



2024 Sustainability Performance Data

For the year ended 30 June 2024



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About our data

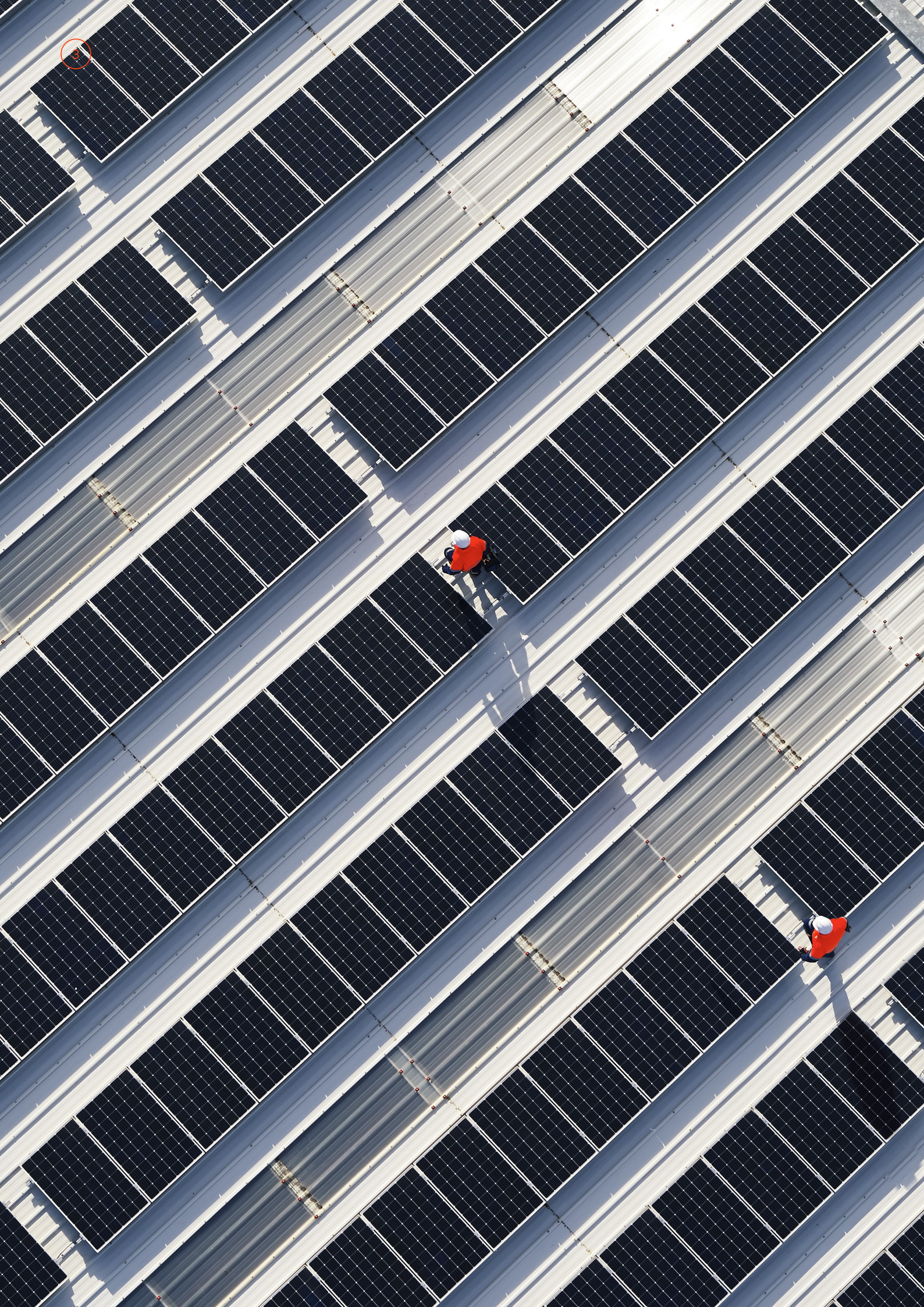
Where data is not available, we apply a reasonable estimation methodology. The methodologies applied to calculate data set out in these data tables may include assumptions not disclosed. Where applicable, we revise prior year data in the Sustainability Report and Sustainability performance data to update prior estimates and align with external reporting requirements.

All monetary amounts are in Australian dollars unless otherwise stated.

Due to rounding, numbers presented in these data tables may not add up precisely to the totals provided and percentages may not precisely reflect the absolute figures.

We report our Scope 1 and Scope 2 emissions under the *National Greenhouse and Energy Reporting Act, 2007 (NGER)*. We calculate Scope 3 emissions based on the Greenhouse Gas Protocol’s Corporate Value Chain (Scope 3) Accounting and Reporting Standard and Scope 3 guidance documents.

Due to the inherent uncertainty and limitations in measuring emissions under the calculation methodologies used in the preparation of such data, all emissions data or references to emissions data (including ratios or percentages) in this report are estimates. Where data is not available due to timing, we apply a reasonable estimation methodology. Where applicable, we revise prior year data to update prior estimates and align with external reporting requirements such as NGER.



About Origin

Energy Markets

Generation asset	FY24				FY23				FY22			
	Nameplate plant capacity (MW)	Type ¹	Electricity output (GWh) ²	Pool revenue (\$m)	Nameplate plant capacity (MW)	Type ¹	Electricity output (GWh) ²	Pool revenue (\$m)	Nameplate plant capacity (MW)	Type ¹	Electricity output (GWh) ²	Pool revenue (\$m)
Eraring	2,922				2,922				2,922			
Units 1-4	2,880	Black Coal	14,264	1,554	2,880	Black Coal	12,150	2,024	2,880	Black Coal	10,966	1,668
Gas turbine	42	OCGT	-	-	42	OCGT	-	-	42	OCGT	-	-
Darling Downs	644	CCGT	1,253	199	644	CCGT	1,162	305	644	CCGT	1,871	475
Osborne ³	180	CCGT	363	68	180	CCGT	431	115	180	CCGT	606	105
Uranquinty	692	OCGT	419	138	692	OCGT	132	57	664	OCGT	301	94
Mortlake	584	OCGT	440	89	584	OCGT	432	123	584	OCGT	458	90
Mount Stuart	423	OCGT	33	25	423	OCGT	15	12	423	OCGT	70	49
Quarantine	234	OCGT	120	25	235	OCGT	196	53	235	OCGT	95	27
Ladbroke Grove	80	OCGT	57	15	80	OCGT	61	19	80	OCGT	42	9
Roma	80	OCGT	21	9	80	OCGT	21	11	80	OCGT	55	19
Shoalhaven	240	Pumped hydro	105	39	240	Pumped hydro	211	54	240	Pumped hydro	153	35
Internal generation	6,079		17,075	2,160	6,080		14,811	2,772	6,052		14,617	2,571
Pelican Point	240	CCGT	908		240	CCGT	770		240	CCGT	885	
Renewable PPAs	1,515	Solar / Wind	3,668		1,515 ⁴	Solar / Wind	3,439		1,005	Solar / Wind	3,196	
Owned and contracted generation	7,834		21,651		7,835		19,019		7,297		18,697	

1 OCGT = Open cycle gas turbine; CCGT = Combined cycle gas turbine.

2 Electricity output is measured at the node.

3 Origin has 50 per cent interest in the 180 MW Osborne plant and contracts 100 per cent of the output.

4 Nameplate capacity includes Stockyard Hill. Origin received 50 per cent of its production output during HY23, then 100 per cent from 1 January 2023.

	FY24	FY23	FY22	FY21	FY20
Origin's generation portfolio capacity (per cent of total) (%)¹					
Coal	36.8	36.8	39.5	38.4	38.5
Gas	35.4	35.4	37.7	36.6	36.5
Hydro	3.1	3.1	3.3	3.2	3.2
Solar	8.3	8.3	4.3	8.6	8.7
Wind	11.1	11.1	9.5	7.5	7.5
Other ²	5.4	5.4	5.8	5.6	16.5
Origin's generation portfolio output (per cent of total) (%)¹					
Coal	65.9	63.9	58.7	65.0	60.7
Gas	16.5	16.8	23.1	19.8	25.8
Hydro	0.5	1.1	0.8	0.6	0.7
Solar	5.5	6.5	6.9	6.4	5.1
Wind	11.5	11.6	10.2	8.1	7.7
Other ²	0.2	0.1	0.4	0.2	0.0
Generation revenue					
Revenue from thermal coal (%)	9.6	12.3	11.5	8.3	8.1

1 Owned and contracted generation.

2 Includes Mount Stuart Power Station, which is fuelled by extra low sulphur diesel.

About Origin

Integrated Gas

	FY24	FY23	FY22	FY21	FY20
Australia Pacific LNG production volumes (PJ) (Origin 27.5% share)¹					
Total operated production, of which:	153	147	170	201	203
Spring Gully	23	23	28	36	39
Reedy Creek, Combabula and Peat	49	48	57	66	63
Condabri, Talinga and Orana	80	76	86	99	101
Total non-operated production, of which:	38	38	50	61	62
GLNG	12	11	14	16	14
QGC	27	27	36	47	48
Total upstream production	191	185	220	263	265
Natural gas purchases	5	6	5	2	7
Changes in Upstream gas inventory/other	-2	-2	-1	-4	-6
Total sources of natural gas	193	189	223	261	266

¹ Following the sale of 10% interest in APLNG effective 8 December 2021, Origin accounted for ownership in APLNG at 27.5% (previously 37.5%).

Planet

Greenhouse gas (GHG) emissions

	FY24	FY23	FY22	FY21	FY20
Total GHG emissions (kt CO₂-e)¹					
Total Scope 1, 2 and 3 emissions (equity basis)²	44,978	49,948	-	-	-
Total Scope 1 and 2 emissions (operational control basis)^{3,1}	17,756	15,925	15,152	17,195	18,418
Energy Markets	15,006	13,215	12,260	14,328	15,546
Integrated Gas	2,748	2,706	2,887	2,862	2,865
Direct GHG emissions (Scope 1) (kt CO₂-e)^{4,3,1}					
Total Scope 1 emissions operational control basis	15,555	13,690	12,801	14,890	16,015
Energy Markets, of which:	14,874	12,977	12,086	14,155	15,270
Generation, of which:	14,830	12,921	12,030	14,094	15,202
Eraring	13,535	11,864	10,558	12,714	13,220
Other generation sites	1,295	1,057	1,472	1,380	1,982
LPG	45	56	53	55	58
Cogent	0	0	4	6	11
Integrated Gas, of which:	681	712	715	735	744
Australia Pacific LNG	681	712	710	730	741
Beetaloo & Upstream Growth ¹	-	-	5	5	3
Corporate	0	0	0	0	0
Total Scope 1 emissions equity basis^{5,1}	15,792	13,912	13,206	15,393	16,573
Energy Markets, of which:	14,953	13,068	12,217	14,236	15,420
Generation, of which:	14,908	13,012	12,160	14,175	15,351
Eraring	13,535	11,864	10,558	12,714	13,220
Other Origin generation sites	1,295	1,057	1,472	1,380	1,982
Joint venture generation (Osbourne)	78	91	130	81	149
LPG	45	56	53	55	58
Cogent	0	0	4	6	11
Integrated Gas, of which: ⁵	839	844	989	1,157	1,153
Australia Pacific LNG	839	844	984	1,153	1,150
Beetaloo & Upstream Growth ¹	-	-	6	4	3
Corporate	0	0	0	0	0

1 The sale of our interest in the Beetaloo Basin was completed in November 2022. Emissions related to our activities in the Beetaloo Basin are not included in our NGER reporting obligations from FY23.

2 For our 2030 medium-term emissions targets we have adjusted our FY19 base year Scope 1, 2 and 3 emissions to reflect changes in our investments, activities and emissions boundaries in the period between FY19 to FY23. Due to this adjustment, our reported FY19 to FY22 Scope 1, 2 and 3 emissions data does not provide a direct point of comparison to our FY23 data.

3 FY22 data reflects changes in the emission estimation reporting methods set out in the NGER Measurement Determination, 2008.

4 Scope 1 emissions are greenhouse gas (GHG) emissions released to the atmosphere as a direct result of our activity. These are sometimes referred to as direct emissions; examples include emissions from electricity generation and gas production.

5 FY22 data reflects decrease in our equity share of Australia Pacific LNG from 37.5 per cent to 27.5 per cent from completion of the sale of 10 per cent interest on 1 Dec 2021.

Planet

Greenhouse gas (GHG) emissions

	FY24	FY23	FY22	FY21	FY20
Indirect GHG emissions (Scope 2) (kt CO₂-e)¹					
Total Scope 2 emissions operational control basis	2,201	2,235	2,350	2,305	2,403
Energy Markets, of which:	132	238	174	173	276
Generation	131	237	173	172	275
LPG	1	1	1	2	2
Integrated Gas	2,067	1,994	2,172	2,127	2,121
Corporate	2	3	4	4	5
Total Scope 2 emissions equity basis²	792	875	980	1,121	1,230
Energy Markets, of which:	133	238	174	173	276
Origin generation sites	131	237	173	172	275
Joint venture generation (Osbourne)	1	-	-	-	-
LPG	1	1	1	2	2
Integrated Gas	657	634	802	944	948
Corporate	2	3	4	4	5
Scope 3 GHG emissions equity basis (kt CO₂-e)³					
Total Scope 3 emissions, of which:²	28,394	35,160	33,624	33,779	32,699
Energy Markets	18,395	25,441	22,094	20,355	19,029
Integrated Gas	9,999	9,719	11,530	13,424	13,670
Domestic gas sales	2,314	2,140	2,693	3,066	3,631
LNG export	7,685	7,579	8,837	10,358	10,039

1 Scope 2 emissions are GHG emissions resulting from purchased electricity we consume to power our offices and operating sites.

2 FY22 data reflects decrease in our equity share of Australia Pacific LNG from 37.5 per cent to 27.5 per cent from completion of the sale of 10 per cent interest on 1 Dec 2021.

3 Scope 3 emissions are indirect GHG emissions, other than Scope 2, relating to our value chain that we do not own or control, including wholesale purchases of electricity from the NEM and the use of our sold products such as LNG and domestic gas sales.

Planet

Greenhouse gas (GHG) emissions

	FY24	FY23	FY22	FY21	FY20
GHG emissions intensity (Scope 1 and Scope 2) operational control basis					
Owned generation (t CO ₂ -e/MWh)	0.87	0.90	0.85	0.87	0.86
Owned and contracted generation (t CO ₂ -e/MWh) ¹	0.70	0.71	0.70	0.71	0.70
Integrated Gas (t CO ₂ -e/TJ) ²	4.55	4.66	4.95	4.90	4.85
GHG emissions intensity (Scope 1 and Scope 2) equity basis					
Owned generation (t CO ₂ -e/MWh)	0.87	0.89	0.84	0.87	0.85
Owned and contracted generation (t CO ₂ -e/MWh)	0.72	0.73	0.72	0.73	0.73
Integrated Gas (t CO ₂ -e/TJ) ^{2,3}	7.59	6.3	7.8	7.5	6.9
GHG emissions intensity (Scope 1 and Scope 3) (t CO₂-e/MWh)					
Owned generation operational control basis	0.92	0.94	0.89	0.91	0.90
Owned and contracted generation operational control basis	0.76	0.76	0.75	0.76	0.76
NEM average intensity during the period	0.61	0.63	0.66	0.70	0.72
GHG emissions intensity (Scope 1) (t CO₂-e/MWh)					
Eraring Power Station	0.93	0.96	0.95	0.94	0.96
Gas generation operational control basis ²	0.52	0.50	0.48	0.50	0.50
Emissions intensity (t CO₂-e / \$m revenue)					
Total Scope 1 and 2 emissions operational control basis ²	1,100	966	1,048	1,421	1,400
Energy Markets	962	858	899	1,201	1,206
Fugitive emissions (kt CO₂-e)^{4,2}					
Fugitive emissions from gas operations ⁵	266	284	297	296	300
Flaring	32	31	48	65	74
Venting	156	176	165	205	203
Leaks	78	76	74	27	22
Scope 1 emissions covered under regulations (operational control basis) (%)					
Percentage of Scope 1 emissions covered under Safeguard ⁶	4	4	3	-	-
Percentage of Scope 1 emissions covered under NGERs ⁶	99.98	99.91	99.89	-	-
Australian Commonwealth Renewable Energy Target (RET) scheme					
Number of customers accounts served in markets subject to renewable portfolio standards ⁷	2,763,118	2,741,799	2,732,616	2,624,914	2,630,582
Percentage of our liability acquitted under SRES (%) ^{8,9}	100	100	100	0	0
Percentage of our liability acquitted under LRET (%) ^{8,9}	138	52	42	0	0

1 Based on sent out generation, which is electricity that is sent from the station gate (revenue meter).

2 FY22 data reflects changes in the emission estimation reporting methods set out in the NGER Measurement Determination, 2008.

3 FY22 data reflects decrease in our equity share of Australia Pacific LNG from 37.5 per cent to 27.5 per cent from completion of the sale of 10 per cent interest on 1 Dec 2021.

4 Includes emissions from flaring, venting and leakage calculated using regulatory methods outlined for the National Greenhouse Emissions Reporting Scheme. These emissions are included in Origin's Scope 1 emissions.

5 Emissions from flaring, venting and leaks are determined using a combination of estimation methods, including regulatory emission factors, metering and engineering calculations.

6 New metric in FY22. Reported as at 31 Dec.

7 As the RET scheme covers all Australian jurisdictions in which Origin Energy operates as an electricity retailer, all of our customers are located in markets subject to the RET. We report customer accounts rather than individual customer numbers.

8 The RET scheme consists of the Small-scale Renewable Energy Scheme (SRES) and the Large-scale Renewable Energy Target (LRET). The RET works by allowing large-scale power stations and owners of small-scale generating units to create Large-scale Generation Certificates (LGCs) and Small-scale Technology Certificates (STCs) for every Megawatt Hour (MWh) of energy generated. LGCs and STCs can be traded in an open market and are surrendered (acquitted) by electricity retailers to meet their mandatory surrender targets as set out by the Clean Energy Regulator (CER).

9 Reported in our data tables from FY22.

Planet

Biodiversity

	FY24	FY23	FY22	FY21	FY20
Biodiversity impacts					
Number of operating sites with a level of biodiversity risk rated as high or above, of which: ¹	3	2	2	2	2
Integrated Gas	0	0	0	0	0
Energy Markets	3	2	2	2	2
Number of biodiversity management plans in place for operating sites with a level of biodiversity risk rated as high or above ¹	2	1	1	1	1
Incidents that materially impacted biodiversity in areas of biodiversity significance ²	0	0	0	0	0

1 Includes operating sites in which biodiversity risk is rated high or above, defined as serious consequence (or above), as described in footnote 2, weighed against level of likelihood.

2 Incidents that have resulted in medium to long term reversible impacts to low risk or listed species, habitats, ecosystems, or area/s of cultural significance; extensive long-term partially reversible damage to vulnerable species, unique habitats, ecosystems or area/s of cultural significance; or extensive permanent damage to endangered species, habitats, ecosystems or area/s of cultural significance i.e. consequence rated as serious or above.

Waste

	FY24	FY23	FY22	FY21	FY20
Eraring coal combustion products (CCPs) (Ash)¹					
Total number of ash impoundments (ash dam)	1	1	1	1	1
Ash produced (tonnes)	1,507,270	1,273,378	1,225,139	1,357,507	1,424,333
Ash re-used (tonnes)	652,270	629,940	891,351	485,287	559,710
Ash deposited (tonnes)	983,153	643,438	333,788	872,220	864,623
Ash re-used (%)	43	49	73	36	39
Complaints received regarding waste management	0	1	-	1	5
Australia Pacific LNG					
Volume of brine stored in ponds as at the end of the period	7,892	7,901	7,131	6,156	5,815
Loss of containment events for brine ponds	0	0	0	0	0

1 The coal combustion products (CCPs) at Eraring come in the form of finer fly-ash (90% of CCPs) and a coarser bottom ash (10% of CCPs).

Air emissions

	FY24	FY23	FY22	FY21	FY20
NO_x, SO₂, and other significant air emissions (tonnes)					
Total oxides of nitrogen (NO_x) emissions	25,164	21,083	19,916	23,187	24,351
Energy Markets	22,097	18,094	17,027	20,246	21,478
Integrated Gas	3,067	2,989	2,889	2,940	2,873
Total sulphur dioxide (SO₂) emissions	37,391	30,107	25,716	33,152	39,072
Energy Markets	37,315	30,041	25,662	33,122	39,069
Integrated Gas	76	66	54	30	3
Total volatile organic compounds (VOC) emissions	701	652	623	668	699
Energy Markets	225	189	173	202	221
Integrated Gas	476	463	450	466	478
Particulate matter emissions	313	192	120	110	184
Eraring Power Station (PM10) ¹	297	174	99	93	177
Eraring Power Station (PM2.5) ²	129	96	47	36	105
Integrated Gas (PM10)	16	18	21	17	7
Lead (Pb) emissions	0	0	0	0	0
Energy Markets	0	0	0	0	0
Integrated Gas	0	0	0	0	0
Mercury (Hg) emissions	0	0	0	0	0
Energy Markets	0	0	0	0	0
Integrated Gas	0	0	0	0	0
Total air emissions	63,570	52,035	46,375	57,117	64,306

1 From Eraring Power Station stack emissions.

2 PM2.5 is a subset of PM10 from Eraring Power Station only.

Planet

Water

	FY24	FY23	FY22	FY21	FY20
Water withdrawn by source (ML)¹					
Total water withdrawn²	2,770,500	2,627,419	2,338,348	2,599,205	2,592,926
Energy Markets, of which:	2,751,111	2,606,875	2,318,242	2,578,109	2,571,225
Eraring, of which:	2,751,007	2,606,797	2,318,143	2,578,022	2,571,094
Extracted from and returned to Lake Macquarie	2,748,488	2,604,135	2,315,596	2,576,012	2,569,083
Energy Markets ex. Eraring	104	77	99	87	132
Integrated Gas, of which:	19,383	20,538	20,100	21,092	21,680
Australia Pacific LNG	19,383	20,532	20,057	21,062	21,639
Beetaloo & Upstream Growth ³	-	6	44	31	41
Corporate	6	6	6	4	21
Surface water withdrawn	2,748,513	2,604,163	2,315,615	2,576,039	2,569,213
Energy Markets	2,748,488	2,604,135	2,315,596	2,576,012	2,569,083
Integrated Gas	25	28	19	30	130
Groundwater withdrawn	19,417	20,562	20,136	21,124	21,646
Energy Markets, of which:	59	54	55	62	97
Integrated Gas	19,358	20,508	20,081	21,061	21,549
Municipal water withdrawn	1,672	1,733	1,700	1,160	1,048
Energy Markets	1,666	1,726	1,694	1,155	1,027
Integrated Gas	0	1	0	0	0
Corporate	6	6	6	4	21
Rainwater withdrawn	1	2	1	3	0
Energy Markets	1	0	0	2	0
Integrated Gas	0	2	0	1	0
Water consumed (ML)					
Total water consumed; of which:	22,012	23,284	22,752	23,193	23,843
Energy Markets	2,623	2,740	2,646	2,097	2,143
Wastewater withdrawn ⁴	895	957	895	876	1,012
Fresh water consumed	1,728	1,783	1,751	1,221	1,131
Integrated gas, of which: ⁵	19,383	20,538	20,100	21,092	21,680
Fresh water consumed	165	46	69	72	434
Corporate	6	6	6	4	21
Australia Pacific LNG (ML)					
Total water withdrawn, of which:	19,383	20,532	20,057	21,062	21,639
Fresh water withdrawn	165	40	26	42	393
Produced CSG water, of which:	19,219	20,492	20,031	21,020	21,246
Treated through reverse osmosis, of which:	16,081	15,921	16,201	16,495	17,477
Applied to irrigation	11,344	7,577	9,443	11,868	12,444
Applied to aquifer injection	4,313	3,817	4,253	4,453	4,800
Applied to project use and other ⁶	424	436	262	0	0
Applied to surface water releases	0	4,090	2,243	0	0
Brine produced from treated water	2,383	2,368	2,645	2,529	2,524
Untreated (stored, consumed, evaporated), of which:	754	2,203	1,185	1,996	1,244
Applied to project and other development usage	102	107	94	67	0
Treated and untreated applied to beneficial use.	15,908	11,578	13,813	16,492	17,477

1 Shoalhaven is excluded from the table as pumped storage is not considered a water withdrawal given the water circulates in a closed loop.

2 Includes all water under our operational control.

3 The sale of our interest in the Beetaloo Basin was completed in November 2022.

4 All wastewater withdrawn is consumed by the Energy Markets business.

5 It is determined that all freshwater withdrawn and all produced CSG water is consumed.

6 Contains approximations.

Planet

Water

	FY24	FY23	FY22	FY21	FY20
Protection of water resources					
Total number of incidents of non-compliance associated with water quantity and/or quality permits, standards and regulations that resulted in formal enforcement	1	0	0	0	0
Reportable non-compliances with Eraring or Shoalhaven water licence conditions	0	0	1	0	0
Reportable non-compliances with creek discharge licence conditions - Australia Pacific LNG	0	0	0	0	0
Reported incidents of aquifer connection - Australia Pacific LNG	0	0	0	0	0
Reportable groundwater related incidents caused by Origin's hydraulic fracture stimulation activities	0	0	0	0	0
Australia Pacific LNG					
Total number of wells drilled	96	60	61	87	271
Completed wells requiring hydraulic fracture stimulation	27	42	24	19	76
Groundwater monitoring bores as at the end of the period	242	246	232	221	206

Environment

	FY24	FY23	FY22	FY21	FY20
Environmental compliance					
Reportable non-compliances, including voluntary notifications, of which:	23	20	18	30	18
Integrated Gas, of which:	14	9	11	21	9
Australia Pacific LNG (APLNG notifiable incidents)	14	9	10	16	8
Beetaloo & Upstream Growth ¹	-	0	1	5	1
Energy Markets	9	11	7	9	9
Monetary value of fines for non-compliances with environmental laws and regulations, of which: (\$)	34,260	14,375	13,345	0	15,431
Integrated Gas, of which:	34,260	14,375	13,345	0	0
Australia Pacific LNG	34,260	14,375	0	0	0
Beetaloo & Upstream Growth ¹	-	0	13,345	0	0
Energy Markets	0	0	0	0	15,431
Environmental incidents					
Number of environmental incidents that resulted in an actual consequence of a moderate short-term impact to the environment (or above)	0	0	0	0	2
Loss of containment incidents	187	181	158	203	198
Significant loss of containment incidents ²	0	0	0	0	0

¹ The sale of our interest in the Beetaloo Basin was completed in November 2022.

² Significant loss of containment incidents are those rated with an actual environmental consequence of 3-Serious (or above) on the Origin Risk Matrix.

Customers

Customer accounts

	FY24	FY23	FY22	FY21	FY20
Total customer accounts ('000), of which:	4,657	4,525	4,458	4,266	4,233
Electricity, of which:	2,763	2,742	2,733	2,625	2,631
Retail (consumer and SME)	2,738	2,713	2,702	2,595	2,602
Business	25	28	31	30	29
Natural gas, of which:	1,323	1,282	1,277	1,249	1,220
Retail (consumer and SME)	1,322	1,280	1,276	1,247	1,219
Business	1.0	1.3	1.1	1.1	1.2
LPG	359	368	368	359	363
Broadband customers	152	96	61	33	20
Other ¹	60	37	20	-	-
Average retail rates					
Average retail electric rate for retail (consumer and SME) customers (\$/MWh)	343.3	281.4	281.4	269.6	283.9
Average retail electric rate for business customers (\$/MWh)	167.3	166.2	152.1	159.3	168.7
Average retail gas rate for retail (consumer and SME) customers (\$/GJ)	37.0	30.9	26.8	25.0	25.8
Average retail gas rate for business customers (\$/GJ)	15.0	15.0	8.9	8.9	10.5
Volumes sold					
Total electricity delivered to retail (consumer and SME) customers (TWh)	16.3	15.6	15.9	16.3	16.1
Total electricity delivered to business customers (TWh)	19.5	20.2	19.6	17.3	17.4
Total gas delivered to retail (consumer and SME) customers (PJ)	38.1	45.2	44.2	45.9	45.0
Total gas delivered to business customers (PJ)	122.8	141.3	143.9	147.0	158.6
Octopus customer accounts ('000 customers, 100 per cent Octopus)²					
UK customer accounts ^{3,4}	12,403	9,176			
International customer accounts ^{3,4}	1,403	481			

1 Relates to Origin Home Assist customers.

2 Origin has a 22.7 per cent shareholding in UK-based energy retailer Octopus Energy.

3 As at 30 June.

4 Reported from FY23.

Customers

Energy affordability and support for vulnerable customers

	FY24	FY23	FY22	FY21	FY20
Customers receiving hardship and financial assistance ('000)¹					
Customer accounts receiving hardship and financial support services	98	71	58		
Customer accounts in our Power On program	66	44	36		
Customer accounts receiving tailored assistance under the Victorian Payment Difficulties Framework	31	27	23		
Disconnections					
Number of residential customer electric disconnections for non-payment, of which:	902	2,492	11,193	523	16,423
Percentage reconnected within 7 days	29	47	46	25	48
Percentage reconnected within 30 days	31	49	48	25	51
Number of residential customer gas disconnections for non-payment, of which:	1,389	969	4,509	171	4,615
Percentage reconnected within 7 days	51	35	33	20	35
Percentage reconnected within 30 days	66	40	39	20	41

1 Data reported from FY22 due to change in metric definitions.

Customer service

	FY24	FY23	FY22	FY21	FY20
Customer satisfaction					
Customer Happiness Index (CHI) (%) ^{1,2}	69	65			
Strategic Net Promoter Score (NPS) (#) ³	-3	-2	5	4	-3
Ombudsman complaints per 1,000 customers	2.4	1.8	1.5	1.9	2.7
Raving fans (#) ⁴	28,550	24,715	18,006	3,119	-
Reputation					
RepTrak Score (#) ⁵	65.9	65.5	66.9	67.7	66.0

1 The CHI score is calculated as the number of respondents over the previous 12 months who provide a positive rating for their interaction with Origin, as a proportion of total respondents during that time.

2 New metric in FY23.

3 Measures the percentage of promoters (score 9-10) minus the percentage of detractors (score 0-6). Rolling 12-month average.

4 Number of 5 stars reviews on customer ratings websites. (Year to date, cumulative).

5 RepTrak™ uses a nationally representative sample of the population to rate a company against seven drivers: products and services; innovation; conduct; citizenship; leadership; performance; and workplace.

Privacy and compliance

	FY24	FY23	FY22	FY21	FY20
Non-compliance					
Monetary value of penalties relating to non-compliances with the AER and ESCV (\$)	295,872	72,696	22,450,000	120,000	120,000
Wrongful disconnections (reportable)	135	275	702	327	450
Privacy					
Notifiable data breaches reported to the Office of the Australian Information Commissioner	0	0	0	0	0

Customers

Innovative and lower-carbon products

	FY24	FY23	FY22	FY21	FY20
GreenPower and Climate Active-certified products					
Total customer accounts ('000), of which:	148	277	338	260	118
GreenPower customer accounts ^{1,2}	70	155	207	192	74
Origin Go Zero customer accounts, of which:	78	122	132	67	-
Origin Go Zero Natural Gas customer accounts ^{3,4}	41	84	108	57	-
Origin Go Zero LPG customer accounts ^{3,4}	9	10	10	11	-
Origin Go Zero Electricity customer accounts ^{3,5}	28	29	14	-	-
Total volume of GreenPower sales (GWh)²	666	533	489	-	-
Residential and SME	258	263	318	-	-
Business	408	270	171	-	-
Solar					
Capacity of solar PV systems installed (MW), of which:	64	68	70	74	61
Residential (MW)	55	54	54	58	49
Business (MW)	9	15	16	16	12
Number of solar PV systems installed	6,723	7,828	7,859	8,943	7,869
Electricity customer accounts with solar installations as at the end of the period	656,881	601,801	558,031	548,675	491,557
Origin Spike (demand response)					
Origin Spike customers (#) ^{6,4}	105,000	94,000 ⁷	74,935	56,100	-
Average Spike Hour event participation rate (%) ⁸	61	66	70	67	-
Origin Loop virtual power plant (VPP)					
Connected services (#)	392,000	276,000	121,000	79,000	11,000
MW under orchestration (MW)	1,385	815	258	159	85
Electric vehicles					
Electric vehicles under management (#) ^{9,10}	900	400	-	-	-

1 Up to 100% of electricity offset by GreenPower-accredited renewable sources.

2 GreenPower data is submitted for audit on a calendar-year (CY) basis. The values reported for the financial year have been extrapolated using CY data.

3 Certified carbon neutral by Climate Active. The Department of Climate Change, Energy the Environment and Water has consulted on proposed reforms to the Climate Active program and certification claims. Announcements on the future direction of the program are due later in 2024. <https://consult.dcceew.gov.au/climate-active-program-direction-consultation-2023>

4 New product in FY21.

5 New product in FY22.

6 Origin's online energy savings program. Data as at 30 June.

7 Restated to include active customers at the end of the period, instead of customers acquired during the period.

8 Origin Spike rewards customers for reducing their energy use during peak periods called Spike Hours. New metric in FY21.

9 New metric in FY23.

10 Includes contracts that are awaiting delivery of vehicles. Numbers are approximate.

Communities

Working with communities

	FY24	FY23	FY22	FY21	FY20
Australia Pacific LNG land agreements					
Land access and compensation agreements concluded during the period, of which:					
Number concluded through negotiation	32	33	75	34	101
Number conducted through alternative dispute resolution	0	0	0	0	0
Number concluded through court resolution	0	0	0	0	0
Total land access and compensation agreements signed as at the end of the period	1,450	1,418	1,385	1,310	1,276
Australia Pacific LNG cultural heritage management					
Cultural Heritage Management Plan non-compliances	0	0	0	0	0
Native Title/Indigenous Land Use Agreement non-compliances	0	0	0	0	0
Responding to Australia Pacific LNG landholder feedback¹					
Landholder complaints received	31	50	54	41	33
Landholder complaints resolved	33	50	53	38	20
Responding to community complaints					
Community complaints received, of which:	7	9	5	3	14
Energy Markets	6	4	3	3	12
Integrated Gas, of which:	1	5	2	0	2
Australia Pacific LNG	1	5	2	0	2
Community complaints resolved, of which:	7	9	5	3	13
Energy Markets	6	4	3	3	12
Integrated Gas, of which:	1	5	2	0	1
Australia Pacific LNG	1	5	2	0	1
Employ local					
Total number of Australia Pacific LNG upstream employees from the local community	226	225	201	178	180
Total number of Australia Pacific LNG upstream employees based at regional operations	263	266	252	237	243

¹ Landholders with whom we have negotiated, or are negotiating, a land access and compensation agreement as at the end of the period.

Economic value generated and distributed

	FY24	FY23	FY22	FY21	FY20
Direct economic value generated and distributed (\$m)¹					
Total revenue, of which:	16,138	16,481	14,461	12,097	13,157
Energy Markets	15,607	15,406	13,636	11,931	12,888
Integrated Gas	531	1,075	825	166	269
Interest received	46	51	61	109	190
Gain on dilution/divestment of Origin's interests in subsidiaries/joint ventures	10	0	44	0	0
Other	45	45	106	43	54
Share of results of equity accounted investees	908	1,324	959	185	512
Direct economic value generated	17,147	17,901	15,631	12,434	13,913
Total operating costs, of which:	14,620	15,845	16,176	13,828	12,811
Net expenses ²	14,099	15,318	15,727	13,287	12,310
Depreciation and amortisation	521	527	449	541	501
Employee wages and benefits net of taxes	961	804	690	643	662
Total payments to providers of capital	988	762	542	638	794
Interest expense ³	169	194	190	242	316
Dividends	819	568	352	396	478
Direct economic value distributed	16,569	17,411	17,408	15,109	14,267

¹ The value distribution calculation and commentary in this section is based on the income and expenses reported in the Income Statement of Origin Energy.

² Excludes capital expenditure; includes taxes and royalties.

³ Excludes capitalised interest.

Communities

Supporting communities

	FY24	FY23	FY22	FY21	FY20
Community support					
Total community contributions (\$m), of which:¹	7.5	4.5	4.3	5	-
Through Origin community investment programs ^{1,2}	3.7	2.4	1.7	2	-
Through the Origin Energy Foundation, of which:³	3.8	2.1	2.6	3.0	3.0
Origin Energy Foundation funds distributed ^{4,5}	2.5				
Origin contribution through the Foundation ^{6,5}	0.95				
Origin employee Give2 donations ⁷	0.37	0.36	0.36	0.35	0.48
Origin Energy Foundation					
Total community support since inception (\$m)	41.2	37.3	35.0	32.4	29.4
Philanthropic grants program (\$m)					
Monetary value of grants provided during the period ⁸	1.7	0.8	1.3	1.9	1.5
Monetary value of grants provided since inception ⁸	26.9	25.3	24.5	23.2	21.2
Give2 matched-giving program					
Origin employee Give2 donations ⁷	372,231	360,931	363,744	351,464	475,767
Total monetary value of employee donations when matched by the Foundation (\$) ⁹	721,035	775,462	727,488	691,678	930,213
Number of not-for-profit organisations that received employee donations	260	263	281	259	278
Give Time employee volunteering program					
Hours donated by employees through volunteering ¹⁰	8,700	7,086	7,112	8,466	6,758
Number of employees donated time and professional skills through volunteering ¹⁰	2,901	2,073	1,840	1,512	2,036
Employee volunteering participation rate (%)	25.2	21.6	19.0	21.4	24.0
Employee volunteering participation rate (instances of volunteering) (%) ¹¹	55.1	42.8	41.2	33.7	42.0
Number of students reached through our volunteering program ¹²	7,637	5,063	5,307	-	-

1 New metric in FY21.

2 Includes 100% of spend as upstream operator of Australia Pacific LNG, and Energy markets community investment and engagement spend.

3 Contributions to community partners and charities provided through the Origin Energy Foundation. Includes the Foundation grants program, employee volunteering program, employee matched-giving program, and Origin Energy contributions distributed through the Foundation.

4 Includes the Origin Energy Foundation grants program, payments to charity partners as part of the employee volunteering program, and funds matched through the employee matched-giving program.

5 Provided from FY24.

6 Origin Energy community support distributed through the Foundation, including in-kind donations, funds donated to charities via the employee referral program, employee volunteering hours paid working time equivalent, and operational costs supporting the volunteering program. Employee volunteering hours paid working time is determined as \$ equivalent using median salary and included from FY24.

7 Funds distributed through and matched by the Origin Energy Foundation Give2 matched-giving program.

8 Through the Origin Energy Foundation Grants program.

9 The Foundation matches employee donations dollar-for-dollar up to a total of \$8,000 per employee per annum.

10 Through the Origin Energy Foundation Give Time employee volunteering program.

11 Calculated as instances of volunteering

12 New metric in FY22.

Communities

Responsible procurement

	FY24	FY23	FY22	FY21	FY20
Supply chain					
Total number of direct suppliers	3,813	3,777	3,647	3,697	3,796
Total supply chain spend (\$m) ¹	10,478	12,111	10,487	7,765	8,702
Percentage of direct spend with organisations registered in Australia (%) ²	92	91	91	94	93
Modern slavery³					
Confirmed modern slavery practices identified in our supply chain (#)	0	0	0	0	0
Suppliers identified as inherent high-risk of modern-slavery type practices (#) ^{4,5}	305	271	271	346	-
Percentage of suppliers that have been identified as inherent high-risk (%) ^{4,5}	8	7	7	7	-
New suppliers onboarded with our Supplier Code (#) ^{6,7}	728	799	873	-	-
Percentage of suppliers onboarded with our Supplier Code (%) ^{6,7}	100	100	100	-	-
Regional procurement³					
Total (direct and indirect) spend with regional suppliers (\$m)	428.4	421.1	318.1	284.0	399.0
Direct spend with regional suppliers (\$m) ⁸	368.8	356.4	283.1	248.2	340.7
Indirect spend with regional suppliers (\$m) ⁹	59.6	64.7	35.0	35.8	58.3
Regional procurement percentage of total procurement spend (%) ¹⁰	16	20	20	18	17
Indigenous participation³					
Spend with First Nations suppliers (direct and indirect) (\$m) ¹¹	21.6	24.4	17.0	10.2	5.5
Direct spend with First Nations suppliers (\$m) ¹²	12.6	13.3	12.5	7.9	2.7
Indirect spend First Nations suppliers (\$m) ¹³	9.0	11.1	4.5	2.2	2.8
Number of First Nations businesses providing goods and services (direct) ¹¹	78	93	38	31	29
Number of new contracts with Indigenous Participation Commitments (IPCs)	2	56	33	12	10
Supporting small business					
Total number of small business suppliers	2,080	2,040	1,998	1,395	1,575
Volume of invoices paid within 30 days (%) ^{14,15}	94	89	-	-	-

1 Supply chain spend is approximate, annualised third-party spend, including commodity related transactions and excluding taxes, government charges, joint ventures, intercompany transfers and landowner compensation payments. Includes 100 per cent of our spend as upstream operator of Australia Pacific LNG.

2 As a percentage of total direct supply chain spend.

3 Includes 100 per cent of our spend as upstream operator of Australia Pacific LNG.

4 Suppliers that are exposed to one or more of the following risk factors: operating in a high-risk country (as per Sedex and Global Slavery Index); exposure to high-risk goods and service categories; exposure to a high-risk business model; have not accepted our Supplier Code.

5 Reported from FY21.

6 Our Supplier Code sets out our expectation that suppliers comply with all applicable laws and demonstrate their respect for, and protection of, the fundamental human and labour rights of workers. Onboarded means accepted our Code.

7 Reported from FY22.

8 Refers to payments made directly by Origin with suppliers whose primary place of business is in a regional local government area or postcode.

9 Refers to payments made by Origin suppliers (non-regional) using Origin funds to another supplier whose primary place of business is in a Local Government Area outside of a Metropolitan Area.

10 Total procurement spend includes Origin procurement invoices. It does not include payments to Local Government Agencies, the Australian Tax Office, joint venture partners, employees, land owners, donations or sponsorships, or commodity related transactions.

11 Classified as a business in which an Aboriginal and/or Torres Strait Islander person or persons have ownership of at least 50 per cent, in alignment with the Supply Nation membership criteria <https://supplynation.org.au/benefits/supplier/>

12 Refers to payments made directly by Origin to First Nations suppliers.

13 Refers to payments made by Origin suppliers (non-First Nations) using Origin funds to a First Nations Supplier.

14 At 31 December, as reported under the Payment Times Reporting Scheme for Origin Energy Limited.

15 New metric in FY23.

Our people

Safety

	FY24	FY23	FY22	FY21	FY20
Health, safety and environmental (HSE) performance					
Actual Serious (or above) Incidents ¹	2	4	5	4	4
Learning Incidents ²	55	51	36	52	69
Significant Incidents	9	14	8	9	15
Near miss frequency rate ^{3,4}	21.5	24.1	22.1	-	-
Near miss frequency rate - Employees	20.9	26.0	20.7	-	-
Near miss frequency rate - Contractors	22.3	21.4	24.5	-	-
Personal safety					
Total number of recordable injuries, of which: ⁵	60	53	50	35	42
Employees	32	24	19	11	16
Contractors	28	29	31	24	26
Total Recordable Injury Frequency Rate (TRIFR) ⁶	4.1	3.8	4.0	2.7	2.6
TRIFR - Employees	3.6	3.0	2.4	1.3	1.8
TRIFR - Contractors	4.9	5.0	6.6	5.0	3.7
Lost Time Injury Frequency Rate (LTIFR)	1.8	1.4	1.3	1.1	0.8
Number of fatalities (employees and contractors)	0	0	0	0	0
Fatality rate ^{4,7}	0	0	0	0	0
Fatality rate - Employees	0	0	0	0	0
Fatality rate - Contractors	0	0	0	0	0
Land and air transport					
Significant land transport incidents	1	4	3	0	2
Significant aviation incidents	0	0	1	0	0
Process safety					
Process safety events ⁸	8	7	2	11	12
Tier 1 events	4	2	0	1	3
Tier 2 events	4	5	2	10	9

1 Includes HSE incidents that occurred while undertaking an Origin controlled activity with an actual consequence rating of 3-Serious (or above) on the Origin Risk Matrix.

2 Includes HSE incidents with an associated learning action that occurred during Origin controlled and monitored activity with a potential consequence rating of 4-Major (or above) on the Origin Risk Matrix. Excludes incidents already counted under the Actual Serious Incidents metric.

3 Measures the number of HSE incidents that occurred during Origin controlled activity classified as Near Miss per million hours worked for employees and contractors for the 12-month reporting period.

4 New metric in FY22.

5 Total number of employee and contractor injuries that occurred while undertaking an Origin controlled activity that resulted in an injury classification of Medical Treatment Case, Restricted Work Case, Lost Time Case or Fatality.

6 Measures the number of recordable injuries that occurred during Origin controlled activity, per million hours worked for employees and contractors for the 12-month reporting period.

7 Measures the number of fatalities that occurred during Origin controlled activity, per million hours worked for employees and contractors for the 12-month reporting period.

8 Includes process safety incidents that resulted in Tier 1 or Tier 2 events as per the IOGP Process Safety Recommended Practice on Key Performance Indicators, Report No. 456. See iogp.org/bookstore/product/process-safety-recommended-practice-on-key-performance-indicators/.

How we work

	FY24	FY23	FY22	FY21	FY20
Ethical business					
Completion rate for compliance with Code of Conduct training (%)	99.8	99.9	99.0	100.0	98.9
Completion rate for required employees in high-risk roles completed Code of Conduct training (%)	98	99	98	99	98
Reported incidents of bribery or corruption (#)	0	0	0	0	0
Disclosures received by the Origin ConcernLine, of which: (#) ¹	4	9	-	-	-
Related to whistleblowers ¹	0	0	-	-	-
Related to modern slavery ¹	0	0	-	-	-
Political contributions					
Total monetary value of payments to political parties as reported to the Australian Electoral Commission (\$)	11,670	6,100	11,480	23,120	4,290
FY2024 detailed breakdown of payments to political parties (\$)					
Recipient	Jurisdiction		Monetary value		
Australian Labor Party	Federal		5,000		
Australian Labor Party	New South Wales		500		
Liberal Party of Australia	Federal		3,800		
Liberal Party of Australia	New South Wales		550		
Liberal Party of Australia	Victoria		320		
The National Party	Federal		1,500		

¹ New metric in FY23.

Our people

Employees

	FY24			FY23			FY22		
Employee information ¹	Female	Male	Total	Female	Male	Total	Female	Male	Total
Employees	2,197	3,373	5,616	2,135	3,451	5,630	1,928	3,220	5,174
Employees %	39	60		38	61		37	62	
Contractors	91	145	282	83	141	270	144	488	632
Contractors %	32	51		31	52		23	77	
Employees by employment contract and gender									
Ongoing	2,109	3,269	5,423	2,013	3,326	5,381	1,813	3,105	4,939
Ongoing %	39	60		37	62		37	63	
Limited term	88	103	192	122	124	248	115	114	234
Limited term %	46	54		49	50		49	49	
Casual	0	1	1	0	1	1	0	1	1
Casual %	0	100		0	100		0	100	
Employees by employment type and gender (ongoing)									
Full time	1,798	3,189	5,027	1,736	3,254	5,030	1,520	3,033	4,574
Full time %	36	63		35	65		33	66	
Part time	311	80	396	277	72	351	293	72	365
Part time %	79	20		79	21		80	20	
Employees by region and gender									
Australian Capital Territory	0	3	3	0	3	3	1	4	5
Australian Capital Territory %	0	100		0	100		20	80	
New South Wales	280	685	972	255	629	890	219	598	817
New South Wales %	29	70		29	71		27	73	
Northern Territory	0	7	8	0	5	6	3	12	15
Northern Territory %	0	88		0	83		20	80	
Queensland	623	1,294	1,932	619	1,253	1,883	539	1,140	1,679
Queensland %	32	67		33	67		32	68	
South Australia	303	299	610	279	272	556	266	258	524
South Australia %	50	49		50	49		51	49	
Tasmania	13	26	39	14	27	41	15	20	35
Tasmania %	33	67		34	66		43	57	
Victoria	971	1,034	2,020	889	945	1,850	806	909	1,715
Victoria %	48	51		48	51		47	53	
Western Australia	6	25	31	6	25	32	3	19	22
Western Australia %	19	81		19	78		14	86	
LPG Pacific	0	0	0	72	292	368	75	286	361
LPG Pacific %	0	0		20	79		21	79	
Other International	1	0	1	1	0	1	1	0	1
Other International %	100	0		100	0		100	0	

¹ The difference between our employment number and the gender split is represented by unspecified gender.

	FY24	FY23	FY22	FY21	FY20
Employee turnover					
Rate of employee turnover - all employees (%)	12	18	18	14	20
Rate of female employee turnover (%)	13	19	18	16	25
Rate of male employee turnover (%)	12	17	18	13	16
Industrial relations					
Number of Collective Bargaining Agreements as at the end of the period	23	26	26	27	27
Employees covered by Collective Bargaining Agreements as at the end of the period (%)	30	33	29	26	30

Our people

Diversity and inclusion

	FY24	FY23	FY22	FY21	FY20
Gender diversity					
Female representation (%)					
Board	44.4	44.4	40.0	30.0	22.2
CEO-1 ¹	30.0	30.0	30.0	33.3	33.3
CEO-2 ²	40.0	43.6	43.6	42.9	43.9
Senior leaders ³	44.2	46.0	40.8	34.6	33.9
Overall gap between average female and male fixed remuneration within each job grade (percentage points) ⁴	0.5	0.6	0.9	1.2	1.3
Rate of appointment of women to senior roles (%)	31.4	50.0	45.4	41.8	51.7
Rate of turnover of women in senior roles (%) ⁵	7.1	10.9	12.9	7.9	13.0
Overall gap between female and male turnover in senior roles (percentage points) ⁶	0.6	1.3	1.0	1.8	5.3
Indigenous employees					
Number of Aboriginal and Torres Strait Islander people (voluntarily self-identified) in our workforce	96	99	81	70	46

1 CEO plus executive leadership that reports to CEO.

2 Roles directly reporting to CEO Level-1.

3 Senior Leaders captures the three reporting levels below CEO and includes roles with base salaries exceeding approximately \$225,000 per annum.

4 Based on the population-weighted average fixed remuneration for each gender at each job grade, where grade represents a proxy for equal work. Figures may vary with those quoted previously which were measured on a preliminary basis prior to the annual review process.

5 12 month rolling average as at 30 June.

6 The gap is the percentage point difference between male and female turnover, measured as percentage over the previous 12 months. A negative gap is favourable to female. Please note that these figures may be at variance with those quote elsewhere in which turnover represents monthly June figures annualised, rather than a 12-month average for the financial year.

Employee engagement and development

	FY24	FY23	FY22	FY21	FY20
Employee engagement					
Employee engagement score (#) ¹	7.7	7.7			
Employee engagement score (%) ²	-	-	68	74	75
Employee participation in employee engagement survey (%)	55	62	84	89	91
Employee training					
Hours of compliance training (average per employee trained) ^{3,4}	4.7	4.9	3.1	2	-
Hours of leadership training (average per employee trained) ³	7.8	7.0	6.5	6	-

1 New methodology using Officevibe from FY23. Score out of 10. for more information, see <https://help.officevibe.com/hc/en-us/articles/360028827631-How-are-Engagement-Scores-Calculated->

2 Based on Kincentric's methodology until FY22.

3 New metric in FY21.

4 Includes Code of Conduct, Insider Trading, Being open and fair, Competition and consumer protection, and Cyber security training.