

System Reliability and Availability Performance

Disclosure	Data		Unit	2021	2022	2023	2024
GRI G4-EU1	Energy generating capacity	Hydropower ¹	MW	1,900.00	1,900.00	1,900.00	1,900.00
		Solar energy ²	MW	14.73	14.73	14.73	14.73
	Cogeneration ³	Electricity	MW	237.50	237.50	237.50	237.50
		Steam	MWh	ND	40.00	40.00	40.00
GRI G4-EU2	Total energy generated ⁴	Hydropower ¹	MWh	9,149,499.88	10,025,549.39	8,721,281.85	8,779,731.69
		Solar energy ²	MWh	23,247.32	22,873.85	22,803.96	21,831.38
	Cogeneration ³	Electricity	MWh	1,543,851.11	1,655,955.84	1,605,762.12	1,600,296.31
		Steam	Metric Tons	ND	78,036.00	80,492.00	57,445.51
GRI G4-EU28	Numbers of power outages (planned and unplanned) ⁵	XPCL	Time	ND	0	2	3
		NN2	Time	ND	1	1	0
		BKC	Time	ND	0	0	0
		BIC	Time	ND	2	1	0
GRI G4-EU30	Average plants availability factor	XPCL	Percentage	92.85	90.29	82.27	87.03
		NN2	Percentage	96.96	97.63	93.32	92.96
		BKC	Percentage	99.18	98.51	99.08	98.83
		BIC	Percentage	96.63	96.60	100.00	100.00

- Remarks**
- ND means No Data Available
 - N/A means Not Applicable
 - XPCL means Xayaburi power plant
 - NN2 means Nam Ngum 2 power plant
 - BKC means Bangkhenchai power plant
 - BIC means Bangpa-in cogeneration power plant
 - Xayaburi power plant began commercial operations in October 2019 and began data collection in 2020.
- 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.
- 4 Data from 2020-2021 were reported using power purchase agreement (PPA) between the Company and suppliers as reference, while data from 2022-2024 were reported using the Company's actual total energy generation.
- 5 Number of power outages at the power plants in 2022-2024, including both planned and unplanned outages.



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Disclosure	Data		Unit	2021	2022	2023	2024
S&P Global	Gas leakage rate	Transportation/Transmission	Percentage	ND	0	0	0
		Distribution to households	Percentage	ND	0	0	0
		Storage	Percentage	ND	0	0	0
S3.3 C	number of incidents or complaints related to consumer rights violations, along with corrective measures	XPCL	case	0	0	0	0
		NN2	case	0	0	0	0
		BKC	case	0	0	0	0
		BIC	case	0	0	0	0
S&P	number of customers who have been assessed for satisfaction	XPCL	Percentage	ND	ND	100	100
		NN2	Percentage	ND	ND	100	100
		BKC	Percentage	ND	ND	100	100
		BIC	Percentage	ND	ND	100	100
S3.7R	Customer satisfaction survey results	XPCL	Percentage	ND	ND	97.50	92.50
		NN2	Percentage	ND	ND	100.00	98.33
		BKC	Percentage	ND	ND	96.00	96.00
		BIC	Percentage	ND	ND	99.19	99.10

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