



ASX & Media Release

AGL releases 2012 Sustainability Performance Report

17 December 2012

AGL Energy Limited (AGL) today released its 2012 Sustainability Performance Report which provides details of AGL's sustainability performance during the year ended 30 June 2012¹.

AGL has published an annual sustainability report since 2004 to communicate sustainability performance in the areas of customers, community, people, economic, climate change and environment.

Commenting on the year's achievements, the report's author, Anna Stewart, Sustainability Manager, said that AGL has seen improvements in its retail customer service with a higher customer satisfaction score than its major competitors.

"Positive customer service experiences were seen as the key reasons for customer satisfaction. AGL is continuing to improve customer service and provide smarter solutions for customers' energy needs," she said.

AGL exceeded its employee volunteering participation rate target of 25 percent for the third consecutive year, reaching a total of 27 percent of the workforce. This equates to 564 employees contributing 4,182 hours of service to community services and organisations. In addition, AGL's total community investment (including cash, staff volunteering and in kind contributions) increased by \$684,600 to \$2,259,900.

AGL was recognised as a 2012 Employer of Choice for Women by the Equal Opportunity for Women in the Workplace Agency.

"AGL improved its workplace policies to make them more flexible and responsive to change. Our equal opportunity programs have helped to increase the number of females in senior leadership positions," said Ms Stewart.

AGL is a constituent company in the Dow Jones Sustainability World Index , Asia Pacific Dow Jones Sustainability Index, a constituent company in the Australian SAM Sustainability Index and the FTSE4Good Index Series.

In November AGL was recognised as one of Australia's leading companies on the Carbon Disclosure Project's Carbon Disclosure Leadership Index, which recognises companies for disclosing risks and opportunities related to climate change and greenhouse gas emissions.

The 2012 Sustainability Performance Report is available online at <http://2012.aglsustainability.com.au/>.

AGL's corporate blog (www.aglblog.com.au) provides an opportunity for interested stakeholders to contribute to the sustainability discussion.

¹ AGL Loy Yang has been excluded from the 2012 Sustainability Performance Report, on the basis that the acquisition occurred on 29 June 2012.



Further inquiries:

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About AGL

AGL is one of Australia's leading integrated renewable energy companies and is taking action toward creating a sustainable energy future for our investors, communities and customers. Drawing on 175 years of experience, AGL operates retail and merchant energy businesses, power generation assets and an upstream gas portfolio. AGL has one of Australia's largest retail energy and dual fuel customer bases. AGL has a diverse power generation portfolio including base, peaking and intermediate generation plants, spread across traditional thermal generation as well as renewable sources including hydro, wind, landfill gas and biomass. AGL is Australia's largest private owner and operator of renewable energy assets and is looking to further expand this position by exploring a suite of low emission and renewable energy generation development opportunities.