

## System Reliability and Availability Performance

Disclosure	Performance		Unit	2020	2021	2022	2023
GRI G4-EU1	Energy generating capacity	Hydropower <sup>1</sup>	MW	1,900.00	1,900.00	1,900.00	1,900.00
		Solar energy <sup>2</sup>	MW	14.73	14.73	14.73	14.73
	Cogeneration <sup>3</sup>	Electricity	MW	237.50	237.50	237.50	237.50
		Steam	Ton/hr	ND	ND	40.00	40.00
GRI G4-EU2	Total energy generated <sup>4</sup>	Hydropower <sup>1</sup>	MWh	7,221,506.70	9,149,499.88	10,025,549.39	8,721,281.85
		Solar energy <sup>2</sup>	MWh	20,130.04	23,247.32	22,873.85	22,806.85
	Cogeneration <sup>3</sup>	Electricity	MWh	1,535,670.45	1,543,851.11	1,655,955.84	1,605,762.12
		Steam	Metric Tons	ND	ND	78,036.00	80,492.00
GRI G4-EU30	Average plants availability factor	XPCL	Percentage	95.99	92.85	90.29	82.27
		NN2	Percentage	97.13	96.96	97.63	93.32
		BKC	Percentage	98.74	99.18	98.51	99.08
		BIC	Percentage	96.00	96.63	96.60	100.00
	Numbers of unplanned power outages	XPCL	Time	ND	ND	0	2
		NN2	Time	ND	ND	1	1
		BKC	Time	ND	ND	0	0
		BIC	Time	ND	ND	2	1
S&P Global	Gas leakage rate	Transportation/Transmission	Percentage	ND	ND	0	0
		Distribution to households	Percentage	ND	ND	0	0
		Storage	Percentage	ND	ND	0	0

- Remarks :**
- ND means No Data Available
  - 1 The Company generates electricity from hydropower only in Xayaburi and Nam Ngum 2 power plants.
  - 2 The Company generates electricity from solar energy only in Bangkhenchai power plant.
  - 3 The Company generates electricity and steam only Bangpa-in cogeneration power plant. (Bangpa-in cogeneration power plant 1 has installed capacity of 117.5 MW of electricity and 20 tons of steam per hour and Bangpa-in cogeneration power plant 2 has installed capacity of 120 MW of electricity and 20 tons of steam per hour.)
  - 4. Data from 2020-2021 were reported using power purchase agreement (PPA) between the Company and suppliers as reference, while data from 2022-2023 were reported using the Company's actual total energy generation.

Disclosure	Performance	Unit	2020	2021	2022	2023
S3.3 C	Number of incidents or complaints related to consumer rights violations, along with corrective measures	XPCL	case	0	0	0
		NN2	case	0	0	0
		BKC	case	0	0	0
		BIC	case	0	0	0
S&P	Number of customers who have been assessed for satisfaction	XPCL	Percentage	ND	ND	ND
		NN2	Percentage	ND	ND	ND
		BKC	Percentage	ND	ND	ND
		BIC	Percentage	ND	ND	ND
S3.7R	Customer satisfaction survey results.	XPCL	Percentage	ND	ND	ND
		NN2	Percentage	ND	ND	ND
		BKC	Percentage	ND	ND	ND
		BIC	Percentage	ND	ND	ND

**Remarks :**

- ND means No Data Available
- XPCL means Xayaburi power plant
- NN2 means Nam Ngum 2 power plant
- BKC means Bangkhenchai power plant
- BIC means Bangpa-in cogeneration power plant