

16 October 2013

Z Energy operational data for quarter ended September 2013

The following is operational data covering some of the core metrics in the Z Energy business. The company intends to report these metrics on an ongoing basis shortly after the conclusion of each quarter.

Health, safety, security and environment (HSSE)

	June 2013	September 2013
Lost time injuries	5	1
Spills to ground	0	0
Robberies	0	2
Fuel quality incidents	0	0
Process safety incidents	0	0

Fuels

	June 2013	September 2013
Total industry volumes (all fuels) ¹	1,920	1,929
Z total fuel volumes (millions of litres (ml))	600	607
Petrol (ml)	205	200
Diesel (ml)	190	193
Other fuels (ml)	163	157
Supply/Export sales (ml)	42	57
Average Ministry of Business, Innovation and Employment (MBIE) retail importer margin (cpl)*		
Petrol	27.2	29.1
Diesel	29.0	28.6

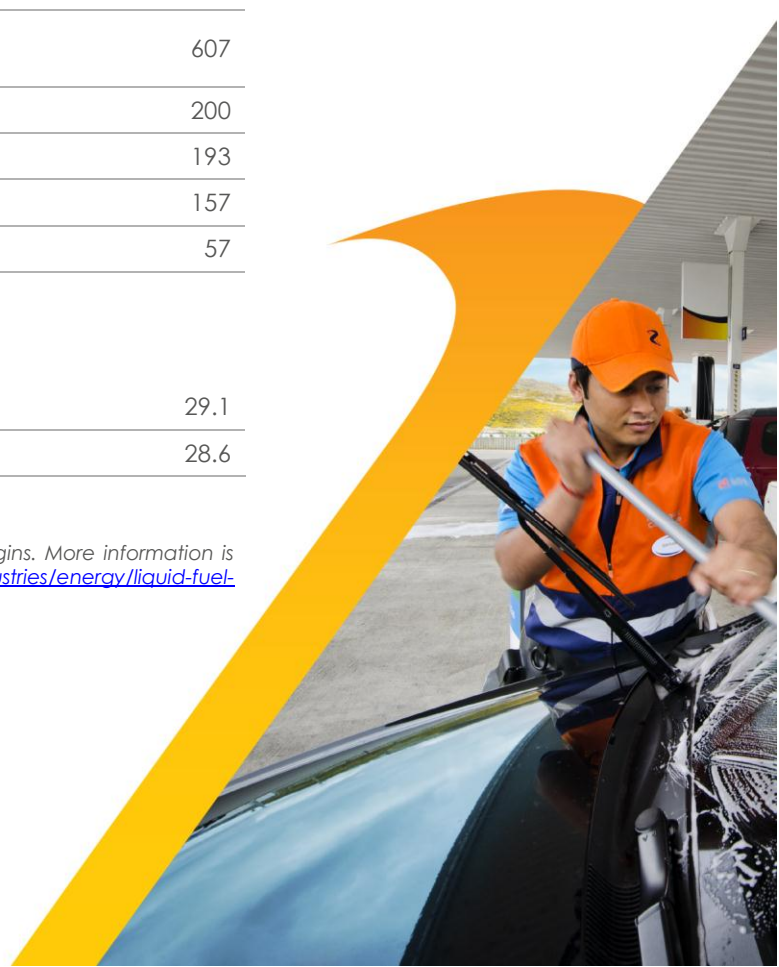
¹ Excludes supply/export sales

* 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>

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Refining

	June 2013	September 2013
Brent crude oil/bbl: average (PLATTS):		
USD	\$103	\$111
NZD ³	\$131	\$136
Refining NZ gross refining margin (GRM):		
USD GRM per barrel	6.84	6.05 ²
NZD GRM per barrel ³	8.65	7.64

2 This number is from Refining NZ published data for the months of July – August.

3 The NZD conversion is calculated by Z.

Customer experience

	June 2013	September 2013
Commercial customer satisfaction*	83%	79%
Retail customer satisfaction*	82%	79%
Total Z transaction count	14.0 million	14.1 million
Retail: fuel-only transactions	7.8 million	7.8 million
Retail: fuel and shop transactions	2.0 million	2.1 million
Retail: shop only transactions	4.2 million	4.2 million
Number of service stations	213	212
Average weekly shop sales	\$24,870	\$24,622
Number of truck stops	94	93

* Customer satisfaction determined using ongoing internal customer measurement.

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