

Z Energy operational data for quarter ended March 2015

Health, safety, security and environment (HSSE)

	March 2015	March 2014	December 2014	December 2013
Lost time injuries	2	1	3	6
Spills to ground	0	0	0	1
Robberies	1	1	1	2
Fuel quality incidents	0	0	0	0
Process safety incidents	0	0	0	0

Fuels

	March 2015	March 2014	December 2014	December 2013
Total industry volumes (all fuels) ¹	2,231	2,109	2,176	2,086
Z total fuel volumes (millions of litres (ml))	634	613	653	618
Petrol (ml)	205	205	220	214
Diesel (ml)	216	220	226	231
Other fuels (ml)	189	187	164	158
Supply/Export sales (ml)	24 ²	1	43	15

Average Ministry of Business, Innovation and Employment (MBIE) retail importer margin (cpl)³

	March 2015	March 2014	December 2014	December 2013
Petrol	31.8	28.2	36.1	27.6
Diesel	36.9	32.0	40.9	30.8

1 Excludes supply/export sales.

2 13 million litres for domestic supply, 11 million litres for export.

3 MBIE provides public benchmark data around importer margins. More information is available at:

<http://www.med.govt.nz/sectors-industries/energy/liquid-fuel-market/weekly-oil-price-monitoring/Graphs.pdf>

3 Queens Wharf
PO Box 2091
Wellington 6140
New Zealand

0800 474 355

z.co.nz



Refining

	March 2015	March 2014	December 2014	December 2013
Refining NZ gross refining margin (GRM):				
USD GRM per barrel ⁴	9.91	3.86	7.54	2.91
NZD GRM per barrel ⁵	13.32	4.66	9.59	3.49

Customer experience

	March 2015	March 2014	December 2014	December 2013
Commercial customer satisfaction ⁶	84%	83%	83%	78%
Retail customer satisfaction ⁷	77%	79%	74%	77%
Total Z transaction count	14.3 million	14.6 million	15.1 million	14.9 million
Retail: fuel-only transactions	7.3 million	7.8 million	7.2 million	7.9 million
Retail: fuel and store transactions	1.9 million	2.2 million	2.9 million	2.3 million
Retail: store only transactions	5.1 million	4.6 million	5.0 million	4.7 million
Number of service stations	210	213	211	211
Average weekly store sales	\$31,842	\$28,796	\$30,814	\$29,226
Average weekly store sales -like-for-like	\$32,913	\$29,838	\$31,659	\$29,501
Number of truck stops	92	93	92	93

4 This number is from Refining NZ published data for the relevant quarter.

5 The NZD conversion is calculated by Z.

6 Customer satisfaction determined using ongoing internal customer measurement.

7 From June 2014 the retail customer satisfaction measure is calculated based on feedback received from randomly generated, automated invitations from the point of sale system. Prior to this date customer responses were not sought on a random basis. The difference in the measure from prior quarters is largely accounted for by the change in methodology.

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