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17 February, 2025

Service excellence backed by decarbonisation focus keeps Shell Energy in top satisfaction spot

AUSTRALIA – Shell Energy Australia's retail electricity business has been ranked number one for large customer satisfaction for the 14th consecutive year in the independent Utility Market Intelligence (UMI) survey.[1]

Shell Energy's customers reported a 90% satisfaction score, well ahead of competitors, while 86% of customers said Shell Energy offers value for money, more than 22% higher than the nearest retailer.

This year's UMI survey also showed an increase in decarbonisation-driven behaviours, with 61% of customers having a sustainability goal, up from 45% in 2022.

Shell Energy Australia Chief Executive Officer Tony Keeling said Shell Energy had a proven track record delivering innovative and bespoke solutions for customers, including demand response, optimisation, multisite solutions and platforms that allow customers to track and control their energy usage, as well as purchase renewable energy.

"A lot has changed in the energy landscape in the past 14 years, but our commitment to service excellence for our customers hasn't," Mr Keeling said.

"Our number one ranking is backed by consistently getting the basics right and making it easier for customers through billing, price transparency, speed of response and dedicated account management, while at the same time, delivering innovation to help customers succeed in the energy transition."

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Notes to Editors:

- Utility Market Intelligence (UMI) survey of large commercial and industrial electricity customers of major electricity retailers, including Shell Energy by independent research company NTF Group in 2011-2024.

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About Shell Energy in Australia

Shell Energy delivers business energy solutions and innovation across a portfolio of electricity, gas, environmental products and energy productivity for commercial and industrial customers, while our residential energy retailing business Powershop, serves households and small business customers across Victoria, New South Wales, South Australia and South East Queensland. Shell Energy Australia Pty Ltd and its subsidiaries trade as Shell Energy.

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Shell's Net Carbon Intensity

Also, in this content we may refer to Shell's "Net Carbon Intensity" (NCI), which includes Shell's carbon emissions from the production of our energy products, our suppliers' carbon emissions in supplying energy for that production and our customers' carbon emissions associated with their use of the energy products we sell. Shell's NCI also includes the emissions associated with the production and use of energy products produced by others which Shell purchases for resale. Shell only controls its own emissions. The use of the terms Shell's "Net Carbon Intensity" or NCI are for convenience only and not intended to suggest these emissions are those of Shell plc or its subsidiaries.

Shell's net-zero emissions target

Shell's operating plan, outlook and budgets are forecasted for a ten-year period and are updated every year. They reflect the current economic environment and what we can reasonably expect to see over the next ten years. Accordingly, they reflect our Scope 1, Scope 2 and NCI targets over the next ten years. However, Shell's operating plans cannot reflect our 2050 net-zero emissions target, as this target is currently outside our planning period. In the future, as society moves towards net-zero emissions, we expect Shell's operating plans to reflect this movement. However, if society is not net zero in 2050, as of today, there would be significant risk that Shell may not meet this target.

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This content may contain certain forward-looking non-GAAP measures such as cash capital expenditure and divestments. We are unable to provide a reconciliation of these forward-looking non-GAAP measures to the most comparable GAAP financial measures because certain information needed to reconcile those non-GAAP measures to the most comparable GAAP financial measures is dependent on future events some of which are outside the control of Shell, such as oil and gas prices, interest rates and exchange rates. Moreover, estimating such GAAP measures with the required precision necessary to provide a meaningful reconciliation is extremely difficult and could not be accomplished without unreasonable effort. Non-GAAP measures in respect of future periods which cannot be reconciled to the most comparable GAAP financial measure are calculated in a manner which is consistent with the accounting policies applied in Shell plc's consolidated financial statements.

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