

# Engaging Victorians on the Future of our Networks

## July 2023 to June 2028

A joint customer and stakeholder engagement  
approach by Australian Gas Networks,  
AusNet Services and Multinet Gas Networks



**Final Engagement Plan**

July 2021





# Our Gas Networks

## 2023 and Beyond

Gas distribution plays an important role in Victoria, ensuring homes and businesses have access to safe and reliable gas services every day. In winter, Victorians rely on natural gas for heating homes with demand three times higher than in summer.

With the highest domestic natural gas users in the nation, Victoria sources more energy from gas than from electricity. Gas is used in manufacturing, construction, agricultural, mining and chemical industries for both energy and chemical building blocks.

Every 5 years, Victoria's gas distribution businesses submit the plans for their networks to the Australian Energy Regulator for endorsement. These plans set out our proposed revenue and expenditure from mid-2023 to mid-2028. Our customers are a critical part of developing our plans.

As gas distribution businesses we are working together to understand what's important to our customers and stakeholders, now and in the future. We understand that our customers expect affordable, reliable and sustainable energy, today and into 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.

Together as gas distribution networks we serve more than 2 million customers across metropolitan and regional Victoria.

## Contents

Executive Summary	03
Feedback Summary	05
Gas Distribution Networks in Victoria	07
Gas Supply Chain	08
About AGN and MGN	09
About AusNet Services	10
Final Engagement Plan	12
Engagement Principles	13
Our Customers and Stakeholders	14
Topics for Engagement	15
Engagement Activities	16
Timeline	21
Key Performance Measures	22



## Executive Message

We are pleased to be working together to engage Victorians on the future of our gas networks. This Engagement Plan outlines an extensive 18 month program of engagement activities developed with Victorians, for Victorians. Engaging with all customers and stakeholders will ensure we can deliver valued services today and tomorrow.

We are currently developing future plans (2023-2028) for our Victorian gas networks. This Engagement Plan outlines the joint engagement Australian Gas Networks, AusNet Services and Multinet Gas Networks is undertaking as a critical input to our respective plans. The gas delivered by our networks supplies two-thirds of Victoria's total energy needs, and the 2 million households and businesses connected to our networks will be at the centre of these plans.

Our objectives are to develop future plans which are underpinned by effective customer and stakeholder engagement, capable of acceptance by our customers and stakeholders, and deliver in the long-term interests of customers.

This Engagement Plan reflects feedback from our consultation process to strengthen our program of activities including customer workshops, co-design activities and dedicated engagement with major energy users and the property and development industries.

Future of gas is a key topic of engagement for our stakeholders and an important issue facing our businesses. In response to feedback we have included more details around our engagement approach, and how we should consider and respond to future uncertainty in our investment plans.

We encourage you to join us in planning the future of our gas networks and thank you for your continued involvement in ensuring we deliver for current and future customers.

**Ben Wilson**  
Chief Executive Officer  
Australian Gas Infrastructure Group

**Tony Narvaez**  
Managing Director  
AusNet Services



## Executive Summary

This Engagement Plan provides the blueprint for how we will engage with customers and stakeholders in the development of our future plans for the gas distribution networks in Victoria.

Our Engagement Plan has been developed following extensive collaboration and consultation with our stakeholders. We published a Draft Engagement Plan in early March 2021 and issued an open invitation for feedback on all aspects of our engagement approach.

We distributed our Draft Engagement Plan widely and published it online. We sought feedback from key stakeholders through one-on-one engagement sessions and written feedback to gain a deeper understanding of key issues of importance and topics for engagement. We also established a Victorian Gas Networks Stakeholder Roundtable with representation from a broad range of consumer and industry representative groups. The Roundtable have met three times in the lead up to this Engagement Plan and their input has shaped our engagement plans considerably.

### Our engagement approach & key stakeholders

We received positive feedback regarding the proposed joint approach to deliver a single engagement program for the three gas distribution networks. Stakeholders highlighted that the joint approach promotes consistency and coordination across the networks and provides a single forum to discuss issues of importance to the sector. Consumer advocates noted the efficiency in reducing the number of consumer consultative panels and the benefit of having one forum to engage on issues relating to gas distribution.

Stakeholders were keen to ensure the objective of developing a plan “capable of acceptance” remains a strong focus throughout our engagement activities.

All stakeholders provided positive feedback on the proposed staged approach, engagement principles, the proposed timeline and proposed KPIs. We were asked to clarify our intentions for post-lodgement engagement.

We have provided further information on how we will approach post-lodgement engagement in this Final Engagement Plan.

In response to feedback from stakeholders we have strengthened engagement activities with key stakeholder groups including major gas users, the property development industry and special interest groups.

### Key topics for engagement

Price and affordability of energy bills is a key issue for stakeholders and will remain a focus in all engagement activities we undertake. The future of gas is also of major interest to our stakeholders and we have committed to featuring this as a major topic for engagement with all groups. Following stakeholder feedback we have expanded and provided more detail on key topics for engagement, including what topics we plan to address with specific groups.

### Engaging customers

Our approach to engaging customers in the development of our plans via a series of iterative workshops across metropolitan and regional Victoria was well supported. Stakeholders were keen to ensure our engagement activities were inclusive of key customer cohorts including CALD (Culturally and Linguistically Diverse) customers, renters, international students, customers with disabilities, Indigenous Australians and customers in vulnerable circumstances. In doing this, stakeholders suggested we ensure our recruitment and workshop methodology are socially inclusive in their design. Our Engagement Plan includes a partnership with the Ethnic Communities Council of Victoria to deliver dedicated CALD workshops.

Customer workshop details and locations have been refined following stakeholder feedback and locations and indicative timings are provided in this Final Engagement Plan.

In response to stakeholder feedback that we need dedicated engagement with major energy users, this Final Engagement Plan includes a series of Major Energy User Forums. The Forums will be delivered in partnership with Ai Group, Energy Users Association of Australia (EUAA) and Major Energy Users Association (MEUA) and open to non-members and members of these associations.

Stakeholders expressed a clear preference for face-to-face engagement wherever practical given the benefits for relationship-building and richness of conversation. We are committed to undertaking COVID safe engagement and will be providing online options for engagement activities as required.

### Future of gas

In addition to engaging on important service delivery topics such as mains replacement and customers service, there was very strong interest from all stakeholders in discussing the future energy mix and gas’ role in it, and how network businesses should respond to uncertainty. Stakeholders raised the future of gas as a key issue for discussion throughout the engagement program, with a view to understanding what no-regrets investments might be included in our proposals and their potential impacts on prices.

While the future of gas will be addressed in all our engagement activities, we are also undertaking a Future of Gas Scenario Co-Design process with a dedicated expert panel.

In response to stakeholders’ requests and further work to refine our approach, this updated Final Engagement Plan includes more detail on the co-design process. In this process, we will work closely with a panel of independent stakeholders to co-design future scenarios (2030 – 2050) for our gas networks.





## Stakeholder Feedback on our Engagement Plan

A summary of the feedback received and how it has been incorporated into our engagement approach is below.

### Engagement Topics Feedback

During consultation on our Draft Engagement Plan, stakeholders provided more detail around topics for engagement, in particular relating to future of gas.

#### How we are responding

A table of topics to be discussed with each stakeholder group is included on page 15. This includes several topics that were requested as additions during consultation on the Draft Engagement Plan, marked with an asterisk.

### Our Approach Feedback

Stakeholders supported AGN, AusNet Services and MGN's shared objectives, being to develop a plan capable of acceptance, deliver for current and future customers, and be underpinned by effective customer and stakeholder engagement.

Stakeholders were supportive of our joint engagement approach and noted the efficiencies and effectiveness in providing a single forum for consumer advocates to engage with gas distribution businesses.

Stakeholders were keen to ensure the objective of a "plan capable of acceptance" was regularly discussed at stakeholder meetings.

#### How we are responding

Page 17 has been updated to reflect this feedback.

### Engagement Principles Feedback

Stakeholders requested that we include "accountability" as an engagement principle.

#### How we are responding

Accountability has been incorporated in the "measureable" principle, and the wording has been updated on page 13.

### Timeline Feedback

Stakeholders asked that we provide more detail on the timeline for engagement activities, including any engagement we plan to do post-lodgement.

#### How we are responding

Further detail on the timeline for engagement activities has been included on pages 17-21.

### Engagement Activities Feedback

#### Stakeholders requested details on:

- Future of Gas Co-Design, including the process proposed, what topics will be addressed, the format and who will be involved.
- Customer workshop specifics, including when they will be held and what groups of customers will be invited to each.

#### Stakeholders suggested changes to:

- Customer workshop locations to include the northern Melbourne metro growth channel.

#### Stakeholders suggested expanded or additional engagement with:

- **Major Gas Users**  
Stakeholders requested that we undertake more engagement with major gas users, particularly given many have specific needs
- **Customers Experiencing Vulnerability**  
Stakeholders suggested that we consider further engagement with customers experiencing vulnerability and social services organisations to understand their gas needs and the needs of the communities they represent
- **Property Developers and Contractors**  
The property development industry and their contractors have expressed strong interest in this engagement process and requested dedicated property industry engagement.

#### How we are responding

##### Please turn to pages 16 to 20 for:

- More detail on the Future of Gas co-design process
- More detail on the customer workshops
- Expanded activities with major gas users, including workshops, one-on-one meetings and a survey
- Added activities with property developers and contractors
- Added one-on-one meetings with environmental advocates

### Key Stakeholders Feedback

Stakeholders suggested we expand our activities to include engagement with the following customer and other stakeholder groups:

- Gas appliance manufacturers
- Property Developers
- Contractors
- Special-interest user groups (such as chemical manufacturers and food processors)
- Gas equipment suppliers
- Local Indigenous Australians
- Social service organisations

#### How we are responding

##### Gas appliance manufacturers:

The Gas Appliance Manufacturers' Association of Australia (GAMAA) has accepted our invitation to join the Victorian Gas Networks Stakeholder Roundtable to ensure this stakeholder group has a constant presence in the engagement process.

##### Gas equipment suppliers:

We have briefed the peak body for gas equipment suppliers – the Australian Pipelines and Gas Association (APGA) – on the work we are doing and where to find information on it. We have agreed to reach out to the gas equipment supplier industry again if/as specific issues affecting them arise as we prepare our submission.

##### Indigenous Australians:

We strongly encourage members from local Indigenous groups to participate in any other engagement activities that are of interest to them, such as the customer workshops. If any specific issues affecting local indigenous groups arise as we prepare our submission, we will reach out to discuss these.

Please turn to pages 16 to 20 for more information on how we plan to engage with:

- Property developers and contractors
- Special interest user groups
- Social service organisations



# Gas Distribution Networks in Victoria

We own and operate infrastructure that delivers gas to Victorian homes, businesses and communities.

About 85% of Victoria's natural gas is sourced from the Gippsland Basin and is produced at the Longford processing plant, with the remainder sourced from other gas fields in Gippsland, the

Otway Basins, off the Bass Coast and from interstate.

Annual Victorian gas consumption is approximately 200 petajoules (PJ) per year. Victorians are the largest users of gas in the country, with most cities and towns supplied by reticulated natural gas. Four out of five Victorian homes

are heated by gas in winter, and many homes rely on natural gas for their hot water and stove tops.

Around 37% of gas in Victoria is used in the home, 40% in industrial uses, 12% in commercial uses, 8% in gas fired power generation and 3% for a range of other uses.



732,099 customers

11,518 km mains

Australian Gas Networks distributes natural gas to customers in the Melbourne CBD, northern, eastern and southern areas of metropolitan Melbourne, the Mornington Peninsula, and northern, eastern and south eastern areas of Victoria. A small section of our distribution network (around 20,000 customers) extends into NSW in Albury, but operates under the Victorian Gas Market Rules.



740,000 customers

11,893 km mains

AusNet Services distributes natural gas to customers in western Melbourne and central and western Victoria, including to Geelong, Ballarat, Bendigo, Horsham and along the Great Ocean Road.



717,604 customers

9,978 km mains

Multinet Gas Networks distributes natural gas to customers throughout Melbourne's inner and outer east, the Yarra Ranges and South Gippsland.

## Our Role in the Gas Supply Chain

We own and operate the gas distribution infrastructure that delivers gas across Victoria.

We don't own gas, we transport it. We service the needs of producers, major energy users and residential and business users by transporting gas from those who produce it to those who use it.

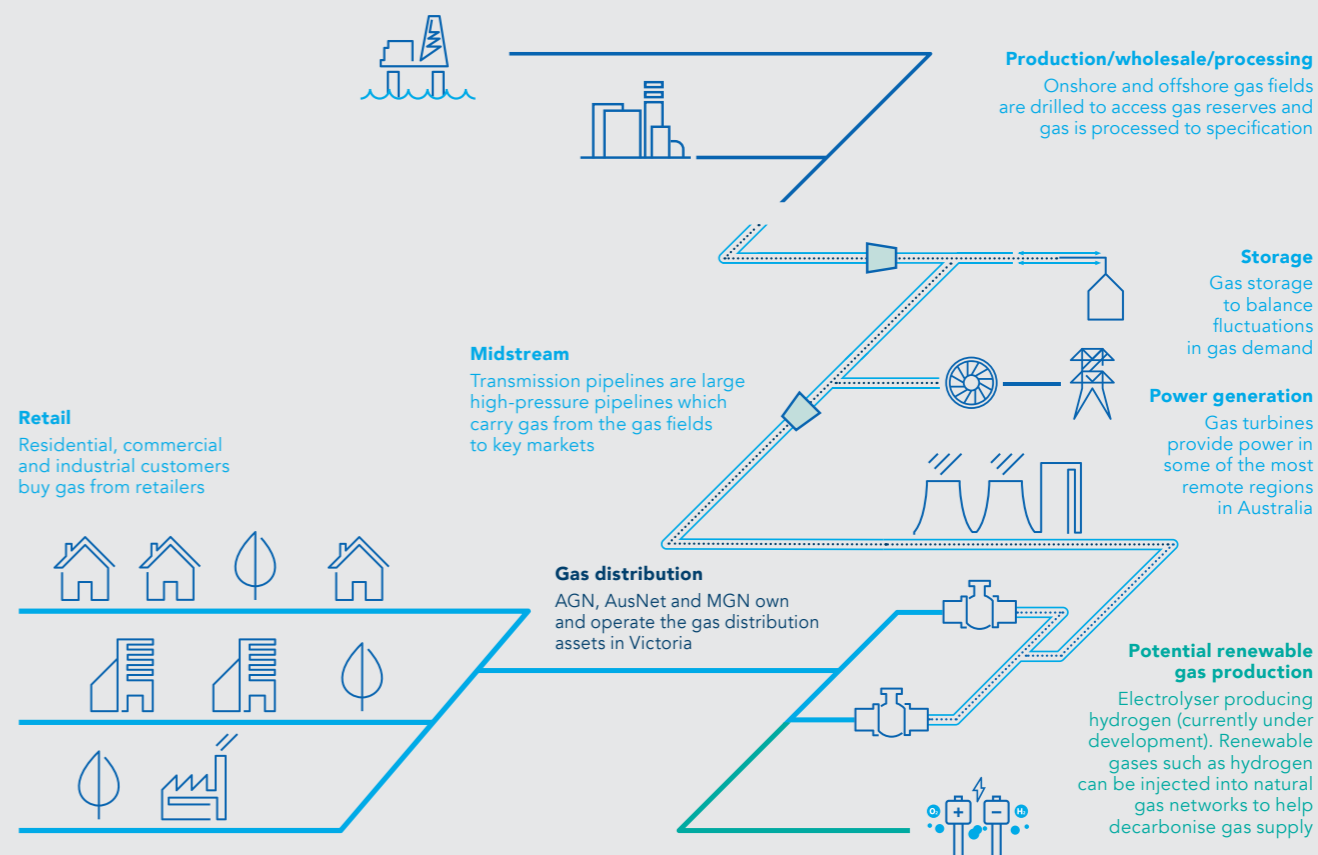
Our customers choose their gas retailer, who purchase the gas on the customers' behalf. The gas is transported through transmission pipelines and our distribution networks to customers' premises.

Retailers pay network charges to the transmission and distribution network businesses and recover these costs from customers through their retail gas bills.

Australia's gas businesses are on a pathway to a low carbon future. New fuels, such as biogas and hydrogen, have the potential to become mainstream and complementary energy solutions that will use existing energy infrastructure.

Hydrogen Park South Australia is blending 5% hydrogen into the network, and similar projects are being progressed in Victoria. These include a shortlisted ARENA funded proposal for a renewable gas blending project in Wodonga.

The Australian Hydrogen Centre is also currently undertaking feasibility for a hydrogen blending project in Ballarat.





## About Australian Gas Networks and Multinet Gas Networks

Australian Gas Networks (AGN) and Multinet Gas Networks (MGN) are part of Australian Gas Infrastructure Group (AGIG). We own and operate infrastructure that delivers gas to more than two million Australian homes and businesses safely and reliably every day. We also, deliver gas that supports the Australian economy – for power generators, mines and manufacturers.

Our portfolio of companies delivers for customers across Australia. The combined distribution, transmission and storage assets make AGIG one of the largest gas infrastructure businesses in Australia. In addition to distribution networks, we own Western Australia's key transmission pipeline, the Dampier to Bunbury Natural Gas Pipeline.

AGIG own and operate more than 34,900km of distribution networks, 4,300km of gas transmission pipelines and 60 petajoules of gas storage capacity across Australia.

### Fuelling Sustainability

At AGIG, we're committed to sustainable gas delivery today, and tomorrow. Renewable and carbon neutral energy will help our customers and Australia achieve sustainability goals, whilst retaining access to the benefits of natural gas – reliable and affordable energy.

The Australian Government has committed to meeting a carbon emissions reduction target of 26% to 28% below 2005 levels by 2030 and every Australian state and territory has a target of net-zero-carbon by 2050 or sooner. While increased uptake of renewable electricity generation is important, it's not the only solution given electricity accounts for just one third of Australia's emissions. Australia needs to focus on large-scale decarbonisation of its entire energy supply, including electricity, gas, industry, agriculture and transport if we're to meet our emission targets.

In 2017 we worked with Australia's five peak gas bodies to develop Gas Vision 2050 – a pathway to achieve near zero emissions in our gas sector. We are now delivering on this vision by deploying low carbon gas projects.

We own and operate around two thirds of the gas distribution networks in Victoria, supplying gas to more than 1.4 million homes and businesses safely and reliably every day.



**AusNet**  
services

AusNet Services is a diversified Australian energy infrastructure business with over \$10.8 billion of electricity and gas network and connection assets.



## About AusNet Services

Our network and connection assets are designed, built, maintained and operated by our 1,700 employees. AusNet Services own and operate the Victorian electricity transmission network, one of five electricity distribution businesses and one of three gas distribution businesses in Victoria. These assets deliver energy safely and reliably to around 1.5 million customers across Victoria. As well as the network businesses, AusNet's commercial business - Mondo - provides a range of energy and infrastructure products and services to business, government, communities and households.

### Our Strategy

Our vision is to deliver value to our customers, communities and partners. The key objectives of this strategy are to:

- Empower our customers and communities' choice and control
- Achieve profitable and sustainable growth
- Ensure we have the right culture and capabilities for sustainable high-performance and to adapt for the future

### Sustainable Growth

Sustainability is about operating a successful business which focuses on the safe and reliable delivery of energy to customers and communities, whilst creating value for all stakeholders. As the energy industry transitions to a lower carbon future, sustainability remains integral to AusNet Services' strategic planning and to our risk management framework.





## Our Final Engagement Plan

We are committed to actively engaging with our customers and other stakeholders to shape our future plans. These principles will guide how we intend to engage with our customers and stakeholders.

# Our Engagement Principles



## Genuine & 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 look to continually improve



## Clear, Accurate and Timely Communication

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



## 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 report how we used stakeholder insights to inform plan



## Integrated

We will be responsive by integrating customer and stakeholder feedback into all aspects of this work

Clear evidence that we have listened and responded to customer and stakeholder feedback in our plans



## Measurable

We measure the success, or otherwise, of our engagement activities and are accountable for our performance

Seek stakeholder feedback at all key stages of our engagement

Report on feedback

Identify ways to improve our approach



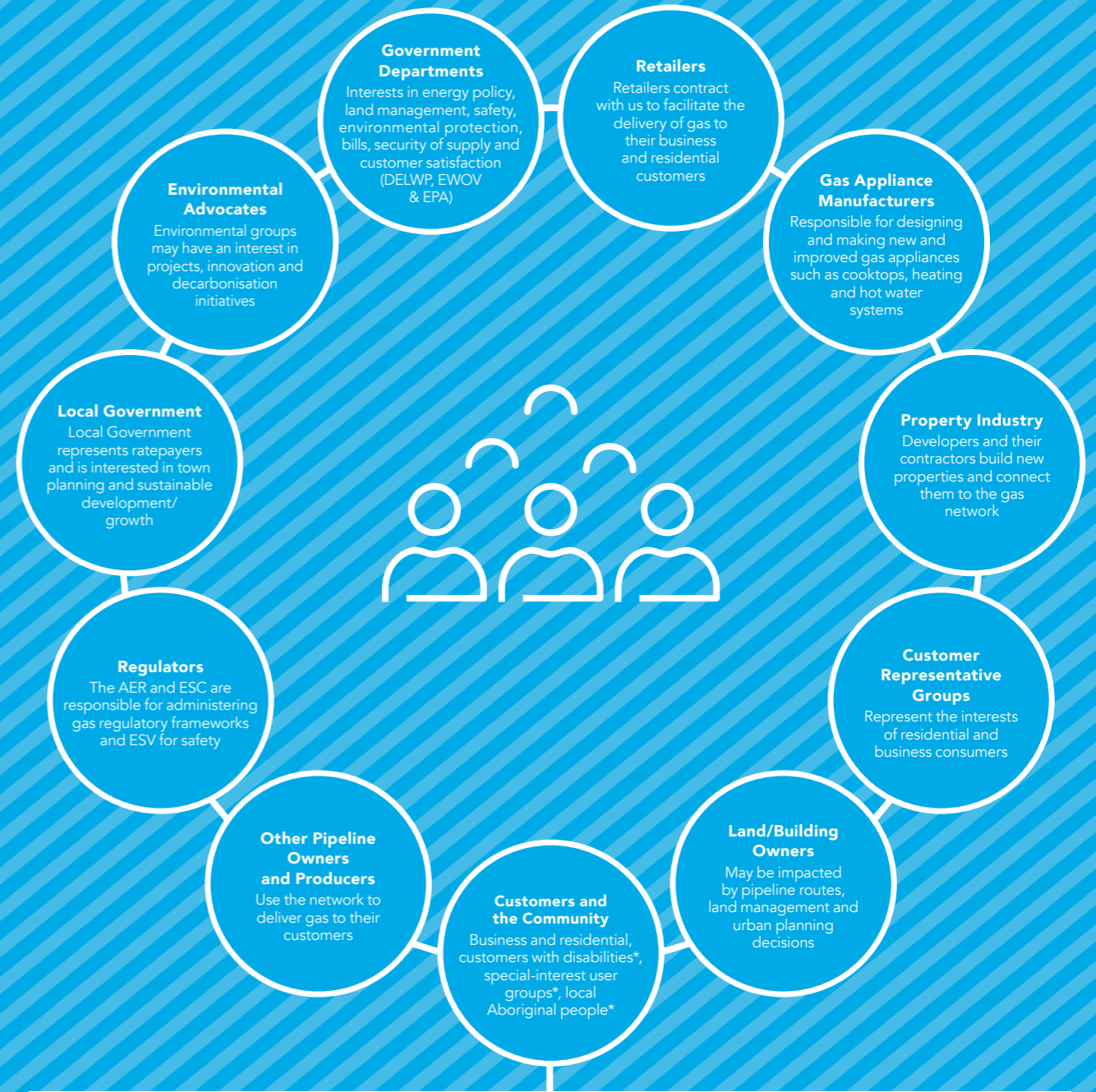
## Accessible and Inclusive

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

Stakeholder meetings

Ensuring engagement is accessible to all stakeholders, regardless of age or cultural, linguistic or socioeconomic background

# Our Customers and Stakeholders



Major Users    Customers in Vulnerable Circumstances    Culturally and Linguistically Diverse Customers    Small to Medium Size Businesses

This diverse group of customers and other stakeholders all have an interest in how we plan, manage and operate our gas distribution networks.

\*Group has been added or expanded on based on stakeholder feedback



## Key Topics for Engagement

Following feedback from stakeholders, the key topics identified for engagement program include:

### Price and affordability of gas bills

- Price paths
- Intergenerational equity

### Customer service and customer experience

- Services for customers in vulnerable circumstances
- Digital services

### Reliability of supply

### Public safety

### Mains replacement

### Innovation

### Future of gas

- Renewable gas opportunities
- Government policy impacts
- Future energy scenarios
- Customer transition/ impacts of renewable gas blending
- Gas appliances
- Development impacts/ opportunities
- Demand impacts
- Long term planning (beyond five-year plan)

### Impacts of COVID-19

### Regulatory building blocks

- Pipeline Services
- Setting our Capital Base
- Depreciation
- Demand forecasting
- Our capital and operating expenditure proposals over the next period including mains replacement, IT Investment and new projects

### Incentives

### Revenue and pricing

We will be guided by our customers and stakeholders on where to focus our engagement activities.

Our engagement program will focus on what matters most to our customers and stakeholders.

In addition to the key topics for engagement highlighted, we will engage with key stakeholders in more detail including:

### Property developers

- Construction and constructability
- Greenfield gas connection process
- Future of gas
- Demand forecasting

### Major gas users

- Continuity of supply
- Demand forecasting
- Renewable gas for major users



## Future of Gas

The future energy mix and the role of gas in it is of great interest to our customers and stakeholders. We know that our customers are very interested in their energy being affordable, reliable and green, but there is much left to explore around what the energy mix will look like and the role natural and renewable gases will play.





# Our Engagement Activities

We will engage customers and other stakeholders through a range of fit-for-purpose activities. The activities have been designed to suit stakeholders' preferences and the topics we will be addressing with each group.



## Victorian Gas Networks Stakeholder Roundtable (VGNSR)

The VGNSR brings together customer and other stakeholder advocates representing a wide range of Victorian gas end-users, including customers in vulnerable circumstances, culturally and linguistically diverse customers, businesses of all sizes and in all industries, social service organisations, local government and property developers and appliance manufacturers.

The role of the VGNSR is to:

- Provide input and feedback to inform the development of our plans, ensuring they are capable of acceptance by customers and stakeholders.
- Inform and shape our engagement activities to ensure we deliver best practice, fit for purpose engagement.
- Advocate in the interests of constituents to ensure our plans deliver value for all customers.

Challenge our businesses to deliver the best possible outcomes for current and future customers.

The VGNSR will meet around 10 to 12 times during the development and refinement of our plans. Workshops and deep dive sessions will be held where required to support engagement.

Membership of the VGNSR includes:

### Residential customers and communities

- Energy Consumers Australia (ECA)
- Energy Users Association of Australia (EUAA)
- Victorian Council of Social Service (VCOSS)
- St Vincent de Paul
- Ethnic Communities' Council of Victoria (ECCV)
- Energy & Water Ombudsman Victoria (EWOV)
- Council of the Ageing (COTA)

### Business customers and major users

- Energy Users Association of Australia (EUAA)
- Australian Industry Groups (Ai Group)
- Australian Energy Council (AEC)
- Major Energy Users Australia (MEUA)

### Building, development and property industries

- Urban Development Institute of Australia (UDIA)
- Property Council of Australia, Victoria (PCA)
- Municipal Association of Victoria
- Master Plumbers Association
- Gas Appliance Manufacturers' Association of Australia

The VGNSR Terms of Reference and meeting minutes are available on Gas Matters.



## Interactive Customer Workshops

We will be delivering three phases of iterative workshops with around 300-400 Victorian residential and business customers across metropolitan Melbourne and regional Victoria and New South Wales to ensure representation across the diverse communities we operate in.

The same groups of customers will be engaged in each round, where we will build customer knowledge over time, and clearly demonstrate to customers how we are using their feedback to inform our plans.

In the first phase of workshops we will seek to understand customer values, satisfaction levels, service expectations and priorities to inform future investment plans. The first phase of workshops will ensure we engage with, and listen to customers to understand what's important to them. In the second phase of workshops we will validate feedback from Phase 1, explore issues of importance and test proposals to inform our Draft Plan. In the third and final phase of workshops we will share our costed proposals based on customer feedback, consult on our Draft Plan and seek further feedback for inclusion in our Final Plan.

Across the three phases of workshops, we will make it clear when feedback or proposals put forward by customers have an impact on gas bills. This may include through:

- Providing background information on how prices are set including the components of gas bills, the regulatory process and the regulatory building blocks
- Facilitating discussions around price and price impacts in workshops
- Being open and honest about expenditure required when presenting options for customer consideration
- Indicating impacts on bills when customers are invited to provide feedback on or indicate support for various options

The workshops will include dedicated residential, business, Culturally and Linguistically Diverse (CALD) residential and mixed residential/business customer workshops.



## Retailer Reference Group (RRG)

The RRG will be the mechanism used to formally engage with gas retailers, who play a major role in end gas users' experiences with our gas networks.

A series of meetings will be held with the RRG to discuss relevant aspects of our proposals as they are being developed. Membership of the RRG includes AGL, Lumo/Red Energy, Alinta Energy, Energy Australia, Origin Energy, Savant Energy Power, Simply Energy. The RRG Terms of Reference and meeting minutes are available on Gas Matters.



## Engagement with the Property Industry

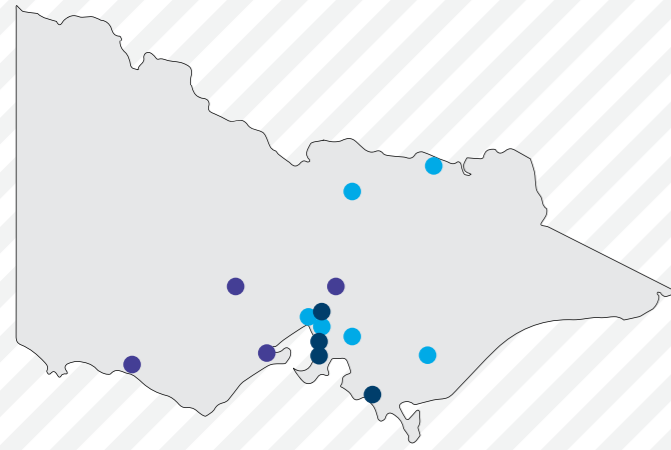
Following interest from property developer groups, we are including fit for purpose engagement activities with the property industry. We will work closely with the peak industry associations to engage with property developers and their contractors, and activities will be open to both members and non-members of those associations.

We will be holding a workshop(s) with property development professionals to understand the gas sector challenges facing their industry. Subsequent workshops will be organised on an as-needed basis.

## Dedicated Engagement with CALD Customers

In partnership with Ethnic Communities Council Victoria (ECCV), Diversitat and the Ethnic Council of Shepparton, we will hold dedicated workshops in metropolitan Melbourne, Geelong and Shepparton CALD customers. Through three rounds of iterative workshops, we will seek to better understand needs and expectations of our CALD customers and what they value about their gas supplies to inform the development of our proposals.





## The workshops will be held in various locations across Victoria

- **Australian Gas Networks**
  - Richmond
  - Melbourne CBD
  - Pakenham
  - Traralgon
  - Shepparton
  - Albury/Wodonga
- **Multinet Gas Networks**
  - South Melbourne
  - Brighton
  - Wonthaggi
- **AusNet Services**
  - Geelong
  - Ballarat
  - Craigieburn
  - Warrnambool



### Major Gas User Engagement

Following interest from major gas users for dedicated engagement we will be delivering a series of forums in partnership with industry representatives, supported by one-on-one meetings.

#### Major Gas User Forums

We will be holding three whole of industry forums for major gas users, held at similar times to the three phases of customer workshops. The briefings will allow for two way engagement between Victoria's gas networks and major users. Major gas users will be invited directly by the three gas distribution networks and via the peak energy user associations to attend these workshops. The forums will help ensure that the needs of large industrial customers and major gas consumers are captured in our engagement process.

Workshops will be held in Melbourne and (if there is demand) online, providing all major users with the opportunity to meet to share information on issues of importance.

#### One-on-One Meetings with Major Gas Users

The three gas networks plan to visit as many major gas users as practical for one-on-one meetings throughout the engagement process.



### Future of Gas Scenarios – Expert Panel

The future of gas will be a major focus of our engagement program. We have established a future of gas expert panel comprising of key stakeholders and experts from the energy sector in Victoria.

#### Co-design Workshops

Through a series of four to five co-design workshops, the Expert Panel will develop a set of future energy scenarios (2030 – 2050). Together with customer choice modelling, these scenarios will be used to determine no regrets actions for inclusion in our proposals. Stakeholder feedback on the work of the expert panel, the application of customer choice modelling and our proposed investments will be sought during Stage 3 of this Engagement Plan, when we consult on our draft proposals.

Over 12 months, the Expert Panel will meet regularly to refine the future scenarios and provide advice and input on how the gas businesses respond in our proposals. The proposed timeline is as follows:

Finalise Expert Panel Membership	May/June 2021
Co-design Workshops	June to August 2021
Customer Choice Modelling	September to November 2021
Expert Panel Meeting	November 2021
Draft Plan Consultation	January 2021
Expert Panel Meeting	March 2022
Final Plans	July 2022

### Meetings with Special Interest Groups

We are aware of several groups that may have specific needs of the gas distribution networks. We will work with our customers that have special gas interests to understand what their specific needs are, consult with these customers on topics that are of specific interest to them, and ensure their needs are reflected appropriately in our final submission. Engagement with special interest user groups will be undertaken via one-on-one meetings with major users or industry associations in the first instance. If the need for deeper engagement arises, we will add additional activities (such as industry workshops) as appropriate.



### Post-Lodgement Engagement

Following the submission of our Draft Engagement Plan to the Australian Energy Regulator (AER) in July 2022, the AER will undertake its own consultation process. We will continue to engage with our stakeholders as we respond to feedback from the AER and feedback received via public submissions. We may also undertake further dedicated engagement activities in the preparation of our Final Plan.

The channels for post-lodgement engagement will be determined in collaboration with the VGNSR and will be fit-for-purpose to address the topics raised by the AER. Post-lodgement engagement may utilise existing forums outlined in this Final Engagement Plan and/or lead to the creation of new, fit for purpose activities.



### Gas Matters - Online Engagement Portal

We have an online portal, where customers and stakeholders can access all our engagement materials, reports and plans in one place. The online portal provides a forum for the sharing of feedback and exchange of ideas, and is regularly updated. [gasmatters.agig.com.au](http://gasmatters.agig.com.au)

### COVID-Safe Engagement

The COVID-19 pandemic has created some challenging conditions in which to conduct customer and stakeholder engagement activities. While we would like to engage with our customers and other stakeholders face-to-face as much as possible, we will be providing channels for online engagement and having "back-up options" at all times.

The health and safety of our community and staff is our number one priority, and we will always conduct our engagement activities in a manner compliant with government health advice and regulations.



### Draft Plan Consultation

AGN, AusNet Services and MGN will publish their Draft Engagement Plan for consultation in January 2022 for a six week period. Publishing and seeking feedback on our draft plans is a key step in our engagement process, and we will be seeking feedback and input from all customer and stakeholders identified in this plan during Stage 3.

Throughout Stage 3, we will continue to hold workshops, convene meetings of the VGNSR and RRG, and hold "deep dive" sessions where needed. We invite stakeholders to share their feedback via whatever channel best suits them, be that through one of the organised activities taking place, in a written submission, via phone or a during a face to face meeting.



### Additional Engagement Activities (as required)

Additional engagement activities will be scheduled if and as required to meet the capable of acceptance objective of this engagement process and to stay true to our engagement principles. This will also ensure we are flexible and responsive to any issues that may arise during our engagement program.

# Engagement Activity Timeline

This high level timeline provides an indication of key engagement activities across the five stages of our engagement program.

2021												
Engagement Activity	Stage 1 Developing Our Engagement Approach				Stage 2 Developing Our Draft Plans							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customer Workshops							✓		✓			
Major Gas User Forum/s						✓			✓			
Victorian Gas Networks Stakeholder Roundtable			✓		✓			✓		✓	✓	✓
Retailer Reference Group			✓		✓			✓		✓		✓
Property Industry Workshops							✓					
Future of Gas Expert Panel						✓	✓	✓			✓	
Major Gas User Forum/s						✓			✓			
One-on-one Stakeholder Meetings	Ongoing stakeholder meetings will be held throughout											

2022												
Month	Stage 3 Consulting on our Draft Plan		Stage 4 Developing our Final Plans				Stage 5 Post-Lodgement Engagement					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customer Workshops		✓					Fit for purpose engagement activities designed to address specific feedback from the AER.  Some post-lodgement activities may be joint, but this stage will likely include separate engagement by networks to address the feedback from the AER on our individual submissions.					
Major Gas User Forum/s		✓										
Victorian Gas Networks Stakeholder Roundtable		✓		✓		✓						
Retailer Reference Group		✓		✓		✓						
Property Industry Workshops		✓										
Future of Gas Expert Panel			✓									
Major Gas User Forum/s		✓										
One-on-one Stakeholder Meetings	Ongoing stakeholder meetings will be held throughout											

## Our Key Performance Measures

We will measure and publicly report on our performance against these principles.



### Genuine and Committed

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

#### Measurement and Target

Executive leadership at 90% of all engagement sessions

VGNSR and Major User Forum access to executive leadership



### Transparent

We will clearly identify and explain the role of customers and stakeholders in the engagement process. We will publish the results of all engagement activities.

#### Measurement and Target

Public disclosure of details about 100% of engagement activities

Publish on Gas Matters: Engagement Plan, all presentation materials (across all activities), customer and stakeholder insights, and KPI performance

Publish Draft Plan for customer and stakeholder comment



### Clear, Accurate and Timely Communication

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

#### Measurement and Target

+80% agreement that information provided to customers and stakeholders was clear, accurate and timely

VGNSR members +80% satisfaction with how meetings are managed (e.g., running to time, quality of materials)



### Accessible and Inclusive

We will involve customers and stakeholders on an ongoing basis in a meaningful way to ensure that our proposals deliver for customers. We will provide open opportunity for customer and stakeholder involvement making a concerted effort to reach any stakeholder that wants to contribute.

#### Measurement and Target

80%+ of VGNSR members, workshop participants and forum members satisfied that the engagement process is accessible and inclusive



### Integrated & Accountable

We will be accountable to stakeholders by providing clear evidence that we have listened to and integrated customer and stakeholder feedback in our plans.

#### Measurement and Target


+80% agreement that customers and stakeholders felt their feedback had been addressed



### Measurable

We will measure the success, or otherwise of our engagement activities with the above measures and targets. We are accountable for our performance.





**For more information,  
or to set up a  
stakeholder meeting,  
please contact us at:**

**Australian Gas Networks and  
Multinet Gas Networks**

[www.agig.com.au](http://www.agig.com.au)  
[www.australiangasnetworks.com.au](http://www.australiangasnetworks.com.au)  
[www.multinetgas.com.au](http://www.multinetgas.com.au)

Engagement enquiries or feedback:  
Phil Jones  
[phil.jones@agig.com.au](mailto:phil.jones@agig.com.au)  
08 8418 1115

Write to us at:  
43-45 Centreway  
Mount Waverley VIC 3149

**AusNet Services**

[www.ausnetservices.com.au](http://www.ausnetservices.com.au)  
1300 360 795

Engagement enquiries or feedback  
Lucy Holder  
[lucy.holder@ausnetservices.com.au](mailto:lucy.holder@ausnetservices.com.au)

Write to us at:  
Locked Bag 14051, Melbourne VIC 8001