

Attachment 5.1

AGN Stage 1 Engagement Report

SA Final Plan July 2021 – June 2026

July 2020

Customers are at the centre of our planning

July 2021 - June 2026

Stage 1 Stakeholder Engagement Report

A summary of stakeholder feedback
and our final engagement plan

Australian Gas Networks, South Australia
July 2019

Contents

Executive Summary	03
Stakeholder Feedback Summary	05
Our Role in South Australia	07
Our Role in the Gas Industry	09
Our Commitments	11
Stage 1 Engagement Activities	13
Key Themes	15
Our Stakeholders	17
Key Insights	19
Our Engagement Approach	21
Our Engagement Activities	23
Our Timeline	26
Tracking Our Performance	27

**We are Australian Gas Networks.
We deliver gas safely and reliably to more
than 450,000 South Australian homes
and businesses every year.**

Part of the Australian Gas Infrastructure Group, we own and operate the gas distribution network in South Australia.

We serve residential, commercial and industrial business customers in Adelaide (from Two Wells to Aldinga) and regional centres in the upper North, Barossa, Riverland and South East of the state.

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

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

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

Executive Summary

We have engaged with stakeholders across the gas supply chain in South Australia to develop an engagement strategy which will guide the development of our future plans.

We are currently planning our future investment priorities and services for our South Australian gas distribution network to 2026.

This report documents the first stage of our stakeholder engagement program, summarises stakeholder feedback and establishes our engagement strategy going forward.

Our objective is to develop a plan which delivers for current and future customers, is underpinned by effective stakeholder engagement, and is capable of being accepted by our customers and stakeholders.

Stage 1 engagement activities

In April 2019 we published and distributed *Customers are at the Centre of our planning: Draft Customer and Stakeholder Engagement Plan* for consultation. This document outlined how we proposed to engage with our customers and stakeholders and sought feedback and input into our approach. This included confirmation of our commitments and principles that will guide how we engage with our customers and stakeholders, our engagement activities and the timeline. We distributed the document to a wide range of stakeholders including customer representative groups. We also made our proposed engagement activities and documentation publicly available in print and digitally.

We convened our South Australian Reference Group comprising stakeholders who represent a broad cross-section of our customer base to ensure the plan is developed in the long-term interests of customers and stakeholders. We met separately with members of our South Australian Reference Group to further discuss our proposed approach and explore key issues of importance. We also met with our Retailer Reference Group, our regulators and representatives of the South Australian Government.

SA Reference Group Members

- SA Council of Social Service
- Business SA
- UDIA (SA)
- SA Federation of Residents and Ratepayers Assoc Inc
- Australian Industry Group (SA)
- COTA SA
- Uniting Communities
- Local Government Association (SA)
- Property Council of Australia (SA)
- Consumers SA
- Multicultural Communities Council of SA
- South Australian Financial Counsellors Association

Stakeholder feedback

Our proposed approach to stakeholder engagement was well received across all stakeholder groups, including our commitments, our proposed four stage approach, and proposed timeline of activities. Stakeholders told us they value the South Australian Reference Group and Retailer Reference Group meetings, and were keen to continue to work closely with AGN as plans for the future are developed. Stakeholders also told us that there were benefits in AGN educating developers, business customers and the broader community around our role in the gas supply chain and that they were interested in participating in co-design activities and opportunities to work together to design elements of our plan.

Detailed feedback is summarised in this report across all aspects of our engagement program. We have included how we have responded to feedback and how this has shaped our approach. We also asked stakeholders to share with us the issues of importance to them.

Our Engagement Plan

We have now refined our engagement activities in response to stakeholder feedback.

Based on feedback from our stakeholders, the South Australian and Retailer Reference Groups will be a key component of our engagement program going forward. We will ensure that topics are well defined to enable meaningful discussion across issues of shared interest.

The Reference Groups will guide and shape the development of our plans in Stages 2 and 3 and members will consider and advise on key topics and issues to ensure that our plans are developed in the long-term interests of our customers.

Supporting engagement activities will include one on one meetings with stakeholders, briefings and customer forums. Frequent and informative print and digital communications with all stakeholders will ensure transparency and accessibility across the duration of the engagement program.

Customer forums will be held across metropolitan Adelaide and regional centres in South Australia to provide business and residential customers opportunities to assist in the development of our plans for the future. These iterative forums will be facilitated and documented by an independent party to ensure transparency and accuracy of reporting.

Stakeholders will be able to participate in identifying opportunities to co-design initiatives and key elements of our plan that are in the long-term interests of our customers, including older Australians, vulnerable customers and Culturally and Linguistically Diverse (CALD) communities. AGN staff will work collaboratively with stakeholders to identify topics or challenges and design solutions, for example:

- How can a gas network business play its part in assisting vulnerable customers?
- What could we do to improve the customer experience around meter reading?
- How can customer facing notifications be improved e.g. outage notifications, service updates, fault rectification?



Stakeholder Feedback Summary

Our Stakeholders (Pages 17 and 18)

Activity	Stakeholder Feedback	Our Response
We identified key stakeholders who represent business customers, residential customers and the broader community. We tested our assumptions by seeking feedback to ensure we have captured all relevant stakeholders	<ul style="list-style-type: none">Stakeholders were comfortable with representation on the South Australian (SA) Reference Group although sought potential environmental representationThere was a request for ‘the community’ to be identified on our stakeholder map and for the Terms of Reference to be updated to identify all stakeholders	<ul style="list-style-type: none">We have amended the stakeholder map and will consider opportunities to include environmental representationWe have amended the Terms of Reference to identify all stakeholders

Key Insights (Pages 19 and 20)

Activity	Stakeholder Feedback	Our Response
We asked stakeholders for their views on the key issues of importance for engagement regarding our current and future services	<ul style="list-style-type: none">The cost of utilities (broadly) and affordability are important issues for both business and residential customersStakeholders sought price certainty in tariff structureTakeholders are interested in the future of gas, future energy mixes and potential opportunities for renewable gas and hydrogenStakeholders are interested in our capital program, including the procurement processes and opportunities to coordinate capital worksReliability is important in the energy sector although considered less of an issue for gas. Current service levels should be maintainedStakeholders are of the view that opportunities for raising community awareness around the gas supply chain should be consideredStakeholders expressed interest in maintaining a collaborative working relationship beyond regulatory processes	<ul style="list-style-type: none">Price and affordability will be addressed in the development of the plans and we will consider opportunities to support vulnerable customersWe will consider the future of gas as a key topic for engagement including investment profiles and potential price impacts for customersWe will present our capital program to stakeholders at SA Reference Group meetingsWe will consider opportunities for greater collaboration with other utilities, agencies and stakeholders in our capital worksWe will include engagement with Culturally and Linguistically Diverse communities in engagement activities

Our Engagement Approach (Pages 21 and 22)

Activity

We asked stakeholders if our proposed engagement approach and timeframes were appropriate for stakeholders

Stakeholder Feedback

- Stakeholders supported the 4 stages of engagement and our 'no surprises' approach
- Stakeholders expressed interest in maintaining a collaborative working relationship beyond regulatory processes.

Our Response

- We have confirmed our 4 staged approach to develop our Final Plan and our commitment to our engagement principles and 'no surprises' approach
- We will ensure a strong customer focus and will clearly explain how our plans are in the long-term interest of our customers
- We will continue to engage with stakeholders on key issues as part of our business as usual activities.

Our Engagement Activities (Pages 23, 24 and 25)

Activity

We asked stakeholders how they would like to be involved in the engagement program

Stakeholder Feedback

- Stakeholders required efficient meetings with clear objectives and timely and high quality meeting materials
- There was interest in facilitating separate business and residential meetings and potentially combining South Australian and Retailer Reference Groups where appropriate
- Stakeholder may co-share meeting responsibilities depending to agenda items

Our Response

- We committed to issuing meeting agendas and materials in a timely way
- Where appropriate we will facilitate separate meetings for residential and business members and invite retailers to meet with the South Australian Reference Group members
- We will document and report on our engagement activities and provide regular updates via a range of platforms

Our Timeline (Page 26)

Activity

We outlined our timeline for engagement

Stakeholder Feedback

- Stakeholder supported our timeline

Our Response

- We have confirmed the timeline for developing our plans

Our Role in South Australia

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

Our South Australian distribution network serves residential, commercial and industrial business customers in Adelaide (from Two Wells to Aldinga) and regional centres in the Upper North, Barossa, Riverland and South East of the state.

Natural gas is delivered to more than 450,000 homes and business via our distribution network. Our South Australian natural gas network consists of more than 8,100km of pipes. Natural gas is transferred from the transmission pipelines into our distribution network where the gas is transported to the customers' premises.

Our customers choose their gas retailer, who purchase the gas on the customers' behalf. Retailers pay charges to the transmission business and our distribution charges which are passed on to customers through retail gas bills. In South Australia, approximately 50% of the average household bill is from our distribution charge.

We are building an Australian first integrated power to hydrogen demonstration production facility at the Tonsley Innovation District which is located around 10km south of the Adelaide CBD. By mid-2020, renewable electricity will be used to produce hydrogen - a carbon free gas which can be blended into our distribution network.



South Australian Gas Infrastructure / Network



Our Role in the Gas Industry

We do not own the gas in our networks, we deliver it on behalf of energy retailers and large customers across the gas supply chain. We serve the needs of producers, major energy users, and our residential and business customers.

We are one of Australia's largest energy infrastructure businesses, proudly headquartered in Adelaide. Our gas distribution, transmission and storage facilities serve more than 2 million customers. We are currently pursuing new hydrogen production projects.



Retail

Residential, commercial and industrial customers buy gas from retailers

AGIG design, construct, operate, maintain and manage gas infrastructure.

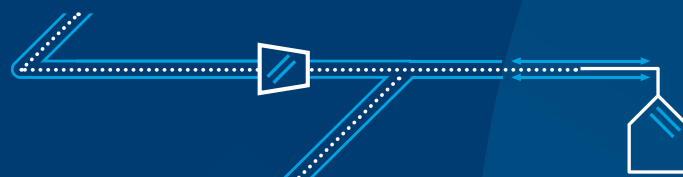
AGN own and operate South Australia's gas distribution and transmission networks.





Production/wholesale/processing

Onshore and offshore gas fields are drilled to access gas reserves and gas is processed to specification



Storage

Gas storage to balance fluctuations in gas demand

Midstream

Transmission pipelines are large high-pressure pipelines which carry gas from the gas fields to key markets

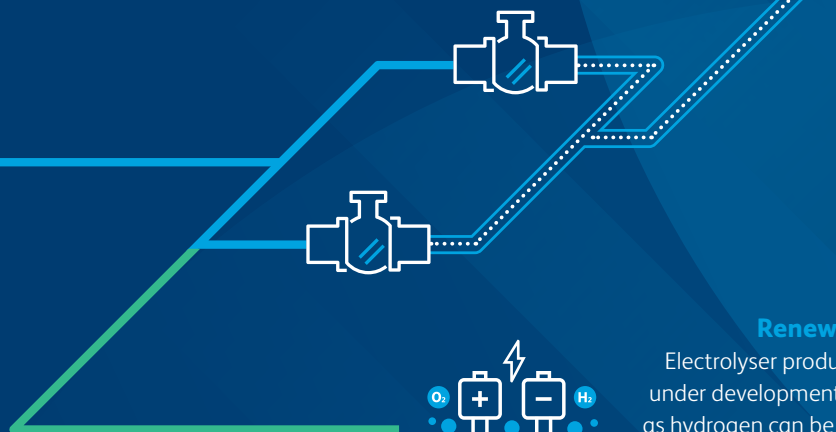


Power generation

Gas turbines provide power at some of the most remote regions in Australia

Distribution

Low-pressure gas is distributed via a network of pipelines to customer sites



Renewable gas production

Electrolyser producing hydrogen (currently under development). Renewable gases such as hydrogen can be injected into natural gas networks to help decarbonise gas supply



Our Commitments

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

We have adopted a series of engagement principles to guide how we intend to engage with our customers and stakeholders.

We tested these principles through our Stage 1 of our Engagement Program. Our customers and stakeholders support our 'no surprises' approach to developing our plans. Transparency and accessibility was highlighted by stakeholders as critical.





Genuine and committed

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

- Engagement is led from the top
- Stakeholder engagement is embedded in our business planning
- We are always looking for ways to improve



Clear, accurate and timely communication

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

- Online and print fact sheets
- Briefings and information forums
- Publication of the Draft Plan



Accessible and inclusive

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

- Stakeholder meetings
- Roundtables and workshops
- Customer forums and information sessions
- Online engagement



Transparent

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

- Publication and consultation of our proposed engagement approach
- Online public reporting
- We publish and consult on our reports
- We clearly report how we used customer and stakeholder insights to inform our plans



Measurable

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

- Seek stakeholder feedback at all key stages of our engagement
- Report on feedback
- Identify ways we can improve our approach



Stage 1 Engagement Activities

During April and May 2019 we undertook a number of engagement activities to better understand our stakeholder preferences for engagement, and to identify key issues of importance for customers.

We distributed the document *Customers are at the Centre of our planning: Draft Customer and Stakeholder Engagement Plan* for consultation widely.

Meetings of our South Australian and Retailer Reference Groups were held in April 2019. Our Reference Groups represent a wide cross section of the community to ensure our plans is developed in the long-term interests of customers and stakeholders.

We also met separately with each of our stakeholders one on one to further explore engagement preferences and issues of importance. We received feedback from stakeholders about our proposed engagement approach, including who we should engage with and key issues of interest.

Stakeholder feedback is summarised in the remainder of this report.





We distributed our proposed approach widely to include:

17

South Australian Reference Group members

03

Regulators

12

Retailer Reference Group members

04

Government Departments



Australian Energy Market Operators (AEMO)

02

Other pipeline owners



We held one on one meetings with:

Property Council of Australia (SA)

Urban Development Industry of Australia (SA)

Multicultural Communities of South Australia

SA Federation of Residents and Ratepayers Association Inc

Council for the Ageing (SA)

Local Government Association (SA)

Australian Industry Group (SA)

Consumers SA

SA Financial Counsellors Association

SA Council of Social Service

ESCOSA

AER

Energy and Water Ombudsman

Renewal SA

Business SA



Key themes

We asked our stakeholders to share with us the most important aspects of our plans – how we deliver for customers today, and issues we should be considering in our future planning.

During stakeholder and Reference Group meetings we facilitated a discussion around three key questions:

01

What are the most important aspects of our services?

02

What issues should we be considering in our future planning?

03

What aspects of our future plans would you like to engage on?







Stakeholder Feedback Summary

Our Stakeholders

We have identified key stakeholders who represent business, residential customers and the community.

We have tested our assumptions by seeking feedback to ensure we have captured all relevant stakeholders. We have made amendments to the stakeholder map to include the broader community and environmental representation.

Feedback

Stakeholders were of the view the Reference Group comprises a broad spread and cross-section of the community.

Stakeholders noted environmental representation should be considered.

Stakeholders were positive that senior levels of AGN staff were present at the meetings.

Stakeholders expressed interest that the stakeholder map identified the broader community as a stakeholder.

Stakeholders would like the stakeholder map in the Terms of Reference to be amended to correctly identify their membership.

Our Response

We will consider opportunities to engage environmental representation.

We will revise our stakeholder map.

The Terms of Reference have been amended.





Stakeholder Feedback Summary Key Insights

The key themes identified by members are summarised in three key areas:



Price

Feedback

The cost of utility bills is an important issue for residential and business customers. Customers consider that affordability is a key issue for engagement, including certainty around tariff structure and future price paths with specific consideration to supporting vulnerable customers.

Our Response

We will address price and affordability in the development of our plans. We will be transparent around potential price impacts and changes to tariff structure on our customers. We will consider opportunities to support vulnerable customers.



Future of Gas

Feedback

Stakeholders are interested in the future of gas, potential opportunities to use hydrogen, biogas, future energy mixes and progress in developing a low carbon gas sector.

Stakeholders are keen for the future of gas to be broadened to recognise external factors that impact on the future, such as the impact on the wholesale gas market for business and industry.

Stakeholders indicated they may be supportive of proposals to invest in innovation and the future of gas but investments must be prudent and spread across multiple regulatory periods.

Our Response

We will ensure we consider the future of gas as a key topic for engagement with both residential and business customers and in Reference Group meetings.

We will develop a range of communication tools which assist educating the broader community about AGN, our role and the future of gas.

In preparing any proposals for innovation we will be clear on the investment profile, price impacts and customer benefits.



Capital Works Program

Feedback

Stakeholders are interested in AGN's capital program, including the procurement processes around maintaining the gas distribution network, opportunities to coordinate capital works programs with other utilities and the standard of reinstatement of public infrastructure following the delivery of capital or operational activities.

Our Response

We will ensure we consider our capital works program as a key topic for engagement. We will consider opportunities for greater collaboration with other utilities, agencies and stakeholders on capital works.

Other Key insights

Reliability is acknowledged as important and current service levels should be maintained.

Education is required around AGN and the gas supply chain.

Stakeholders recognise the importance of working collaboratively beyond regulatory reset processes.





Stakeholder Feedback Summary

Our Engagement Approach

Our staged approach to stakeholder engagement will guide the development of our plans.

We will adopt a four stage approach to engage and involve stakeholders in our planning process. We will undertake targeted engagement activities to support meaningful and effective engagement.

Stage 1 is now complete. This stage was a research stage to better understand who our key stakeholders are, customer and stakeholder needs and expectations and how we should engage.

As highlighted below, this report concludes the first stage of our engagement program. Key insights and our final engagement strategy from this stage will now be used to inform Stages 2, 3 and 4.

Feedback

Stakeholders noted Stage 1 engagement activities were important to clearly define our customers and stakeholders, the broad areas for engagement and timing.

Stakeholders supported the Energy Charter, our principles of engagement, our 'no surprises' approach and our focus on our customers.

Reference Group Members mentioned the high quality of meeting materials and presenters. The information was well structured and the objectives clear.

Stakeholders supported our staged approach to developing our plans, particularly the release of and engagement on our Draft Plan.

Transparency and accessibility was highlighted by stakeholders as critical as we develop our plans.

Reference Group Members were keen to ensure the objectives of each meeting were clear and there was clarity on meeting agenda items.

Reference Group Members may consider opportunities to co-share responsibilities and attendance at meetings depending on agenda items.

Stakeholders indicated they would like to maintain a working relationship with AGN post the engagement around future planning.

Our Response

We have confirmed our four stage approach to develop our Final Plan.

We have confirmed our commitment to our engagement principles and 'no surprises' approach.

We will ensure a strong customer focus, including clearly explaining how our plans are in the long-term interests of our customers.

We will continue to engage with our stakeholders and SA Reference Group members on key issues as part of our business as usual activities.



Stage 1

Strategy and research

Feb - Jun 2019

Purpose

This is a research stage to better understand customer and stakeholder needs and expectations, and consult on our proposed engagement approach.

IAP2 Spectrum
CONSULT/INVOLVE

Engagement Activities

- Publish and distribute our Draft Customer and Stakeholder Engagement Plan for Consultation
- Meet with key stakeholders
- Expand our reference group membership
- Agree reference group schedule and role
- Engage with retailers and regulators (Retailer Reference Group)
- Establish partnership opportunities with customers and stakeholders (e.g. customers workshops)

Key Deliverables

This Stage 1 Engagement Report

A report which summarises feedback on our engagement strategy



Stage 2

Developing our Draft Plan

Jun 2019 - Jan 2020

Purpose

In this stage we will run a series of engagement activities designed to inform the development of our Draft Plan.

IAP2 Spectrum
INVOLVE/COLLABORATE

Engagement Activities

- Series of reference group meetings
- Two rounds of deliberative workshops
- Co-design team workshops (cross functional)
- Briefings/meetings with key stakeholders

Key Deliverables

Stage 2 Engagement Report and Draft Plan

A summary report of customer and stakeholder input into developing our Draft Plan. Will include co-design case studies.



Stage 3

Consultation on our Draft Plan

Jan 2020

Purpose

This stage focuses on consultation and development of our Final Plan.

IAP2 Spectrum
CONSULT/INVOLVE

Engagement Activities

- Publish and distribute Draft Plan (together with a customer and stakeholder consultation guide)
- Customer and Stakeholder Forum Event
- Meetings/ briefings with key stakeholders

Key Deliverables

Final Plan

In developing our Final Plan we will include a summary guide to assist our customers and stakeholders to provide feedback



Stage 4

Refinement and engagement

1st Half 2020 (ongoing)

Purpose

Consultation feedback from Stage 3 will be used to finalise our plan.

IAP2 Spectrum
INFORM/INVOLVE/CONSULT

Engagement Activities

- Publish and distribute Final Plan (together with a customer and stakeholder consultation guide)
- Submit final plan to AER

Key Deliverables

Final Stakeholder Engagement Report and submission of our final plan to AER

A summary report of customer and stakeholder engagement feedback and input across all stages of our engagement program.



Stakeholder Feedback Summary

Our Engagement Activities

We received feedback from stakeholders about our proposed engagement approach and how they would like to be involved in the engagement program.

South Australian Reference Group and Retailer Reference Group meetings will guide our approach and provide input into our plans including by sharing customer insights.

Some Reference Group members indicated that they are concurrently involved in numerous regulatory processes with other organisations and were concerned about 'engagement fatigue'. Members requested that AGN be cognisant of the pressures on stakeholders.

As a consequence, we aim to make the process as efficient as possible. For example, members may elect to opt out of meetings or co-share meeting attendance with other aligned members, depending on the agenda and meeting objectives.

Some members also noted that at times it may be more effective to consider holding separate meetings for business and residential representatives. Members also supported our approach to one on one meetings when relevant to discuss issues in further detail and during co-design activities.

Regular communication is considered important for stakeholders and also for customers and the community. Members indicated that meeting material provided to date has been of high standard. AGN will ensure materials are provided as early as possible to enable members to gauge their level of participation prior to each meeting.

Based on feedback from stakeholders in Stage 1 we have developed our planned engagement activities. We will continually review our engagement activities as we develop our plans to ensure they continue to meet the needs of our stakeholders. Throughout this process stakeholders will have the continued opportunity to provide feedback and input into our plans.



SA and Retailer Reference Groups

Description

SA and Retailer Reference Groups will guide the development of our plans in Stages 2 and 3.

Members will consider and advise on key topics and issues to ensure that the plan is developed in the interests of customers.

Reference Groups will be chaired and administered by AGIG.

Timeline

Meetings to be held between April, 2019 and June 2020 (then ongoing)



Stakeholder Meetings

Description

We will meet one-on-one with stakeholders and provide regular briefings throughout to members of stakeholder organisations.

On release of our Draft Plan for consultation in the first quarter of 2020 we will offer one on one stakeholder meetings to encourage consultation on our plans.

Timeline

Ongoing



Co-design

Description

We will look for opportunities to collaborate with customers and stakeholders to co-design services together. Potential opportunities include:

- How can we play our part in assisting vulnerable customers?
- What could we do to improve the customer experience around meter reading?
- How can customer facing notifications be improved e.g. outage notifications, service updates, fault rectification?

Timeline

July – August 2019



Online Engagement Portal

Description

We will be providing customers and the community with opportunities to have a say and access information through our online engagement tool.

Timeline

Regular updates and a forum to provide feedback for all stakeholders (ongoing)



Surveys

Description

We will use surveys when appropriate to encourage stakeholder feedback

Timeline

When and as required



Digital Updates

Description

To ensure we keep all stakeholders informed throughout the process we will be providing regular updates in the form of digital bulletins/fact sheets. This will provide stakeholders with the opportunity to actively engage on key issues that may arise as we develop our plans.

Timeline

Regular digital updates for all stakeholders (May 2019 to June 2020)



Additional Information Sessions/Forums and Community Events as Required

Description

Additional forums, deep dives and community events will be scheduled if and as required

Timeline

When and as required



Customer Forums

Description

We will hold 20 - 30 customer workshops each facilitated with 15 - 20 customers from across metropolitan Adelaide and regional South Australia to understand our customers, their needs and expectations and to report back on what we heard and how feedback influenced our plans. The forums will be iterative and will comprise opportunities for a diverse cross section of the community to participate, including Culturally and Linguistically Diverse (CALD) communities and older Australians.

Timeline

Forums currently planned for: July – December 2019, Draft Plan Launch (January 2020)



Feedback

In relation to Reference Group meetings, we received the following feedback:

- Ensure meeting objectives are clear and agendas are sent promptly
- Consideration to be given to having separate business and residential meetings (for specific issues)
- There could be benefit in members meeting together with the Retailer Reference Group
- Reference Group Members are of the view the quality of meeting materials is satisfactory
- Reference Group Members may look to co-share meeting responsibilities depending on agenda items

All stakeholders supported engagement with customers as part of the suite of engagement activities

Stakeholders were keen to ensure that customer engagement activities such as workshops or forums were representative of the community (e.g. CALD community, people with disabilities, Older Australians)

SA and Retailer Reference Group members supported the ongoing Reference Group meetings as an efficient way to receive input into the development of our plans

Stakeholders value regular one-on-one meetings to discuss specific issues in detail

Stakeholders indicated they would like to be kept informed of our progress and plans

Digital updates and factsheets were considered an efficient way to keep stakeholders informed

Some stakeholders expressed interest in working closely with AGN on identifying issues of importance and co-designing solutions

Our Response

We will commit to issuing meeting agendas and materials in a timely way

Where appropriate, we will facilitate separate Reference Group sessions for residential and business customers

We will invite retailers to meet with South Australian Reference Group members where appropriate

We will document and report on our customer engagement activities

We will seek ongoing advice from Reference Group Members on ensuring representation of the community, and the development of materials

We will provide regular updates via a range of platforms to keep stakeholders informed

We will schedule a series of reference group meetings aligned to developing our plans



Stakeholder Feedback Summary

Our timeline of engagement

This timeline shows the periods for consultation and how we will report against our engagement activities.

Feedback

Stakeholders supported our timeline

Our Response

We have confirmed the timeline for developing our plans

KEY DELIVERABLES	Stage	STAGES OF ENGAGEMENT
MAY 19 Draft Engagement Plan	01	SEP 18 - FEB 19 Planning
		FEB - MAY 19 Stage 1 Stakeholder Engagement Strategy and Research
JUN 19 Reference Service Proposal to AER	02	
JUN 19 Stage 1 Stakeholder Engagement Report with Final Engagement Plan		JUL 19 - NOV 19 Stage 2 Stakeholder Engagement Developing our Plan
NOV 19 Stage 2 Stakeholder Engagement Report		
JAN 20 Draft Plan and Consultation Guide	03	JAN - MAR 20 Stage 3 Stakeholder Engagement and Consultation on the Draft Plan
APR 20 Final Stakeholder Engagement Report	04	
JUN 20 Final Plan		1ST HALF 20 Stage 4 Stakeholder Engagement Refinement and Ongoing Engagement

Tracking Our Performance

Tracking and reporting transparently on our performance is an important part of our stakeholder engagement strategy.

The Table below outlines the key performance indicators that will enable us to assess our performance based on feedback from stakeholders.

Clear, accurate and timely communication

Measurement and Target

Satisfaction measures:

- educational materials used during customer workshops; and
 - the process for engagement (how clearly materials were presented)
-

Measured by a 70% or above satisfaction score

Accessible and inclusive engagement

Measurement and Target

Endorsement from Reference Groups that engagement reaches a representative group of the target population

Stakeholder satisfaction, as measured by 70% or above, on workshops survey

Customer satisfaction of the overall engagement process, as measured by 70% or above score on workshop feedback

Transparent process

Measurement and Target

Public disclosure of details about engagement activities

Publish on website: strategy, workshop materials, customer insights and KPI's

Attendance by CEO at one or more workshops

Publish Draft Plan, open for stakeholder comment

Reference Group access to Board and management team



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to set up a stakeholder
meeting, please contact:

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