



**Australian  
Gas Networks**

**Attachment 5.3**

**KPMG Final Report – AGN Customer  
Engagement Program**

**Final Plan 2023/24 – 2027/28**

July 2022



# Customer Engagement Report

Prepared for  
**Australian Gas Networks**

*Five Year Plan for the Victoria and Albury  
distribution networks*

*July 2023 – June 2028*

April 2022

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[kpmg.com.au](http://kpmg.com.au)

# Introduction

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## **Australian Gas Networks (AGN) owns gas distribution networks in Victoria and Albury (NSW), and is part of the national Australian Gas Infrastructure Group (AGIG).**

AGN brings natural gas into more than 700,000 homes and businesses in Victoria and Albury. They manage more than 11,000 kilometres of mains, have a workforce of more than 75 staff and contractors in Victoria and Albury, and work with the APA Group to maintain and operate the networks.

As a monopoly service provider, AGN is regulated by the Australian Energy Regulator (AER) and submits plans every five years to determine their services and prices. This customer engagement report has been prepared to inform the development of AGN's Access Arrangement for the July 2023 to June 2028 period.

Amplifying the consumer voice and delivering on customer expectations is an increasing focus of the energy industry, exemplified by the introduction of the AER's Consumer Challenge Panel (CCP) and the establishment of the Energy Charter, of which AGIG is a signatory.

The gas industry is facing increasing competition from emerging energy solutions such as battery storage and solar electricity. AGN is working closely with customers and stakeholders to develop long term sustainable energy solutions, with renewable gas to be a key part of Victoria and Albury's energy future.

In pursuit of their commitment to developing an Access Arrangement proposal that delivers on the long-term interests of customers, and is underpinned by effective stakeholder engagement, AGN has designed and delivered an extensive program of customer and stakeholder consultation.

KPMG has supported this program by independently facilitating and reporting on customer engagement activities and working with AGN to design and deploy innovative engagement techniques that elicit meaningful insights and foster community trust and rapport.



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# Executive Summary



# Customers are at the centre of AGN's business planning

## **Australian Gas Networks (AGN) is the natural gas distributor for Victoria and Albury in NSW, bringing natural gas into more than 700,000 homes and businesses across Victoria and Albury.**

As part of a regulated process, AGN is planning its future investment priorities and services for its Victorian and Albury gas distribution network for July 2023 to June 2028. In doing so, it seeks to understand its customers' priorities, expectations, and preferences.

Community and customer engagement is an important part of this process; helping to ensure that investment priorities reflect customer and stakeholder needs now and in the longer term, and to ensure the strategy has their support.

The priorities and services identified in partnership with the community will be documented in AGN's Final Plan (otherwise known as an Access Arrangement). AGN is committed to developing a Final Plan that:

- Is underpinned by effective stakeholder engagement;
- Delivers for current and future customers;
- Is capable of acceptance by customers and stakeholders.

AGN adopted a comprehensive engagement approach to truly understand the views of customers and stakeholders. This was set out in March 2021, in the Engaging Victorians on the Future of our Networks: *Draft Engagement Plan for Consultation*

This report presents the findings and insights from AGN's community and customer engagement program through three phases of consultation workshops with customers across Victoria and Albury. This program sought customer feedback on a range of topics including pricing, safety, reliability, service experience, sustainability, and accelerated depreciation.

This report also contains a snapshot of the collaborative process used to explore how AGN might better support vulnerable customers. This process generated a range of solutions for consideration by AGN, which were further tested with customers in Phase 3 of the customer consultation workshops.

## **Role of KPMG**

KPMG was engaged by AGN as an independent facilitator for the customer engagement program. Workshop structure, approach, and content were co-developed by AGN and KPMG. KPMG collated, documented and synthesised all data captured through the customer engagement process.

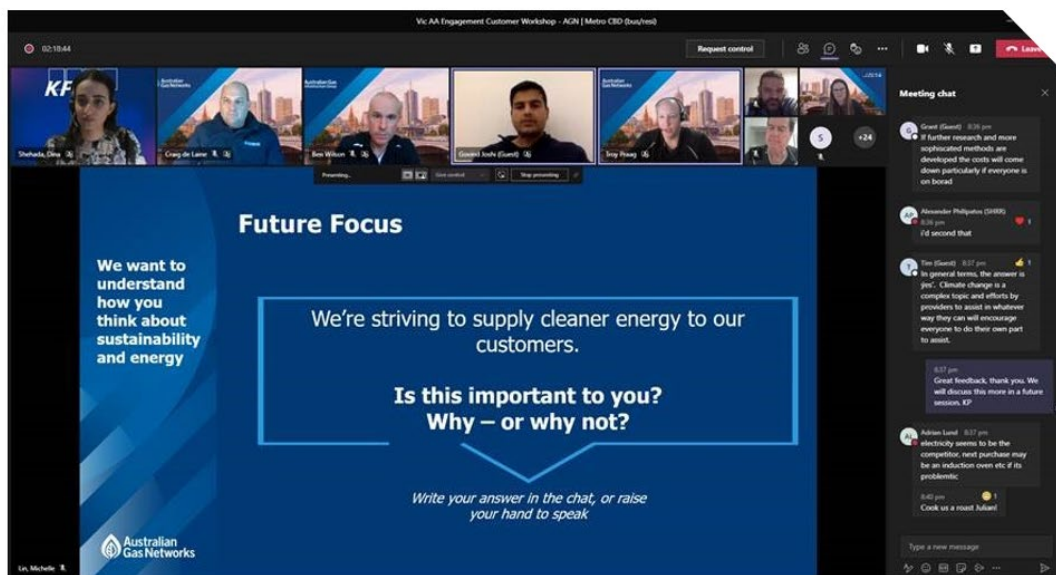
# AGN is committed to engaging with customers and stakeholders

## AGN adopted a comprehensive multi-faceted engagement approach with an innovative collaborative process to truly understand the views of customers and stakeholders.

The engagement strategy included (but was not limited to):

- 1. Consultation workshops (three phases)** with 164 residential and business customers across Victoria and Albury's regional and metropolitan centres and with diverse communities;
- 2. Collaborative workshops** that involved working closely with customers, including to explore ways to better support vulnerable customers;
- 3. Key stakeholder engagement** through the Victorian Gas Networks Stakeholder Roundtable (VGNSR), including having members of VGNSR attend some customer consultation workshops;
- 4. Individual direct consultation** with stakeholders, proactively and in response to consultation requests;
- 5. Gas Matters online public engagement**, including providing customers with access to further information via a portal for customers seeking further information;
- 6. Interactive customer surveys** to inform demand projections and preferences around AGN's services;
- 7. Offline conversations** where customers had outstanding feedback or queries, the AGN team followed up the conversation offline.

AGN listened, developed and tested proposed initiatives with customers, iteratively integrating these views into its business plans. More information on the full engagement program is available on AGN's online platform, Gas Matters ([gasmatters.agig.com.au](http://gasmatters.agig.com.au)).



# AGN used customer input to shape its draft plans

## Over the course of eight months, AGN undertook three phases of engagement and consultation with 164 residential and business customers across Victoria and Albury to inform the development of its Draft Plan.

The consultation sought a broad cross section of opinions to help understand the issues most relevant to different customer segments. Each phase of workshops built on the one prior, enabling AGN to develop and test proposed initiatives over time together with customers, integrating customer views into the development of its business plans. Repeat engagement with the same customer cohort enabled customers to grow their understanding of the role of AGN, creating an informed and engaged customer base.

AGN communicated clearly throughout the engagement process on how feedback would be used in the regulatory process, including input from customers would be used as directional input to the planning process.

The topics explored and depth and quality of conversation both evolved over the course of the three phases of engagement. Core topics on which AGN engaged across all three phases were:

- **Price and affordability** – understanding the importance ascribed by customers to price, and explaining in depth and seeking feedback on AGN’s proposed price cut of 8% (after inflation);
- **Safety and reliability** – explaining AGN’s current high standards of public safety and reliability and seeking customer feedback on AGN’s proposed initiatives to ensure these are retained;
- **Digital services** – exploring customers’ views on channels and services that empower them through digital and support transparency of how they consume gas services;
- **Renewable gas and preparing the network** – understanding customers’ views about climate change and their level of support for AGN preparing the network in the transition towards cleaner energy supply;
- **Education and communication** – exploring how customers view AGN’s role in educating the community about renewable gas, the optimal channels to do so and how to best engage with the Culturally and Linguistically Diverse (CALD) community;
- **Innovation** – extending the conversation about service improvements and environmental sustainability to test customers’ support for AGN investing in innovation;
- **Priority services** – exploring the importance of AGN supporting vulnerable customers, and using collaborative workshops with customers to ideate what support could look like for vulnerable and CALD customers.

Accelerated depreciation (AD) was identified as a key priority area for engagement with customers. This involved presenting the current context and challenges of managing long-life assets in a changing environment including transitioning to renewable energy. Customers were engaged to discuss how best to account for these assets focussing on the opportunities for accelerated depreciation. This is discussed further in the **Spotlight on Accelerated Depreciation** section of this report (refer page 42).



# AGN used customer input to shape its Draft Plan

The table below illustrates the topics addressed in each phase.

The time allowance between Phase 2 and Phase 3 was to accommodate the synthesis of customer feedback and the development of the Draft Plan, as well as allow for the holiday period where an increased portion of customers may have been unavailable participate.

	Phase 1	Phase 2	Phase 3
<b>Timing</b>	July 2021	September 2021	February 2022
<b>Key Objective</b>	Understanding customer concerns, priorities, expectations and views about gas supply and service delivery. It also supported identification of topics for discussion in future workshops.	To seek feedback on and refinement of AGN's proposed approach including costed initiatives.	To share and seek feedback on AGN's Draft Plan and confirm it reflects customer feedback to date. To explore whether customers support the draft initiatives including an additional Accelerated Depreciation initiative into the Final Plan.
<b>Outcome for AGN's Planning Process</b>	Informed the development of specific, costed proposed initiatives aligned with customer priorities.	Informed the development of AGN's Draft Plan.	Informs changes to AGN's Draft Plan, resulting in the Final Plan.
<i>Price &amp; Affordability</i>	●	●	●
<i>Safety</i>	●	●	●
<i>Reliability</i>	●	●	●
<i>Customer service and communication</i>	●	●	●
<i>Digital metering</i>		●	●
<i>Renewable gas &amp; preparing the network</i>	●	●	●
<i>Renewable gas communications &amp; education</i>		●	●
<i>Innovation</i>	●	●	●
<i>Priority Services Program</i>		●	●
<i>Support for CALD</i>		●	●
<i>Accelerated depreciation</i>			●



*[I really enjoyed] the whole future approach. You are upgrading, thinking of your customers, going green, and really listening to your customers*

# We have identified eight key customer insights

**The insights below have been generated from the three phases of customer engagement, with further discussion on each topic provided in the *Key Insights* section.**

A summary of the key findings for each phase of consultation is also available in Appendix B: Key findings per phase.

## Page

- 22 Draft Plan** | Customers support AGN's draft plan and investment initiatives.
- 25 Safety and reliability** | Customers value their gas supply, so continued and prudent investment in the provision of safe and reliable gas is an imperative.
- 27 Digital Services** | Customers support investment in services that empower them with digital options and support increased transparency of their gas usage.
- 32 Preparing the network for renewables** | Customers value the continued availability of gas, and support AGN preparing the network for renewable gas on its journey towards decarbonisation.
- 34 Renewable gas communications and education** | Customers seek education and communication that raises awareness about renewable gas and equips them for decision-making around their future energy mix.
- 37 Innovation** | Customers view innovation as an enabler to transition towards cleaner energy. They are supportive of innovation funding to trial new ideas and technology.
- 40 Priority services** | Tailored and accessible services designed to better support priority customers, and those experiencing vulnerability, are critically important to customers.
- 42 Special topic: Accelerated depreciation** | Customers acknowledge the importance of accelerating the recovery of investments to maintain price stability and equity for those connected to the network in the longer term.

# Innovative techniques have formed the basis of AGN's engagement process

## In recognition of the different communication preferences of customers, a range of engagement techniques were employed.

These were designed to:

- complement the consultation topic, eliciting relevant insight and input;
- enable full participation from every attendee, accommodating different preferences for how to contribute;
- mitigate risks of groupthink or dominant voices;
- allow for customers to contribute additional commentary and ask questions.

Further detail on engagement techniques is included in Appendix A: Methodology.

Working with the same customer group over three phases enabled the tailoring of engagement approaches and selection of techniques most suitable for both the customer cohort and the topic at hand. AGN provided the opportunity and encouraged participants to share their thoughts and opinions openly and honestly. For customers less confident to speak in the group, AGN welcomed comments in the chat and AGN experts responded live in the chat function. Multiple engagement approaches were to explore each topic, enabling richer meaning and insight.



*[I enjoyed] the well thought out dialogue and presentation, the hard work that went into today and how responsive you were to our feedback*



**Individual reflection and sharing of ideas & comments**



**Online feedback and live anonymous polling**



**Videos**



**Small group discussion via virtual breakout rooms**



**Virtual reactions (i.e. thumbs up)**



**AGN experts to answer customers' questions**



**Whole group discussion and Q&A**



**Chat function for Q&A**



**Feedback surveys**

# Customer feedback about the process has been highly positive

96.2%


customers satisfied/very satisfied with the overall engagement process

92.4%

customers satisfied/very satisfied with the opportunity to contribute their thoughts and opinions<sup>1</sup>

94.9%

customers satisfied/very satisfied with the presentation and education materials provided by AGN<sup>1</sup>



*This was actually the most engaging, informative and enjoyable workshop I have ever attended so thank you. You have all done well*

*[I enjoyed the] interactivity, the clear importance of our thoughts and opinions, the obvious interest in actioning our thoughts into what they [AGN] do moving forward*

[1] Based on Phase 3 survey results.





# Engagement Approach



# We engaged with the same group three times over eight months

## Three phases of workshops were held with a mix of business and residential customers to:

1. Explore what customers value in their gas supply (e.g. reliability, affordability, safety, sustainability);
2. Test specific proposed initiatives on key topics;
3. Seek feedback on the Draft Plan.

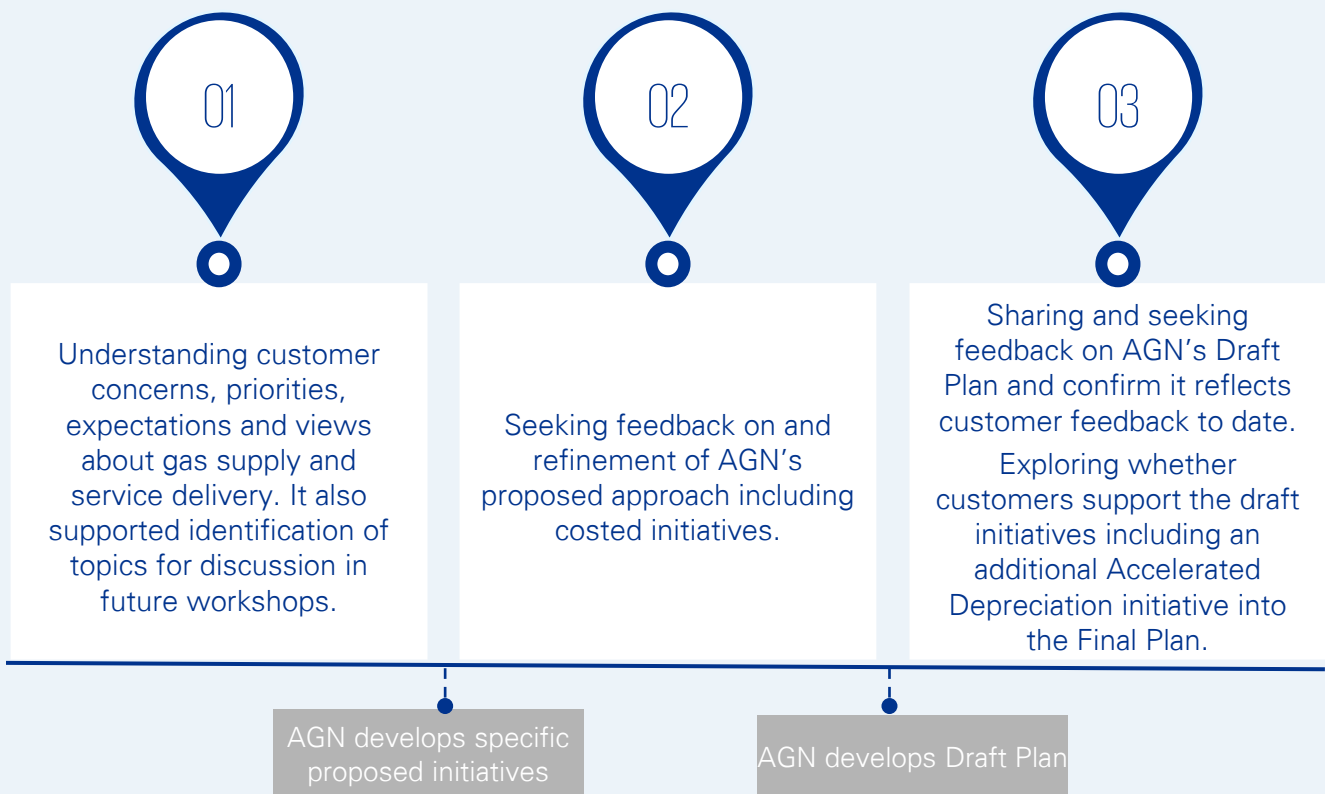
Through regular engagement with the same cohort, AGN was able to build trusted relationships with the community and facilitate in-depth conversations based on a solid understanding of the business and the gas supply chain.

The process is outlined below.

*Great presentation, well prepared, well informed presenters. I'm learning lots*

*[I liked the] honesty and information provided*

## Key objectives of each phase



# We engaged with a broad cross-section of the community

## Ensuring representation across a broad cross-section of the customer base was an important part of the design of the engagement program.

The engagement process recruited a diverse sample of participants including people of different ages, gender, income, and living arrangements.

It also included business and residential customers, metropolitan and regional customers, and culturally and linguistically diverse customers and communities.

The sample was not designed to be statistically significant as a representative sample of AGN's customer base in Victoria and Albury. Insights and findings presented in this report are intended to provide AGN with directional feedback and form part of AGN's broader consultation program to inform the development of its Final Plan.

In total, 22 workshops were held with up to 164 customers across six locations. This comprised 7 workshops for each of the three phases, plus 1 additional workshop in Phase 1 for the Wodonga cohort due to increased lead time required given the difficulty recruiting customers. All workshops were conducted in a virtual format due to customer safety in light of the pandemic.

AGN executives (including Chief Executive Officer) and staff members were present at workshops to provide customers with informed answers to their questions and to hear first-hand what customers had to say.



*Having the various people from AGN available to answer any questions thrown at them.*

.....

*Having key people available to take questions*

.....

*Clear explanations of the future that you envision*

# The questions we asked evolved over the three phases of engagement

**Each phase of workshops built on the one prior, enabling AGN to develop and test proposed initiatives over time together with customers, integrating customer views into the development of its Draft Plan.**

The table below shows how the depth of consultation evolved, with the questions asked of customers<sup>1</sup> becoming progressively more specific to elicit deeper conversation.

	Phase 1	Phase 2	Phase 3
<b>Key Objective</b>	Understanding customer concerns, priorities, expectations and views about gas supply and service delivery. It also supported identification of topics for discussion in future workshops.	To seek feedback on and refinement of AGN's proposed approach including costed initiatives.	To share and seek feedback on AGN's Draft Plan and confirm it reflects customer feedback to date. To explore whether customers support the draft initiatives including an additional Accelerated Depreciation initiative into the Final Plan.
<b>Outcome for AGN's Planning Process</b>	Informed the development of specific, costed initiatives aligned with customer priorities.	Informed the development of AGN's Draft Plan.	Informs changes to AGN's Draft Plan, resulting in the Final Plan.
<b>IAP2 Level of Engagement</b>	Inform and Consult	Involve and Collaborate	Inform and Consult
<i>Price &amp; Affordability</i>	Do you have any questions about our business, our role and prices?  What does affordability in the context of gas mean to you?	Do you have any questions about price or the proposed price cut?	Do you have any questions about price or the proposed price cut?
<i>Safety &amp; reliability</i>	How important is it to you that your gas supply is reliable? – why?  What does public safety for gas supply mean to you?  Over the past 5 years, how satisfied have you been with the public safety? What about reliability?	Are you comfortable with our proposed approach to maintain safety and reliability? – What additional information do you need?	Do you have any feedback on our plan for reliability and safety?
<i>Customer service and communication</i>	What does a great interaction with AGN look like?  How would you like to interact with AGN across these interactions?	Which package of digital services do you think is best value: more website (\$0.50); more website & email (\$1); more website, email & SMS (\$2.50)? – Why?	To what extent do you support our digital services program?
<i>Digital metering</i>	-	When thinking about smart metering and your usage, which of these statements resonate?	Do you have any feedback on our plan for digital metering?

[1] Questions have been re-worded for brevity and clarity. Note all proposed price increases represented were based on average residential bills.



# The questions we asked evolved over the three phases of engagement

	Phase 1	Phase 2	Phase 3
<i>Renewable gas &amp; preparing the network</i>	Is AGN supplying cleaner energy important to you? – Why?	Are you comfortable with our proposed approach to preparing our networks for renewable gas? – What additional information do you need?	Do you have any feedback on our plans to prepare the network?
<i>Renewable gas comms &amp; education</i>	-	Which campaign package do you think is best value: standard (\$1); medium (\$2); broad (\$3); do nothing? – Why?	To what extent do you support our plans for renewable gas communications and education?
<i>Innovation</i>	What areas of innovation do you think are important?	-	Which level of innovation funding offers best value? <sup>1</sup> If we were to introduce a Gas Network Innovation Scheme, what types of innovation projects would you prioritise? <sup>1</sup>
<i>Priority Services Program</i>	-	How important is providing dedicated services to vulnerable customers? – Why? What type of services could support vulnerable customers?	Do you have any feedback on our Priority Services Program?
<i>Support for CALD</i>	-	What type of services could support CALD communities? <sup>2</sup>	Do you have any feedback on our support in other languages? <sup>2</sup>
<i>Special Topic: Depreciation / Accelerated depreciation</i>	-	-	Does the concept of depreciation make sense - any questions? <sup>1</sup> Do you have any thoughts on the future of gas? <sup>1</sup> Does the concept of accelerated depreciation make sense - any questions? <sup>1</sup> Are you comfortable with our proposed plans to accelerate depreciation - any questions? <sup>1</sup>

Questions have been re-worded for brevity and clarity. Note all proposed price increases represented were based on average residential bills.

[1] These workshop activities were not conducted with CALD customers to allow more time for discussion.

[2] Workshop question was only included in CALD workshop and not general cohort workshop.



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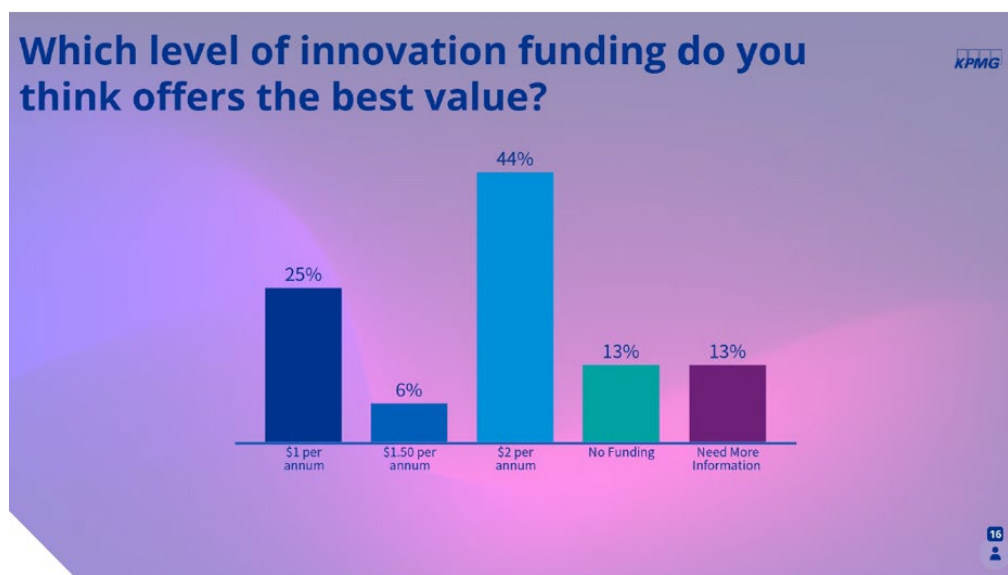
# A range of engagement techniques were used to elicit insight

## A range of engagement techniques were used across the duration of the consultation program to elicit insight and enable full participation from every attendee.

Our highly structured and strongly facilitated approach included:

- recap and reflections of the previous workshops to support customers' engagement and recollection of the content;
- anonymous live online polling – to rapidly assess group sentiment and feedback in the room, thereby allowing AGN to pivot and respond to customer interests;
- individual online surveys (refer Appendix D: Artefacts) – to further assess individual perceptions and response without influence from other participants;
- facilitated whole group questions and discussion – to demonstrate transparency, particularly on topics of key importance and sensitivity (e.g. price);
- small room discussion – to enable sharing of ideas between customers, thereby enabling active participation from different personality types;
- making technical AGN staff available to answer questions – to explain and explore topics in further depth where customers requested it, building credibility and fostering trust;
- highly visual content – seeking feedback and commentary on visuals presented on screen, to make activities more accessible to a full range of abilities.

## View of the live polling tool in use – participants' responses were made visible on screen once all votes had been submitted.



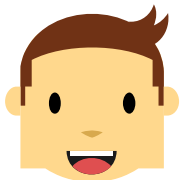
Note: this data relates to a single workshop only and is provided for illustrative purposes.

# A range of engagement techniques were used to elicit insight

AGN also made available a range of tools to encourage broader community involvement, including:

- simple videos to explain the regulatory building blocks and the operations of AGN as a business;
- active promotion of Gas Matters;
- availability of AGN staff to continue the conversation offline where customers had outstanding queries or feedback.

Repeat engagement with the same customer cohort enabled customers to make more informed decisions, as customer knowledge and understanding was built over time. The size of the virtual workshop groups (typically 10-25) was designed to enable deeper conversation and provide opportunity for all attendees to fully participate in two-way dialogue.



*Enjoyed the opportunity to see how/where our input has informed the draft plan*



*Very well structured and informative. Also had plenty of opportunity for questions and feedback*



*Great presentation, well prepared, well informed presenters*

# Our findings were progressively deepened and refined

**Across the course of three engagement phases, MGN developed additional insight into customer priorities and preferences and used this to inform the development of draft plans. The draft plans were tested with customers and updated based on customer feedback.**

An overview of the findings from each phase is below, with further detail available in Appendix B: Key findings per phase.

**01**

Phase 1 identified price and affordability, supply reliability and public safety as the top priorities for customers.

Environmental sustainability also featured highly, with almost 9 out of 10 customers viewing climate change and the need to reduce carbon emissions as either important or very important. Customers expect AGN to be on the journey towards cleaner energy supply and to play a role in education customers about cleaner energy.

Customers value and feel empowered by access to digital channel options. They expressed a desire for multichannel engagement with AGN, including across SMS, email and website. Irrespective of channel, customers expect responsive and effective resolution. Customers also viewed it as important that AGN provides dedicated and tailored support to cohorts that need it.

**02**

Phase 2 found that customers trust AGN's safety and reliability record and support its approach to maintaining the current, high standards.

Customers support AGN's proposed plans to preparing the network for renewable gas. Despite some customers being price sensitive, they expect digital communications and prefer more website, email and SMS as the communication channels of choice.

There is a high level of customer support for AGN providing dedicated services to priority customers, and ensuring CALD customers have tailored support and channels to receive information.

**03**

Overall, customers in Phase 3 were very positive about AGN's Draft Plan and the engagement process undertaken.

Customers support the proposed price cut and AGN's proposed initiatives for digital communication services, renewable gas communications and education and innovation. There were high levels of support for AGN's plans to accelerate depreciation. A majority of customers understood the concept, its role in the gas networks and the changing future landscape of the industry.



# Key Insights

03

1	<b>Draft Plan</b>   Customers support AGN's draft plan and investment initiatives	22
2	<b>Safety and reliability</b>   Customers value their gas supply, so continued and prudent investment in the provision of safe and reliable gas is an imperative	25
3	<b>Digital Services</b>   Customers support investment in services that empower them with digital options and support increased transparency of their gas usage	27
4	<b>Preparing the network for renewables</b>   Customers value the continued availability of gas, and support AGN preparing the network for renewable gas on its journey towards decarbonisation	32
5	<b>Renewable gas communications and education</b>   Customers seek education and communication that raises awareness about renewable gas and equips them for decision-making around their future energy mix	34
6	<b>Innovation</b>   Customers view innovation as an enabler to transition towards cleaner energy. They are supportive of innovation funding to trial new ideas and technology	37
7	<b>Priority services</b>   Tailored and accessible services designed to better support priority customers and those experiencing vulnerability is critically important to customers	40

# Customers support AGN's draft plan and investment initiatives

## Customers support AGN's Draft Plan, with 94% reporting either strong support or support.

Across the three phases of customer workshops, AGN explored what customers value in their gas supply and tested specific initiatives on key topics.

Customer consultation on the Draft Plan was extensive, with detailed information and discussions regarding:

- **Price** – including the impact of the proposed price cut on customer bills and accelerated depreciation;
- **Safety and reliability** – including AGN's approach to maintaining the networks and commitments to responding to emergency leaks;
- **Customer experience** – including customer satisfaction targets and investment in digital communication channels;
- **Priority services** – including dedicated services to customers who might be vulnerable;
- **Sustainability** – including innovation, renewables and the future of gas.

Following each phase, AGN reviewed customer feedback to ensure a robust and iterative engagement process. In preparation for Workshop 3, a digital copy of AGN's Draft Plan was distributed to all customer participants, providing customers the opportunity to review it ahead of the final workshop.

A majority (94%) of customers support AGN's Draft Plan, of which 74% strongly support. Whilst support was reasonably consistent across all cohorts, a slightly greater portion of CALD customers (95%) are supportive relative to general cohort customers (93%), and a greater portion of regional customers (95%) relative to metro (92%).

### Extent of support for AGN's Draft Plan

n=79



# Customers support AGN's draft plan and investment proposals

## Price is a top priority for customers and remains a key driver in decision-making.

Overall, 36% of customers ranked price their top priority, followed by reliability (28%) and public safety (17%). 78% of customers ranked price in their top 3.

A greater portion of regional customers (42%) ranked price their top priority relative to metro customers (29%), and a greater portion of business customers (50%) relative to residential (36%).

Although price is a top priority, customers raised the sentiment in discussions that lower prices should not compromise safety or reliability.

## Given the importance of price in decision-making, price was revisited in each phase of consultation.

This ensured transparency and clarity during the engagement process, and meant customers kept the context of the proposed price cut front of mind in their decision making and when sharing feedback with AGN.

In Phase 1, AGN explained the composition of typical residential and business gas bills, of which distribution charges comprise approximately 30% and 25-55%, respectively.

Throughout the rest of the consultation process AGN presented its forecast of an 8% price cut (from 1 July 2023, after inflation). AGN explained the monetary impacts of this in dollar figures on average residential bills (e.g. \$22 per year savings). Customers expressed comments of support with respect to the proposed price reduction.

When discussing price, customers were interested in:

- The impact of AGN's price reduction on their residential or business gas bill, including how the retailer would pass this on;
- The potential long-term price impacts of a move towards renewable gas.

## Customers were made aware of the instances when their feedback could impact the proposed price reduction.

In each phase, prices of proposed initiatives presented to customers were represented in terms of impact on the average residential customer's bill. This helped to give context for customers when considering AGN's proposal options in their decision-making and when sharing their feedback. Throughout the process, AGN tailored specific proposed initiatives based on customer feedback about features and price. In some cases, customers that were previously unsupportive of investment on a specific topic, became supportive upon being presented with the tailored proposed initiatives .

Customers often commented on being pleased to see their feedback had been considered in AGN's proposed initiatives , and noted the degree of transparency and honesty displayed by AGN in the process. Overall, 96% of customers were satisfied with the overall engagement process. 92% were satisfied with the ability to contribute their thoughts and opinions<sup>1</sup>.



*Affordability needs to be balanced with safety and reliability, no point having it cheap if it's unsafe*

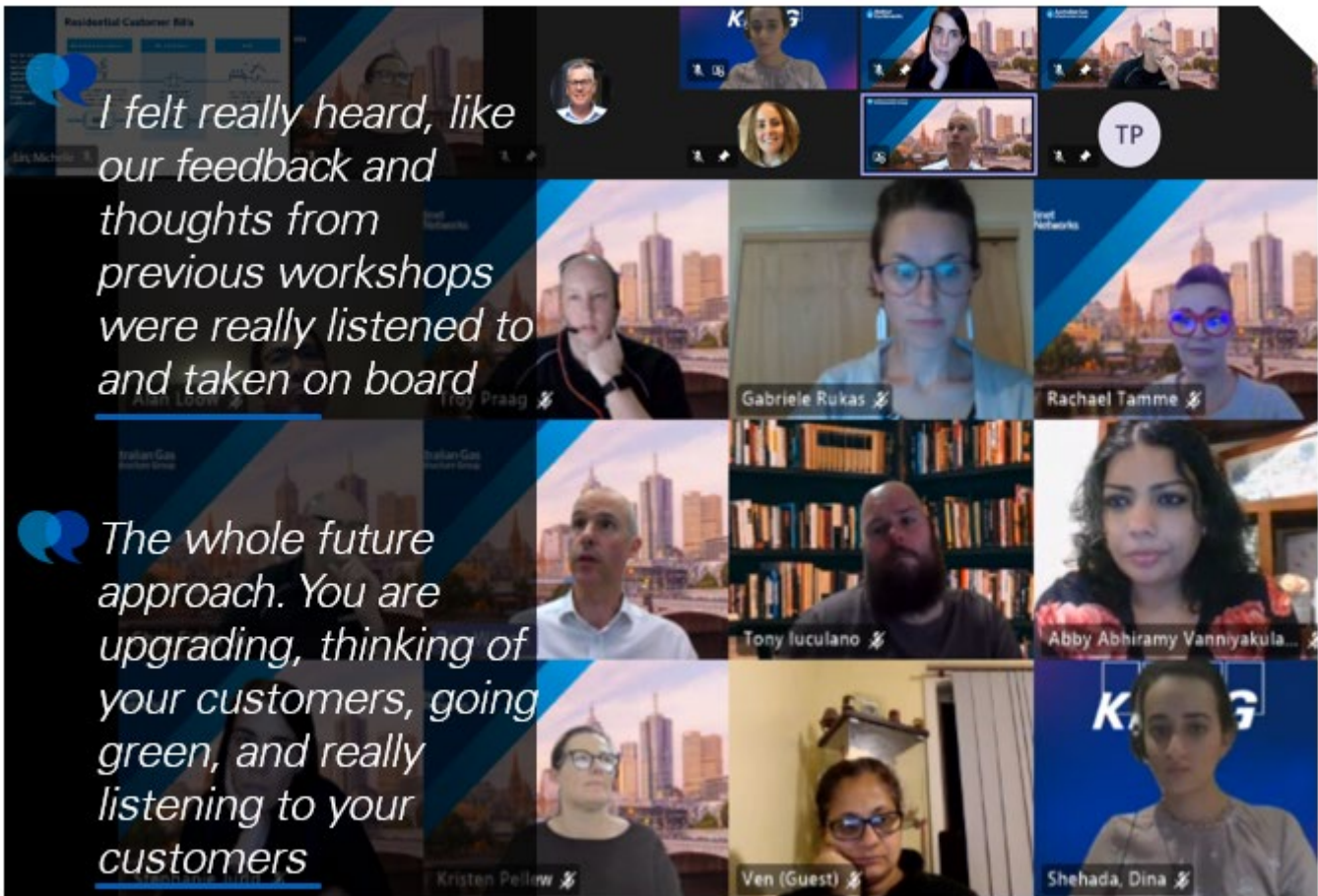


*...to still be able to get some sort of price cut whilst still making these achievements is really positive*

[1] Based on Phase 3 survey results.



# Customers support AGN's draft plan and investment proposals



# Customers value their gas supply, so continued and prudent investment in the provision of safe and reliable gas is an imperative

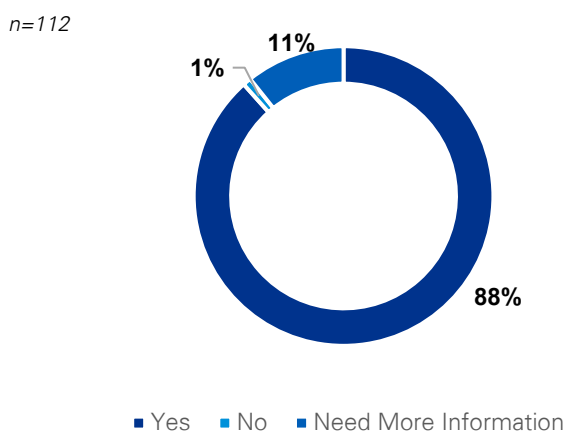
## Customers trust AGN's track record in delivering high levels of safety and reliability, and are satisfied with the proposed approach to maintain current levels.

During the consultation process, AGN communicated its plans to maintaining safety and reliability. This maintenance aligns to AGN's regulatory obligations and enables delivery against agreed service levels. It includes maintaining a strong performance responding to gas leaks and overall investment to maintain safety and reliability.

A majority of customers (88%) stated they were comfortable with AGN's proposed plans to maintain the current standards of safety and reliability. When observing support across the respective cohorts, 92% of the general cohort and 78% of CALD customers were comfortable.

*Continuous stringent maintenance check ups should be maintained*

Customer comfort with the proposed approach to maintaining safety and reliability



## Customers place a high value of importance on safety and reliability because gas is perceived to be an essential service.

Gas was cited as the preferred heating source for many family homes as it was viewed to play a critical role in comfortable living. Gas was perceived to be particularly important for business customers, for whom outages can have direct financial impacts. For vulnerable customers such as the elderly and those with medical conditions, gas reliability is vital in their day to day lives for heating and in some cases, life support.

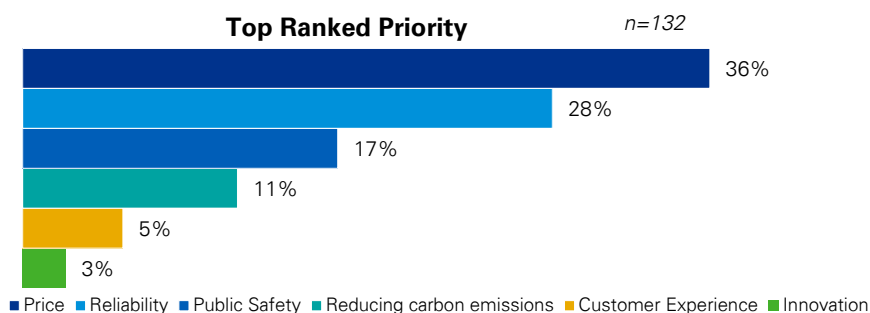
*My life will come to a stand still if this supply breaks down or even stops for a while. We cook on gas top at home and even at my restaurant*

# Customers value their gas supply, so continued and prudent investment in the provision of safe and reliable gas is an imperative

## The importance of safety and reliability is reflected in customers' top priorities when it comes to their gas supply.

Overall, 28% and 17% of AGN customers perceive reliability and public safety their highest priority. Reliability and public safety are ranked second and third top priorities for customers after price. With respect to reliability in particular, 99% of customers stated it was either very important or important.

Not only do customers view reliability and safety as a high priority, customers tend to see gas reliability and safety as the minimum expectation that AGN needs to deliver on. As such, they place a strong degree of community trust in continued and prudent investment in the reliability and safety of the network to deliver against agreed standards and regulatory obligations. Customers reflected on AGN's reliability in their own experiences, with many customers sharing the sentiment that they cannot remember the last time they had a gas outage. Moving forward, it is important that AGN continues to maintain high standards of safety and reliability and delivers on the minimum expectations of customers.



## Customers expressed curiosity in staying informed about upcoming works and connection times to ensure ongoing satisfaction.

With respect to their satisfaction over the past 5 years, 93% of customers were very satisfied or satisfied with the reliability of their gas supply, and 89% with the public safety of their gas.

Across the phases, customers expressed interest in learning more about different aspects of safety and reliability. Questions arising from customers around the following themes (to which the AGN team responded to during the workshop):

- Upcoming planned works (type and timing);
- Connection times;
- Safety standards;
- Typical challenges faced by AGN.

*Public safety means everyone's safety*

*We had a gas leak smell...I would have ignored it ...[but] I just learnt about this [in workshop] last week, called up and [they] dealt with [it] in 5 mins*

*It's something that we shouldn't need to worry about, it's essential*

# Customers support investment in services that empower them with digital options and support increased transparency of their gas usage

## Customers value new ways to monitor and control their usage.

Customers see benefit in more transparent information about their gas usage to enable informed decision-making around consumption and to prevent bill shock. As a means to do this, customers suggested real time gas usage via an app and deploying smart metering.

When asked which specific features of smart metering were of highest importance to customers, AGN's findings were:

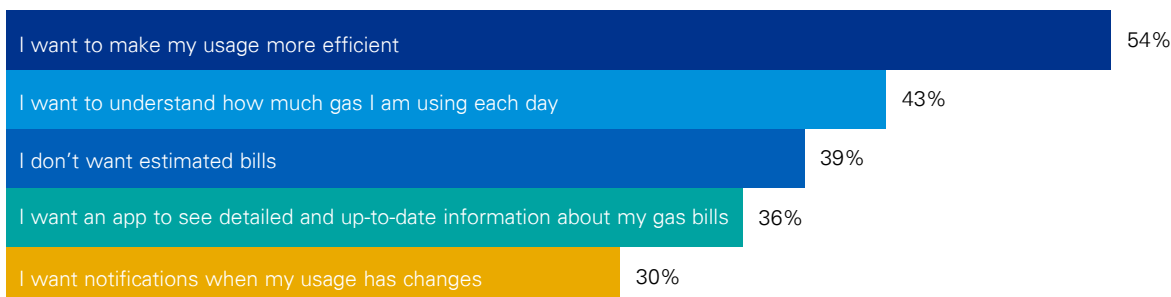
- **Opportunities to make gas usage more efficient.** More than half (54%) of customers emphasised the importance of maximising efficiency of gas usage to limit cost. In response to this feedback, AGN's plan includes development of fact sheets to improve energy efficiency, such as ways to minimise heat loss in winter.
- **Obtaining information on their daily gas usage.** This was a top priority for 43% of customers. Although a desire for real time gas usage arose in phase 1, some customers emphasised in Phase 2 that having access to actual usage is more important than real-time usage. In response to customers desiring usage information, AGN's plan includes development of fact sheets on typical usage and running costs of appliances.
- **Moving away from estimated bills.** A large portion of the general cohort (44%) relative to CALD (24%) rated this in their top 3 priorities. In response to this feedback, AGN's plan includes installation of remote read meters for hard-to-read meters to remove thousands of instances of estimated bills across the network.

*Energy efficiency is important to minimise usage and costs*

*Do I really need real time data. [It] isn't going to change my life*

### Statements that resonate the most when thinking about smart metering and usage<sup>1</sup>

n=110



[1] Methodology: Participants were invited to select up to 3 statements that resonate the most. Percentages represent the proportion of participants who chose each relevant statement. Note that 7 AGN customers selected 4 statements.

# Customers support investment in services that empower them with digital options and support increased transparency of their gas usage

## Customers value and feel empowered by access to digital channel options.

In Phase 1, AGN explored customers' preferred engagements channels across a range of interactions to help shape a channel offering aligned with customer needs. The preference for digital channels showed that customers expect AGN's communication channels to reflect broader market trends, which increasingly means offering digital communication channels.

Strong channel preferences emerged for certain types of interactions:

- **Customers prefer phone for interactions where time criticality or reassurance is required.** In fact, 88% of customers prefer phone when reporting a gas leak and 66% when submitting a query, complaint or compliment.
- **Strong preference exists to receive updates via SMS.** This includes for planned works or outages (83%), and for updates on connection applications (64%).
- **Customers have a preference for email across most interaction types.** This is particularly true for outbound or information-based communications. In fact, more than 70% of customers prefer email when receiving information on new gas services, finding out the benefits of and how to get connected to gas, and lodging an application/receiving updates regarding a new connection.
- **Website remains a strong function for communication.** 54% of customers choose website to submit a query, compliment or complaint, and 40% of customers prefer to find out the benefits of and how to get connected to gas.

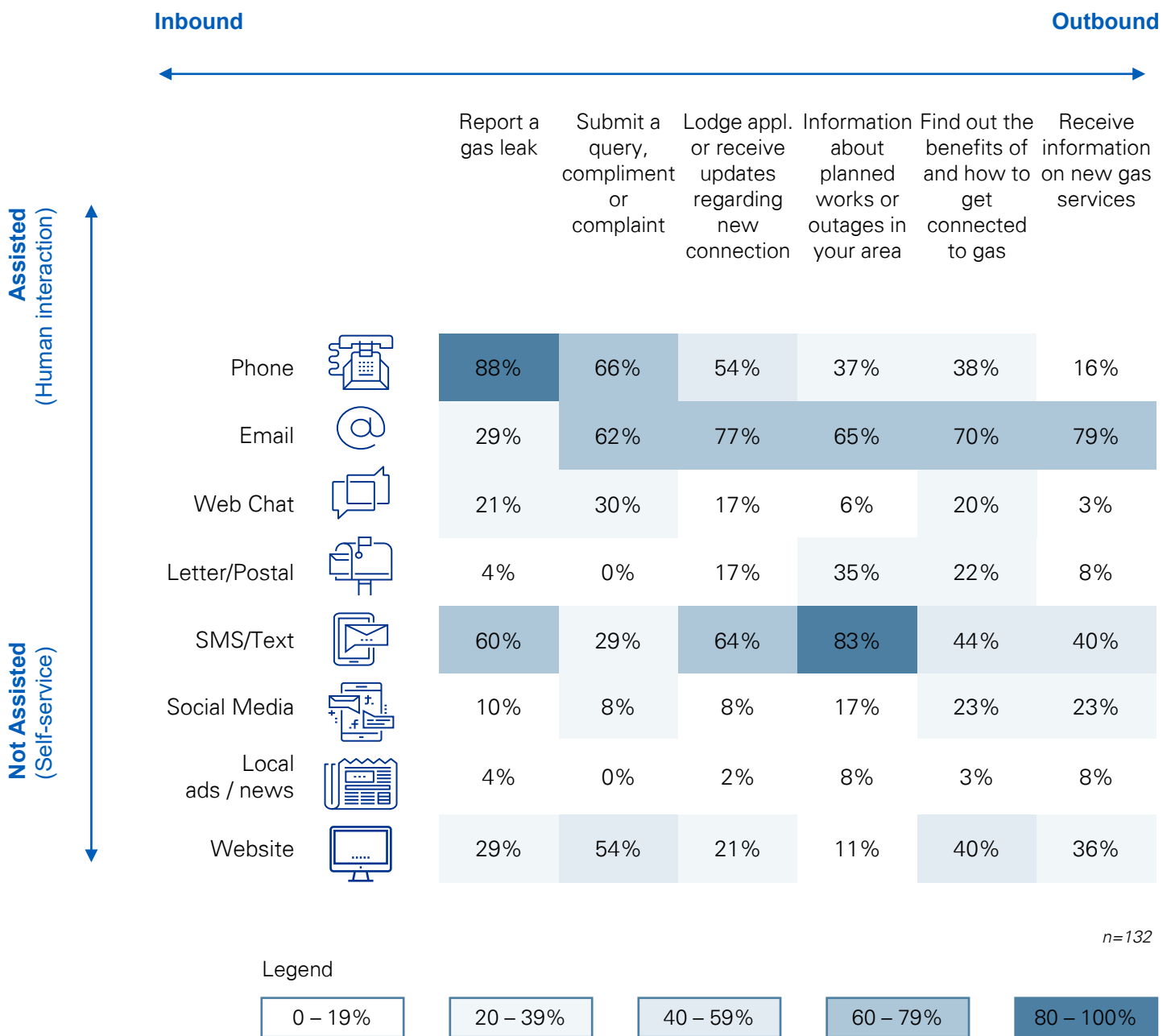
In response to the strong preference indicated for digital channels, in Phase 2 AGN presented three digital package options with indicative pricing per annum: more website services; more website and email; more website, email and SMS. Customers were informed of the estimated annual bill impact for an average residential customer for each of the three packages (\$0.50, \$1 and \$2.50, respectively).

*My preference is for online 99% of time*

*I like the choice. Sometimes online chat is easier, sometimes you want to speak to a person*

# Customers support investment in services that empower them with digital options and support increased transparency of their gas usage

The below table presents customers' channel preferences across a range of interaction types.



The table illustrates the preferred communication channels across different types of interaction with AGN. Fields in darker shading represent a higher preference among customers to use that channel. Methodology: Participants were invited to select up to three communication channels for each type of interaction. Percentages represent the proportion of participants who chose each relevant channel for each type of interaction.



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# Customers support investment in services that empower them with digital options and support increased transparency of their gas usage

## SMS is a highly valued feature for many, particularly for CALD and elderly customers.

SMS remained a highly valued channel of communication, appealing to more than half of customers (57%) as evidenced by their preference for the 'More Website, Email & SMS' package in Phase 2.

Specific aspects of SMS cited as valued by customers included the:

- Instantaneous nature;
- Convenience of the channel for notifications / confirmations;
- Conduciveness to translation for CALD customers;
- Simplicity of navigation for CALD customers;
- Accessibility and comfort level in using the channel, relative to other channels such as websites and or email services, particularly for elderly customers.

Despite the desirability of SMS, some customers expressed that the price point of the proposed SMS package was cost prohibitive, particularly in light of the low frequency of interactions.

Based on the customer feedback, AGN adapted the proposed initiatives in Phase 3 to deliver a digital services package that included a CRM, SMS capability for works updates/notifications and website enhancements, at a lower price point (\$1).

## At this lower price point, more than three quarters of customers supported the tailored digital services package.

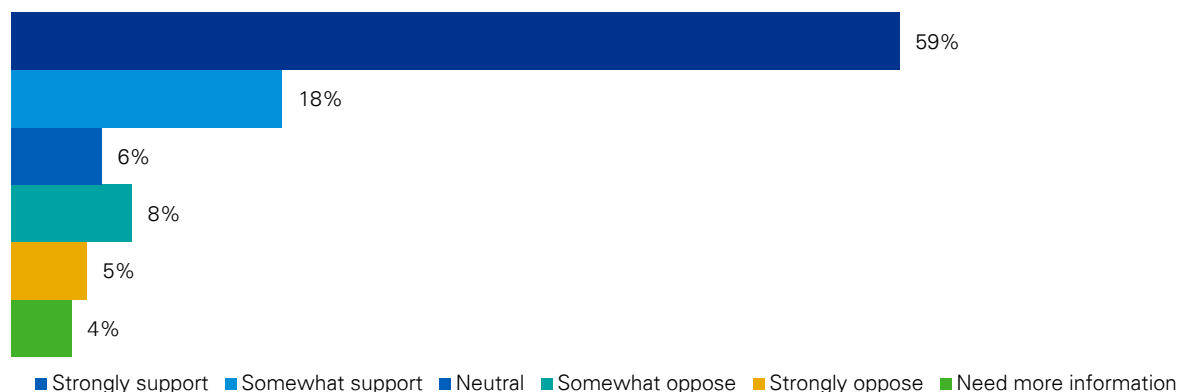
Overall, 77% of customers supported the proposed digital services package, of which 59% strongly supported. The revised package saw a portion of customers who were previously supportive of lower priced packages (excluding SMS) become supportive of SMS in Phase 3<sup>1</sup>. This indicates they saw value in SMS at the reduced price point.



*[For] people who can't speak English, SMS is easier for them as you can quickly translate it*

### Extent of support for the proposed digital services program

n=80



[1] Of identifiable responses across Phases 2 and 3<sup>1</sup>, 63% of AGN customers who voted 'more website services (~50c)' and 92% of AGN customers who voted 'more website & email (~\$1)' in Phase 2, supported the revised digital services package in Phase 3 which included SMS. Responses are considered 'identifiable' if an individual provided their name alongside their responses in both Phases 2 and 3. There were 4 unidentifiable responses for 'more website services ~50c' and 3 unidentifiable responses for 'more website & email ~\$1'.

# Customers support investment in services that empower them with digital options and support increased transparency of their gas usage

## **Irrespective of channel, customers expect responsive and effective resolution.**

Particularly if an emergency situation arises, customers expect prompt resolution. When communicating with AGN more broadly, customers expect:

- Professionalism and respect in dealings with AGN;
- Simple and clear language, acknowledging that customers are not experts;
- Empathy and patience, particularly given differing customer circumstances.

## **Customers trust that AGN are getting the basics right, reducing the need for frequent interaction.**

While supportive of AGN moving to offer more digital services, customers recognise the potential of diminishing returns with respect to investing in communications.

Customers perceive the absence of interactions with their gas distributor as a positive reflection of AGN's relative reliability. As such, customers recognise the risk of over-investing in communications given the low frequencies of interactions.



*Good customer service is fast response times to issues like leaks and outages*



*I don't believe I have ever spoken to AGN however I would have high expectations that the staff are knowledgeable and friendly*



*I smelt a gas leak once at my property, I called up and they arrived within 20 minutes. They were absolutely fantastic*



# Customers value the continued availability of gas, and support AGN preparing the network for renewable gas on its journey towards decarbonisation

## Customers recognise the importance of transitioning towards cleaner energy supply.

In Phase 1, a large proportion of customers voiced support for the importance of climate change and reducing carbon emissions. Customers expect AGN to be on the journey towards cleaner energy supply. Overall, 88% of customers view climate change and reducing carbon emissions as either important or very important to them.

### Importance of climate change and reducing carbon emissions



*We have an obligation as a global citizen to do everything in our power to leave the planet in a good state for future generations*

AGN shared with customers its long term plan to decarbonise the network and convert its networks to 100% zero carbon gas by 2040. Customers expressed support of AGN's efforts, citing:

- The importance of addressing climate change;
- The importance of protecting the planet for future generations;
- A sense of obligation to take steps towards sustainability;
- A responsibility to act in line with peers around the world;
- A desire to leave a positive legacy.

In Phase 2, AGN shared with customers its draft initiatives with respect to preparing the network, which included:

- Ensuring the network is ready for hydrogen blending;
- Communicating to customers about renewable gas;
- Ensuring competitive pricing;
- Investments in renewables gas projects e.g. Hydrogen Park Murray Valley.

*Global warming is real and early actions are crucial for our future*

# Customers value the continued availability of gas, and support AGN preparing the network for renewable gas on its journey towards decarbonisation

## Customers are supportive of plans to prepare networks for renewable gas.

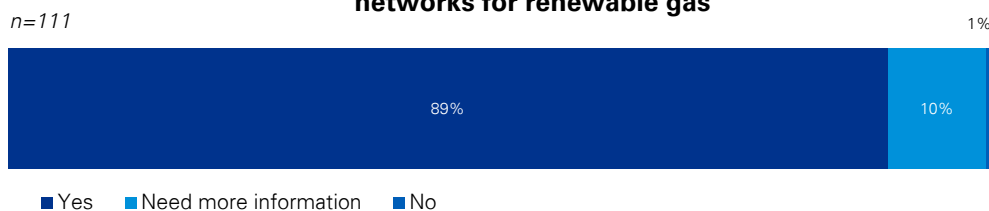
In response to the draft initiatives, 89% of customers are comfortable with AGN's proposed approach to preparing the networks for renewable gas. A greater portion of:

- Regional customers (93%) are comfortable with the proposed initiatives , relative to metro customers (84%);
- CALD customers (12%) desire more information on AGN's plans to prepare the network for renewable gas, relative to the general cohort (9%).

Customers expressed curiosity around:

- Transition plans with respect to appliances, with emphasis that plans need to be communicated to customers;
- How renewable gas works, including the inputs, costs and scale;
- The role of government in supporting the transition;
- The degree of influence by gas retailers on AGN's plans.

### Comfort with the proposed approach to preparing AGN's networks for renewable gas



## In the short-term, some customers are split regarding the trade off between cleaner energy supply and gas pricing, and want to better understand the cost implications.

In discussions some customers are willing to pay more for cleaner energy, while others commented on the need to balance price and sustainability. A portion of customers expressed concern that moving to cleaner energy will increase costs (in the form of higher prices and appliance upgrades).

*I think there would be less backlash from consumers about changing appliances if they're well aware of the reasons*

*We need to make sure there's a world around for future generations to come*

# Customers seek communication that raises awareness about renewable gas and equips them for decision-making around their future energy mix

## Customers want AGN to play a role in educating customers and communities at large about renewable gas.

Customers expressed curiosity and interest in learning about the future of gas and opportunities for cleaner energy practices. Some customers cited a desire for information and transparency on efforts taken by AGN in the transition to more sustainable practices. Specifically, customers expressed interest in AGN:

- Educating the community around the future of gas and the transition to renewables, in order to increase awareness and understanding;
- Being transparent on price implications as AGN transitions to renewables;
- Informing customers of the process and impact (such as on appliances), as a result of the shift to renewables.

In response to the customer interest in increased education and communication, AGN presented three communication packages of differing breadths: Broad, Medium and Standard. The Broad campaign was inclusive of the most initiatives and targeted the broadest reach of Victorians. The Medium campaign targeted 55% of customers and included community events and medium reach TV campaigns, whilst the Standard campaign targeted 35% of customers and a lower frequency TV campaign. Customers were informed of the estimated annual bill impact for an average residential customer for each of the three packages (\$3, \$2 and \$1, respectively).

## 9 out of 10 customers were supportive of some level of investment in renewable gas communications and education.

This was made up of 52% of customers indicating preference for the Broad campaign, and 37% that preferred either the Medium or Standard campaign.

Elements of the Broad campaign that particularly stood out for customers were:

- Targeting and educating students, as the future generation;
- Its broader reach, given the low level of community awareness about renewable gas;
- Community events, to increase engagement.

*There are examples where I'm paying for carbon neutral but have no idea what it's going to and where it's being spent, transparency is needed*

*Renewable energy should become a bigger conversation*

*Given the lack of understanding across the community at the moment, investing broadly would provide the best chance of the community feeling informed*

### Preference for renewable gas communications package

n=112



■ Broad campaign ■ Medium campaign ■ Standard campaign ■ Do nothing

# Customers seek communication that raises awareness about renewable gas and equips them for decision-making around their future energy mix

## 90% of customers support AGN's proposed initiatives for renewable gas communications and education. This includes a portion of customers who were previously unsupportive.

Based on feedback gathered in earlier phases, AGN adjusted its proposed initiatives in Phase 3. This included a mix of community activities, school-based education (including tailored activities for ESL students) and media and digital communications. The proposed initiatives were costed at \$2 per annum, given the initial customer support at the \$2 - \$3 range per annum. 90% of customers were supportive of the adjusted proposed initiatives, of which 68% were strongly supportive.

*Education is everything, all ages need to get what this means for the environmental*

### Support for renewable gas communications and education



In Phase 2, some customers selected lower cost options and even no investment, in attempt to keep cost down given the importance of price. 89% of customers<sup>1</sup> who were previously unsupportive of investment in communications and education in Phase 2, become supportive in Phase 3.

*More information they receive, the more they [individuals] can support renewable gas*

Additionally, some customers who were supportive of a lower amount of investment in Phase 2 became supportive of greater investment in Phase 3: 91% of customers<sup>1</sup> who voted for the Standard campaign (at ~\$1) in Phase 2 supported the ~\$2 proposal in Phase 3.

Further suggestions for communication and education plans included; ensuring alignment with educators to increase success of school programs, emphasising AGN's role as a distributor when delivering school programs, and addressing opposing campaigns on phasing out of gas.

*I voted Option 2 [Medium] because it reaches half of the people, but without the cost being something else to worry about on the bill*

[1] Based on identifiable responses across Phases 2 and 3. Responses are considered 'identifiable' if an individual provided their name alongside their responses in both Phases 2 and 3. The number of unidentifiable responses is as follows: 1 AGN customer for 'standard campaign ~\$1' and 1 AGN customer for 'No thanks, I don't think you should invest in renewable gas communications and marketing'.

# Customers seek communication that raises awareness about renewable gas and equips them for decision-making around their future energy mix

## Engaging and educating children was viewed as critical, particularly for the CALD community.

CALD customers cited that children are often a key information source for non-English speaking parents. Alongside educating children, CALD customers also emphasised the importance of community events. This was further evidenced by a larger portion of CALD customers (62%) opting for the Broad campaign in Phase 2, relative to customers from the general cohort (49%).

## Some customers identified the importance of all stakeholder groups, including retailers, in the education process.

A small portion of customers (1%) oppose renewables gas communications and education, while some (4%) desire more information. Some customers expressed they do not feel they should bear the cost of renewable gas communications to the community, with some attributing responsibility on the energy retailer to contribute. Other feedback provided by customers put the onus on individuals to educate themselves and source additional information. These customers perceived the role of AGN as being limited to merely starting the conversation, with emphasis by some that AGN should instead focus on providing its core service.



*I voted for Option 1 [Standard] as an initial start to get the conversation going and start putting info out there. I would think the community would seek additional information if they needed it*



*Community events and in particular school education program [are important] as often the children are interpreters for parents in CALD communities*

# Customers view innovation as an enabler to transition towards cleaner energy. They are supportive of innovation funding to trial new ideas and technology

## Innovation is seen as fundamental to delivering a step change in service delivery and transitioning towards cleaner energy.

AGN engaged with customers on the topic of innovation across all three phases of consultation. Customer interest and support exists for innovation that supports the move to renewables, increases sustainable practices and reduces the impact on climate change.

Customers perceive innovation as an enabler for AGN's core factors of safety, reliability and affordability (for example, through more efficient gas utilisation and cost efficiencies to pass on savings to customers). Examples cited by customers included use of new technologies, smart metering and improved pipes. Despite the support, some customers emphasised the importance of minimising job losses through the introduction of technological advancements.

## With respect to the types of innovation projects; decarbonisation, safety and reliability projects are high priorities for customers.

AGN explained to customers that the level of funding set aside for innovation projects would ultimately determine how many projects AGN could undertake in the five year period. Sample types of innovation projects were shared with customers, indicatively.

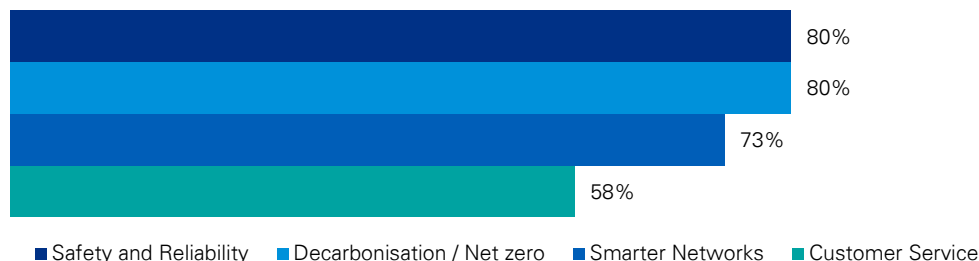
The prioritisation of decarbonisation/net zero type-projects by 80% of customers is in line with broader customer support of AGN's decarbonisation journey. Sample projects shared with customers included innovative trials to facilitate and improve access to renewable gas.

*Innovation is progress, anything can be made better overall and potentially lead to a lower price*

*Innovation to ensure more safety*

## Types of innovation projects prioritised if a Gas Network Innovation Scheme was introduced

n=59<sup>1</sup>



*We are an innovative country we need to use our clean environment. We can lead the world*

[1] Question was not included in CALD workshop to allow more time for discussion in other workshop activities.

# Customers view innovation as an enabler to transition towards cleaner energy. They are supportive of innovation funding to trial new ideas and technology

## AGN's Gas Network Innovation Scheme Design:

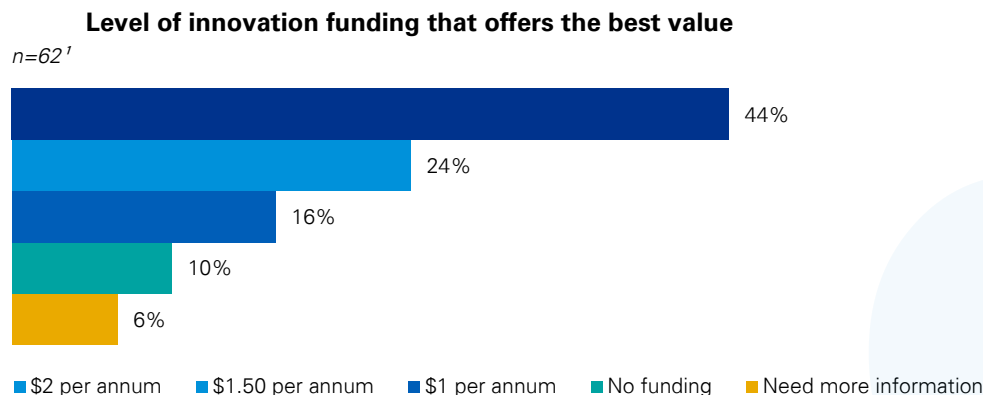
Based on customer interest in innovation, a Gas Network Innovation Scheme was tested in Phase 3. The scheme involves an apportioned amount of funding to deliver innovation projects deemed likely to provide benefits to customers beyond the next five years. An independent advisory group was proposed to oversee and provide input into decision making on innovation projects.

AGN clearly communicated to customers that this proposed scheme was not included in the Draft Plan, therefore support for it would slightly reduce the proposed savings.

### 84% of customers support at least some level of innovation funding, indicating willingness to forgo part of the proposed price cut.

More than 40% of customers see \$2 as the best value of innovation funding per annum, while a quarter of customers opted for \$1.50. Sentiment behind customer support included ensuring protection of future generations and ensuring exclusive use of the funds for innovation, which AGN assured is a 'use it or lose it' innovation scheme.

Approximately 1 in 10 customers suggested no funding for innovation. While some of these customers cited innovation as important, they did not believe AGN should pass on the cost of innovation to customers.



*Investing in new technologies which can be beneficial and have an impact on climate change*

[1] Question was not included in CALD workshop to allow more time for discussion in other workshop activities. Methodology: Participants were invited to select innovation projects that they would like to see prioritised (with the ability to select more than one). Percentages represent the proportion of participants that chose each type of innovation project.

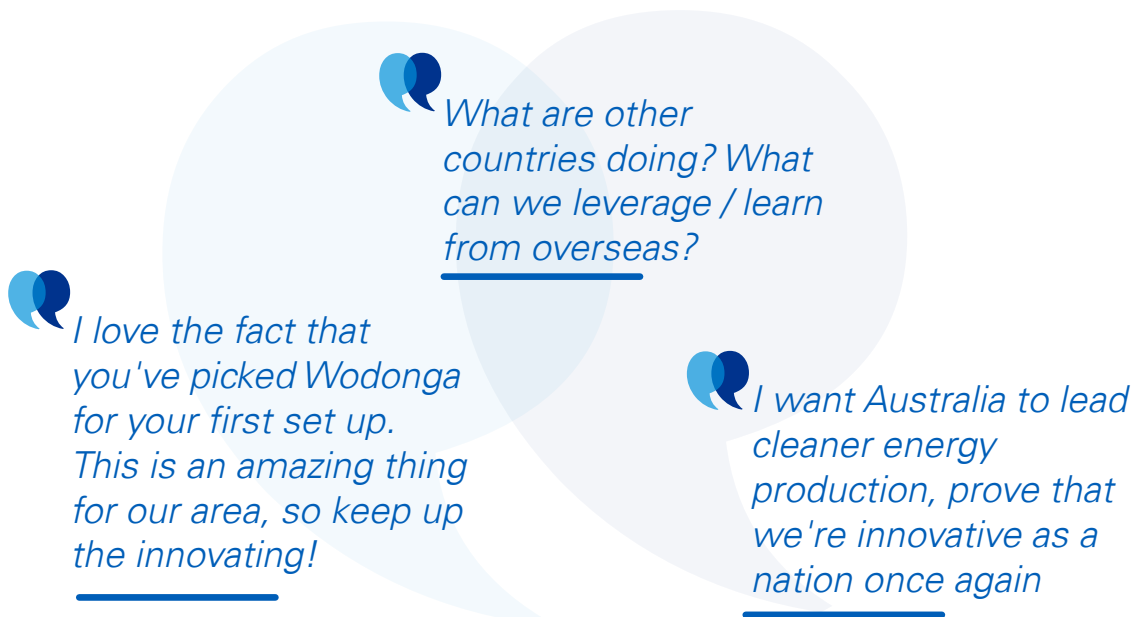
# Customers view innovation as an enabler to transition towards cleaner energy. They are supportive of innovation funding to trial new ideas and technology

## Plans for Wodonga received praise from customers in the region for bringing innovation to the area.

The trial hydrogen plant in Wodonga was met with high customer interest when shared with the Albury/Wodonga customer cohort. Customers expressed excitement for Wodonga to be a testing environment for hydrogen fuel usage. A greater portion of regional customers support innovation funding, relative to metro customers (89%; 78%).

## Customers suggest that AGN can leverage learnings from other countries to accelerate innovation and drive down cost.

In progressing the innovation agenda, a number of customers suggested AGN work with and learn from others, including internationally, in order to bring innovative practices to Australia. Some emphasised sentiment that Australia is an innovative country and should thus take a lead role in the international context.



[1] Methodology: Participants were invited to select innovation projects that they would like to see prioritised (with the ability to select more than one). Percentages represent the proportion of participants that chose each type of innovation project.



# Tailored and accessible services designed to better support priority customers and those experiencing vulnerability is critically important to customers

## Customers recognise that circumstances vary, and support the need to provide dedicated and tailored support where required.

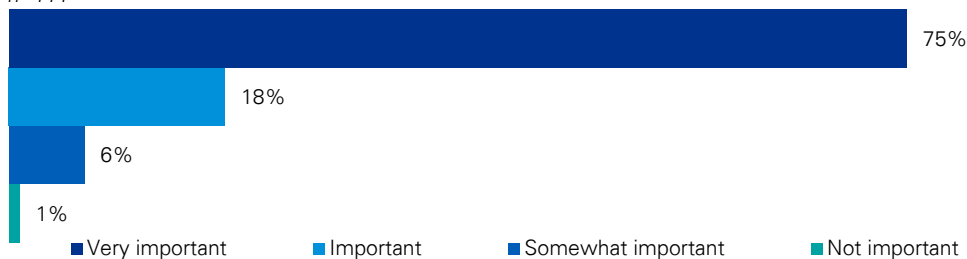
Consultation with customers revealed an interest in supporting priority members of the community. Customers raised concepts of corporate social responsibility and AGN's duty of care. Customers referenced cohorts such as those experiencing financial instability and or low incomes (such as pensioners), illness and disability.

Ultimately, 93% of customers stated dedicated priority services to vulnerable customers was either important or very important. A larger portion of CALD customers (92%) believed it was very important compared to customers from the general cohort (69%).

*Anything that can be done to help people that need it, especially at the moment, should be done. We're all in this together*

## Importance of AGN providing dedicated services to customers who might be vulnerable

n=111



*I believe all Australian should have equal access I am strongly for giving maximum assistance to those in need*

Customers support fair and equitable access to gas for all Australians. This includes the delivery of tailored, empathetic and compassionate support. Whilst priority services and support should be accessible, some customers cited the need for adequate controls to mitigate against potential abuse of the system. Further, some customers reflect that governments and retailers also have a role to play in supporting vulnerable customers.

## The collaborative process informed the design of initiatives to support vulnerable customers.

Ideas contributed by participants included:

- **Financial Support** including free safety checks, payment plans/deferrals, access to funding via discounts and rebates for appliances;
- **Support around energy saving** including assessment of appliances and education on how to maximise efficiency of appliances;
- **Tailored customer service** including specialised training for staff, priority service, case management and empathetic customer service.

*Feeling of being heard is a human desire, particularly with people with disabilities to get them to be heard, it's very important shared sentiment*

# Tailored and accessible services designed to better support priority customers and those experiencing vulnerability is critically important to customers

## The collaborative process was inherently valuable in generating a range of ideas to support CALD customers.

In Phase 1, it was revealed that CALD customers value language and interpretation services that cater for culturally and linguistically diverse communities. In line with the commitment to openly and diligently engage with CALD, AGN leveraged this customer cohort's experience to generate further ideas that cater to their unique needs. The chosen topic for collaborative workshops with respect to CALD customers during Phase 2 was:

### *"What tools could help support CALD communities?"*

Ideas contributed by participants to support CALD communities, by way of customer service and language services, included:

- Translation services;
- Increased educational support;
- Simple English;
- Use of pictorials;
- Customer service training specially for AGN staff.

For the channels to engage with CALD customers, suggestions included short informational videos, SMS, community events and language specific online forums.

AGN's plan includes capturing customer language preference, a dedicated support team / role, empathy training for staff, and information dissemination via SMS, video, language-specific online forums and using Google translation services. AGN made an ongoing commitment to support CALD customers by working alongside ECCV (Ethnic Communities Council of Victoria) and through its Community Partnerships Program.

## Customers emphasise the importance of a fair and holistic definition of vulnerability.

Customers highlighted the need for a flexible definition of vulnerability. Many acknowledged that individuals can go in and out of vulnerable situations depending on circumstances. For example, some customers cited changing circumstances brought about by Covid-19 having introduced financial hardship to a new cohort.

There was also acknowledgement of the importance of tailoring support for CALD (as required), however without this respective cohort being grouped in the definition of 'vulnerability'.



*CALD communities often need extra educational support, due to lack of exposure to these kind of technologies and language*



*I like the idea of 'vulnerability' being flexible, and not only assigned/covered to those under support categories by govt depts*



# Spotlight on Accelerated Depreciation



Australian  
Gas Networks

operated by

8

**Customers acknowledge the importance of accelerating the recovery of investments to maintain price stability and equity for those connected to the network in the longer term.**



# Customers acknowledge the importance of accelerating the recovery of investments to maintain price stability and equity

## AGN gathered customer views on how it should manage the depreciation of its assets during the energy transition.

The contextual background provided to customers explained that AGN owns assets that have a long natural life (60 years). This requires long-term planning around AGN's investment paths and the depreciation of its assets. Customers were presented with the challenge that the gas landscape is changing which results in uncertainty over the medium to long term planning horizons. This uncertainty creates risks around how AGN uses its asset into the future, and therefore how it accounts for their natural life. The implications of this uncertainty includes increased risk of price instability for customers in the future.

Customers were introduced to the concept of depreciation and accelerated depreciation (AD). To safeguard its future, AGN proposed to accelerate depreciation given the lack of certainty over the natural life of its assets and investment requirements. It communicated the rationale behind this proposed initiatives in supporting the network to facilitate the transition to renewables.

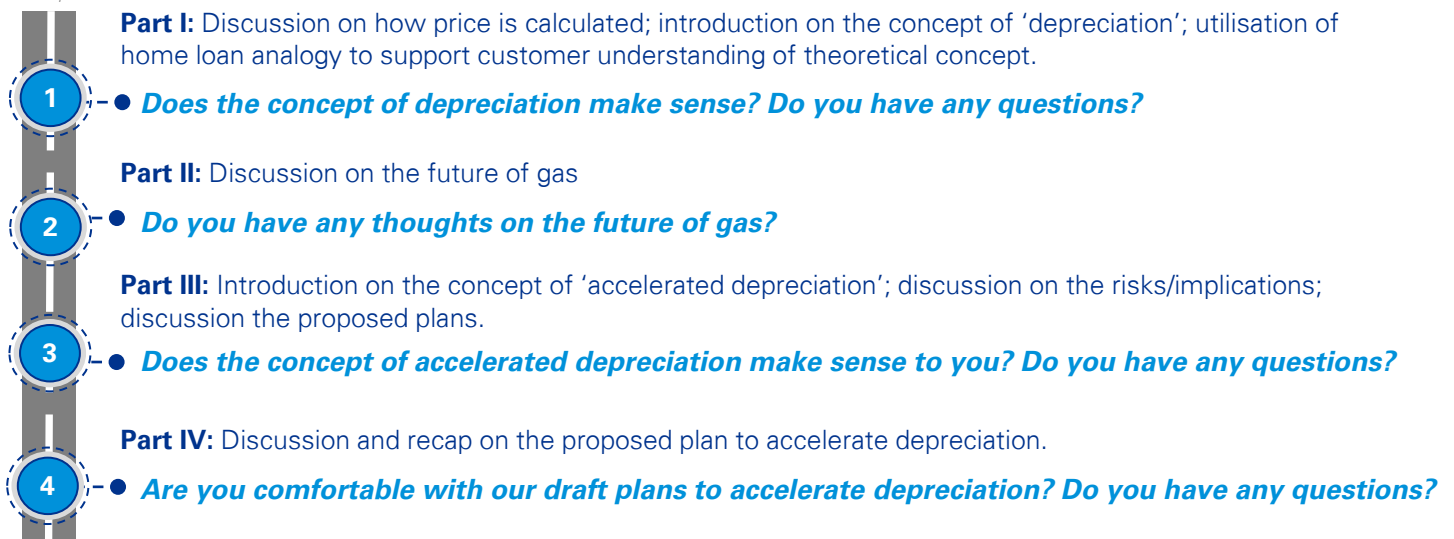
## AGN's intent for this segment of the workshop was to understand customer views and collaboratively test the proposed plans to accelerate depreciation.

Approximately 45 minutes of each general cohort Phase 3 workshop<sup>1</sup> was dedicated to gathering customer views on how AGN should respond in managing risk and preparing for the future of gas.

Given the high level of complexity of the topic, and accelerated depreciation being a new concept for many customers, this workshop segment was structured in four parts. There were numerous pulse checks and opportunities for customers to ask questions.

The **four-part approach** was structured as follows:

Checkpoint

- 
- Part I:** Discussion on how price is calculated; introduction on the concept of 'depreciation'; utilisation of home loan analogy to support customer understanding of theoretical concept.
    - **Does the concept of depreciation make sense? Do you have any questions?**
  - Part II:** Discussion on the future of gas
    - **Do you have any thoughts on the future of gas?**
  - Part III:** Introduction on the concept of 'accelerated depreciation'; discussion on the risks/implications; discussion the proposed plans.
    - **Does the concept of accelerated depreciation make sense to you? Do you have any questions?**
  - Part IV:** Discussion and recap on the proposed plan to accelerate depreciation.
    - **Are you comfortable with our draft plans to accelerate depreciation? Do you have any questions?**

[1] CALD was excluded from this segment of the workshop

# Accelerated Depreciation Journey

## CHECK POINT 1

**Does the concept of depreciation make sense?**

n=58



## Part I: The Concept of Depreciation

Customers were presented with an explanation of the role of depreciation in the context of how AGN operates as a business. The building blocks of distributor price was supported by a video explanation, paired with a home loan analogy to support customers' understanding using a scenario likely more familiar to them.

After the explanation, AGN tested customers' comprehension of the topic with **Checkpoint 1** asking **"Does the concept of depreciation make sense?"** and **"Do you have any questions?"**

96% of customers understood the concept.

### Key themes of customer discussion included:

- Reconciling customers' existing **understanding of depreciation**: "So...you're recouping that investment from us, a little bit at a time over 60 years"
- Exploring **timeline impacts**: "What sort of things would affect or change the depreciation time frame?"
- Consideration for the **environment**: "The environment is important too."
- Exploring **price impacts**: "If the depreciation amount is increased does that mean we may have to pay more?"
- Clarification of **assumptions**: "Ok so is this for new infrastructure or existing assets?"
- **Relevance** to the energy sector: "If it's a choice fuel then it really needs to be competitive to stay relevant."
- Opportunity for **government support**: "Gas should be considered just as important as solar panels for electricity. Government should be assisting in some way."

## CHECK POINT 2

**Do you have any thoughts on the future of gas?**



## Part II: Thoughts on the Future of Gas

AGN acknowledged the future is changing. Based on customer feedback, climate change and reducing emissions is important to customers. Given gas is a fuel of choice, AGN explained to customers the need to ensure it is competitive in the changing landscape, while also progressing towards decarbonisation. Whilst there is opportunity to blend renewable gas into its pipelines to meet government targets and customer expectations, AGN acknowledged the future is not certain and changes will take time.

This section was concluded with **Checkpoint 2** which asked, **"Do you have any thoughts on the future of gas?"**

### Commentary contributed by customers with respect to the future of gas included:

- Positive sentiment on the **transition to renewables**: "Excited by the ability to move to 100% hydrogen in my lifetime."
- A future with **renewables**: "There is a future if a greater percentage of renewables are used!"
- **Competitiveness** of gas: "You need to make every effort to show all benefits of renewable gas."
- Impacts on **new builds / appliances**: "Will building new homes with renewables be competitively priced to encourage people to make the switch early?"
- **Government** advocacy: "Is the government supportive of renewable gas? To the same extent that they are with electricity?"
- **Limited future** of gas: "I don't see a strong future at this stage."

# Accelerated Depreciation Journey

## CHECK POINT 3

**Does the concept of accelerated depreciation make sense?**

n=56



Yes



No



Need more information

### Part III: The Concept of Accelerated Depreciation

AGN presented to customers the opportunity to accelerate depreciation by paying back its investment in the network earlier. This would provide some protection for the gas network against risks associated with an uncertain future.

AGN also explained to customers the risk in not doing so, with respect to possible higher future prices and vulnerable customers carrying the risk given they're less able to disconnect from the network.

To gauge customers' understanding of the concepts at hand, **Checkpoint 3** asked customers *"Does the concept of accelerated depreciation make sense?"* and *"Do you have any questions?"*

88% of customers understood the concept.

#### Key themes of discussion on AD included:

- **Benefit to customers:** *"Will the benefit help the customers in future?"*
- **Impact of not accelerating:** *"..Unless consumers accept the concept of accelerated depreciation, then AGN will either not be able to invest in infrastructure for the future, and/or future generations will pay more for their gas."*
- **Impact on transition to renewables:** *"What is the timeframe you are considering? To what extent is this impacting on the speed with which AGN is getting on with looking at renewables?"*
- **Impact of technology:** *"Will the depreciation amounts currently be impacted with future technologies?"*

## CHECK POINT 4

**Are you comfortable with our draft plans to accelerate depreciation?** n=58



Yes



No



Need more information

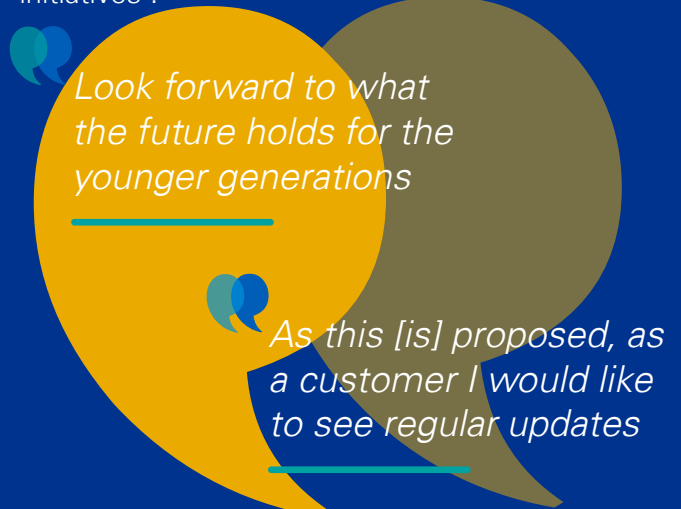
### Part IV: Customers' comfort with plans to accelerate depreciation

Concluding the discussion on accelerated depreciation, AGN tested its proposed initiatives to accelerate depreciation: that is, to accelerate approximately 7% of the total investment over the next 5 years.

AGN clarified implications on the proposed price cut, and recapped the key benefits and risks to customers. It was committed that the plans and repayments are to be revisited every 5 years.

To conclude the testing of customers' understanding and support for the proposed initiatives, **Checkpoint 4** asked customers *"Are you comfortable with our draft plans to accelerate depreciation?"* and *"Do you have any questions?"*

78% of customers supported the proposed initiatives.



# Customers acknowledge the importance of accelerating the recovery of investments to maintain price stability and equity

## Overall, some segments revealed greater levels of understanding and support for the proposed plans to accelerate depreciation.

A greater portion of regional customers understood the concept of depreciation (100%) and accelerated depreciation (90%), relative to metro customers (92%; 84%). With respect to comfort with AGN's proposed plans to accelerate depreciation, a greater portion of regional customers (88%) were comfortable, relative to metro customers (63%).

Of the participants who stated they did not understand the concept of accelerated depreciation, 50% were lower income earners<sup>1</sup>. Of those who stated they were ultimately not comfortable with the plans to accelerate depreciation, 33% were lower income earners<sup>1</sup>.

## Majority of customers support the plan for AGN to accelerate the recovery of its investments.

When presented with the future of gas in a changing landscape, many customers expressed positive sentiment towards a future with renewables. Despite the slight decrease in the proportion of customers who had a level of understanding (from 96% to 88%) between Checkpoint 1 (depreciation) and Checkpoint 3 (accelerated depreciation), a majority of customers support the need for AGN to speed up the rate it recovers its investment. They acknowledge that doing so will protect future price stability, as well as ensure equity for those connected to the network. Those customers who were less supportive of the future of gas questioned the ability for gas to compete with other renewables and its ability to remain relevant in the industry.

Overall, 78% of customers are comfortable with AGN's proposed plans to accelerate depreciation, whilst 12% needed more information to make a decision and 10% opposed.



*Excited by the ability to move to 100% hydrogen in my lifetime*

[1] Disclosed that they earn \$69,999 per annum or less.





# Conclusion



# Conclusion

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## **AGN's innovative engagement process has been valuable – not only for the ideas and understanding produced but also for the support and goodwill generated among customers. The findings and insights will continue to underpin decision-making.**

AGN has stated that it is committed to developing a Final Plan (otherwise known as an Access Arrangement) that:

- is underpinned by effective stakeholder engagement;
- delivers in the long-term interests of customers;
- is capable of acceptance by customers and stakeholders.

In light of the energy industry's increasing focus on amplifying the consumer voice and delivering on customer expectations, AGN engaged with 164 residential and business customers over an eight month period. AGN used the feedback and responses from customers to redesign plans and proposed initiatives which ultimately informed the Final Plan.

In conclusion, the customer engagement process elicited the following key insights:

- There is advocacy for AGN's draft plan and investments;
- Customers are supportive of AGN's commitment to preparing its networks for renewable gas on its journey towards decarbonisation;
- Price is a strong driver of decision-making for customers and they support AGN's proposed price cut;
- Behind price, safety and reliability are paramount and customers expect AGN to maintain its high standards;
- Customers are intrigued to learn more about renewable gas and support AGN's investment in communicating to and educating the community to enable more informed decision-making;
- Customers support investment in services that empower them with digital options and support increased transparency of their gas usage;
- There is recognition of the importance of providing tailored support to vulnerable and CALD customers.

KPMG is pleased to provide this report as a key mechanism through which AGN considers customer views, input and feedback as part of its development of its Final Plan, which is due to the Australian Energy Regulator on 1 July 2022.

Further detail about AGN'S stakeholder engagement strategy can be found [on AGN's website](#) and through AGN's stakeholder engagement platform, Gas Matters ([gasmatters.agig.com.au](http://gasmatters.agig.com.au)).



# Appendix A: Methodology



# Approach

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## **This report represents the culmination of three phases of consultation with AGN customers over a period of eight months from July 2021 through to February 2022.**

Across that period, up to 164 customers had their say on AGN's planning process. The engagement program was designed to:

- foster community relationships and engagement, including in regional areas, through repeat engagement and tailoring of bespoke content to customer segments;
- enable rich, deep consultation through establishing a common foundation of knowledge;
- drive meaningful, genuine engagement and collaboration with customers to inform AGN's plans.

AGN's approach to stakeholder and customer consultation is multi-faceted and the consultation program documented here reflects just one component of a broader effort to consult and collaborate.

### **Workshop Design**

The three-phased approach was intentionally designed to enable customers to build a foundation of knowledge about AGN and the context in which it operates.

The approach of repeatedly engaging with the same customer cohort enabled more informed, richer discussion on topics of key importance. The size of the virtual workshop groups (10-25) and the use of small room discussion was designed to enable deeper conversation and provide opportunity for all attendees to fully participate in two-way dialogue.

AGN communicated clearly throughout the engagement process how feedback would be used in the regulatory process, including that customer feedback would be used as directional input to the planning process.

While similar topics were addressed in each stage, workshop agendas were designed to be sufficiently flexible to respond to customers' interest areas and provide for deeper discussion on topics of most interest. Sufficient time was built into agendas to provide multiple opportunities for participants to raise questions, provide feedback, and share ideas for discussion.

AGN and KPMG made every effort to ensure customers were supported to attend, including:

- offering customers with support to get connected to the virtual workshops, including a dedicated on-call IT support team member;
- providing financial incentive in recognition of the commitment customers made;
- offering multiple ways for customers to respond and ask questions, including the Microsoft Teams chat function, Menti function and verbally in the forums.

# Approach

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## Scope and Objectives

Key objectives of the consultation workshops were to:

- explore issues of importance to customers and AGN;
- validate customer feedback and ensure findings were accurate reflections of community commentary;
- engage in an informed way to continue to inform and educate customers;
- share information and seek feedback on AGN's current and proposed future activities.

## Engagement Techniques

A range of engagement techniques were used across the duration of the consultation program to elicit insight and enable full participation from every attendee through a range of individual and small room activities. Our highly structured and strongly facilitated approach included:

- anonymous live online polling – to rapidly assess group sentiment and feedback in the room, thereby allowing AGN to pivot and respond to customer interests;
- individual online surveys (refer Appendix D: Artefacts) – to further assess individual perceptions and response without influence from other participants;
- facilitated whole group questions and discussion – to demonstrate transparency, particularly on topics of key importance and sensitivity (e.g. price);
- small room discussion – to enable sharing of ideas between customers, thereby enabling active participation from different personality types;
- making technical AGN staff available to answer questions – to explain and explore topics in further depth where customers requested it, building credibility and fostering trust;
- highly visual content – seeking feedback and commentary on visuals presented on screen, to make activities more accessible to a full range of abilities.

# Workshop Schedule

Three phases of workshops were held with customers across the course of eight months, from July 2021 through to February 2022.

For the purposes of the analysis, Shepparton, Pakenham, Traralgon and Wodonga were considered 'regional'.

Location	Customer segment	Metro / regional	Phase 1		Phase 2		Phase 3	
			Date (2021)	No. Participants	Date (2021)	No. Participants	Date (2022)	No. Participants
CBD	CALD <sup>2</sup>	Metro	19 Jul	21	20 Sept	17	15 Feb	13
CBD	Residential & Business	Metro	29 Jul	23	7 Sept	17	15 Feb	16
Shepparton	CALD	Regional	20 Jul	22	8 Sept	12	16 Feb	10
Richmond	Residential	Metro	21 Jul	25	9 Sept	19	17 Feb	11
Pakenham	Residential	Regional	26 Jul	21	6 Sept	16	14 Feb	9
Traralgon	Residential & Business	Regional	26 Jul	20	6 Sept	18	14 Feb	15
Wodonga	Residential & Business	Regional	27 Jul 24 Aug	32 <sup>1</sup>	8 Sept	19	16 Feb	14
<b>Total</b>				<b>164</b>		<b>118</b>		<b>88</b>

[1] Wodonga location consisted of two workshops in Phase 1, before consolidating into one workshop for Phases 2 and 3.

[2] A representative from ECCV was classed as a participant of another network's workshop for data analysis in Phase 1 in line with their workshop attendance, and an AGN CBD CALD participant in Phases 2 and 3, in line with their attendance. For the purposes of the table above, they are classed as a participant of the AGN CBD CALD workshop for all three phases as to not skew return rate.

# Participants

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## Recruitment

Participants were recruited through a third-party, had nominated to participate in market research activities, and were provided a financial incentive for attending.

General cohort participants were recruited through a specialist third-party provider, while CALD participants were recruited by Ethnic Communities Council of Victoria (ECCV).

All participants were encouraged to continue their attendance throughout the multi-phased process, and were offered a bonus incentive at the end of Phase 3 for doing so. While not all attendees were able to maintain involvement throughout the process, this is attributed to a range of factors including:

- uncertainty and changed circumstances as a result of Covid-19, which disrupted Victoria and Albury across the consultation period;
- multiple competing priorities (including work, study, family commitments, and other activities);
- the eight-month timeframe over which the consultation took place, making it likely that travel and other plans would arise when restrictions eased;
- a lack of serious concerns or controversy – representing implied satisfaction with AGN's approach.

## Non-participant attendees

Non-participant attendees varied across workshops and consultation phases, but typically included two KPMG facilitators and:

- At least one AGN Executive;
- Several AGN representatives to provide technical information and answer customer questions;
- AGN observers with roles relevant to the consultation process;
- One dedicated on-call IT support team member to provide technical assistance to customers given the virtual format.

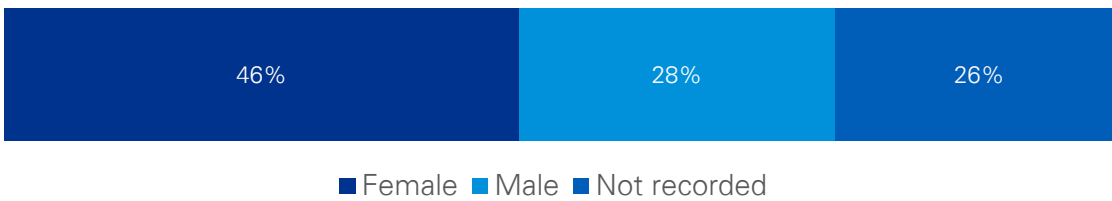
Sometimes, representatives from the APA Group, CCP, VGNSR and the AER also attended the workshop in an observatory capacity.

# Participants

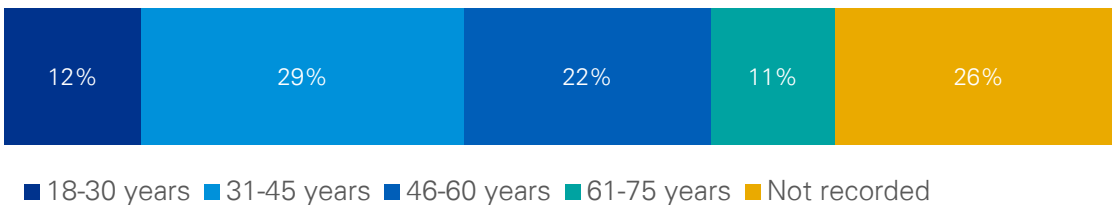
**Ensuring representation across a broad cross-section of the customer base was an important part of the design of the engagement program.**

The engagement process recruited a diverse sample of participants including people of different ages, gender, income, and living arrangements.

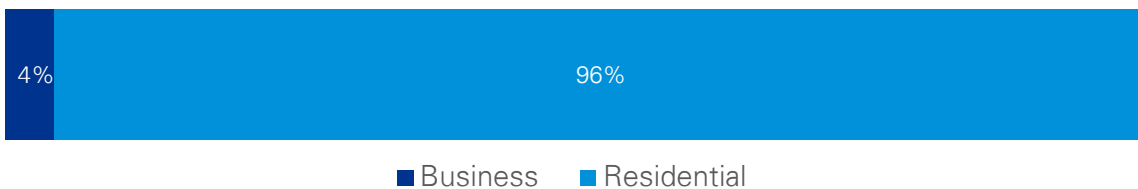
## Participant Gender



## Participant Age



## Type of AGN Customer







# Appendix B: Key findings per phase



# Key Findings per Phase

**Key findings were developed and reported at the conclusion of each phase of engagement. Detailed analysis of findings from phase 1, 2 and 3 are available in the respective round table reports.**

The below table presents the key findings from phases 1, 2 and 3.

Theme	Phase 1 Key Insights	Phase 2 Key Findings	Phase 3 Key Findings
<i>Price &amp; Affordability</i>	<ul style="list-style-type: none"> <li>Price is a top priority for customers and remains a key driver in decision-making.</li> </ul>	<i>No specific findings – continued to discuss and explain pricing in context of AGN's plans.</i>	<ul style="list-style-type: none"> <li>Customers support AGN's Draft Plan, with 94% reporting either strong support or support.</li> </ul>
<i>Safety</i>	<ul style="list-style-type: none"> <li>Customers rank reliability of gas supply and public safety as second and third top priorities after price. There are high levels of satisfaction with current reliability and safety.</li> </ul>	<ul style="list-style-type: none"> <li>There is a high level of customer support for AGN's proposed approach to maintaining safety &amp; reliability, which includes maintaining and monitoring performance and growing the network.</li> </ul>	<ul style="list-style-type: none"> <li>Customers trust AGN's track record in delivering high levels of safety and reliability, and are satisfied with the proposed approach to maintain current levels.</li> </ul>
<i>Reliability</i>			
<i>Customer service and communication</i>	<ul style="list-style-type: none"> <li>Customers value and feel empowered by access to digital channel options. Strong preference exists to receive updates via SMS, email is preferred across most interaction types and website remains a strong function for communication.</li> <li>Customers prefer phone for interactions where time criticality or reassurance is required.</li> <li>Customers trust that AGN are getting the basics right, reducing the need for frequent interaction.</li> <li>Irrespective of channel, customers expect responsive and effective resolution.</li> </ul>	<ul style="list-style-type: none"> <li>Over half of AGN customers support having more website, email and SMS at ~\$2.50 p.a. For other customers, cost was cited as a driver given the low frequency of interactions despite SMS being a highly valued feature.</li> </ul>	<ul style="list-style-type: none"> <li>Customers support AGN's proposed initiative for a digital services package at ~\$1 p.a. This includes a customer relationship management (CRM) with email and SMS capability (for works updates and notifications) and website enhancements.</li> </ul>

# Key Findings per Phase

Theme	Phase 1 Key Insights	Phase 2 Key Findings	Phase 3 Key Findings
<i>Renewable gas &amp; preparing the network</i>	<ul style="list-style-type: none"> <li>Customers view climate change and reducing carbon emissions as important. They expect AGN to be on the journey towards cleaner energy supply.<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>There is a high level of customer support for AGN's proposed approach to preparing the network for renewable gas.</li> </ul>	<ul style="list-style-type: none"> <li>Customers support AGN's proposed initiative which includes preparing the network for hydrogen blending and investing in renewable projects.</li> </ul>
<i>Renewable gas communications &amp; education</i>	<ul style="list-style-type: none"> <li>Customers want AGN to play a role in educating customers and communities at large about cleaner energy.</li> </ul>	<ul style="list-style-type: none"> <li>There is customer support for investment in a renewable gas communications campaign, with customers citing student education and community events as key.</li> </ul>	<ul style="list-style-type: none"> <li>Customers support AGN's proposed initiative for a renewable gas communications and education package that includes community activities and student learning and education.</li> </ul>
<i>Innovation</i>	<ul style="list-style-type: none"> <li>Customers see innovation as fundamental to delivering a step change in service delivery and transitioning towards cleaner energy.</li> </ul>	<ul style="list-style-type: none"> <li><i>No specific findings – AGN shared that they are working on a proposed initiative to set up an Innovation Fund which will be tested with customers in Phase 3.</i></li> </ul>	<ul style="list-style-type: none"> <li>Customers support AGN's proposed initiative for an innovation fund. The types of projects rated as highest importance are Decarbonisation / Net Zero and Safety and Reliability.</li> </ul>
<i>Priority Services Program &amp; support for CALD</i>	<ul style="list-style-type: none"> <li>Customers recognise that circumstances vary. They view it as important that AGN provides dedicated and tailored support to cohorts that need it.</li> </ul>	<ul style="list-style-type: none"> <li>There is a high level of customer support for AGN providing dedicated services to priority customers, and ensuring CALD customers have tailored support and channels to receive information.</li> </ul>	<ul style="list-style-type: none"> <li>Customers support AGN's proposed initiative to create a dedicated support role/team, train frontline staff, provide rebates (i.e. for free gas safety checks) and develop a Priority Services Register.</li> </ul>
<i>Accelerated depreciation</i>	<ul style="list-style-type: none"> <li>Topic not addressed.</li> </ul>	<ul style="list-style-type: none"> <li>Topic not addressed.</li> </ul>	<ul style="list-style-type: none"> <li>Customers support AGN's proposed initiative to accelerate depreciation. Majority of customers understood the concept, its role in the gas networks and the changing future landscape of the industry.</li> </ul>

[1] Insight emerged despite Phase 1 not including a targeted activity regarding renewable gas communications and education.

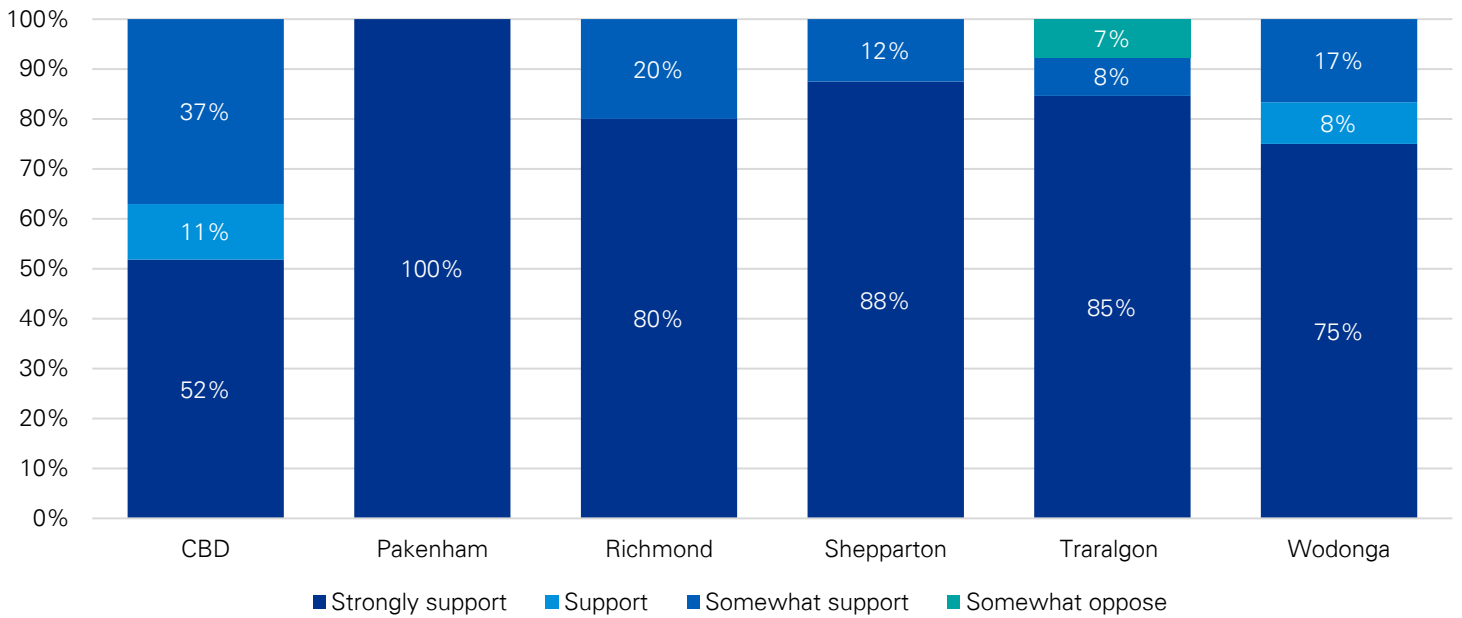


# Appendix C: Additional data



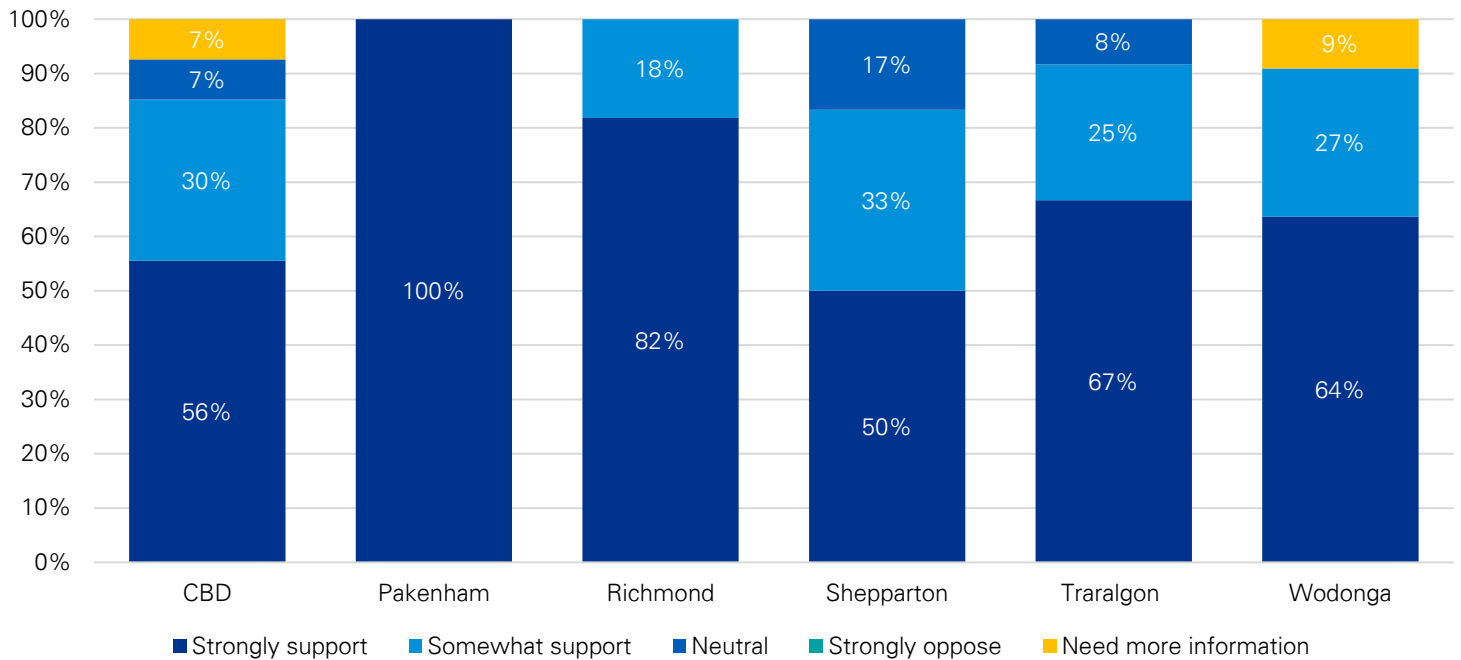
# Consultation on draft plan

Based on what you have seen today, to what extent do you support what AGN are proposing?

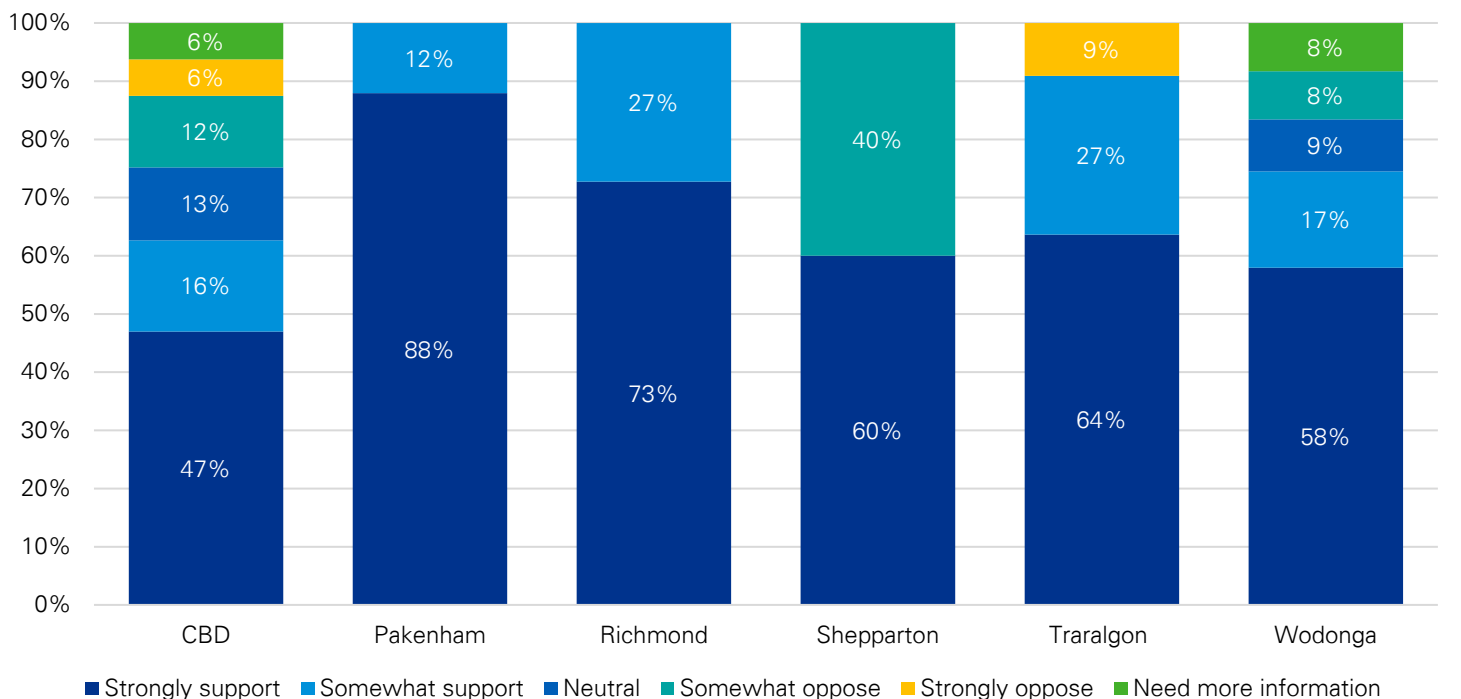


# Renewable gas communications and education & digital services

To what extent do you support our proposed plans for renewable gas communications and education?

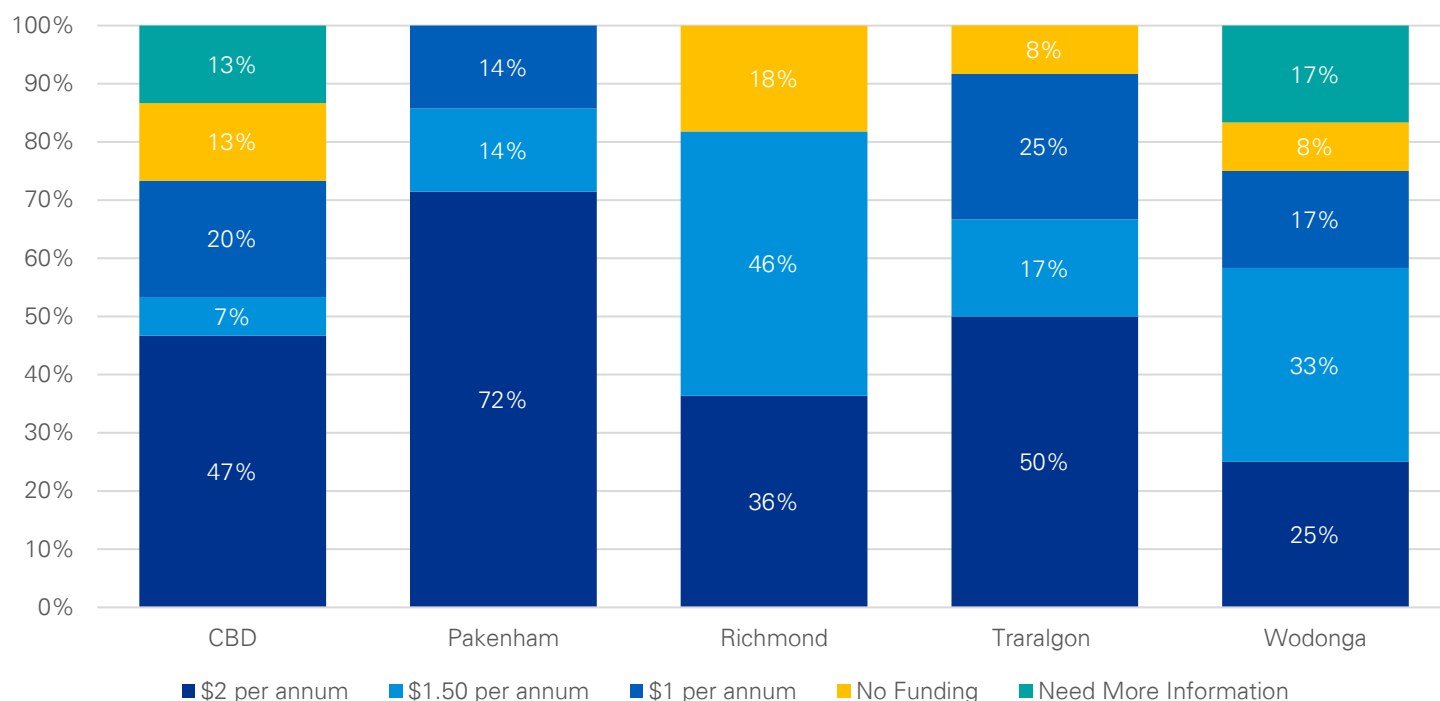


To what extent do you support our proposed digital services program?



# Innovation funding

Which level of innovation funding do you think offers the best value?



If we were to introduce a Gas Network Innovation Scheme, what types of innovation projects would you prioritise?<sup>1</sup>

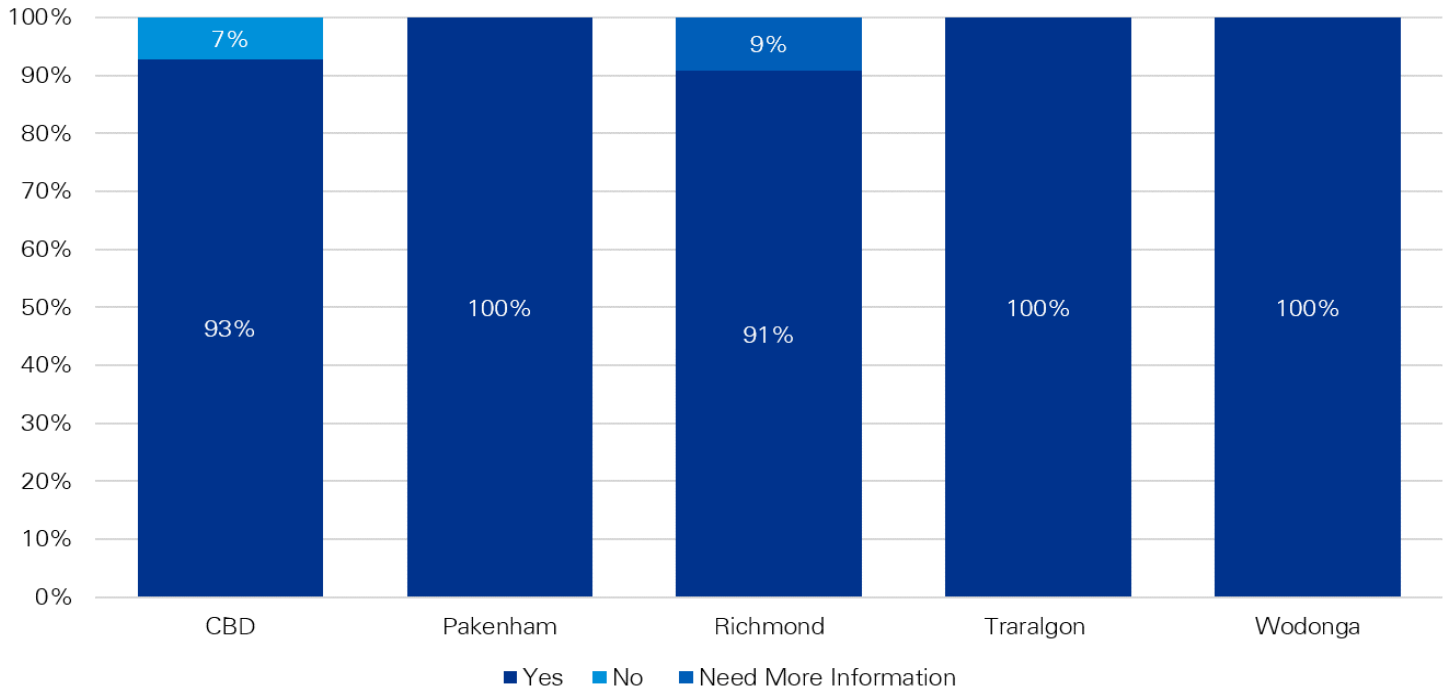
Priority	CBD	Pakenham	Richmond	Traralgon	Wodonga
Safety and reliability	67%	78%	90%	77%	92%
Smarter Networks	73%	89%	70%	77%	58%
Decarbonisation/ Net Zero	87%	78%	60%	85%	83%
Customer Service	67%	67%	50%	38%	58%

[The above questions on innovation were not included in CALD workshop to allow more time for discussion in other workshop activities.

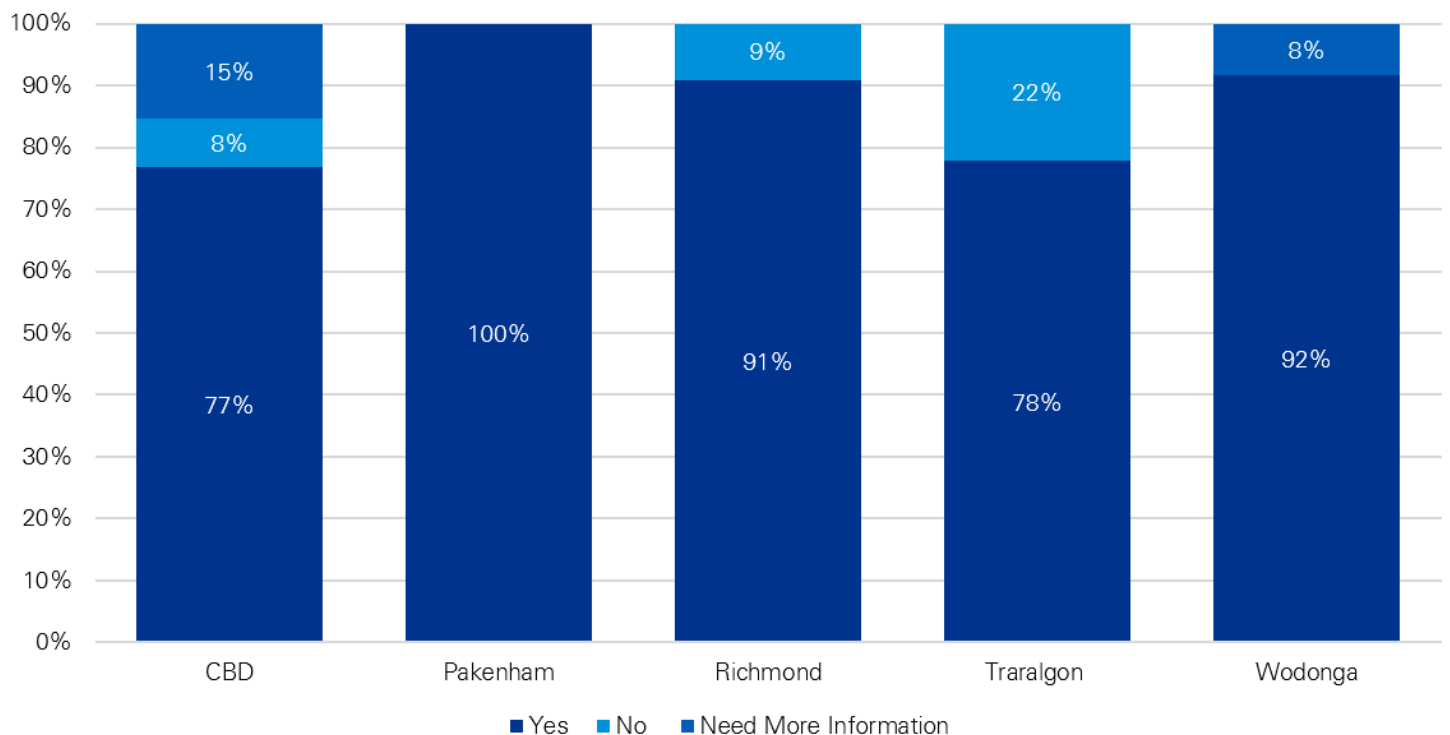
[1] Methodology: Participants were invited to select innovation projects that they would like to see prioritised (with the ability to select more than one). Percentages represent the proportion of participants that chose each type of innovation project.

# Special topic: Accelerated Depreciation

Does the concept of depreciation make sense?



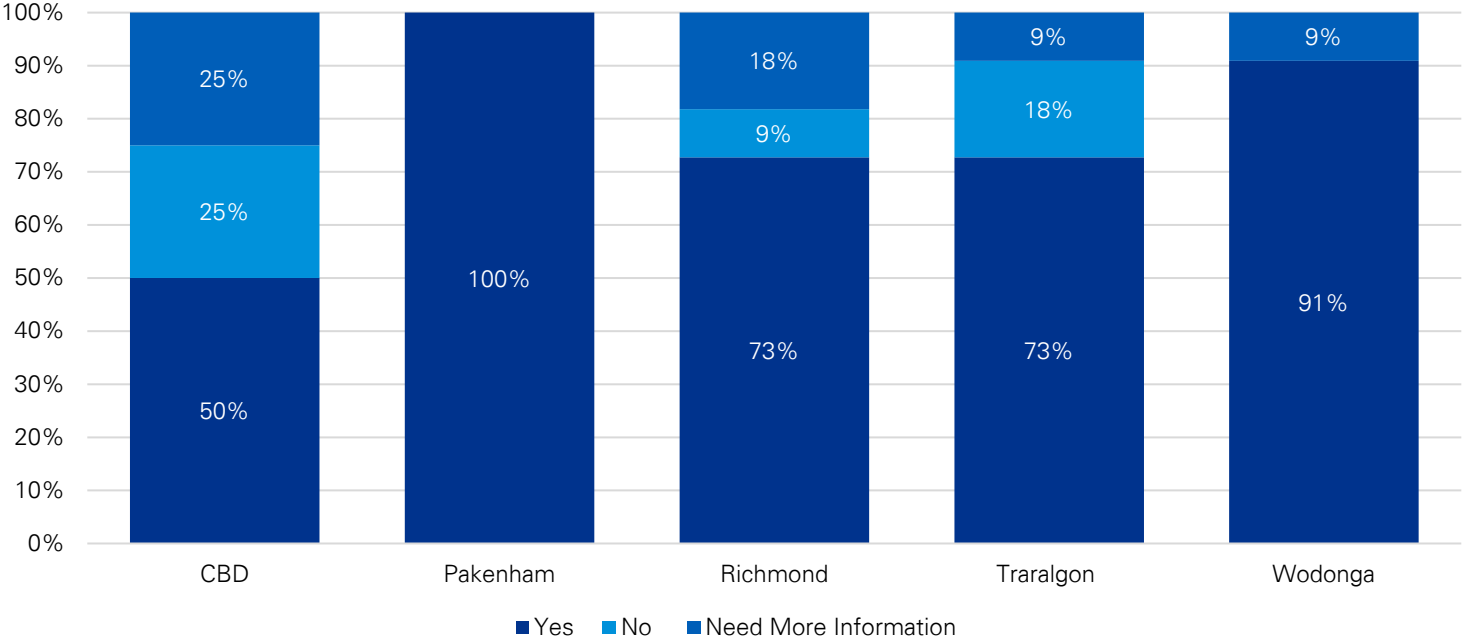
Does the concept of accelerated depreciation make sense?





# Special topic: Accelerated Depreciation

Are you comfortable with our proposed plans to accelerate depreciation?





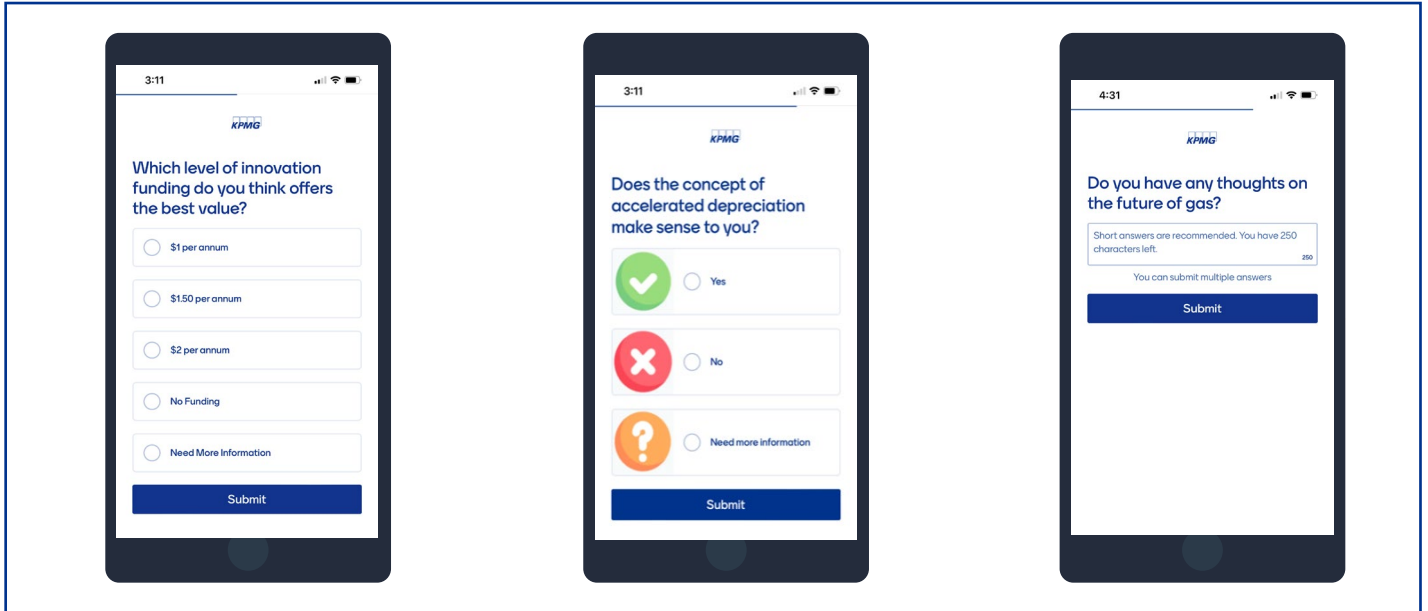
# Appendix D: Artefacts



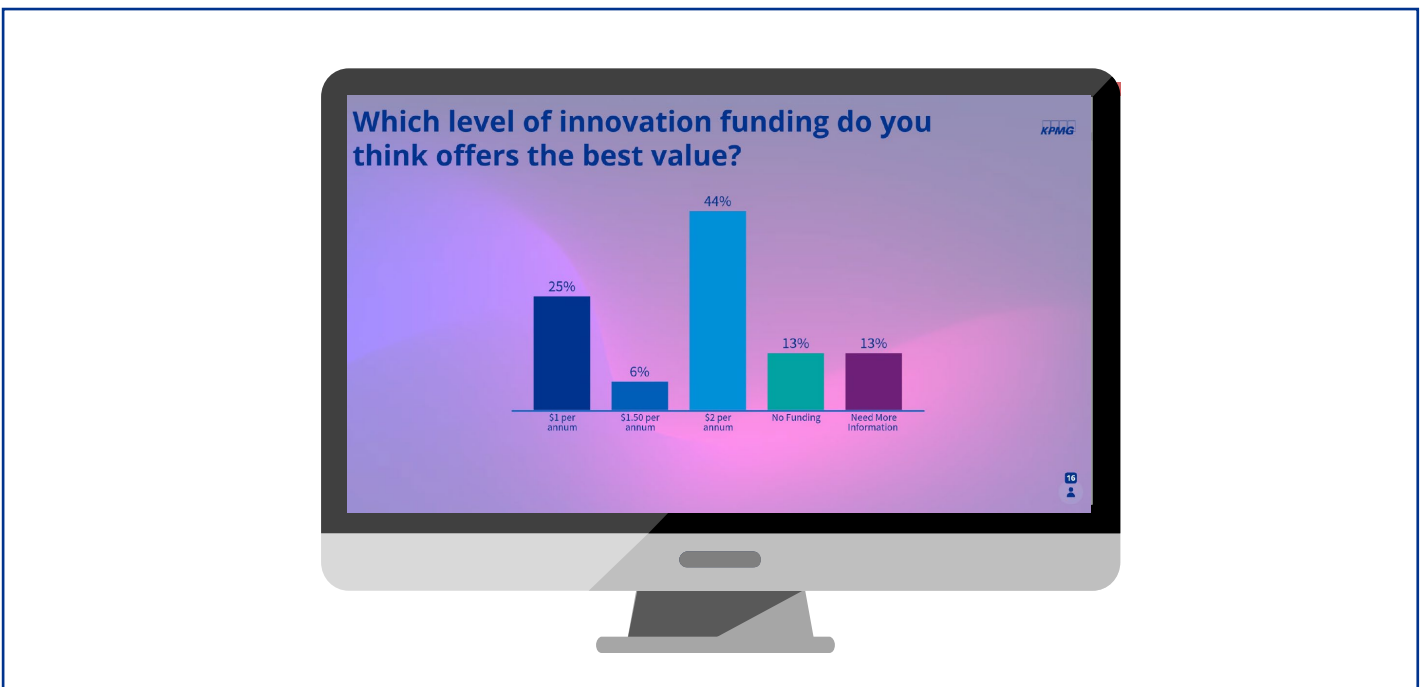
# Online Polling

## An anonymous online polling tool was used across the three phases of engagement.

The images below depict a customer-view of the polling questions, which could be accessed on the customer's smart phone or laptop/computer device.



Following submission of individual polling responses, the results were shared on screen by the facilitator to prompt discussion and Q&A. The below is indicative of shared results during Phase 3.



# Online Survey

## A link to an online survey was provided to customers for immediate feedback following each workshop.

The below image represents the Phase 3 version of the survey.

1. Based on what you have seen today, to what extent do you support our draft plan and investment proposals? \*

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Gas Network Innovation Scheme** ★

2. If we were to introduce a Gas Network Innovation Scheme, what types of innovation projects would you like to see prioritised (select as many as you would like)?

- Safety and reliability (eg. robotic inspection and repair of gas mains)
- Smarter networks (eg. smart meters, advanced network monitoring)
- Decarbonisation/supporting the transition to net-zero (eg. green gas blending trials, hydrogen leak detection equipment)
- Customer service (eg. a new device that avoids outages when we are replacing customer gas meters)
- Other (please specify)

3. How satisfied were you with today's workshop (Workshop 3)? \* ★

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
The presentation and education materials provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The topics presented for discussion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opportunity to contribute my thoughts/opinions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The workshop activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilitators and presenters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timing of the workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The virtual format of the workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accessibility and inclusivity of the workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The workshop overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

★ Indicates question was not included in the survey socialised with CALD participants

★ Indicates question equivalent was included in Survey in Phase 1 and 2



# Online Survey: cont'd

4. What did you enjoy most about today's workshop? \* ★

Please add your comment here...

5. Overall, how satisfied are you with the overall engagement process (across all 3 workshops)? \*

Very satisfied   Satisfied   Neutral   Dissatisfied   Very dissatisfied

Select one              

6. To help us confirm who has participated for incentive payments, please share your full name with us below. Your comments will not be attributed back to you at an individual level \*

Please add your comment here...

0/255

7. Which workshop did you participate in? \*

- |  |  |
|--|--|
| <input type="checkbox"/> Monday 14 February 2022 (6.30pm)    | <input type="checkbox"/> Monday 21 February 2022 (5pm)       |
| <input type="checkbox"/> Tuesday 15 February 2022 (5pm)      | <input type="checkbox"/> Monday 21 February 2022 (7.30pm)    |
| <input type="checkbox"/> Tuesday 15 February 2022 (7.30pm)   | <input type="checkbox"/> Tuesday 22 February 2022 (6pm)      |
| <input type="checkbox"/> Wednesday 16 February 2022 (6.30pm) | <input type="checkbox"/> Wednesday 23 February 2022 (5pm)    |
| <input type="checkbox"/> Thursday 17 February 2022 (6pm)     | <input type="checkbox"/> Wednesday 23 February 2022 (7.30pm) |

## Would you like to be involved in future research?

8. We are interested in building our understanding of customers' needs and expectations, particularly as we explore ways to decarbonise our gas networks. If you would be interested in staying in touch, and participating in future research, please provide your email address below. We will only contact you when we have research opportunities, such as workshops, focus groups or surveys.

Please add your comment here...

Insert email address here

0/255

# Disclaimer

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## Inherent Limitations

This report has been prepared as outlined in the Methodology Section (Appendix A). The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed.

The findings in this report are based on a qualitative study and the reported results reflect a perception of Australian Gas Networks (AGN) but only to the extent of the sample surveyed, being AGN's approved representative sample of customers and stakeholders. Any projection to the wider customer base is subject to the level of bias in the method of sample selection.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, AGN customers and stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this report have been formed on the above basis.

## Third Party Reliance

This report is solely for the purpose set out in the Scope Section and for AGN's information, and is not to be used for any other purpose or distributed to any other party without KPMG's prior written consent.

This report has been prepared at the request of AGN in accordance with the terms of KPMG's engagement letter/contract dated 18 May 2021. Other than our responsibility to AGN, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.



## Contacts in relation to this document:

**Greg Elliot**

**Partner**

T: +61 3 8663 8923

E: [gelliott@kpmg.com.au](mailto:gelliott@kpmg.com.au)

[kpmg.com.au](http://kpmg.com.au)



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