



28 October 2022

1Q-3Q Highlights

MSCI ESG Rating Upgraded to AA

Retail Gas Sales Volume Up 4.4% to 18,832 mil m³

Integrated Energy Sales Volume up 29.5% to 18,208 mil kWh

Added 14.85 mil m³ Installed Daily Capacity for C/I Customers and 1.526 mil New Residential Customers

Added 41 New Integrated Energy Projects and Citygas Projects

New Customer Penetration Rate of Value Added Business Reached 33% and Existing Customer Penetration Rate was 11%

Improving Safety Management Performance

Adhere to the motto of "risks must be visible, major risks identified and well managed" and deploy intelligent safety operation system

- Enhanced Safety Inspection: Project companies participated in national/provincial governments-led special safety inspection in the first three quarters. During the period, the Company conducted spot check and regular investigations on sites and established a regional regular investigation mechanism to manage hidden risks;
- Safety Management Digitalisation: Introduced a digital security system providing features include compliance & governance management, infrastructure security management, operational safety management and maintenance, capability improvement, and databased risk indication, in addition to traditional onsite safety supervision and management.

All-scenario Safety Management

- □ Customer-side Hidden Danger Rectification: Concentrate on investigation regarding customer safety and hidden danger, and rectification for old communities and C/I customers;
- Pipeline Management: Accelerate old pipelines retrofitting to ensure pipelines safety;
- Integrated Energy Sites Management: Investigate and rectify hidden dangers onsite, and improve the operation and maintenance standard system for operational projects; upgrade quality supervision for constructing projects;
- Project contract management: Continuously improve project management, constantly optimise rules and improve project standards.

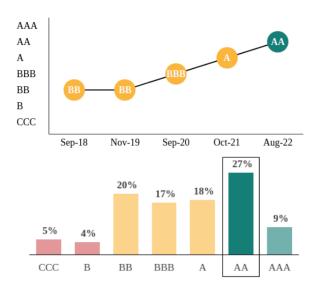
Digitalised Safety Management

- Digital Products: Product improvement and product experience management with new digitalised product functions;
- Online Digital Intelligence Promotion: Rollout the company's engineering visualisation and intelligent operation systems
- Development of Intelligent Operation Centre: Keep developing diversified functions of the intelligent operation centre for effective management and constructing the centre in subsidiaries.

ESG Highlights

ESG performance has been recognised by the capital market and maintained a leading position in the industry

MSCI ESG rating upgraded to AA



The Company's ESG rating was upgraded from A to AA and is now the highest rated among peers in the Greater China region. This is the forth consecutive year for the Company to be upgraded by MSCI.

Hang Seng ESG rating upgraded to A+



Hang Seng ESG Rating Benchmark

Industry Peers (out of 31 companies)	Top 20%
Universe (out of 575 companies)	Top 10%

Sustainalytics ESG risk level lowered



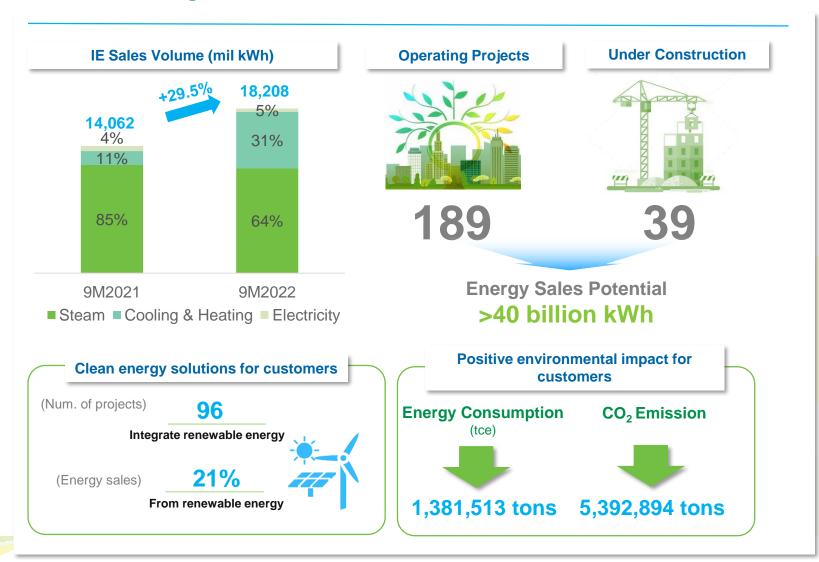
ESG Risk Rating Benchmark		
Utilities Industry	187/682	
Global Universe	7,277/14,822	

*As of 16 Oct 2022

It is the first time for the Company to proactively respond to Sustainalytics ESG risk rating. The institution has adjusted the risk level of the Company to Medium Risk, which is a leading rating among peers in the Greater China Region.

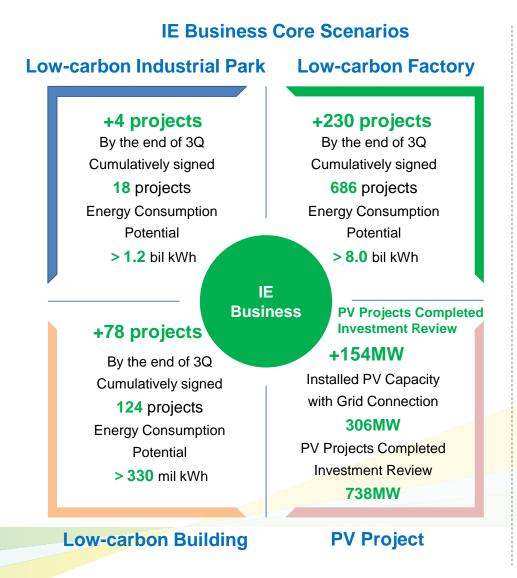
IE Business

Focus on the energy and carbon management for C/I customers to support their low-carbon transformation and drive the growth of IE business



IE Business Scenarios and Development

Provide low-carbon solutions and develop new customers in different scenarios leveraging on our low-carbon technologies and diversified product portfolios



IE Business—Electricity Services and Products

"Dual-Carbon" policy will further promote the development of electrification, demands for electricity will significantly increase on the consumption side, and the scale of electricity services will also expand rapidly, bringing unlimited business opportunities.

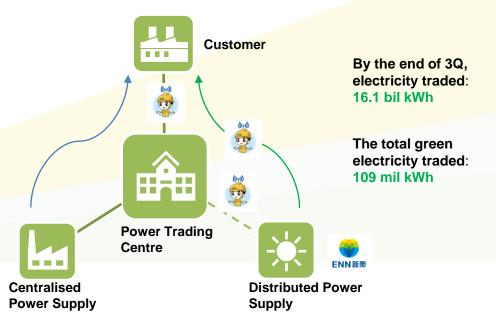
Seising opportunities brought by electricity market reform

Electricity Sales MT and LT trading, spot trading, green electricity trading, demand side response... Photovoltaic Distributed PV, centralised PV... Distribution
Network
Small & Micro
distribution network...

Power Distribution
Operation hosting,
operation and
maintenance...

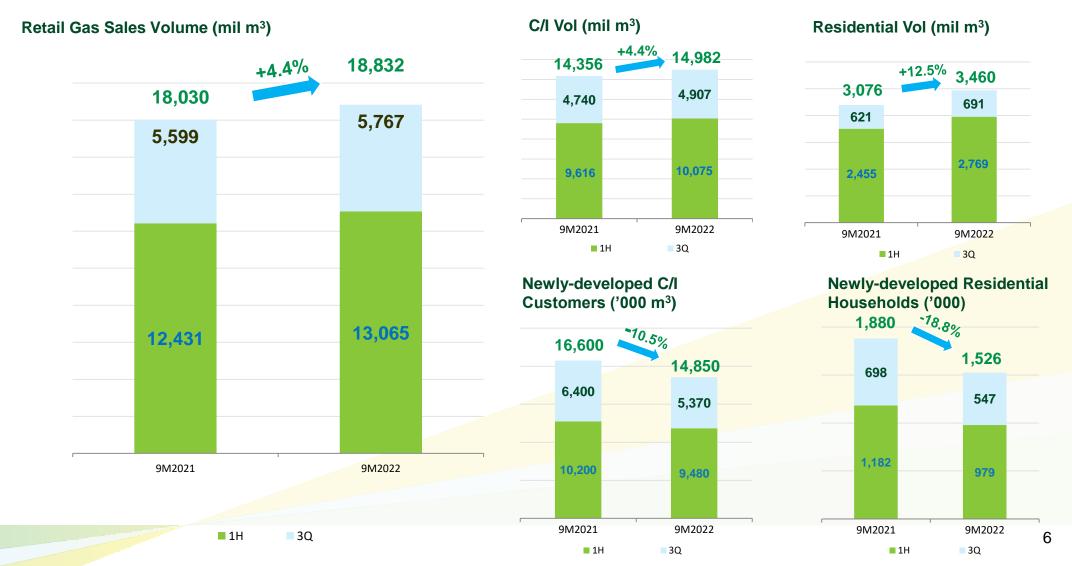
Other Products
Energy
Storage...

Products Integration



Retail Gas Sales Business

Retail gas sales vol maintained growth, thanks to the Group's responsive measures to tackle market changes, while the progress of new customers development was still affected by Covid prevention measures



Resource Procurement

Diversified resources to ensure stable supply during the heating season and reduce costs; demand-driven resources procurement, allocation and pricing

Resources

<u>Three Majors</u>: Deepen strategic cooperation to obtain stable gas supply;

<u>Independent Sources</u>: LNG long-term contracts of 1.44 million tons and LNG plants contracted vol of 70,000 tons a year;

<u>Unconventional Sources</u>: Secured 3 mil m³ per day from various suppliers;

Gas Storage Capacity: The total gas storage capacity reached 569 million m³.

Customers

<u>Industrial Users</u>: Targeting key customer types to conduct communications and demand forecast on a monthly basis;

<u>Large Users</u>: Tailor-made solutions covering all business scenarios and the life cycle of large users;

<u>Heating Demand</u>: Conduct 40-day rolling temperature forecast in 14 major cities in cooperation with meteorological institutions, and develop supply-demand optimisation measures;

New Customers: Advance planning, one strategy for one customer.

Value Added Business

Proactive marketing of core products and upgrade to integrated lifestyle solutions based on customer needs



Rising Penetration Rate

New customers
33 %
9M2021: 19%

Existing customers
11%
9M2021: 8%

Upgrade Value Creation Model with Core Products



Residential customers as the centre, vigorously develop Safe Home, Smart Home, Green Home core products

Enhance our Brand Awareness

Digital Marketing Event Marketing

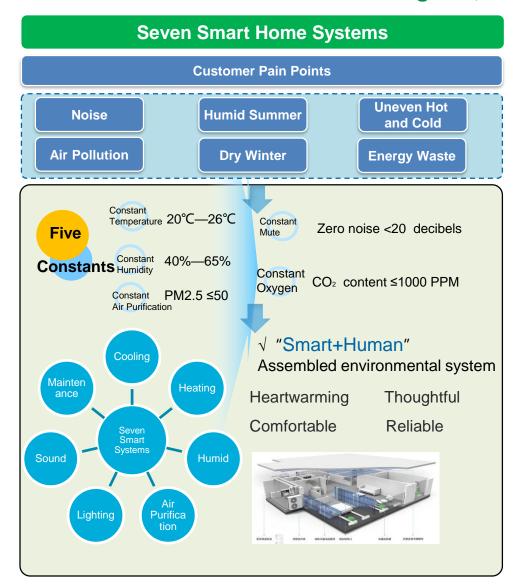
Content Marketing

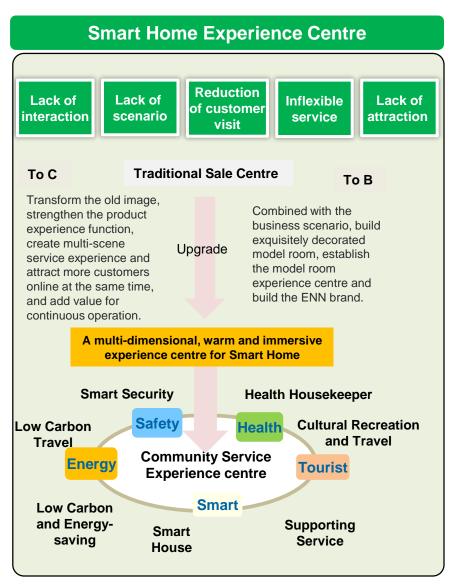
PR Marketing

Brand-building

Innovative Product Design and Planning

Facilitate residential customer to build a green, safe & smart home











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