

# **Final Plan Attachment 11.5**

## Overview of Incentives Framework Workshop Feedback Forms

July 2016

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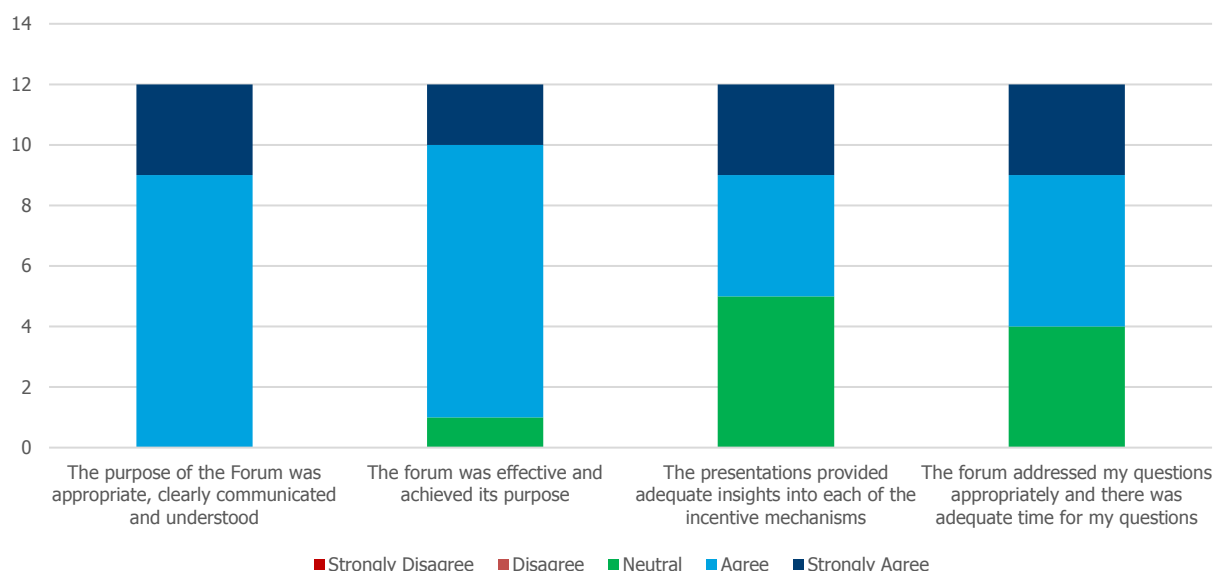
# 1. Introduction

On 11 July 2016, Australian Gas Networks Limited (AGN) along with the two other Victorian gas distribution businesses convened a stakeholder workshop (presentation provided at Attachment 11.2) on the Issues Paper published in relation to proposed incentive mechanisms (Attachment 11.1).

The workshop was facilitated by Farrier Swier Consulting and attendees were asked to complete feedback forms at the end of the session. There was 16 stakeholders in attendance.

A total of 12 feedback forms were received from attendees at the session. Overall, the results suggest that the purpose of the forum was appropriate, clearly communicated and understood by all in attendance. In addition, all in attendance (excluding 1) agreed that it was effective and achieved its purpose.

Figure 1.1: Summary of Stakeholder Feedback on the Incentive Mechanisms Workshops



The common theme which participants stated as their main reason for attending the Forum was to hear other stakeholder views, opinions and concerns, other comments included:

- putting names to faces;
- good to hear the AER and consumer advocate views on incentive schemes;
- gain a greater insight into how the costs associated with gas are managed and how we as an industry can mitigate the risks to these costs; and
- information sharing, time saving.

The feedback forms themselves are provided in Chapter 2 of this attachment.

## 2. Feedback Forms

### Victorian Gas Distributors Stakeholder Forum Incentive mechanisms

Thank you for attending and participating in today's Incentive mechanism forum. We would appreciate your feedback on the workshop to assist us in planning and preparing for future workshops.

On a scale of 1 – 5 please circle the response to the following statements. General comments can also be provided in the spaces below.

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<b>Overall</b>						
1	The purpose of the forum was appropriate, clearly communicated and understood.	1	2	3	4	5
2	Overall, the forum was effective and achieved its purpose.	1	2	3	4	5
<b>Presentations</b>						
3	The presentations provided adequate insights into each of the incentive mechanisms.	1	2	3	4	5
4	Do you have any other comments or suggestions regarding the presentations in particular key information gaps or unanswered questions?	<i>"Fuel of choice"</i> <i>Declining demand for gas</i> <i>&amp; impact of incentives.</i>				
<b>Stakeholder consultation</b>						
5	The forum addressed my questions appropriately and there was adequate time for my questions.	1	2	3	4	5
<b>General</b>						
6	What was the main benefit for attending today?	<i>Learning more.</i> <i>Putting faces to names.</i>				
7	Do you have any other suggestions or comments?	<i>Thankyou ~ very good.</i>				

## Victorian Gas Distributors Stakeholder Forum

### Incentive mechanisms

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4	Do you have any other comments or suggestions regarding the presentations in particular key information gaps or unanswered questions?	<hr/> <hr/> <hr/> <hr/>				
<b>Stakeholder consultation</b>						
5	The forum addressed my questions appropriately and there was adequate time for my questions.	1	2	3	4	5
<b>General</b>						
6	What was the main benefit for attending today?	<u>it was good to hear AER &amp; consumer advocate views on incentive schemes</u> <hr/> <hr/>				
7	Do you have any other suggestions or comments?	<hr/> <hr/> <hr/> <hr/>				

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<b>Stakeholder consultation</b>						
5	The forum addressed my questions appropriately and there was adequate time for my questions.	1	2	3	4	5
<b>General</b>						
6	What was the main benefit for attending today?	Gain a greater insight into how the costs associated with gas are managed and we as industry can mitigate the risks to these costs				
7	Do you have any other suggestions or comments?	This will require a monthly update post submission of 29 July so industry is prepared for any changes.				

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<b>Presentations</b>						
3	The presentations provided adequate insights into each of the incentive mechanisms.	1	2	3	4	5
4	Do you have any other comments or suggestions regarding the presentations in particular key information gaps or unanswered questions?	Better articulation of the problem would be helpful				
<b>Stakeholder consultation</b>						
5	The forum addressed my questions appropriately and there was adequate time for my questions.	1	2	3	4	5
<b>General</b>						
6	What was the main benefit for attending today?	Info sharing Time saving				
7	Do you have any other suggestions or comments?					

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5	The forum addressed my questions appropriately and there was adequate time for my questions.	1	2	3	4	5
<b>General</b>						
6	What was the main benefit for attending today?	<u>hearing other stakeholders views, questions, concerns</u> <hr/> <hr/> <hr/>				
7	Do you have any other suggestions or comments?	<hr/> <hr/> <hr/> <hr/>				

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<b>General</b>						
6	What was the main benefit for attending today?	<hr/> To understand stakeholder issues <hr/> <hr/> <hr/>				
7	Do you have any other suggestions or comments?	<hr/> <hr/> <hr/> <hr/>				

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#### Presentations

3	The presentations provided adequate insights into each of the incentive mechanisms.	1	2	3	4	5
4	Do you have any other comments or suggestions regarding the presentations in particular key information gaps or unanswered questions?	<i>Evidence about current regulatory arrangements would be useful.</i>				

#### Stakeholder consultation

5	The forum addressed my questions appropriately and there was adequate time for my questions.	1	2	3	4	5
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#### General

6	What was the main benefit for attending today?	<i>Better understand proposed mechanisms &amp; other stakeholder = AER &amp; retailer view</i>				
7	Do you have any other suggestions or comments?					

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<b>General</b>						
6	What was the main benefit for attending today?	to hear views regarding incentive mechanisms which will assist AA submission				
7	Do you have any other suggestions or comments?	<hr/> <hr/> <hr/> <hr/>				

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