

Engaging Customers and Stakeholders for a Sustainable Future

Developing our Future Plans for the South Australian Network (July 2026 - June 2031)

Customer and Stakeholder Engagement Plan
October 2024



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Acknowledgement of Country

AGIG acknowledges the Traditional Custodians of the lands upon which we live, work and operate, and pay our respects to Elders past, present and emerging.

We recognise Aboriginal and Torres Strait Islander people's historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.

We are Australian Gas Networks.

We deliver natural gas safely and reliably to over 480,000 South Australian homes and businesses every year. Part of the Australian Gas Infrastructure Group, we own and operate the gas distribution network in South Australia.

We serve residential, commercial, and industrial business customers across Adelaide and regional centres in the upper North, Barossa, Riverland and the South East of the state.

We have a strong track record of service to customers in South Australia, dating back more than 150 years.

We understand that the affordability, reliability and sustainability of energy services are important to South Australians, both now and in the future.

With this in mind, our future plans will be developed by ensuring we listen, understand and respond in the long term interests of our customers and stakeholders.



We play a significant role in the energy mix of South Australia, delivering natural gas reliably and safely to over 480,000 South Australians.

The future of gas will be a major focus of our engagement program, and we will be including this on the agenda for all our engagement activities.

Message from the CEO



I am proud that we have delivered strong performance in South Australia over the last few years. In 2021 we cut prices by 6%. In 2023, we attended to leaks within 2 hours and completed repairs promptly – 99% of the time. Our leak survey program achieved 100% compliance. Customer satisfaction is also tracking well with a score of 8.6 – the highest across the states where we operate.

Australia's energy system is in the midst of significant transformational change as the country transitions towards a decarbonised, more environmentally sustainable future.

Natural gas is and will continue to play a critical role in the low carbon energy transition. However, we expect renewable gas will be needed going forward if we are to meet our carbon reduction target of net zero by 2050.

As a business, we are taking active steps to contribute to a low carbon economy. We are proud that South Australia is leading the way in the transition to renewable gas, through our Hydrogen Park South Australia (HyP SA) project. Operational since 2021 and expanded over time, HyP SA is now delivering a renewable gas blend up to 10% (by volume) to more than 3,800 homes, businesses and schools in Mitchell Park, Clovelly Park and parts of Marion.

We are currently planning our future investment priorities for our South Australian gas distribution network to 2031. In July 2025, we will submit our plans to the AER in the form of an Access Arrangement (AA) for the period July 2026 to June 2031. We aim to develop a Plan for South Australia that has a customer focus, is sustainable, and equitable.

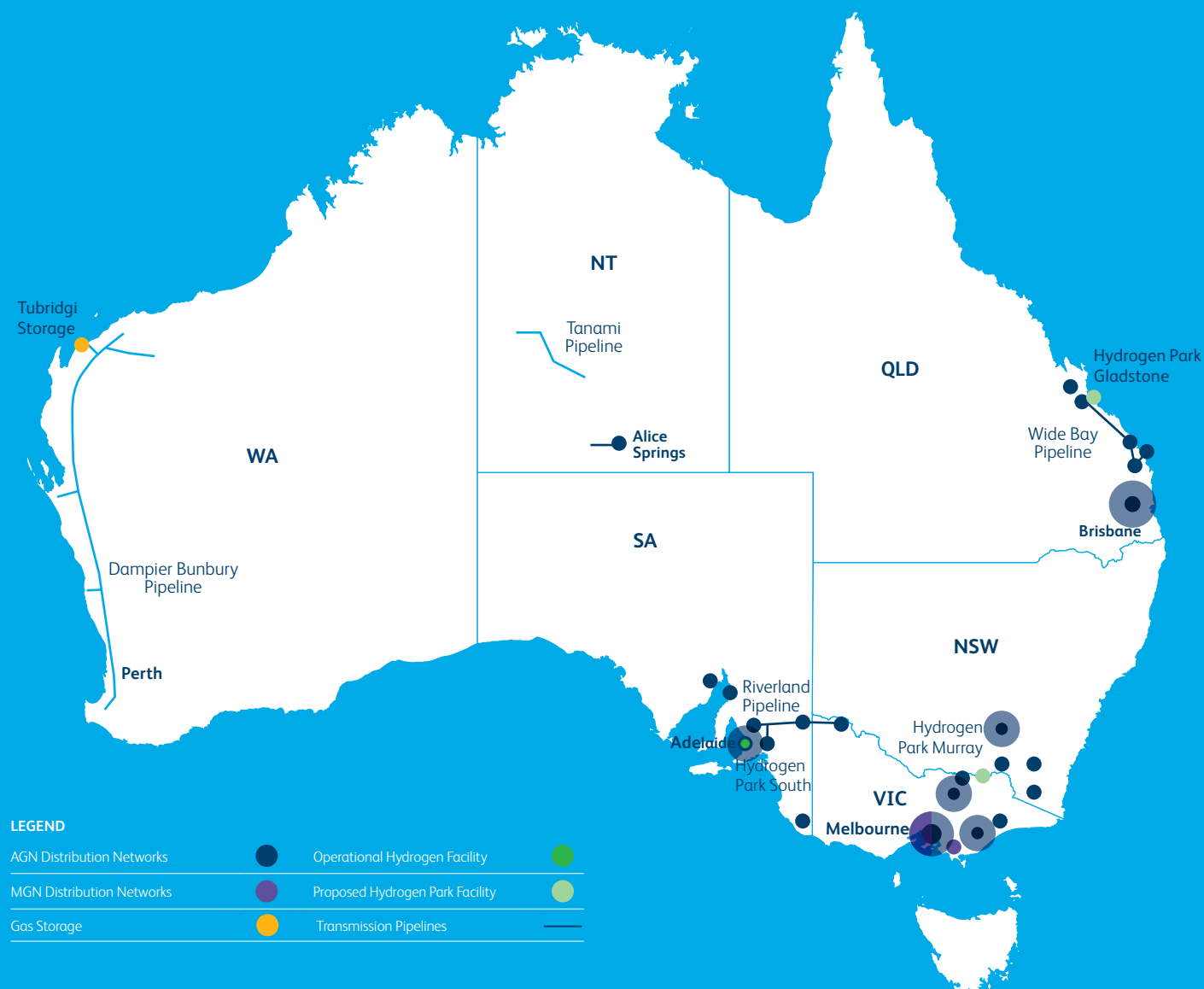
Our objectives are to develop a plan that delivers for current and future customers, is underpinned by effective stakeholder engagement, and is capable of being accepted by our customers and stakeholders. We value and respect the time our customers and stakeholders invest in our engagement programs, and we are committed to making the best use of our stakeholders' time and participation.

This Engagement Plan outlines an extensive approach to customer and stakeholder engagement as we look to shape our future plans. It reflects feedback from our consultation process to strengthen our program of activities include use of digital technologies to increase the breadth and depth of engagement.

We encourage you to join us in planning the future of our gas networks and thank you for your continued involvement in ensuring we deliver for current and future customers.

Craig de Laine
Chief Executive Officer

About Australian Gas Infrastructure Group



South Australia

- 480,223 customers
- 28,731TJ delivered in 2023
- Distribution 8,348km
- Transmission 479km

Victoria

- 1,466,104 customers
- 99,122TJ delivered in 2023
- Distribution 21,951km
- Transmission 501km

New South Wales

- 63,109 customers
- 5,079TJ delivered in 2023
- Distribution 2,055km
- Transmission 84km

Queensland

- 111,375 customers
- 5,983TJ delivered in 2023
- Distribution 3,307km
- Transmission 314km

Northern Territory

- 1,170 customers
- 1,169TJ delivered in 2023
- Distribution 39km
- Transmission 601km

Western Australia

- 59 shippers
- 470,860TJ delivered in 2023
- Transmission 2,337km
- 60PJ gas storage

“Understanding and meeting the needs of our customers and stakeholders will ensure we develop future plans which deliver for South Australians and the economy more broadly.”

Craig de Laine, CEO

Vision

To be the leading gas infrastructure business in Australia. We achieve top quartile performance on our targets.



Delivering for Customers

Public safety

Reliability

Customer service



A Good Employer

Health and safety

Employee engagement

Skills development



Sustainably Cost Efficient

Working within industry benchmarks

Delivering profitable growth

Environmentally and socially responsible



Our Values

Drive our culture:
how we behave and
how we make decisions.



Trust

We act with integrity, we do the right thing, we are safe guardians of essential Australian infrastructure. We act in a safe and professional manner.



Respect

We treat our customers and our colleagues the way we would want to be treated, and we embrace and respect diversity.



Perform

We are accountable to our customers and stakeholders, we are transparent on our performance and we deliver results. We continuously improve by bringing fresh idea and constructive challenge.



One Team

We communicate well and support each other, and we are united behind our shared vision.



A snapshot of our recent performance



Public Safety

	2023 Target	2023 Performance
Responding to gas leak within two hours	98.5	98.4
Leak survey compliance	100	100
Repairing leaks (Class 1 & 2)	98.0	99.0



Customer Service

	2023 Target	2023 Performance
Customer satisfaction score	8.5	8.6
Complaints resolution within two days	85	100
Connections within 20 days	98.5	99.7



Reliability

	2023 Target	2023 Performance
Unplanned interruptions – 5+ customers	20	26
Number of customers with more than 3 interruptions	2	5

Our Role in the Gas Supply Chain

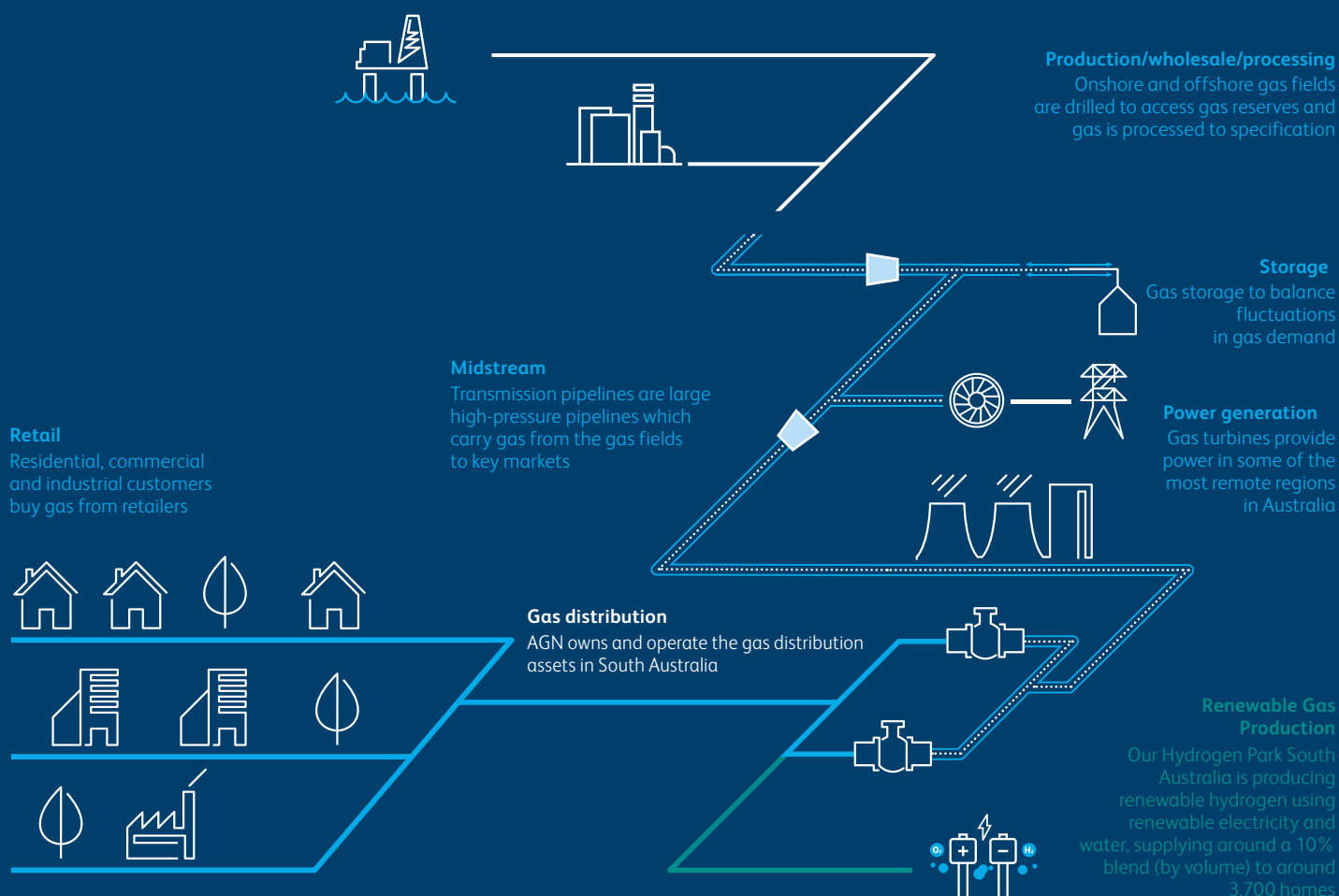
We own and operate the gas distribution infrastructure that delivers gas across South Australia.

We don't own gas, we transport it. We service the needs of Producers, major energy users and residential and business users by transporting gas from those who produce it to those who use it.

Our customers choose their gas retailer, who purchase the gas on the customers' behalf. The gas is transported through transmission pipelines and our distribution networks to customers' premises. Retailers pay network charges to the transmission and distribution network businesses and recover these costs from customers through their retail gas bills.

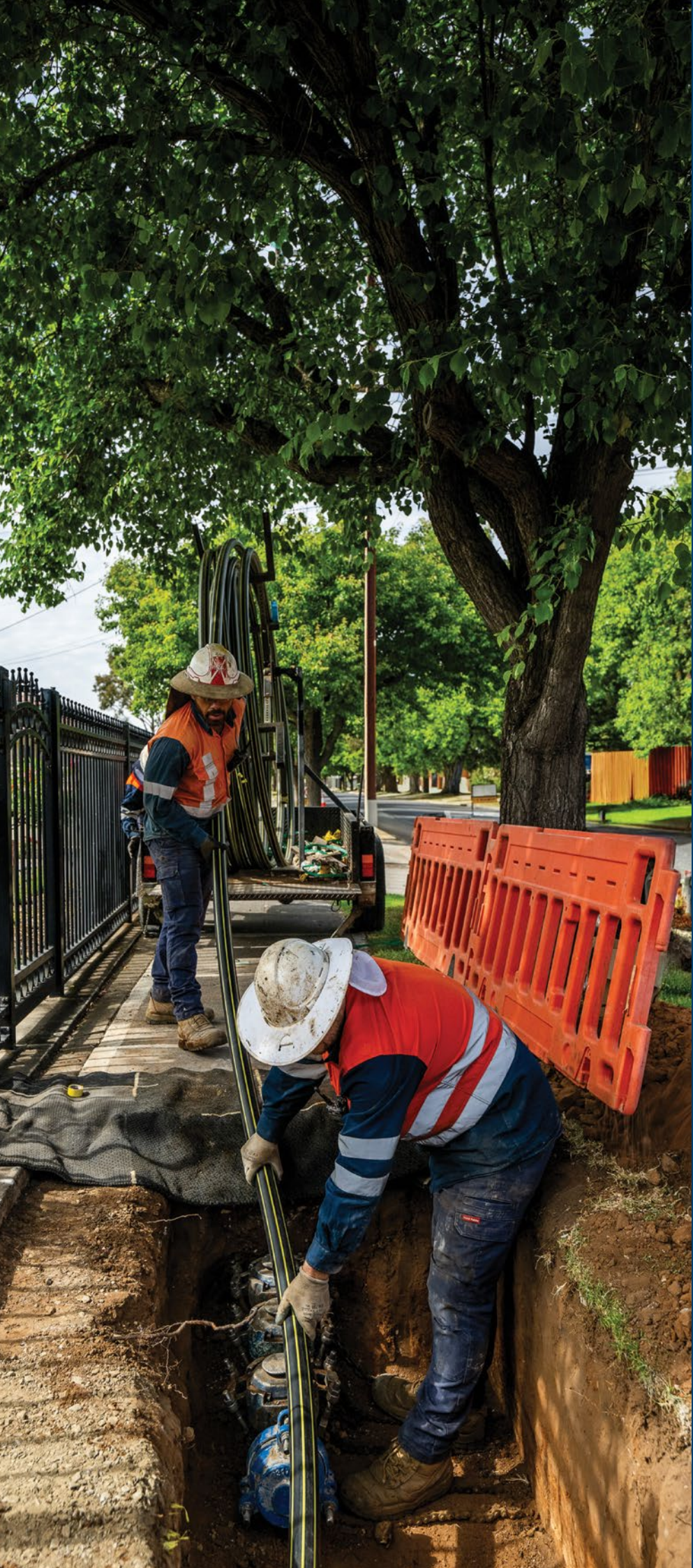
Our customers might interact with us on the following occasions:

- to obtain a new gas connection
- if they experience an outage that is either planned or unplanned
- to report a gas leak
- if they are experiencing an issue with their meter or when their meter is being read
- upgrades or maintenance are occurring in their street or community
- they have a general enquiry or complaint about their gas supply or service.



South Australian Gas Infrastructure / Network





Our role in South Australia

We are a critical part of the energy supply chain here in South Australia

Natural gas is delivered to more than 480,000 homes and business via our distribution network. Our South Australian natural gas network consists of more than 8,300km of pipes in South Australia.

Our customers choose their gas retailer, who purchase the gas on customers' behalf. The gas is transported through transmission pipelines and our distribution network to customers' premises. Retailers pay charges to the transmission business and our distribution charges which are passed on to customers through retail gas bills.

In Tonsley Park, our Hydrogen Park South Australia (HyP SA) project, which has been operational since 2021 and expanded over time, is now delivering a renewable gas blend up to 10% (by volume) to more than 3,800 homes, businesses and schools.

Executive Summary

This Engagement Plan provides the blueprint for how we will engage with customers and stakeholders in the development of our future plans for the gas distribution network in South Australia. Our Engagement Plan has been developed following extensive collaboration and consultation with our stakeholders.

We published a Draft Engagement Plan in July 2024 and issued an open invitation for feedback on all aspects of our engagement approach. We distributed our Draft Engagement Plan widely and published it online. We sought feedback from key stakeholders through a dedicated engagement session and written feedback to gain a deeper understanding of key issues of importance and topics for engagement.

Stakeholder feedback

Stakeholders provided positive feedback on the proposed staged approach, engagement principles, the proposed timeline and proposed KPIs. A summary of feedback and how it has been incorporated into our engagement plan is set out on the next page.



Our Engagement Program

Feedback

Stakeholders requested detail on:

- the engagement narrative and the reasoning behind why we engage.
- how the Engagement Plan interacts with the Australian Energy Regulator's (AER) Better Resets Handbook.

How we are responding

Further detail on the Engagement Plan narrative and reference to the AER's Better Reset Handbook has been included in page 13.

Our Engagement Principles

Feedback

Stakeholders expressed support for our engagement principles.

One stakeholder suggested we make it clear that under the engagement principle 'clear, accurate and timely communication' the information we provide is also understandable.

How we are responding

Understandable has been incorporated into the "Clear, Accurate and Timely Communication" principle and the wording has been updated on page 13.

Engagement Topics

Feedback

Stakeholders expressed support for our engagement topics. However on the future of gas, stakeholders asked us to also consider the potential uncertainty of the role renewable gases might play in South Australia's future energy mix and how we would respond in the next regulatory period and also over the longer term (beyond five-year plan).

How we are responding

The future of gas will be addressed in all our engagement activities. As part of the discussion, we will consider:

- renewable gas opportunities
- government policy impacts
- customer transition/impacts of renewable gas blending
- demand impacts
- long term planning

Engagement Activities

Feedback

Stakeholders requested details on the digital opportunities for engagement with customers and stakeholders.

Stakeholders suggested expanding the engagement activities to include an additional forum to discuss key regulatory issues at a more in depth level.

How we are responding

Please turn to pages 18 to 19 for:

- more detail on the digital opportunities
- more detail on additional engagement activities to discuss key regulatory issues

Our Customers and stakeholders

Feedback

Stakeholders suggested we explicitly mention First Nations people, renters and people experiencing vulnerable circumstances as customers in the Engagement Plan.

How we are responding

We have updated the 'residential customers and community' section to explicitly include First Nations people, renters and people experiencing vulnerable circumstances on page 14.

Indigenous Australians: We strongly encourage members from local Indigenous groups to participate in any other engagement activities that are of interest to them, such as the customer workshops. If any specific issues affecting local indigenous groups arise as we prepare our submission, we will reach out to discuss these.

The future of gas and the energy transition

Energy networks in Australia are facing a period of significant transformation as Australia heads towards a net zero carbon emissions future. We are committed to this energy transformation towards cleaner, renewable resources.

We anticipate a future in which gas continues to be an important part of the energy mix for the South Australian economy and that gas networks will continue to play a role for the foreseeable future, given the current policy environment. However the nature of that role can vary significantly depending on technological developments and changes in government policy.

We will explore measures to ensure we can continue to deliver safe, reliable and affordable energy through the transition. We are targeting 10% renewable gas volume by 2030, with a stretch goal to fully decarbonise our distribution networks by 2040, or by 2050 at the latest.

Stakeholders raised the future of gas as a key issue for discussion throughout the engagement program. They want to understand how we will respond to the potential uncertainty of the role renewable gases might play in South Australia's future energy mix and in our gas network in the next regulatory period and also over the longer term (beyond five-year plan). The future of gas will be addressed in all our engagement activities.



Our Final Engagement Plan

We recognise the important role we play in South Australia in ensuring we deliver gas to homes and businesses in a safe, reliable and efficient manner. Many investment decisions we make will have an impact on our customers in terms of price and service outcomes.

Importantly, gas is a fuel of choice and therefore we need to continue to respond to customer needs and expectations to remain competitive and deliver for customers now and into the future.

Our engagement program reflects the culmination of extensive collaboration and consultation we have undertaken with our stakeholders over multiple regulatory resets. As the owner of several regulated gas infrastructure assets, we have continually worked to advance our approach overtime to develop regulatory proposals that meet the needs of our customers.

For this engagement program, we are continuing to adopt a 'customers are at the centre of our plan' approach and remain committed to 'no surprises'. Our review objectives implemented across our networks and pipelines are to develop a regulatory proposal which:

- delivers for current and future customers;
- is underpinned by effective engagement; and
- is capable of acceptance by customers and stakeholders.

We have refined our engagement program based on feedback from our customers and stakeholders to ensure we continue to deliver genuine and quality engagement.

Australian Energy Regulator's (AERs) Better Resets Handbook

Our Engagement Plan seeks to align with the engagement expectations of the AER's Better Resets Handbook. We are supportive of the Handbook's objective to incentivise proposals that reflect consumer preference and is capable of acceptance.

While we will not be formally accessing the early signal pathway for this regulatory process, we are committed to meeting the early signal pathway requirements to create a more efficient regulatory process for all stakeholders.

How we will innovate

A key focus of this engagement program is on breadth and depth of engagement – an important engagement principle under the AER's Better Resets Handbook.

While we utilise multiple channels of engagement, we are always looking at ways to make our plans more accessible and to reach a greater range of gas customers.

We will be exploring digital opportunities such as data visualisation technologies to transform the way we engage with our customers on our plans.

We are committed to actively engaging with our customers and other stakeholders to shape our future plans.

These principles will guide how we intend to engage with our customers and stakeholders.

Our Engagement Principles



Genuine and Committed

We listen and respond to the needs of our customers and stakeholders, driving a culture of delivering value for our customers

Engagement is led from the top

Stakeholder engagement is embedded in our business planning

We look to continually improve



Transparent

We clearly identify and explain the role of customers and stakeholders in the engagement process, and consult with customers and stakeholders on information and feedback processes

Publication and consultation of our proposed engagement approach

Online public reporting

We publish and consult on our reports

We report how we used stakeholder insights to inform plan



Clear, Accurate and Timely Communication

We provide information that is clear and understandable, accurate, relevant and timely



Accessible and Inclusive

We involve customers and stakeholders on an ongoing basis in a meaningful way, to ensure that our plans deliver for our customers

Stakeholder meetings

Ensuring engagement is accessible to all stakeholders, regardless of age or cultural, linguistic or socioeconomic background



Integrated

We will be responsive by integrating customer and stakeholder feedback into all aspects of this work

Clear evidence that we have listened and responded to customer and stakeholder feedback in our plans



Measurable

We measure the success, or otherwise, of our engagement activities

Seek stakeholder feedback at all key stages of our engagement

Report on feedback

Identify ways to improve our approach

Our Customers and Stakeholders



This diverse group of customers and other stakeholders all have an interest in how we plan, manage and operate our gas distribution network.

We will be guided by our customers and stakeholders on where to focus our engagement activities.

Our engagement program will focus on what matters most to our customers and stakeholders.

Our Engagement Approach

Our engagement approach has been designed to ensure that our customers and stakeholders can inform and help shape our 2026-31 Plan. We will continue to work collaboratively with our stakeholders to actively listen to feedback and adapt our approach accordingly.

We have been eager to continue to evolve our approach to customer and stakeholder engagement and maintain our commitment to listening to customer voices at every stage of the review process, to ensure our investment priorities align with their expectation.

Our engagement approach has been designed to be efficient and effective, ensuring genuine and diverse engagement through a range of channels including:

- Iterative Customer Engagement Workshops
- South Australian Reference Group
- CALD Connection Conversations
- Large Customer Engagement
- Retailer Reference Group
- Bilateral Engagement Meetings

A 5 Stage Approach

We are adopting a 5-stage approach to engage and involve customers and stakeholders in our planning process. Our 5-stage approach provides a clear and transparent process for how we engage customers and stakeholders in the development of our plans.

Key Topics for Engagement

They key topics identified for engagement include:

Price and affordability of gas bills

- Price paths
- Intergenerational equity

Customer service and customer experience

- Services for customers in vulnerable circumstances

Reliability of supply

Public safety

Future of gas

- Renewable gas opportunities
- Government policy impacts
- Future Energy scenarios
- Customer transition/impacts of renewable gas blending
- Demand impacts
- Long term planning (beyond five-year plan)

Regulatory building blocks

- Pipeline services
- Setting our capital base
- Depreciation
- Demand forecasting
- Our capital and operating expenditure proposals over the next period

Terms and conditions



Stage 1

Strategy and research

May – Aug 2024

Purpose

Engaging with stakeholders to better understand customer needs and to consult on our proposed engagement approach.

IAP2 Spectrum

CONSULT/INVOLVE

Engagement Activities

- Meet with key stakeholders
- Publish and consult on a Draft Engagement Plan
- Expand our SA reference group membership
- Agree reference group schedule and role
- Engage with the Retailer Reference Group
- Establish partnership opportunities with customers and stakeholders (e.g. ethnic communities)

Key Deliverables

This Stage 1 Final Engagement Report

A report summarising and responding to feedback and including a Final Engagement Plan.



Stage 2

Developing our Draft Plan

Aug - Dec 2024

Purpose

Running a series of engagement activities designed to inform the development of our Draft Plan.

IAP2 Spectrum

INVOLVE/
COLLABORATE

Engagement Activities

- Series of SA reference group meetings
- Iterative customer workshops across South Australia with key customer segments
- Series of Retailer Reference Group meetings
- Briefings/meetings with key stakeholders (e.g. AER Consumer Challenge Panel)

Key Deliverables

Stage 2 Engagement Findings

Summary tables/report of all feedback from Stage 2 to inform the Draft Plan.

Insight Reports from the Customer Workshops.



Stage 3

Consultation on our Draft Plan

Jan – March 2025

Purpose

Focusing on public consultation on our Draft Plan.

IAP2 Spectrum

CONSULT/INVOLVE

Engagement Activities

- Publish and distribute Draft Plan for consultation
- Meetings/ briefings with key stakeholders (e.g. AER Consumer Challenge Panel)
- Customer workshops to consult on Draft Plan
- Combined deep dive workshops for SA Reference Group and Retailer Reference Group meetings

Key Deliverables

Draft Plan

Summary tables/report of all feedback on key areas/issues for further engagement in Stage 4.



Stage 4

Refinement and engagement

1st half of 2025

Purpose

Finalising our plan and incorporating feedback received during consultation on the draft.

IAP2 Spectrum

INFORM/INVOLVE/
CONSULT

Engagement Activities

- Undertake an further engagement as required
- Meetings/briefings with key stakeholders (e.g. AER Consumer Challenge Panel)
- Combined deep dive workshops for SA Reference Group meetings and Retailer Reference Group meetings

Key Deliverables

Final Plans to the AER

Submission of Final Plan with supporting customer and stakeholder engagement reports.



Stage 5

Post-Lodgement Engagement

2nd half of 2025

Purpose

Fit for purpose engagement activities designed to address specific feedback from the AER.

Some post-lodgement activities may include separate engagement by networks to address the feedback from the AER on our individual submissions.



Engagement Activities

We will engage with our customers and stakeholders using fit for purpose engagement activities, designed to meet their needs and expectations.

South Australian Reference Group

We recognise that it is not feasible to meaningfully engage with all of our 480,000 customers across South Australia.

Engaging with a wide range of customer and stakeholder advocates allows us to receive feedback in a more efficient manner. The SA Reference Group will guide the development of our plans for South Australia for the next AA period. Membership represents a wide cross section of the community to ensure the plan is developed in the long-term interests of customers and stakeholders. A series of meetings will be held to bring members together to understand customer values and preferences and to test our proposals.

Deep Dive workshops

We will hold a series of deep dive workshops to delve into greater detail key issues in the next regulatory period. Key deep dive topics will be identified jointly with our stakeholders but will likely include, future of gas, key expenditure, and demand.

These workshops will be open to SA Reference Group and non Reference Group members to ensure we have to right balance of expertise while also allowing the opportunity for those members new to the regulatory process to build their knowledge base.

Retailer Reference Group

The Retailer Reference Group will be the mechanism used to formally engage with gas retailers, who play a major role in end gas users' experiences with our gas networks. A series of meetings will be held with the Retailer Reference Group to discuss relevant aspects of our proposals as they are being developed.

CALD Connection Conversations

South Australia is a truly multicultural state. According to the 2021 Census, South Australians come from more than 214 countries, speak 238 languages and practice 128 religions.

Our gas customers are also culturally and linguistically diverse. We will host, informal, respectful discussions with culturally and linguistically diverse communities in familiar settings such as community centres and local restaurants.

To understand the expectations and needs of CALD communities we plan to discuss topics that are important and unique to these communities via small group conversations. We plan to partner with Multicultural Communities Council of SA in hosting the Connection Conversations

Stakeholder Engagement Meetings

We will regularly connect with organisations such as regulatory bodies, and relevant energy networks to remain well-informed throughout the engagement process. We plan to meet with these groups individually, to allow for targeted, rich discussion. We will ensure these organisation touchpoints are consistent with our engagement program to mitigate any risk of unplanned changes.

Engagement Activities

Gas Matters - Online Engagement Portal

We will be using our online portal where interested customers and stakeholders can find all our engagement materials, reports and plans in one place. The online portal will provide a two-way forum for the sharing of feedback and exchange of ideas, and will be regularly updated. gasmatters.agig.com.au

Additional Engagement Activities (As Required)

Additional engagement activities will be scheduled if and as required to meet the capable of acceptance objective of this engagement process and to stay true to our engagement principles. This may include further engagement with specific groups or on specific topics and might take the form of workshops, forums, surveys, information sessions or community events. This will also ensure we are flexible and responsive to any issues that may arise during our engagement program

Digital and creative opportunities

We are exploring digital opportunities such as data visualisation platforms to transform the way we engage with our customers on our plans. This will mean our plans will become more accessible and reach a greater range of gas customers.

Major User Engagement

We will be delivering a series of forums in partnership with industry representatives, supported by one-on-one meetings and/or surveys.

Iterative Customer Workshops

Hearing directly from our customers ensure we respond to their needs and expectations.

The recruitment methodology has been designed to ensure representation across the diverse communities we operate. We will be running a series of iterative workshops with residential and business customer groups. Through 3 phases (and more if required), we will work with the same group of customers, across a range of geographic locations, as our plans develop.

There are a number of benefits to working in an iterative way with the same group of customers, including:

- Building customer knowledge over time to allow customers to make informed decisions
- We can listen and test our ideas in response to customer feedback as we develop our proposals
- We can prioritise and explore issues in more detail in response to customer feedback
- Clearly demonstrating to customers how their input is shaping our plans

Key customer segments for inclusion in workshops include, residential, small to medium business customers, metropolitan, regional and CALD communities. Business and residential, customers with disabilities*, special-interest user groups*, local Aboriginal people.

We plan to hold two rounds of workshops leading up to the publication of our Draft Plans, one during consultation on our Draft Plan and a final round on our revised Final Plan, where appropriate. Feedback and reporting from workshops will undertaken by an independent third party.

We will plan workshops in key areas across our network to represent the diverse areas and communities we operate in. Potential workshop locations include:

- Metropolitan Adelaide (South)
- Metropolitan Adelaide (North)
- Adelaide CBD
- Upper North
- South East



Our customers have different views on what's important to them and preferences on how they would like to be engaged. We have listened and shaped our focus and engagement activities around their preferences.

Our Key Performance Measures

We are committed to best practice engagement and tracking our performance against our engagement principles.



Genuine and Committed

We will listen and respond to the needs of our customers and stakeholders, driving a culture of delivering value for customers across the sector.

Measurement and Target

Executive leadership at 90 % of all engagement sessions

SA Reference Group access to executive leadership



Transparent

We will clearly identify and explain the role of customers and stakeholders in the engagement process.

We will publish the results of all engagement activities.

Measurement and Target

Public disclosure of details about 100 % of engagement activities.

Publish on Gas Matters: Engagement Plan, all presentation materials (across all activities), customer and stakeholder insights, and KPI performance

Publish Draft Plan for customer and stakeholder comment



Clear, Accurate and Timely Communication

We provide information that is clear and understandable, accurate, relevant and timely.

Measurement and Target

+80 % agreement that information provided to customers and stakeholders was clear, accurate and timely

Roundtable members +80 % satisfaction with how meetings are managed (e.g., running to time, quality of materials)



Accessible and Inclusive

We will involve customers and stakeholders on an ongoing basis in a meaningful way to ensure that our proposals deliver for customers.

We will provide open opportunity for customer and stakeholder involvement making a concerted effort to reach any stakeholder that wants to contribute.

Measurement and Target

80*+ of Reference Group, workshop participants and forum members satisfied that the engagement process is accessible and inclusive



Integrated

We will be responsive by integrating customer and stakeholder feedback into all aspects of this work.

Measurement and Target

+80 % agreement that customers and stakeholders felt their feedback had been addressed



Measurable

We will measure the success, or otherwise of our engagement activities with the above measures and targets.

Our Timeline

Our timeline of engagement activities is illustrated below. This timeline shows the periods for consultation and how we will report against our engagement activities.

KEY DELIVERABLES	Stage	STAGES OF ENGAGEMENT
JUL 24 Draft Engagement Plan	01	MAY - AUG 24 Stage 1 Strategy and Research
SEP 24 Final Engagement Plan	02	OCT - DEC 24 Stage 2 Developing our Draft Plan
FEB 25 Draft Plan	03	FEB 25 Stage 3 Consultation on our Draft Plan
JUN 25 Submit Final Plan	04	1ST HALF 25 Stage 4 Refinement and Engagement
	05	2ND HALF 25 Stage 5 Post lodgement engagement activities



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or to set up a meeting,
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