

# Final Plan Attachment 5.12

Australian Gas Networks Stakeholder  
Engagement Program Feedback Forms

December 2016

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# 1. Introduction

This attachment summarises feedback collected from each key stage of our Victorian and Albury stakeholder engagement program. We collect this feedback to evaluate the effectiveness of our engagement activities leading into our Final Plan with the aim of identifying areas for further improvement.

This includes, feedback on:

- Initial Customer Workshops (March 2016);
- Draft Plan Workshop Feedback (August 2016);
- Further Customer Workshops (October 2016);
- Final Plan Workshop Feedback (December 2016); and
- Reference Group evaluation.

We collected 125 feedback forms from the above engagement activities, which are available on request.

## 2. Initial Customer Workshop Feedback

A total of 77 feedback forms were completed by participants at the various customer workshops held across the networks, represented by 54% metropolitan participants and 46% regional participants.

Participants were asked to describe their level of agreement on a scale of 1 to 5 on four statements, with 1 being Strongly Disagree and 5 being Strongly Agree.

Table 1 details the survey results, which were encouraging with respondents *looking forward to seeing our feedback and ideas incorporated* which receiving the highest average rating with 4.42. Additionally, respondents would *like to see further workshops run in this fashion* returning an average rating of 4.40. Similarly, when participants were asked if they would be willing to participate in further workshops in the future, 100% of respondents indicated they would.

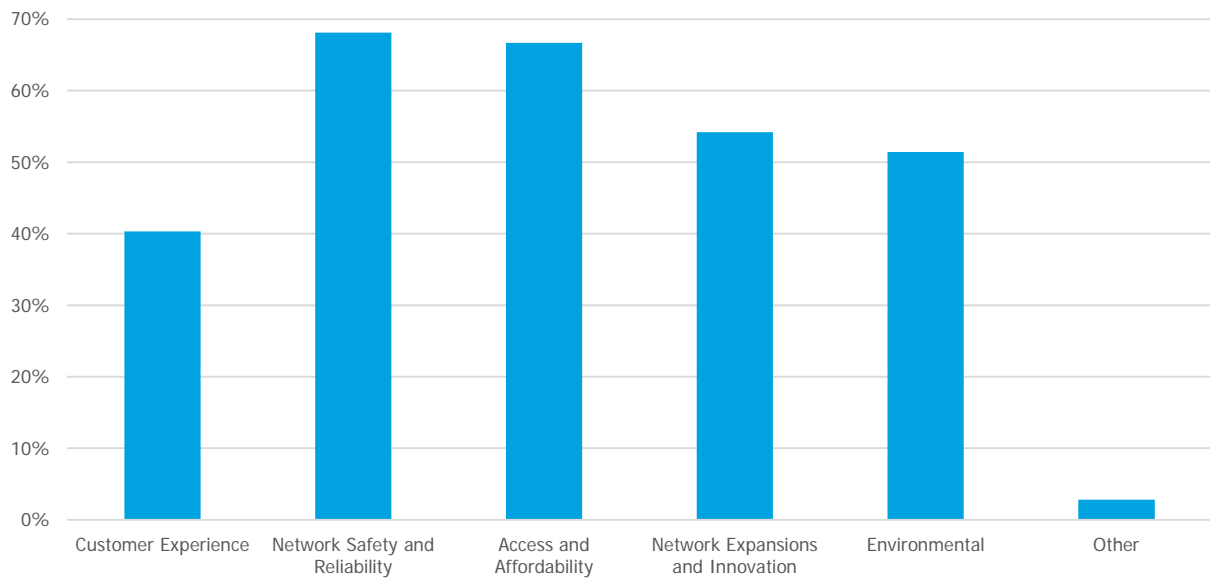
The average value range was extremely close between all four statements with only 0.6 differentiating responses.

Table 1 Summary of Survey Results from the Initial Customer Workshops

Answer Options	Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Rating Average
I would like to see further workshops run in this fashion	0	2	0	40	35	4.40
I'm looking forward to seeing our feedback and ideas incorporated	0	1	1	39	35	4.42
I enjoyed the collaboration of this workshop	0	1	2	40	34	4.39
The workshop met my expectation	0	0	5	38	32	4.36

For participants, *Network Safety and Reliability* was the topic which received the highest level of interest with 68% of all responses, followed by *Access and Affordability* at 67%, as detailed in Figure 1. *Network Expansion and Innovation*, and *Environmental* issues followed closely with 54% and 51% of responses respectively. Customer experience rated the lowest of all the categories.

Figure 1 Topics of Interest discussed at the Initial Customer Workshop



Consistent with the customer insights reported in the Deloitte Australian Gas Networks Customer Insights Report (see Attachment 5.7) and the positive comments from the open ended questions detailed in Table 2, suggest that participants now have a better awareness of Australian Gas Networks (AGN). Customers have also increased their knowledge and understanding of the gas industry as a result of participating in the workshop.

Table 2 Detailed Responses to the Open Ended Questions from the Initial Customer Workshops

Question 1. What were the positive things in today's workshop?	Question 2. What could be improved next time?	Question 3. How did you find the pace and timing of today's workshop?	Question 7. Do you have any other questions or comments?
Educational about AGN and supply chain process	Perhaps provide more examples for clarity	Level of interest always high	I would love to learn more, the industry has peaked my interest, learning the ins and outs is something I would enjoy
I learned more about how gas is delivered as well as cost involved	A bit more information about exactly where the gas comes from and what is involved in extracting it	Excellent	Print this questionnaire double sided, save on paper
Learned about AGN that I had never heard of and have an understanding of their component in our bill	Less time explaining monopoly etc at the start and more time discussing the issues/opinions later on	Nicely paced with adequate breaks and encouraged to move around thus keeping everyone involved	Level of information provided was good. Good facilitator
The education about what AGN does	Explain intent of questions, they were yes/no without other alternatives	Excellent, plenty of participation from group	Found it all very interesting. Comfortable/friendly environment to share our views
Open discussion, no concern of saying the wrong thing	Some fruit instead of unhealthy food alternatives	Time to understand and answer each question	I have enjoyed this
The discussion of safety improvements, replacement of ageing pipelines, better advertising material for greater awareness of AGN	If possible, be honest about why you're asking certain questions. Be clear about why	Good, the topic changes kept it interesting	A flyer with website would be cool
Relaxed, good facilitator	I would love to have retail reps present	Perfect, interaction broke the evening up making paying attention easy	Thank you for providing a platform for discussion of these topics and to also do individual research
Greater awareness in what is currently gas now and potentially in the future	Seek even more feedback	Mostly good	Great communication between AGN representatives and research participants
A comfortable, encouraging environment, increasing my knowledge and understanding of the gas industry and how it is delivered to our homes	Room too cold	Good, maybe a bit slow	Working together with WorkSafe eg. DBYD
To find out that AGN is govt regulated and is consulting its customer on a range of issues	Better food / vegan food	Breaks were fine, facilitator had good control	It was great to have corporate management in workshop to answer questions
Understand more about how our gas is distributed	Shorter	It was ok, a bit slow, but that's the way it is	It was a really interesting workshop
A great variety of feedback and information	Can probably do it in a shorter time	Stimulating, good pace and breaks	I do appreciate the idea of stakeholder consultation (ie qualitative data) but I hope it



			doesn't undermine the validity and importance of the quantitative data/scientific research/evidence. Thank you
Became more aware of the benefits of gas, learnt about AGN and its role.	Better signage at venue	Perfect	Hopefully to have more input into the company with attending these meetings
Gaining more knowledge about gas and how everything works	Time management	Good	Far better than I thought it would be. Very well presented
Interactive, interesting listening to the views and priorities of others. The educational aspect of the session was great especially given we are looking to build a house	More knowledge about where and how gas come from	Moved smoothly	Venue, food, location excellent
It was interesting because it was relevant to everyone and we all learnt something new.	Could try to draw out verbal opinion from some of the quieter individuals	It was quite fast, but also enough information was given and feedback	Enjoyed the professional presentation
Inventive, explanation of slides	More open discussion	Could be shorter, a lot of irrelevant discussion	Very informative evening
Learnt a lot about gas and distribution, well run and enjoyable for a 3 hr session	Interactive and good presenters	Gets too involved with costs from the retailer	
Finding out more about the company, a lot of us were in the dark	Bring along the retailers, integrate the supply chain for efficiency	Well paced	
Understanding the workings of AGN and its relationship with retailers/consumers/the environment and how it is monitored by major govt bodies.	Perhaps the option to subscribe to an email list. Identifying people wishing to ask questions and force involvement from other participants. Everyone's opinions matter	It was well paces, there was enough time for discussion and information was presented efficiently	
Very informative and professionally run by Shaun, open and transparent	No acronyms	Excellent	
Learning that you exist and what you do. The fact your company is asking community is a positive step.	Nothing, I thought they covered most things, maybe explain how gas bills work	Adequate and on time.	
Very open and inviting	Larger investment	Very easy going	
Learning about where and who distributes our gas and plans for the future	Maybe start the workshop earlier eg 5.30, 6.00pm	Good	
Being able to learn more about how gas distribution works. Nice location and providing food	Introduction of overall stakeholder participants	Excellent, time went fast	
Good information	Have more data on different aspects of the talk	2.5 hours would be better, but overall a good pace	
Find out the environment benefits of gas compared to electricity	More time to go in depth with some subjects	Pacing and timing was excellent, very well run	

Learning the costs and aspects of the supply chain	Fun game in the middle to loosen everyone up and get people talking.	Excellent
Getting a better understanding of gas production, charges and future	Enjoyed the evening	Good
Learning new information regarding my gas supply and AGN		Perfect
Allowing us to have a say		Excellent, good facilitator
Finding out about the supply chain		Good
Learning about AGN and their business		It went at a relaxing pace
It was very interesting learning about AGN		We were kept well on track by the MC
Informative session as to what we actually pay for and how we actually contribute to infrastructure		Great
Finding out who owns the network		Good pace, moved along nice
Learning a bit more about where the services actually come from		Good
Learning about the middle man and AGN. Liked the different presentation style		Excellent
I learned a lot, it was open and honest, it was pragmatic		Great, not too long winded, but enough time for answers/discussion
Information about AGN unknown prior		Good, covered on time
Understanding how the gas industry operated. Having the opportunity to express concerns and share values		Good, wasn't too long, plenty of breaks
Learnt more about AGN and what they do		Spot on
Learnt some new things, and opportunity to give opinion		It was a great evening and well-paced
Didn't know about different companies in supply charges and effect on environment		Topics were set out well.
Gained a lot more insight into AGN and I got an understanding of costs etc.		Kept to time quite well
All the information given		Very good

The best was being able to confer with the boss of the state. Very informative and was able to give acceptable answers to all questions asked	Great pace and timing
Finding out things I didn't know eg retailers are the ones who send our bills	Good
Gained a good understanding of AGN	Great as it was finished at the time it stated
Found out more about Australian Gas Networks and what projects they have in Victoria	Well set out with breaks
Awareness of what AGN is	Ok, good flow
Learning about the company	Appropriate, some of the content was confusing and difficult to digest
Greater understanding of the gas industry and the role AGN plays	Good, very informative, taking away information and insights of AGN
Good communication	Really good, they were very clear in explaining the company
Knowing awareness and understanding of this company	Good, some subjects could have gone longer
Learning new things about the company and where our gas comes from	Excellent
Learning and understanding	It was very good
Acknowledgement of who they are, knowing more about AGN	Very well timed and good breaks
Information about AGN and the work they do in the community. This was presented in an easy manner. Very informative workshop	Adequate and on time.
Saw some of future planning	Very well done with timing
Learning the structure	Went well
Learning who AGN is and the services they offer	
I learned allot and felt like my opinion was valued. Good to address the decision makers.	
Everything was positive, the workshop gave great insight on AGN	

Information provided about the organisation

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Finding out about AGN, understanding who is behind the retailer

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I was able to learn about the gas industry for myself

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Knowledge of who is supplier of infrastructure, expectation of progress, supply & demand

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Being actually involved by AGN and having understanding of the company

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Very informative

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Increased awareness of our gas supply

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Learning more about AGN and what they do

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Gaining knowledge

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Well run, great interaction between presenters, friendly. Learnt allot of info about gas

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Finding out who and what AGN are

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Finding out about the company and policies

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Greater knowledge about AGN, and the issues governing AGNs operations and how those issues affect customers

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### 3. Draft Plan Workshops Feedback

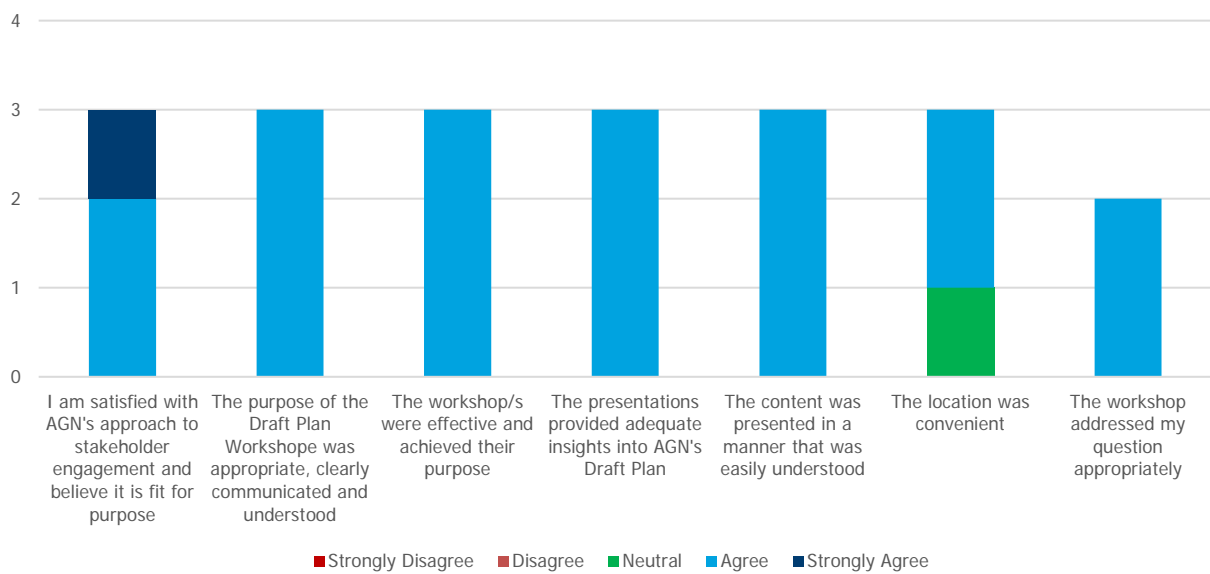
The workshops were aimed at facilitating efficient feedback on our Draft Plan from a wide range of stakeholders. The feedback on the Draft Plan was reported in the Deloitte Australian Gas Networks Stakeholder and Customer Feedback Report (see Attachment 5.10).

We invited stakeholder participants from the two workshops to undertake an online survey to assist in evaluating the effectiveness of the workshop/s. A total of three feedback forms were received out of 16 distinct attendees.

Overall, as can be seen in Figure 2, the responses suggest that stakeholders were supportive of our approach to stakeholder engagement and agreed it was fit for purpose. Similarly, respondents agreed that the purpose of the workshop/s was appropriate, clearly communicated and understood.

Consistent with these findings, all respondents agreed that the presentation materials provided adequate insights into our Draft Plan and was presented in a manner that was easy to understand.

Figure 2 Draft Plan Workshops Stakeholder Feedback



## 4. Further Customer Workshops Feedback

A total of 33 feedback forms were completed by participants at the two customer workshops held, representing 51% metropolitan participants and 49% regional participants.

Overall, comments were positive and suggested that participants:

- were familiar with our business and the workshop material;
- held the view that their suggestions were listened to and appropriately acted on by the business;
- appreciated the transparency of providing the information; and
- could see the direct impact their feedback had on our plans.

Participants were again, asked to describe their level of agreement on a scale of 1 to 5 on four statements, with 1 being Strongly Disagree and 5 being Strongly Agree.

Consistent with the previous results, the rating average range was again close between all four questions, with only 0.15 differentiating average responses, as can be seen in Table 3.

Again, the question *I'm looking forward to seeing our feedback and ideas incorporated* received the highest average rating with 4.85, followed closely by *I would like to see further workshops run in this fashion* with an average rating of 4.79.

Table 3 Summary of Survey Results from the Further Customer Workshops

Answer Options	Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Rating Average
I would like to see further workshops run in this fashion	0	0	1	5	27	4.79
I'm looking forward to seeing our feedback and ideas incorporated	0	0	1	3	29	4.85
I enjoyed the collaboration of this workshop	0	0	1	6	26	4.76
The workshop met my expectation	0	0	1	8	24	4.70

As detailed in Table 4, a common response from customers was that they felt we had heard their feedback and incorporated this into our Plans. A number of customers were also happy that we had improved the costs of the initiatives and enjoyed the open discussions.

Table 4 Detailed Responses to the Open Ended Questions from the Further Customer Workshops

Question 1. What were the positive things in today's workshop?	Question 2. What could be improved next time?	Question 3. How did you find the pace and timing of today's workshop?
Feedback received	Just continued consultations	Good
My voice, and those of others who attended workshops, were heard and written up in a report that feeds into the 5 year plan	More time at end for Q&A	Good
Seeing work that has been done put into a plan	Email subscription	Ok
Open discussion	More mentos	Good timing, easy to follow
Specific items of interest to myself were taken on board despite a room of disagreeing peers for the bushfire valves. Makes sense to only have these in bushfire only areas	Website being more interactive	A little quick towards the finish given the timeframe allowed
I really enjoyed seeing an improvement on estimated costs, also having senior staff to talk to was great	Nothing major, room quite warm	Perfect, possibly the best time management I have experienced at any market research
To hear that the company had listened to our feedback	Fine the way it was presented	Pace was good, everybody had a chance to have their say
AGN's commitment to lowering bills, safety and customer inclusion	Nothing, I strongly believe that this is the best follow up workshop I've attended (only my second but much better)	Steady, good pace, was able to keep up and not get lost
Good to see the results of past discussions	Keep it the same, it is excellent way and again good on AGN	Pace was fine, less activity than last time
The way things were clearly explained	Time management	Very good
Friendly, welcoming and encouraging environment	Earlier meal break	Good pace and plenty of opportunity to chat/discuss each area
Seeing that AGN has listened to the discussion groups concerns, and tried to keep the costs down	A wider sample of people	Was good, there was enough time for questions
Knowing that our suggestions were listened to and acted on	Happy with how everything went	Timing was good. time enough for all the information but not too long
Positive to see the market research report and to see the direct impact it had on the company	Nil, excellent process	It was good, thought it was a long time allocated, however, I'm surprised how fast it went
The fact that AGN have listened to what we said and even improved on suggested costs etc. Well Done!!	I was happy with all and appreciated the transparency of providing the information	Excellent
To hear and see that what we had discussed previously had actually been heard and put into place in the plans	Nothing, I have enjoyed the process	Great, everything ran smoothly and efficiently and we were asked multiple times if everything made sense and if we had any questions - which was great
To know that they have listened and acted	Nothing, it was a positive experience on all levels	Would be ok if stayed on track
You actually listened and the format was very positive	Time management	Probably allowed too many off the subject question
As per open end discussion, follow up with same cohort, allowing people to be heard and integrating their views in the draft, staying true to customer views	Well done, nothing to improve	Could be pushed a little quicker so time spread more evenly

Our feedback has been used to make changes	No changes, workshop is great especially with management	Excellent, kept pace with presentation and peoples through developments as they were happening.
Good follow through on promises	All round very good, not sure how to improve	Very good
To be able to see the progress and model that is being developed. The see that the customer has been heard	Get fruit mentos!	Great
Great to know that our feedback has been valued		Very well
I can see that my opinion counted and being here today helped me to understand a lot more than the first workshop		So much to get through, could have gone for longer
Seeing that input from original session has been heard and applied		Good, not too long
Receiving the direct feedback as a follow on from the first workshop and seeing the progress of the proposal for the next 5 year plan. Convinced the customer has been heard		Good, time not wasted, but ample time for discussion
Informative, made to feel part of the process		Effective and purposeful
Good feedback on past suggestions. Cost was lower		I felt part of the program and easy to follow pace from what I learned in past sessions
I felt my own opinions / interpretation of AGN has changes and feels like I am being listened to		Good pace
Really good information and explanations		Fantastic, streamlines and smooth
Following up on the market research info obtained and collating all the info from each group which has honoured our feedback		Excellent
Great to hear/see that our (stakeholder) opinions/values are considered in and implemented to form the plan		Give or take 15 minutes. I think it was still rather succinct
		Good



## 5. Final Plan Workshop Feedback

Eight participants completed feedback forms on the Final Plan Reference Group/Workshop meeting.

Participants were asked to describe their feelings on a scale of 1 to 5 on nine statements, with 1 being Strongly Disagree and 5 being Strongly Agree.

Overall, the results suggest that stakeholders believed that the *quality of presenters was appropriate*, and felt they *had the opportunity to contribute to the conversation* with both these statements rating highest and receiving a perfect score with 100% of respondents strongly agreeing, as detailed in Table 5.

The results also show that *quality of the meeting met expectations* and participants *felt their opinions were being heard*, with an average rating of 4.88 respectively.

Table 5 Summary of Survey Results from the Final Plan Workshops

Answer Options	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Rating Average
I felt there was value in attending today's meeting for me/my organisation.	0	0	0	2	6	4.75
The overall quality of today's meeting met my expectations.	0	0	0	1	7	4.88
I have an appropriate understanding of AGN's Final Plan after today's meeting.	0	0	0	3	5	4.63
The presentation provided adequate insights and information into AGN's Final Plan.	0	0	0	2	6	4.75
The quality of the presenters was appropriate.	0	0	0	0	8	5.00
I felt the information provided was open and transparent.	0	0	0	2	6	4.75
I had the opportunity to contribute to the conversation.	0	0	0	0	8	5.00
I felt like my opinions were being heard.	0	0	0	1	7	4.88
The length of today's meeting was adequate.	0	0	0	2	6	4.75

Table 6 details feedback from the open ended questions on the evaluation form, survey respondents indicated that having the CEO (Ben Wilson) together with senior AGN representatives in attendance was what they liked most from the meeting. They also liked the open discussion, in a manner that was easy to understand and that it provided a great overview of the Plan.

Despite these encouraging comments however, one respondent indicated that they were sometimes unable to keep up, which issue relates to the difficulty in balancing workshop timing.

One respondent suggested that AGN could provide materials further in advance to assist participants prepare themselves to make effective contributions, which has been noted.

Table 6 Detailed Responses to the Open Ended Questions from the Final Plan Workshops

Question 2. What did you like most about today's meeting?	Question 3. What did you dislike about today's meeting?	Question 5. What suggestions do you have for improving these meetings in future?	Question 6. Do you have any other comments about the meeting?
Ben being here and being open	That I don't think I could keep up	If you send out slides in advance, could prepare better	Very good summation of the plan
Open discussion, senior AGN representatives			CESS - I wasn't as familiar with this concept
Plain speaking			Appreciate Ben's presence and honesty
Good overview of proposal			
Provides a great overview of the Plan			

Participants told us that the topics of most value included:

- discussion on funds from operations to debt;
- explaining our overarching objective of submitting a plan capable of being accepted, including actions taken by the business to achieve this objective;
- ratings agency influence;
- overview of key topics, generally useful; and
- marketing going forward.

## 6. Reference Group Evaluation

Eight participants completed feedback forms on the Final Plan Reference Group Meeting. Members noted as apologies at the Final Plan meeting have also been provided with the opportunity to provide feedback on the effectiveness of AGN's Reference Groups, both the Victoria/Albury Reference Group (VARG) and the Retailer Reference Group (RRG).

As detailed in Table 7, from the 19 statements presented, encouragingly 13 received an average rating of 4.5, or above, indicating overwhelmingly that the Reference Group believe that:

- our engagement has been transparent;
- reference Group members were satisfied that we made available the right personnel at the meetings (both returning an average rating of 4.88 each respectively);
- the meeting location was convenient (4.75);
- we engaged effectively to inform their Draft Plan and the Final Plan; and
- our targets for the next AA period are consistent with feedback received from our stakeholder engagement program (both scoring an average rating of 4.63).

Whilst the majority of the feedback from the Reference Group has been positive, consistent with the comments received in relation to the Final Plan meeting materials, a small number of responses highlights to AGN that they would get more benefit out of the Reference Group meetings if materials were distributed further in advance to allow members the opportunity to further contribute to the discussion.

Table 7 Summary of Survey Results from the Reference Group Evaluations

Answer Options	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Rating Average
The role of the RG was clearly defined, communicated and understood.	0	0	0	4	4	4.50
I was able to contribute to defining the role and purpose of the RG.	0	0	2	3	3	4.13
I was able to provide feedback on behalf of those I represent.	0	0	1	5	2	4.13
AGN responded effectively to my feedback and requests.	0	0	0	4	4	4.50
AGN engaged effectively to inform their Draft Plan and AA Proposal.	0	0	0	3	5	4.63
I am satisfied that AGN's approach to stakeholder engagement reached a representative group of customers.	0	0	1	2	5	4.50
The release of the Draft Plan facilitated improved stakeholder engagement.	0	1	0	1	6	4.50
The RG was effective and achieved its purpose.	0	0	1	2	5	4.50
AGN's engagement has been transparent.	0	0	0	1	7	4.88
AGN's targets for the next AA period are consistent with feedback received from its stakeholder engagement program.	0	0	0	3	5	4.63
Meeting materials were distributed with enough time prior to the meetings.	0	0	2	4	2	4.00
Meeting materials were presented in a manner that was easily understood and provided adequate information and insights into the relevant topic.	0	0	1	2	5	4.50
AGN provided feedback to the group on how our input has influenced business decisions.	0	0	1	4	3	4.25
The frequency of meetings was the right balance.	0	0	1	4	3	4.25
The format of the meetings addressed my questions appropriately and there was adequate time for discussions.	0	0	0	4	4	4.50
The meeting location was convenient.	0	0	0	2	6	4.75
Meetings ran efficiently and to time.	0	0	0	3	5	4.63
I am satisfied that AGN made available the right personnel at the meetings.	0	0	0	1	7	4.88