

Final Plan Attachment 5.1

Log of Documents Relating to Victoria and
Albury Engagement Program on the Australian
Gas Networks Stakeholder Website

December 2016

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1. Introduction

We consider a key component of effective engagement is transparent communication with customers and stakeholders. This is reflected in the Key Performance Indicators we set for our engagement program in which we commit to public disclosure of details about engagement activities and engagement materials.¹

To facilitate this, we transparently report on information on our stakeholder engagement strategies, workshop materials, customer and stakeholder insights and opinions, plans, feedback received, reference group resources, and who we engage with throughout the engagement process through the dedicated “Have your say” pages of our website (<https://www.australiangasnetworks.com.au/our-business/have-your-say>).²

This attachment provides a summary of engagement material associated with our Victorian and Albury stakeholder engagement program contained on our “Have your say” pages.

¹ See Section 5.8.1 of the Final Plan.

² In September 2016, Australian Gas Networks Limited (AGN) launched a new website which consolidated six separate websites, including AGN’s previous dedicated stakeholder site (stakeholders.agnl.com.au) into one convenient and easy to navigate location. This new website established a platform to track and measure improvements according to customer behaviour and needs.

2. Document Log

Table 2.1 provides a summary and links to all the documents that are available to download from our “Have your say” pages on the AGN website: <https://www.australiangasnetworks.com.au/our-business/have-your-say>.

Table 2.1: Log of Documents on our “Have your say” AGN Website Pages

Documents	Page	Link
Overarching stakeholder engagement strategy	Our approach to stakeholder engagement	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/01-agn-stakeholder-engagement-strategy---overarching_final.pdf?la=en
Victoria and Albury stakeholder engagement scoping paper	Our approach to stakeholder engagement	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/stakeholder-engagement-scoping-paper-final-jan-2016.pdf?la=en
Victoria and Albury stakeholder engagement strategy	Our approach to stakeholder engagement	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/agn-stakeholder-engagement-strategy---vic_albury_final.pdf?la=en
Victoria and Albury customer workshops presentation (March 2016)	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/agn-workshop--victoria-shepparton-160321.pdf?la=en
Victoria and Albury customer workshops participant worksheets	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/agn-workshop-worksheets---victoria-final.pdf?la=en
Deloitte Customer Insights Report (Victoria and Albury)	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/20160705deloitte-customer-insights-report2016final.pdf?la=en
Victoria and Albury Draft Plan Stakeholder workshops summary (September 2016)	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/draft-plan-workshop_summary_final-161020-v2.pdf?la=en
Victoria and Albury Draft Plan Stakeholder Workshop 1 Presentation	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/160823vic--albury-aa-workshop-1.pdf?la=en
Victoria and Albury Draft Plan Stakeholder Workshop 2 Presentation	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/160830vic--albury-aa-workshop-2-final.pdf?la=en
Victoria & Albury Incentive Mechanisms Finding report	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/victorin-gas-dbs---incentives-findings-paper---final-230916.pdf?la=en
Draft Plan for Victoria and Albury natural gas distribution networks	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/20160705-draft-plan-master-final.pdf?la=en

AGN Media Release on Draft Plan (6 July 2016)	Insights and Opinions	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/20160707-final-media-release-lower-gas-bills-announced-for-victorian-and-albury-consumers.pdf?la=en
Draft Plan for Victoria and Albury natural gas distribution networks	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/20160705-draft-plan-master-final.pdf?la=en
Victoria and Albury Incentive Mechanisms Issues Paper	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/victorian-gas-dbs---incentives-issues-paper---final-10-june-2016.pdf?la=en
Victoria and Albury Draft Plan Stakeholder Workshop 1 Presentation	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/160823vic--albury-aa-workshop-1.pdf?la=en
Victoria and Albury Draft Plan Stakeholder Workshop 2 Presentation	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/160830vic--albury-aa-workshop-2-final.pdf?la=en
Deloitte Customer Insights Report (Victoria and Albury)	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/20160705deloitte-customer-insights-report2016final.pdf?la=en
Submission received on Draft Plan from Jemena Gas Networks (JGN)	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/jemena-gas-networks-response-to-agn-draft-plan_16-aug-16-doc.pdf?la=en
Submission received on Draft Plan from Energy Networks Association (ENA)	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/20160816ena-comments-on-agns-draft-plan-a-fiveyear-plan-for-victorian-and-albury-natural-gas-distrib.pdf?la=en
Submission received on Draft Plan from Origin Energy (OE)	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/20160816ena-comments-on-agns-draft-plan-a-fiveyear-plan-for-victorian-and-albury-natural-gas-distrib.pdf?la=en
Incentive mechanisms issues paper	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/victorian-gas-dbs---incentives-issues-paper---final-10-june-2016.pdf?la=en
Submission received on Incentive mechanisms from Energy Networks Association (ENA)	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/energy-networks-association-submission-on-incentive-mechanisms-july-2016.pdf?la=en
Submission received on Incentive mechanisms from Consumer Utilities Action Centre (CUAC)	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/cuac-submission-on-incentive-mechanisms-july-2016.pdf?la=en
Submission received on Incentive mechanisms from Jemena Gas Networks (JGN)	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/jemena-submission-on-incentive-mechanisms-july-2016.pdf?la=en
Submission received on Incentive mechanisms from Red Energy Lumo Energy	Have your say	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/red-energy-lumo-energy-submission-on-incentive-mechanisms-july-2016.pdf?la=en

Victoria and Albury stakeholder engagement strategy	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/agn-stakeholder-engagement-strategy---vic_albury_final.pdf?la=en
Overarching stakeholder engagement strategy	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/vic-docs/01-agn-stakeholder-engagement-strategy---overarching_final.pdf?la=en
Victoria and Albury Reference Group meeting 4 minutes 28 June 2016	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/varg/20160628meeting-minutesvarg-meeting-4final.pdf?la=en
Victoria and Albury Reference Group meeting 3 minutes 23 May 2016	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/varg/160523meeting-minutesva-rg-meeting-3final.pdf?la=en
Victoria and Albury Reference Group meeting 2 minutes 1 February 2016	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/varg/160204meeting-minutesva-rg-meeting-2final.pdf?la=en
Victoria and Albury Reference Group meeting 1 minutes 25 November 2015	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/varg/151125meeting-minutesvic-albury-rg-meeting-1final.pdf?la=en
Retail Reference Group meeting 5 minutes 1 August 2016	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/20160801meeting-minutesrrg-meeting-5final.pdf?la=en
Retail Reference Group meeting 4 minutes 2 May 2016	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/160502meeting-minutesrrg-meeting-4final.pdf?la=en
Retail Reference Group meeting 3 minutes 2 February 2016	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/160202meeting-minutesrrg-meeting-3final.pdf?la=en
Retail Reference Group meeting 2 minutes 24 November 2015	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/151124meeting-minutesrrg-meeting-2final.pdf?la=en
Retail Reference Group meeting 1 minutes 10 November 2015	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/rrg/151124meeting-minutesrrg-meeting-1final.pdf?la=en
Reference Group Charter	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/agn-reference-group-charter-final-feb-2016.pdf?la=en
Retailer Reference Group Charter	Who we engage with	https://www.australiangasnetworks.com.au/-/media/files/agn/have-your-say/ref-groups/agn-retailer-reference-group-charter-final-feb-2016.pdf?la=en
Victoria and Albury Customer workshops fact sheets	About Us	https://www.australiangasnetworks.com.au/our-business/about-us