# FY25 Q4 Performance Report

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# **FY25 Q4 Performance Highlights**

Retail

**Total Electricity Sales** 

1,696 GWh

160 GWh increase on pcp1

**Total Customers** 

520,519

4.8% increase on pcp

**Electricity Netback** 

\$170/MWh

12.9% increase on pcp

- PCP refers to Q4 FY24 unless otherwise stated.
- 2. Refers to Genesis' 46% share of Kupe JV.
- 3. Excludes security products stockpile of 121 kt

Wholesale

**Rankine Generation** 

459 GWh

284 GWh decrease on pcp

**PPA Electricity Generation** 

250 GWh

156 GWh increase on pcp

**Operational Coal Stockpile**<sup>3</sup>

578 kt

370 kt increase on pcp

Kupe<sup>2</sup>

**Kupe Gas Sales** 

1.6 PJ

0.3 PJ decrease on pcp

**Kupe LPG Sales** 

6.9 kt

1.8 kt decrease on pcp

**Oil Production** 

34 kbbl

21.1% decrease on pcp

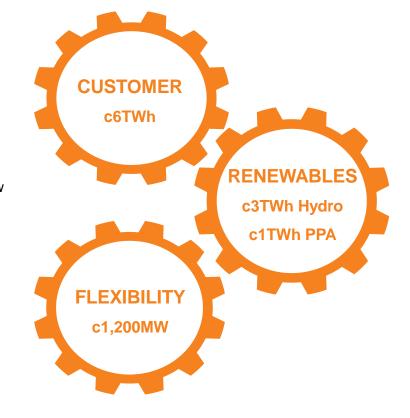
# **FY25 Q4 Performance Highlights**

### Strategy

- A non-binding term sheet signed with industry participants to maintain a third Huntly Rankine Unit to c2035, supported by long-dated Huntly Firming Options & including a jointly-funded coal reserve for national energy security. During the period,100 GWh of Rankine Generation related to existing Security Products (HFOs & MSOs).
- Unified Brand: We've recently transitioned to a single Genesis brand to streamline operations, simplify our offerings, &
  eliminate duplication across the business. This includes the integration of Frank & Ecotricity, with Frank customer migration
  expected in Q2 FY26. This strategic shift enables us to deliver a simpler, more consistent customer experience & introduce new
  products, significantly strengthening our market position.
- Huntly BESS (100MWx2hr) construction underway with the lead contractor mobilised for site enablement works.
- Customer Flex: Hot water trial has successfully shifted 1.43 GWh of electricity demand across 17,000 participating households. Leveraging smart technology, the programme helps customers reduce bills while supporting peak system stability
- **Billing & CRM:** End-to-end testing for the first release is nearing completion, with a smaller Frank cohort go-live planned for early FY26
- **Ecobulbs**: Over 260,000 have been distributed nationwide, helping customers reduce peak lighting costs & removing an estimated 13.5 MW of peak energy. This is supporting more affordable home energy use during critical times.

### **Operational**

- Flexible gas deal: Genesis entered into a short-term deal with Methanex to provide additional flex capability & support the provision of gas to other market participants at a critical time for winter energy security. Just 33TJ was delivered, allowing Genesis to minimise thermal generation during periods of low prices.
- Flexible thermal generation: During a quarter of market pricing volatility, Genesis was able to flex thermal generation to be short or long in the market at appropriate times.
- Rankine: Unit 1 successfully returned in early June 2025, ensuring the availability of all three Rankine Units for winter.
- **Hydro Plant:** Strong reliability & availability to maximise high hydrological inflows. Rangipo G5 (60MW) returned from a big overhaul, ensuring all hydro plants are available for the winter.
- **iNPS:** Genesis maintained a solid interaction Net Promoter Score (INPS) average of +51 across FY25, reflecting continued focus on delivering positive customer experiences.



## Genesis: Hydrology Table<sup>1</sup>

### **HYDROLOGY (GWH)**

	Q4 FY25	Q4 FY24
Hydro Generation	704	530
Hydro Inflows	666	573
Closing Storage	299 (98% of average)	260 (85% of average)

<sup>&</sup>lt;sup>1</sup> Reported FY24 closing storage restated

# **FY25 Q4 Operating Performance**

FLECTRICITY	Valores	Q4 FY25	ė	Values	Q4 FY24	ć	V-l	Variance	ć	1	YTD FY25	<b></b>	Maliona	YTD FY24	Ġ
ELECTRICITY	Volume	Rate per unit	Şm	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m
Retail Resi Electricity	802 GWh	\$316/MWh	253.3	847 GWh	\$283/MWh	239.9	(45) GWh	\$32/MWh	13.4	3,005 GWh	\$306/MWh	920.8	3,095 GWh	\$285/MWh	881.1
Retail SME Electricity	233 GWh	\$296/MWh	69.0	243 GWh	\$266/MWh	64.4	(9) GWh	\$30/MWh	4.6	1,010 GWh	\$279/MWh	281.4	1,009 GWh	\$258/MWh	260.5
Retail C&I Electricity	431 GWh	\$278/MWh	119.6	446 GWh	\$223/MWh	99.5	(15) GWh	\$54/MWh	20.1	1,782 GWh	\$217/MWh	386.0	1,816 GWh	\$196/MWh	355.7
Ecotricity Electricity	229 GWh	\$322/MWh	73.8	0 GWh	\$0/MWh	0.0	229 GWh	\$322/MWh	73.8	492 GWh	\$288/MWh	141.7	0 GWh	\$0/MWh	0.0
Total Retail Sales	1,696 GWh	\$304/MWh	515.7	1,536 GWh	\$263/MWh	403.9	160 GWh	\$41/MWh	111.8	6,289 GWh	\$275/MWh	1,729.9	5,919 GWh	\$253/MWh	1,497.3
Wholesale Electricity Sales <sup>1</sup>	1,835 GWh	\$224/MWh	410.7	1,792 GWh	\$257/MWh	460.4	44 GWh	\$(33)/MWh	(49.7)	6,245 GWh	\$236/MWh	1,472.9	5,960 GWh	\$188/MWh	1,121.0
Total Derivative Settlements			49.9			(7.8)			57.7			63.4			20.0
Generation Costs - Thermal	1,094 GWh	\$147/MWh	160.9	1,258 GWh	\$113/MWh	142.3	(165) GWh	\$34/MWh	18.5	3,613 GWh	\$142/MWh	512.2	3,282 GWh	\$114/MWh	374.0
Generation Costs - Renewable	704 GWh	\$0/MWh	0.0	533 GWh	\$0/MWh	0.0	171 GWh	\$0/MWh	0.0	2,594 GWh	\$0/MWh	0.0	2,677 GWh	\$0/MWh	0.0
Generation Costs - Total	1,798 GWh	\$89/MWh	160.9	1,792 GWh	\$79/MWh	142.3	6 GWh	\$10/MWh	18.5	6,207 GWh	\$83/MWh	512.2	5,960 GWh	\$63/MWh	374.0
Retail Purchases															
Retail Purchases	1,788 GWh	\$221/MWh	394.6	1,620 GWh	\$257/MWh	416.1	168 GWh	\$(36)/MWh	(21.5)	6,617 GWh	\$210/MWh	1,392.7	6,229 GWh	\$182/MWh	1,135.5
Transmission and Distribution Costs			207.3			156.5			50.8			684.8			567.7

GAS	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m
Retail Resi Gas	0.6 PJ	\$59.0/GJ	33.3	0.7 PJ	\$47.4/GJ	32.0	(0.1) PJ	\$11.6/GJ	1.3	2.3 PJ	\$55.7/GJ	125.4	2.5 PJ	\$47.0/GJ	116.8
Retail SME Gas	0.4 PJ	\$38.4/GJ	14.7	0.4 PJ	\$28.1/GJ	11.8	(0.0) PJ	\$10.3/GJ	2.9	1.5 PJ	\$35.1/GJ	53.1	1.5 PJ	\$28.9/GJ	42.6
Retail C&I Gas	0.8 PJ	\$34.5/GJ	26.5	0.8 PJ	\$23.9/GJ	20.1	(0.1) PJ	\$10.6/GJ	6.4	3.1 PJ	\$30.8/GJ	94.3	3.1 PJ	\$22.5/GJ	69.0
Total Retail Sales	1.7 PJ	\$43.4/GJ	74.5	1.9 PJ	\$33.0/GJ	63.9	(0.2) PJ	\$10.4/GJ	10.6	6.8 PJ	\$40.0/GJ	272.7	7.0 PJ	\$32.5/GJ	228.3
Wholesale Sales	0.0 PJ	\$11.7/GJ	0.2	0.0 PJ	\$20.8/GJ	0.4	(0.0) PJ	\$(9.1)/GJ	(0.2)	1.9 PJ	\$7.9/GJ	14.7	0.2 PJ	\$12.8/GJ	2.6
Cost of Gas	1.7 PJ	\$14.9/GJ	25.9	2.0 PJ	\$12.8/GJ	25.0	(0.2) PJ	\$2.2/GJ	0.9	8.7 PJ	\$13.6/GJ	118.6	7.2 PJ	\$9.9/GJ	71.5
Transmission and Distribution Costs			26.2			26.1			0.1			105.0			92.9

LPG	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m
Bottled LPG Sales	4.3 kt	\$3,534/t	15.2	5.1 kt	\$3,317/t	17.0	(0.8) kt	\$216/t	(1.8)	17.9 kt	\$3,510/t	62.8	19.2 kt	\$3,199/t	61.3
SME & Other Bulk LPG Sales	6.2 kt	\$2,065/t	12.8	6.5 kt	\$1,844/t	12.0	(0.3) kt	\$221/t	0.8	24.7 kt	\$1,972/t	48.7	24.2 kt	\$1,806/t	43.7
Total Retail Sales	10.5 kt	\$2,668/t	28.1	11.6 kt	\$2,493/t	29.0	(1.1) kt	\$174/t	(1.0)	42.6 kt	\$2,618/t	111.5	43.3 kt	\$2,423/t	105.0
Wholesale LPG Sales	0.7 kt	\$1,154/t	0.9	1.9 kt	\$1,031/t	2.0	(1.2) kt	\$122/t	(1.1)	3.8 kt	\$1,062/t	4.1	6.2 kt	\$1,012/t	6.3
LPG Cost	11.3 kt	\$1,129/t	12.7	13.6 kt	\$967/t	13.1	(2.3) kt	\$162/t	(0.4)	46.4 kt	\$1,065/t	49.5	49.6 kt	\$1,007/t	50.0

KUPE	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m	Volume	Rate per unit	\$m
Oil Sales	31.0 Kbbl	\$121.4/bbl	3.8	0.0 Kbbl	\$0.0/bbl	(4.1)	31.0 Kbbl	\$121.4/bbl	7.8	160.5 Kbbl	\$111.8/bbl	17.9	108.8 Kbbl	\$93.7/bbl	10.2
Gas Sales	1.6 PJ	\$8.1/GJ	13.2	2.0 PJ	\$8.3/GJ	16.2	(0.3) PJ	\$(0.2)/GJ	(3.0)	6.6 PJ	\$8.2/GJ	54.2	7.0 PJ	\$8.1/GJ	56.5
LPG Sales	6.9 kt	\$548/t	3.8	8.7 kt	\$539/t	4.7	(1.8) kt	\$9/t	(0.9)	28.9 kt	\$548/t	15.8	30.0 kt	\$531/t	15.9

# **FY25 Q4 Operating Metrics**

RETAIL SEGMENT	Q4 FY25	Q4 FY24	% Change	Var.	Q3 FY25	% Change	Var.	YTD FY25	YTD FY24
RETAIL									
Brand Net Promoter Score - Genesis Energy	27	21	28.6%	6	23	17.4%	4		
Interaction Net Promoter Score - Genesis	47	55	(14.5%)	-8	48	(2.1%)	-1		
Gross Customer Churn (3 month rolling average, %)	20.0%	22.5%	(11.1%)	(2.5%)	16.6%	20.3%	3.4%		
Net Customer Churn (3 month rolling average, %)	12.6%	14.3%	(11.4%)	(1.6%)	10.1%	24.7%	2.5%		
Electricity Netback (\$/MWh)	\$169.66	\$150.25	12.9%	\$19.40	\$155.19	9.3%	\$14.47	\$155.34	\$146.46
Gas Netback (\$/GJ)	\$27.03	\$18.38	47.0%	\$8.65	\$26.44	2.2%	\$0.59	\$23.67	\$17.72
LPG Netback (\$/t)	\$1,522.64	\$1,486.86	2.4%	\$35.77	\$1,389.28	9.6%	\$133.35	\$1,510.71	\$1,357.08
CUSTOMER NUMBERS									
Customers > 1 Fuel	127,278	150,557	(15.5%)	(23,279)	127,028	0.2%	250	127,278	150,557
Electricity Only Customers	341,958	305,347	12.0%	36,611	345,543	(1.0%)	(3,585)	341,958	305,347
Gas Only Customers	15,671	10,821	44.8%	4,850	16,847	(7.0%)	(1,176)	15,671	10,821
LPG Only Customers	35,612	29,871	19.2%	5,741	36,909	(3.5%)	(1,297)	35,612	29,871
Total Customers	520,519	496,596	4.8%	23,923	526,327	(1.1%)	(5,808)	520,519	496,596
Electricity ICPs Active-Occupied	545,259	518,713	5.1%	26,546	549,562	(0.8%)	(4,303)	545,259	518,713
Gas ICPs Active-Occupied	102,320	109,679	(6.7%)	(7,359)	103,728	(1.4%)	(1,408)	102,320	109,679
LPG Customer Connections (#)	85,831	91,712	(6.4%)	(5,881)	86,831	(1.2%)	(1,000)	85,831	91,712
Total ICPs	733,410	720,104	1.8%	13,306	740,121	(0.9%)	(6,711)	733,410	720,104

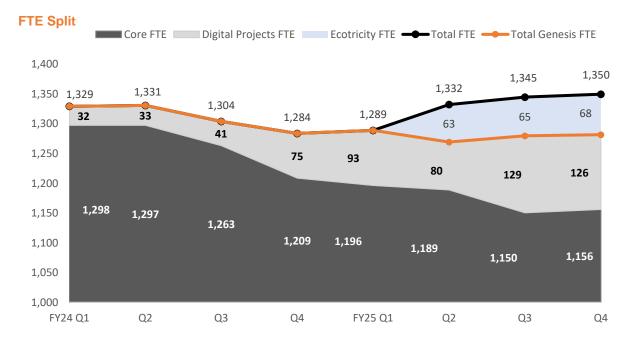
WHOLESALE SEGMENT	Q4 FY25	Q4 FY24	% Change	Var.	Q3 FY25	% Change	Var.	YTD FY25	YTD FY24
GENERATION									·
Generation Emissions (ktCO2)	743	1,009	(26.4%)	(266)	667	11.4%	76	2,539	2,440
Generation Carbon Intensity (tCO2/GWh)	413	563	(26.6%)	(150)	465	(11.1%)	(52)	409	409
Rankine Output (GWh)	459	743	(38.2%)	(284)	433	6.1%	26	1,704	2,332
Rankines Fueled by Coal (%)	95%	99%	(3.3%)	(3%)	91%	4.6%	4%	90%	59%
Total Gas Purchases (PJ)	6.8	6.3	8.8%	0.5	5.9	15.1%	0.9	25.1	25.4
Total Coal Purchases (PJ)	9.3	-	N/A	9.3	2.4	292.5%	6.9	26.3	-
Electricity CFD Purchases - Wholesale (GWh)	332	385	(13.9%)	(54)	286	15.9%	45	1,418	1,966
Electricity CFD Purchase Price - Wholesale (\$/MWh)	\$217	\$178	21.8%	\$39	\$160	35.2%	\$56	\$165	\$146
Electricity CFD Sales - Wholesale (GWh)	444	386	15.1%	58	302	47.0%	142	1,499	1,626
Electricity CFD Sale Price - Wholesale (\$/MWh)	\$260	\$169	54.1%	\$91	\$200	29.7%	\$60	\$205	\$147
Gas Used In Internal Generation (PJ)	5.0	4.1	22.5%	0.9	4.4	15.2%	0.7	16.6	18.1
Weighted Average Gas Burn Cost (\$/GJ)	\$14.9	\$12.3	21.5%	\$2.6	\$13.8	8.5%	\$1.2	\$15.1	\$10.3
Coal Used In Internal Generation (PJ)	4.81	8.1	(40.4%)	(3.3)	4.4	8.4%	0.4	16.9	15.0
Weighted Average Coal Burn Cost (\$/GJ)	\$11.6	\$8.0	45.5%	\$3.6	\$11.5	0.9%	\$0.1	\$10.5	\$8.0
Operational Coal Stockpile - closing balance (kilotonnes)	578	207	178.7%	370	366	58.0%	212	578	207
Security Products – coal equivalent energy secured (kilotonnes)	121	24	396.5%	96	108	11.6%	13	121	24
POWER PURCHASE AGREEMENTS									
Electricity (GWh)	250	93	167.8%	156	229	8.9%	20	731	457
Average Price Received for Generation - GWAP (\$/MWh)	\$187.49	\$223.90	(16.3%)	(\$36.40)	\$202.71	(7.5%)	(\$15.22)	\$170.31	\$143.84

# **FY25 Q4 Operating Metrics**

KUPE SEGMENT	Q4 FY25	Q4 FY24	% Change	Var.	Q3 FY25	% Change	Var.	YTD FY25	YTD FY24
Oil Production (kbbl)	34	43	(21.1%)	(9)	36	(5.5%)	(2)	141	158
Average Brent Crude Oil (USD/bbl)	\$67.82	\$84.94	(20.1%)	(\$17.11)	\$75.66	(10.4%)	(\$7.84)	\$74.59	\$85.09
LPG Production (kt)	7.2	8.7	(16.7%)	(1.4)	7.6	(4.2%)	(0.3)	29.3	30.1
LPG Production Yield (t/TJ)	4.4	4.4	(0.1%)	(0.0)	4.5	(0.4%)	(0.0)	4.4	4.3

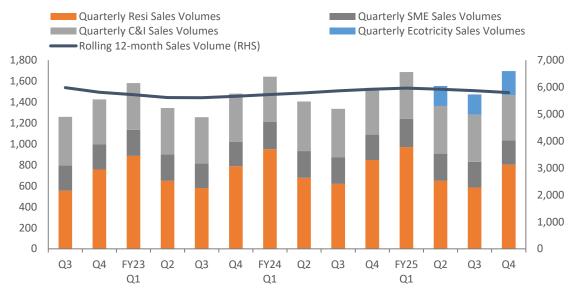
OTHER	Q4 FY25	Q4 FY24	% Change	Var.	Q3 FY25	% Change	Var.	YTD FY25	YTD FY24
CORPORATE									
Employees FTE	1,215	1,230	(1.2%)	(15)	1,209	0.5%	6	1,215	1,230
Contractors FTE	66	53	24.3%	13	71	(6.1%)	(4)	66	53
Ecotricity FTE	68	-	N/A	68	65	4.6%	3	68	-
Total FTE	1,350	1,284	5.1%	66	1,345	0.4%	5	1,350	1,284
Total Recordable Injuries	13	14	(7.1%)	(1)	8	62.5%	5	46	48

<sup>1.</sup> The severity and classification of injuries are subject to change based on medical assessment and acceptance by ACC. This may result in historical restatement.

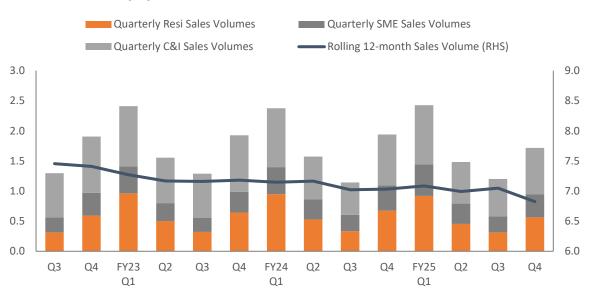


# FY25 Q4 Appendix: Retail Segment

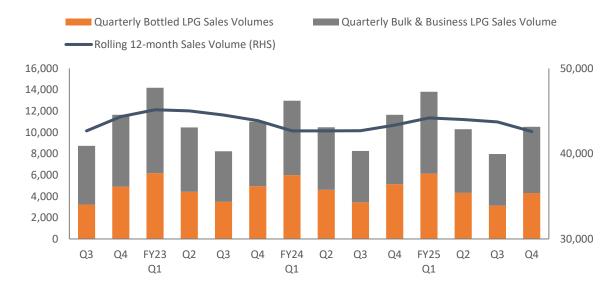
### **Electricity Sales Volume (GWh)**



### Gas Sales Volume (PJ)

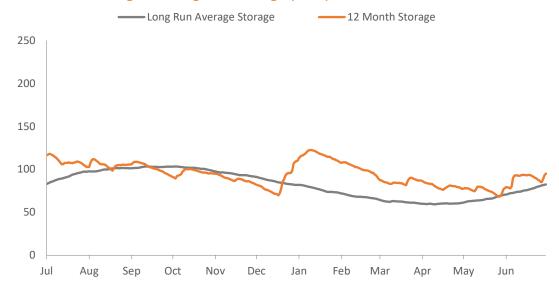


### **LPG Sales Volume (Tonnes)**

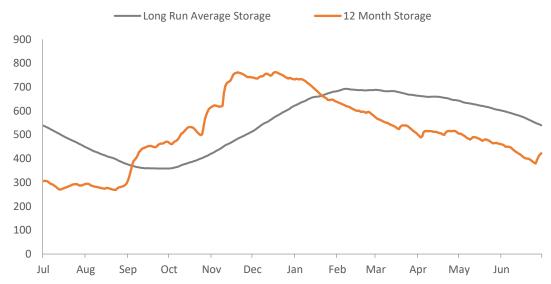


# FY25 Q4 Appendix: Wholesale Segment

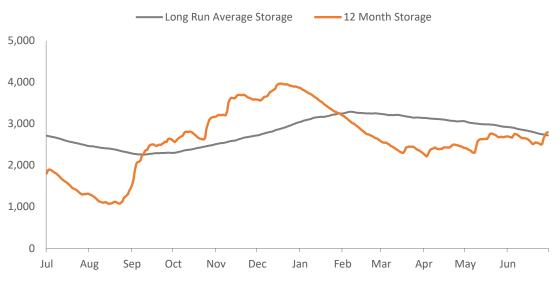
### Waikaremoana Storage vs. Long Run Average (GWh)



### Tekapo Storage vs. Long Run Average (GWh)



### **New Zealand Daily Storage (All Generators, GWh)**

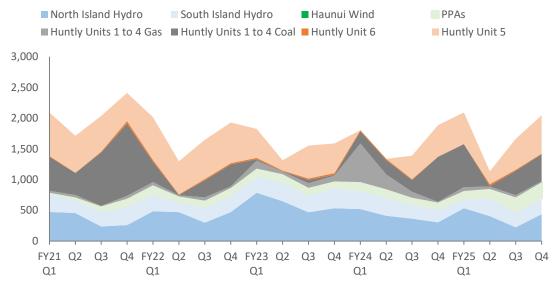


### **Tongariro Generation (GWh/Day)**



# FY25 Q4 Appendix: Wholesale Segment

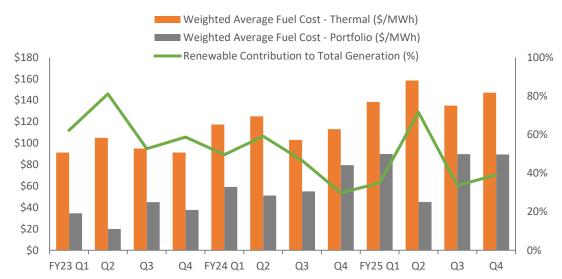
### **Generation Portfolio (GWh)**



### **ASX Futures Spot Pricing (\$/MWh)**



### **Portfolio & Thermal Fuel Costs**



# FY25 Q4 Appendix: Kupe Segment

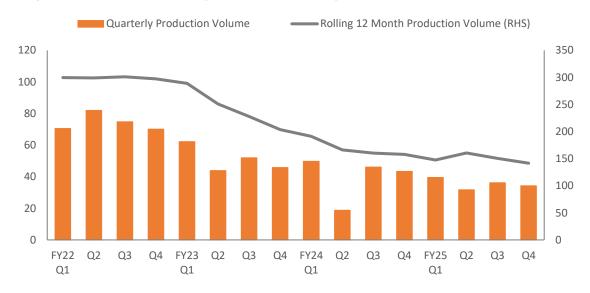
### **Kupe Gas Sales Volume (Genesis Share, PJ)**



### **Brent Crude Oil Spot Price (USD/bbl)**



### **Kupe Oil Production Volume (Genesis Share, kbbl)**



# **Glossary – Performance**

Sales of electricity to residential customers
Sales of electricity to small business customers
Sales of electricity to commercial and industrial customers
Sales of electricity to Ecotricity customers
Sale of generated electricity and residential rooftop solar onto the spot market, excluding PPA settlements and ancillary revenue
Direct generation costs, inclusive of fuels and carbon
Net settlement of electricity derivatives including PPAs, hedges, options, market making obligations and discretionary trading
Purchases of electricity on spot market for retail customers
Total electricity transmission and distribution costs, connection charges, electricity market levies and meter leasing
Sales of gas to residential customers
Sales of gas to small business customers
Sales of gas to commercial and industrial customers
Sales of gas to wholesale customers
Purchase of gas for sale (excludes gas used in electricity generation)
Total gas transmission and distribution costs, gas levies and meter leasing
Represents 45kg LPG bottle sales
Represents SME and other bulk and third party distributors
Sales of LPG to wholesale customers
Purchase of LPG for sale
Sale of crude oil
Sale of gas
Sale of LPG

# **Glossary – Operational metrics**

Retail	
Brand Net Promoter Score	Based on survey question "How likely would you be to recommend Genesis/ Frank Energy to your friends or family?" Calculated on 3 month rolling basis.
Interaction Net Promoter Score	Based on survey question "Based on your recent interaction with Genesis/Frank, how likely would you be to recommend Genesis/Frank to your family/friends?" Calculated on 3 month rolling basis.
Customers	Electricity and gas customers are defined by single customer view, regardless of number of connections (ICP's)
Single Customer View	Represents unique customers which may have multiple ICPs
ICP	Installation Connection Point, a connection point that is both occupied and has not been disconnected (Active-Occupied)
LPG Customer Connections	Defined as number of customers
Gross Customer Churn	Defined as residential customers instigating a trader switch or home move
Net Customer Churn	Defined as percentage of residential customers that finalise in a period.
Resi, SME, C&I	Residential, small and medium enterprises and commercial & industrial customers
B2B	Business to Business, including both SME and C&I
Netback (\$/MWh, \$/GJ, \$/tonne)	Customer EBITDAF by fuel type plus respective fuel purchase cost divided by total fuel sales volumes, stated in native fuel units (excluding corporate allocation costs and Technology & Digital cost centre)

# **Glossary – Operational metrics**

Wholesale	
Electricity Financial Contract Purchases – Wholesale	Settlement volumes of generation hedge purchases, including exchange traded and OTC contracts. Excludes PPAs, active trading, Financial Transmissions Rights
_(GWh)	(FTRs) and Cap/Collar/Floor contracts
Electricity Financial Contract Purchases – Wholesale Price	Average price paid for Electricity Financial Contract Purchases – Wholesale
(\$/MWh)	Outlement of the section of the first of the section of the sectio
Electricity Financial Contract Sales – Wholesale (GWh)	Settlement volumes of generation hedge sales, including exchange traded and OTC contracts. Excludes PPAs, active trading, Financial Transmissions Rights (FTRs) and Cap/Collar/Floor contracts
Electricity Financial Contract Sales – Wholesale Price	Average price paid for Electricity Financial Contract Sales – Wholesale
(\$/MWh)	
Generation Emissions	Carbon emissions due to coal and gas electricity generation
Rankine Output	Electricity generated in the Huntly Rankine units
Rankine's Fuelled by Coal (%)	The proportion of coal used in the Rankine units
Total Coal Purchases (PJ)	Coal purchases have been converted from tonnes to PJ using the shipments' Calorific Value
Weighted Average Gas Burn Cost (\$/GJ)	Total cost of gas burnt divided by generation from gas fired generation, excluding emissions
Coal Used In Internal Generation (PJ)	Results may be revised to reflect changes in coal kilo tonnes to PJ conversion rate and volume methodology.
Weighted Average Coal Burn Cost (\$/GJ)	Total cost of coal burnt divided by generation from coal fired generation, excluding emissions
Operational Coal Stockpile – closing balance (kt)	The coal stockpile closing balance in tonnes at Huntly Power Station, less the Security Products Stockpile.
Security Products Stockpile – closing balance (kt)	Refers to Huntly Firming Option (HFO) and Market Security Options (MSO). Stored energy refers to virtual stockpile volumes ordered by counterparties and is
	expressed in kilotonnes of coal equivalents as at period end.
Power purchase agreements	
Electricity (GWh)	Energy purchased through long term agreements with generator
Average Price Received for Generation - GWAP (\$/MWh)	Price received at production node
Corporate	
Total Recordable Injuries	12-month rolling Total Recordable Injuries including Lost Time Injuries, Restrictive Work Injuries and Medical Treatment Injuries
Employees FTE	Number of full-time equivalent employees, excluding those on parental leave or a career break
Contractors FTE	Number of full-time equivalent contractors, excluding statement of work contractors.
Ecotricity FTE	Total number of Ecotricity full-time equivalent employees, including contractors.
Total FTE	Total number of full-time equivalent employees, including contractors, excluding employees on parental leave or a career break
Kupe	
Oil Production	Production of crude oil
Oil Price realised (USD/bbl.)	The underlying benchmark crude oil price that is used to set the price for crude oil sales
LPG Production	Production of LPG



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