



Energy Absolute Public Company Limited

89 AIA Capital Center Building, 16th Floor, Ratchadaphisek Road, Dindaeng Sub-District
Dindaeng District, Bangkok 10400
Tel. 02 248 2488-92, 02 002 3667-9 Fax. 02 248 2493 Registration No. 0107551000061

Customer Analysis 2025

Renewable Power Business

In 2025, Energy Absolute Group, a clean energy specialist, operates solar energy through 4 photovoltaic (PV) projects and 2 wind energy projects, with a total installed capacity of 664 MW. This is aligned with Thailand's energy transition, under which Thailand's policy requires electricity trading to be conducted through the state. The Group's solar power plants are classified as Small Power Producers (SPPs) with capacity not exceeding 90 MW, except for EA Solar Lopburi, which is classified as a Very Small Power Producer (VSPP) with a capacity of less than 10 MW. The sole off takers of electricity from our renewable energy power plants are state-owned enterprises that own and operate electricity transmission and/or distribution networks, namely:

1. The Electricity Generating Authority of Thailand (EGAT)

A state enterprise responsible for purchasing electricity from Independent Power Producers (IPPs) and Small Power Producers (SPPs), as well as controlling the transmission lines connecting to the electricity receiving system. The Group operates the following projects under Power Purchase Agreements (PPAs) with EGAT:

- **Wind Power Plant** — EA Wind Hanuman Project, Chaiyaphum Province: **260 MW**
- **Wind Power Plant** — EA Wind Hat Kanghan Project: **126 MW**
- **Solar Power Plant** — EA Solar Lampang Project: **90 MW**
- **Solar Power Plant** — EA Solar Phitsanulok Project: **90 MW**
- **Solar Power Plant** — EA Solar Nakhon Sawan Project: **90 MW**



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All Power Purchase Agreements (PPAs) with EGAT have a term of 5 years from the Commercial Operation Date (COD), with an option to renew for an additional 5 years, provided that the party wishing to renew notifies the other party in writing at least 30 days prior to the expiry date.

2. The Provincial Electricity Authority (PEA) A state enterprise responsible for purchasing electricity throughout Thailand, except in the areas of Bangkok, Nonthaburi, and Samut Prakan. The Company has entered into a Power Purchase Agreement with PEA for EA Solar Lopburi, which has an installed capacity of 8 MW. The agreement is signed for a term of 5 years from the Commercial Operation Date (COD) and shall be **automatically renewed for another five years**, remaining in effect until the contract is terminated.

Customer Satisfaction, Renewable Energy Business.

Energy Absolute Group places customer satisfaction as its top priority. As such, the Group conducts monthly customer satisfaction surveys with its major customers in order to measure and monitor our performance, and to serve as a reference point for improving the quality of our products and services. Our company operates in accordance with the

ISO 9001:2015 standard. No significant complaints have been received from our operations.



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The Company's survey assesses customer satisfaction by evaluating all aspects of the business partnership. Customer satisfaction is rated on a scale of **1 to 5**, where **1 = Needs Improvement** and **5 = Excellent**. The survey also includes an open-ended section for customers to provide suggestions for further improvement.

Our target is to maintain an average score of **above 4 (Good)** across all our sites and for every item in the survey. Should the average score fall below 4, we will take immediate corrective action to ensure that the quality of our products and services continues to meet customer expectations.



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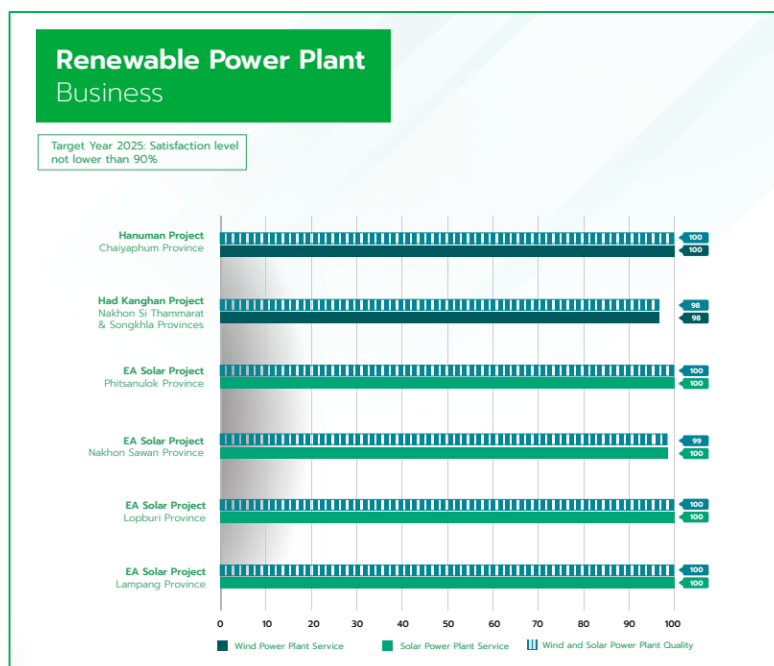
The overall average customer satisfaction scores across all our operational sites in **2025** are as follows :

Power Plant	Total Score (%)	
	Quality	Service
EA Solar Lopburi (ESLO)	100	100
EA Solar Nakhonsawan (ESN)	100	99
EA Solar Lampang (ESL)	100	100
EA Solar Phitsanulok (ESP)	100	100
EA Wind Hadkanghun (HKH)	98	98
EA Wind Hanuman (HNM)	100	100
Average total score across all site	99.67	99.5
Average total score across all site (Quality & Service)	99.58%	



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Infographic Customer Satisfaction, Renewable Energy Business.

Bio Innovation Business

Major Customers

The Bio Innovation business produces and distributes a range of products, including Biodiesel (B100), refined glycerin, and other by-products such as fatty acid oil. In addition, the Company has undertaken research and development projects to create value-added products derived from crude palm oil, including Green Diesel (HVO) and Bio-based Phase Change Materials (PCM), which are used in the textile, construction, and packaging industries to assist in temperature control and improve energy efficiency.

1. Biodiesel (B-100) : The biodiesel produced is distributed domestically. The majority of our customers are in the fuel and oil trading sector, with 99% of sales made to major oil service providers. Biodiesel supply agreements with major customers have a term of 3 months, renewable for up to 3 years. In terms of trade value, revenue



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from B-100 biodiesel sales is derived from 8 key customers, resulting in high risk diversification, avoiding over-reliance on any single customer, while increasing transaction volumes with smaller customers.

2. Purified Glycerin : Our refined glycerin has a purity level ranging from 99.50% to 99.85%, meeting the criteria for classification as pharmaceutical grade. Our customers use refined glycerin as a raw material in their production processes and operate within the pharmaceutical and chemical industries.

3. Other By-products The customer base for the Company's by-products includes both domestic and international chemical manufacturers and distributors.

4. BIO-PCM : The Company's target customer segments include construction material manufacturers, fiber producers, and packaging companies, both within Thailand and internationally, including countries such as Japan, China, South Korea, the United States, and Germany.



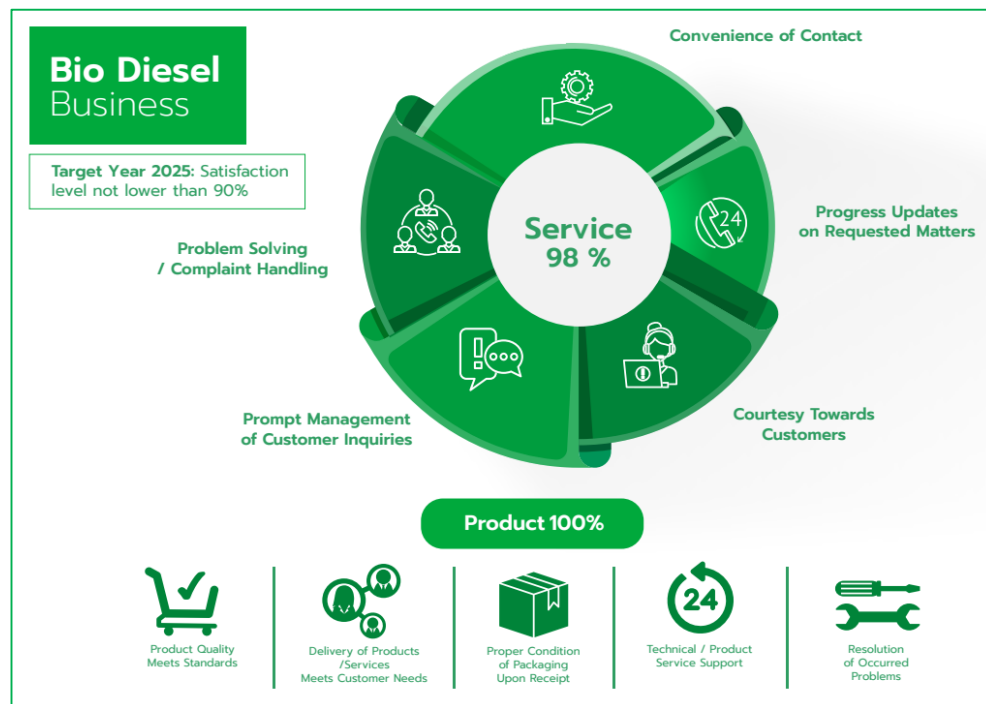
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Customer Satisfaction, Bio Innovation Business

The Company conducted satisfaction surveys covering both service quality and product quality. The results showed an overall service satisfaction rate of 98% and an overall product satisfaction rate of 100%, both of which exceeded the Company's targets. The Company has set its targets for overall service satisfaction and overall product satisfaction at 90%. The Company's business partners recognize the potential of its Bio Innovation production capabilities. Nonetheless, the Company remains firmly committed to delivering its Bio Innovation products and services in a sustainable manner.



Infographic Customer Satisfaction, Bio Innovation Business.



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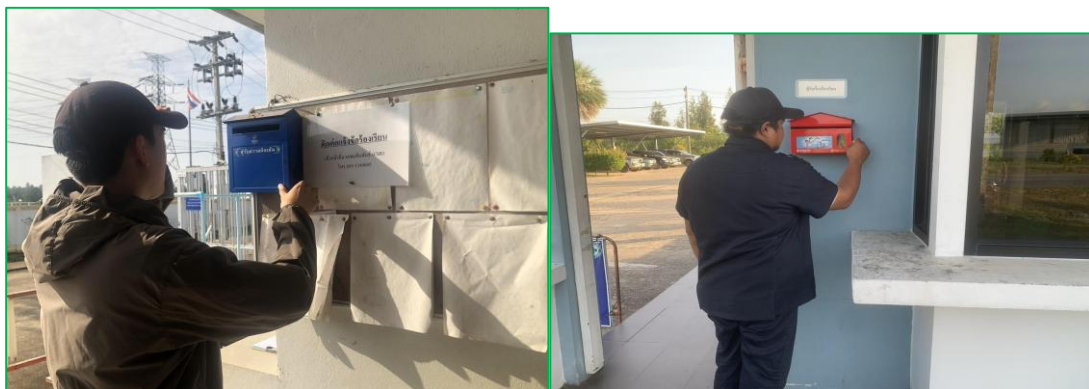
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Energy Absolute (EA) provides multiple channels for customers and stakeholders to submit complaints, feedback, and grievances:

- **Online form / Direct email contact:** Customers and stakeholders may submit inquiries and complaints via EA's official online channels.
- **Dedicated phone line:** A designated contact number is available for customer support and complaint submission.

The screenshot displays the 'Head Office' contact page for Energy Absolute Public Company Limited. On the left, contact details are listed: Address (89th Floor, AIA Capital Center Building), Telephone (02-248-2488-92), Fax (02-248-2493), and Corporate Communications email. On the right, a 'Contact Form' is visible with fields for Department, First Name, Last Name, Email, Telephone, Address, and Message. A 'Submit' button is at the bottom of the form.

- **In person:** At each project site, EA operates an on-site complaint reception point where customers, partners, and affected stakeholders may submit complaints in person



General complaint box regarding the Company's operations, located at the front of the operational site premises.



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EV Charging Station Business

Major Customers

Since the introduction of electric vehicles (EVs) in Thailand, demand for EV charging stations has grown considerably. The Company offers a diverse range of EV charging station options to accommodate the varying needs of today's users, supporting charging capacities from **7.3 kW to 360 kW** for general customers, and up to **1 MW** for electric locomotive customers. The Company's primary customer base is divided into 3 segments as follows:

			
AC Normal Charge กำลังไฟ 7.3 kW / 22 kW เครื่องชาร์จ: ส:ยู AC รองรับการชาร์จ: Plug-in Hybrid (PHEV) และรถยนต์ไฟฟ้า (BEV)	DC Super-Fast Charge กำลังไฟ 40 kW เครื่องชาร์จ: ส:ยู DC รองรับการชาร์จ: รถยนต์ไฟฟ้า (BEV)	DC Ultra-Fast Charge กำลังไฟ สูงสุด 360 kW เครื่องชาร์จ: ส:ยู DC รองรับการชาร์จ: รถยนต์ไฟฟ้าส่วนบุคคล และยานยนต์ไฟฟ้าเชิงพาณิชย์ เช่น รถโดยสารไฟฟ้า, รถหัวลากไฟฟ้า, รถบรรทุกไฟฟ้า และเรือโดยสารไฟฟ้า	Megawatt Charge กำลังไฟ 1 MW เครื่องชาร์จ: ส:ยู DC รองรับการชาร์จ: หัวรถจักรไฟฟ้าและ Power Car (MINE E-Locomotive)

EA Anywhere EV charging solutions ranging from 7.3 kW AC Normal Charge to 1 MW Megawatt Charge, accommodating personal EVs, commercial vehicles, and electric locomotives.



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*EA's 1 MW Megawatt Charger supporting electric locomotive operations under the MINE E-
Locomotive project.*

Customer Satisfaction, EV Charging Station Business

The Company provides multiple channels for customers to submit feedback, suggestions, and complaints regarding its operations, products, and services, with the aim of continuously improving and elevating service quality. These channels are as follows:

- **Facebook Page : EAANYWHERE**
- **Phone:** (+66) 02-026-6133 or (+66) 02-002-3667-9
- **Email:** EA.anywhere@energyabsolute.co.th
- **Line Official Account** — featuring an in-chat menu with categorized options for reporting various issues and inquiries



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Customer Complaint Handling and Resolution

EA Group operates across multiple clean energy segments, resulting in a diverse customer base across different business lines. In the Renewable Energy business, customers are state-owned enterprises — namely the Electricity Generating Authority of Thailand (EGAT) and the Provincial Electricity Authority (PEA). To ensure consistent service quality, the company conducts quarterly customer satisfaction surveys covering both product and service performance.

Should a complaint regarding product quality or service performance be raised, EA acknowledges receipt to the customer and assigns the issue for investigation. The company communicates an expected resolution timeline to the customer and implements corrective actions to address the root cause.

EA customer complaint handling process is governed by a documented procedure which defines the end-to-end process from complaint receipt through resolution. Upon receiving a complaint via phone or email, the sales department logs the issue and determines whether it can be resolved directly or requires escalation to the QC/QA department for complex product-related issues, in accordance with EA's nonconformance management procedure. Complaint resolution communications, including satisfaction evaluation forms, are returned within 7 working days, ensuring timely and transparent communication with customers.

In the Biodiesel (B100) and Refined Glycerin business, which operates on a B2B basis with customers using EA's products as inputs for further manufacturing, the company conducts annual customer satisfaction surveys.



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Business segments, customer satisfaction measurement and complaint handling are conducted in accordance with the ISO 9001:2015 quality management system, ensuring complaints are systematically logged, tracked, and resolved.

Document: Investigation and grievance form

Investigation and grievance form			
1. personal/situation information		Date	Doc No.
1.1 Name- surname		Phone Number	
1.2 place		Plant/factory	
1.3 grievance/impact			
☐ Environment		☐ Safety	
☐ impact from operation		☐ other	
2. Detail			
3. Characteristic of Impact			
inside plant/factory		outside plant/factory	
Legal Impact			
detail of legal impact			
4. Layout/Evidence			
5. Allegation			



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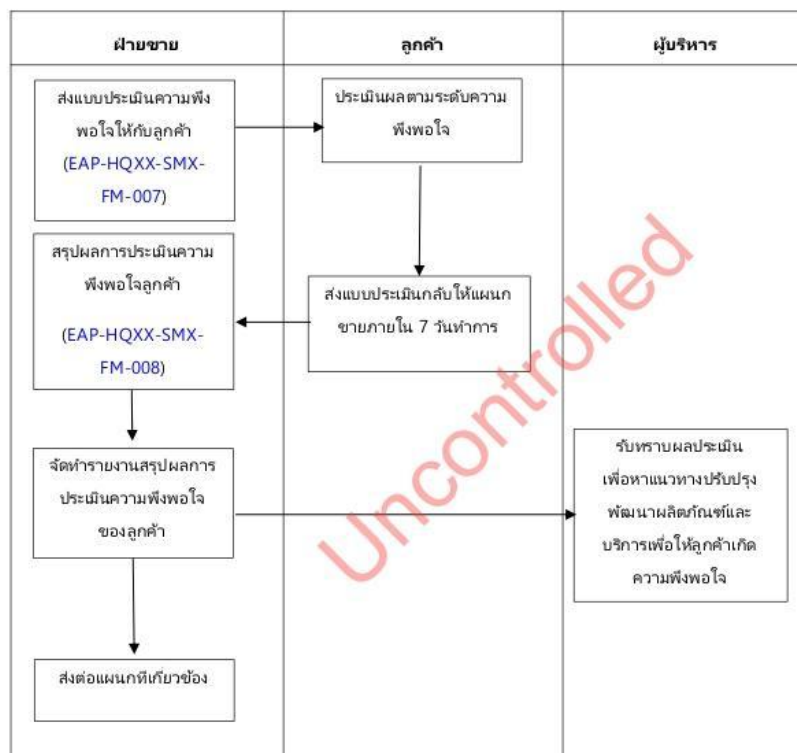
Flow Chart Customer Satisfaction Measurement

EAP-HQXX-SMX-PD-002 / Rev. 01 / Effective date .22/11/2023

บริษัท พลังงานบริสุทธิ์ จำกัด (มหาชน) Energy Absolute Public Co.,Ltd.	Title : CUSTOMER SATISFACTION AND CUSTOMER COMPLAINTS Procedure
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7. แผนผังการ (Flowchart)ถ้ามี

7.1 การวัดความพึงพอใจของลูกค้า





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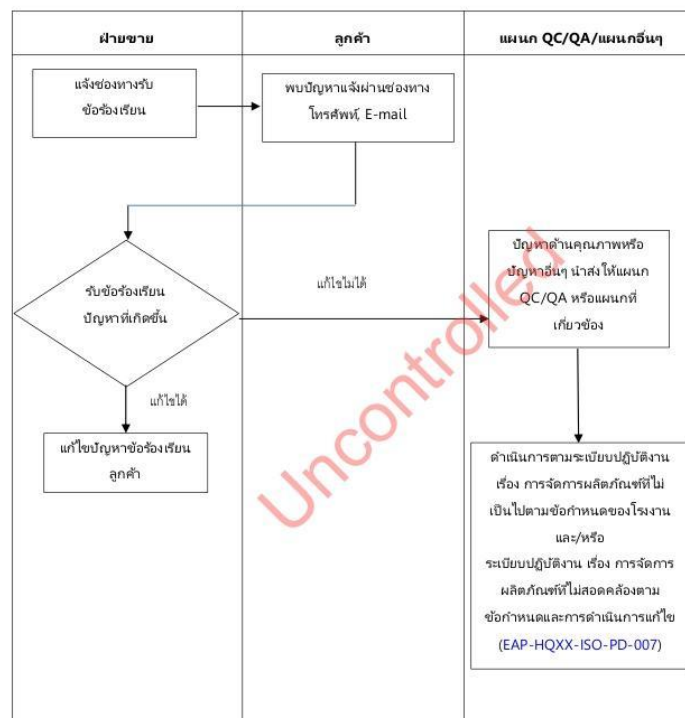
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Flow Chart Complaint Handling

EAP-HQXX-SMX-PD-002 / Rev. 01 / Effective date. 22/11/2023

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7.2 การรับข้อร้องเรียนของลูกค้า





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Document : Development Complaint Handling

EAP-HQXX-SMX-FM-008 / Rev. 00 / Effective date: 24/10/2023	
LOGO	บริษัท
สรุปผลความพึงพอใจของลูกค้า	
วัตถุประสงค์ เพื่อนำมาปรับปรุงและพัฒนาคุณภาพของสินค้าและบริการ ให้เป็นที่พอใจของลูกค้า	
ผลิตภัณฑ์	
หลักเกณฑ์การประเมิน ระดับคะแนน 5 = A (ดีมาก), 4 = B (ดี), 3 = C (พอใจ), 2 = D (ควรปรับปรุง)	
สรุปความพึงพอใจของลูกค้าด้านผลิตภัณฑ์ 1..... 2..... 3..... 4..... 5..... 6.....	
สรุปความพึงพอใจของลูกค้าด้านบริการ 1..... 2..... 3..... 4..... 5..... 6.....	
แนวทางการแก้ไข 1..... 2..... 3..... 4..... 3..... 6.....	
ผู้อนุมัติ	
ตำแหน่ง	
ผู้เกี่ยวข้องรับทราบ ชื่อ	
ตำแหน่ง	
วันที่	



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Customer Engagement, Satisfaction and Feedback Integration

Energy Absolute Group places strong emphasis on customer satisfaction and uses customer feedback to support the continuous improvement of its products and services. Feedback is collected through multiple channels, including customer satisfaction surveys, customer inspections, contract discussions, operational coordination, and complaint mechanisms.

Customer satisfaction is regularly monitored against defined targets across business segments, with surveys covering both product quality and service performance. Where results fall below targets, corrective actions are implemented to maintain expected standards.

Feedback from customers, including survey results and ongoing interactions, is used to improve service delivery, contract management, and operational coordination, particularly in ensuring alignment with contractual requirements and applicable standards. These practices support the enhancement of customer satisfaction and long-term relationships.

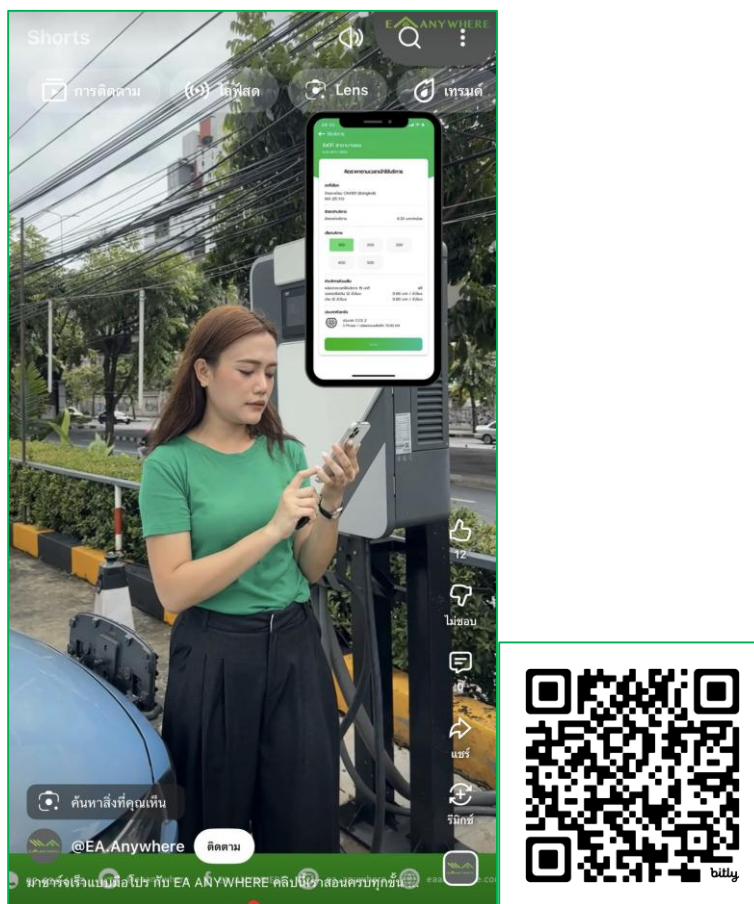


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Customer service improvement mechanisms for disabled or elderly customers

The Company has implemented customer service improvement measures to enhance accessibility for elderly and disabled users, including the development of instructional videos that guide users through EV charging processes in a clear and step-by-step manner from app installation to the actual charging procedure, supporting ease of use and understanding.



Scan the QR Code to watch the EA Anywhere EV Charging Station tutorial.