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17 February, 2021

## **ERM Power – now Shell Energy – again ranked No 1 for customer satisfaction**

BRISBANE – ERM Power, known from today as Shell Energy, has been ranked number one for customer satisfaction in the Utility Market Intelligence (UMI) Survey for the tenth consecutive year.

Acquired by Shell in November 2019 to build on its power and gas ambitions and support business customers through the energy transition, ERM Power achieved 92% customer satisfaction in the annual UMI survey, taking the accolade into its launch today as both a power and gas retailer and wholesaler - Shell Energy.

Shell Energy is the second largest electricity provider to commercial businesses and industrials in Australia by load<sup>1</sup>. Large gas and electricity retail and wholesale operations position the business to help commercial and industrial customers navigate the energy transition and work toward their decarbonisation goals.

Shell Energy CEO Greg Joiner said market-leading customer satisfaction – underpinned by speed of response and understanding of energy requirements for commercial and industrial energy users – provided a strong point of difference for the company, complementing a broad portfolio of energy products and services.

“The latest UMI survey results also reinforce the importance of getting the basics right for customers – providing useful, accurate billing and consumption information to save them time, helping them to reduce energy consumption, and responding to their queries quickly through a dedicated account management team.”

“As Shell Energy, our capability in electricity and gas is backed by deep understanding of the sectors we focus on, service levels that reduce administration costs for customers and energy solutions expertise in managing risk, reducing consumption and tailoring cleaner energy solutions,” Mr Joiner said.



Shell Energy offers energy management solutions and innovation across a portfolio of gas, electricity, environmental products and energy productivity to commercial and industrial businesses.

Mr Joiner said designing and delivering products and services that help large energy users decarbonise was a key focus for Shell Energy, as it assembles the building blocks of a cleaner energy system in Australia.

“Shell’s goal is to create a better energy future. The world needs to move to a cleaner energy system if it is to meet growing energy demand while tackling climate change, but it needs to be anchored in the practicalities of how customers operate.”

“Our products and services respond to the rapidly changing needs of our customers, driven by the transition to renewable energy generation. With deep experience on both the supply and demand side of the energy equation, Shell Energy is uniquely placed to partner with large energy users to make the complex simple, optimise energy efficiencies to drive cost savings and advance future-facing goals like net zero carbon.”

For Shell Energy, the Australian market offers a compelling combination of strong growth in renewables, adjacency of gas as a complementary energy source, and customer demand for low-carbon energy solutions.

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### Notes to Editors:

- Shell Energy is the second largest electricity retailer to commercial and industrial users in Australia by load, based on publicly available data.
- The UMI survey is undertaken every year in Australia by independent research company NTF Group and surveys large customers of major electricity retailers.
- The UMI survey for 2020 revealed a 92% satisfaction rating for customers of ERM Power (now Shell Energy) – 26% higher than the next best performing retailer.



## About Shell Energy in Australia

Shell Energy is Australia's largest dedicated supplier of business electricity. We deliver business energy solutions and innovation across a portfolio of gas, electricity, environmental products and energy productivity for commercial and industrial customers. The second largest electricity provider to commercial and industrial businesses in Australia<sup>1</sup>, we offer integrated solutions and market-leading<sup>2</sup> customer satisfaction, built on industry expertise and personalised relationships. We also operate 662 megawatts of gas-fired peaking power stations in Western Australia and Queensland, supporting the transition to renewables, and are currently developing the 120-megawatt Gangarri solar energy development in Queensland.

Shell Energy Australia Pty Ltd and its subsidiaries trade as Shell Energy.

<sup>1</sup> By load, based on Shell Energy analysis of publicly available data.

<sup>2</sup> Utility Market Intelligence (UMI) survey of large commercial and industrial electricity customers of major electricity retailers, including ERM Power (now known as Shell Energy) by independent research company NTF Group in 2011-2020.

## Royal Dutch Shell plc

Royal Dutch Shell plc is incorporated in England and Wales, has its headquarters in The Hague and is listed on the London, Amsterdam, and New York stock exchanges. Shell companies have operations in more than 70 countries and territories with businesses including oil and gas exploration and production; production and marketing of liquefied natural gas and gas to liquids; manufacturing, marketing and shipping of oil products and chemicals and renewable energy projects. For further information, visit [www.shell.com](http://www.shell.com).

## Cautionary note

The companies in which Royal Dutch Shell plc directly and indirectly owns investments are separate legal entities. In this release "Shell", "Shell Group" and "Royal Dutch Shell" are sometimes used for convenience where references are made to Royal Dutch Shell plc and its subsidiaries in general. Likewise, the words "we", "us" and "our" are also used to refer to Royal Dutch Shell plc and its subsidiaries in general or to those who work for them. These terms are also used where no useful purpose is served by identifying the particular entity or entities. "Subsidiaries", "Shell subsidiaries" and "Shell companies" as used in this release refer to entities over which Royal Dutch Shell plc either directly or indirectly has control. Entities and unincorporated arrangements over which Shell has joint control are generally referred to as "joint ventures" and "joint operations", respectively. Entities over which Shell has significant influence but neither control nor joint control are referred to as "associates". The term "Shell interest" is used for convenience to indicate the direct and/or indirect ownership interest held by Shell in an entity or unincorporated joint arrangement, after exclusion of all third-party interest.

This release contains forward-looking statements (within the meaning of the U.S. Private Securities Litigation Reform Act of 1995) concerning the financial condition, results of operations and businesses of Royal Dutch Shell. All statements other than statements of historical fact are, or may be deemed to be, forward-looking statements. Forward-looking statements are statements of future expectations that are based on management's current expectations and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in these statements. Forward-looking statements include, among other things,



statements concerning the potential exposure of Royal Dutch Shell to market risks and statements expressing management's expectations, beliefs, estimates, forecasts, projections and assumptions. These forward-looking statements are identified by their use of terms and phrases such as "aim", "ambition", "anticipate", "believe", "could", "estimate", "expect", "goals", "intend", "may", "objectives", "outlook", "plan", "probably", "project", "risks", "schedule", "seek", "should", "target", "will" and similar terms and phrases. There are a number of factors that could affect the future operations of Royal Dutch Shell and could cause those results to differ materially from those expressed in the forward-looking statements included in this release, including (without limitation): (a) price fluctuations in crude oil and natural gas; (b) changes in demand for Shell's products; (c) currency fluctuations; (d) drilling and production results; (e) reserves estimates; (f) loss of market share and industry competition; (g) environmental and physical risks; (h) risks associated with the identification of suitable potential acquisition properties and targets, and successful negotiation and completion of such transactions; (i) the risk of doing business in developing countries and countries subject to international sanctions; (j) legislative, fiscal and regulatory developments including regulatory measures addressing climate change; (k) economic and financial market conditions in various countries and regions; (l) political risks, including the risks of expropriation and renegotiation of the terms of contracts with governmental entities, delays or advancements in the approval of projects and delays in the reimbursement for shared costs; (m) risks associated with the impact of pandemics, such as the COVID-19 (coronavirus) outbreak; and (n) changes in trading conditions. No assurance is provided that future dividend payments will match or exceed previous dividend payments. All forward-looking statements contained in this release are expressly qualified in their entirety by the cautionary statements contained or referred to in this section. Readers should not place undue reliance on forward-looking statements. Additional risk factors that may affect future results are contained in Royal Dutch Shell's Form 20-F for the year ended December 31, 2019 (available at [www.shell.com/investor](http://www.shell.com/investor) and [www.sec.gov](http://www.sec.gov)). These risk factors also expressly qualify all forward-looking statements contained in this release and should be considered by the reader. Each forward-looking statement speaks only as of the date of this release, 17 February 2021. Neither Royal Dutch Shell plc nor any of its subsidiaries undertake any obligation to publicly update or revise any forward-looking statement as a result of new information, future events or other information. In light of these risks, results could differ materially from those stated, implied or inferred from the forward-looking statements contained in this release.

We may have used certain terms, such as resources, in this release that the United States Securities and Exchange Commission (SEC) strictly prohibits us from including in our filings with the SEC. Investors are urged to consider closely the disclosure in our Form 20-F, File No 1-32575, available on the SEC website [www.sec.gov](http://www.sec.gov).