

6 November 2018

Contact hosted invited institutional investors and analysts for dinner in Taupo on Monday evening in advance of an investor day and tour of the company's geothermal generation assets. Dennis Barnes, Contact Chief Executive, presented a brief update on current performance.

Flexible generation assets and focus on cost efficiency grows cash flow

Progress on our strategy

"Contact's strategy remains to optimise the Customer and Wholesale businesses to deliver strong cash flows, which are ultimately for distribution to our shareholders" said Dennis Barnes, Contact Chief Executive.

"The focus on improving the operational performance and the simplification of our Customer and Wholesale businesses is driving a relentless focus on growing cash flow by delivering cost efficiency which has us targeting operating costs \$18m lower in FY19.

In the last year, we announced two significant transactions which are key enablers to accelerate the delivery of our strategy through simplification and adding flexibility into our business - the sale of Ahuroa gas storage (AGS), and the sale of the Rockgas LPG business.

Last month, we completed the sale of AGS and received \$190 million in cash, with a further \$10 million contingent on the new owner obtaining a favourable binding ruling in line with our tax treatment. Standard and Poors (S&P) will initially capitalise the storage service payments leaving the S&P net debt to EBITDAF ratio substantially unchanged. However, Contact and FlexGas, the new operating entity, are increasingly confident in the further commercialisation of the facility which will trigger a S&P re-assessment, lowering our key debt ratio.

We are making good progress to satisfy the remaining conditions in connection with the sale of Rockgas and expect to have the sale complete in December, with the \$260 million in sale proceeds applied to the reduction of debt. This will return our net debt to EBITDAF ratio to well below 2.8x, which secures our BBB credit rating and satisfies the conditionality in our current distribution policy." said Mr Barnes.

	Strategy	Focus areas	Progress
Customer	A service and value focussed retailer, connecting customers and communities to smart solutions that make living easier for them now, and in the future	<ul style="list-style-type: none"> » Move to a simple, lean operating model centred on the customer experience reinventing key customer experiences and processes » Capable employees, identifying and driving performance initiatives with ownership and accountability » Transform technology to drive both efficiency and better automated customer experiences » Reposition the brand and reputation from a strong operational 	<ul style="list-style-type: none"> » The Customer business continues to perform well in a highly competitive market, with strong customer advocacy as measured by net promoter scoring and a slight increase in margins as other operating expenses continue to reduce » Despite volatile wholesale prices, heavy discounting and large sign on credits remain the predominant tools for customer acquisition <ul style="list-style-type: none"> » While Contact electricity customer numbers have reduced this financial year, we have a number of initiatives in place to address this. The decision to not renew a large customer accounted for over half of our year to date losses and is an

		retailer to a smart customer solutions provider	<p>example of how we are continuing to balance customer profitability with the value received from the marginal customer</p> <ul style="list-style-type: none"> » The rebrand is resonating with customers » Introduced smart customer solutions which our customers value by making their life easier, this includes weekly or fortnightly billing payment options which leverage smart meter data » Launch of our PrePay product so that customers are not only able to keep track of their usage and manage payments via the app but also receive all the benefits available to a post pay customer – which includes access to discounts and rewards. So far 71% of customers on this product would have failed industry credit checking processes and therefore would not historically have been able to get signed up with Contact » Product planning well progressed with “free-bill”, an innovative reward and budgeting offering, in the pipeline – other customer centric offerings under development » Launched our first energy and broadband advertising campaign as we look to continue to grow our broadband offering which now number more than 3,000 connections » Investing in our digital and data capability to understand and improve customer experience and provide more choice in how customers interact with us. Our customers will see both the Mobile App and the website continually improved with new features. These investments are also building a platform from which we will further reduce costs and develop new, innovative propositions
Wholesale	An innovative, safe and efficient generator working with business customers, partners and suppliers to decarbonise New Zealand’s energy sector	<ul style="list-style-type: none"> » Sustainable cost reduction » Strengthen geothermal capability to remain as a recognised world leader » Partner with customers on mutually beneficial decarbonisation opportunities 	<ul style="list-style-type: none"> » Contact operates in weather dependant commodity markets. Hydrological variability is managed by using portfolio flexibility and a strong risk management framework which has been tested by the current gas supply constraints » We will further outline our progress on our Wholesale strategy tomorrow, which includes: <ul style="list-style-type: none"> » How we think about sustainability and how the Wholesale division is

		<ul style="list-style-type: none"> » Develop options to enable the economic substitution of thermal generation with renewables » Lower the cost of geothermal to ensure Contact development options are cost competitive with firmed intermittent renewables 	<ul style="list-style-type: none"> » planning for a lower carbon future » TCC and its future role » Insight into our high quality and low cost geothermal operations » A preview of the many options for the continued operations at Wairakei. My historic comments on the cost of continuing operations will seem conservative » A rich set of brownfield development opportunities that will only be developed if observable demand growth or contracted by customers
<p>Underpinned by a disciplined and transparent approach to operating and capital expenditure while continuing to investigate ways to optimise our portfolio of assets</p>			<ul style="list-style-type: none"> » Capex spend is on target » Contact is not integrated into upstream LPG supply and is exposed to the fluctuations in oil commodity prices which are 34% up on the prior period. » Focusing on our core areas of advantage will be key to succeed in today's markets and allow us to participate in those that are only just starting to emerge. For now the focus remains on the reduction of controllable costs, simplification of the organisation and asset portfolio and seeking opportunities to deliver value from scale efficiencies.

Outlook

"With regards to the current review of the electricity sector, Contact agrees with the Panel's assessment that the electricity system is working well to produce reliable and sustainable electricity supply.

Where it isn't working so well is for those customers who are struggling to pay all their household bills and we believe the government, social agencies, Contact and the industry can do more for these customers and we are accelerating the design of new products to play our part.

The current market settings have delivered and changes that would undermine the current momentum or have unintended consequences should be avoided. We believe customer centred specific action is necessary not a "one size fits all" approach.

Contact EBITDAF for the financial year to date is higher than the prior comparative period, having benefitted from comparatively stronger renewable generation following record low inflows during the first quarter of FY18. In addition, our flexible generation portfolio and stored gas reserves saw an increase in merchant sales to support the market during the recent high priced periods as the market responded to gas field outages and lower national hydro storage levels. This has been partly offset by \$3m in higher LPG product costs, as well as payments to secure flexible gas storage which reduce EBITDAF by \$14 million a year from 1 October 2018.

Gas production has recently not been as reliable as we have come to expect but we are unable to ascertain whether these are one-off in nature or the start of a shift in medium term gas availability.



Contact has not contracted for material volumes of gas for calendar year 2019, which is not unusual for this stage of the year, but is engaging with suppliers. In addition to the gas we expect to contract, we have access to stored gas in AGS and other contractual options which will give us appropriate access to energy for our customers.

Contact will continue to focus on delivering operating free cash flow growth, which along with a strengthened balance sheet will support increasing dividends over time” said Mr Barnes.

ENDS

For further information please contact:

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2018 Investor day

Te Mihi Power Station
6 November 2018

Disclaimer

This presentation may contain projections or forward-looking statements regarding a variety of items. Such forward-looking statements are based upon current expectations and involve risks and uncertainties.

Actual results may differ materially from those stated in any forward-looking statement based on a number of important factors and risks.

Although management may indicate and believe that the assumptions underlying the forward-looking statements are reasonable, any of the assumptions could prove inaccurate or incorrect and, therefore, there can be no assurance that the results contemplated in the forward-looking statements will be realised.

EBITDAF, underlying profit, free cash flow and operating free cash flow are non-GAAP (generally accepted accounting practice) measures. Information regarding the usefulness, calculation and reconciliation of these measures is provided in the supporting material.

Furthermore, while all reasonable care has been taken in compiling this presentation, Contact accepts no responsibility for any errors or omissions.

This presentation does not constitute investment advice.

Agenda

1	Wholesale	James Kilty
2	Geothermal advantage	Mike Dunstall
3	Geothermal options	James Kilty
4	Closing remarks and Q&A	Dennis Barnes



Wholesale — James Kilty

Contact Energy | Investor day | 6 November 2018

Wholesale

James Kilty – Chief Generation and Development Officer

1

Environment and strategy

2

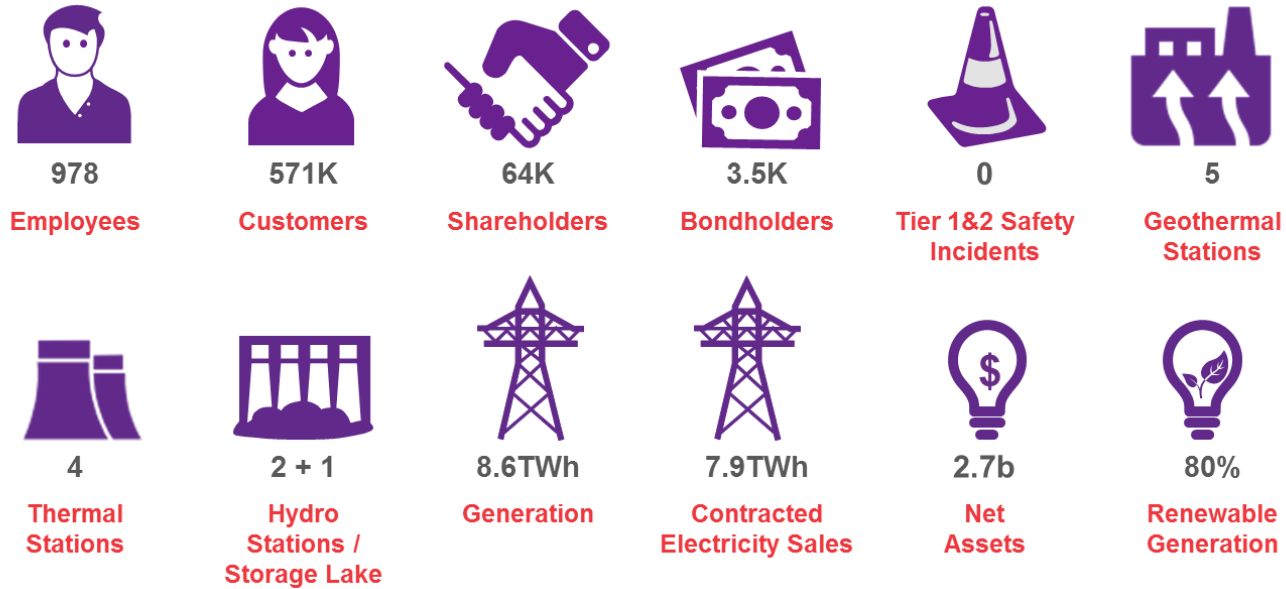
Organising for success

3

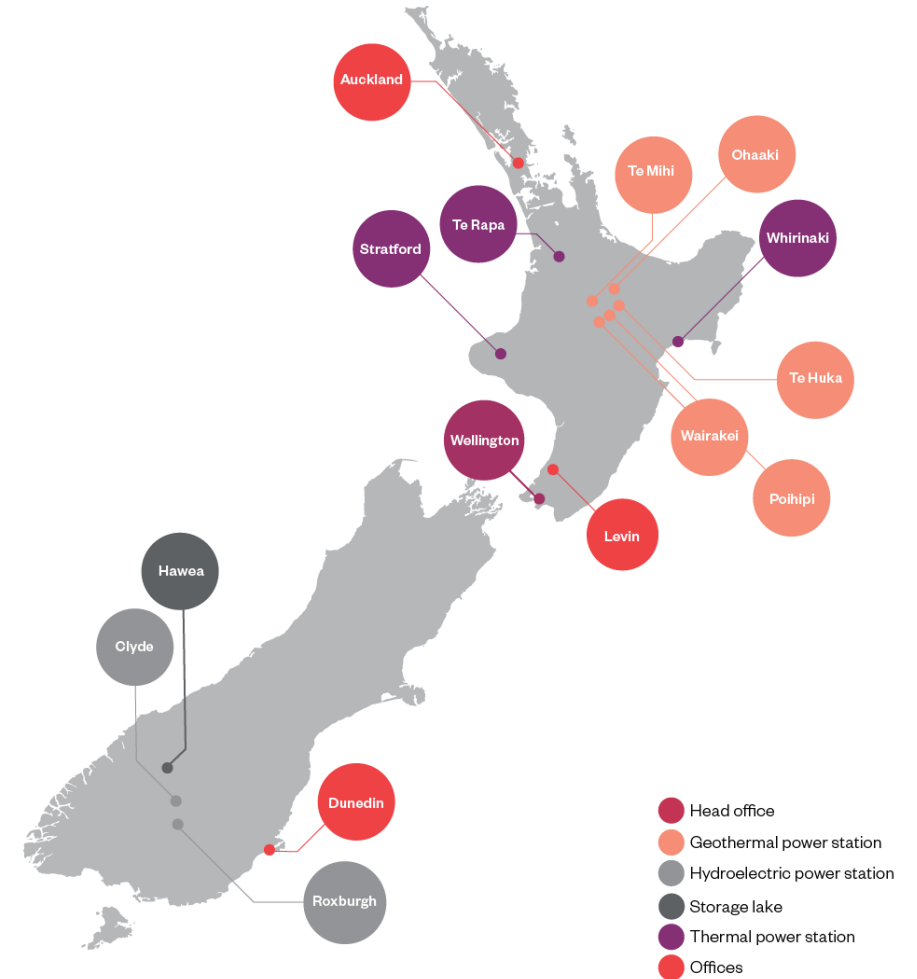
Wholesale market outlook



About Contact



* - All figures as at June 30 2018



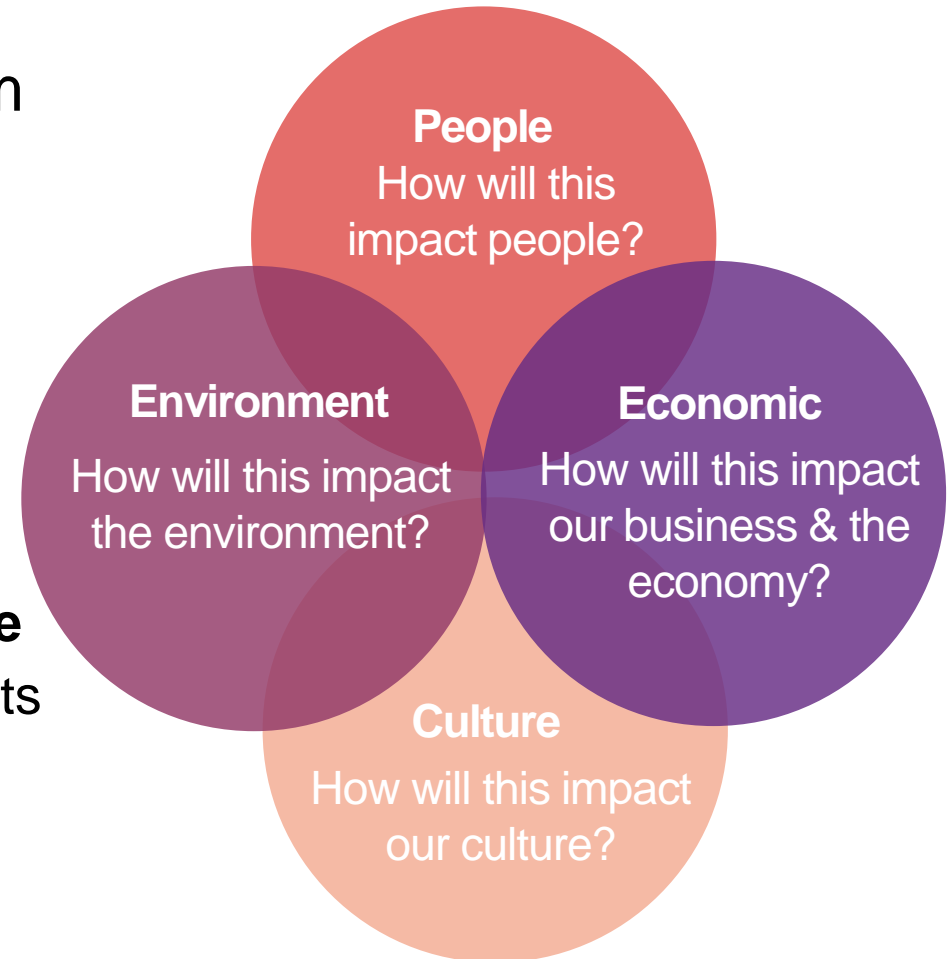
Sustainability is business as usual

Sustainability is about integrating diverse interests into our strategy to ensure long term value creation.

It's who we are.

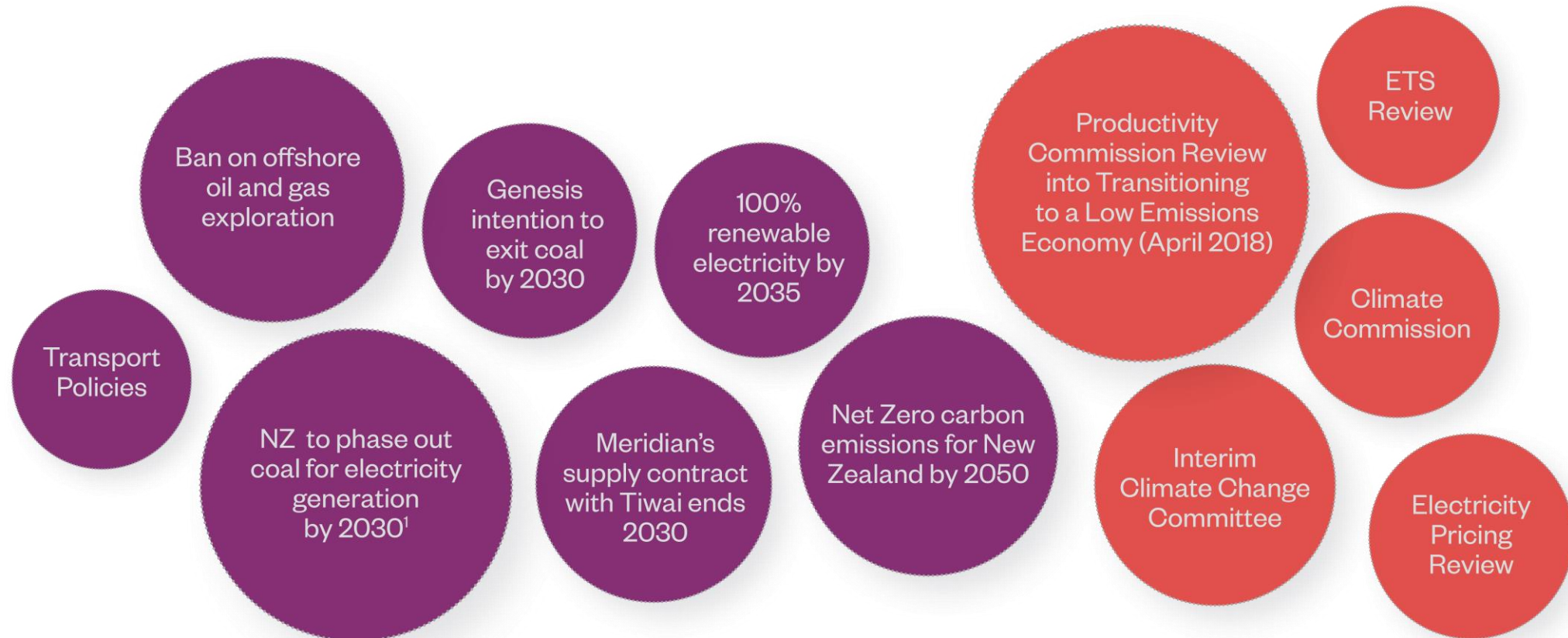
- **GRI** integrated reporting since 2015
- Supporter of the **Taskforce on Climate Related Financial Disclosure**
- New Zealand's first **Green Borrowing Programme**
- Adopting **Science Based Targets** to limit the effects of climate change in line with scientific evidence

Me haere ngatahi tatou



Societal action on climate change is increasing

Macro-trend towards a lower carbon future



¹ A commitment made by the Government when New Zealand joined the Powering Past Coal Alliance.

Contact's strategy

Optimising our Customer and Wholesale businesses to deliver strong cash flows



Customer

A service and value focussed retailer, **connecting customers** and communities to **smart solutions** that **make living easier** for them now, and in the future



Wholesale

An innovative, **safe and efficient generator** working with business customers, partners and suppliers to **decarbonise New Zealand's** energy sector

Underpinned by a disciplined and transparent approach to operating and capital expenditure while continuing to investigate ways to optimise our portfolio of assets

Strategy to optimise the business and to focus on cash remains appropriate for now

The medium term demand picture appears increasingly positive



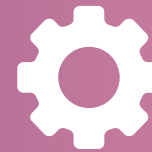
Electricity demand and supply

- » National demand for electricity has been flat since 2007
- » Over 10 years renewable generation has increased from 67% to >80%
- » Long term wholesale prices firm on no significant change to net supply
- » The Tiwai fourth potline provides medium term demand strength



Decarbonisation

- » The Government's decarbonisation agenda and the speed of movement to act on climate change has increased
- » Government targets are likely to promote the uptake of further renewable projects
- » Known hydrology risks remain
- » Further market led thermal transition likely in the coming years



Regulatory settings

- » Regulatory settings have historically been focused on creating a progressive, efficient market structure



Retail competition

- » Retail sector competition continues with 10 new entrants in the last 2 years - growing Tier 2 market share has seen pressure on retail gross margins
- » Increased competition for C&I load from integrated generator / retailers looking to match load with their generation assets

Brand refresh and new customer propositions to mitigate these headwinds

To capture value for shareholders we will accelerate execution of the strategy



Customer

- » Move to a simple, lean operating model centred on the customer experience reinventing key customer experiences and processes
- » Capable employees, identifying and driving performance initiatives with ownership and accountability
- » Transform technology to drive both efficiency and better automated customer experiences
- » Reposition the brand and reputation from a strong operational retailer to a smart customer solutions provider



Wholesale

- » Sustainable cost reduction balanced against risk
- » Strengthen geothermal capability to remain as a recognised world leader
- » Partner with customers on mutually beneficial decarbonisation opportunities
- » Develop options to enable the economic substitution of thermal generation with renewables
- » Lower the cost of geothermal to ensure Contact development options are cost competitive with firmed intermittent renewables

Capital discipline to continue

Delivering on continuous improvement

Compelling uplift to near term cash flows from execution

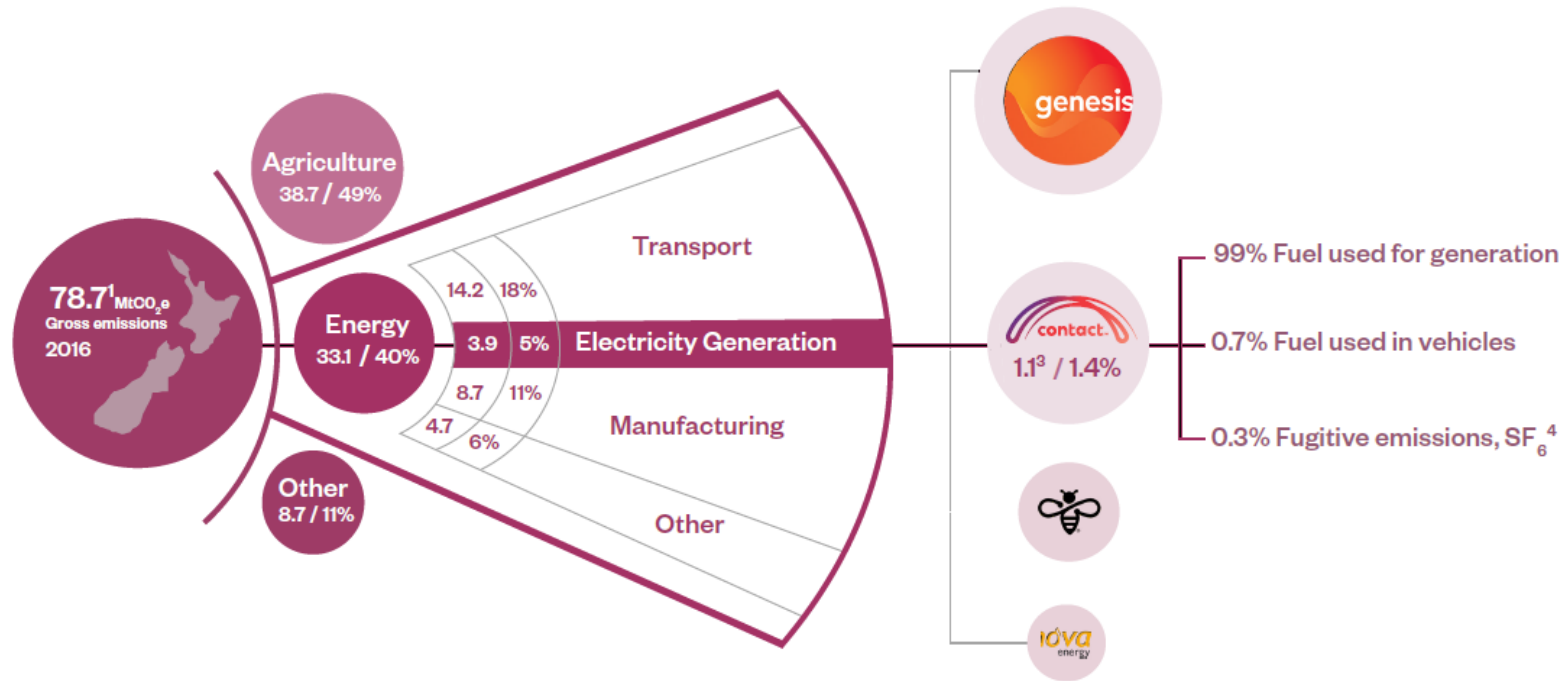
	FY16	FY17	FY18	FY19 (f)
Employee engagement	60%	65%	68%	73%
TRIFR	3.2	3.3	5.2	3.2
Cash costs ¹	\$214m	\$185m	\$165m	\$143m
3 year average forward price	\$77.00 / MWh	\$77.80 / MWh	\$78.60 / MWh	\$79.50/ MWh
Geothermal and hydro volumes	3,297 GWh 4,090 GWh	3,233 GWh 3,562 GWh	3,323 GWh 3,479 GWh	3,350 GWh 3,950 GWh ²
Plant availability	90%	92%	89%	89%
Cost of energy	\$26.71/MWh	\$27.61/MWh	\$28.00/MWh	\$21.00/MWh ²

¹ Operating and SIB capital costs

²Assumes mean hydrological sequences

Electricity is the solution, not the problem

A lower carbon economy will be enabled by electricity



Note all emissions expressed in MtCO₂e and all percentages are based on total gross New Zealand emissions.

¹ Extrapolated from MFE, emissions figure for Energy (33.1MtCO₂e), NZ Greenhouse Gas Inventory (1990-2016), Snapshot April 2018.

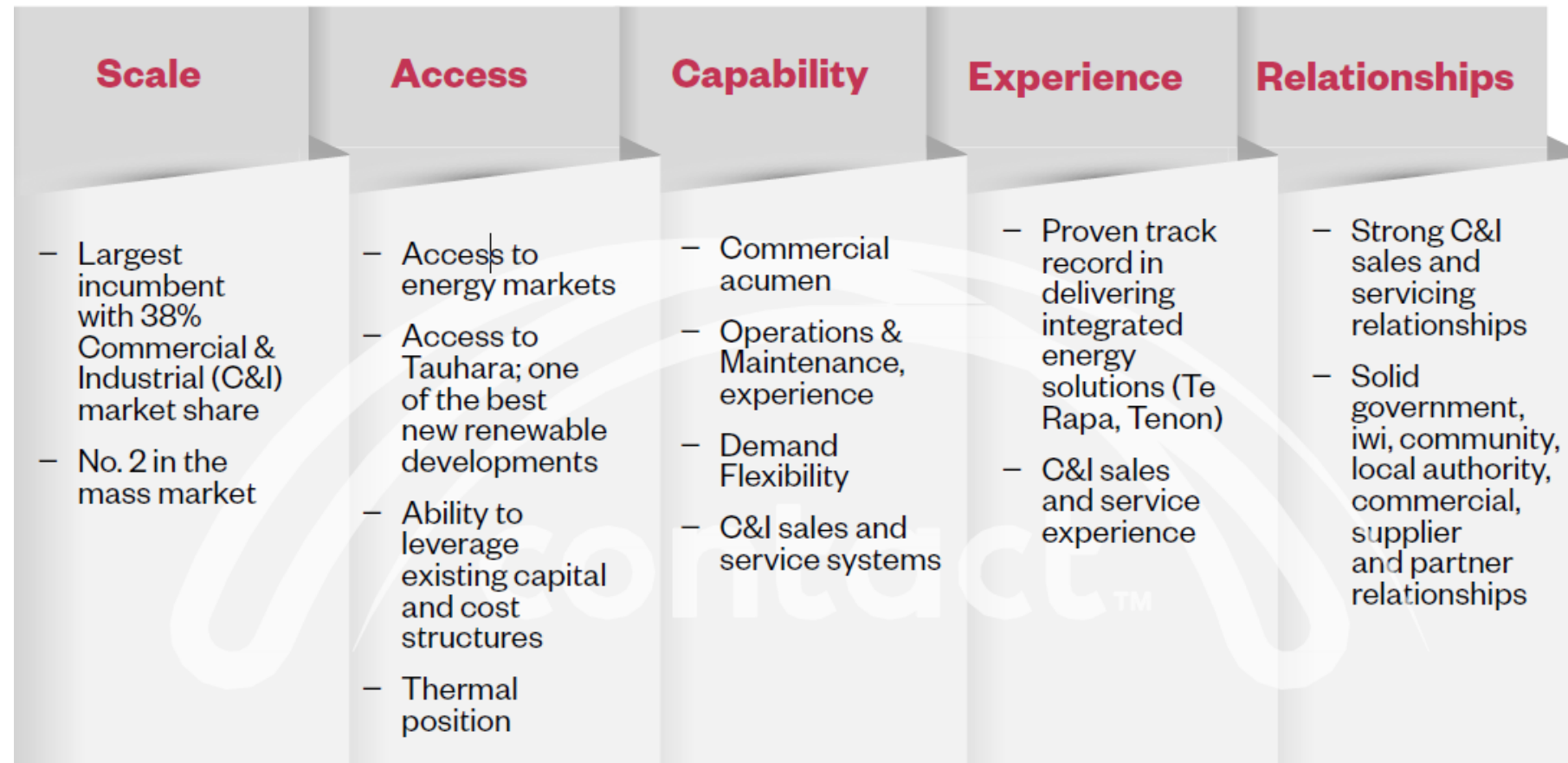
² Energy sector breakdown sourced from Productivity Commission Low Emissions Economy Issues Paper, August 2017.

³ Contact Energy emissions, FY16, sourced from Annual Report, FY17

⁴ SF₆ is used to insulate high voltage switchgear.

Support further decarbonisation of energy

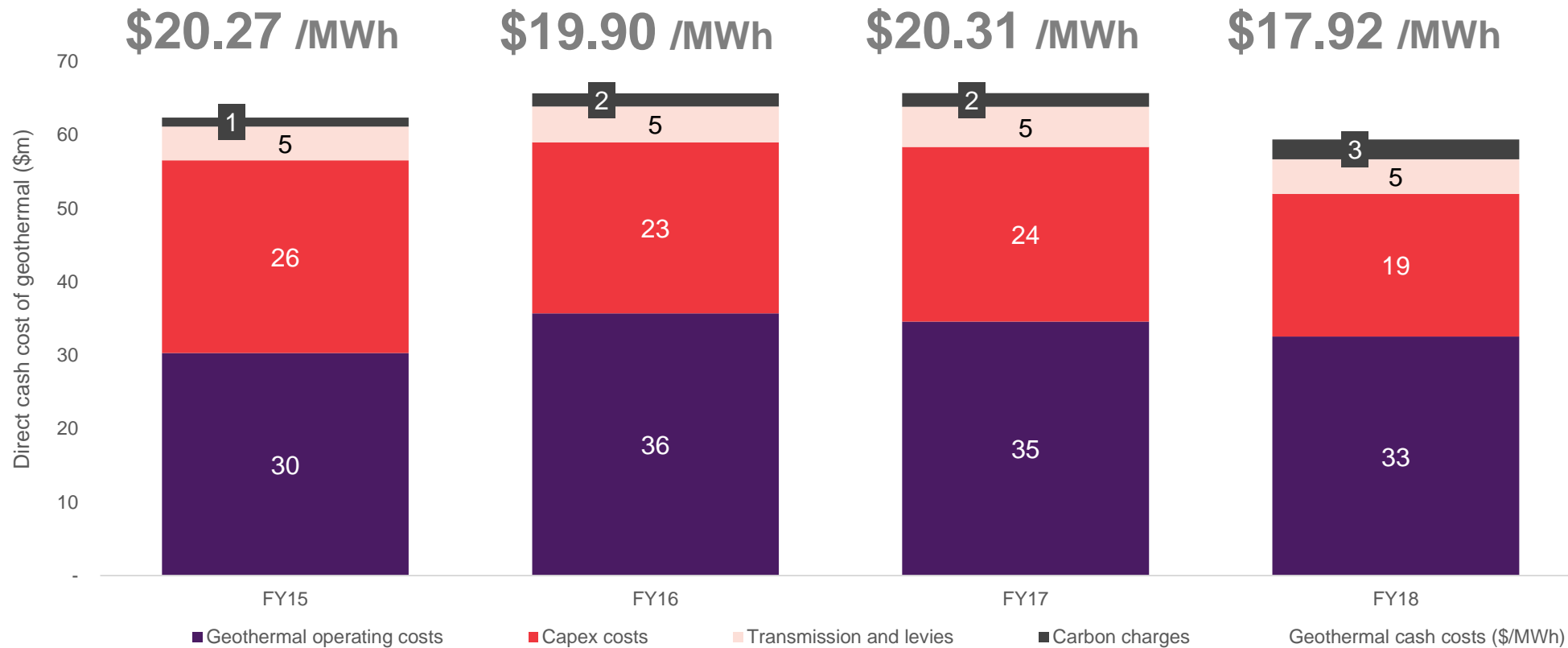
Leveraging capability to expand C&I products and services



Insights and relationships will allow Contact to capture value from demand growth

New Zealand's lowest cost geothermal producer

Operating and capital cost of production



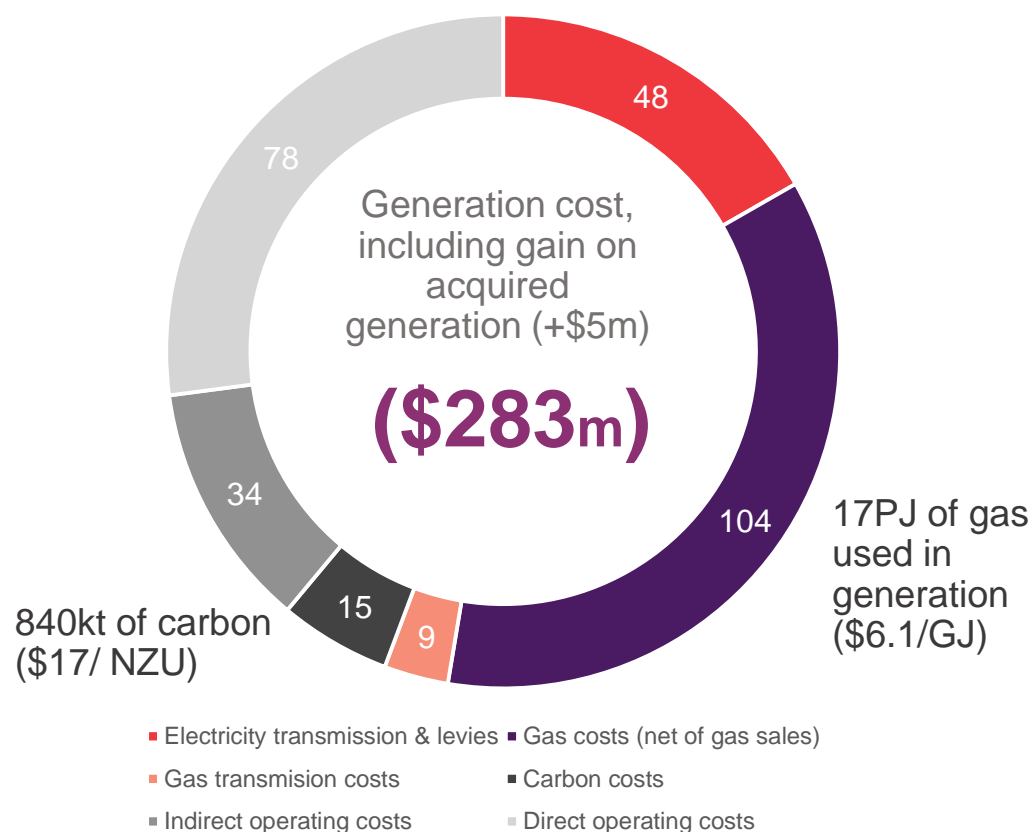
Wholesale sales revenue

Sales channels	Electricity sales to Customer	Electricity sales to Commercial and Industrial	Contracted electricity sales	Steam revenue
	Fixed price variable volume sales to Customer business mass market at market linked transfer price	Fixed price variable volume sales to C&I, includes retailing margin	Revenue from contracts for difference – includes support for NZAS and direct C&I	Revenue from the sale of steam
Revenue	\$314m	\$285m	\$90m	\$25m
Sales volume	3,648 GWh	3,349 GWh	1,356 GWh	584 GWh
Volume weighted average price	\$86.13/MWh	\$85.10/MWh	\$66.03/MWh	\$42.78/MWh

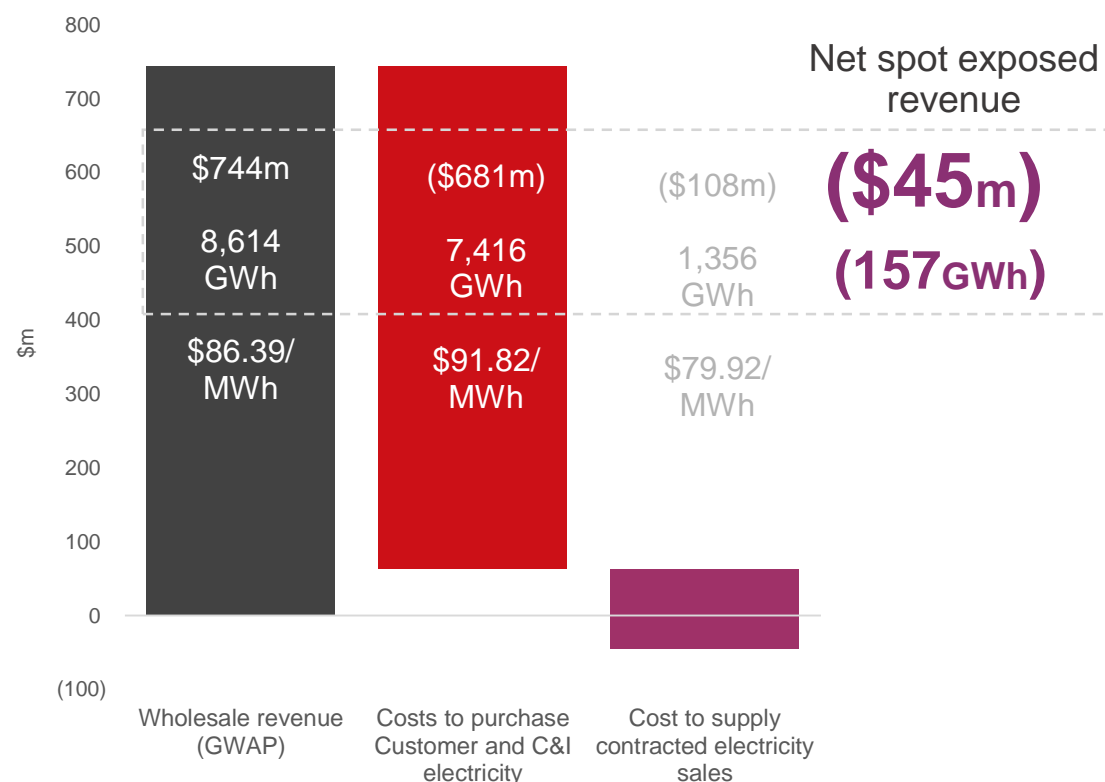
* - excludes merchant revenue

Cost of supplying energy

FY18 components of generation costs (\$m)

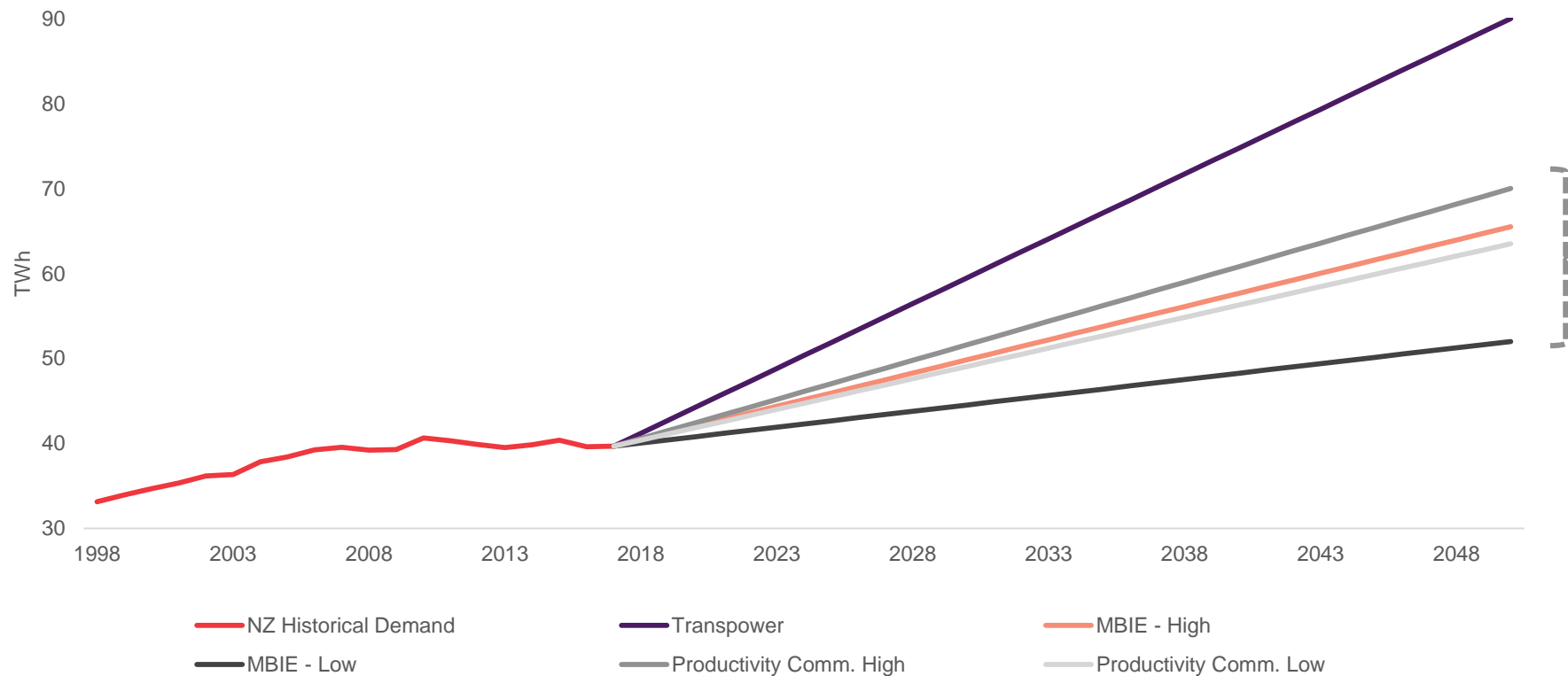


FY18 wholesale trading and cost of supply (\$m)



Demand outlook is positive long term

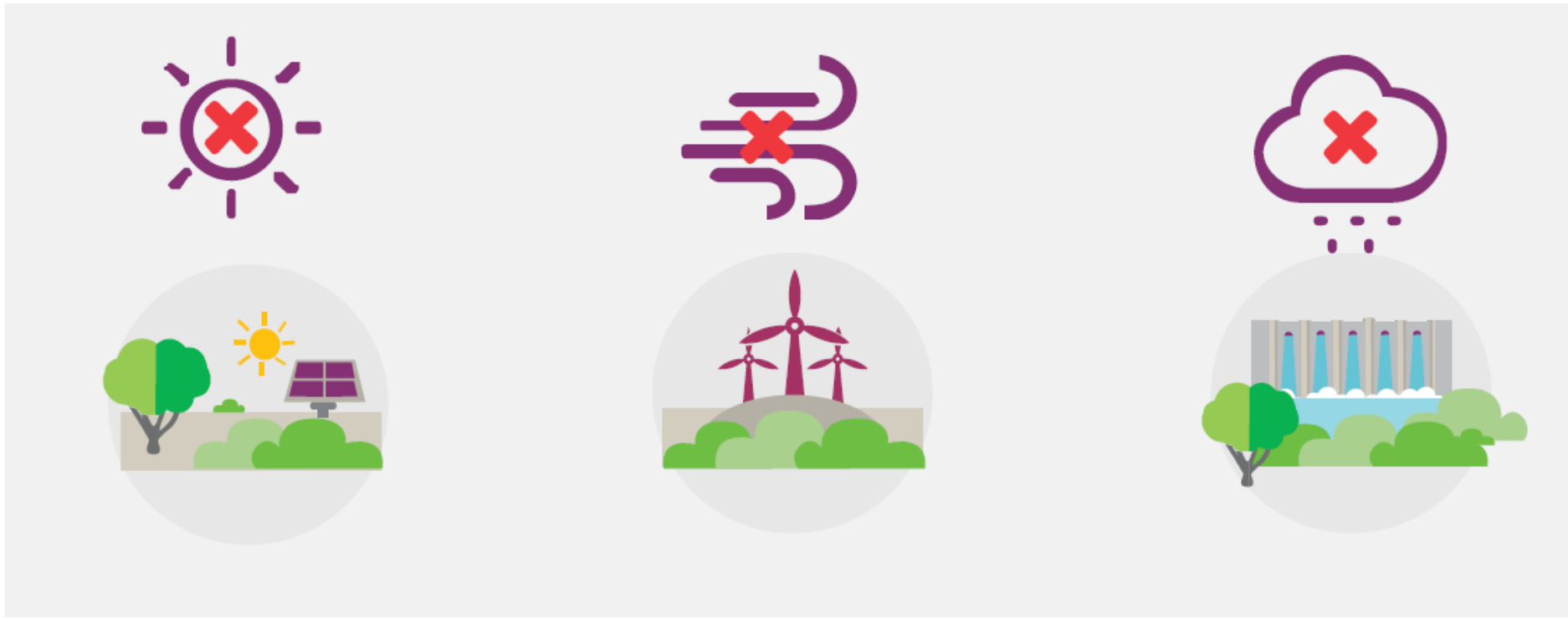
However, the sector has a bad track record of accurately forecasting demand growth, investment discipline is key



- » Consensus demand growth is approximately 3 - 7 TWh by 2030,
- » Geothermal and Wind expected to provide this growth
- » Annual growth rate of approximately 0.7– 1.5%

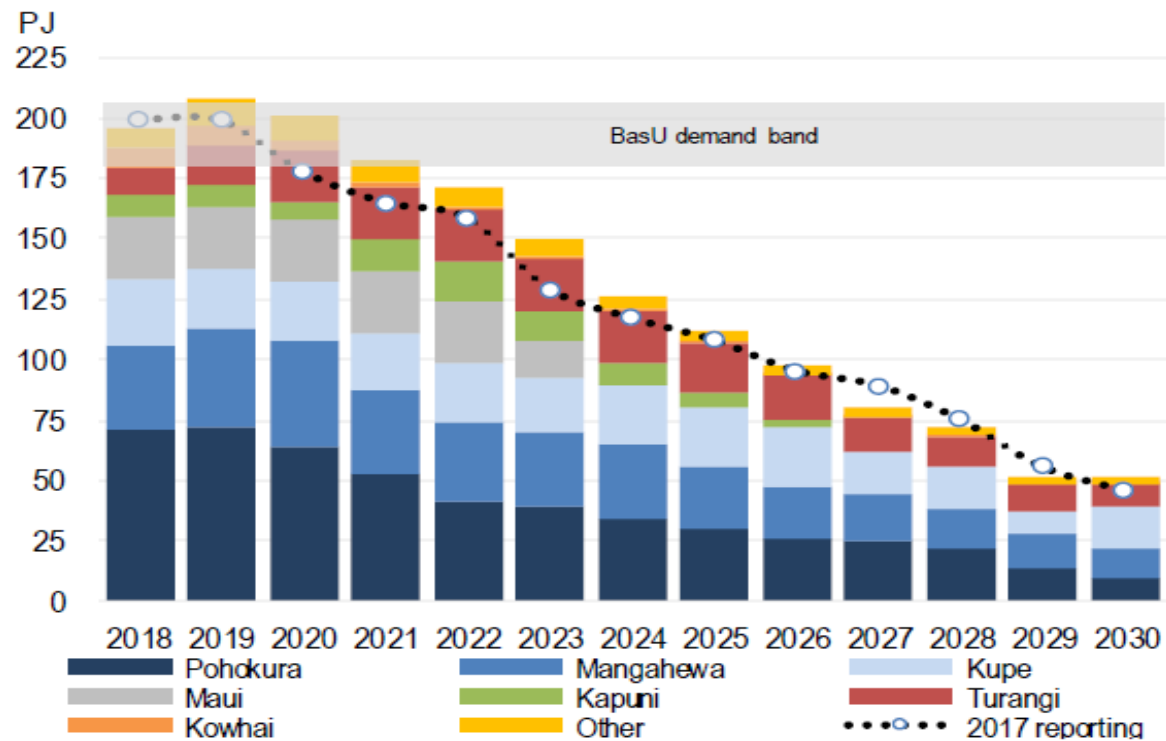
Many sources of lower carbon generation will be intermittent

Thermal generation will be needed for some time



Gas outlook

2018 gas production forecasts (2P)

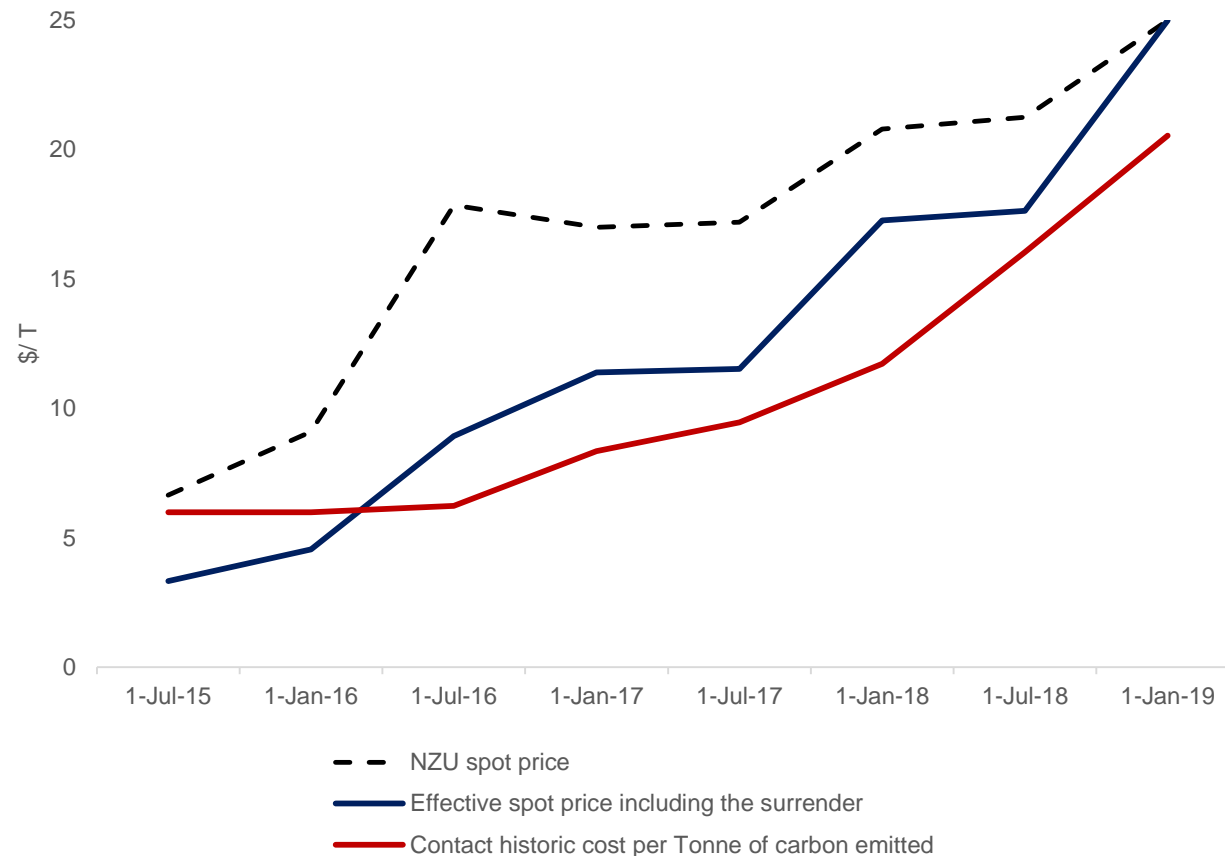


Source: MBIE, Woodward Partners

- » NZ has 10 years of reserves, further investment needed to firm
- » Recent deliverability and reliability has been a concern
- » Short term deliverability issues have resulted in increasing coal imports

Carbon outlook

Carbon costs starting to send stronger price signals



Change since 2015

Spot price

+276%

Spot including
surrender changes

+652%

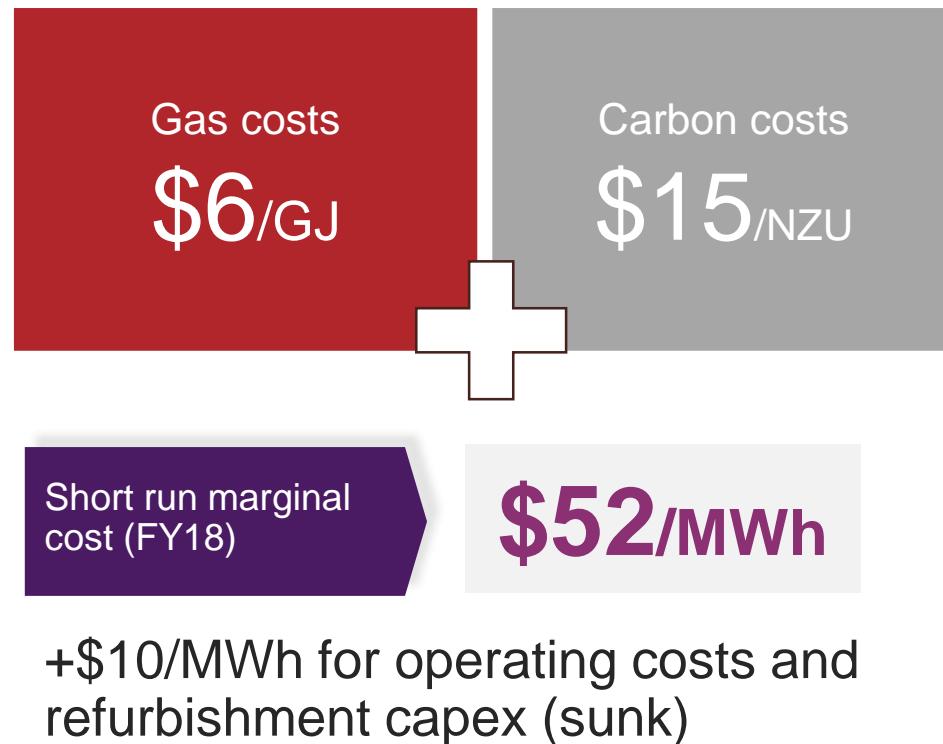
Contact weighted
average costs

+244%

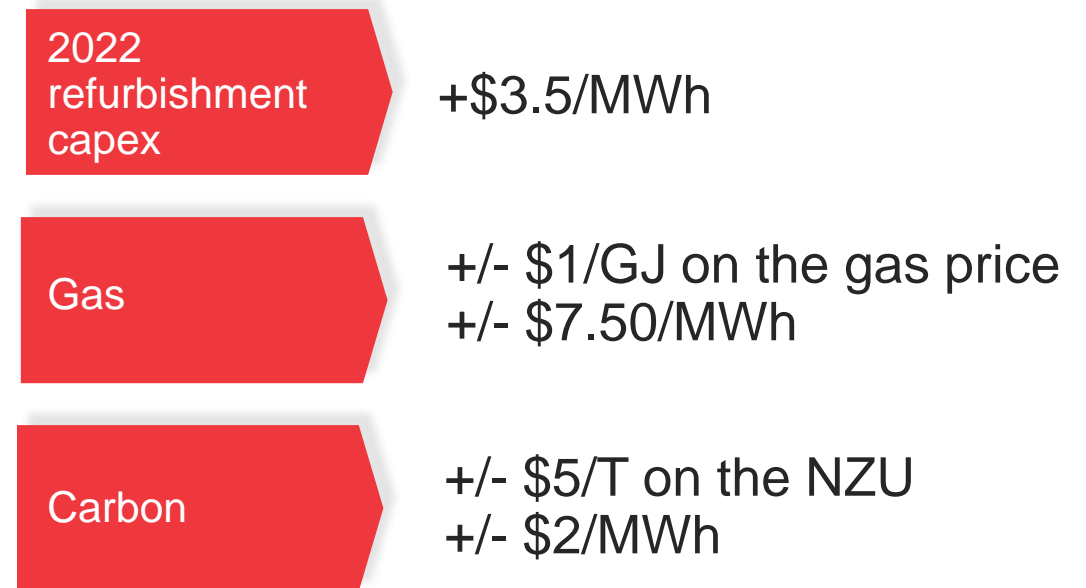
What does that mean for thermal generation

Economics of the Taranaki combined cycle (TCC)

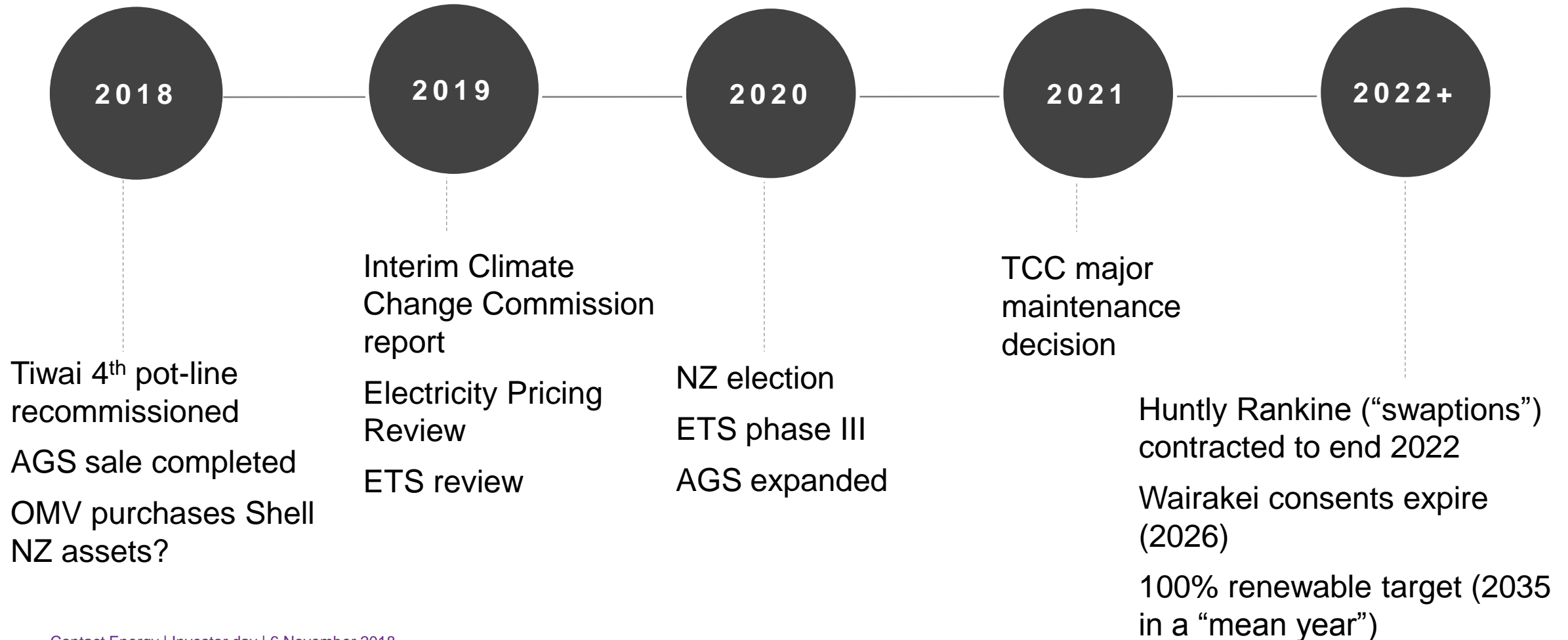
Current economics



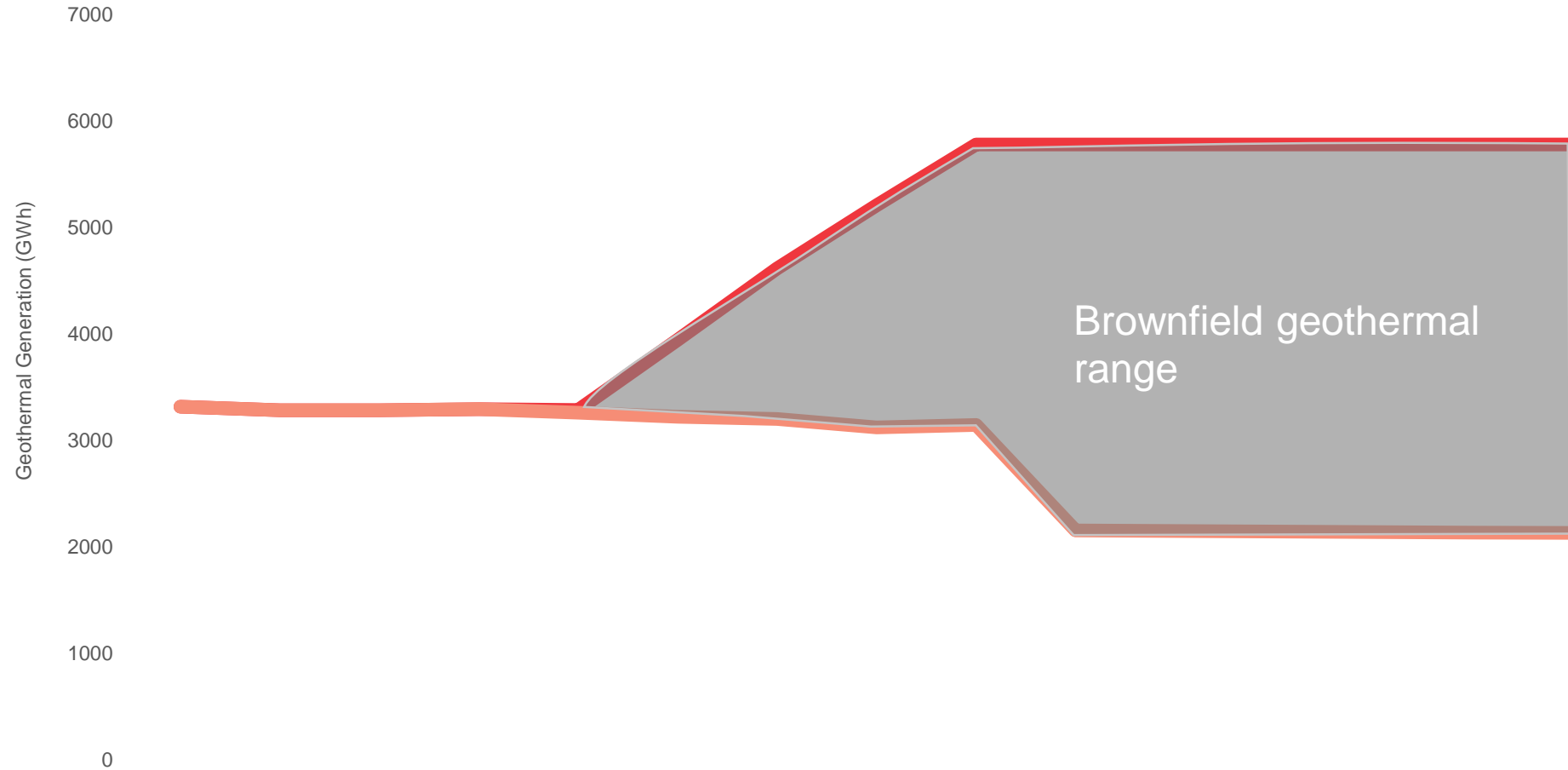
Next major investment (2022) sensitivities



Market developments, some of which we control, will also impact renewable development timing



Our renewable development programme can be executed in stages as market conditions demand





Geothermal advantage – Dr Mike Dunstall

Geothermal advantage

Dr Mike Dunstall – GM Geothermal Resources and Development

1

Geothermal 101

2

Our geothermal resources

3

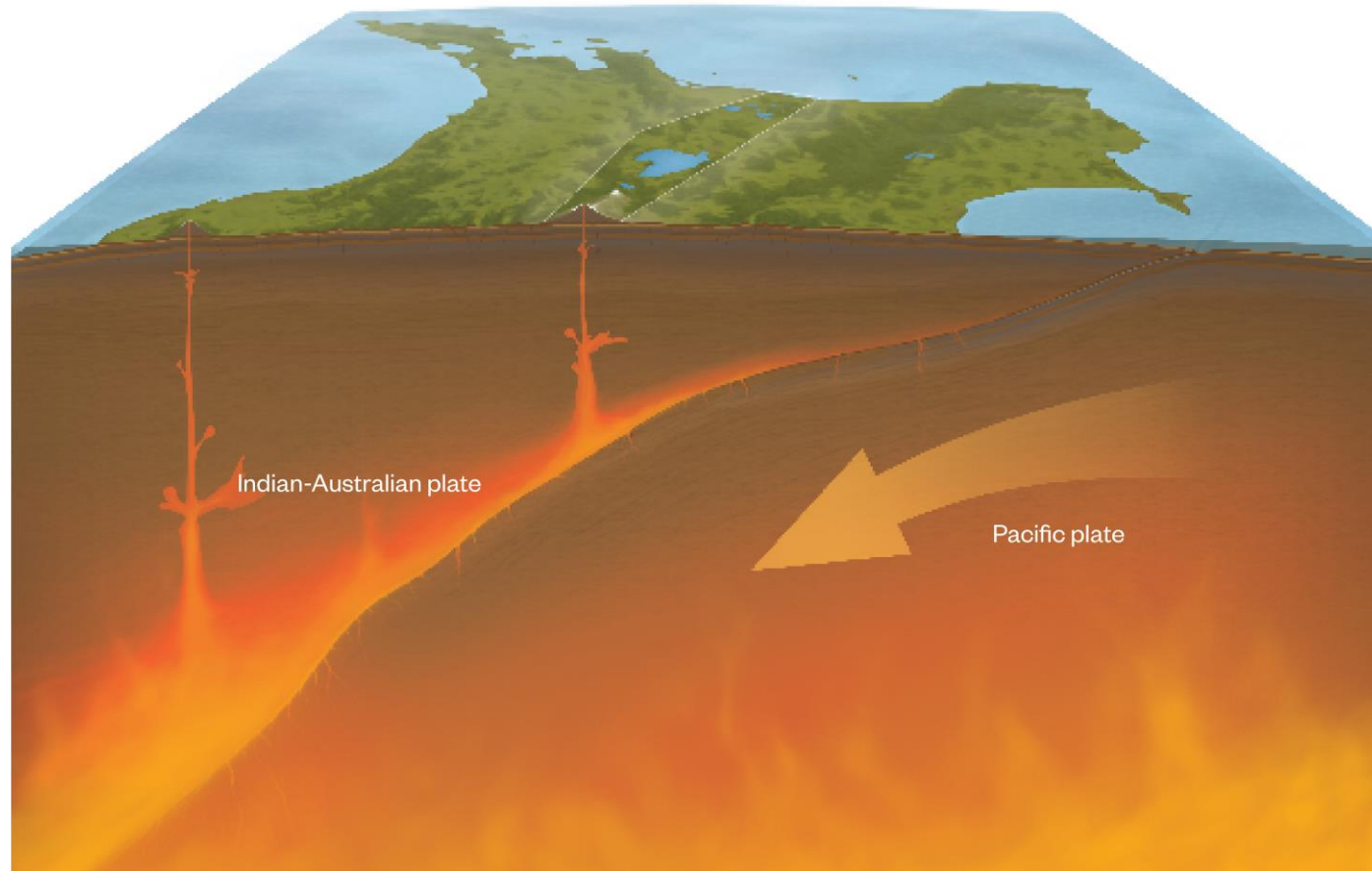
Critical to creating value

4

Sharing our successes

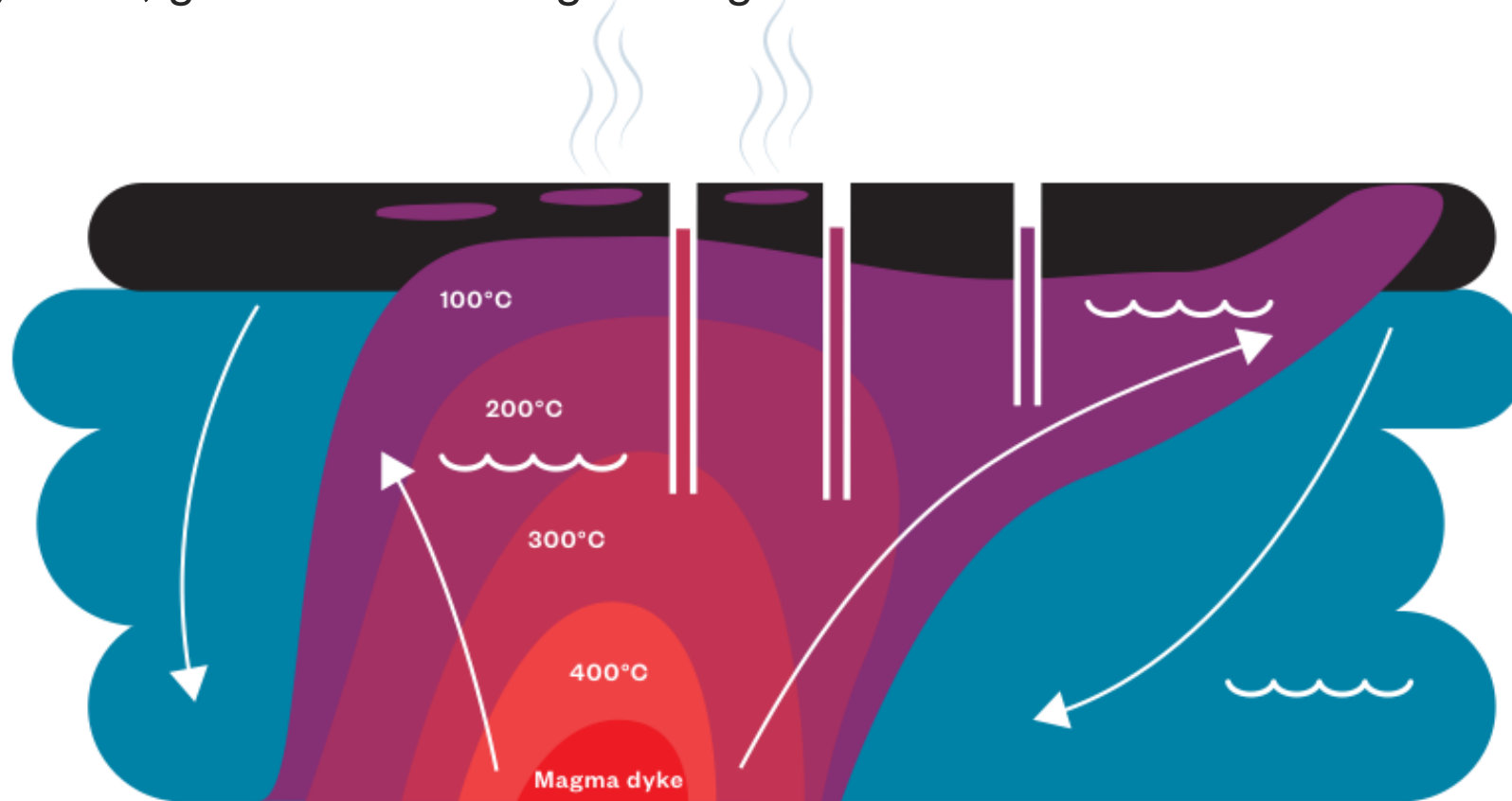
Geothermal systems are formed at plate boundaries

The Taupo Volcanic Zone is formed by the subduction of the Pacific plate beneath the Indo-Australian plate

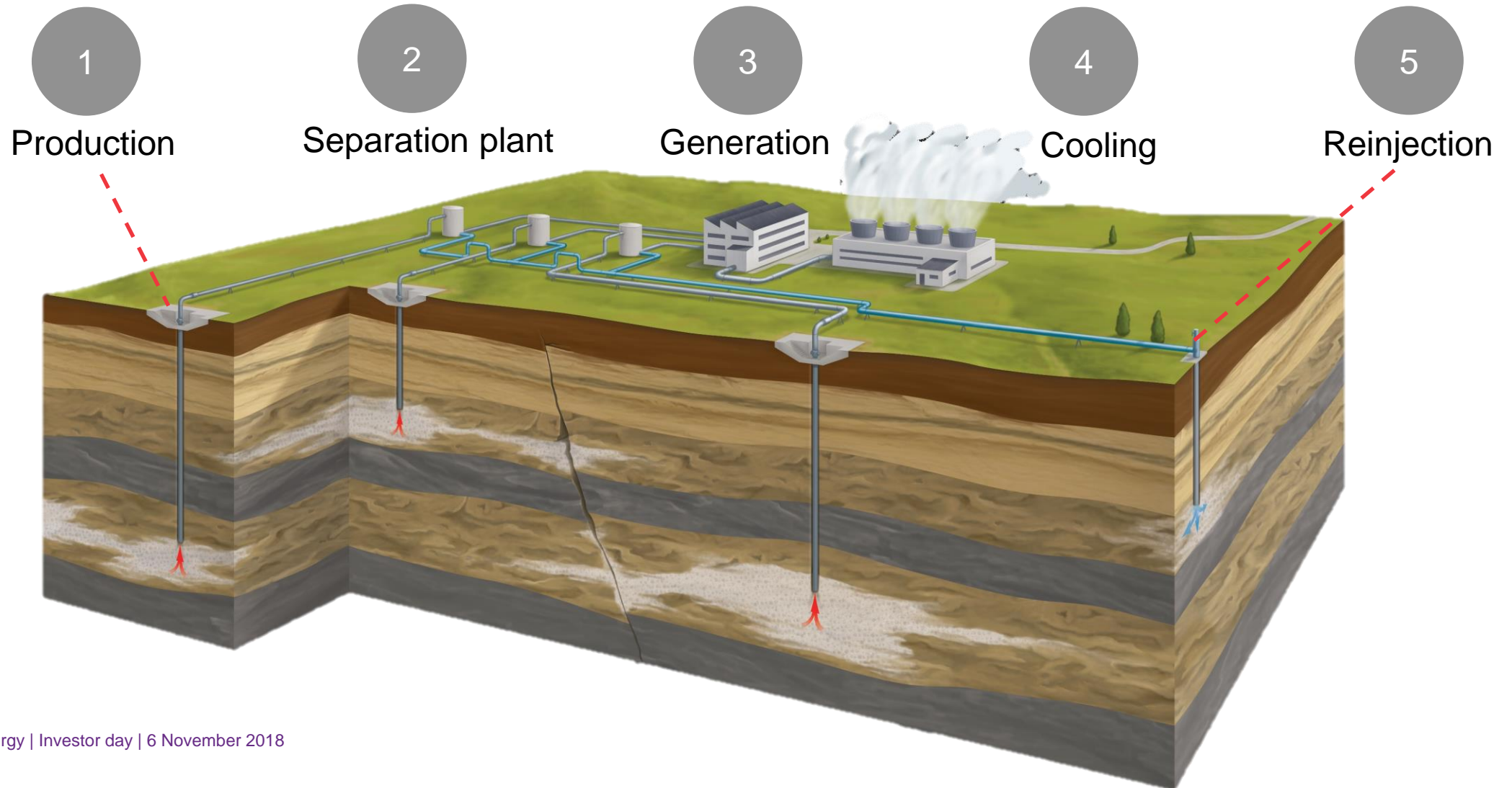


In localised areas the heat reaches shallow depths

Specific natural upflows of heat from the plate interaction, when charged with large volumes of recharging water, give rise to underground geothermal reservoirs



We are able to harness the geothermal resource from depths of up to 3,000m



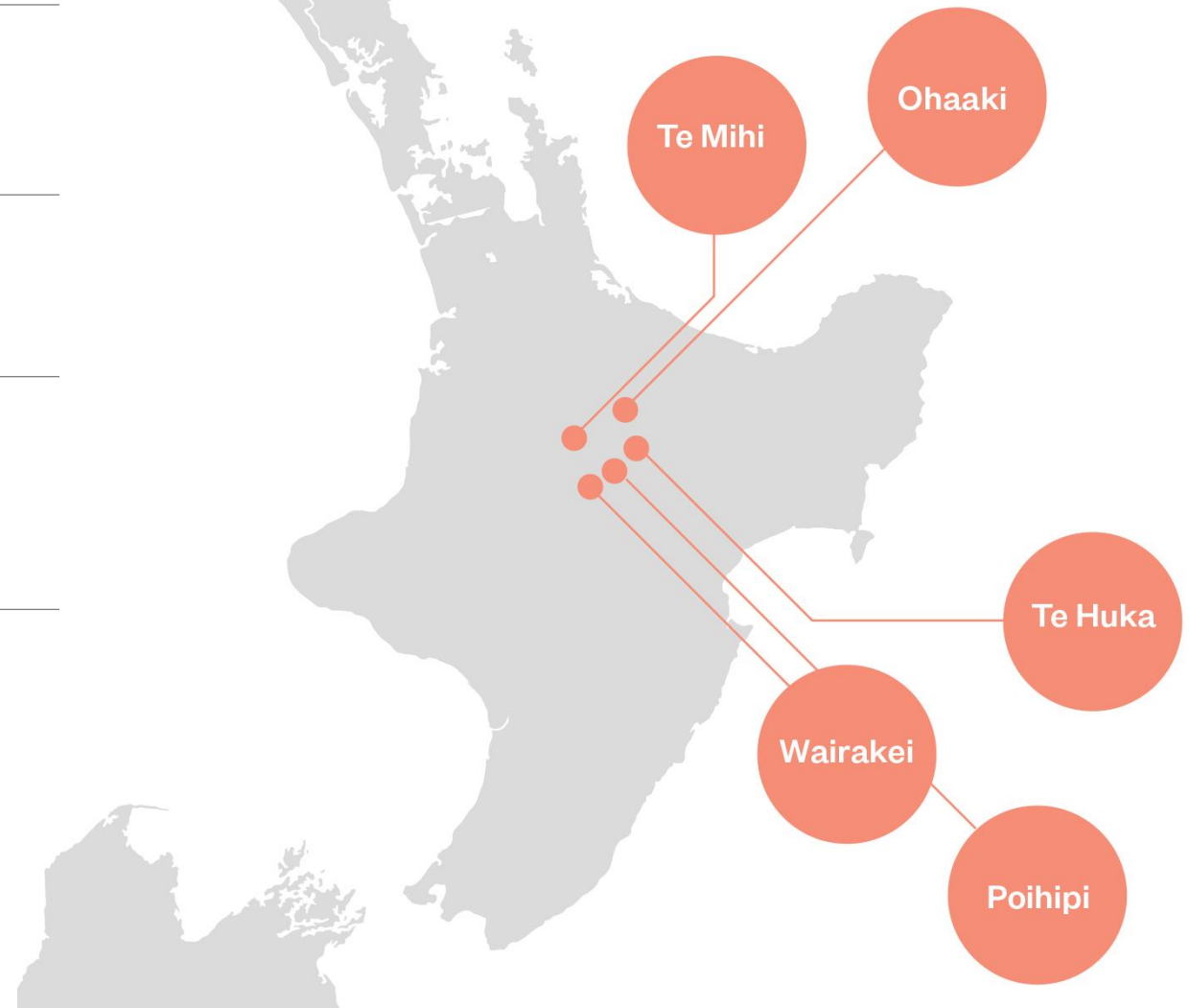
Contact's geothermal energy generation

3323 GWh FY18 generation

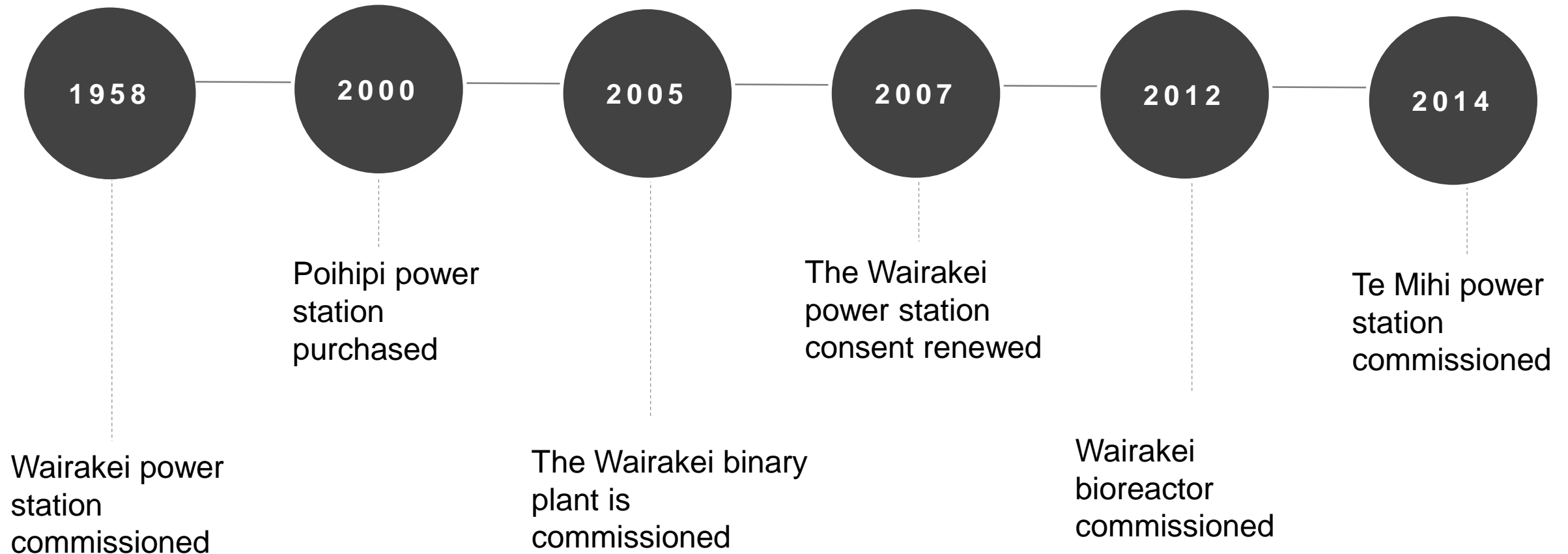
430 MW Station capacity

8% of New Zealand's
annual electricity
supply

122 in service wells,
90 production,
32 injection



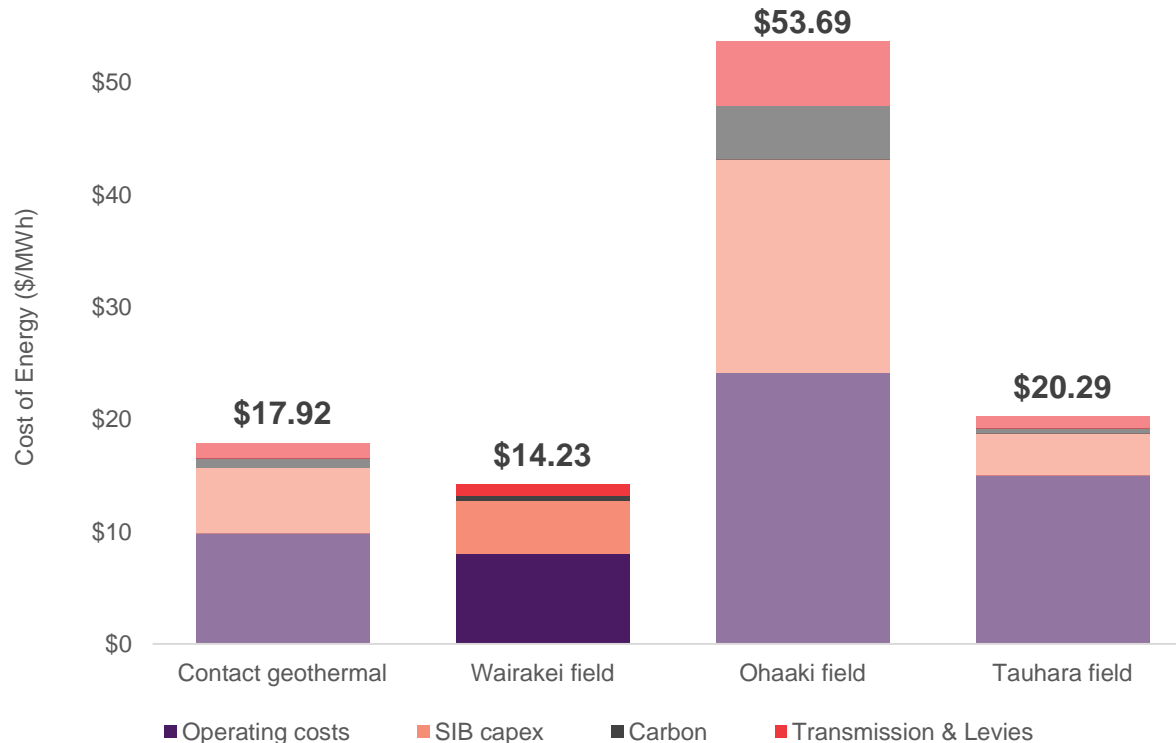
Wairakei field was the first of its kind in the world



Wairakei - New Zealand's largest geothermal field

Wairakei extraction via four interconnected power stations delivering 85% of Contact's total geothermal generation

Contact geothermal cash costs by field



- » Consented until 2026
- » Options to add 3rd unit at Te Mihi Unit 3 as well as further exploring Wairakei
- » Significant value for interconnection and consent variation

35.6 tCO₂e / GWh across the field

91 in service wells

2,837 GWh FY18 generation

70.7 TWh of baseload renewable generation since 1958

Rethinking our Wairakei geothermal operations



Redesigning Geo Metrics

1368 GWh FY18 Te Mihi generation

99.6% Poihipi FY18 availability

82.6% Wairakei A&B Station capacity factor

245,428 t/day average consumption in FY18

Resource consent efficiency

30.4
GWh/mt

FY15

31.46
GWh/mt

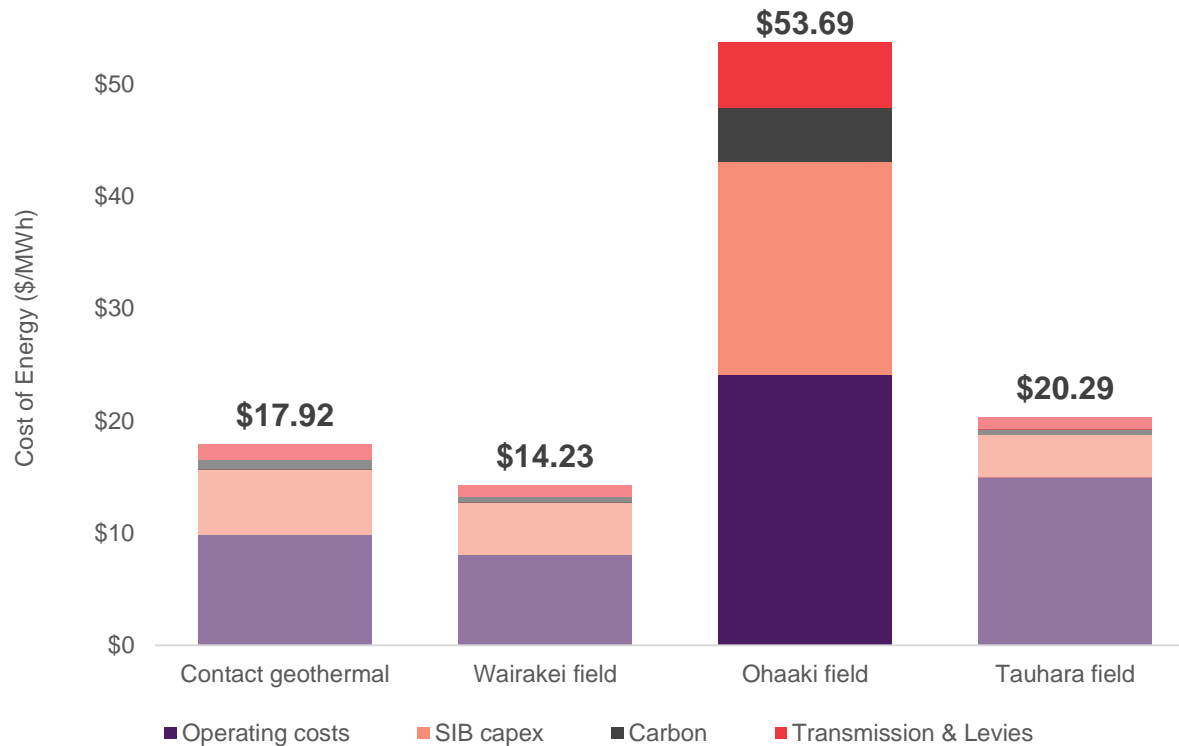
FY18

32.56
GWh/mt¹

FY19 YTD

The Ohaaki field will soon celebrate its 30th anniversary of production

Contact geothermal cash costs by field



- » Consented until 2048
- » Higher cost field, higher carbon emissions intensity
- » Improving injection constraints
- » Geo40 silica extraction creating diversified resource use

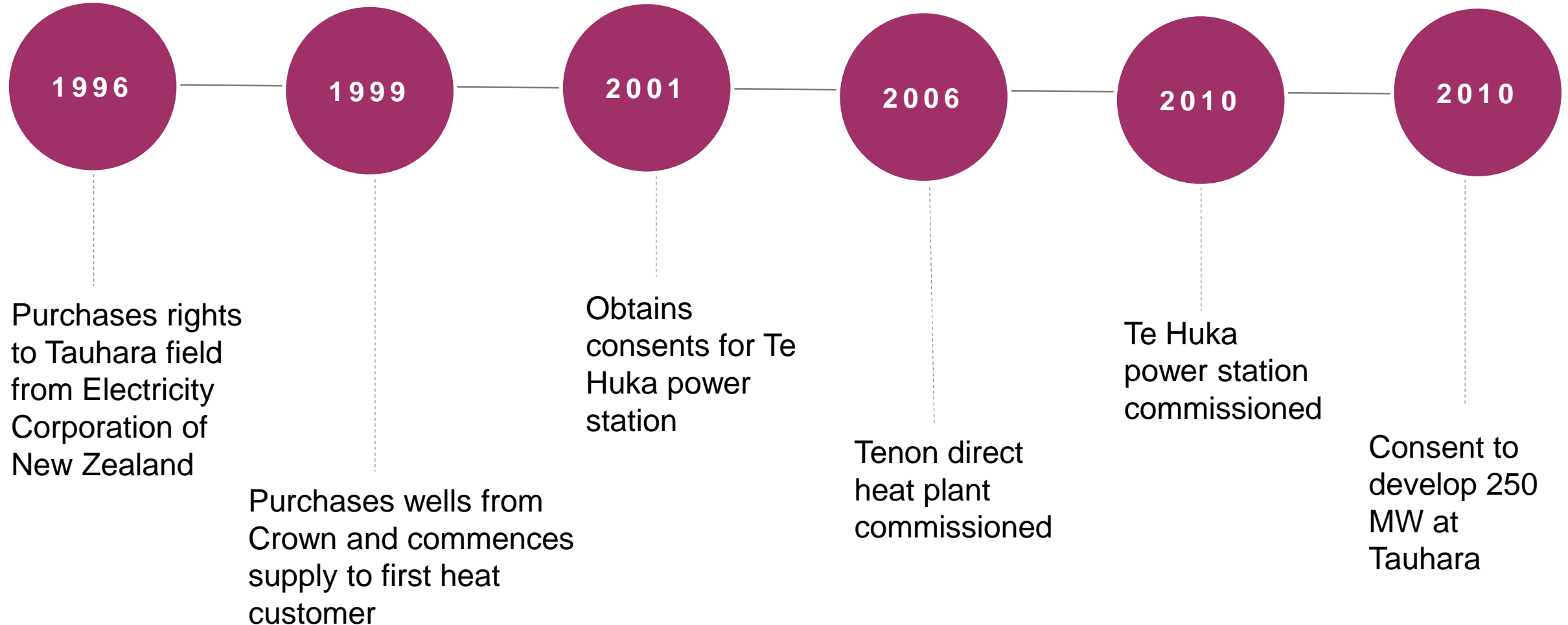
385 tCO₂e / GWh across the field
FY 2018

23 in service wells

280 GWh FY18 generation

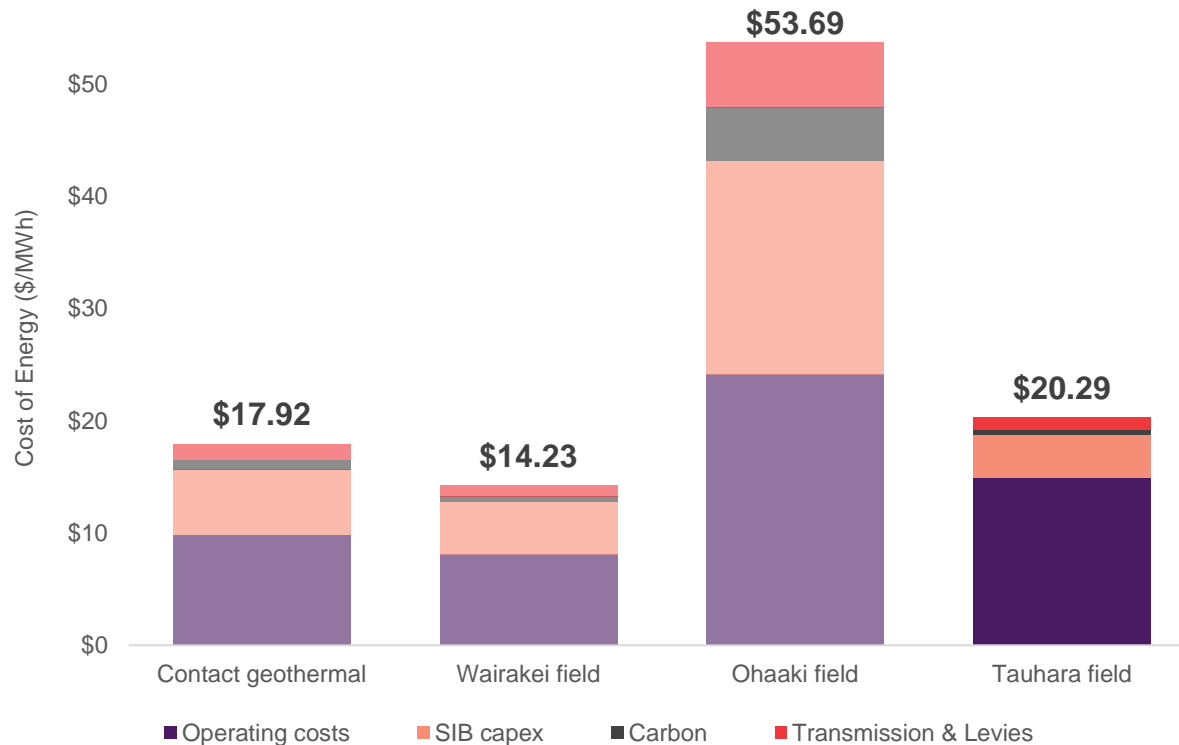
40 MW October 2018 generation, back to sustainable capacity

At Tauhara we have had a presence since 1996



With a decade of operational experience through the Tenon and Te Huka plants

Contact geothermal cash costs by field



- » Consented until 2045
- » Brownfield geothermal – Te Huka and Tenon operating
- » Consents for significant electricity or heat supply expansion

38 tCO₂e / GWh across the field
FY 2018

6 in service wells

196 GWh FY18 generation

250 MW of consented expansion capacity

Underpinning these operations is world class geothermal capability

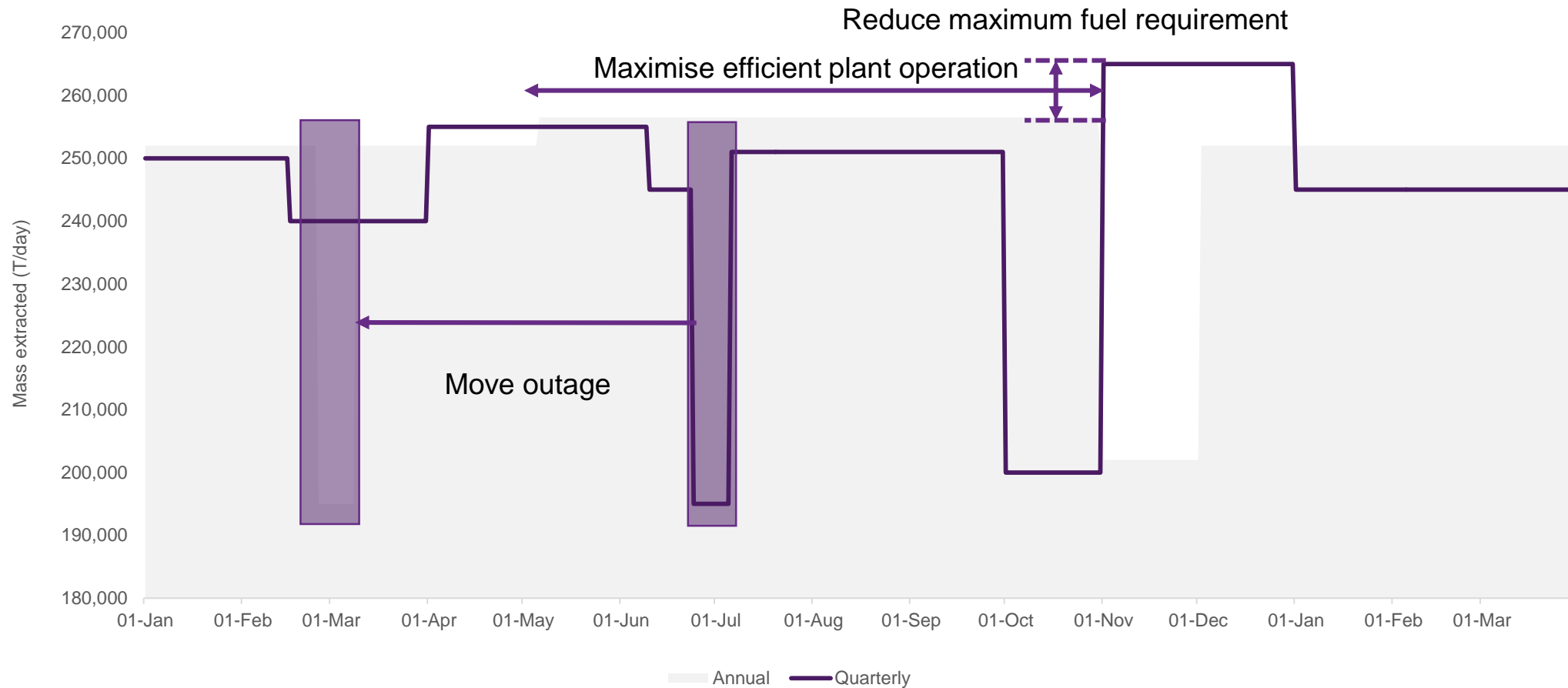
Geothermal capabilities	Identify resources	Manage resources	Cost effective fuelling	Project development	Commercial execution	Value engineering	Safety	Reliable operations	Low cost maintenance	Contact capability assessment
Geology and geochemistry	✓	✓	✓	✓				✓		
Drilling execution		✓	✓	✓	✓	✓	✓			
Reservoir engineering	✓	✓	✓	✓		✓		✓		
Plant design				✓	✓	✓	✓	✓	✓	
Operation and maintenance		✓	✓	✓		✓	✓	✓	✓	
Project management				✓	✓	✓	✓		✓	

Without new development, the geothermal team have been focused on innovation

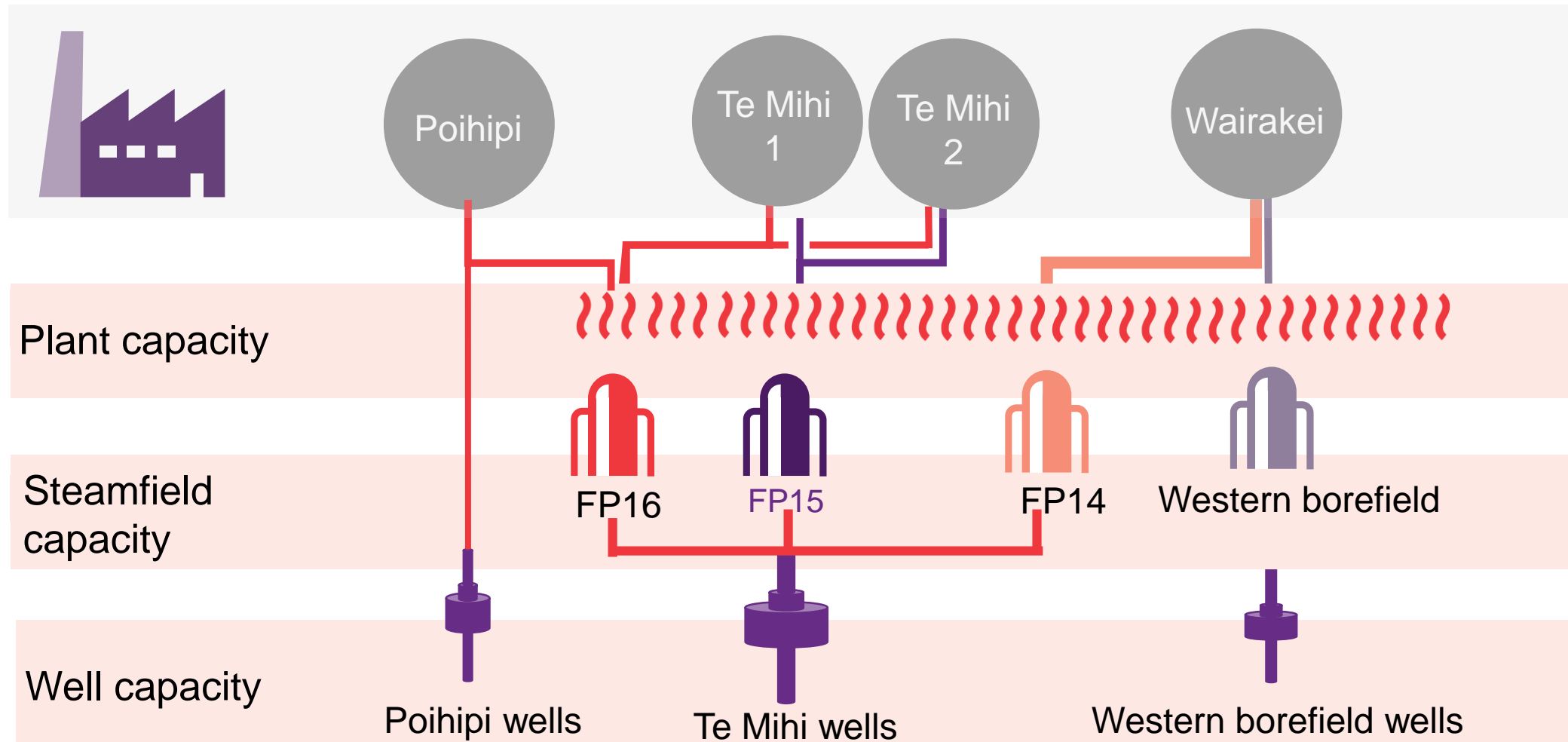
	FY10 – FY14	FY15 – FY19	Outlook
» SIB wells drilled – major rig	37	0	↓
» SIB wells drilled – minor rig	0	2*	↑
» Rig workovers / broaching	16 / 21	0 / 3	↓
» Coil tube workovers	2	10	↓
» Contact proprietary technology workovers	0	11	↑
» Chemical anti-scalant systems	0	9	↑
» Chemical interventions	7	20	↑
» Current fuelling cost		~\$2.50/MWh ¹	

Out of the box consenting and revised resource optimisation is delivering value

Illustrative resource consent use of the Wairakei field

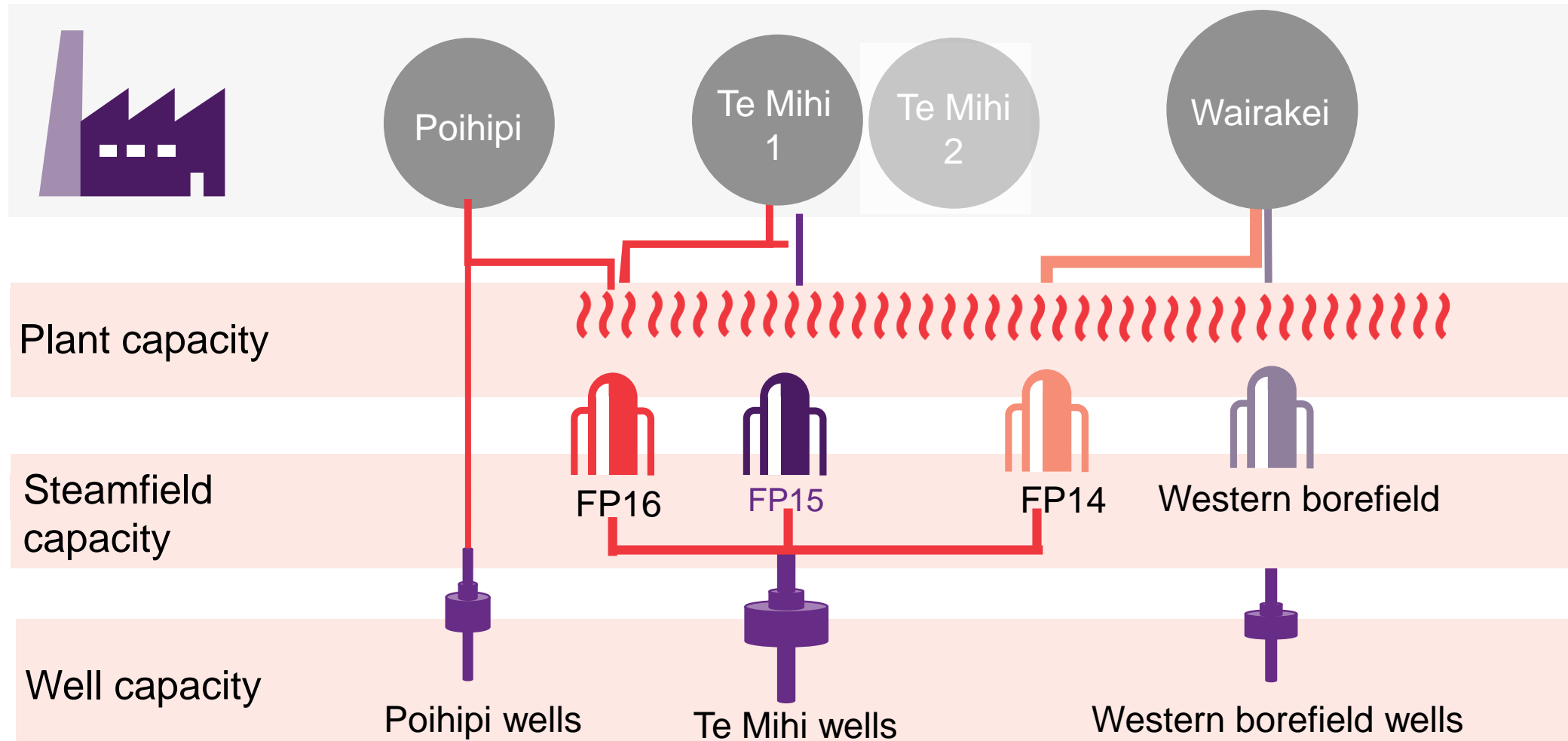


Our steamfield system enables this flexibility



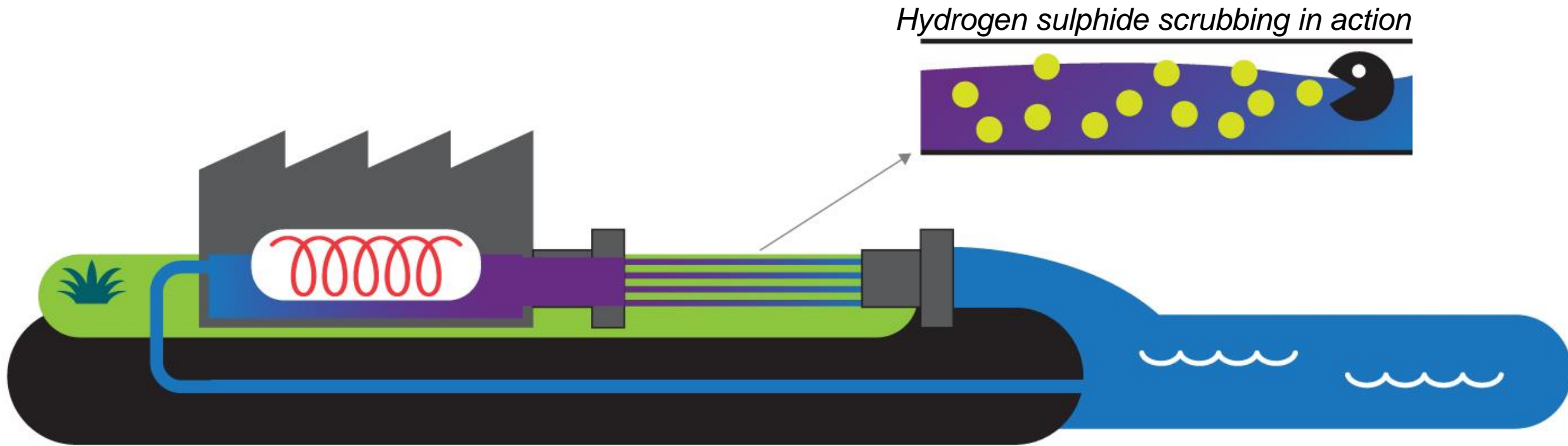
We can flex our steam to different plants

When a Te Mihi unit comes out of service we can reduce mass and increase generation



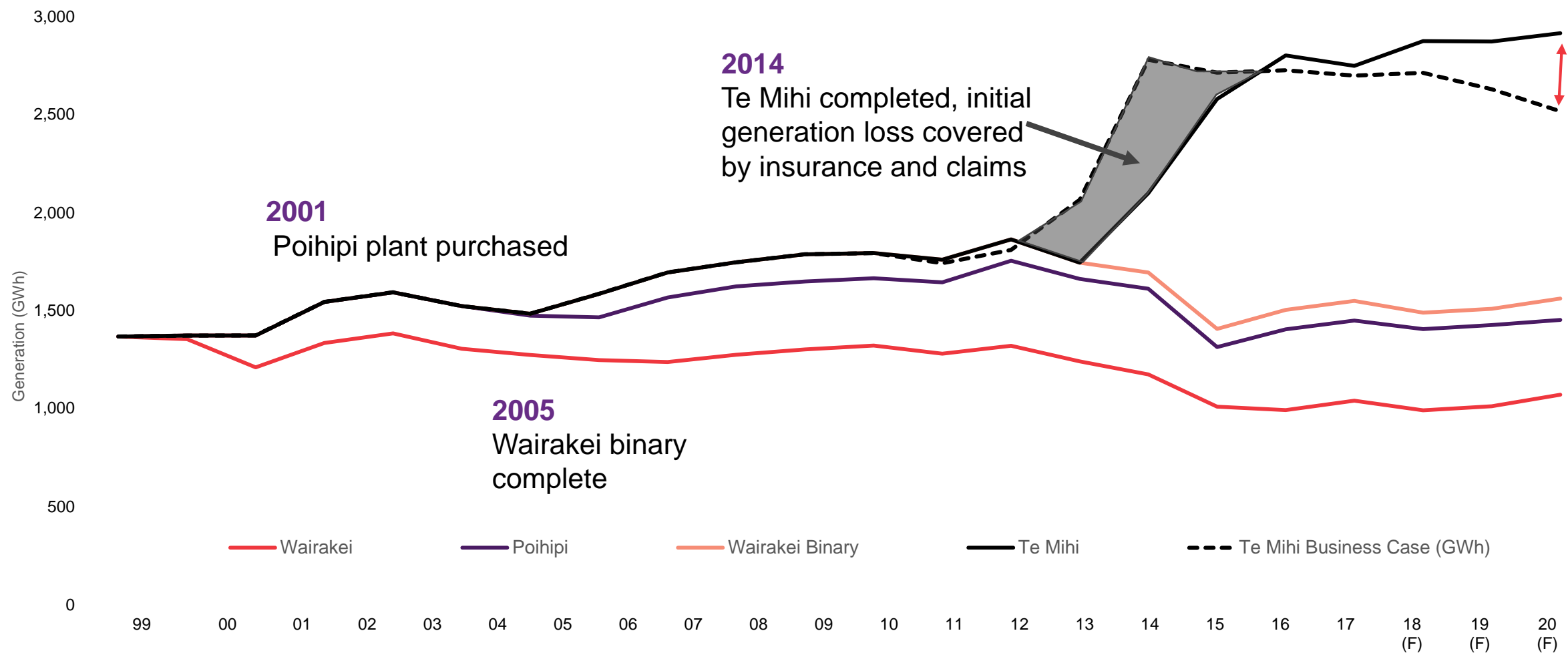
We have history of environmental upgrades at Wairakei previously

The world's first geothermal Bioreactor completed in 2012 now removes over 99.5% of all Hydrogen Sulphide present in the Wairakei discharge stream



We have demonstrated our proficiency and capability over many decades

Wairakei field generation, 1999-2020(f) vs the Te Mihi business case





Geothermal options – James Kilty

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Geothermal options

James Kilty – Chief Generation and Development Officer

1

Wairakei 2026

2

Tauhara development options



Wairakei post 2026 – charting a sustainable path



Consenting and community

- » Several consents on the Wairakei Field expire in 2026 – with the geothermal fluid take, water use and discharge consents being key
- » All stakeholder groups need to be considered – this includes national as well as local issues



Reservoir trends

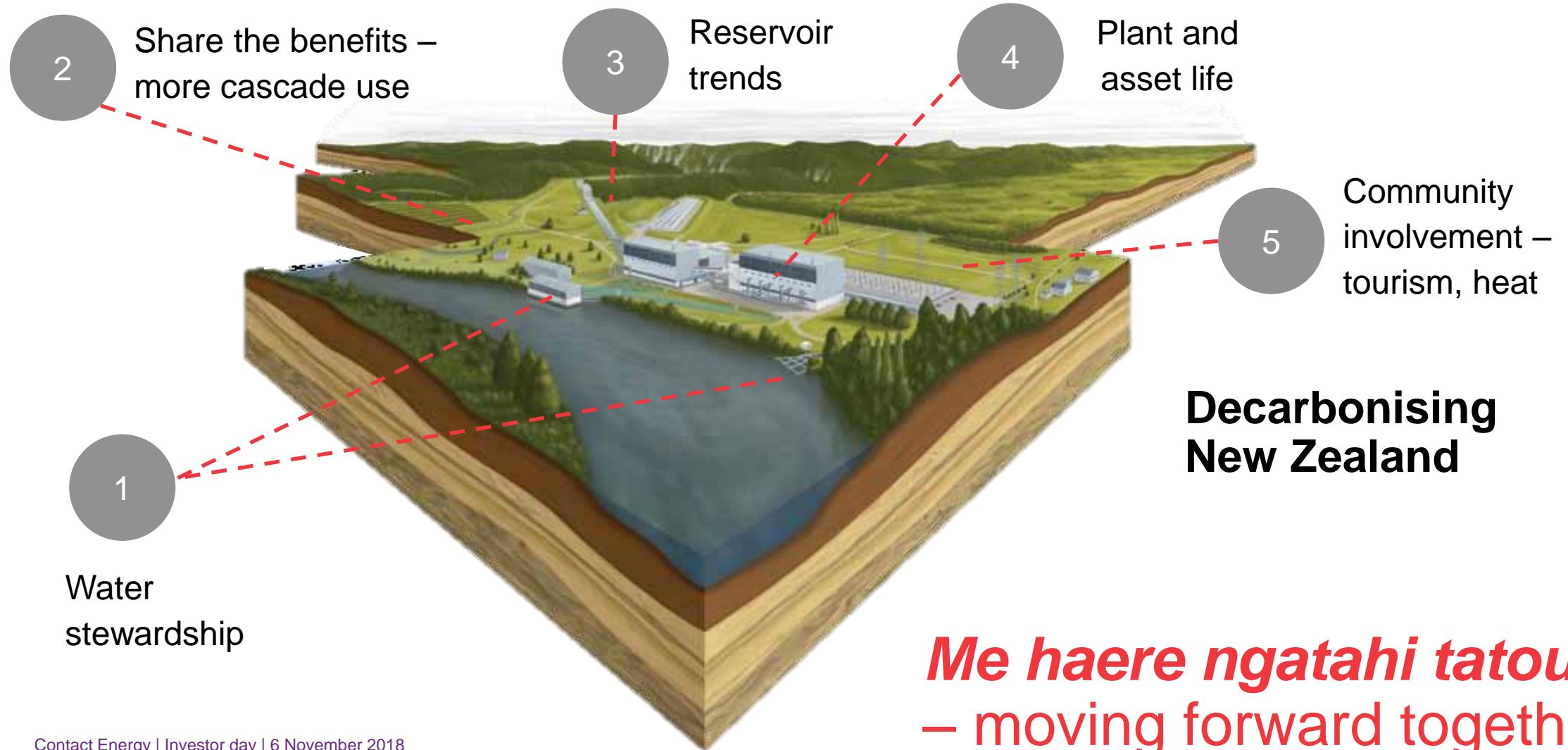
- » We must understand the trends of the reservoir over time, the sustainable fluid take and how to make best use of the energy available
- » The resource is performing better than expected



Surface facilities

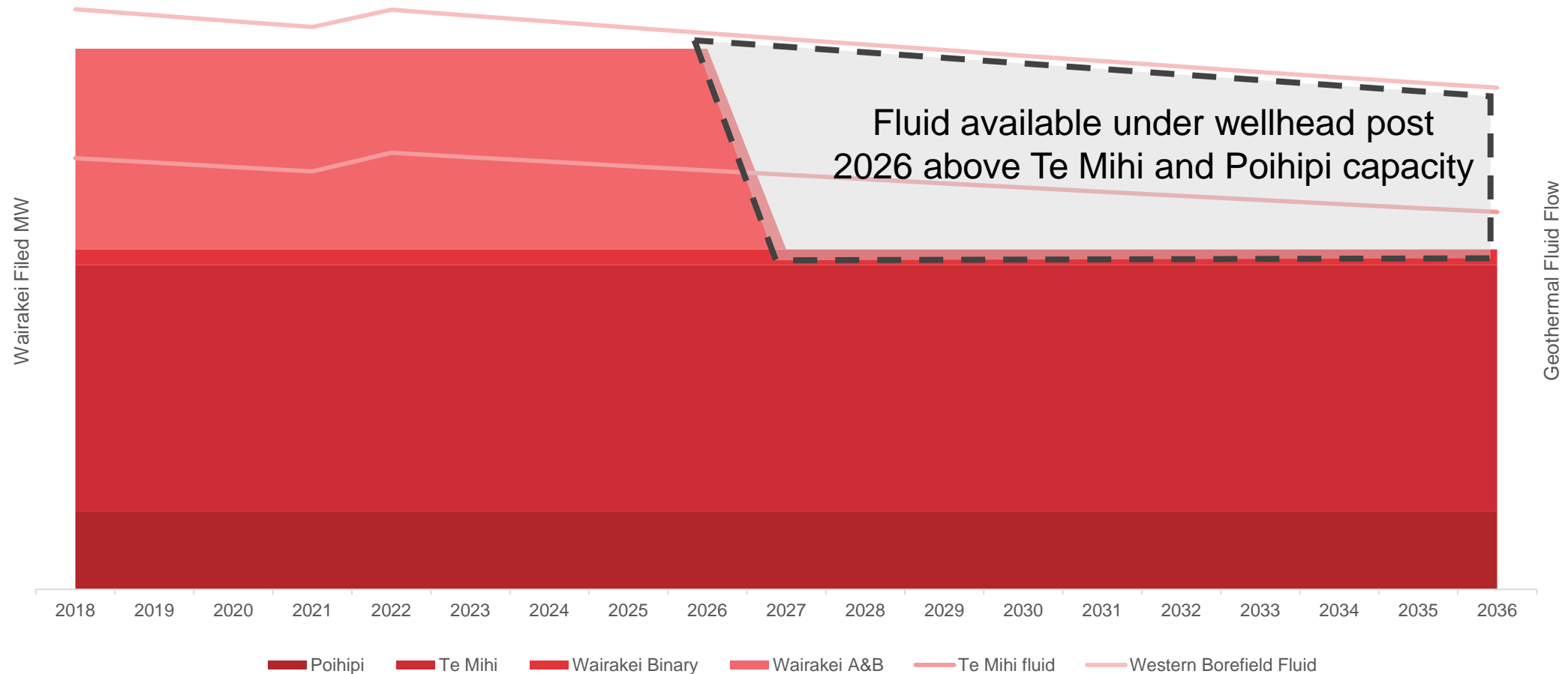
- » The Te Mihi and Poihipi plants utilise modern technology including cooling towers. The Wairakei plant (A and B Stations) rely on the Waikato River for cooling water supply and is 60 years old
- » Some modifications to the plant are likely required to manage discharges and to extend asset lifetimes

Scenarios integrate resource, plant and stakeholder opportunities



















Post 2026 we expect the field will have significant fluid supply under wellhead

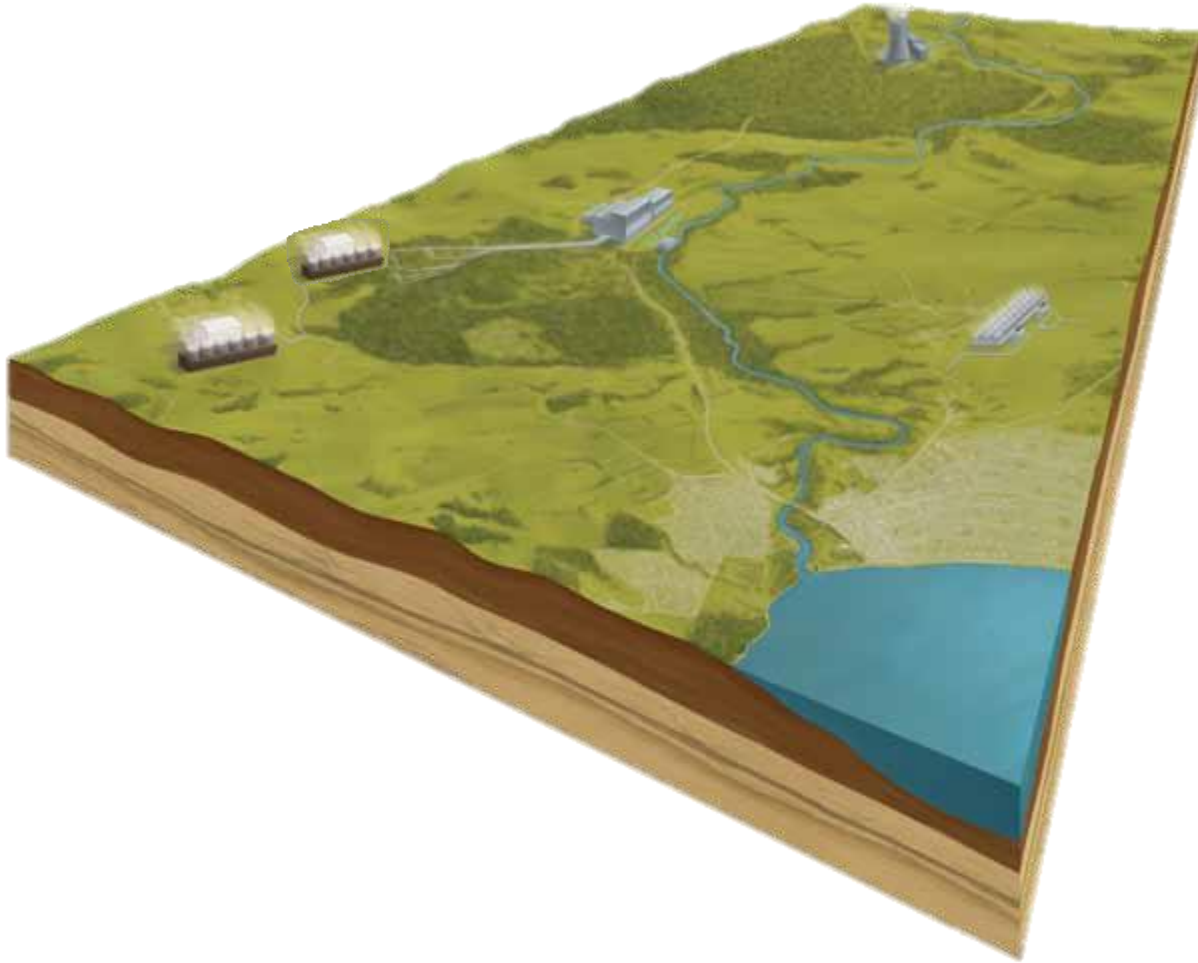
Future generation on the Wairakei field is compelling



Wairakei options post 2026

Option	Description	CAPEX ¹	Future cash cost ²	Complexity	Outage duration	Plant efficiency	Flexibility
Maintain Wairakei A&B	Maintain similar to current operations	\$	\$	L  H			
Repower Wairakei A&B	Station elements remain, but main generating plant replaced	\$	\$	L  H			
Greenfield Wairakei	Greenfield construction of effective replacement plant at Wairakei	\$	\$	L  H			
Te Mihi Unit 3	Greenfield construction of Te Mihi unit 3	\$	\$	L  H			

Tauhara development



213,000

t/day of consent
geothermal fluid take

250 MW

consented capacity

9

years of generation
history on the field
(1,757 GWh)

4

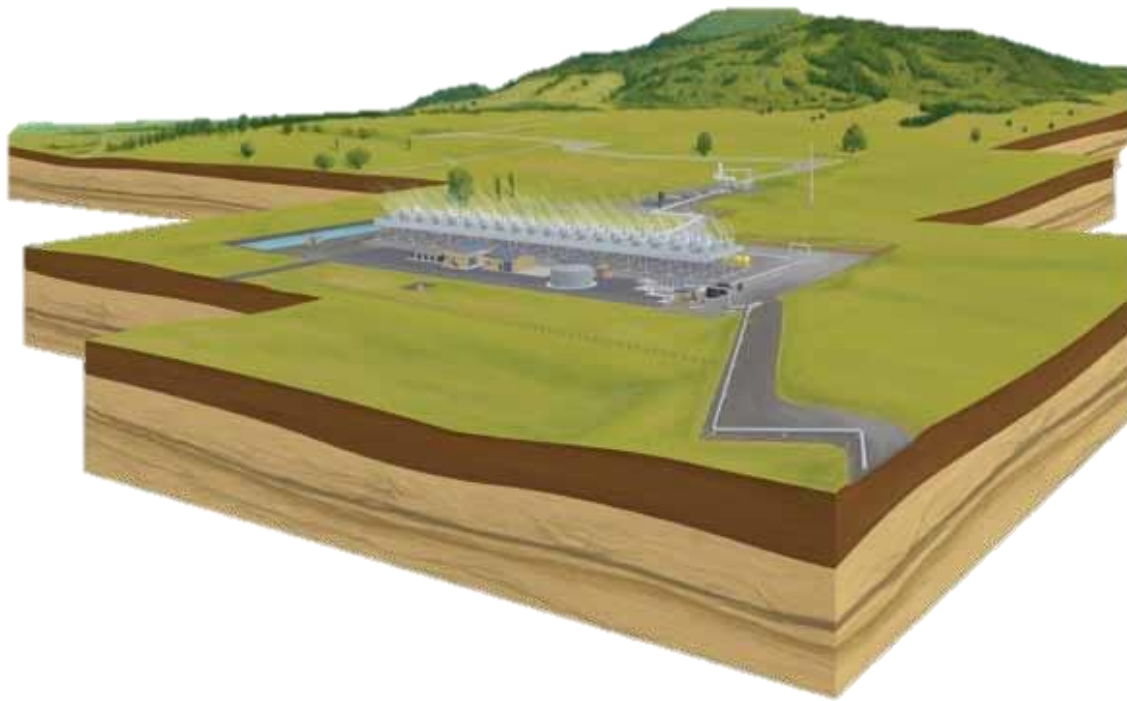
completed
production wells
available for new
project

Tauhara field supports staged development



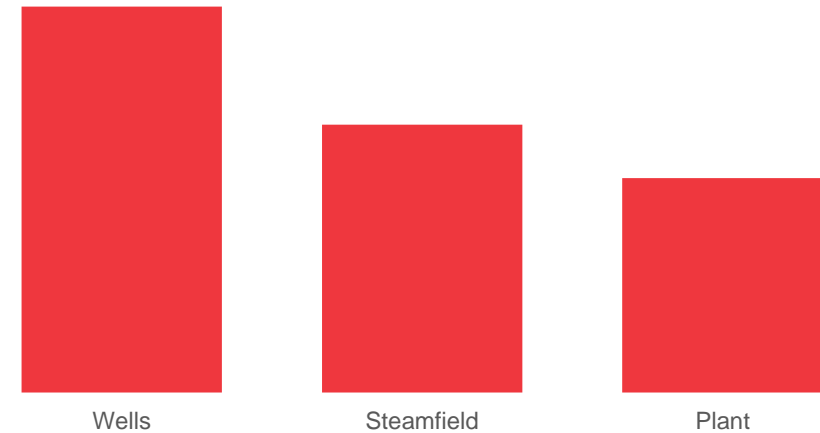
- » New Zealand's pre-eminent renewable development
- » Close proximity to 220 kV transmission grid
- » Compact development eastern field fringe likely
- » Emerging lower cost technology options in 30-80 MW range with increased scale at larger plants
- » Later phases to extend reach to west and south
- » Long run marginal cost mid \$60's/MWh

A brownfield expansion of Te Huka is attractive

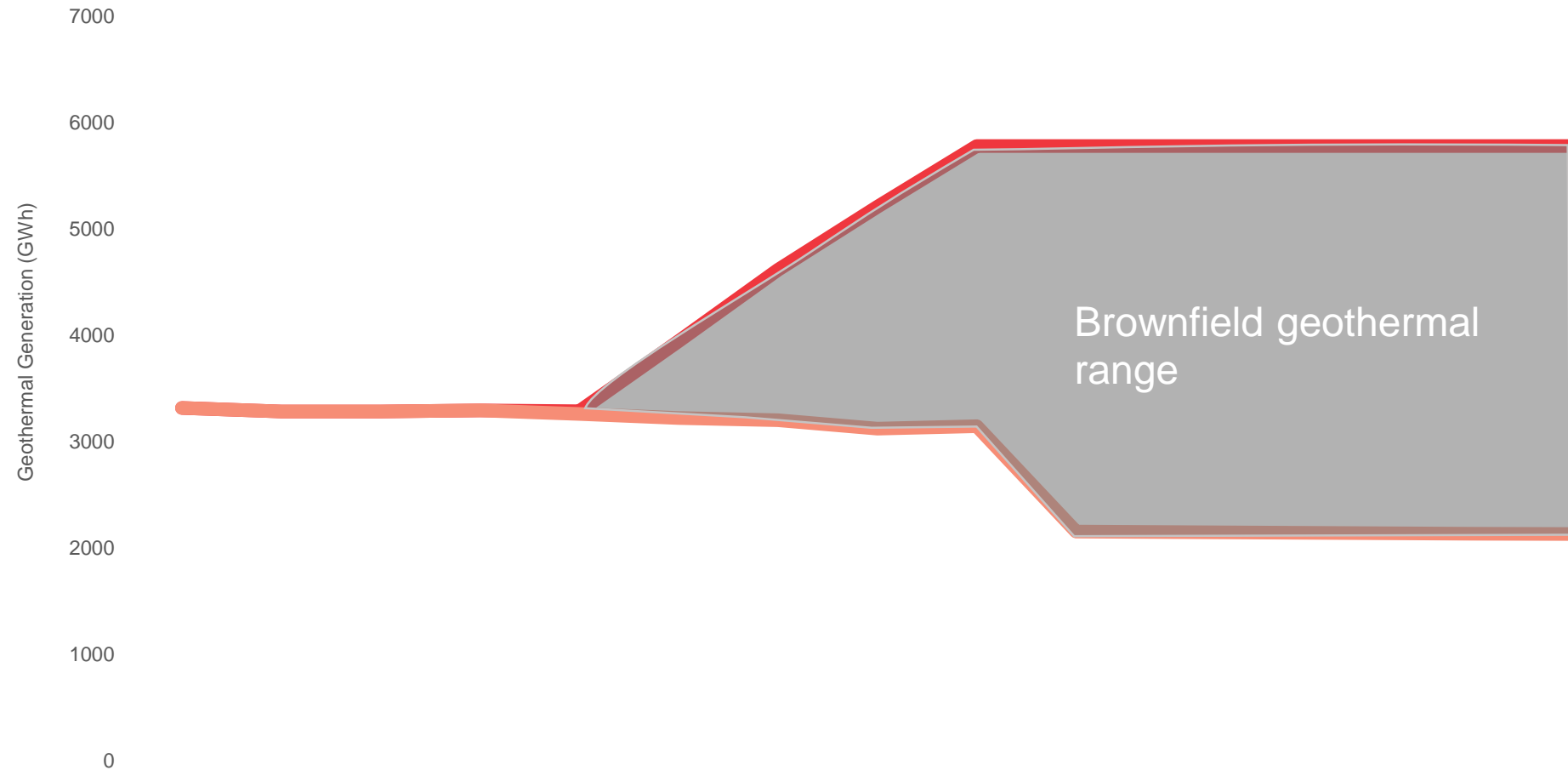


- » Significant excess of production and injection fluid above plant capacity
- » Unlocked via transmission connection point at Tauhara
- » Also low cost generation options – under assessment

Te Huka indicative current capacity (t/hr equivalent)



Our renewable development programme can be executed in stages as market conditions demand





Closing remarks and Q&A – Dennis Barnes

Contact Energy | Investor day | 6 November 2018

Summary

- » Sustainability is the way we do things
- » Contact is preparing for a lower carbon future – the thermal transition will be well managed
- » Contact is a world class operator of geothermal assets and continues to lower the cost of geothermal
- » We have high quality and low cost geothermal operations
- » Evaluating all options for future operations at Wairakei post 2026– alternatives are lower capex than a 3rd Te Mihi unit
- » A rich set of brownfield development opportunities that will only be developed backed by observable and sustainable demand growth or contract

Question and answer panel

Dennis Barnes

Chief Executive Officer

James Kilty

Chief Generation and Development Officer

Dr Mike Dunstall

GM Geothermal Resources and Development