PUBLIC DISCLOSURE STATEMENT

LUMO ENERGY

ORGANISATION CERTIFICATION
FY2023-24

Australian Government

Climate Active
Public Disclosure Statement

An Australian Government Initiative

NAME OF CERTIFIED ENTITY	Lumo Energy
REPORTING PERIOD	Financial year 1 July 2023 – 30 June 2024 Arrears report
DECLARATION	*To the best of my knowledge, the information provided in this public disclosure statement is true and correct and meets the requirements of the Climate Active Carbon Neutral Standard.* DocuSigned by: D8F71E0700EF439...
	Martin Exelby Chief Financial Officer 06-Oct-25 | 9:46 AM AEDT

Australian Government
Department of Climate Change, Energy, the Environment and Water

Version 9.

1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	1,237 tCO_2-e
CARBON OFFSETS USED	100% ACCUs
RENEWABLE ELECTRICITY	100%
CARBON ACCOUNT	Prepared by: Rennie Advisory
TECHNICAL ASSESSMENT	03 November 2022 Katherine Simmons, KREA Consulting Next technical assessment due: FY25

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2. CERTIFICATION INFORMATION

Description of organisation certification

This organisation certification is for the business operations of Lumo Energy. Lumo energy is registered under 4 ABNs, each representing a jurisdiction where Lumo has historically operated:

- Lumo Energy (SA) Pty Ltd.: ABN 61 114 356 697
- Lumo Energy Australia Pty Ltd.: ABN 69 100 528 327
- Lumo Energy (NSW) Pty Ltd.: ABN 92 121 155 011
- Lumo Energy (Qld) Pty Ltd.: ABN 63 114 356 642

While each Lumo organisation is accredited separately under Climate Active, the submissions have been regrouped into one PDS for simplicity.

Emissions associated with the generation and delivery of energy to customers are outside of the boundary of this certification.

This Public Disclosure Statement includes information for the FY24 reporting period.

Organisation description

Lumo Energy is 100% owned by Snowy Hydro Limited, which manages, and maintains the Snowy Mountains Hydro-electric Scheme. Snowy has been generating renewable energy since 1955 and the Snowy Scheme is one of the largest sources of renewable energy in Australia. Snowy Hydro is also building Snowy 2.0, the largest committed renewable energy project in Australia.

Lumo Energy offers electricity and gas to residential and business customers in South Australia and Victoria and partners. Over the last twelve years Lumo has won 11 Canstar Blue, Roy Morgan and Australian Reader's Digest Awards. Lumo Energy's opt-in Climate Active certified gas product is covered under a separate product certification. Electricity products are not covered.

Lumo Energy has partnered with The Salvation Army since 2014 providing much needed funds to the Salvos 'Safer in the Home' program to support those affected by domestic violence.

Lumo mainly operates from its Richmond office at 570 Church St, Cremorne, 3121.

We have five employees working from a leased office space in Wellington, New Zealand (Level 4, 142 Featherson Street, Wellington), and ten employees working from a leased office space in Broadbeach, Queensland (Level 5, 16 Queensland Avenue, Broadbeach, 4218).

Customer support services for Lumo Energy are outsourced to a third-party supplier, Teleperformance, based in Mumbai, India. 385 FTE Teleperformance employees directly support Lumo Energy.

An operational control approach has been taken. The following subsidiaries are included within this certification:

Legal entity name	ABN
Lumo Energy (SA) Pty Ltd	61 114 356 697
Lumo Energy Australia Pty Ltd	69 100 528 327
Lumo Energy (NSW) Pty Ltd	92 121 155 011
Lumo Energy (Qld) Pty Ltd	63 114 356 642

The following entities fall under the Snowy Hydro retail group and are included in Red Energy's organisation as the parent certification:

Legal entity name	ABN
Red Energy Pty Ltd	60 107 479 372
Direct Connect	20 110 316 973

This report will only include the portion of emissions allocated to Lumo Energy as a child organisation, unless explicitly stated otherwise.

3.EMISSIONS BOUNDARY

Inside the emissions boundary

All emission sources listed in the emissions boundary are part of the carbon neutral claim.

Quantified emissions have been assessed as relevant and are quantified in the carbon inventory. This may include emissions that are not identified as arising due to the operations of the certified entity, however are **optionally included**.

Non-quantified emissions have been assessed as relevant and are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. All material emissions are accounted for through an uplift factor. Further detail is available at Appendix C.

Outside the emissions boundary

Excluded emissions are those that have been assessed as not relevant to an organisation's operations and are outside of its emissions boundary or are outside of the scope of the certification. These emissions are not part of the carbon neutral claim. Further detail is available at Appendix D.

Inside emissions boundary

Quantified

Accommodation and facilities

Electricity

ICT services and equipment

Machinery and vehicles

Postage, courier and freight

Office equipment and supplies

Professional services

Outsourced customer support services

Refrigerants

Stationary energy (gaseous fuels)

Stationary energy (liquid fuels)

Transport (land and sea)

Transport (air)

Waste

Water

Working from home

Non-quantified

Not applicable.

Outside emission boundary

Excluded

Cleaning and chemicals and food are deemed insignificant.

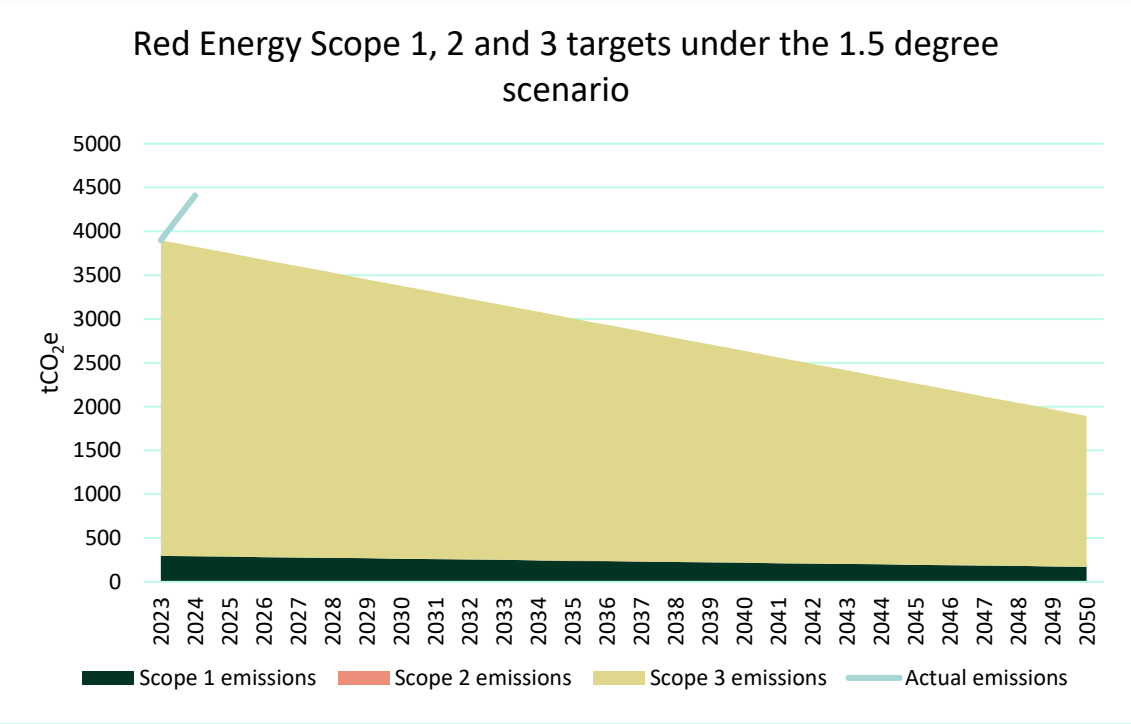
4.EMISSIONS REDUCTIONS

Emissions reduction strategy

As part of this journey, we are committed to **reducing our scope 1, 2, and 3 GHG emissions by 42% by the end of the fiscal year 2050**, with FY22-23 as our base year. This strategy outlines our specific approaches to meet these targets.

This emissions reduction strategy extends to all certifications covered under the Red Energy parent certification.

In the interest of transparency, we have shown our emissions progress to date. The increase from FY23 to FY24 is due to business growth (more employees, more travel, increase in IT spend etc.), and improved accuracy of emissions measurements.



Emissions reduction actions

Action item	Commencement date	Expected outcome	Details
Purchase of electric and hydrogen vehicles	Already implemented	8-12% reduction in scope 1 emissions	Purchased 5 electric and 2 hydrogen vehicles. Trialling EV chargers at the Bryant & May building.
Fleet transition to electric vehicles	Target: 2027	Elimination of scope 1 emissions from fleet.	Committed to replacing the entire vehicle fleet with electric vehicles by 2027.
100% GreenPower commitment	Already implemented	100% reduction in scope 2 emissions.	Committing to source 100% of electricity from GreenPower or similar renewable energy options.
Engaging with Red Energy suppliers	Ongoing	3-5% reduction in scope 3 emissions from suppliers	Asking suppliers to collaborate with Red Energy to reduce their carbon footprint.
LED Lighting at Bryant & May Office	Already implemented	Reduction in energy consumption	Replaced traditional lights with energy-efficient LED lighting at the Bryant & May office.
Paper-light policy	Already implemented	1-2% reduction in scope 3 emissions	Implemented a paper-light policy and encouraged digital work.
Installation of light sensors	Already implemented	Additional reduction in energy consumption	Equipped offices with light sensors for ambient light and auto shut-off meeting room lighting.
Promotion of video conferencing	Ongoing	5-7% reduction in scope 3 emissions from business travel	Promoting video conferencing to minimise travel.
Flexible working arrangements	Ongoing	2-4% reduction in scope 3 emissions from commuting.	Encouraging flexible working arrangements to reduce employee commuting.
Promotion of eComms for customers	Ongoing	1-2% reduction in scope 3 emissions	Encouraging customers to opt for electronic communications to reduce paper usage and associated emissions.

5.EMISSIONS SUMMARY

Emissions over time

Emissions since base year			
		Total tCO_2-e (without uplift)	**Total tCO_2-e** (with uplift)
Base year:	2022-23	1,232.43	N/A
Year 1:	2023-24	1,236.10	N/A

Significant changes in emissions

Significant changes in emissions			
Emission source	**Previous year emissions** (t CO_2-e)	**Current year emissions** (t CO_2-e)	**Reason for change**
Computer and technical services	113.30	137.71	Increase is due to business growth throughout FY2024, and recategorization of some spend items from Business services in FY2023.
Medium Car: unknown fuel	84.93	131.57	Increase is due to business growth throughout FY2024, and updated figures on employee commuting.
calculator - Result A Total	164.29	129.73	Decrease is due to more employees returning to the office a greater proportion of time.

Use of Climate Active carbon neutral products, services, buildings or precincts

N/A.

Emissions summary

The electricity summary is available in Appendix B. Electricity emissions were calculated using a market-based approach.

Emission category	Scope 1 emissions (tCO_2-e)	Scope 2 emissions (tCO_2-e)	Scope 3 emissions (tCO_2-e)	Total emissions (t CO_2-e)
Accommodation and facilities	0.00	0.00	37.07	37.07
Climate Active carbon neutral products and services	0.00	0.00	0.00	0.00
Electricity*	0.00	0.18	0.01	0.19
ICT services and equipment	0.00	0.00	264.88	264.88
Machinery and vehicles	0.00	0.00	0.52	0.52
Office equipment & supplies	0.00	0.00	153.09	153.09
Postage, courier and freight	0.00	0.00	5.13	5.13
Professional Services*	0.00	0.00	102.52	102.52
Outsourced customer support services	0.00	0.00	170.94	170.94
Refrigerants	15.36	0.00	0.00	15.36
Stationary Energy (gaseous fuels)	2.53	0.00	0.20	2.72
Transport (Air)	0.00	0.00	106.77	106.77
Transport (Land and Sea)	46.67	0.00	193.65	240.33
Waste*	0.00	0.00	5.65	5.65
Water*	0.00	0.00	1.19	1.19
Working from home	0.00	0.00	129.73	129.73
Total emissions (tCO_2-e)	**64.56**	**0.18**	**1171.36**	**1236.10**

*Electricity, water, and waste emissions include emissions from the New Zealand office. The outsourced customer support services emissions include customer support in Mumbai.

Uplift factors

N/A.

6.CARBON OFFSETS

Eligible offsets retirement summary

This certification has taken an in-arrears offsetting approach.

Please note, that the quantity used for this reporting period also includes the retail emissions for the LUMO Energy Carbon Neutral Gas product.

Offsets retired for Climate Active certification

Type of offset unit	Quantity used for this reporting period	Percentage of total units used
Australian Carbon Credit Units (ACCUs)	1237	100.00%

Project name	Type of offset unit	Registry	Date retired	Serial number	Vintage	Total quantity retired	Quantity used in previous reporting periods	Quantity banked for future reporting periods	Quantity used for this reporting period	Percentage of total used this reporting period
Mullagalah Regeneration Project	ACCU	ANREU	7/02/2025	8,331,176,515 - 8,331,180,297	2021-22	3783	1972	574	1237	100.00%

The 3783 offsets are used as follows: Red Energy Organisation (Parent) - 1972; Red Energy (Natural Gas Product) - 430; TrueGreen Gas Product - 0; Lumo Energy Organisation - 1237; Lumo Energy Gas Product - 20; Direct Connect Organisation - 124, there are 0 offsets banked for future use.

Co-benefits

Mullagalah Regeneration Project: This project establishes permanent native forests through assisted regeneration from in-situ seed sources (including rootstock and lignotubers) on land that was cleared of vegetation and where regrowth was suppressed for at least 10 years prior to the project having commenced.

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) summary

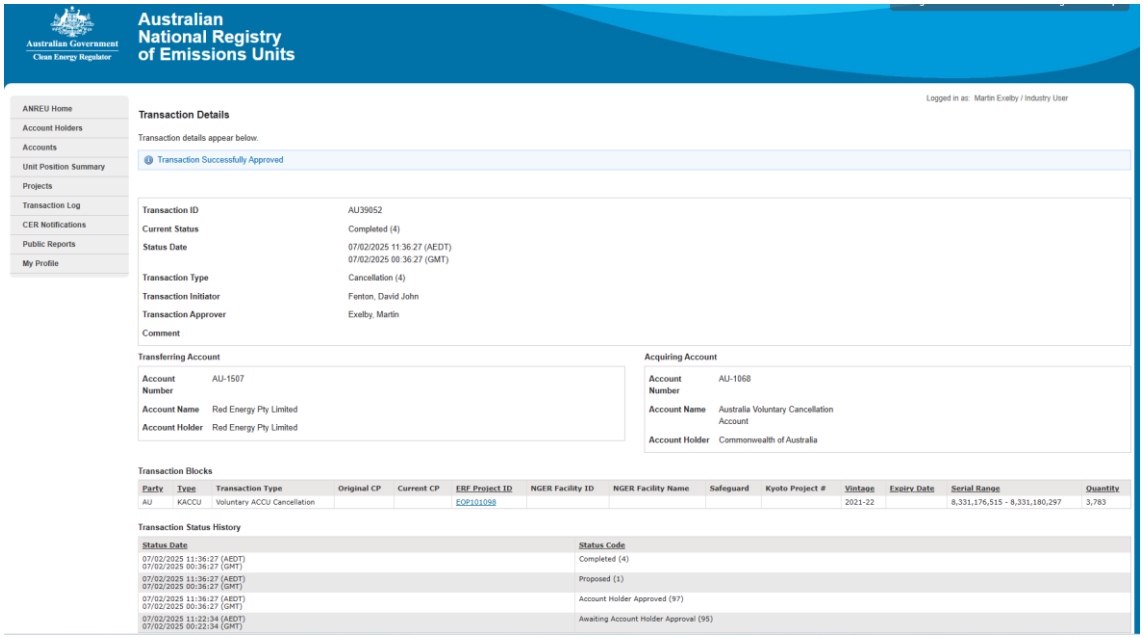
The following RECs have been surrendered to reduce electricity emissions under the market-based reporting method.

1. Large-scale Generation certificates (LGCs)*	N/A

* LGCs in this table only include those surrendered voluntarily (including through PPA arrangements), and does not include those surrendered in relation to the LRET, GreenPower, and jurisdictional renewables.

Project supported by LGC purchase	Project location	Eligible unit type	Registry	Surrender date	Accreditation code	Certificate serial number	Generation year	Fuel source	Quantity (MWh)
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
								Total LGCs surrendered this report and used in this report	**N/A**

APPENDIX A: ADDITIONAL INFORMATION



Australian Government
Clean Energy Regulator

Australian National Registry of Emissions Units

Logged in as: Martin Exelby / Industry User

ANREU Home
Account Holders
Accounts
Unit Position Summary
Projects
Transaction Log
CER Notifications
Public Reports
My Profile

Transaction Details

Transaction details appear below.

Transaction Successfully Approved

Transaction ID	AU39052
Current Status	Completed (4)
Status Date	07/02/2025 11:36:27 (AEDT) 07/02/2025 00:36:27 (GMT)
Transaction Type	Cancellation (4)
Transaction Initiator	Fenton, David John
Transaction Approver	Exelby, Martin
Comment	

Transferring Account

Account Number	AU-1507
Account Name	Red Energy Pty Limited
Account Holder	Red Energy Pty Limited

Acquiring Account

Account Number	AU-1068
Account Name	Australia Voluntary Cancellation Account
Account Holder	Commonwealth of Australia

Transaction Blocks

Party	Type	Transaction Type	Original CP	Current CP	ERF Project ID	NGER Facility ID	NGER Facility Name	Safeguard	Kyoto Project #	Vintage	Expiry Date	Serial Range	Quantity
AU	KACCU	Voluntary ACCU Cancellation			EOP101098					2021-22		8,331,176,515 - 8,331,180,297	3,783

Transaction Status History

Status Date	Status Code
07/02/2025 11:36:27 (AEDT) 07/02/2025 00:36:27 (GMT)	Completed (4)
07/02/2025 11:36:27 (AEDT) 07/02/2025 00:36:27 (GMT)	Proposed (1)
07/02/2025 11:36:27 (AEDT) 07/02/2025 00:36:27 (GMT)	Account Holder Approved (97)
07/02/2025 11:22:34 (AEDT) 07/02/2025 00:22:34 (GMT)	Awaiting Account Holder Approval (95)

APPENDIX B: ELECTRICITY SUMMARY

There are two international best-practice methods for calculating electricity emissions – the location-based method and the market-based method. Reporting electricity emissions under both methods is called dual reporting.

Dual reporting of electricity emissions is useful, as it provides different perspectives of the emissions associated with a business's electricity usage.

Location-based method:

The location-based method provides a picture of a business's electricity emissions in the context of its location, and the emissions intensity of the electricity grid it relies on. It reflects the average emissions intensity of the electricity grid in the location (State) in which energy consumption occurs. The location-based method does not allow for any claims of renewable electricity from grid-imported electricity usage.

Market-based method:

The market-based method provides a picture of a business's electricity emissions in the context of its renewable energy investments. It reflects the emissions intensity of different electricity products, markets and investments. It uses a residual mix factor (RMF) to allow for unique claims on the zero emissions attribute of renewables without double-counting.

For this certification, electricity emissions have been set by using the **market-based approach.**

Market-based approach summary

Market-based approach	Activity Data (kWh)	Emissions (kg CO_2-e)	Renewable percentage of total
Behind the meter consumption of electricity generated	0	0	0%
Total non-grid electricity	**0**	**0**	**0%**
LGC Purchased and retired (kWh) (including PPAs)	0	0	0%
GreenPower	312,322	0	99%
Climate Active precinct/building (voluntary renewables)	0	0	0%
Precinct/Building (LRET)	0	0	0%
Precinct/Building jurisdictional renewables (LGCS surrendered)	0	0	0%
Electricity products (voluntary renewables)	0	0	0%
Electricity products (LRET)	0	0	0%
Electricity products jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LRET) (applied to ACT grid electricity)	0	0	0%
Large Scale Renewable Energy Target (applied to grid electricity only)	59,120	0	19%
Residual Electricity	-55,632	-50,625	0%
Total renewable electricity (grid + non grid)	**371,442**	**0**	**118%**
Total grid electricity	**315,810**	**0**	**118%**
Total electricity (grid + non grid)	**315,810**	**0**	**118%**
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	**-55,632**	**-50,625**	
Scope 2	-49,519	-45,062	
Scope 3 (includes T&D emissions from consumption under operational control)	-6,113	-5,563	
Residual electricity consumption not under operational control	**0**	**0**	
Scope 3	0	0	

Total renewables (grid and non-grid)	**117.62%**
Mandatory	**18.72%**
Voluntary	**98.90%**
Behind the meter	**0.00%**
Residual scope 2 emissions (t CO_2-e)	**-45.06**
Residual scope 3 emissions (t CO_2-e)	**-5.56**
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**0.00**
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**0.00**
Total emissions liability (t CO_2-e)	**0.00**

Figures may not sum due to rounding. Renewable percentage can be above 100%

Location-based approach summary

Location-based approach	Activity Data (kWh) total	Under operational control			Not under operational control	
Percentage of grid electricity consumption under operational control	**100%**	**(kWh)**	**Scope 2 Emissions ($kgCO_2$-e)**	**Scope 3 Emissions ($kgCO_2$-e)**	**(kWh)**	**Scope 3 Emissions ($kgCO_2$-e)**
ACT	0	0	0	0	0	0
NSW	2,914	2,914	1,981	146	0	0
SA	0	0	0	0	0	0
VIC	309,408	309,408	244,432	21,659	0	0
QLD	3,488	3,488	2,546	523	0	0
NT	0	0	0	0	0	0
WA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
Grid electricity (scope 2 and 3)	**315,810**	**315,810**	**248,960**	**22,327**	**0**	**0**
ACT	0	0	0	0		
NSW	0	0	0	0		
SA	0	0	0	0		
VIC	0	0	0	0		
QLD	0	0	0	0		
NT	0	0	0	0		
WA	0	0	0	0		
TAS	0	0	0	0		
Non-grid electricity (behind the meter)	**0**	**0**	**0**	**0**		
Total electricity (grid + non grid)	**315,810**					

Residual scope 2 emissions (t CO_2-e)	**248.96**
Residual scope 3 emissions (t CO_2-e)	**22.33**
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**248.96**
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**22.33**
Total emissions liability	**271.29**

Operations in Climate Active buildings and precincts

Operations in Climate Active buildings and precincts	Electricity consumed in Climate Active certified building/precinct (kWh)	Emissions (kg CO_2-e)
N/A.		

Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their building or precinct certification. This electricity consumption is also included in the market based and location-based summary tables. Any electricity that has been sourced as renewable electricity by the building/precinct under the market-based method is outlined as such in the market-based summary table.

Climate Active carbon neutral electricity products

Climate Active carbon neutral electricity product used	Electricity claimed from Climate Active electricity products (kWh)	Emissions (kg CO_2-e)
N/A.		

Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their electricity product certification. This electricity consumption is also included in the market based and location-based summary tables. Any electricity that has been sourced as renewable electricity by the electricity product under the market-based method is outlined as such in the market-based summary table.

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as relevant, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. They have been non-quantified due to one of the following reasons:

1. **Immaterial** <1% for individual items and no more than 5% collectively
2. **Cost effective** Quantification is not cost effective relative to the size of the emission but uplift applied.
3. **Data unavailable** Data is unavailable but uplift applied. A data management plan must be put in place to provide data within 5 years.
4. **Maintenance** Initial emissions non-quantified but repairs and replacements quantified.

Relevant non-quantified emission sources	Justification reason
N/A	

Data management plan for non-quantified sources

There are no non-quantified sources in the emission boundary that require a data management plan.

APPENDIX D: OUTSIDE EMISSIONS BOUNDARY

Excluded emission sources

The below emission sources have been assessed as not relevant to this organisation's operations and are outside of its emissions boundary. These emissions are not part of the carbon neutral claim. Emission sources considered for relevance must be included within the certification boundary if they meet two of the five relevance criteria. Those which only meet one condition of the relevance test can be excluded from the certification boundary.

Emissions tested for relevance are detailed below against each of the following criteria:

1. **Size** The emissions from a particular source are likely to be large relative to the organisation's electricity, stationary energy and fuel emissions.

2. **Influence** The responsible entity has the potential to influence the reduction of emissions from a particular source.

3. **Risk** The emissions from a particular source contribute to the organisation's greenhouse gas risk exposure.

4. **Stakeholders** Key stakeholders deem the emissions from a particular source are relevant.

5. **Outsourcing** The emissions are from outsourced activities previously undertaken within the organisation's boundary, or from outsourced activities typically undertaken within the boundary for comparable organisations.

Excluded emissions sources summary

Emission sources tested for relevance	Size	Influence	Risk	Stakeholders	Outsourcing	Justification
Cleaning and chemicals	N	N	N	N	N	**Size:** The emissions source is likely to be less than 10 t CO_2-e, which is not large compared to the total emissions from our largest emission sources, ICT services and equipment, Transport (land and sea), and Outsourced customer support services, which together amount to ~676 t CO_2-e. **Influence:** We do not have the potential to influence the emissions from this source, including by shifting to a different lower-emissions supplier for our business. **Risk:** There are no relevant laws or regulations that apply to limit emissions specifically from this source, the source does not create supply chain risks, and it is unlikely to be of significant public interest. **Stakeholders:** Key stakeholders, including the public, are unlikely to consider this a relevant source of emissions for our business. **Outsourcing:** We have not previously undertaken this activity within our emissions boundary and comparable organisations do not typically undertake this activity within their boundary.
Food	N	N	N	N	N	**Size:** The emissions source is likely to be less than 10 t CO_2-e, which is not large compared to the total emissions from our largest emission sources, ICT services and equipment, Transport (land and sea), and Outsourced customer support services, which together amount to ~676 t CO_2-e. **Influence:** We do not have the potential to influence the emissions from this source, including by shifting to a different lower-emissions supplier for our business. **Risk:** There are no relevant laws or regulations that apply to limit emissions specifically from this source, the source does not create supply chain risks, and it is unlikely to be of significant public interest. **Stakeholders:** Key stakeholders, including the public, are unlikely to consider this a relevant source of emissions for our business. **Outsourcing:** We have not previously undertaken this activity within our emissions boundary and comparable organisations do not typically undertake this activity within their boundary.

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