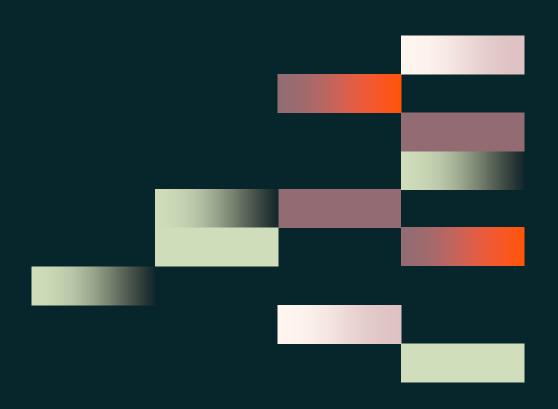
# Capital markets day 2022

CEO – Rolf Barmen

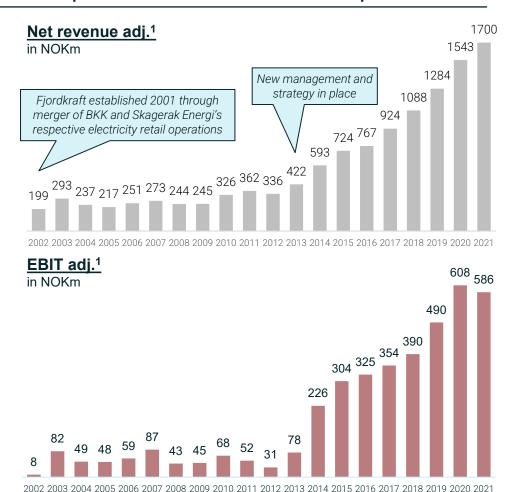
**OSLO 6 APRIL 2022** 



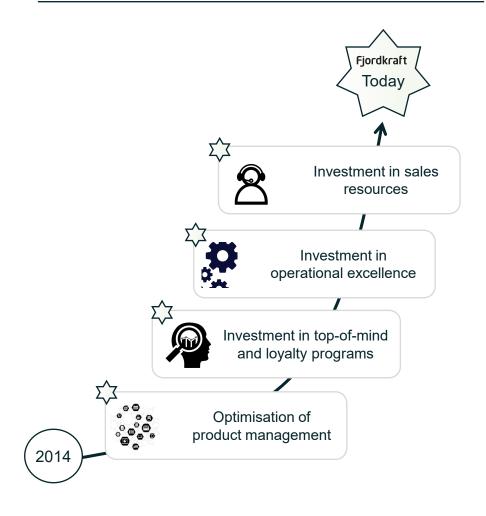
Fjordkraft Holding

## A highly successful strategy execution has resulted in an impressive profitability shift and net revenue growth

#### Impressive net revenue and EBIT development...



...enabled through optimisation & focused investment



Source: Company information

<sup>1)</sup> NGAAP until 2015, IFRS for 2016 and 2017. 2016, 2017, 2018, 2019, 2020 and 2021 excluding estimate deviations, other gains & losses, special items and depreciation of acquisitions

#### Key focus areas and milestones in our historical strategy plans

#### 1st strategy plan:

- Growth of value-added services in the Consumer segment
- Increased profitability and customer growth in the Business segment

#### 2nd strategy plan:

- Launch of Mobile service provider offering
- Launch of Extended Alliance offering
- Consolidation of the Norwegian market
- Establishing a climate neutral supply chain and the UN awardwinning Klimanjaro initiative

#### 3rd strategy plan:

- Established AllRate and Metzum, offering billing and rating and software solutions
- Expanding to Sweden and Finland
- Launch of Fjordkraft Marketplace
- The digitalization of the industry through introduction of smart meters, enabling i.a. real time monitoring
- Launch of Klimahub.no

#### Key focus areas going forward

Further develop product offering within risk mitigating products 3 Improve availability and transparency and ensure high quality customer service. Support Trygg Strømhandel compliance Establish our Mobile operations on an MVNO-platform, which will improve profitability

#### A wide range of brands and business units in the Group's portfolio













KRAFTALLIANSEN

**Betalservice** 





Mobile service provider

Electricity related service companies





#### Fjordkraft AS will be headed by former S-banken CEO - Magnar Øyhovden



• Fjordkraft



Mobile service provider

○ Fjordkraft MObiL

#### Roger Finnanger will be leading the Group's B2B activities across all brands



"Elmera Group ASA" to be suggested as new name of Fjordkraft Holding ASA on the AGM, to better reflect the width of the Group's brands and value creation











Electricity related service companies

KRAFTALLIANSEN

TrøndelagKraft

**Betalservice** 





Mobile service provider





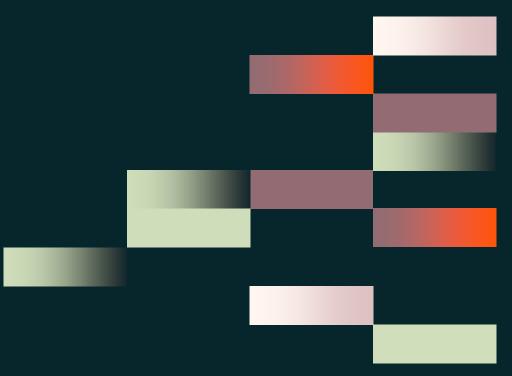
#### Key investment highlights

Operating in the attractive and well-regulated Nordic electricity retailing market with a stable demand profile and growth opportunities from electrificationrelated products and services Largest player in Norway and with the necessary footprint to scale and replicate operations across the Nordics 3 The broadest product offering<sup>1</sup> in the industry incl. a digital ecosystem and the clear no. 1 electricity retailer on digital maturity in Norway A fragmented retail industry representing significant opportunities for consolidation across the Nordics with synergies enabled by scale and efficient operations Attractive financial profile with a high cash conversion and limited capital expenditure requirements resulting in solid acquisition- and dividend capacity

# Trading update Q1'22 and Financial outlook

CFO – Birte Strander

**OSLO 6 APRIL 2022** 



**Fjordkraft** Holding

#### Trading update Q1 2022

Customer figures quarter-end (QoQ change):

• Consumer: 663' (-29')

Business: 115' (+4')

Nordic: 177' (+5')

New Growth Initiatives:

Mobile: 154' (-6')

Extended Alliance: 87' (0')

#### Group EBIT adj. expected in the area of NOK 160-170m for Q1 2022

- All time high financial performance in the Business segment
- Nordic segment significantly better than earlier indicated no under-hedging effects in the quarter
- Consumer segment negatively affected by very mild weather and low consumption volumes
- New Growth Initiatives also affected by lower consumption volumes from Alliance



#### Organic financial targets 2022-2023

Group

- Targeting a net revenue in the area of NOK 1,600-1,650m for 2022 and 2023
- EBIT adj. in the area of NOK 500-550m for 2022 and 2023. 2022 expected in the lower end of the interval (EBIT adj. margin in the area of 30-34%)

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Cap.ex

Targeted to be in the area of NOK 65-70m annually

Sales commissions

Targeted to be in the area of NOK 180-200m annually

#### Key drivers and expectations for the segments

#### Consumer

- Competition expected to continue at a high level. Consumer demand likely to turn towards more risk mitigating products
- Expecting a decline in average consumption per delivery due to high electricity prices and increased customer awareness
- EBIT adj. margin likely in the mid-20s for the next years

#### Business

- Positive underlying development expected to continue good momentum for further customer growth
- 2021 results particularly strong aiming towards a nominal EBIT adj. in line with the strong 2021 performance for the next years

#### Nordic

 2022 negatively affected by fixed price portfolio. Expecting a slightly positive EBIT adj. for 2022 and in the area of NOK 30m in 2023

#### New growth initiatives

- Expecting a positive EBIT adj. from 2022 with further growth into 2023
- Increasing demand for solar energy solutions and EV charging to be important growth drivers

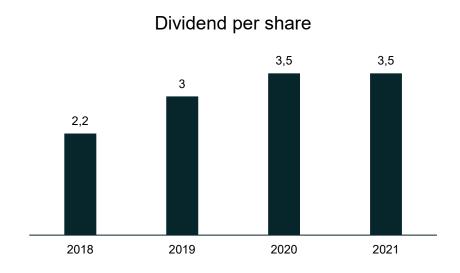
#### Capital allocation targets

#### Dividend

• Target pay-out ratio of at least 80% of net income, adjusted for certain cash and non-cash items

#### Leverage

- Targeting a leverage of 2-2.5x NIBD/EBITDA with variations intra-year due to seasonality in net working capital
- Current balance sheet enabling substantial capacity to finance acquisitions



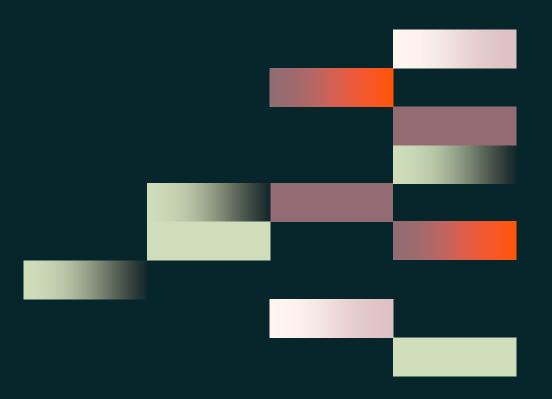
- The dividend policy in combination with M&A ambitions expected to bring NIBD/EBITDA to 2-2,5x
- Main capital allocation priorities: M&A and ordinary dividends
- However, share buybacks and extraordinary dividends will continuously be considered if the consolidation is moving slower than anticipated

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## Power Trading

COO – Solfrid F. Andersen

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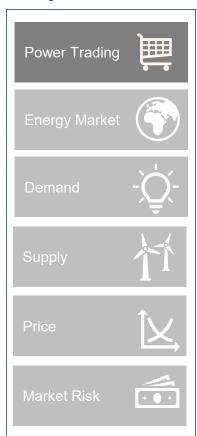


Fjordkraft Holding

#### An introduction to the Group's power trading function

#### **Key responsibilities:**

#### Navigation





Power purchasing, both in the physical and financial market



Serve the business units with market insight



Handling of electricity certificates and green products

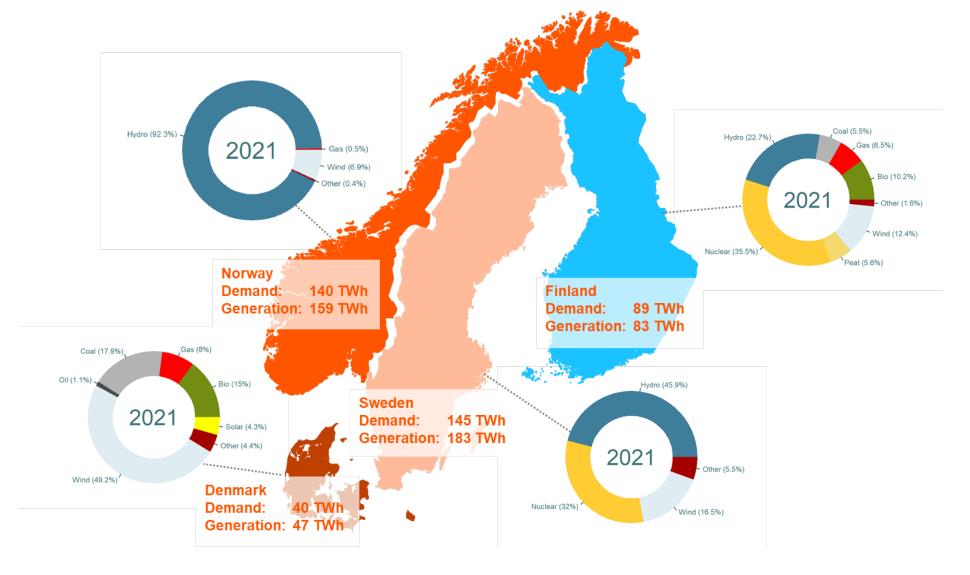


Individual and portfolio Risk Management

#### The production mix in the Nordics

#### Navigation

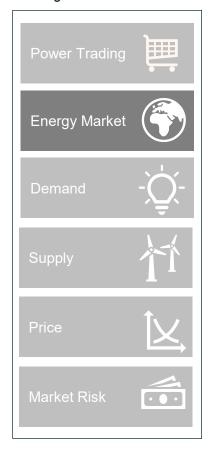


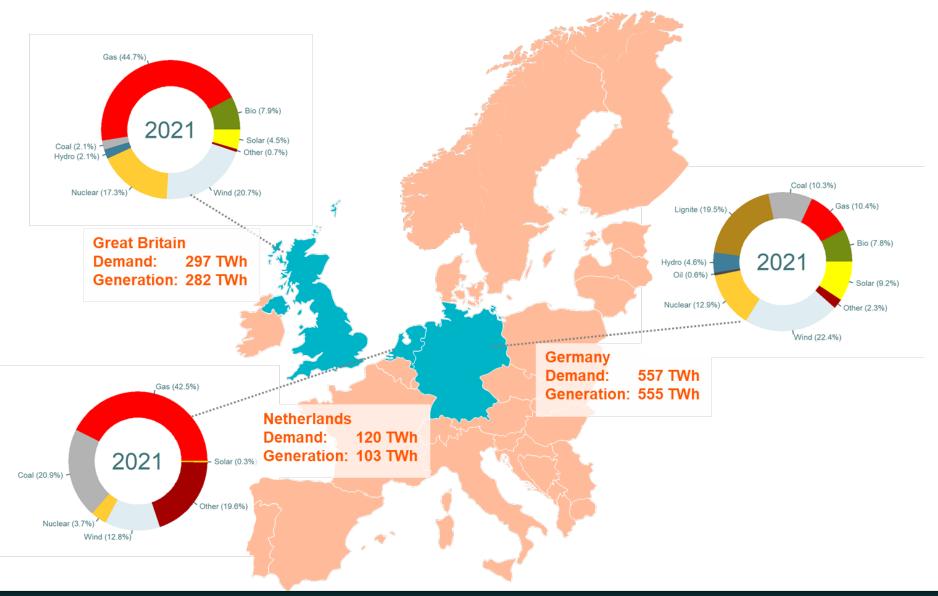


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#### Europe is transitioning from fossil production to renewables

#### Navigation

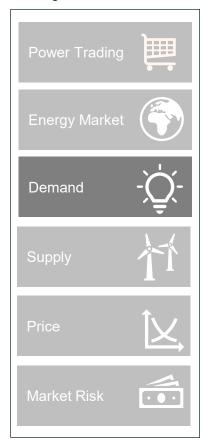


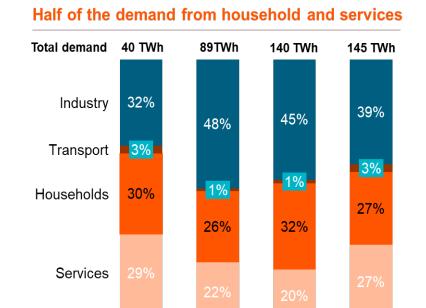


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#### A high and stable demand for electricity in the Nordic countries

#### Navigation





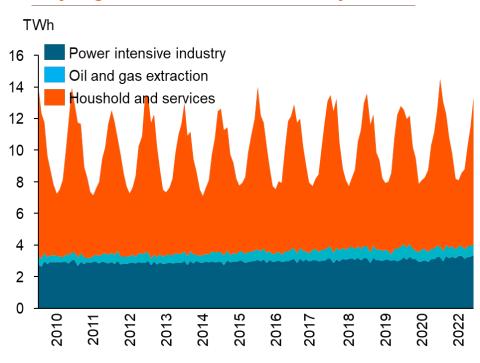
Finland

Agriculture etc.

6%

Denmark

#### Very large demand variations in Norway



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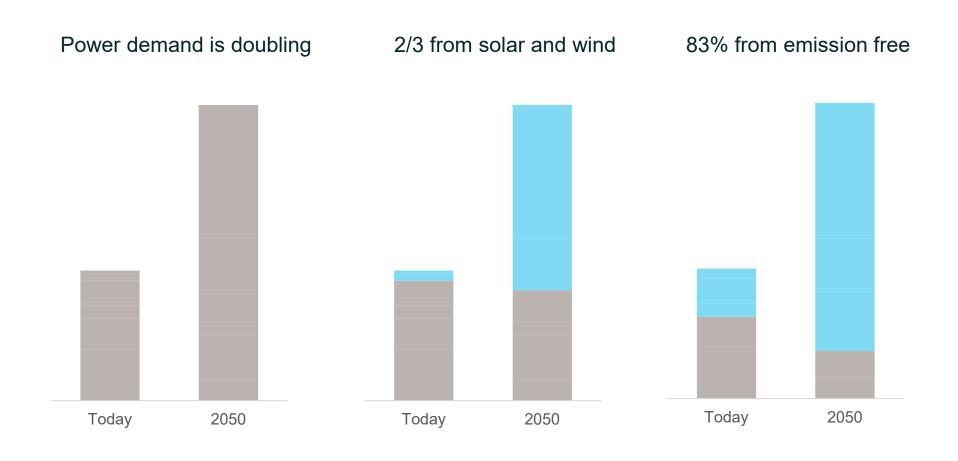
Sweden

Norway

## The demand for power is doubling – the majority of new capacity coming from renewables and low emissions

#### Navigation

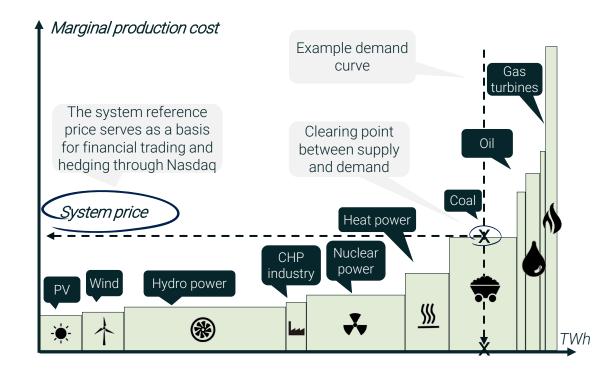




#### Determination of the electricity price

#### Navigation



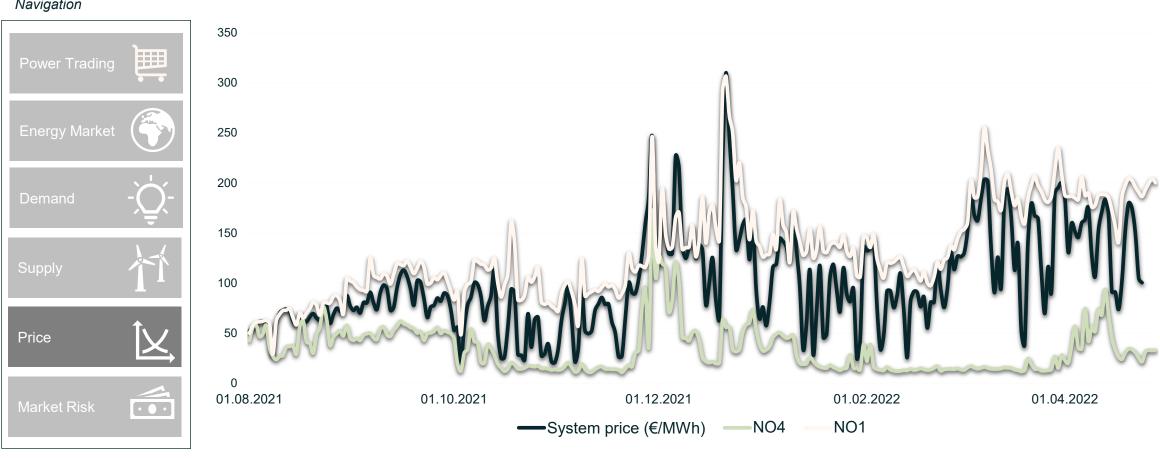


- The price is set with an unconstrained market clearing and is a theoretical reference price for the Nordic region
- The system price function as reference price for most of the financial contracts

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#### Prices can differ greatly between areas due to limited transfer capacity

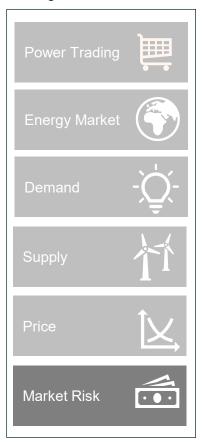
#### Navigation



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#### Market risk description and mitigation

#### Navigation



Risk Profile risk Volume risk Price risk category When the purchase When the consumption When consumption price and selling price pattern differs from differs from hedged When does differs. i.a. due to time hedged volume pattern volume it occur? 14-day exposure on Exposure on fixed Exposure on fixed price contracts with no variable contracts in price contracts and Our risk Consumer segment volume restrictions and variable contracts exposure (appr. 30% of the variable contracts segment's volume) when fully hedged Limit sale of fixed Financial instruments Financial instruments Risk contracts with no such as peak load or such as Asian options mitigation volume restrictions or forward contracts peak/base load swap

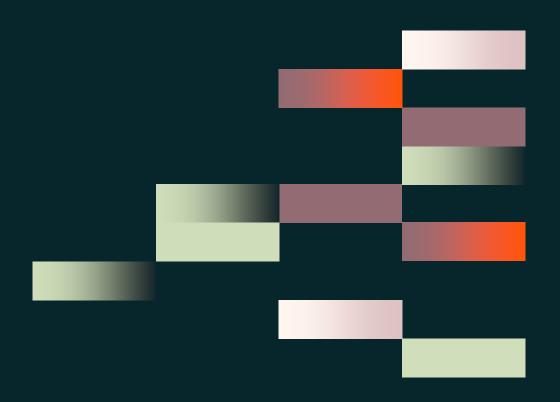
Fjordkraft aim to minimise the Group's market risk exposure associated with the offering of fixed price and related hedging products to its customers

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### Consumer segment

EVP Consumer – Christian Kalvenes

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Fjordkraft Holding

## Fjordkraft is the largest player in the Norwegian consumer market, supplemented by both a strong fighting brand and a regional brand

#### Consumer segment in brief

The Consumer segment comprises energy sales and an attractive menu of value-added and adjacent services for private households across Norway



# #1 Fjordkraft - the largest and most well-known electricity retail brand in the consumer segment<sup>1</sup> Award winning customer service<sup>2</sup> Winner of Bearing point's Digital leader<sup>3</sup> A broad product range with value added services and an industry leading loyalty program All Consumer brands Trygg strømhandel certified by DNV

A leading market position

# of electricity deliveries4

~660k

Volume (GWh)5

Market Share<sup>6</sup>

~9 TWh

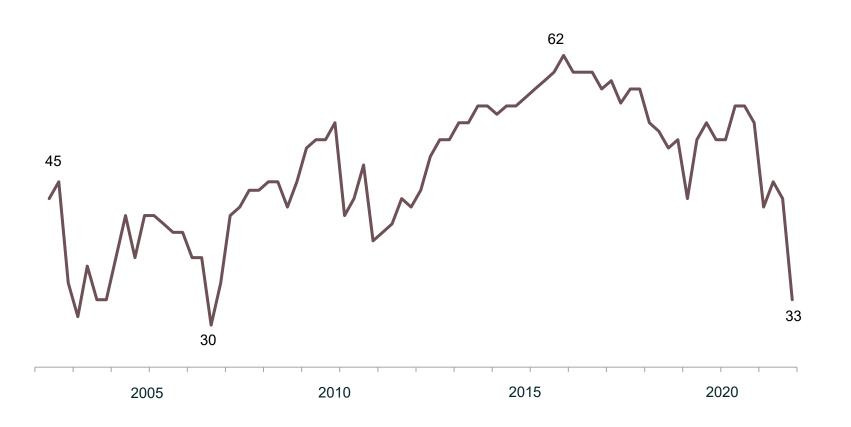
~25%

Source: Company information, TNS Kantar, Norsk Kundebarometer

- 1) Based on market share and customer awareness data from Kantar TNS Energibarometer Q1 2022
- 2) Kantar's KS-Index January 2021
- Digital Leaders 2020 by Bearingpoint
- 4) Number of deliveries at Q1 2022
- 5) Volume sold in 2021
- 6) Based on number of deliveries end of Q4 2021 and total market size from NVE

## Improving customer satisfaction, a must-win battle for future growth and extended profitability

#### Development in the reputation of the Norwegian power industry (2002-2021)



- Industry reputation is highly dependent on price level
- The high elspot price level in 2021 and 2022 has affected the entire industry's reputation and customer satisfaction
- Improving customer satisfaction is considered a must-win battle for future growth and profitability

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Source: TNS Kantar - Q4 2021

Through increased insight and transparency, and further product innovation, we enable energy savings and cost reductions



**Consumption insight** 



**Smart EV charging** 

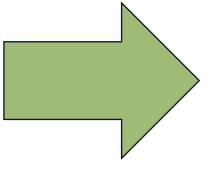


Mobile service offering





**Risk mitigating products** 



Providing customers with insight and value propositions, resulting in energy savings and cost reductions

**Untapped potential within** predictability and cost control

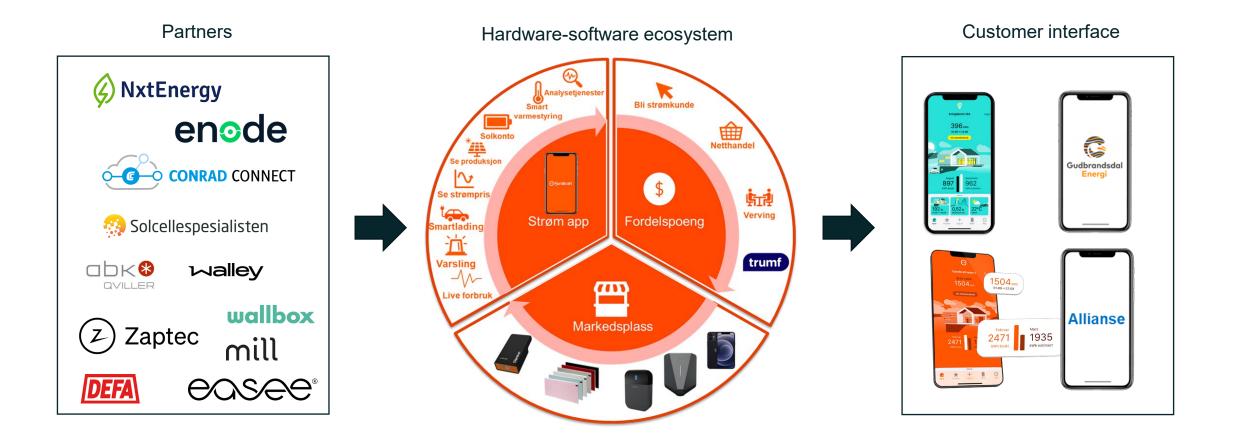
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Further product innovation within predictability and cost control

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#### Partners accelerate innovation and cutting down time to market



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#### A highly competent power trading division combined with product innovation has resulted in significant savings for the customers

	Month	Customer price vs elspot price
	Mar-21	-18,70 øre/kWh
	Apr-21	-7,27 øre/kWh
Spot with management Power trading team aim to minimize market risk, decrease price volatility and protect customers from the highest prices	May-21	-9,54 øre/kWh
	Jun-21	-15,59 øre/kWh
	Jul-21	-6,36 øre/kWh
	Aug-21	-5,58 øre/kWh
Has been beating the spot price 64 of the last 75 months	Sep-21	-17,96 øre/kWh
	Oct-21	+2,10 øre/kWh
	Nov-21	-44,03 øre/kWh
	Dec-21	-95,79 øre/kWh
	Jan-22	-48,59 øre/kWh
	Feb-22	-45,88 øre/kWh

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#### Distribution opportunities in a high-price sentiment

- New customer demands offer new opportunities to move a larger share of our distribution to low-cost pull channels within our digital ecosystem
- We are certified by DNV, assuring quality and transparency
- The demand for the products and services we offer, providing insight, predictability and cost reductions, has never been higher
- We have a strong marketing and multichannel push/pull distribution muscle, which will soon be back at full speed after the pandemic



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#### Summary

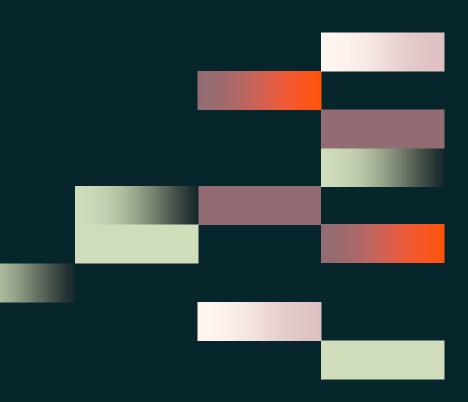
1 Improving customer satisfaction is a must-win battle for future growth and extended profitability
2 Through increased insight and transparency, and further product innovation, we enable energy savings and cost reductions
3 We see untapped potential within products and services related to cost predictability and control
4 The demand for our products and services has never been higher, and our strong marketing and multichannel push/pull distribution muscle will soon be back at full speed

Capital Markets Day 2022 Fjordkraft Holding

# B2B & new energy solutions

EVP Business – Roger Finnanger

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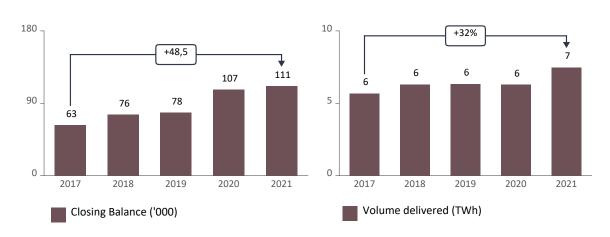


Fjordkraft Holding

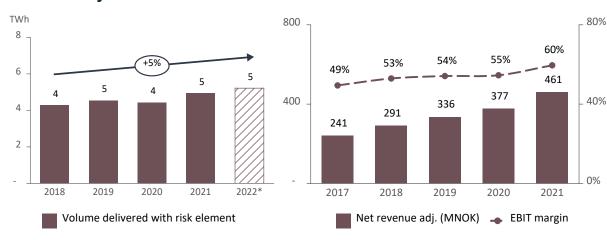
#### Profitable growth made possible by focusing on product management and distribution

#### Our growth story

#### **Customer base:**



#### **Profitability:**



2022\*: targeting 75% risk management of total volume delivered

Source: Company information

#### A Brief look at the business segment

#### A leading market position



A leading market position with > 111` deliveries and >45` business customers



A leading brand position with 97 % brand awareness 1



Offering the industry's most attractive product range



The highest market share in the Business segment1



More than 70 precent of business customers purchase several services

#### **Diversified portfolio**



2500

Co-ownerships



6500 Commercial property customers



7700

Customers through organizational chains



400



3000 Construction industry

4500

aquaculture

# of electricity deliveries<sup>3</sup>

~ 115k

Volume (GWh)4

~7 TWh

Market Share<sup>5</sup> ~20%

#### A tailored approach to each of the segments

**SOHO** 

**Size:** From 0 – 0.2 GWh

Sales capacity:

Balanced distribution with three internal and two external teams within telemarketing

**Customer development:** 

Portfolio-team focusing on follow-up meetings and VAS.

**SME** 

Size: From 0.2 - 5 GWh

Sales capacity:

National presence with **Business Consultants working** towards medium large customers

**Customer development:** 

Portfolio-team focusing on follow-up meetings and VAS.

5 Key account managers follow-up large customers **Large Customer & Public** entities

Size: < 5 GWh

Sales capacity:

One team covering large customers and public entities all across the country

**Customer development:** 

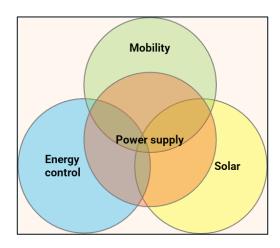
5 Key Account Managers follow-up large customers focusing on risk management and VAS

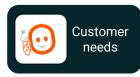
Source: Company information, Kantar TNS, Energibarometeret

- Kantar TNS Q4 2021
- Net revenue 2021 based on IFRS unaudited figures
- Number of deliveries at quarter-end Q1 2022
- Volume sold in 2021
- Based on number of deliveries end of Q4 2021 and total market size from NVE's Q4 2021

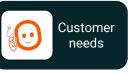
#### Product range addressing customers needs in a market with high price and increasing volatility attract an even larger customer base











#### Wide product range addressing varing risk profiles.

**Cost Control** 

- Allows business customers to manage budgets through predictible electricity cost.
- Hedging is mainly done back-to-back, reducing Fjordkraft's risk exposure

#### **Consumption Control**



- Solutions offering complete overview for large and small customers.
- Reports on all energy sources
- Allows business costumers to take action on time of use to reduse power costs.

#### **New Energy Solutions**



- Taking lead in bringing new solutions to both consumer and business customers through sustainable business models.
- Prosument: Solar & Heat pumps
- **Mobility:** Charging for Business & coownerships.

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### **Cost control:**

# Offering an unique range of services to handle all risk associated with power purchasing

### Risk mitigating services

Businesses seeking to manage their electricity cost can combine several services from our tool-box:

- Fixed price
- Price cap
- Index hedging 20 90 %
- Optimization with loss frame
- Currency exchange at the time of purchase
- Area price hedging
- Consumption-profiled hedging

Back-to-back hedging, reducing Fjordkraft's risk exposure

#### Solutions for all B2B customers

- Standardized products design for SME and SOHO
- Flexible tailored solutions for large customers and public entities

### Minimizing price fluctuation

Index hedging 2 years ahead – approx. 500 trades

Our customers have saved more than 900 NOKm from risk mitigating products in 2021



Volatility fuels demand for Spot with Risk management. It gives the customers predictable and lower power costs in the long run. Around 70% of our volume is delivered with risk mitigating services

### **Consumption control:**

### Strengthening our digital services and reaching out to all our brands with new digital ecosystem

### Large customers & public entities

Complete overview on all energy sources allows large customers to plan their activities on multiple sites and optimize their energy usage.

- Live data monitoring
- Cost control
- Advanced financial reporting
- Solar monitoring
- Integrated EV Charging management system

#### **SME & SOHO**

Complete overview in a user friendly package allows customers to take action to reduce power costs.

- Mobile first solutions for active onsite usage
- · Affordable live data monitoring
- Relevant alarms and notifications
- Self service 24/7



Fall 2022:



**Going forward:** 





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### **New energy solutions:**

# Ramping up our sales systems and sales capacity to meet extreme increase in customer attraction

### Value propositions

### Solar energy solutions Pre - installation:

- Advisory services
- Free online calculation of the customers roof
- Green loans
- PPA for large customers

#### After - installation:

- Live monitoring on consumption and production
- · Solar account
- Solar combined with risk management products





### **EV** charging

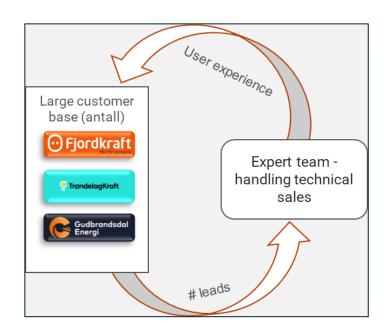
- Advisory services
- · Home charging with financing solutions
- · Charging to co-owners and business
- Smart

#### Administration services:

- · Easy cost allocation between users
- Billing service







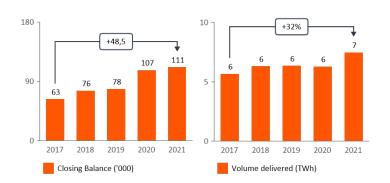
### Scalable capacity

- Dedicated team with expertise in new energy solutions
- Demand driven by green shift and high power price
- Ramping up to meet increasing response on solar panels
- Solar sales In Q1 2022 at same level as full year 2021

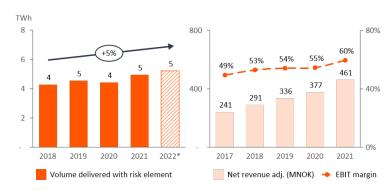
# Strong growth history and organized for further growth with multiple brands and markets

### Our growth history

#### **Customer base:**



### **Profitability:**



2022\*: targeting 75% risk management of total volume delivered

### **Continuous growth**

- Continue to grow sales capacity
- Gudbrandsdal Energy is ramping up capacity in August
- Utilize our product management experience and launch attractive products in all our markets
- Strengthen our digital services
- · Make our energy solutions available in all brands









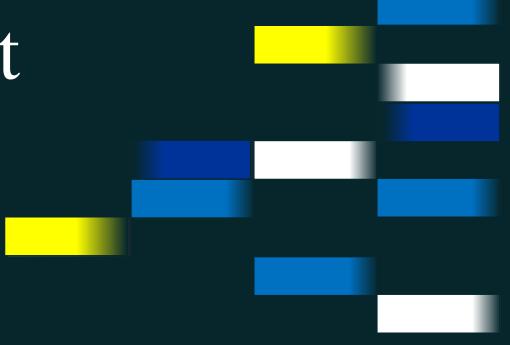


**Fjordkraft** Holding

# The Nordic segment

Per Heiberg-Andersen

**OSLO 6 APRIL 2022** 



Fjordkraft Holding

### Content

- 1. Nordic segment overview
- 2. The fixed price portfolio and an extreme Q4'21
- 3. Energy market normalization and new potential
- 4. M&A status
- 5. Summary



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## 1. Nordic segment overview



Nordic Green Energy (Switch Nordic Green AB) was acquired by Fjordkraft Q4 2020 and is a Swedish-Finnish retailer with offices in Stockholm and Vaasa

Volume	_	Finland	Sweden
3.2 TWh	B2C	17%	17%
	B2B	41%	25%

Fjordkraft Holding ASA

Fjordkraft Industrial Ownership AS

Fjordkraft Nordic AS

Switch Nordic Green AB (Nordic Green Energy)

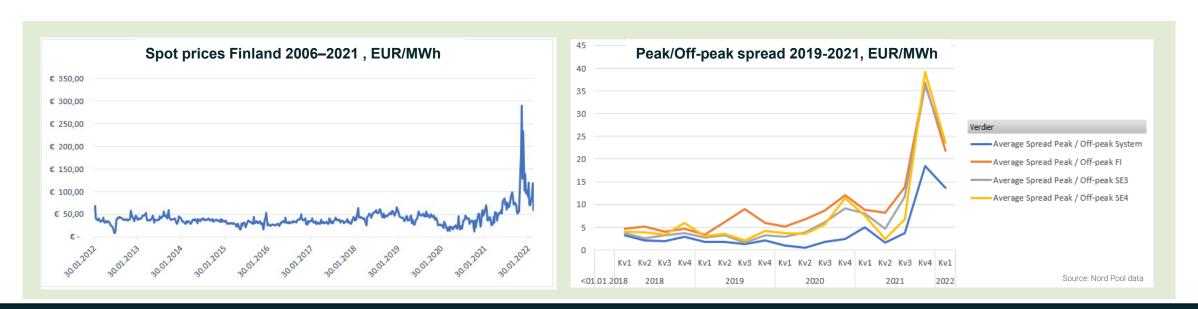
- A challenger and a fighting brand
- Positioned as a retailer of renewable energy
- 177k customers in Sweden and Finland combined
- ...of which 39k is (nonstrategic) "Kundkraft"deliveries
- Operations consolidated in the Vaasa office

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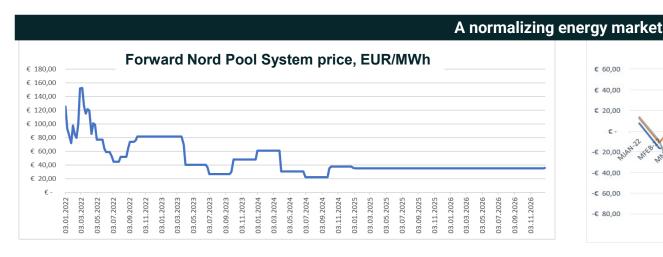
 Datahub project concluded in Finland Feb'22

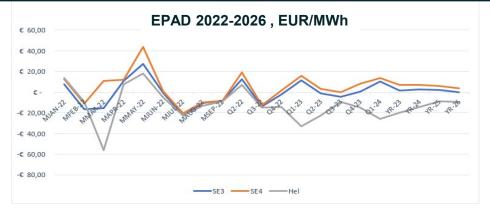
# 2. The fixed price portfolio and an extreme Q4'21

- · Spot prices four times higher than normal due to dip in Nordic nuclear capacity, very weak hydrology and extreme gas prices
- Very low temperatures resulted in under hedging in late December (5°C colder than normal in Finland)
- Extreme volatility caused an extraordinary peak/off-peak spread, which resulted in very high-profile costs throughout Q4
- Measures implemented after the market extremities in Q4'21:
  - Sales stop fixed price products. Focusing on spot-based products while phasing out contracts with higher risk
  - The current portfolio consists of 30% spot-based products and is increasing with the changes in portfolio strategy



## 3. Energy market normalization and new potential





Source: Nord Pool data

### Positive developments in Sweden and Finland

- Public awareness and new focus on electricity and energy balance
- More normal price levels, e.g., the effect from Olkiluoto 3
- Market adjustments: Dynamic priced and low risk products is now more common, also in Finland

- EV/PHEVs 1/3 of new sales in 2021 in both Sweden and Finland
- Dynamic tariff in network pricing and flexibility pilots in Sweden
- Datahub in Finland from February 2022. Customer centric model.
   Expect more competitive dynamics

- ✓ More homogeneity across the Nordics and an even better fit with our business model
- ✓A quickly growing demand for new app services building on our competitive advantage

## 4. M&A status



- 20+ meetings held
- Most contacts in Finland. Some contacts in Sweden, though limited by elections September '22
- Very positive feedback on the Group's IT platform and services
- Mutual interest and continued dialogue in several of relations

 Growing awareness of risk in the fixed price portfolios – especially in Finland

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- Possible development in valuation of targets
- Moving forward cautiously

## 5. Summary

Nordic expansion will create value to the Group. An indispensable part of strategy to become a cross Nordic player

Replicate group IT platform and enable new digital services. Close cooperation in product management across the Nordics

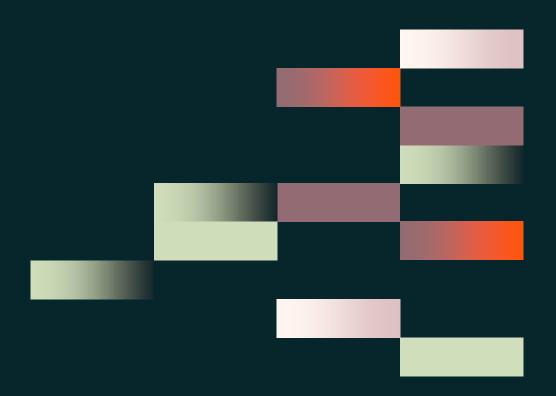
M&A dynamics may pick up 2H'22. Focusing on portfolio structure and risk in M&A opportunities. Moving forward cautiously

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Ambition to become a top four player in both SE and FI by end of 2025

# Q&A



**Fjordkraft** Holding

## Forward-looking statements

This presentation contains, or may be deemed to contain, statements that are not historical facts but forward-looking statements with respect to Fjordkraft's expectations and plans, strategy, management's objectives, future performance, costs, revenue, earnings and other trend information. There can be no assurance that actual results will not differ materially from those expressed or implied by these forward-looking statements due to many factors, many of which are outside the control of Fjordkraft.

All forward-looking statements in this presentation are based on information available to Fjordkraft on the date hereof. All written or oral forward-looking statements attributable to Fjordkraft, any Fjordkraft employees or representatives acting on Fjordkraft's behalf are expressly qualified in their entirety by the factors referred to above. Fjordkraft undertakes no obligation to update this presentation after the date hereof.