfolio performance

Asset	State	Type	Status	Capacity* (MW)	Carbon intensity (tCO ₂ e/MWh)	FY21 sent out generation (GWh)
AGL Macquarie - Bayswater	NSW	Black coal	Owned	2,665	0.95	13,455
AGL Macquarie - Liddell	NSW	Black coal	Owned	2,000	1.01	6,961
AGL Loy Yang	VIC	Brown coal	Owned	2,210	1.29	15,011
Total coal				6,875		35,428
AGL Torrens	SA	Gas steam turbine	Owned	1,040	0.63	1,551
Barker Inlet	SA	Gas reciprocating engine	Owned	211	0.47	381
Yabulu	QLD	CCGT	Control dispatch	121	0.60	117
Somerton	VIC	OCGT	Owned	170	0.72	100
Kwinana Swift	WA	OCGT	Owned	116	0.58	34
AGL Macquarie – HVGT	NSW	Diesel	Owned	50	-	-
Total oil and gas				1,708		2,182
Macarthur	VIC	Wind	Control dispatch	420	0.02	720
Hallett	SA	Wind	Control dispatch	351	0.00	1,041
Wattle Point	SA	Wind	Control dispatch	91	0.00	254
Oaklands Hill	VIC	Wind	Control dispatch	67	0.00	153
Silverton	NSW	Wind	Control dispatch (PowAR)	199	0.00	768
Coopers Gap	QLD	Wind	Control dispatch (PowAR)	452	0.00	1,260
VIC hydro	VIC	Hydro	Owned	733	0.02	560
NSW hydro	NSW	Hydro	Owned	54	0.01	21
NSW solar	NSW	Solar	Control dispatch (PowAR)	156	0.00	329
Total renewables				2,522		5,106
Generation portfolio at 30 June 2021				11,105	0.95	42,716
NEM industry average					0.70	

Note: The difference between sent out generation and pool generation volume is due to marginal loss factors, non-scheduled generation and auxiliary usage.

*Capacity listed is the AEMO Registered capacity. Bayswater capacity additionally includes the 25 MW capacity upgrade.

Carbon intensity includes scope 1 and 2 emissions. Scope 1 emissions associated with material fuels at material sites are FY21 actuals; other emissions data is estimated based on FY20 intensity and FY21 generation output.

Capacity and performance reflects AGL's 50% interest in the output of Yabulu Power Station.

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- The material in this presentation is general information about AGL's activities as at the date of this presentation. It is provided in summary form and does not purport to be complete. It should be read in conjunction with AGL's periodic reporting and other announcements lodged with the Australian Securities Exchange.
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