

16 April 2014

Z Energy operational data for quarter ended March 2014

Health, safety, security and environment (HSSE)

	March 2014	March 2013	December 2013	December 2012
Lost time injuries	1	1	6	2
Spills to ground	0	1	1	2
Robberies	1	1	2	0
Fuel quality incidents	0	0	0	0
Process safety incidents	0	0	0	0

Fuels

	March 2014	March 2013	December 2013	December 2012
Total industry volumes (all fuels) ¹	2,109	2,077	2,086	2,037
Z total fuel volumes (millions of litres (ml))	613	637	618	626
Petrol (ml)	205	217	214	227
Diesel (ml)	220	212	231	220
Other fuels (ml)	187	193	158	161
Supply/Export sales (ml)	1	15	15	18
Average Ministry of Business, Innovation and Employment (MBIE) retail importer margin (cpl)*				
Petrol	28.2	25.6	27.6	25.7
Diesel	32.0	28.0	30.8	27.8

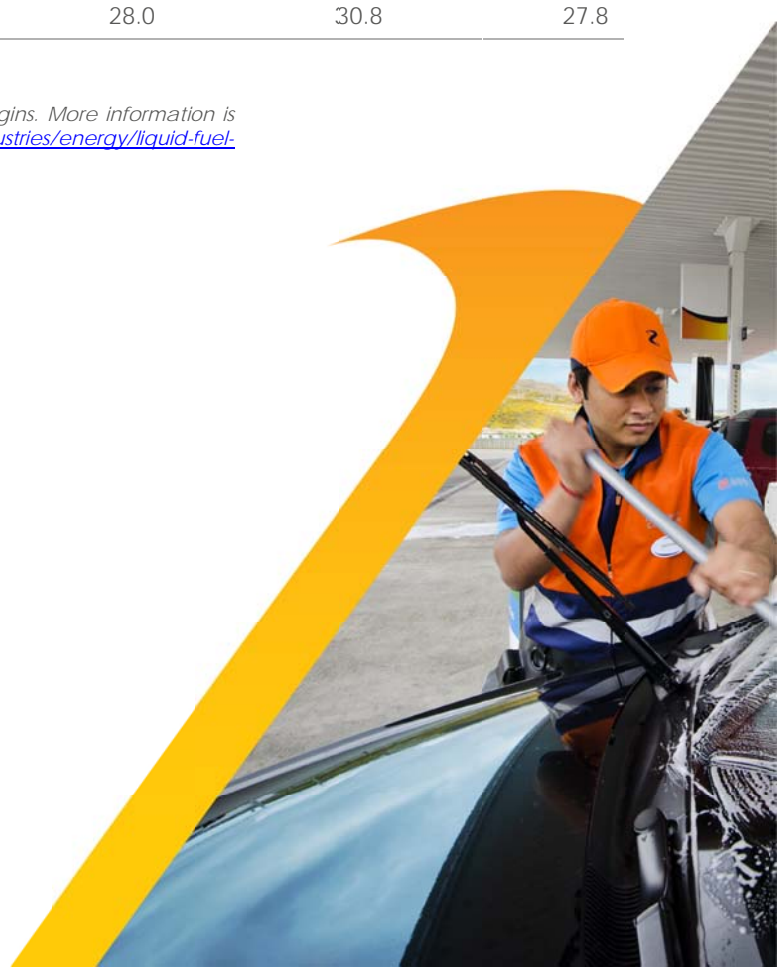
¹ Excludes supply/export sales

* 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>

3 Queens Wharf
PO Box 2091
Wellington 6140
New Zealand

0800 474 355

z.co.nz



Refining

	March 2014	March 2013	December 2013	December 2012
Refining NZ gross refining margin (GRM):				
USD GRM per barrel ²	3.86	5.03	2.91	7.88
NZD GRM per barrel ³	4.66	6.08	3.49	9.48

² This number is from Refining NZ published data for the relevant quarter.

³ The NZD conversion is calculated by Z

Customer experience

	March 2014	March 2013	December 2013	December 2012
Commercial customer satisfaction*	83%	84%	78%	80%
Retail customer satisfaction*	79%	80%	77%	78%
Total Z transaction count	14.6 million	15.0 million	14.8 million	14.9 million
Retail: fuel-only transactions	7.7 million	8.1 million	7.8 million	8.3 million
Retail: fuel and shop transactions	2.2 million	2.3 million	2.3 million	2.2 million
Retail: shop only transactions	4.7 million	4.6 million	4.7 million	4.4 million
Number of service stations	213	211	211	212
Average weekly shop sales	\$27,240	\$26,918	\$27,198	\$25,635
Number of truck stops	93	94	93	93

*Customer satisfaction determined using ongoing internal customer measurement.

3 Queens Wharf
PO Box 2091
Wellington 6140
New Zealand

0800 474 355

z.co.nz

