Presentation to Delegation from India

Tim O'Grady, General Manager Government Engagement
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Australia’s leading integrated energy company

Ensuring Domestic Gas Supply
APLNG supplies around 30% of the east coast gas market

Growing Renewable Supply
From — 13% of Origin’s generation mix today to more than 25% by 2020

Significant Generation Portfolio
7,000 MW of gas, coal and renewable generation and storage across the east coast

Where we operate
- Gas
- Pumped hydro
- Solar (contracted)
- Wind (contracted)
- Coal
- Under construction

- LPG Seaboard Terminal
- Electricity Customer Terminal
- Natural Gas Customer Accounts

Exploration Acreage
- Origin Upstream Acreage
- APLNG Upstream Acreage
- Production Facility
- APLNG Pipeline

Australia’s Largest CSG Reserve Base
Largest LNG facility on the East Coast of Australia
Supplier to Domestic and Export Markets
Strategy to deliver value in a future energy world

Connecting customers to the energy and technologies of the future

- Accelerate towards clean energy
- Low cost operator developing & growing gas resources
- Embracing decentralised and digital future
- Opportunities from emerging technologies
- Customer-centric retailer and wholesaler

Underpinned by capital discipline, our capabilities and our commitment to all stakeholders
Executing on our strategy – making good progress

- Transforming customer experience – simple, seamless, effortless
- Target step change in cost position (>$100m cost out on track)
- Growing revenue streams (CES, Solar & storage, Broadband)

Accelerate towards clean energy
- > 25% renewables + storage capacity by 2020
- Generation flexibility supporting renewables
- Competitive fuel supply

Low cost operator developing & growing gas resources
- Increasing production and optimising cash costs at APLNG
- Investing in exploration to grow resource and scale low-cost model

Embracing a decentralised & digital future
- Digital analytics improving customer experience and internal operations
- AI orchestration platform connecting assets and data to customers
- Connected business models in front of and behind the meter

Customer-centric retailer

Pursuing opportunities from emerging technologies

E-Mobility
Hydrogen
LNG for transport
Price dispersion reduced, transparency improved

Market dynamics have changed post implementation of VDO/DMO

- Discounts quoted off DMO/VDO reference bill going forward
- AER has guided to adjusting the DMO for movements in component parts going forward
- ESC preliminary guidance has minimal changes to VDO methodology

Source: Energy Made Easy/Switchon - based on DMO/VDO reference bills, as at 12 November 2019, and offers quoted prior to announcement of DMO/VDO (Nov-18) including both discounted and standing offer rates
Customer activity reduced

- Reduced in situ churn increases the importance of movers and new connections as acquisition channels.

Source: AEMO/AER
Considering share and value

We seek to win share, but are mindful of Customer Lifetime Value

- Customer accounts relatively steady last 4 years – down ~8k FYTD

Source: Energy Made Easy

- Currently, lower acquisition costs provide opportunity to compete effectively and maintain or grow share

Source: Energy Made Easy
Simpler offers

Digitally-led customer journeys

- Fewer products and price points
- Easy to compare plans
- Bundle benefits
- Digital activation and onboarding

Streamlined customer journeys

- Helping customers stay in control

Personalised, effortless digital experiences

- Analytics-driven personalised solutions

Good Energy brand

Max Saver
Manage online and save

Flexi
Flexible billing and payments

Basic
Set and forget

Solar Optimiser
Higher feed-in-tariff

Broadband Bundle
Bundle and save

- 1.1m mobile App logins
- Digital service interactions up from 72% to 87% year on year
- Livechat volumes up 122% period on period¹ (NPS +40)
- Targeted campaigns driving digital awareness and adoption

¹) 7 mths to Oct following April 2018 commencement
Grow revenue streams

**Community Energy Services**

- CES Gross Profit ($m)
  - Jun-17: 38
  - Jun-18: 44
  - Jun-19: 57

**Solar and Storage**

- Solar installs (MW)
  - FY17: Residential 12, SME 18
  - FY18: Residential 23, SME 27
  - LTM (Oct-18): Residential 35
  - LTM (Oct-19): Residential 18, SME 13

**Broadband and Adjacencies**

- Broadband Customers ('000)
  - FY18: 8
  - FY19: 12
  - Oct-19: 12

**CES** allows customers to access bulk discounted prices, and benefit from the aggregated load profile.

- Acquired OC Energy, adding 55,000 embedded network customers.

**Solar**

- Strong growth in retail solar
- Solar + storage enables opportunity to engage beyond the meter
- Residential sales ↑30% (12 months to Oct-19 vs Oct-18)

**Broadband**

- Provides opportunities to bundle and build customer loyalty, lowering churn
- Moves an increasing component, providing opportunities to grow adjacent services.
Energy and Data are converging

We are experts at Energy, and now we have to be experts at Data

• Every time someone consumes an electron, data is generated

• Distributed assets are democratising energy and climate change challenges the traditional supply model

• Our customers expect more insights and innovation to make their lives easier

• IoT devices and big data analytics can be used to deliver these solutions for our customers
Decentralisation & digitisation changing the energy landscape

THE GRID IS CHANGING
- Centralised grid with increasing renewables

Historically ...
- Few large & reliable generation assets
- Aggregated analogue data

Moving to ...
- Increased intermittency from renewables
- Variable generation
- Increasing digitisation and data points

THE CUSTOMER IS CHANGING
- Decentralised energy assets and IoT devices

- Many distributed assets & IoT devices
- Disaggregated data
- Control at appliance / device level
- Variable demand / supply
- Two-way power flows
- Greater customer value from connecting and sharing distributed assets

Origin’s core skill of managing the demand / supply balance is a key strength
Deeply imbedded in the global innovation ecosystem

Co-founder of **Free Electrons**, a global open innovation program

- Over 1,500 applications
- 42 clean tech energy start-up graduates
- Now taking applications for the 4th cohort

Principal sponsor of **EnergyLab**, Australia’s largest cleantech start-up accelerator

Presence in **Silicon Valley**, the global epicentre of digital innovation.
Investment in **The Westly Group** fund.

www.freeelectrons.org
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For more information

Tim O’Grady
General Manager Government Engagement
Email: tim.ogrady@originenergy.com.au
www.originenergy.com.au