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2 July 2026

Investor Presentation – AI Strategy and Factor Overview

Gentrack Group Limited (NZX/ASX: GTK) (Gentrack) hosted an investor presentation today on its AI Strategy and also provided an overview of recently acquired Factor (a New Zealand-founded SaaS business) and its platform capabilities. The presentation provides insight into how Gentrack and its partners are leveraging AI to improve customer outcomes, and highlights its transition from being a retail operations platform to becoming a broader business intelligence platform.

A copy of the presentation is **attached** to this announcement.

ENDS

Contact details regarding this announcement:

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About Gentrack

We are entering a new era, with utilities worldwide transforming to meet business and sustainability targets. For over 35 years Gentrack has been partnering with the world's leading utilities, and more than 60 energy and water companies rely on us. Gentrack, with our partners Salesforce and AWS, are leading today's transformation with g2.

g2 allows utilities to launch new propositions in days, reduce cost-to-serve and lead in total experience.

https://www.gentrack.com

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Built for trust. Powered by intelligence.

Investor Update

2 July 2026

This presentation may contain forward-looking statements. Forward-looking statements often include words such as ‘anticipate’, ‘expect’, ‘plan’ or similar words in connection with discussions of future operating or financial performance.

The forward-looking statements are based on management’s and directors’ current expectations and assumptions regarding Gentrack’s business and performance, the economy and other future conditions, circumstances and results. As with any projection or forecast, forward-looking statements are inherently susceptible to uncertainty and changes in circumstances. Gentrack’s actual results may vary materially from those expressed or implied in its forward-looking statements.

Today’s Agenda

1 Welcome and introductions

2 Gentrack’s AI Strategy and platform demo

3 AWS AI investment and GTK Partnership

4 Factor business overview and product demo

5 Q&A

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Introductions

Andrew Cogger
Client Solution & Innovations Lead

Kenneth Yau
Principal Engineer

Jessica Venning-Bryan
Managing Director - Factor

Matthew Haigh
Head of AI (NZ) - AWS

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AI Strategy

Utilities are beginning to lean heavily into AI

64%

…. of utility companies are investing more than 10% of their total IT budget into AI initiatives.

AI has moved from innovation budgets to core utility technology spending.

43%

…of AI projects are only expected to achieve an ROI within 12 months.

…yet investment plans remain aggressive.

Domain knowledge is the key to success.

S&P Global research. 31.03.26 https://www.spglobal.com/market-intelligence/en/news-insights/research/2026/03/energy-and-utilities-firms-investing-aggressively-in-ai-despite-mixed-returns

Moving from a retail operations to a business intelligence platform

Gentrack’s retail operations platform, combined with Factor's forecasting-led pricing capabilities, helps utilities make better decisions across pricing, products, customer operations and commercial performance. With our AI platform, we are moving to a new age of providing not just retail operations platforms, but business intelligence platforms.

Together, Gentrack and Factor help utilities:

- Improve customer outcomes through more proactive and personalised experience
- Reduce cost-to-serve through automation and intelligence
- Optimise revenue, pricing and commercial performance
- Launch and refine products faster in response to market demand
- Utilise operational data for decision-making

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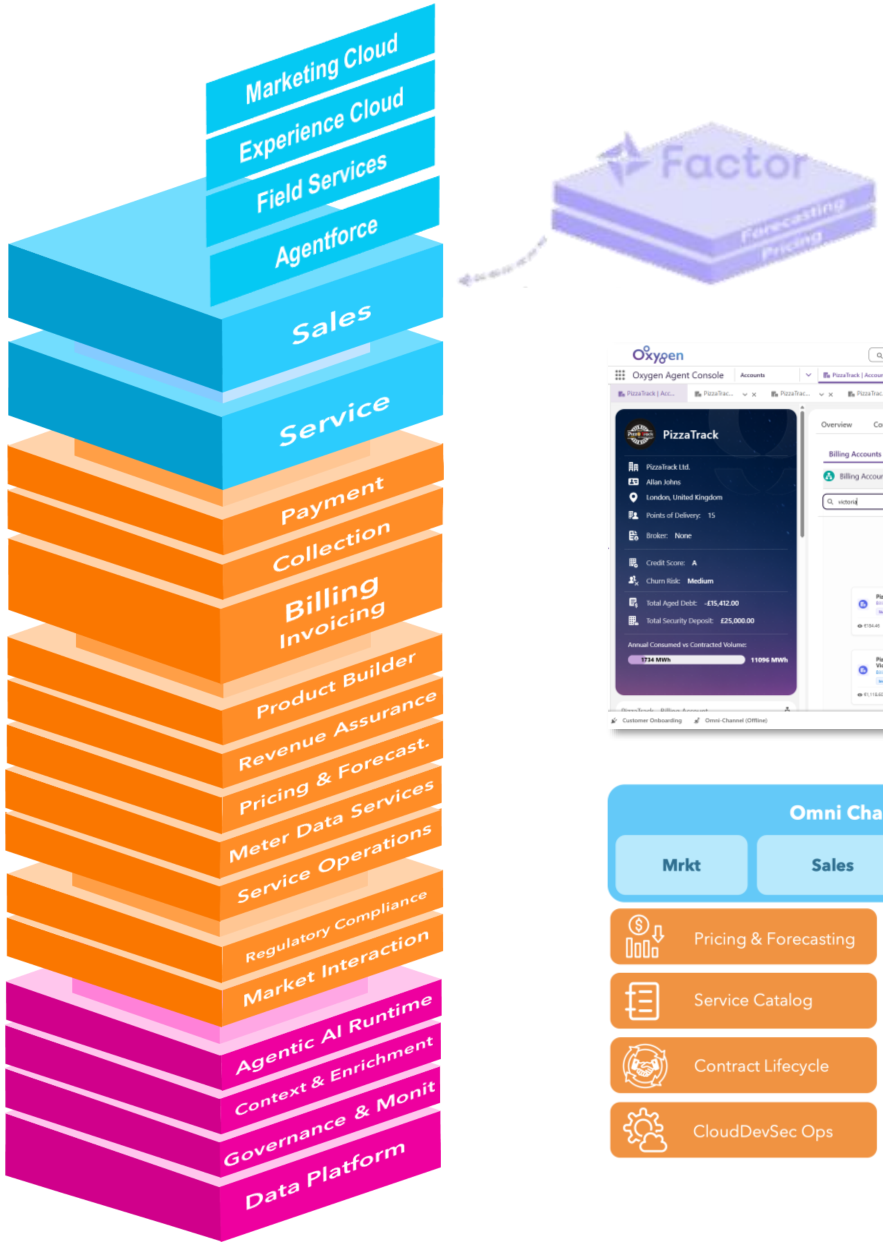
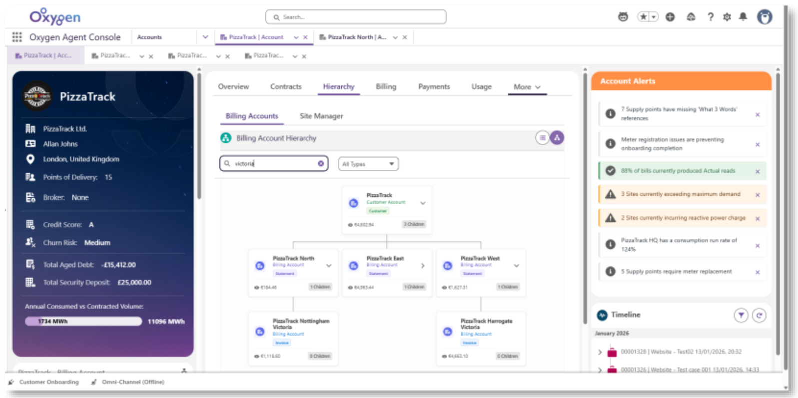
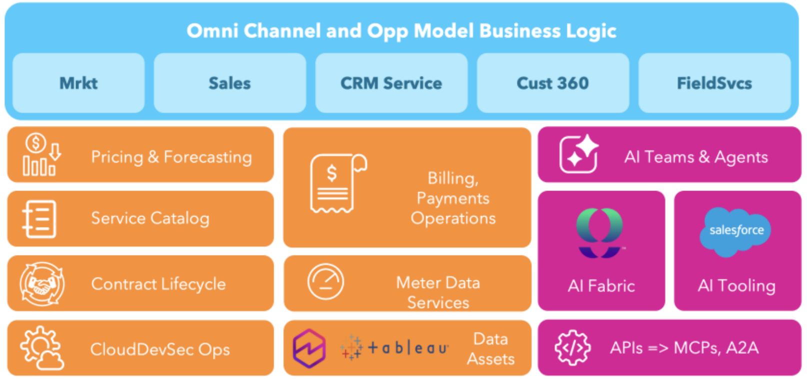
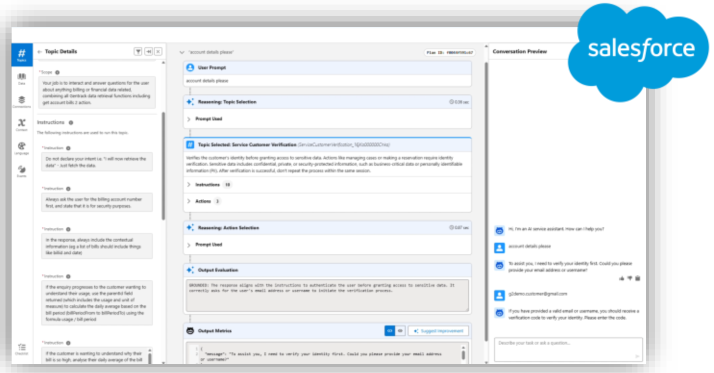
From billing intelligence to business intelligence



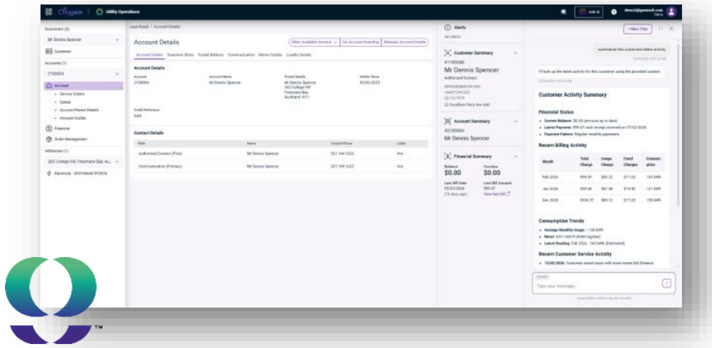




Agentic CX Layer



Agentic Meter & Market Layer



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Gentrack’s operational AI strategy

AN OPEN AI PHILOSOPHY

- Moving our teams closer to working hand in hand with the business
- Enabling our forward deployed engineers to bring value at an unprecedented pace for customers
- Outpace our competitors as an agentic first solution by design
- Complementing Salesforce Agentforce
- Democratizing AI use case to our own development teams, our customers and integration partners

Gentrack's flexible AI principles

AN OPEN AI PHILOSOPHY

1

We open our system to the retailer's AI ecosystem

Access to our core system is liberated for ecosystem innovation (API, Data, MCP, Agent to Agent)

We support open interoperability, not vendor lock-in

2

A retailer's logical AI partner is their billing/CRM supplier

We intimately understand your system and data

We deep industry & regulatory compliance experts

We bring software pedigree and a full AI-SDLC (software dev lifecycle)

We develop once to benefit all

3

AI should be simple, low risk and affordable

Our core systems and IP comes with safety and SLA adherence

Our AI forward deployed engineers train and co-innovate, promoting a BOT model for AI adoption

We aim to provide options to control and manage costs.

Route to market

Our AI opportunity is a blue ocean
Gentrack is already deploying AI FDEs in initial engagements with retailers.

Unlike per-seat SaaS revenue models, our core SaaS revenue is per-service point.

And our AI fabric is backwards compatible for the Gentrack platforms our existing customers have.

As we start to deploy AI platforms, we'll refine our revenue model - but see this as accretive, not competitive, to our existing platform revenue.

And internally, we're advancing and accelerating the use of AI in our product development and project delivery cycles, unlocking efficiency and reducing time to value.

GENTRACK

The age of AI: tomorrow’s intelligence

Matt Haigh

Head of AI (NZ)

AWS New Zealand

Agentic AI maturity scale: from automation to agency

Low agency

More human oversight

High agency

Less human oversight

Follow

Rule-based RPA

Follow a set of rules

Assist

Generative AI assistants

Achieve a specific, predefined goal

Collaborate

Goal-driven AI agents

Operate toward a higher-level objective, not just a task

Pioneer

Fully autonomous agentic systems

Independently set and execute goals

Guiding principles for scaling agentic AI

EMBRACE AGILITY

Stay flexible to outpace change. Build open, secure, scalable systems that evolve with your needs

FOCUS ON CONTEXT (DATA)

Pair the ‘best’ models with your data.
Deliver smarter decisions by combining choice and context

PICK THE RIGHT PATH: BUY & BUILD

Transform work with intelligent solutions. Automate tasks and unlock human creativity at scale

AI in the Energy Sector

TREND 3

AI delivers measurable efficiency gains across the energy sector

AI is no longer a future ambition—it is core to how the energy industry operates today

Utilities are deploying AI at scale

Up to 85% accuracy:
Predicting asset failure
(McKinsey; IDC Energy Insights)

Up to 20% reduction:
Maintenance costs
(McKinsey; IDC Energy Insights)

Oil and gas companies are deploying AI across the full value chain

20–25% savings:
Operating expenses
(McKinsey; IDC Worldwide Oil and Gas Digital Strategies, 2025)

40–60% reductions:
Capital expenditure (CAPEX)
(McKinsey; IDC Worldwide Oil and Gas Digital Strategies, 2025)

The leaders are pulling ahead

43% confidence:
AI will deliver results
(Omdia, 2024 AI Market Maturity Survey)

57% report:
AI has increased revenue growth
(Omdia, 2024 AI Market Maturity Survey)

Why AWS

Infrastructure built for energy at scale

Purpose-built for compute-intensive energy workloads with proven reliability —processes petabytes of seismic data, manages millions of smart meter readings per second.

Broadest AI choice & model flexibility

Model-agnostic access to widest foundation model selection (including Anthropic & OpenAI models)—fine-tune with proprietary data, never locked to a single vendor.

Enterprise Security & Compliance

ISO/IEC 42001 certified with data sovereignty controls—trusted by critical infrastructure operators, keeps data private and under your control.

Largest Energy Partner Ecosystem

Most comprehensive AI partner network in Energy & Utilities spanning seismic analysis to pipeline monitoring to customer engagement, giving companies the flexibility to find the right solution for every use case.

Seamless Integration & Expert Support

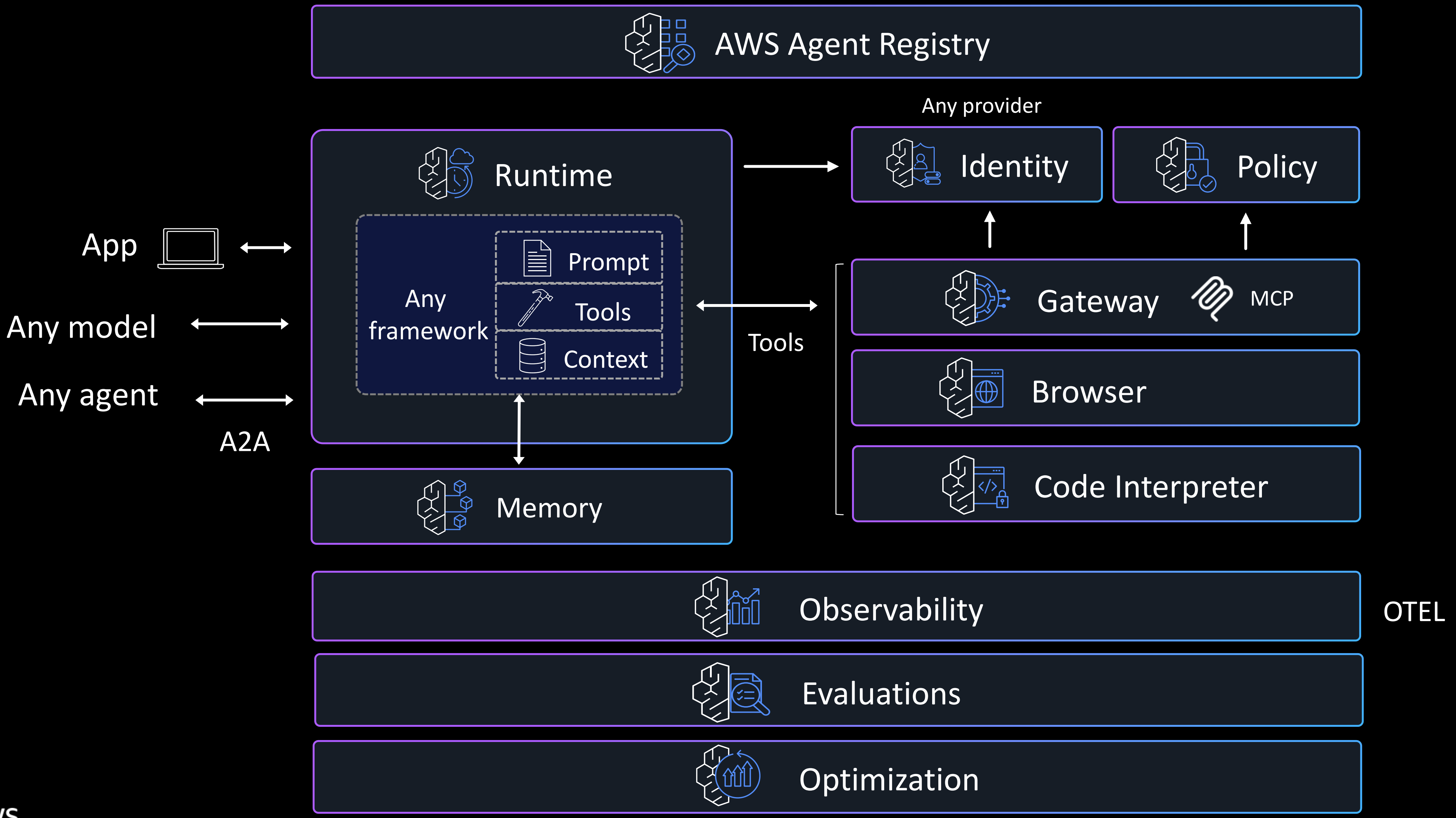
Straightforward integration with existing SCADA and OT systems, plus dedicated experts to train, test, and evaluate energy-specific LLMs.

Enterprise-Ready AI Agents in Production

AI agents deployed today for field operations, asset health, grid management, and outage response—proven solutions delivering results now.

Running agents at scale

Amazon Bedrock AgentCore (Selected Services)



Thousands of organizations are innovating on AgentCore today

natera | itaú | Bristol Myers Squibb | Thomson Reuters | CWAN | cohere HEALTH

Cox Automotive | MongoDB. | druva | swisscom | Epsilon | experian

NTT DATA | GRUPO elfa | ZUORA | CISCO | NAVAN | Expedia

HEROKU from Salesforce | aws PGA TOUR Official Cloud Provider of the PGA Tour | Pulumi | amazon | box | ripple

LexisNexis | PARROT ANALYTICS | Snorkel | ERICSSON | wex | workday

aws

Trusted to build and orchestrate agents in production

Cox Automotive™

CHAT AGENTS
PROCESS AUTOMATION AGENTS

17+

agentic AI solutions launched to production in months

THOMSON REUTERS

PLATFORM

70%

automation in platform engineering operations

PARROT ANALYTICS

PROCESS-AUTOMATION AGENTS

10X

faster media signal classification, 60% reduction in operational costs

Factor

How energy is made, moved, sold and used
is fundamentally changing.

Over the next decade utilities must adapt or die.

Factor empowers utilities to design and deliver propositions that
customers and markets are demanding,
and that protect margins.

A large and growing market opportunity

1. Electrification driving global electricity use. Expected to double by 2050.
2. Demand outstripping supply. Wholesale energy price volatility across all markets.
3. Distribution networks using price signals but utilities ill-equipped to commercialise them.

These megatrends are playing out in all markets:

Australia
Race to dominate in the battery market following significant government investment in battery uptake in 2025.

Europe
Digital Decade and Green Agenda policies driving investment in renewables. Utilities innovating (e.g. financial products) to manage market exposure.

UK
Targeting 6x increase in battery capacity and improvements in market balancing. Urgency for utilities to sharpen real-time pricing and optimisation.

USA
Deregulation momentum and rapid IPP growth intensifying margin pressure across competitive wholesale markets.

Asia
Renewables build-out outpacing grid infrastructure, and surging data centre demand, forcing utilities to manage increasingly volatile supply-demand.

From simple tariffs to dynamic cost allocation

Better for customers, utilities and the environment

Yesterday	Today
Predictable demand	Demand is growing, is more weather-sensitive and location-specific
+	+
Centralised supply	Supply is distributed, renewable-heavy and harder to dispatch
=	=
Simple tariffs	Pricing needs to be dynamic, granular and cost-reflective

A significant gap in the ecosystem

Customer | CRM

Commercialisation

Collections | Billing

Marketing automation

POS forecasting & pricing

Usage data management

Lead management

Bespoke pricing

Billing costs management

Quoting

Unbundled pricing

Rating

Contract execution

Price book

Solar / Wind / Battery pricing

Invoicing

Service & support

Short term / account forecasting for trading

Payments

5 / 15 / 30 / 60 min interval support

Credit / dunning

Demand Forecasting & Pricing operationalised

Inputs

- Service Point data
- Usage data
- Cost stack
  - Spot price forecast
  - Hedge position
  - Network charges
  - Loss factors
  - Imbalance penalties
  - Risk loading
  - Discounts
  - Premiums
  - Target margin
  - Carbon tax
  - Feed-In rebates
  - RECS
  - Market DR incentives
- Other relevant data

Factor

Forecasting

Forecasting library

- Naive
- Calibrated
- LLM based
- Load shifted
- Structuring
- Difference
- Independent wind
- Solar production

+ Add your own

Pricing

Calculation library

- Daily
- Monthly
- ToU volume
- Peak/excess demand
- Power factor
- Shaping
- Nominated (eg. capacity)
- Block & Spot
- Load Following

+ Add your own

Output to...

- Quoting
- Trading
- Billing
- Customer Experience
- Finance
- Data Platform

Optional | Configurable | Integration layer | Gentrack or Salesforce

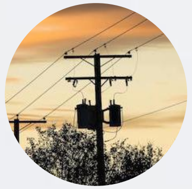
Factor unlocks the products for the new energy economy

Contract Flex
aka Progressive Purchasing

Load shifting products
especially for EV and battery products

PPAs
24/7 clean, independent wind and other variations

Bespoke pricing
across all customer segments



Dynamic tariffs
Retail and network

Difference forecasting
for diversified procurement

Short-term forecasting
for trading adjustments

Price signal optimised
tariff design

Enhanced CX
Cost tracking, agentic product pricing etc

A true SaaS product

Transforming customers' pricing without the transformation project

Scale to Zero Architecture	Extremely low operating costs
Multi-tenant, Multi-region	Deploy 'over a cup of coffee'
APIs for everything	Easy to integrate
No customer specific code	Low maintenance costs

Rapid value creation for customers and Factor

Q & A