

# Z Energy operational data for quarter ended September 2015

## Health, safety, security and environment (HSSE)

	September 2015	September 2014	June 2015	June 2014
Lost time injuries <sup>1</sup>	4	4	1	5
Spills to ground	0	0	0	0
Robberies	2	0	0	1
Fuel quality incidents	0	0	0	0
Process safety incidents	0	0	0	0
Total recordable case frequency <sup>1</sup>	1.4	1.5	1.1	0.9
Motor vehicle incident* frequency <sup>1</sup>	8.8	1.3	10.0	2.0

\*All four MVIs were general breakdowns or minor collisions with damage less than \$100k.

## Fuels<sup>2</sup>

	September 2015	September 2014	June 2015	June 2014
Total industry volumes (all fuels) <sup>3</sup>	1,987	1,928	1,966	1,947
Z total fuel volumes (millions of litres (ml))	583	571	539	657
Petrol (ml)	194	198	196	201
Diesel (ml)	198	209	196	209
Other fuels (ml)	131	133	142	138
Supply/Export sales (ml)	60	31	5	109

- Current year LTIs, TRCs and MVIs (and consequently TRCFs and MVIFRs) only include Z employees, Retailers' employees and Mini-tankers franchisees. Previous years' data also included trucking contractors and maintenance staff.
- MBIE provides public benchmark data around retail importer margins. In September 2015, MBIE changed their methodology and reporting. Z no longer includes MBIE benchmark data in this report but you can find more information at: <http://www.mbie.govt.nz/info-services/sectors-industries/energy/liquid-fuel-market/weekly-oil-price-monitoring>
- Excludes supply/export sales.



## Refining

	September 2015	September 2014	June 2015	June 2014
<b>Refining NZ gross refining margin (GRM):</b>				
USD GRM per barrel <sup>4</sup>	<b>7.66</b>	6.75	<b>8.77</b>	(2.72)
NZD GRM per barrel <sup>5</sup>	<b>11.70</b>	8.01	<b>11.57</b>	(3.16)

## Customer experience

	September 2015	September 2014	June 2015	June 2014
Commercial customer satisfaction <sup>6</sup>	<b>83%</b>	84%	<b>85%</b>	83%
Retail customer satisfaction	<b>85%</b>	75%	<b>83%</b>	70%
Total Z transaction count	<b>13.8 million</b>	13.9 million	<b>14.1 million</b>	14.3 million
Retail: fuel-only transactions	<b>7.4 million</b>	7.6 million	<b>7.5 million</b>	7.7 million
Retail: fuel and store transactions	<b>1.8 million</b>	1.9 million	<b>1.8 million</b>	2.1 million
Retail: store only transactions	<b>4.6 million</b>	4.4 million	<b>4.8 million</b>	4.5 million
Number of service stations	<b>212</b>	211	<b>210</b>	213
Average weekly store sales	<b>\$29,358</b>	\$27,302	<b>\$30,140</b>	\$27,788
Average weekly store sales like-for-like	<b>\$29,739</b>	\$28,197	<b>\$31,010</b>	\$28,719
Number of truck stops	<b>92</b>	93	<b>92</b>	93

<sup>4</sup> This number is from Refining NZ published data for the relevant quarter.

<sup>5</sup> The NZD conversion is calculated by Z.

<sup>6</sup> Customer satisfaction determined using ongoing internal customer measurement.

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