AusNet Gas Access Arrangement Review Pricing Survey (November 2022)

Thank you for choosing to participate in this survey. By participating in this study, you are agreeing to provide the most honest answers you can. Your answers will remain completely anonymous. This survey will take approximately 10 minutes to complete.

By selecting 'I agree', you are consenting to the conditions described above.



○ I disagree (screened out)

S1. Which of the following does your household have?

Please select all that apply

	Electricity	
	Mains gas (screened out if not select at least both Electricity and Mains gas)	
	Solar Power	
	Hot water	
	Air conditioning	
	Bottled gas	
	None of the above	
S2. How old are you?		

- O Under 18 (screened out)
- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- \bigcirc 55-64 years old

 \bigcirc 65+ years old

S3. How involved are you in making decisions or in the administration of gas in your household? E.g., bill paying, choosing appliances, calling if there is an outage.

Not at all involved (screened out)

• A little involved (screened out)

O Quite involved

Very involved

○ N/A – I do not have a gas connection (screened out)

S4. Please insert the postcode/suburb of your household

S5. Do you own or rent in the home you currently reside in?

- Own
- O Rent

Other (please specify)

O Prefer not to say

The results of this survey of Victorian customers will be used to help make important decisions about how much customers pay for their energy bills, and how prices are spread over time. Please answer these questions honestly.

Q1a. Do you look at your gas bills when you receive them?

0	Yes

🔿 No

Q1b. Do you look at your electricity bills when you receive them?

◯ Yes

◯ No

If Q1a. Do you look at your gas bills when you receive them? = Yes Or Q1b. Do you look at your electricity bills when you receive them? = Yes

Q2. When you receive an energy bill, how much time do you spend looking at it?

Please use mm:ss format (e.g., 90 seconds is entered as 1:30)

	Minutes	Seconds
Gas bill	▼ 0 20	▼ 0 60
Electricity bill	▼ 0 20	▼ 0 60

Display This Question:

If Q1a. Do you look at your gas bills when you receive them? = Yes

Q3. When you look at your gas bill, which components do you pay most attention to?

If your total time spent looking at your bill is 100%, please allocate this time to different activities. The total must add up to 100%.

The total cost of the bill:
Total cost of the bill compared to this time last year:
Your total usage:
Your total usage compared to this time last year:
How the bill is calculated:
The usage charges in cents / MJ:
The supply charges in cents / day:
The section saying whether you're getting the best deal:
Your energy consumption compared to other households:
The due date of the bill:
Other (please specify):
Total:



Q4. To what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
It is important to keep bills stable and predictable over time	0	\bigcirc	\bigcirc	0	\bigcirc
I only look at the bill total, not the detailed breakdown	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
We need to protect customers experiencing financial hardship from steep price rises	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I want immediate price cuts, even if it means higher prices later	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I want immediate price cuts, but not if it means steep price jumps later	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc

We are currently looking at how customer charges for our gas network are spread over time. The distribution network charges make up around 1/4 of the total amount a household pays for gas each year.

We have modelled a number of bill impact scenarios over: the short-term (next 5 years, on a one-year timescale), and the medium-term (next 10 years, spread across two 5-year blocks).

The purpose of the next 2 questions is to understand your preference for how prices are spread over time.

Looking first at the <u>medium-term</u> scenarios (next 10 years). We want your thoughts on how annual network charges should be spread between the first 5-year block (2023-27), and the second 5-year block (2028-33)

Note: The total network charges are the same in all scenarios over the 10-year period. Averages for the two 5-year blocks are shown to make it easier to compare the options. We can change the spread of this average within the 5-year period too - this will be the focus of the next question, so don't think about that yet.

Q5. Please order the following pricing scenarios from most desirable (1) to least desirable (4).

Note: The prices shown <u>exclude</u> inflation and show future prices in today's dollars. *Each colour in the graph represents a single scenario.*



Green scenario - Prices rise in 2023, then stay almost flat for 10 years (\$304 & \$312)
Blue scenario - Prices rise by a small amount in the first 5 years, then by a slightly bigger amount in the second 5 years (\$290 & \$329)

_____ Pink scenario - Prices jump in the first 5 years, then drop back close to today's prices in the second 5 years (\$331 & \$280)

_____ Orange scenario - Prices don't change for 5 years, then jump a lot in the second 5 years (\$274 & \$348)

Q5a. If you would like to explain your answer, please do so here:

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Х,

Now looking at the short-term (5-year) scenarios...

We want your thoughts on how network charges on the bill might spread within the 5-year period from 2023 to 2027. The total network charges are the same in all scenarios over the 5-year period.

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Q6. Please order the following from most desirable (1) to least desirable (4) by clicking and dragging them into position.

Note: The prices shown <u>exclude</u> inflation and show future prices in today's dollars. Each colour in the graph represents a single scenario.



_____ Green scenario - Prices rise evenly across years 1 to 5 (\$274 in 2023, \$338 in 2027 in today's dollars)

_____ Pink scenario - Prices stay flat in years 1 & 2, then rise evenly in years 3 to 5 (**\$274** in 2023, **\$356** in 2027 in today's dollars)

_____ Orange scenario - Prices increase in year 1 and stay flat in years 2 to 5 (**\$305** in 2023, **\$305** in 2027 in today's dollars)

_____ Blue scenario - Prices fall in years 1 & 2, then rise faster in years 3 to 5 (**\$260** in 2023, **\$380** in 2027 in today's dollars)

Q6a. If you would like to explain your answer, please do so here:

Q7. How did you go answering the pricing questions just shown?

- O Very easy to answer
- Fairly easy to answer
- A bit difficult to answer
- O Very difficult to answer

Display This Question:

If Q7. How did you go answering the pricing questions just shown? = Very difficult to answer Or Q7. How did you go answering the pricing questions just shown? = A bit difficult to answer

Q7a. If you found the questions difficult to answer, please tell us why here:

Q8. When you completed these questions on pricing, did you think about the most desirable pricing for:

Please select all that apply

My household
People I know
All bill-payers
People experiencing financial hardship
Other (please specify)

We are also reviewing the way we charge for gas disconnections, when a household wants to permanently remove their home from the gas network. The current cost of removing the gas connection is around \$850. Removing a gas connection requires specialised equipment and workers to remove the meter, dig up the underground pipe back to the main pipe on the street, then re-seal the main pipe.

Q9. This \$850 per removal could be paid for via 3 options. Please rank the following options from most desirable (1) to least desirable (3).

The household requesting the disconnection pays the whole \$850

______ \$850 is **spread across all gas customers remaining on the network** when a customer disconnects

_____ The government contributes \$850 when a customer disconnects using tax revenue, and all Victorians pay through higher taxes (or money reallocated from other services)

Q9a. If you would like to explain your answer, please do so here:

Q10. How big an impact are the high costs of living having on your household right now?

- O Major impact
- Some impact
- A small impact
- No impact

Q11. In 10 years, how likely are you to be using the gas connection to your house?

O Very unlikely
O Unlikely
O Neither likely nor unlikely
◯ Likely
◯ Very likely
O Don't know / Unsure
\bigcirc Not applicable – I rent so do not have this choice

Display This Question:

If Q11. In 10 years, how likely are you to be using the gas connection to your house? = Very unlikely

Or Q11. In 10 years, how likely are you to be using the gas connection to your house? = Unlikely

Or Q11. In 10 years, how likely are you to be using the gas connection to your house? = Neither likely nor unlikely

Or Q11. In 10 years, how likely are you to be using the gas connection to your house? = Don't know / Unsure

Q11a You said you can't foresee yourself being on the gas network in 10 years' time, or don't know. Have you taken any steps toward removing your home from the gas network? *Please select all that apply*

Installing electric appliances when gas appliances break
Already started proactively replacing my gas appliances with electric ones
Thought about proactively replacing my gas appliances with electric ones
Enquiring about disconnecting the gas connection to my home
Researching gas-free homes on the internet
Speaking to family and friends about gas-free homes
Calculating the costs of replacing gas appliances with electric ones
Other (please specify)
SI have taken no steps

D1. Which of the following ranges best describes your household income before tax?

- O Less than \$30,000
- \$30,000 \$49,999
- \$50,000 \$69,999
- \$70,000 \$99,999
- \$100,000 \$149,999
- \$150,000 \$199,999
- \$200,000 \$299,999
- \$300,000 or higher
- O Prefer not to answer

D2. What type of dwelling is your place?

- O Separate house (detached)
- O Semi-detached/duplex
- O Row-terrace/townhouse
- O Unit/apartment
- Other (please specify)

D3. Do you use a language other than English at home?

Please select all that apply

⊗No, just English
Yes, Mandarin
Yes, Italian
Yes, Arabic
Yes, Cantonese
Yes, Vietnamese
Yes, Hindi
Yes, Croatian
Yes, Maltese
Yes, Greek
Yes, Auslan
Yes, Aboriginal and/or Torres Strait Islander language
Yes, other (please specify)

D4. What is the highest level of education you have achieved so far?

- O Never attended school
- Year / Grade 10 (or equivalent) or lower
- O Year / Grade 12 or equivalent
- TAFE qualification
- O Diploma / Advanced Diploma
- O Undergraduate or Bachelor's Degree
- O Graduate Diploma / Graduate Certificate
- O Postgraduate Degree
- O Postgraduate Degree Masters
- O Postgraduate Degree Doctorate
- I'm not sure
- O Other, please specify _____

D5. Are you or someone in your household living with disability?

0	Yes

- \bigcirc No
- O Prefer not to say

D6. Have you or someone in your household received financial assistance from the government in the past 12 months?

\bigcirc	Yes

○ No

O Prefer not to say

If you have any other thoughts after completing this survey, please share them below. Otherwise, please click 'Submit' to complete this survey.

\$ Nominal Scenarios

Explainer: The following questions display pricing scenarios in \$Nominal format. These scenarios are equivalent to those presented in Q5 and Q6 (on page 7 and 8), where prices were presented in \$Real format. During the initial launch of this project, customers were shown the survey with pricing scenarios either in \$Real or \$Nominal format.

By comparing customers' responses to these pricing scenarios and capturing their perceived easy-to-respond (i.e. Q7 on page 9), we could determine that customers preferred prices in \$Real format to \$Nominal format. Hence, we opted for the \$Real format in the full launch of the survey. Responses from customers who had been shown prices in \$Nominal scenarios were also included in the findings of this survey.

Looking first at the <u>medium-term</u> scenarios (next 10 years). We want your thoughts on how annual network charges should be spread between the first 5-year block (2023-27), and the second 5-year block (2028-33)

Note: The total network charges are the same in all scenarios over the 10-year period. Averages for the two 5-year blocks are shown to make it easier to compare the options. We can change the spread of this average within the 5-year period too - this will be the focus of the next question, so don't think about that yet.

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Q5. Please order the following pricing scenarios from most desirable (1) to least desirable (4).

Note: The prices shown <u>include</u> inflation (the rising cost of goods and services over time). Today's bill, also adjusted for inflation, has been included for comparison. *Each colour in the graph represents a single scenario.*



Green scenario - Prices rise in 2023, then stay almost flat for 10 years (\$313 & \$423, including inflation)

_____ Blue scenario - Prices rise by a small amount in the first 5 years, then by a slightly bigger amount in the second 5 years (\$299 & \$445, including inflation)

_____ Pink scenario - Prices jump in the first 5 years, then drop back close to today's prices in the second 5 years (\$341 & \$379, including inflation)

<u>Orange scenario</u> - Prices don't change for 5 years, then jump a lot in the second 5 years (\$283 & \$472, including inflation)

Q5a. If you would like to explain your answer, please do so here:

Now looking at the short-term (5-year) scenario...

We want your thoughts on how network charges on the bill might spread within the 5-year period from 2023 to 2027. The total network charges are the same in all scenarios over the 5-year period.

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Q6. Please order the following from most desirable (1) to least desirable (4) by clicking and dragging them into position.

Note: The prices shown <u>include</u> inflation (the rising cost of goods and services over time). Today's bill is included for comparison and has also been adjusted for inflation.





_____ Green scenario - Prices rise evenly across years 1 to 5 (\$283 in 2023, \$394 in 2027, including inflation)

_____ Pink scenario - Prices stay flat in years 1 & 2, then rise evenly in years 3 to 5 (**\$283** in 2023, **\$414** in 2027, including inflation)

_____ Orange scenario - Prices increase in year 1 and stay flat in years 2 to 5 (**\$314** in 2023, **\$354** in 2027, including inflation)

_____Blue scenario - Prices fall in years 1 & 2, then rise faster in years 3 to 5 (**\$268** in 2023, **\$442** in 2027, including inflation)

Q6a. If you would like to explain your answer, please do so here: