

AusNet

GAAR Pricing Survey Research Findings

December 2022

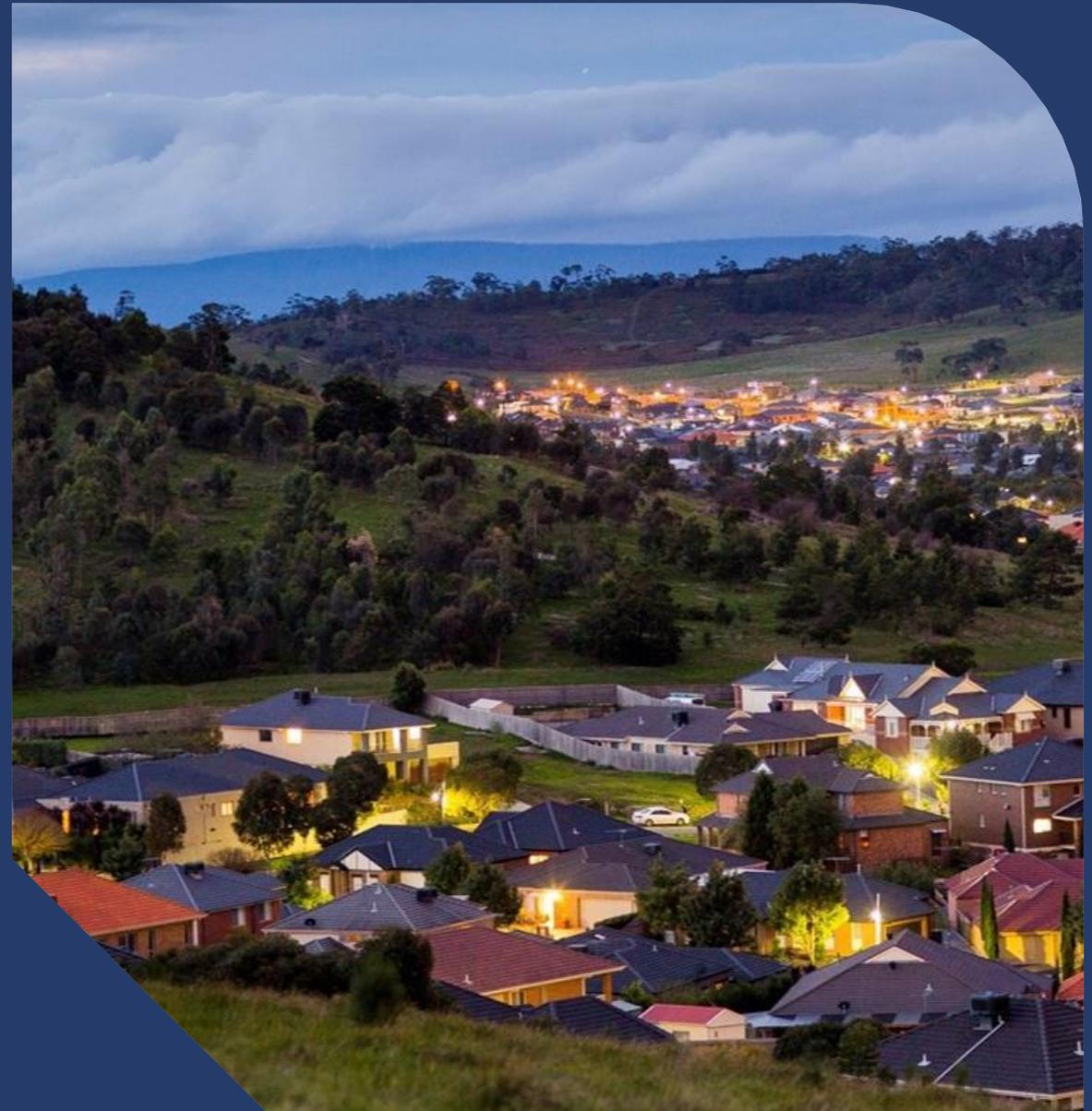




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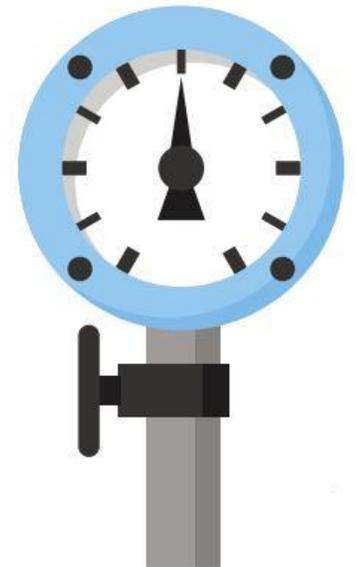
AusNet

1. Overarching bill & pricing sentiments
2. 10-year bill scenarios
3. 5-year bill scenarios
4. Considerations when responding to bill scenarios
5. Abolishment scenarios
6. Engagement with bills
7. Demographics

Background & Methodology

813 completes | Incl. 523 AusNet gas customers & 290 customers of other networks

- **High confidence that the results are accurate** (to within +/- 3.4% margin of error, well above the best practice 5% threshold at 95% confidence level)
- **High sample size means most demographic breakdowns are statistically reliable**
- Fieldwork monitored to ensure **wide range of demographics represented**
- **Options and colours randomised** wherever practical
- Key **questions asked in multiple ways** to ensure robustness
- **Data collected** in December 2022



Trial undertaken with 103 customers:

- 51 shown bill scenarios in \$real
- 52 shown bill scenarios in \$nominal

Customers shown \$real found the scenario Qs significantly easier to answer

+

No significant difference in responses between \$real and \$nom groups

\$real used in full launch

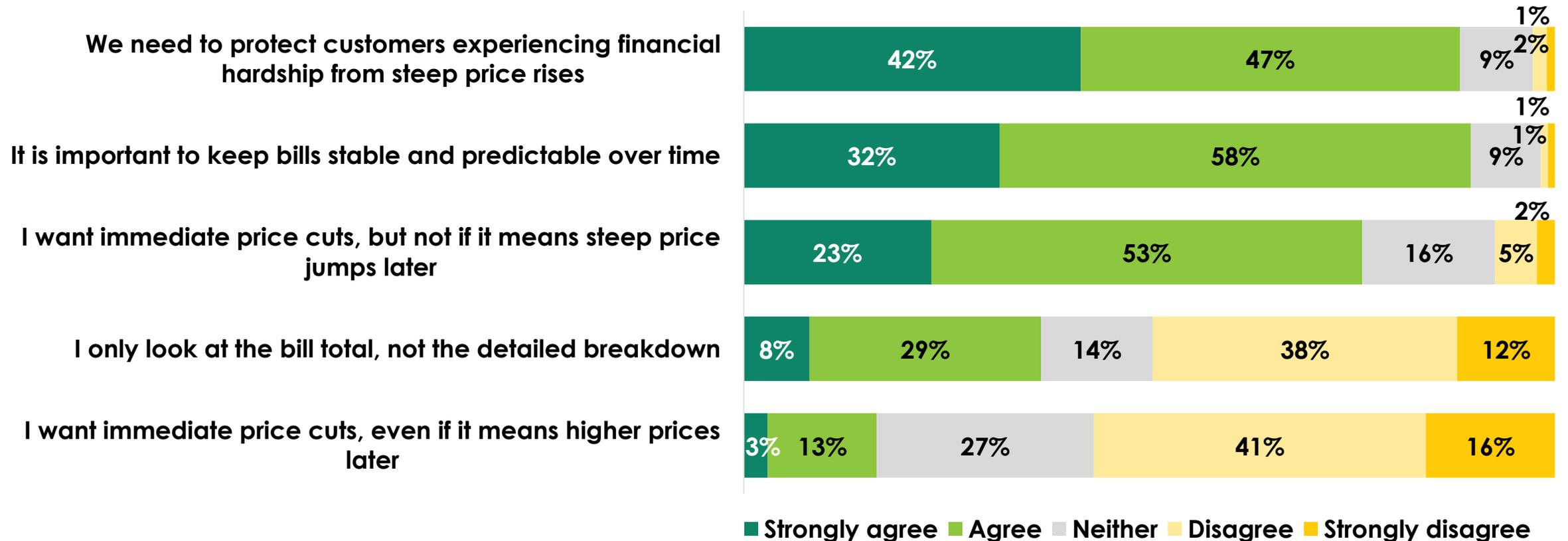
(52 shown \$nom incl. in sample)

1

Overarching Bill & Pricing Sentiments

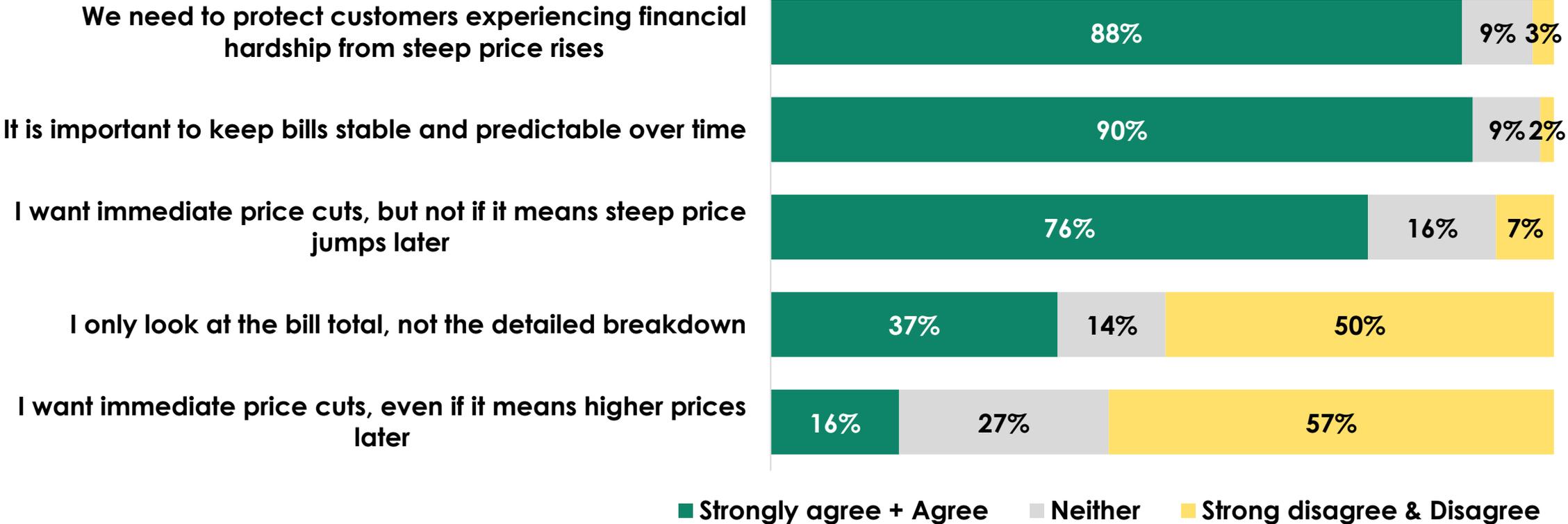
High-Level Bill & Pricing Sentiment

Customers were asked to what extent they agree with the following statements?



High-Level Bill & Pricing Sentiment | Simplified

Customers were asked to what extent they agree with the following statements?



High-Level Bill & Pricing Sentiment

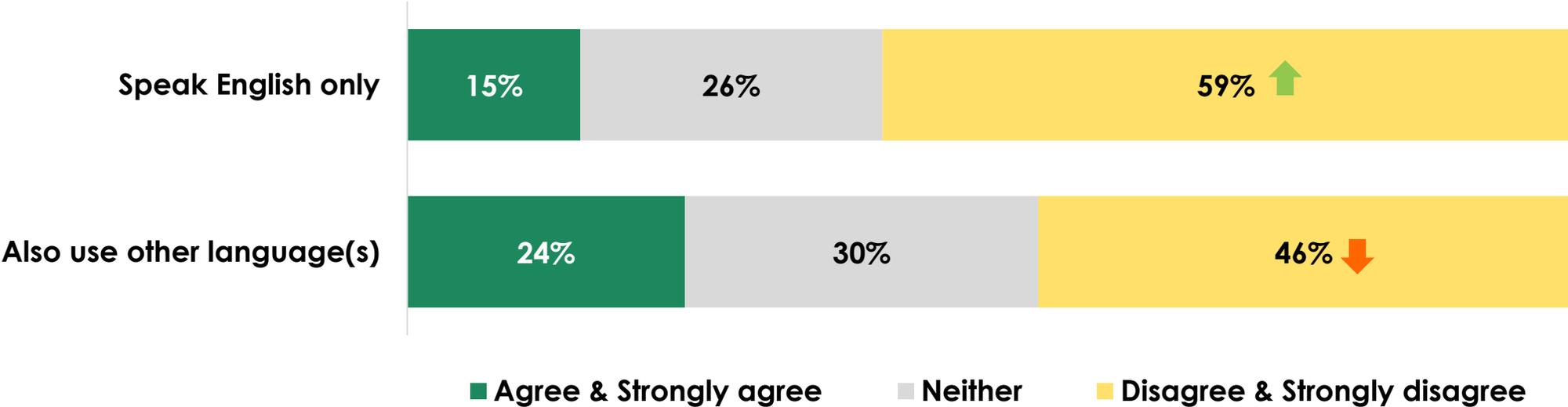
Did customers from different backgrounds view energy sentiments differently?

Background / Demographic Factor	Demonstrated statistically significant difference in preference?	Detail
Language used at home	YES	<ul style="list-style-type: none"> More customers who speak only English (59% strongly disagree & disagree) were <i>against</i> the idea of immediate price cuts if it meant future price hikes vs. those used other languages at home (46%)
Dwelling type	YES	<ul style="list-style-type: none"> More customers living in row terrace/townhouse (65% strongly disagree & disagree) were <i>against</i> the idea of immediate price cuts if it meant future price hikes vs. those living in semi-detached/duplex (37%)
Cost of living's impacts	YES	<ul style="list-style-type: none"> More customers who experienced major impact (92%) from rising living costs supported the idea of keeping bills stable over time vs. who felt no impact (74%) More customers who experienced major (92%) or some impact (90%) from rising living costs supported the idea of protecting vulnerable customers against price rise vs. who felt small (75%) or no impact (53%) More customers who experienced major (80%) or some impact (75%) from rising living costs agreed that they would like immediate price cuts but not if it meant steep price jumps later vs. who felt no impact (42%)
Likelihood of using gas in 10 years	YES but less interesting	<ul style="list-style-type: none"> More customers who were likely to stay on the gas (92%) network in the future supported the idea of keeping bills stable over time vs. those who were neutral (77%) about their chance of staying with gas
Age groups; Renters vs Owners; Income level; Education level; Living with disability; Receive financial assistance	NO	There was no statistically meaningful difference in views among these groups.

High-Level Bill & Pricing Sentiment

Breakdown by language spoken at home

More customers who speak only English (59% strongly disagree & disagree) were against the idea of immediate price cuts with higher future prices vs. those used other languages at home (46%)

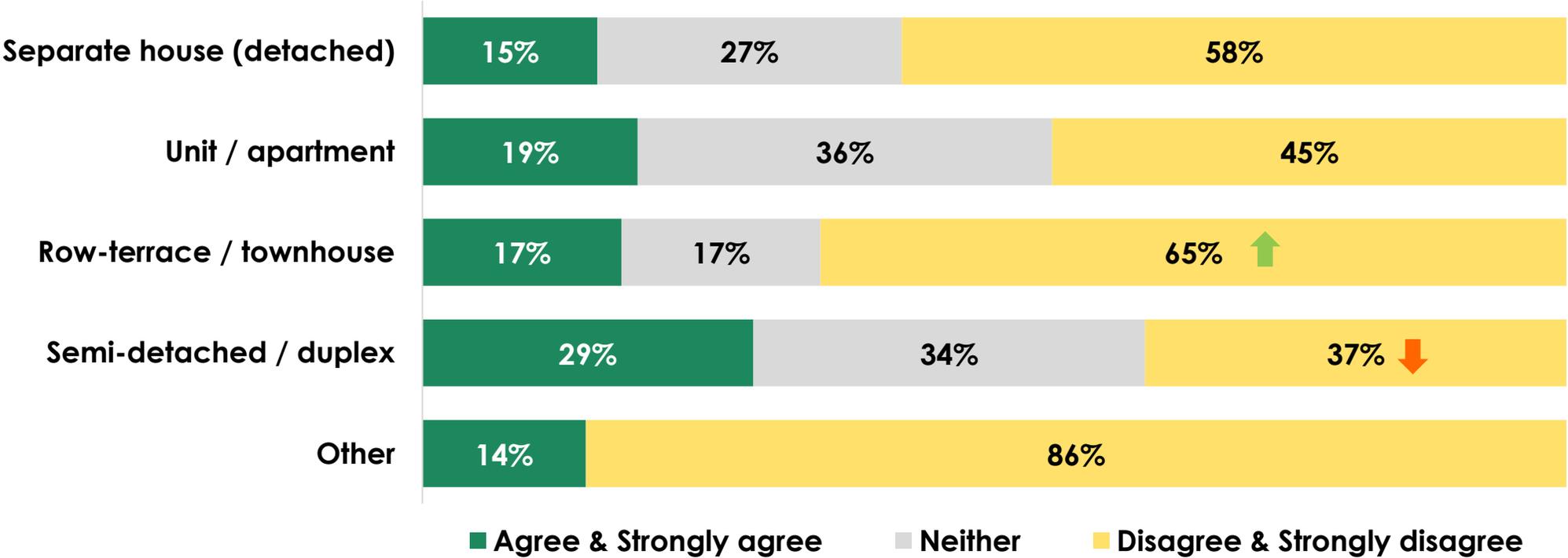


↑↓ Statistically different from each other

High-Level Bill & Pricing Sentiment

Breakdown by dwelling type

More customers living in row terrace/townhouse (65% strongly disagree & disagree) were against the idea of immediate price cuts with higher future prices vs. those living in semi-detached/duplex (37%)

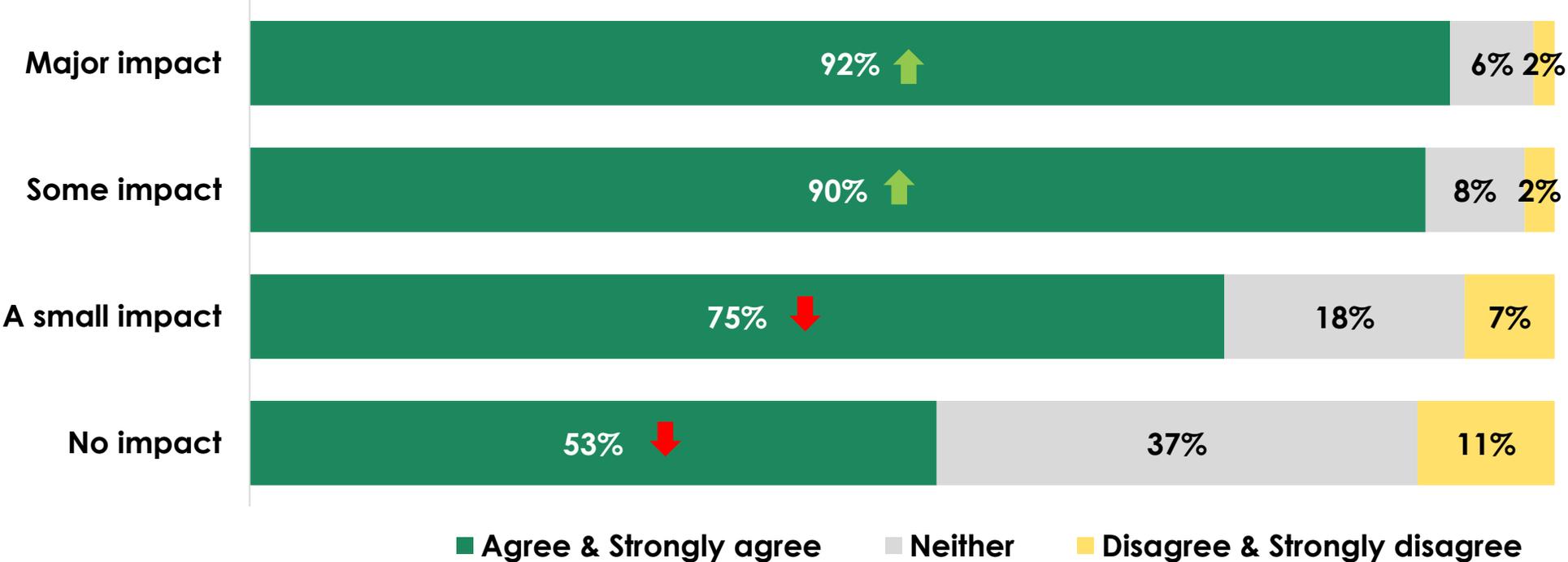


↑↓ Statistically different from each other

High-Level Bill & Pricing Sentiment

Breakdown by the impact of rising living costs on customers

More customers who experienced major (92%) or some impact (90%) from rising living costs agreed that we need to protect customers experiencing financial hardship from steep price rises vs. those who felt small (75%) or no impact (53%).

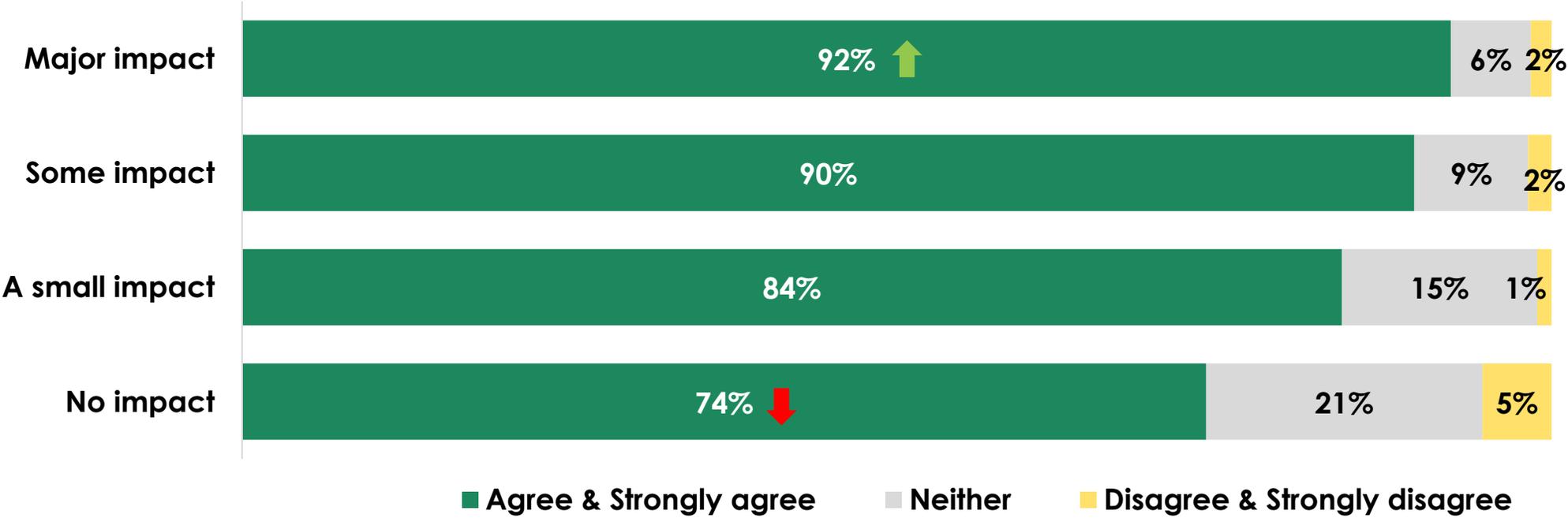


↑↓ Statistically different from each other

High-Level Bill & Pricing Sentiment

Breakdown by the impact of rising living costs on customers

More customers who experienced major impact (92%) from rising living costs agreed that it is important to keep bills stable and predictable over time vs. who felt no impact (74%).

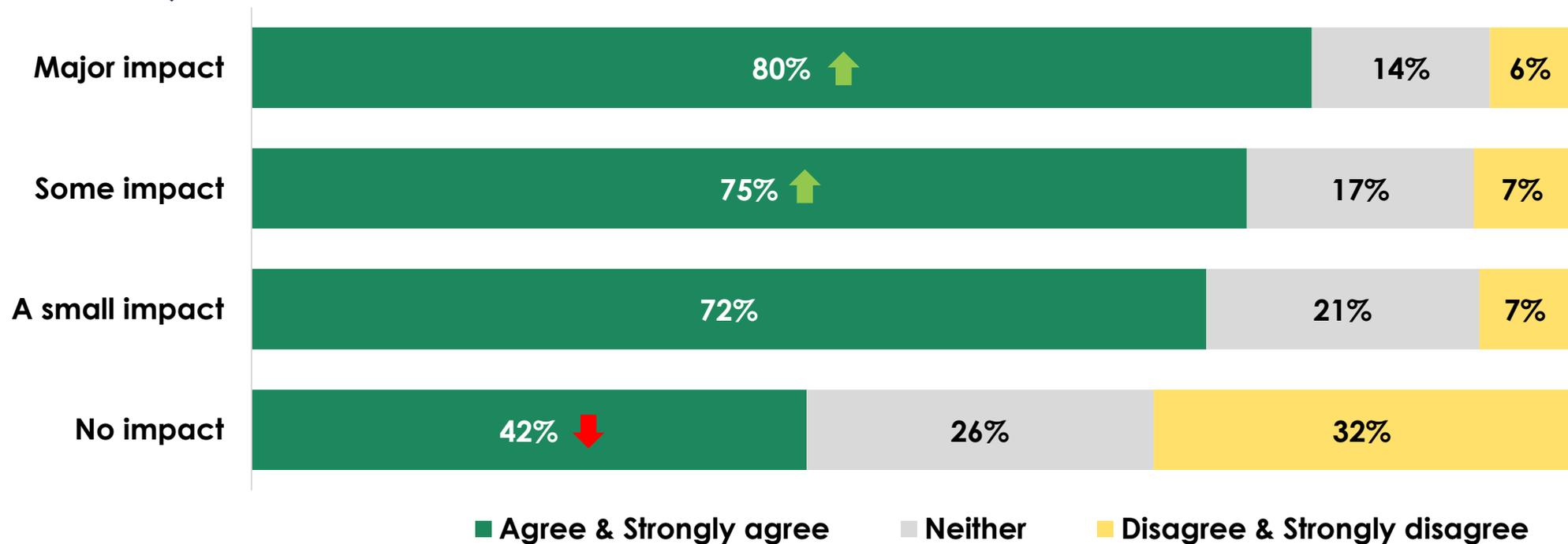


↑↓ Statistically different from each other

High-Level Bill & Pricing Sentiment

Breakdown by the impact of rising living costs on customers

More customers who experienced major (80%) or some impact (75%) from rising living costs agreed that they don't want immediate price cuts if it means steep future price hikes vs. who felt no impact (42%).



2

10-Year Bill Scenarios

10-year price path preference

Q. Customers were asked to rank the scenarios below from most desirable [1] to least desirable [4].

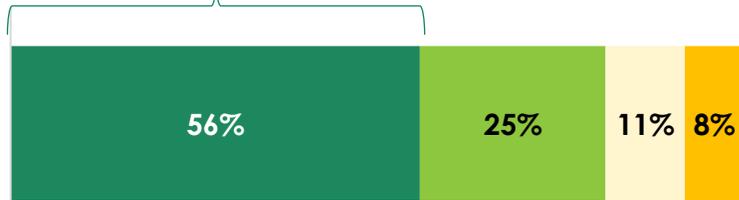
Results are at right ▶



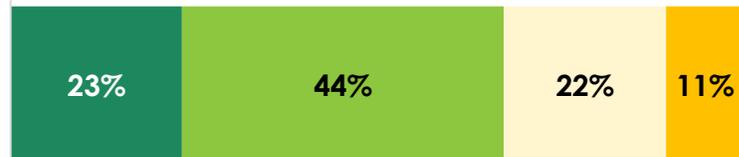
- Accelerated depreciation pairs shown in model:**
- \$83m + \$317m ◀ \$83m in AER Draft Decision
 - \$150m + \$250m
 - \$200m + \$200m ◀ AusNet Proposal
 - \$300m + \$100m

Well over half (56%) of respondents ranked the green scenario their most-preferred bill pathway, and more than 4 in 5 (81%) ranked it first or second most-preferred.

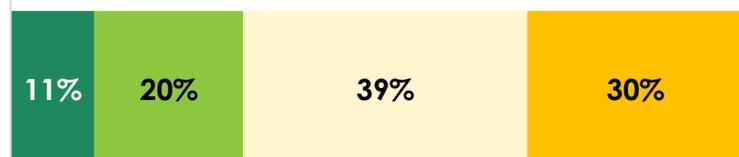
(Green) Price rise in 2023 then stay almost flat for 10 years



(Blue) Prices rise by a small amount in the first 5 years, then by a slightly bigger amount in the second 5 years



(Pink) Prices jump in the first 5 years then drop back close to today's prices in the second 5 years



(Orange) Prices don't change for the first 5 years then jump a lot in the second 5 years



■ Most desirable [1] ■ 2 ■ 3 ■ Least desirable [4]

How to read this preference flow slide:

The numbers in the brackets show the *spread* of no.1 rankings from the customer group the brackets are placed on top. For example, among the 25% of customer who ranked the Green price path as their no.2 scenario, 41% of them ranked the Blue price path as their no.1, 34% chose Orange as their no.1 and only 25% picked the Pink price path as their most desirable/no.1 scenario.

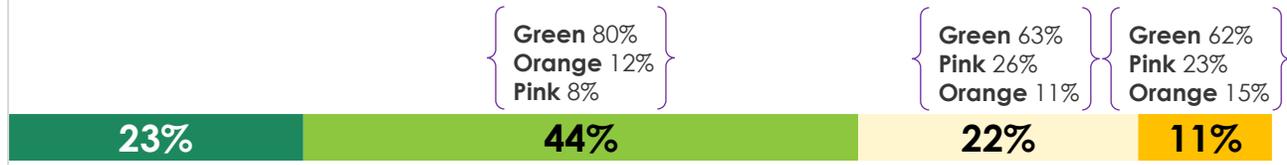
10-year price path preference flow

What customers chose as their no.1 instead...

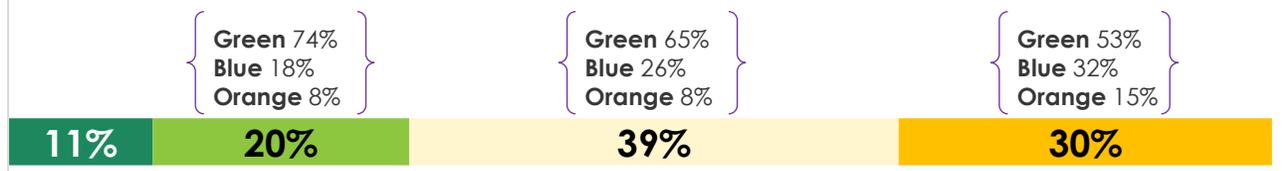
(Green) Price rise in 2023 then stay almost flat for 10 years



(Blue) Prices rise by a small amount in the first 5 years, then by a slightly bigger amount in the second 5 years



(Pink) Prices jump in the first 5 years then drop back close to today's prices in the second 5 years



(Orange) Prices don't change for the first 5 years then jump a lot in the second 5 years



■ Most desirable [1] ■ 2 ■ 3 ■ Least desirable [4]

Feedback on 10-year price paths

Verbatim Comments | What customers said about their no.1 (most desirable) choice

(Green) Price rise in 2023 then stay almost flat for 10 years 56% ranked most desirable

"Given that wages are unlikely to keep pace with major changes I feel the more stable the changes the better."

"I think long term stability is better than price hikes and cuts all the time"

"Smaller jumps in price are easier to manage than larger ones regardless of how far out planned they are."

"Smaller jumps makes it easier to track for budgeting purposes"

"I'd like to avoid any guaranteed big rise or big drop, as I don't trust the providers to necessarily follow through"

"Treat it as taking most of the hit up front. We will acclimatise to it over time"

"Knowing you can afford prices up front is better as don't know what the future holds"

(Blue) Prices rise by a small amount in the first 5 years, then by a slightly bigger amount in the second 5 years 23% ranked most desirable

"People are currently struggling and we are close to a recession. Not a good idea to jump prices up between 2023-2027"

"The average Australian needs price relief now. We can only hope that supplying that aid now will put Australians in a better position in the future."

"I prefer a slower increase in prices so I can begin to budget for it rather than have a large jump."

"Lower prices now because pay raise may help affordability later"

"In 5 years' time many people would have switched from gas to renewables"

"Give people more time to get solar for electricity to help the balance the price rises in gas"

Feedback on 10-year price paths

Verbatim Comments | What customers said about their no.1 (most desirable) choice

(Pink) Prices jump in the first 5 years then drop back close to today's prices in the second 5 years
 11% ranked most desirable

"I'd rather choose pink because it is better in the long term"

"Pink is best in the long term if it stays low"

"I want to invest now to pay less in the future"

"It's best to keep the price down in the long term."

"I think if something is to increase like in the pink scenario people will whinge but the reward of a price cut back to almost original cost would be a beneficial one."

(Orange) Prices don't change for the first 5 years then jump a lot in the second 5 years
 9% ranked most desirable

"Trying to also think about interest rate rises, and that hopefully in 5 years, they will have reduced substantially."

"I need to be able to pay the bills first and foremost orange is probably the one I would like because hopefully our wages will go up to"

"Orange is the least near term impact when inflation is at all time high."

"Inflation is high at the moment, help is needed now with the cost of living"

"Hopefully by the 5 years is over I have had the gas disconnected as I do not understand the need for the price to keep increasing so much because we have so much gas in Australia."

"Hopefully in 5 years time we will have moved to solar so a price jump wouldn't matter that much"

"I'd prefer that prices stay low now, so I have time to look for alternatives like switching to electricity or solar"

10-year price path preference

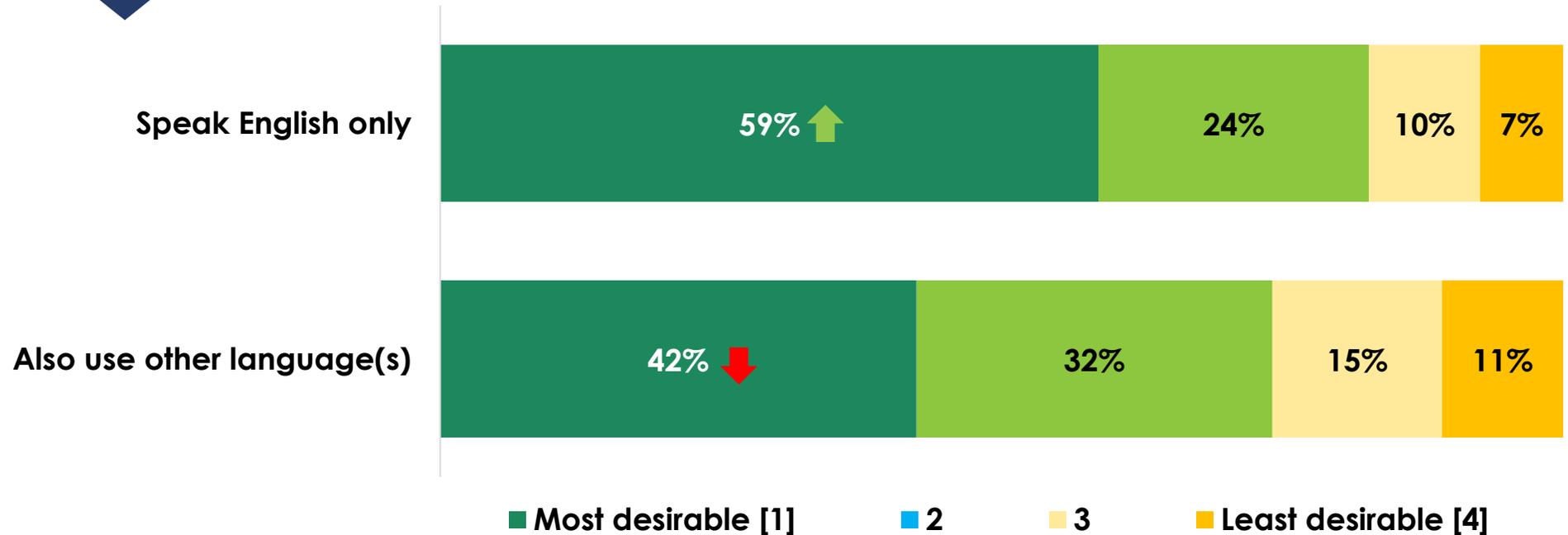
Did customers from different backgrounds prefer different 10-year price paths?

Background / Demographic Factor	Demonstrated statistically significant preference?	Detail
Language used at home	YES	<ul style="list-style-type: none"> Customers who only speak English have a stronger preference for the Green price path (59%) as their no.1 vs. customers who also use other languages at home (42%). <i>Less interesting</i> - More customers who use other languages at home (17%) chose the Orange price path as their no.1 vs those who only speak English (8%).
Dwelling type	YES but less interesting	<ul style="list-style-type: none"> Customers living in separate house (8%) were significantly less likely to rank the Orange price path as their no.1 vs those living in semi-detached/duplex (21%)
Education level	YES but less interesting	<ul style="list-style-type: none"> More customers with a PhD (39%) ranked Blue price path the least desirable vs those with a Bachelors' degree (8%) or an advanced diploma (7%). More customers with a Year 12 education(19%) ranked Orange price path no.2 vs those with a Bachelors' degree (4%).
Age group; Renters vs Owners; Income level; Living with disability; Receive financial assistance; Likelihood of using gas in 10 years	NO	<p><i>There was no statistically meaningful difference in views among these groups.</i></p>

10-year price path preference

Breakdown by language spoken at home

More customers who only speak English (59%) preferred the Green price path as their no.1 vs. customers who also use other languages at home (42%).



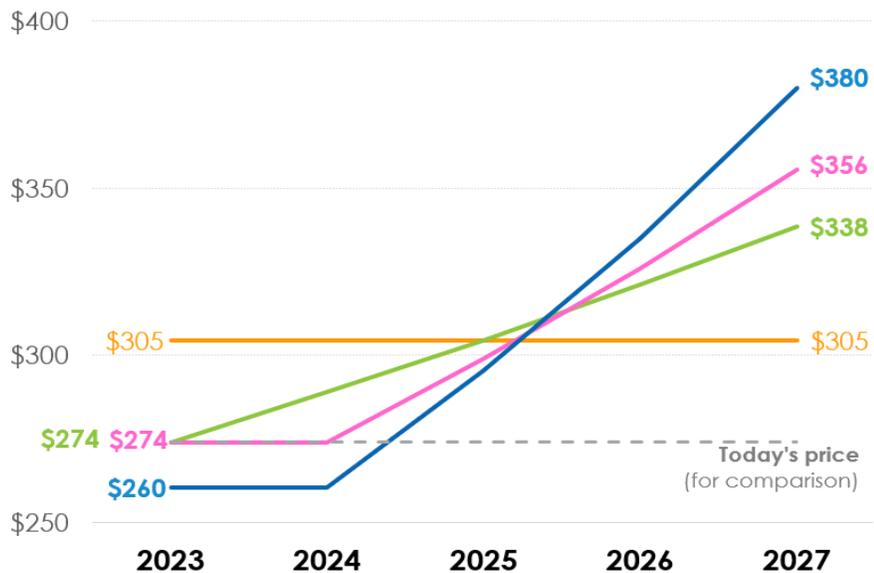
3

5-Year Bill Scenarios

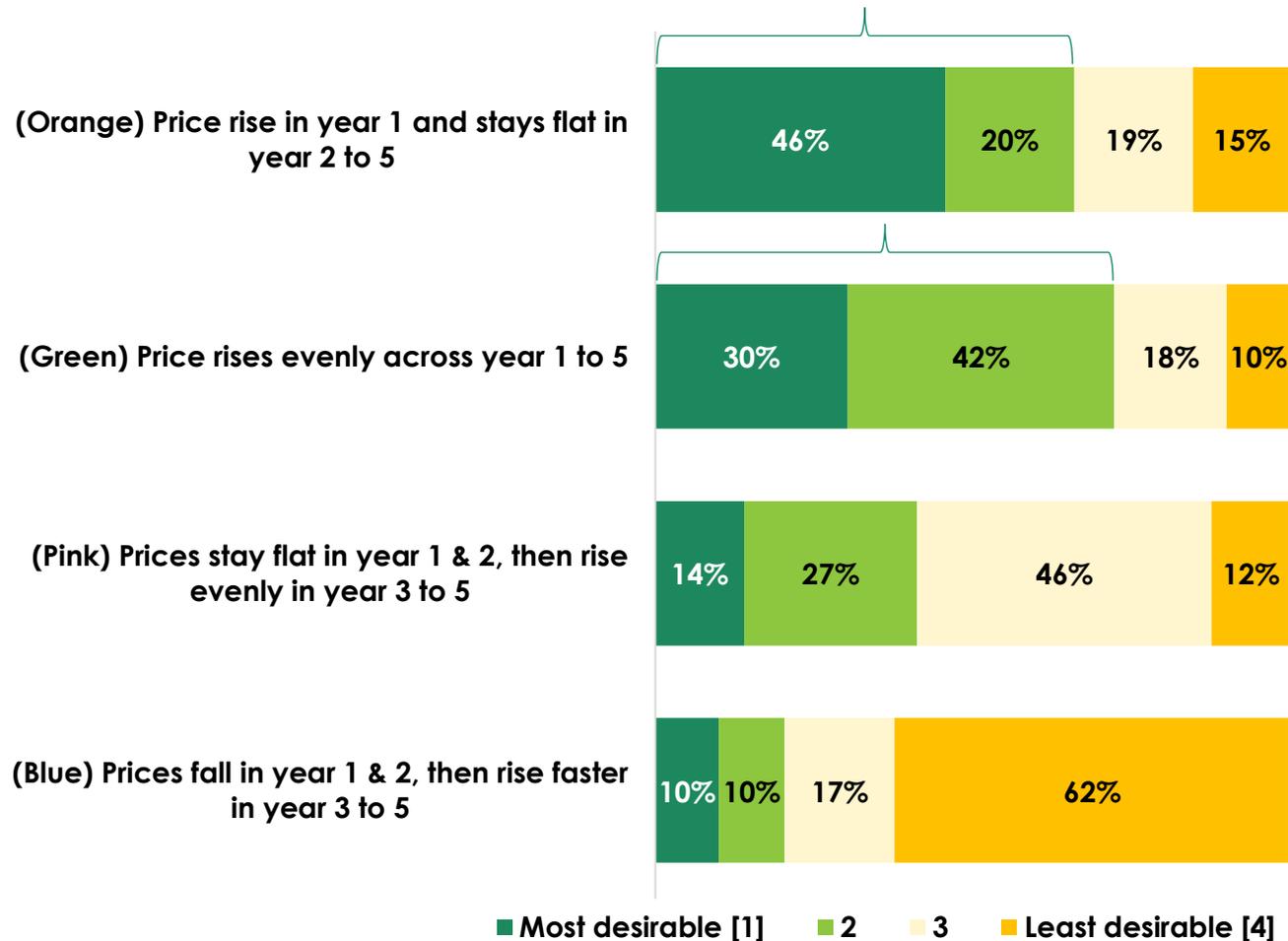
5-year price path preference

Q. Customers were asked to rank the scenarios below from most desirable [1] to least desirable [4].

Results are at right ▶



Almost **half (46%)** ranked the orange scenario their most-preferred bill pathway, and two thirds (66%) ranked it first or second most-preferred. The **green scenario** had broadest appeal, with 72% ranking it first or second most-preferred, and only 10% ranking it least-preferred.

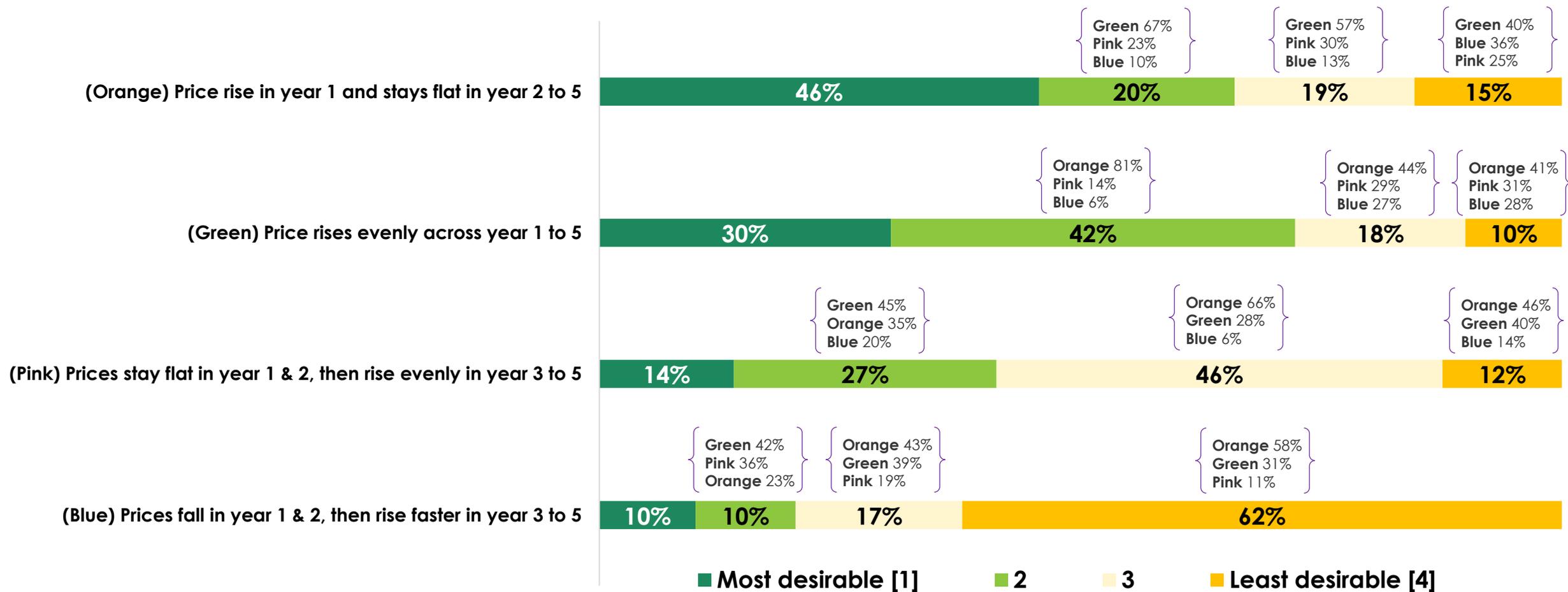


5-year price path preference flow

What customers chose as their no.1 instead....

How to read this preference flow slide:

The numbers in the brackets show the *spread* of no.1 rankings from the customer group the brackets are placed on top. For example, among the 20% of customers who ranked the Orange price path as their no.2 scenario, 67% of them ranked the Green price path as their no.1, 23% chose Pink as their no.1 and only 10% picked the Blue price path as their most desirable/no.1 scenario.



Feedback on 5-year price paths

Verbatim Comments | What customers said about their no.1 (most desirable) choice

(Orange) Price rise in year 1 and stays flat in year 2 to 5 46% ranked most desirable

"It is easier to budget when the prices stay more steady rather than reducing prices now and increasing them a lot later."

"I chose orange in this example as consistency is important and the price remains the same after a slight increase."

"It's easier to budget when there isn't much change"

"As I have been using bill smoothing for years, Orange makes a lot more sense and much easier to work out the fortnightly payment"

"It would be better for prices to rise now so I don't have to worry about it"

(Green) Price rises evenly across year 1 to 5 30% ranked most desirable

"A gradual increase will be easier to absorb over time. rather small increase now and not such big jump later"

"More smaller increases yearly is more manageable than large increases occasionally"

"Even price increases are better overtime than having them fall which is stupid to only then have them increase again. Having stay flat for a while may be ok, but better to even out the increases"

"It's easier to cover gradual rises when they are necessary"

"A sharp increase would hurt me financially, so a slow and steady increase would be better for me to deal with"

"I prefer prices to be stable and expected"

"I prefer prices to be less difference over time so our bills are easier to account for"

Feedback on 5-year price paths

Verbatim Comments | What customers said about their no.1 (most desirable) choice

(Pink) Prices stay flat in year 1 & 2, then rise evenly in year 3 to 5
 14% ranked most desirable

"The cost of living is hurting the budget right now. It would be easy to budget bills if prices were stable"

"After COVID, people need stability so I'd prefer no price increases for a few years"

"Going with Pink, so prices flat for the first 2 years. While people struggle to adjust their budgets it's better to have prices even off now when inflation is high"

"Prices would be more affordable initially for those experiencing financial hardship, and a big jump later wouldn't put them in the same situation they're in now."

"I cannot afford to pay too much right now"

(Blue) Prices fall in year 1 & 2, then rise faster in year 3 to 5
 10% ranked most desirable

"Relief is needed now"

"This is the least near term impact given high inflation which is already out of control"

"The less we have to pay now would benefit those who are experiencing financial strain at the moment. I'm hoping that in a few years things would improve"

"Any price increases and most households won't be able to afford to live"

5-year price path preference

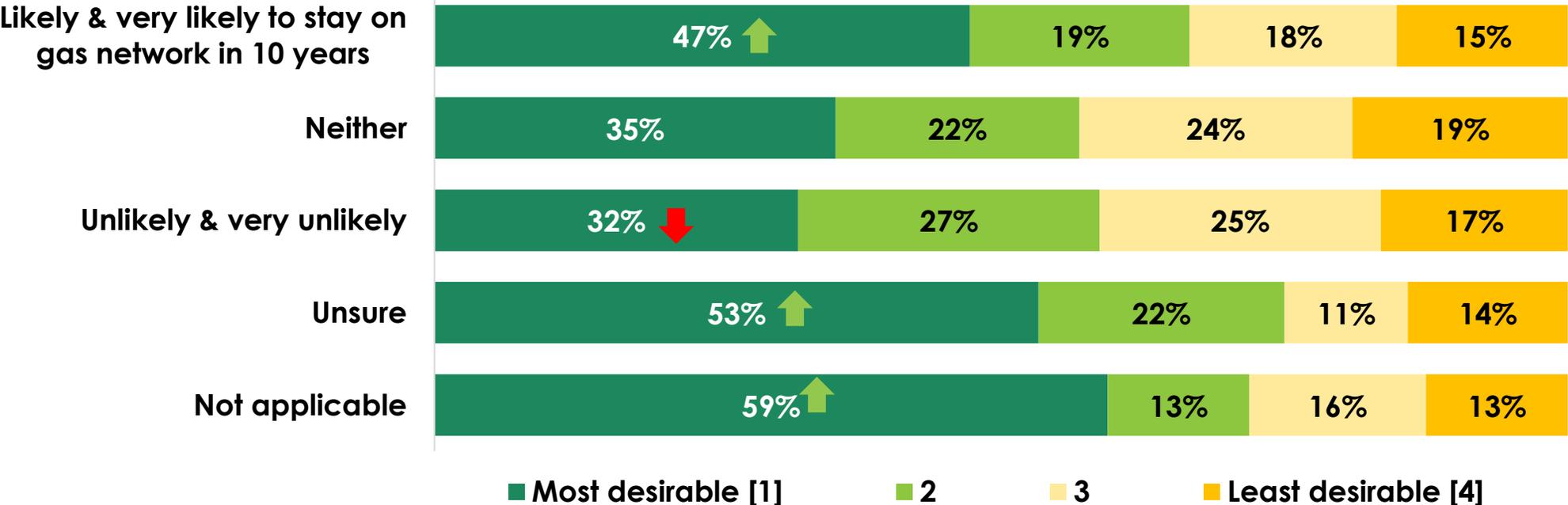
Did customers from different backgrounds prefer different 5-year price paths?

Background / Demographic Factor	Demonstrated statistically significant preference?	Detail
Likelihood of using gas in 10 years	YES	<ul style="list-style-type: none"> Those who were likely (47%) to stay on the gas network in 10 years' time tend to pick the Orange price path as their most desirable 5-year scenario vs. those who were unlikely (32%) <i>Less interesting</i> - There were also significant differences between customers who were likely (vs. unlikely) to stay on the gas network and their price path preference but these differences occurred at no.2, 3 and 4 rankings and therefore were less interesting to this analysis.
Dwelling type	YES but less interesting	<ul style="list-style-type: none"> More of those who lived in semi-detached/duplex (26%) ranked the Green price path as their no.4 vs those who lived in separate house (9%) More of those who lived in semi-detached/duplex (26%) ranked the Blue price path as their no.2 vs those who lived in separate house (9%) More of those who lived in separate house (64%) ranked the Blue price path as their no.4 vs those who lived in semi-detached/duplex (34%).
Age group; Renters vs Owners; Income level; Living with disability; Receive financial assistance; Cost of living's impacts; Language used at home	NO	<p>There was no statistically meaningful difference in views among these groups.</p>

5-year price path preference

Breakdown by intention to stay/leave gas network in future

Those who were unlikely (32%) to stay on the gas network in 10 years' time had a weaker preference for the Orange pathway as their most desirable 5-year scenario vs. those who were likely (47%) to remain with gas or unsure (53%), though the Orange pathway remained most-preferred in all breakdowns.



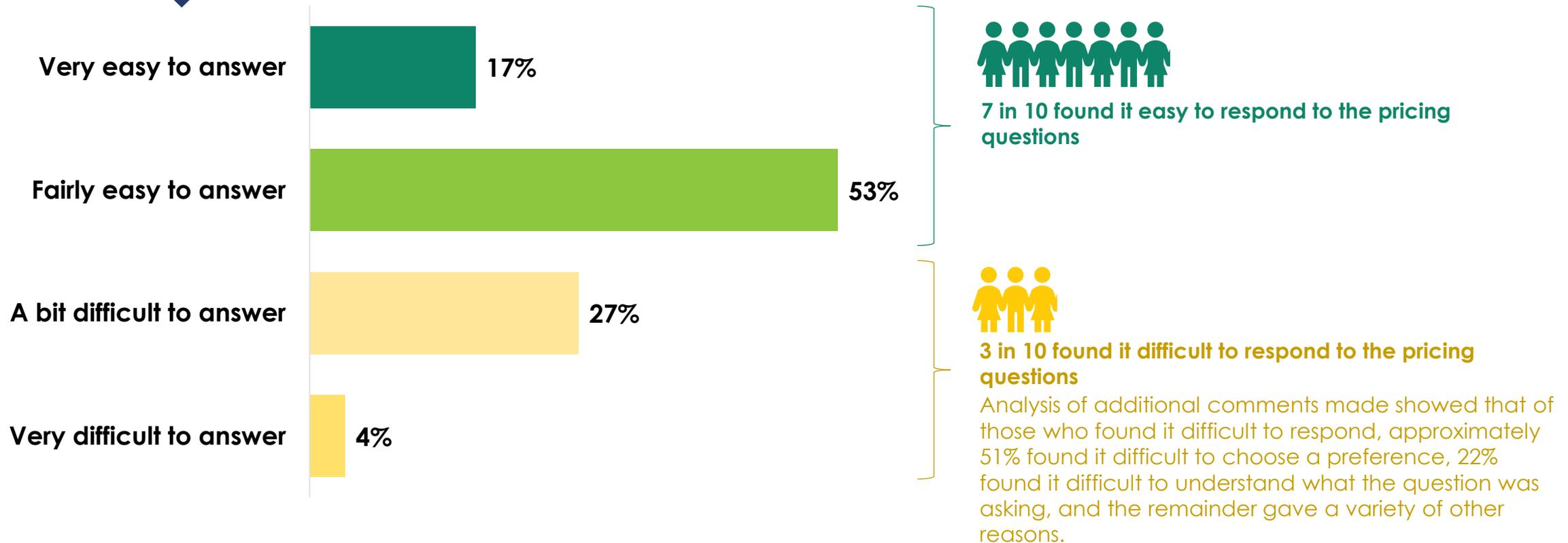
Note: based on what they ranked no.1, the preferences of those who were unlikely & very unlikely to stay on the gas network in 10 years were 1.Green (41%) 2. Orange (32%) 3. Pink (19%) 4. Blue (7%)

4

Considerations when responding to bill scenarios

Ease of responding to pricing scenarios

How customers found responding to the pricing scenarios:



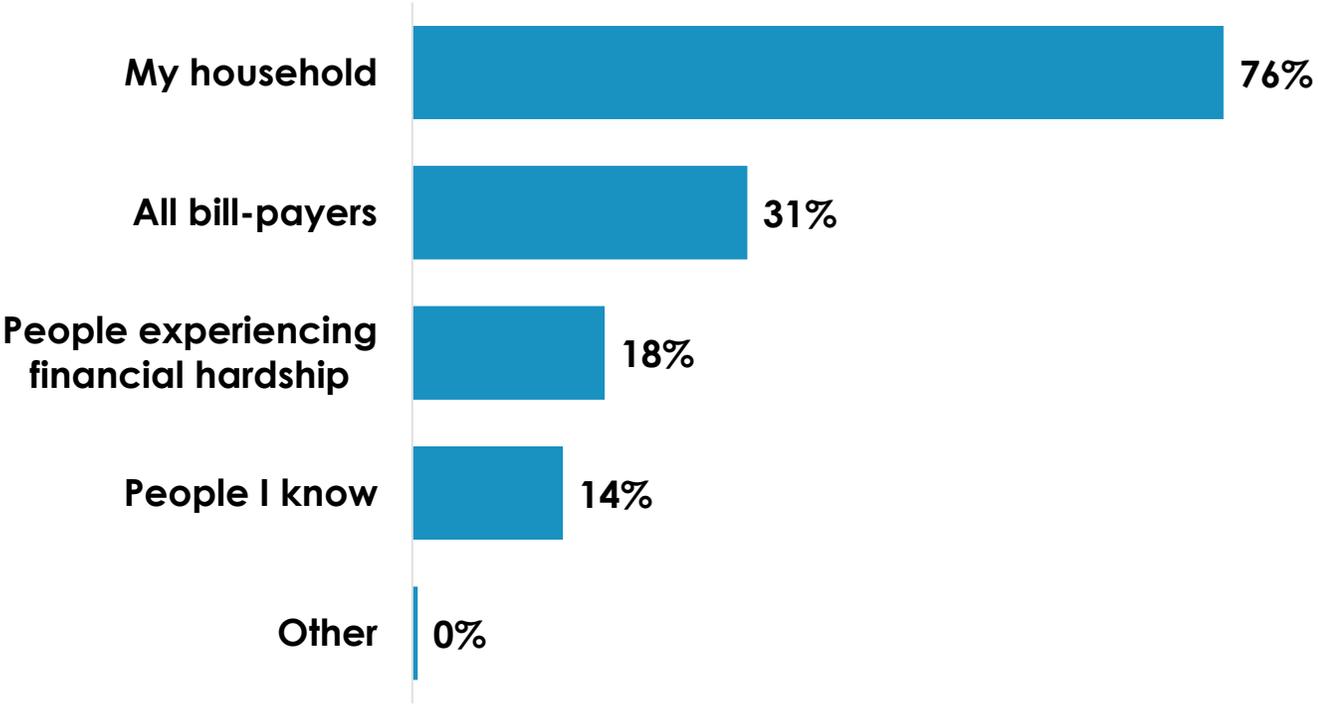
Ease of answering pricing scenarios

Did customers from different backgrounds find pricing scenarios easy to respond?

Background / Demographic Factor	Demonstrated statistically significant preference?	Detail
Age group; Renters vs Owners; Income level; Dwelling type; Education level; Language used at home; Cost of living's impacts; Living with disability; Receive financial assistance; Likelihood of using gas in 10 years	NO	<i>There was no statistically meaningful difference in views among these groups.</i>

Consideration for others

Who did customers think about when they selected the most desirable pricing scenarios:



Considerations for other customers

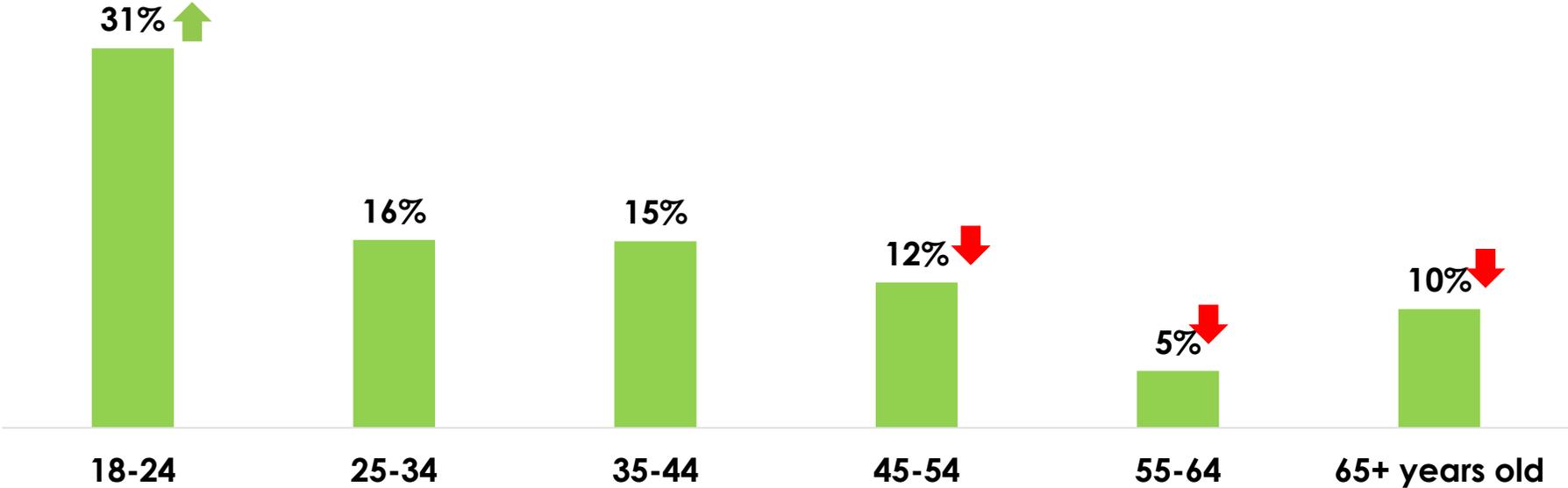
Did customers from different backgrounds show different levels of consideration for other customers?

Background / Demographic Factor	Demonstrated statistically significant preference?	Detail
Age group	YES	<ul style="list-style-type: none"> More customers in 18-24 age group (31%) showed considerations for people they know in their price path preferences vs. those in 45-54 (12%) 55-64 (5%) and 65+ (10%) age group
Living with disability	YES	<ul style="list-style-type: none"> More customers living with disability(30%) showed considerations for people experiencing financial hardship in their price path preferences vs. those who did not (17%)
Receive financial assistance	YES	<ul style="list-style-type: none"> More customers receiving financial assistance(26%) showed considerations for people experiencing financial hardship in their price path preferences vs. those who did not (16%)
Language used at home	YES	<ul style="list-style-type: none"> More customers who only spoke English(79%) showed considerations for their own household in their price path preferences vs. those who used other languages at home (63%)
Cost of living's impacts	YES	<ul style="list-style-type: none"> More customers experiencing major impact(82%) from rising living costs showed considerations for their own household in their price path preferences vs. those feeling small impact (64%) More customers experiencing major impact(25%) from rising living costs showed considerations for those going through financial hardship in their price path preferences vs. those feeling some impact (13%)
Renters vs Owners; Income level; Dwelling type; Education level; Likelihood of using gas in 10 years	NO	<i>There was no statistically meaningful difference in views among these groups.</i>

Consideration for others

Breakdown by age group

More customers in 18-24 age group (31%) showed considerations for people they know in their price path preferences vs. those in 45-54 (12%) 55-64 (5%) and 65+ (10%) age group.

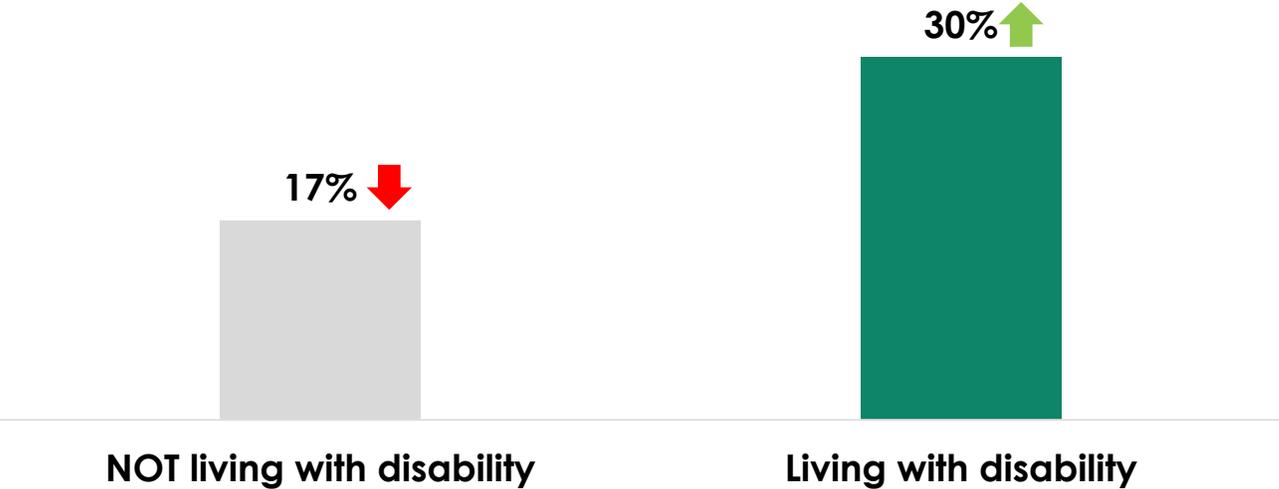


↑↓ Statistically different from each other

Consideration for others

Breakdown by whether household has a customer living with disability

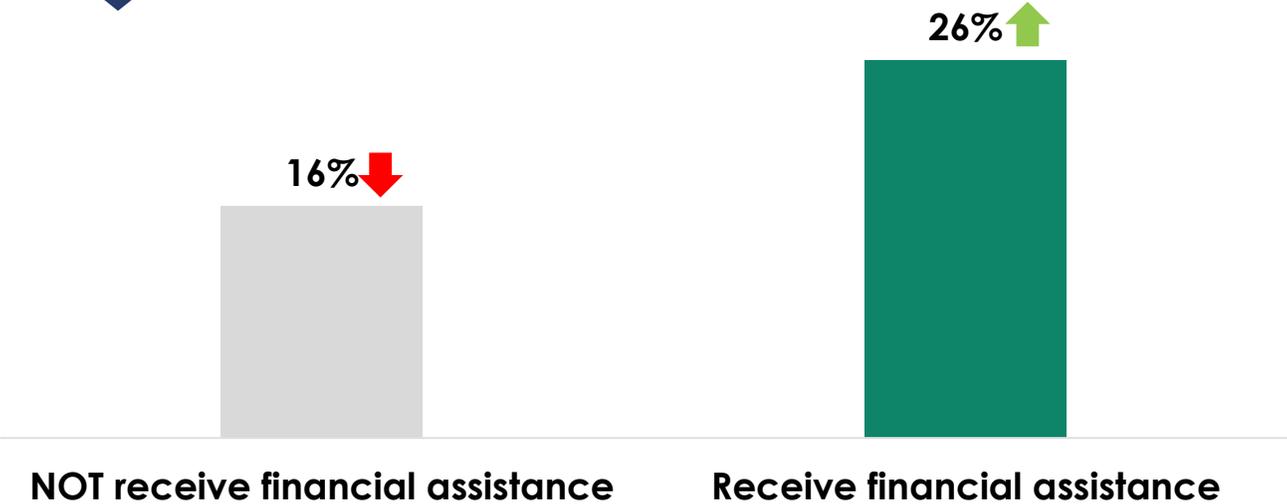
Those who live in a household where one or more residents live with disability showed consideration for people experiencing financial hardship in their price path preferences (30% considered these customers) vs. those who did not (17% considered these customers).



Consideration for others

Breakdown by whether customers were receiving financial assistance

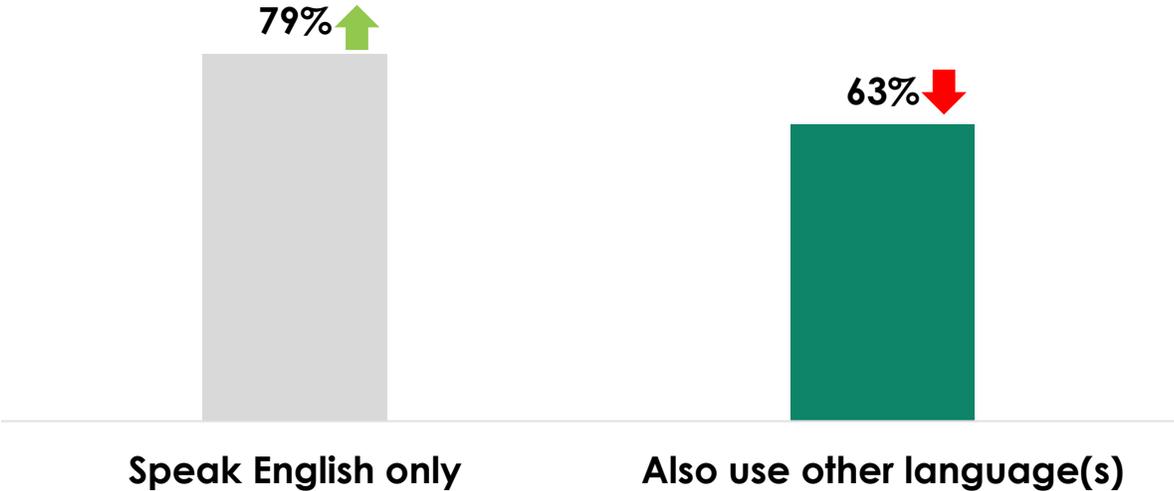
More customers receiving financial assistance(26%) showed considerations for people experiencing financial hardship in their price path preferences vs. those who did not (16%)



Consideration for others

Breakdown by language spoken at home

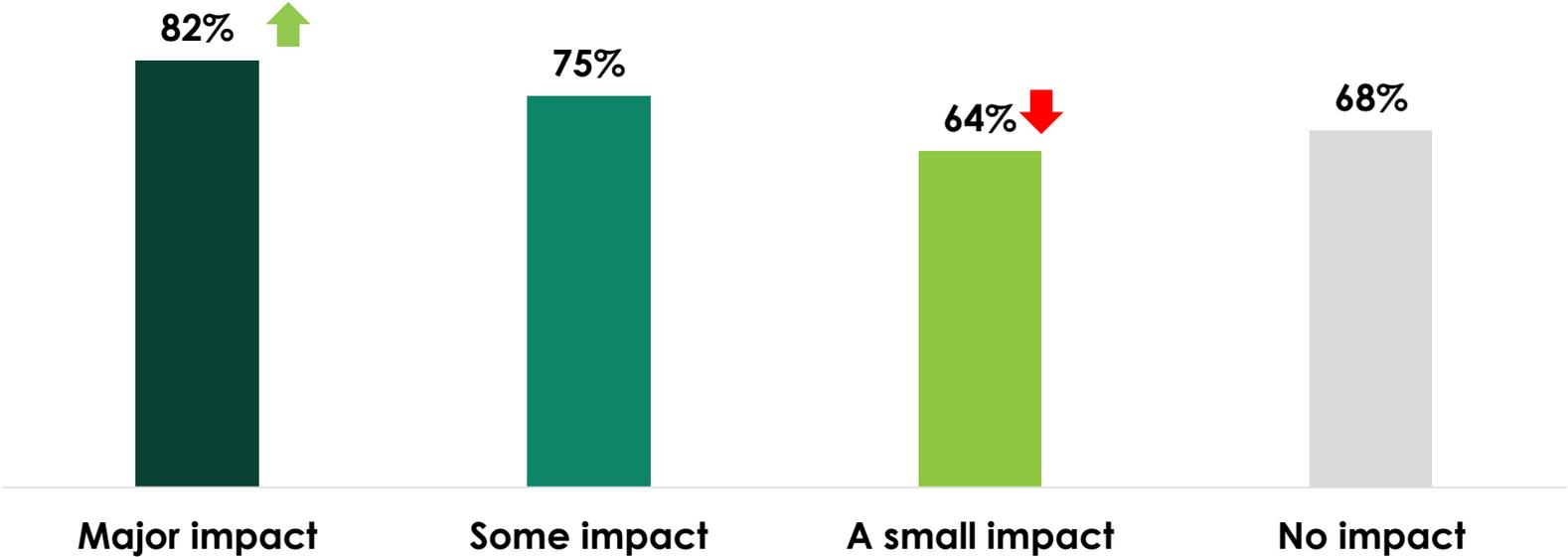
More customers who only spoke English(79%) showed considerations for their own household in their price path preferences vs. those who used other languages at home (63%)



Consideration for others

Breakdown by the impact of rising living costs on customers

More customers experiencing major impact (82%) from rising living costs showed considerations for their own household in their price path preferences vs. those feeling small impact (64%)

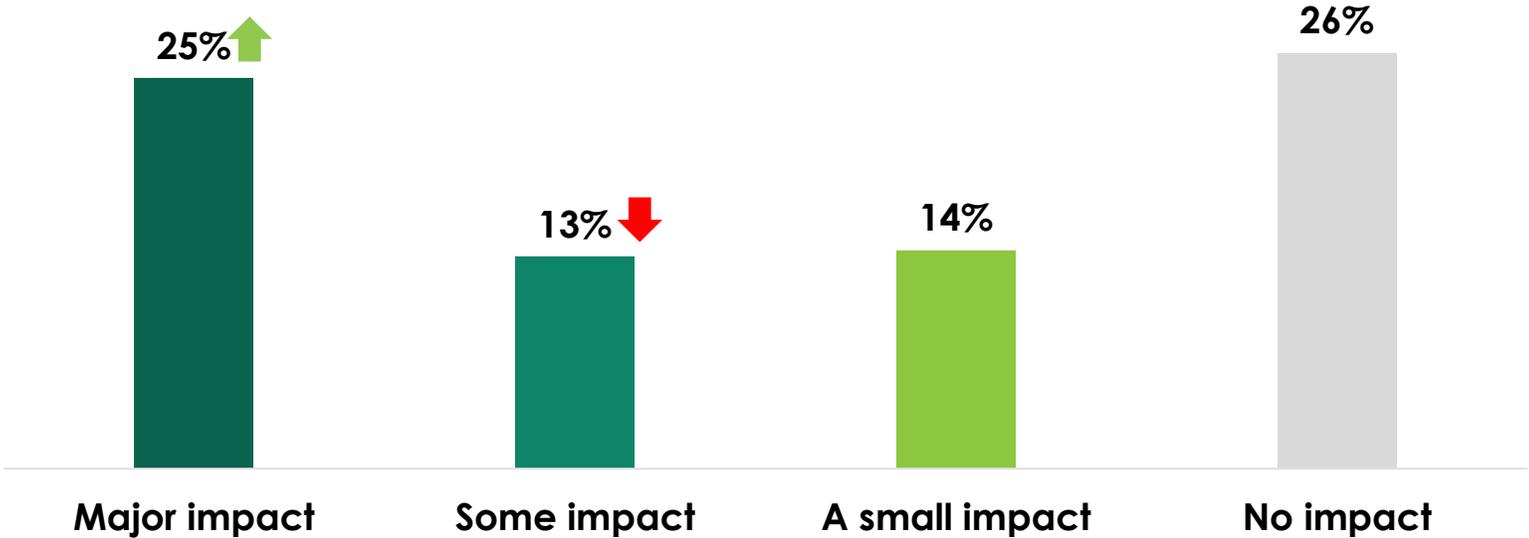


↑↓ Statistically different from each other

Consideration for others

Breakdown by the impact of rising living costs on customers

More customers experiencing major impact (25%) from rising living costs showed considerations for those going through financial hardship in their price path preferences vs. those feeling some impact (13%)



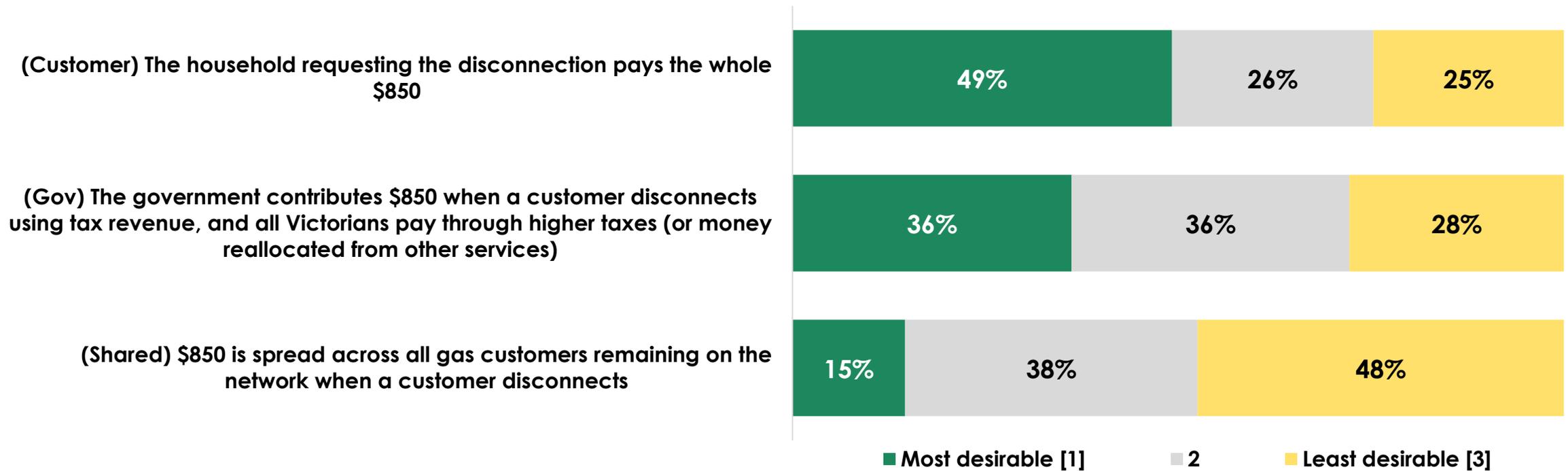
↑↓ Statistically different from each other

5

Abolishment scenarios

Abolishment funding preference

Customers were asked to rank the scenarios 1-3 (most preferred [1] to least preferred [3])



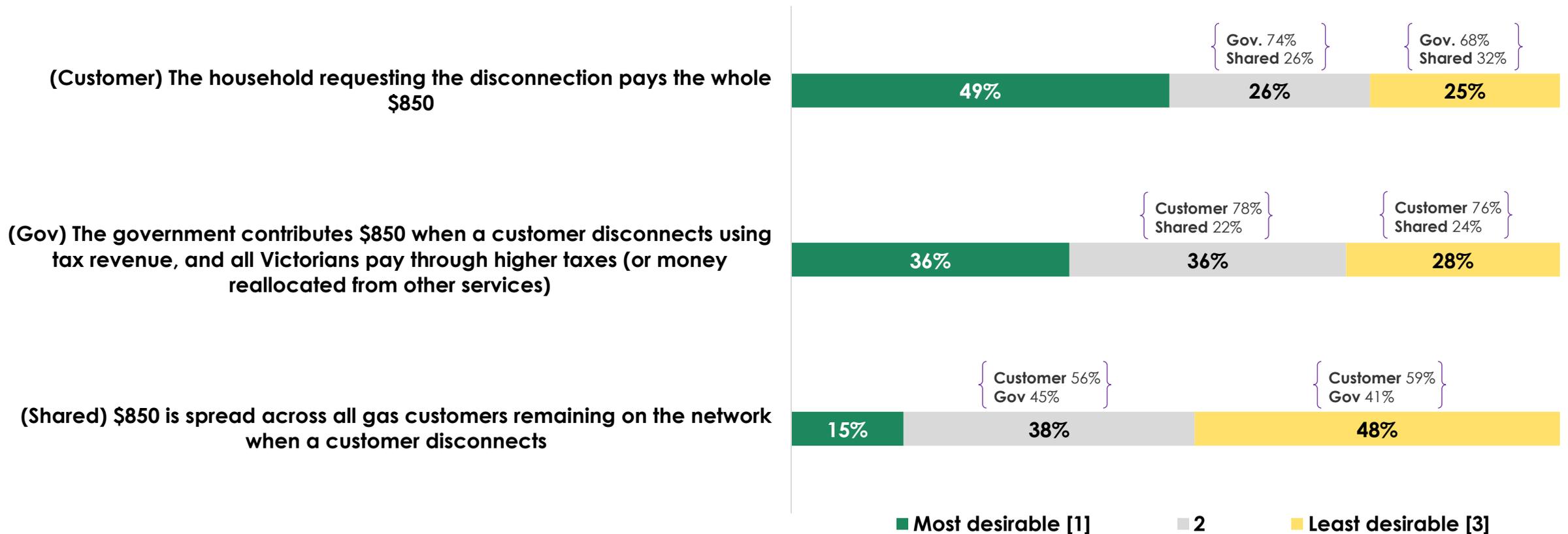
(n=813)

Abolishment funding preference flow

What customers chose as their no.1 instead...

How to read this preference flow slide:

The numbers in the brackets show the *spread* of no.1 rankings from the customer group the brackets are placed on top. For example, among the 26% of customers who ranked the customer-pays scenario as their no.2 choice, 74% of them chose the government-pays scenario as their no.1 and 26% chose shared-payment as their most desirable/no.1 option.



Feedback on abolishment options

Verbatim Comments | What customers said about their no.1 (most desirable) choice



The household requesting the disconnection pays the whole \$850

49% ranked most desirable

"This is a very specific request so the household requesting the disconnection should pay."

*"It's **their decision to disconnection and not others** in the network or other Victorians"*

"The person wanting the change should be paying. We shouldn't all have to cop it"

"The neighbours shouldn't be out of pocket just because of one household."

*"The customer wanting the disconnection should pay the cost and **other customers of the gas supply should not be penalised** for someone else's decision"*

"The community isn't responsible for one households choice"

"If the household is requesting a disconnection fee, they should be able to afford the cost of doing so."

"Decision to remove from gas is home owner's elective and their own responsibility"

Feedback on abolishment options

Verbatim Comments | What customers said about their no.1 (most desirable) choice



The **government contributes** \$850 when a customer disconnects using tax revenue, and all Victorians pay through higher taxes
 36% ranked most desirable

"The government want us to reduce gas consumption, so they should pay"

"This is a large amount for any family to pay, so the Government needs to help people out"

"There is an obvious push from government to move to renewable energy, in particular, solar. If a household follows that course & converts to electricity & removes gas it should not incur a penalty for doing so."

"The government is the one pushing for people to go off gas, so they should help pay"

"If the Victorian government wants people to stop using gas then the Victorian government should pay for the costs"

"Government needs to give incentives for more environmentally sourced power"



\$850 is spread across **all gas customers** remaining on the network when a customer disconnects
 15% ranked most desirable

"Using less gas is good for the environment so there shouldn't be barriers against doing so"

"Customers only paying a small amount."

"A disconnection surcharge would ease the cost of disconnection, which would ease pressure from low-income families. However, this could cause bill fluctuations in some customers."

"We pay a service charge which should cover this"

Abolishment funding preference

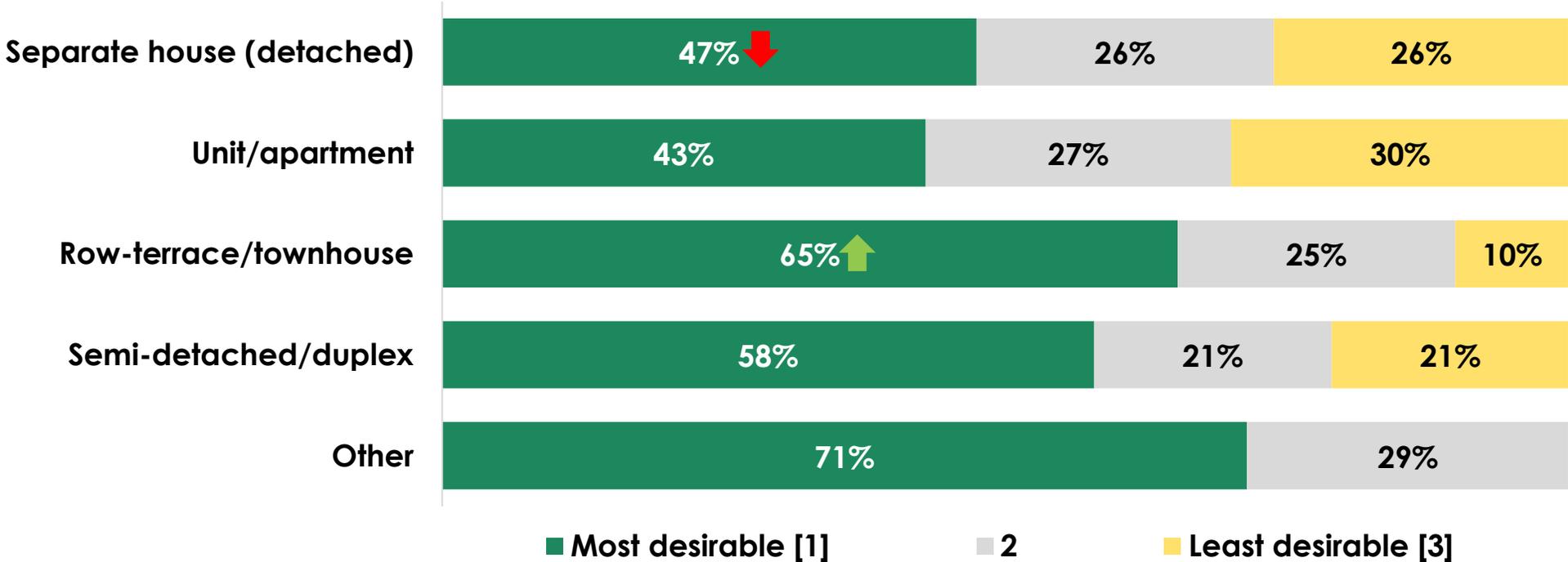
Did customers from different backgrounds prefer different abolishment option?

Background / Demographic Factor	Demonstrated statistically significant preference?	Detail
Dwelling type	YES	<ul style="list-style-type: none"> More who lived in row terrace/townhouse (65%) ranked the pay-their-own-fee scenario the most desirable (no.1) vs. those who lived in separate house (47%)
Language used at home	YES	<ul style="list-style-type: none"> More who only spoke English at home (52%) preferred the pay-their-own-fee scenario the most vs. those who also used other languages at home (38%) More who used other languages at home (45%) preferred the government-pay-through-tax scenario the most vs. those who only spoke English at home (34%)
Likelihood of using gas in 10 years	YES	<ul style="list-style-type: none"> More customers who were likely to be using gas in 10 years preferred the pay-their-own-fee scenario the most, ranking this as no.1 more often, vs. those who were unlikely (31%) or neither likely/unlikely (38%) More customers who were unlikely (52%), neither (46%) or unsure (44%) of using gas in 10 years preferred the government-pay scenario, ranking this as no.1 more often, vs. those who were likely (29%) to be using gas in the future
Education level	YES but less interesting	<ul style="list-style-type: none"> Significant differences in preference were found in customers' no.2 and no.3 rankings
Age group; Renters vs Owners; Income level; Living with disability; Receive financial assistance; Cost of living's impacts	NO	There was no statistically meaningful difference in views among these groups.

Abolishment funding preference

Breakdown by dwelling type

More who lived in row terrace/townhouse (65%) ranked the pay-their-own-fee scenario as their most desirable (no.1) vs. those who lived in separate house (47%)

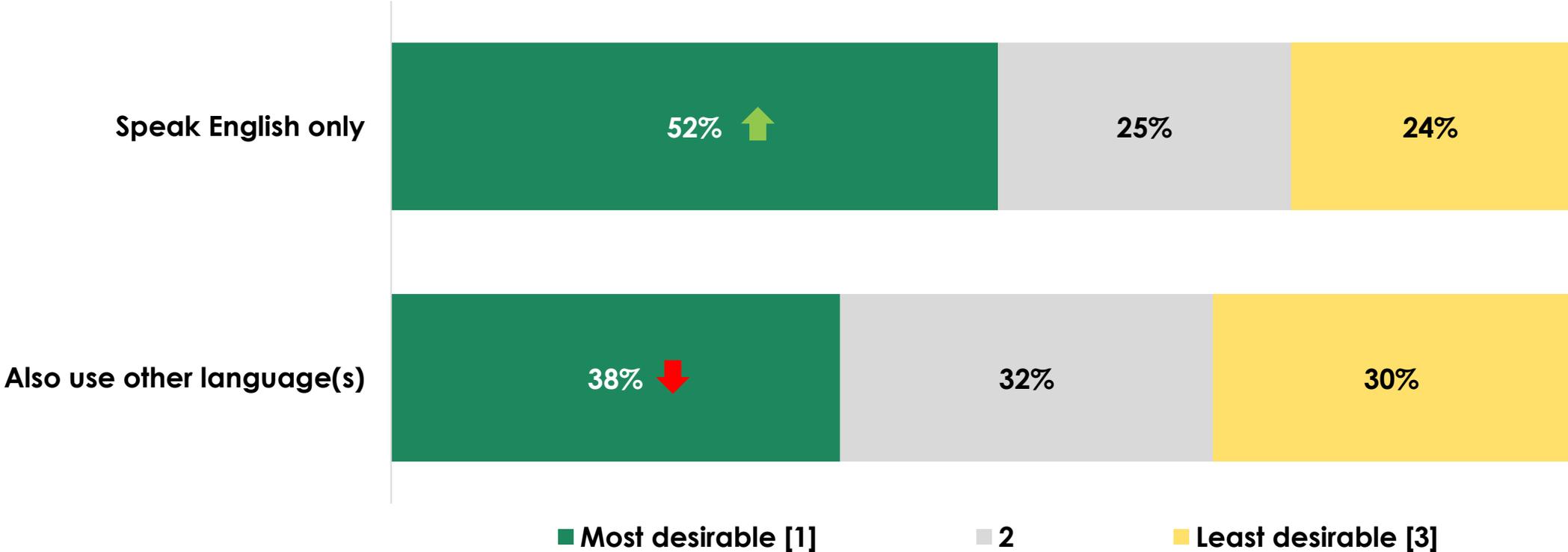


↑ ↓ Statistically different from each other

Abolishment funding preference

Breakdown by language spoken at home

More who only spoke English at home (52%) preferred the customer-pays scenario the most vs. those who also used other languages at home (38%)

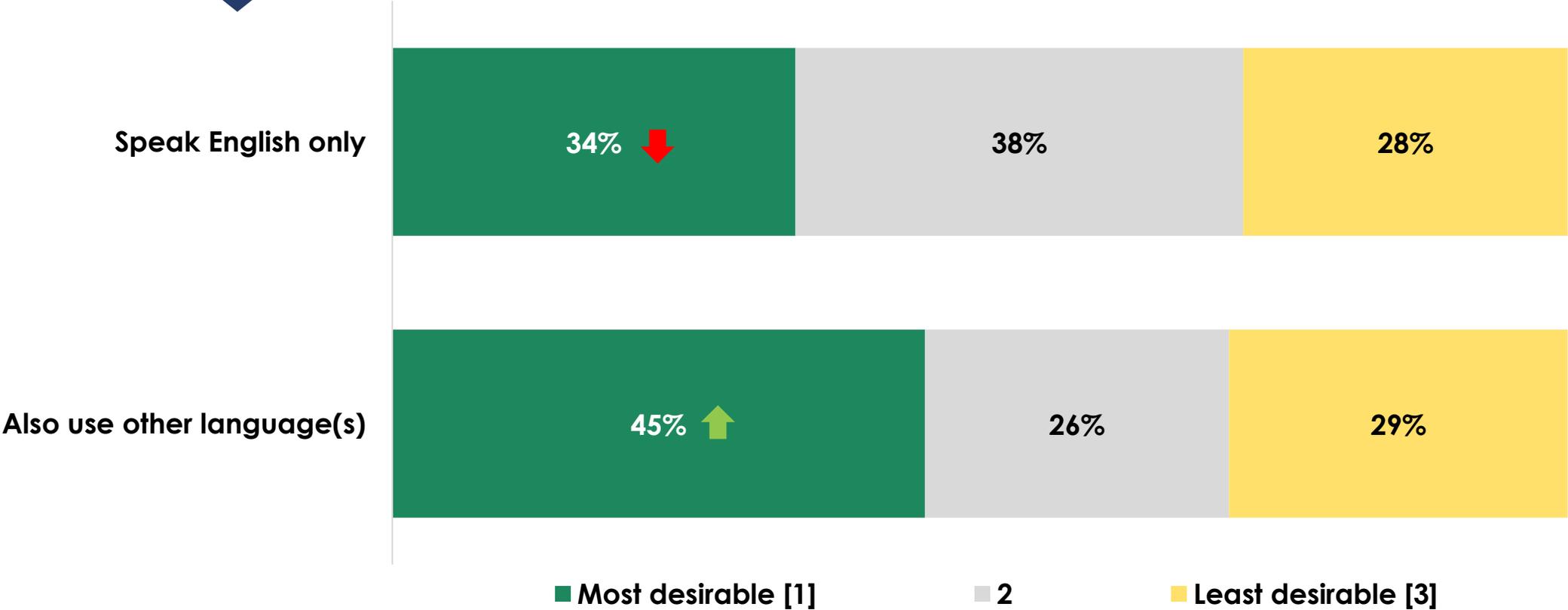


↑↓ Statistically different from each other

Abolishment funding preference

Breakdown by language spoken at home

More who used other languages at home (45%) preferred the government-pays scenario the most vs. those who only spoke English at home (34%)

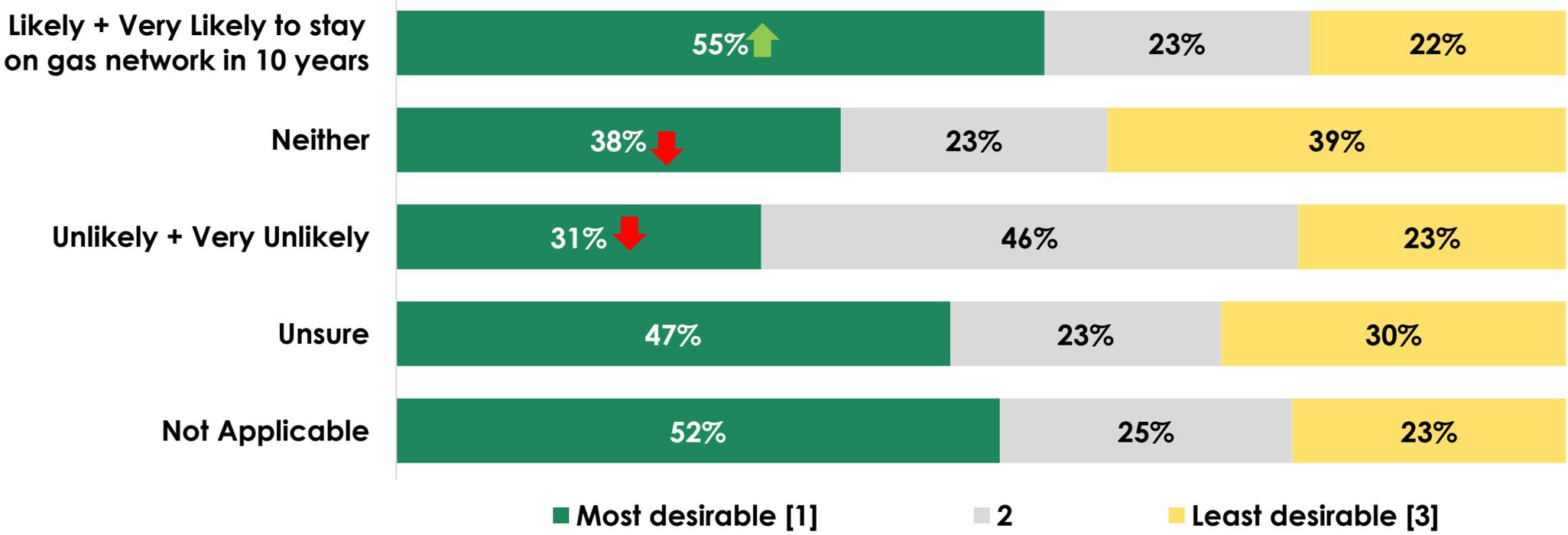


↑↓ Statistically different from each other

Abolishment funding preference

Breakdown by intention to stay/leave gas network in future

More customers who expected (55%) to be using gas in 10 years most preferred the customer-pays scenario, ranking this as no.1 more often, vs. those who expected they would no longer be using gas (31%) or neither likely/unlikely (38%)

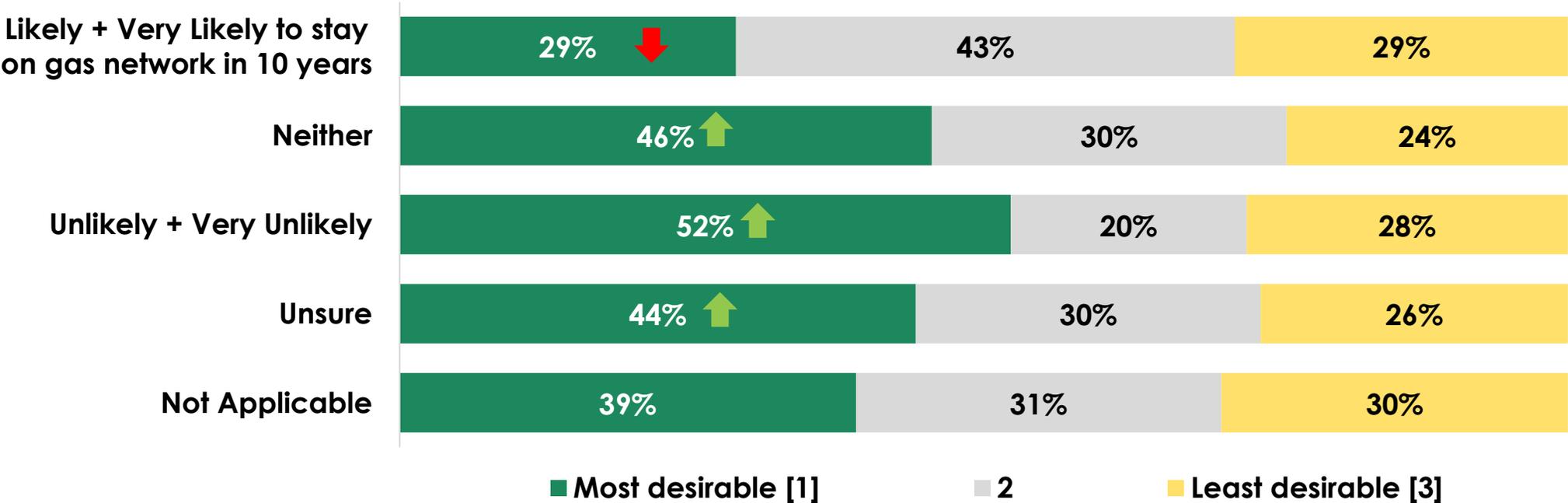


↑ ↓ Statistically different from each other

Abolishment funding preference

Breakdown by intention to stay/leave gas network in future

More customers who were unlikely (52%), neither (46%) or unsure (44%) of using gas in 10 years preferred the government-pays scenario, ranking this as their no.1 more often, vs. those who were likely (29%) to be using gas in the future



↑ ↓ Statistically different from each other

Abolishment funding preference

Breakdown by intention to stay/leave gas network in future

There was no significant difference in customers' likelihood to remain on the gas network and their preference for remaining customers-pay scenario.

Likely + Very Likely to stay on gas network in 10 years



Neither



Unlikely + Very Unlikely



Unsure



Not Applicable



■ Most desirable [1] ■ 2 ■ Least desirable [3]

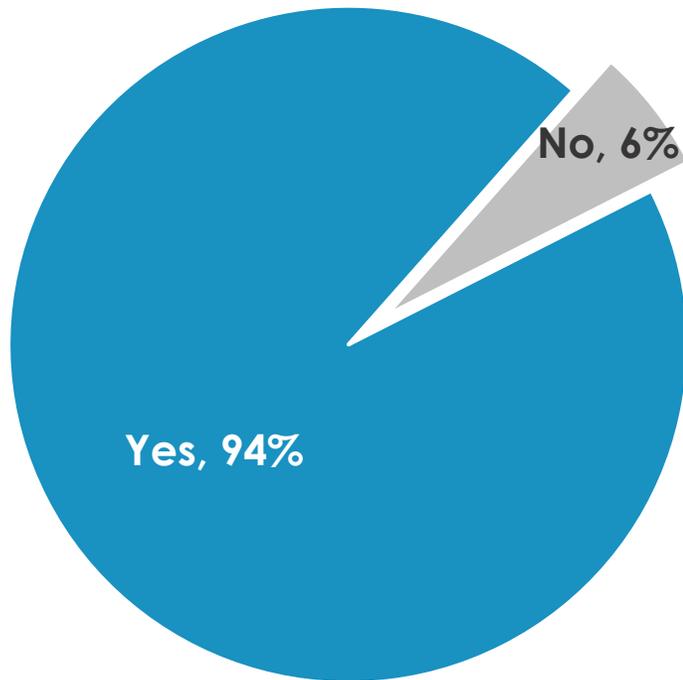
6

Engagement with bills

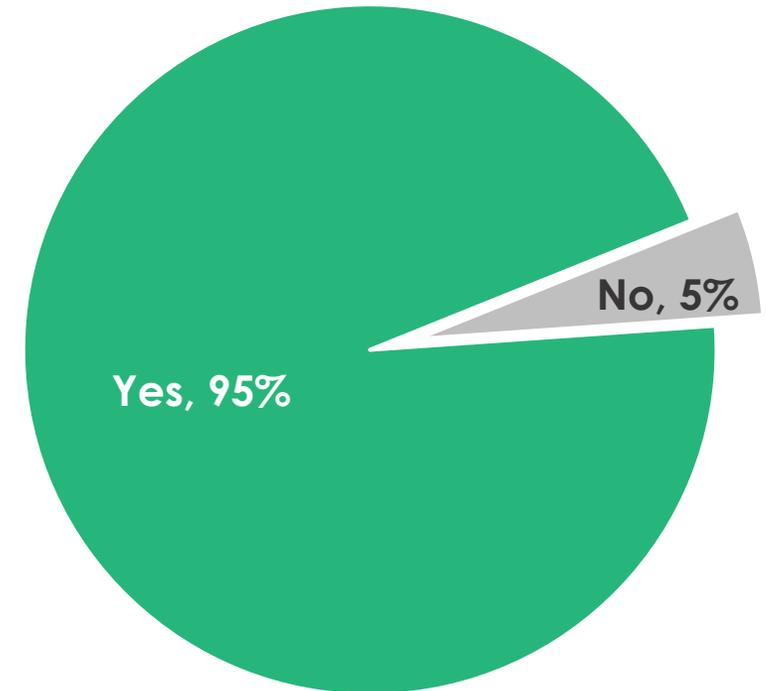
Reading bills?

Did customers look at utility bills when they received m?

Proportion of customers reading their gas bills



Proportion of customers reading their electricity bills



Reading bills

Did customers from different backgrounds look at **gas** bills more than others?

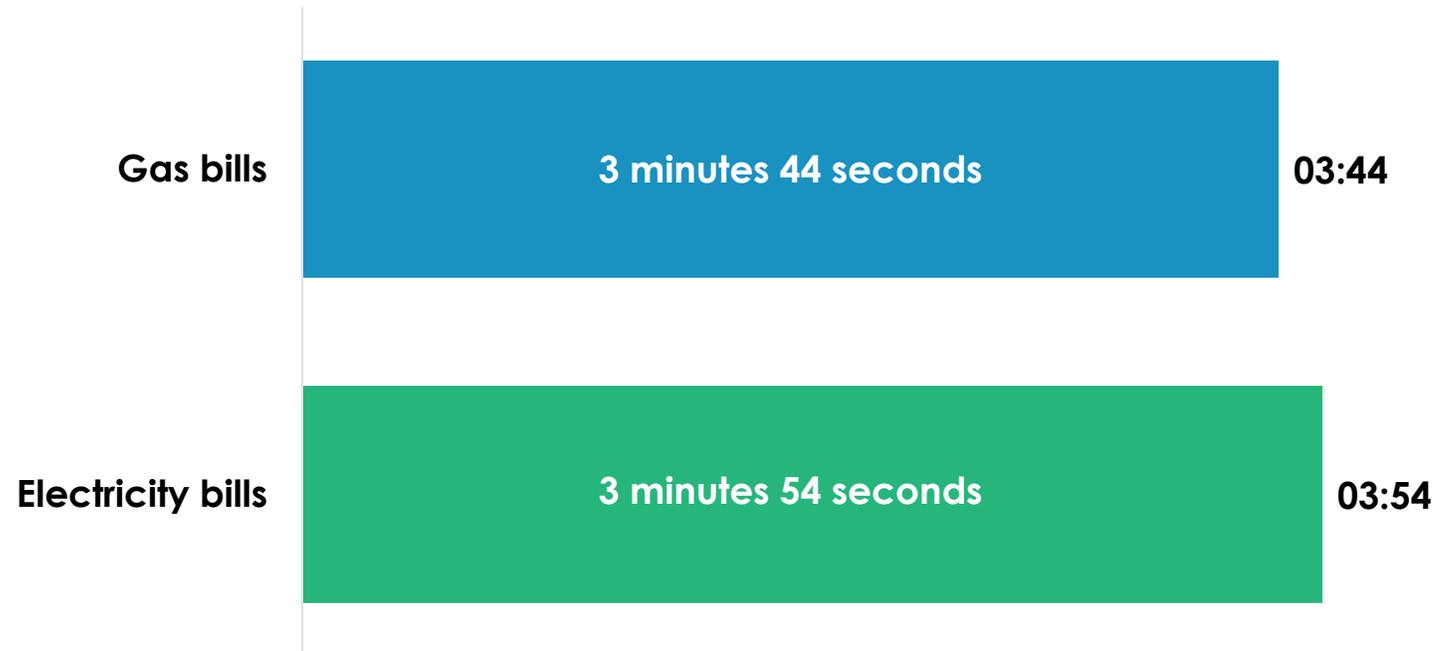
Background / Demographic Factor	Demonstrated statistically significant difference in preference?	Detail
Age group; Renters vs Owners; Income level; Dwelling type; Education level; Language used at home; Cost of living's impacts; Living with disability; Receive financial assistance; Likelihood of using gas in 10 years	NO	<i>There was no statistically meaningful difference in views among these groups.</i>

Did customers from different backgrounds look at **electricity** bills more than others?

Background / Demographic Factor	Demonstrated statistically significant difference in preference?	Detail
Age group; Renters vs Owners; Income level; Dwelling type; Education level; Language used at home; Cost of living's impacts; Living with disability; Receive financial assistance; Likelihood of using gas in 10 years	NO	<i>There was no statistically meaningful difference in views among these groups.</i>

Time spent reading energy bills

Of those customers who look at their bills, how much time did they spend engaging with them?

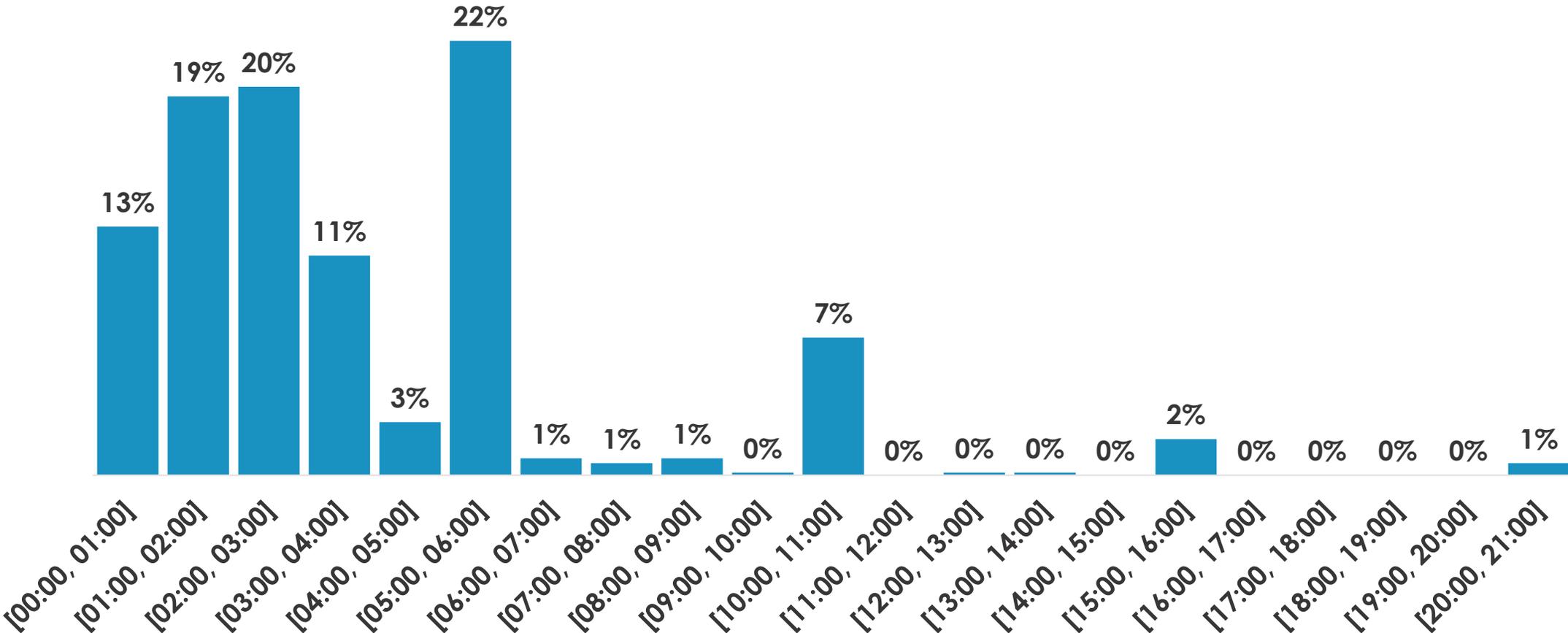


SUB-SECTION
**Engaging with
Gas Bills**



Engaging with Gas Bills | Time Spent

Distribution of customers by the time they spent reading gas bills



Engaging with Gas Bills | Time Spent

Did customers from different backgrounds spend more time reading gas bills than others?

Background / Demographic Factor	Demonstrated statistically significant difference in preference?	Detail
Age groups	YES	<ul style="list-style-type: none"> • 25-34 spent the least time reading gas bills and did this significantly less than 45-54 and 65+ age groups
Living with disability	YES	<ul style="list-style-type: none"> • Customers living with disability (4 minutes 32 seconds) spent almost a minute longer reading gas bills than those who didn't have disability (3 minutes 35 seconds)
Receive financial assistance	YES	<ul style="list-style-type: none"> • Customers receiving financial assistance (4 minutes 14 seconds) spent 40 seconds longer reading gas bills than those who didn't (3 minutes 34 seconds)
Language used at home	YES	<ul style="list-style-type: none"> • Customers who spoke only English (3 minutes 37 seconds) spent less time reading gas bills vs. those who also used other languages at home (4 minutes 20 seconds)
Renters vs Owners; Income level; Dwelling type; Education level; Cost of living's impacts; Likelihood of using gas in 10 years	NO	<p><i>There was no statistically meaningful difference in views among these groups.</i></p>

Engaging with Gas Bills | Time Spent

Breakdown by age group

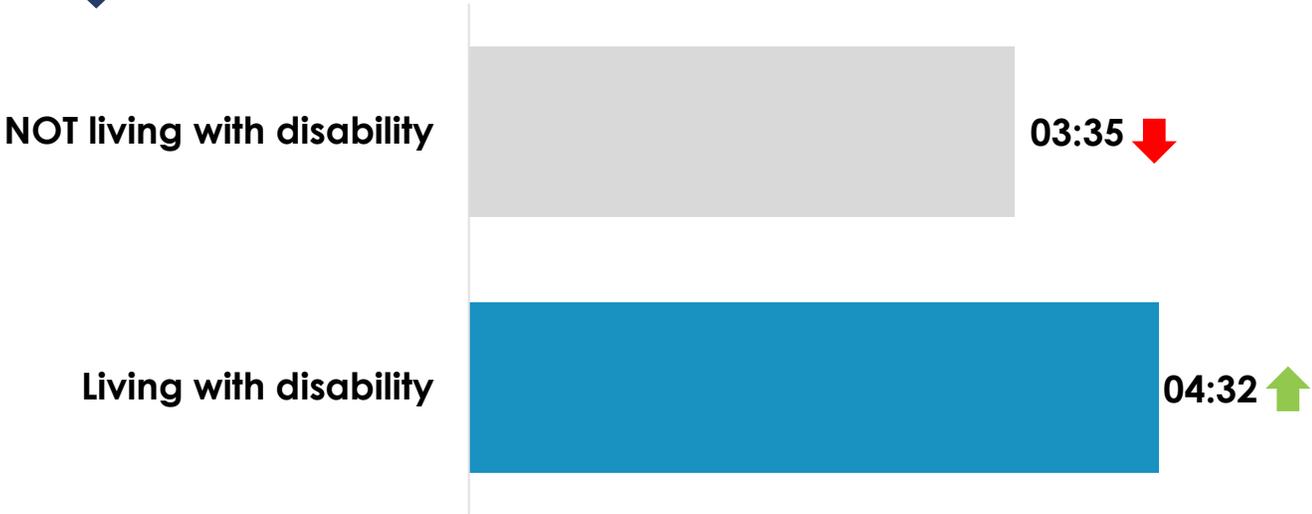
Those in the 25-34 age bracket spent the least amount of time engaging with their gas bills, and significantly less time than the 45-54 and 65+ age groups.



Engaging with Gas Bills | Time Spent

Breakdown by whether household has a customer living with disability

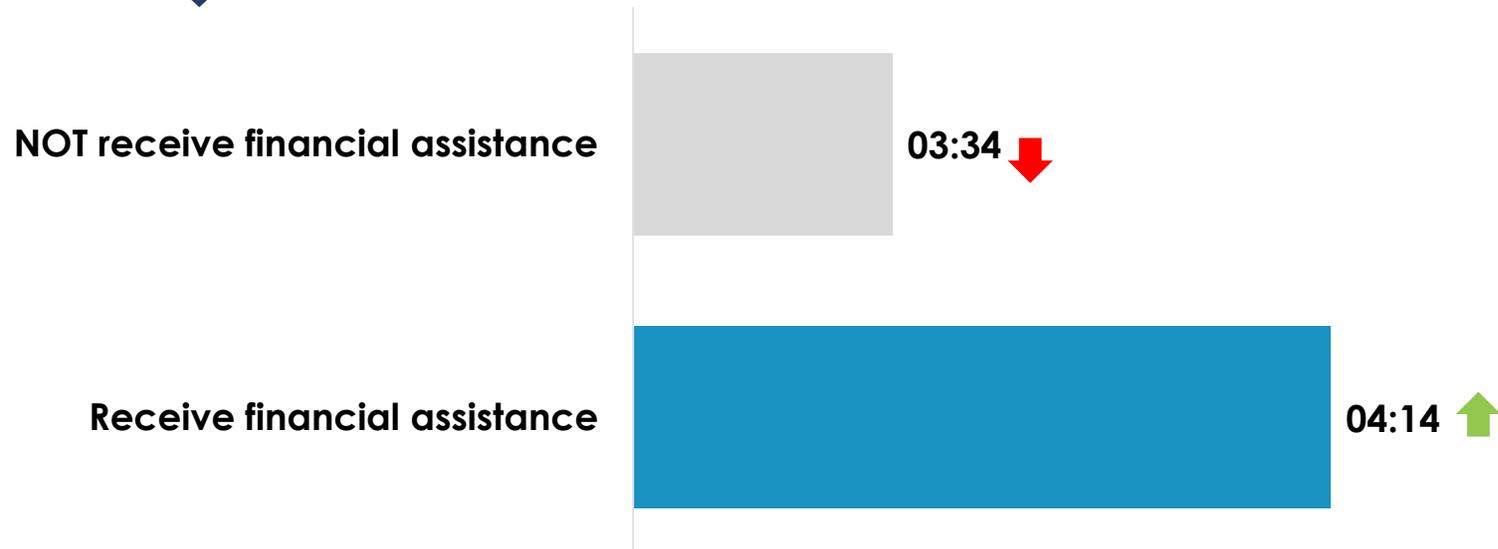
Those who live in a household where one or more residents live with disability spend almost a minute longer on average (4 minutes 31 seconds) engaging with their gas bills than households that do not have a resident with a disability (3 minutes 35 seconds).



Engaging with Gas Bills | Time Spent

Breakdown by whether customers were receiving financial assistance

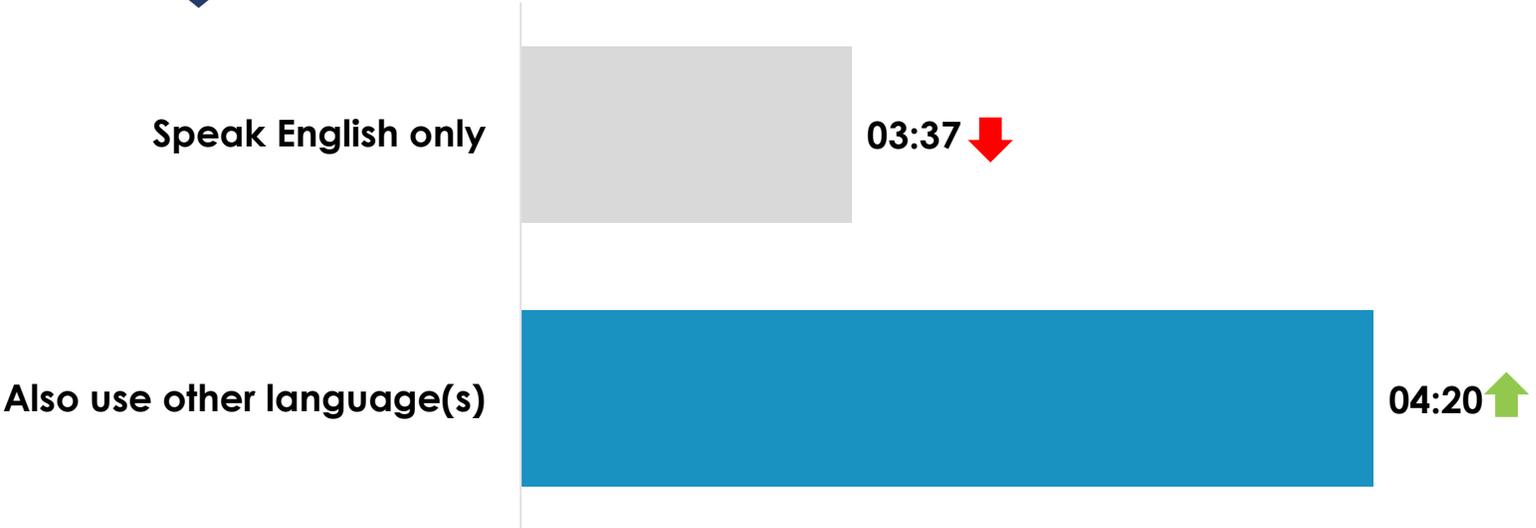
Those who live in a household where one or more residents have been receiving financial assistance spent more time (average 4 minutes 14 seconds) reading their electricity bills than households that haven't received financial assistance (average 3 minutes 34 seconds).



Engaging with Gas Bills | Time Spent

Breakdown by language spoken at home

Those who spoke only English (3 minutes 37 seconds) spent less time reading gas bills vs. those who also used other languages at home (4 minutes 20 seconds).



Engaging with Gas Bills | What customers focus on **AusNet**

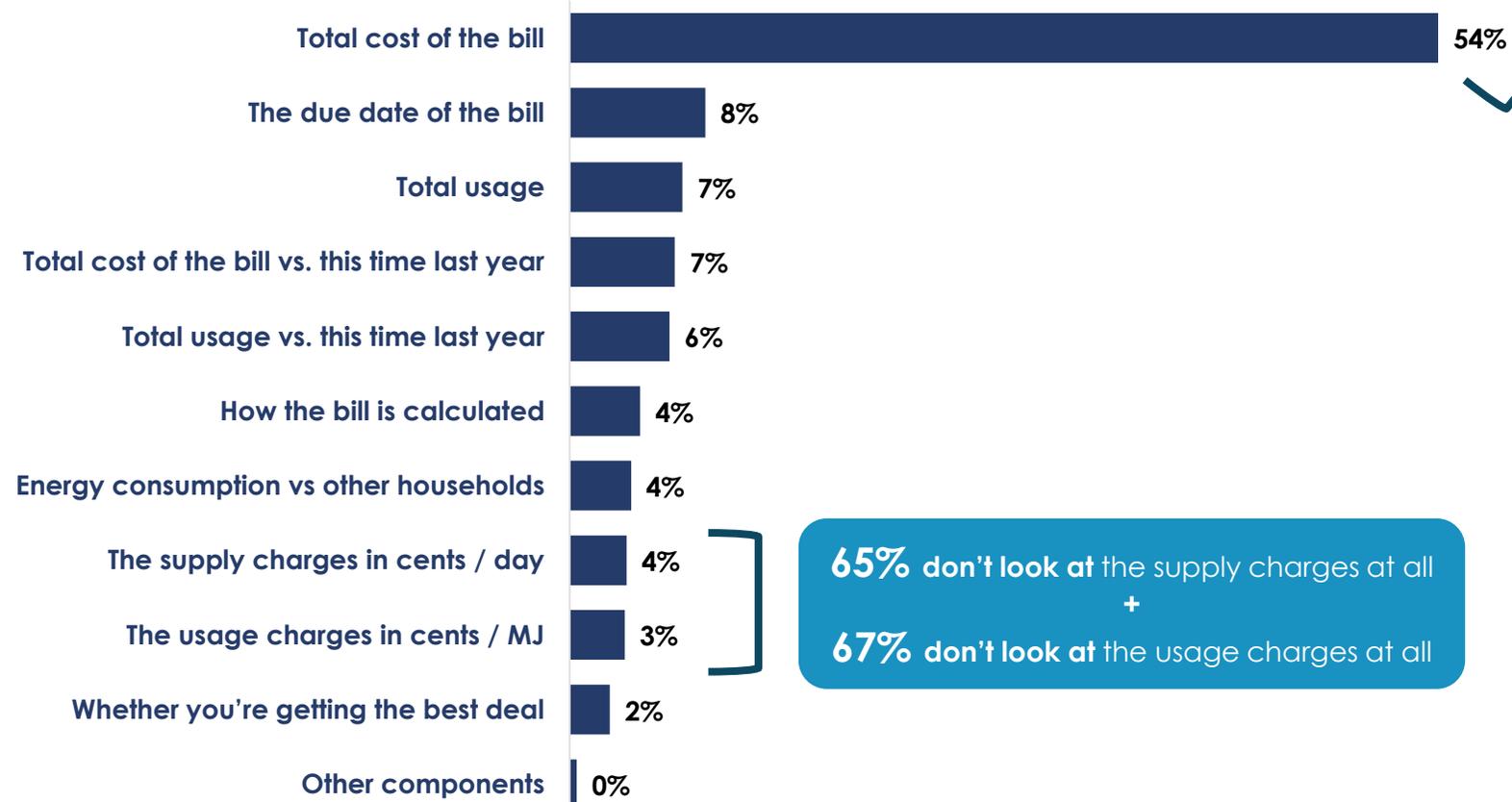
How customers spend total time engaging with their gas bill:

94%

Of customers look at their gas bills when they receive them

Of that 94%,
3 minutes 44 seconds

is the average time customers spend looking at their gas bills



65%

of customers spend **more than half** of their total time engaging with the total bill

65% don't look at the supply charges at all
+
67% don't look at the usage charges at all

Engaging with Gas Bills | What customers focus on

Did customers from different backgrounds spend more time on some bill components than others?

Background / Demographic Factor	Demonstrated statistically significant difference in preference?	Detail
Receive financial assistance	YES	<ul style="list-style-type: none"> Those receiving financial assistance spent a smaller proportion of their time (49%) reading the total cost of the bill than those who did not (55% of their time) Those receiving financial assistance spent less time (10% of their time) looking at the comparison to cost at same time last year than those who did not (13% of their time)
Cost of living's impacts	YES	<ul style="list-style-type: none"> Those experiencing major impact from the rising costs of living spend more of their time (58%) checking the total cost of the bill than those experience some (52%) or small impacts (49%). <i>Less interesting</i> - Those experiencing major impact from the rising costs of living spend less time (5%) checking the comparison to cost at same time last year than those experience small impacts (9%).
Age groups	YES but less interesting	<ul style="list-style-type: none"> Some age groups spent more time checking out comparison to usage at same time last year than other age groups No differences between age groups in the amount of time they spent checking the total cost of the bill
Education level	YES but less interesting	<ul style="list-style-type: none"> Customers with TAFE education spent more time checking out the due date of the bill than those with a diploma
Renters vs Owners; Income level; Dwelling type; Language used at home; Living with disability; Likelihood of using gas in 10 years	NO	There was no statistically meaningful difference in views among these groups.

Engaging with Gas Bills | What customers focus on AusNet

Breakdown by whether customers were receiving financial assistance

Those who have received financial assistance from the government in the past 12 months spent a smaller proportion of their time (50%) engaging with the total cost of the bill vs. those who did not (56% of their time engaging with the total cost).



Engaging with Gas Bills | What customers focus on AusNet

Breakdown by whether customers were receiving financial assistance

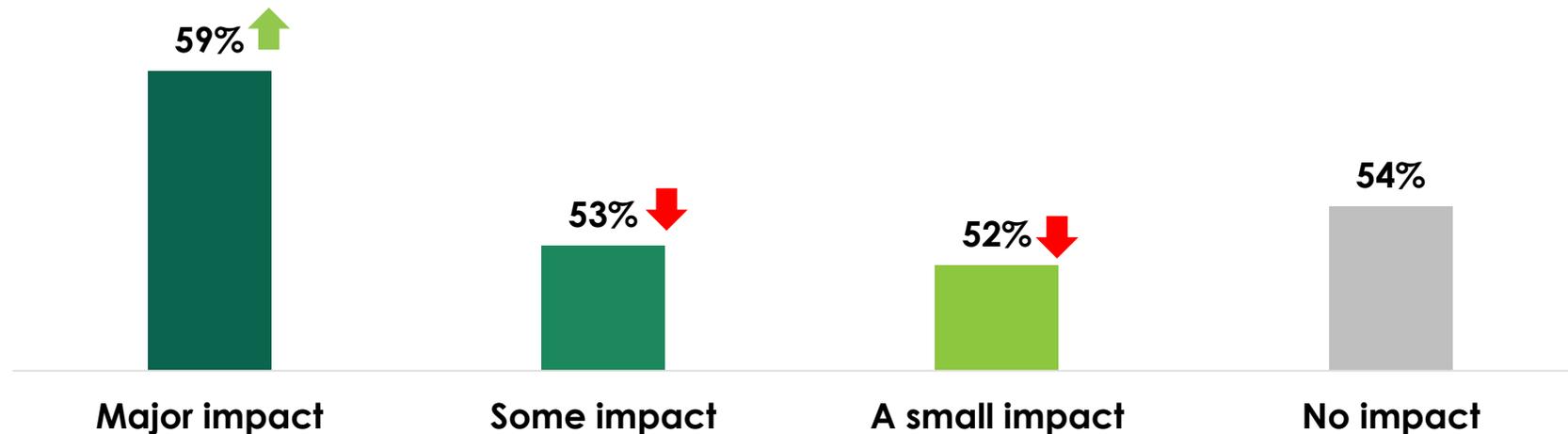
Those receiving financial assistance spent a smaller proportion (10%) of their time engaging with the comparison usage at same time last year of the bill compared to those who did not (13% of their time).



Engaging with Gas Bills | What customers focus on AusNet

Breakdown by the impact of rising living costs on customers

Those experiencing major impact from the rising costs of living spend a higher proportion of their time (58%) engaging with the total cost of the bill than those experience some (53%) or small impacts (52%).



Engaging with Gas Bills | What customers focus on AusNet

Did customers from different backgrounds spend more time reading gas bills than others?

Background / Demographic Factor	Demonstrated statistically significant difference in preference?	Detail
Age group	YES	<ul style="list-style-type: none"> 25-34 spent the least time reading electricity bills and did so significantly faster than 45-54 and 65+ age group
Living with disability	YES	<ul style="list-style-type: none"> Customers living with disability (4 minutes 45 seconds) took a minute longer to read electricity bills than those who didn't have disability (3 minutes 45 seconds)
Receive financial assistance	YES	<ul style="list-style-type: none"> Customers receiving financial assistance (4 minutes 26 seconds) spent more time reading electricity bills than those who didn't (3 minutes 45 seconds)
Language used at home	YES	<ul style="list-style-type: none"> Customers who used other languages at home (4 minutes 40 seconds) spent more time reading electricity bills than those who only spoke English (3 minutes 44 seconds)
Renters vs Owners; Income level; Dwelling type; Education level; Cost of living's impacts; Receive financial assistance; Likelihood of using gas in 10 years	NO	<p><i>There was no statistically meaningful difference in views among these groups.</i></p>

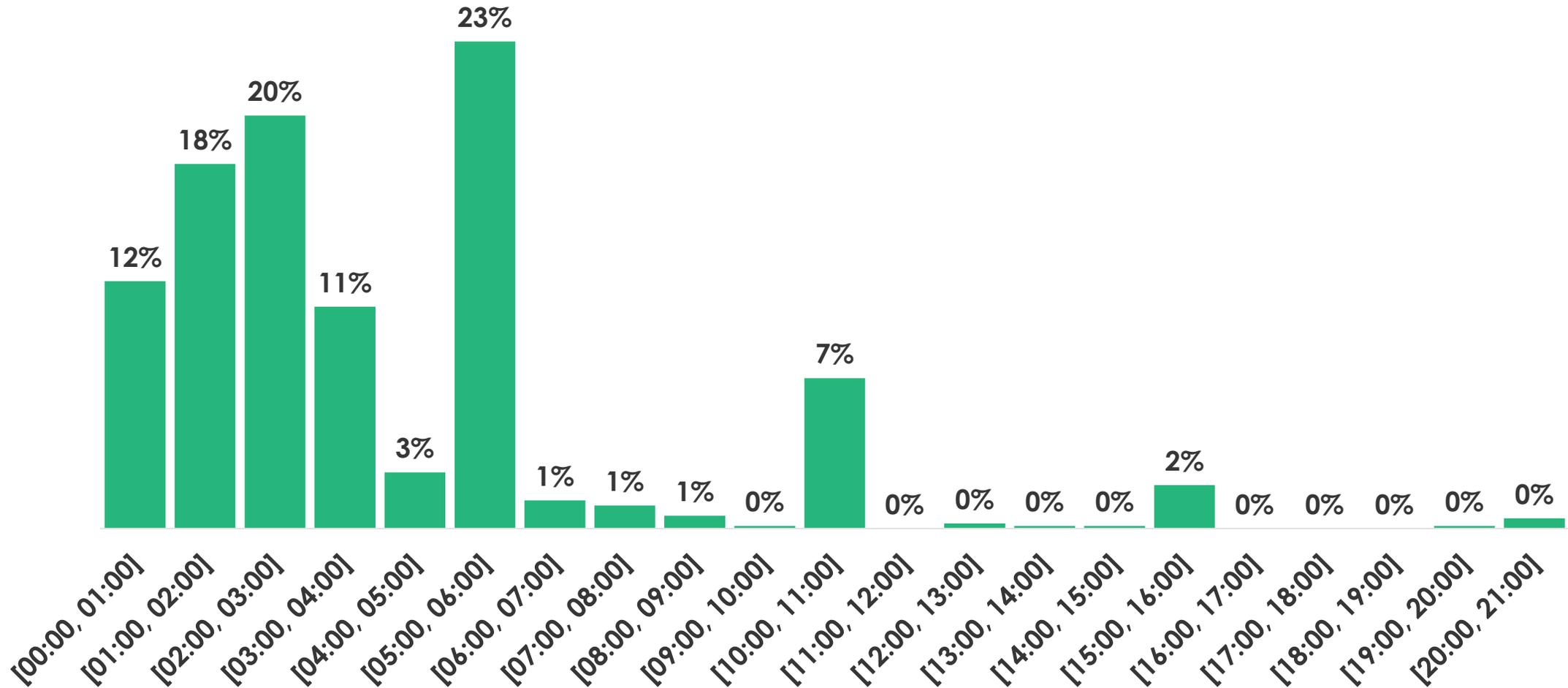
SUB-SECTION

Engaging with Electricity Bills



Engaging with Electricity Bills | Time Spent

Distribution of customers by the time they spent reading electricity bills



Engaging with Electricity Bills | Time Spent

Breakdown by age group

Those in the 25-34 age bracket spent the least amount of time engaging with their electricity bills, and significantly less time than the 45-54 and 65+ age groups.



↑↓ Statistically different from each other

Engaging with Electricity Bills | Time Spent

Breakdown by whether household has a customer living with disability

Those who live in a household where one or more residents live with disability spend on average a minute longer (4 minutes 45 seconds) engaging with their electricity bills than those household that do not have a resident with a disability (3 minutes 45 seconds).

NOT living with disability

03:45 ↓

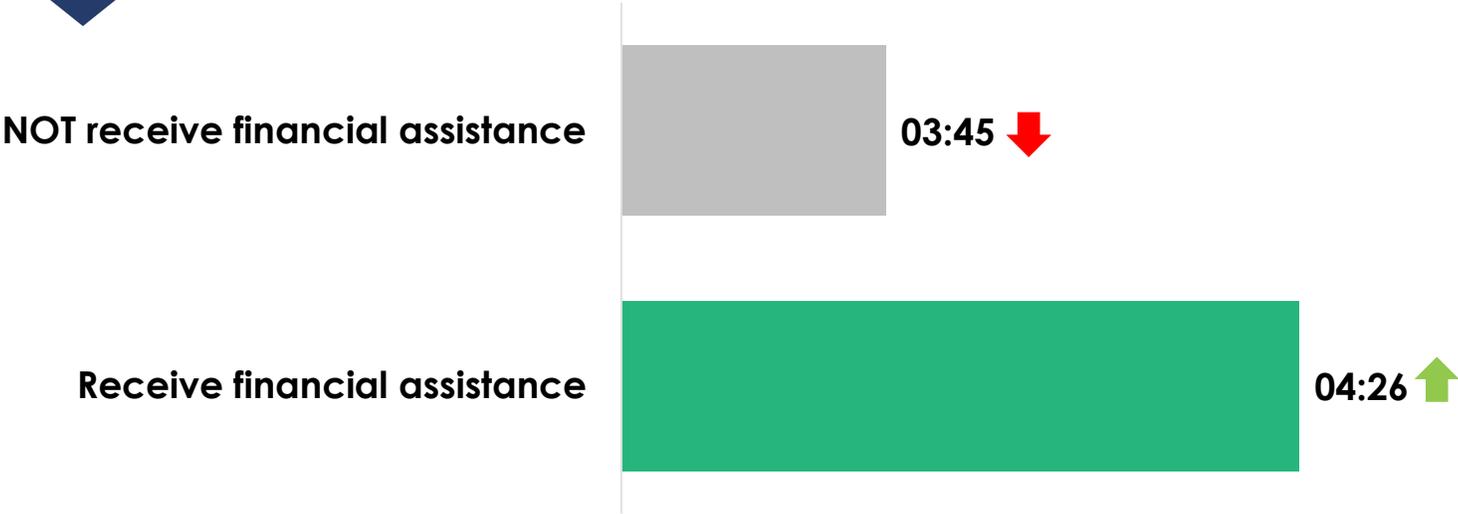
Living with disability

04:45 ↑

Engaging with Electricity Bills | Time Spent

Breakdown by whether customers were receiving financial assistance

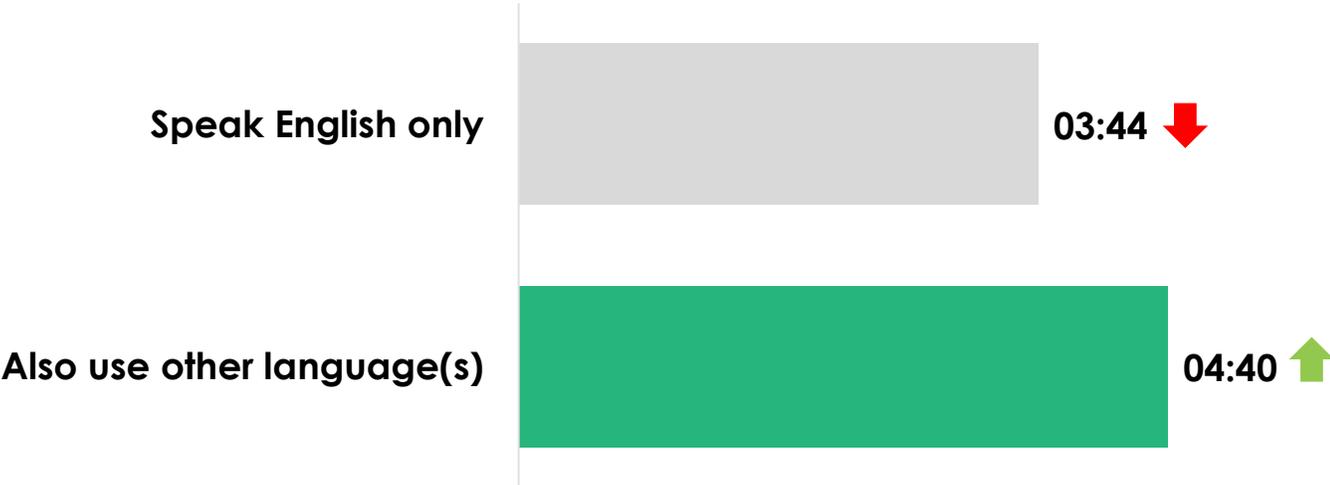
Those who live in a household where one or more residents have been receiving financial assistance spent more time (average 4 minutes 26 seconds) reading their electricity bills than households that haven't received financial assistance (average 3 minutes 45 seconds).



Engaging with Electricity Bills | Time Spent

Breakdown by language spoken at home

Those who used languages other than English at home spent more time (4 minutes 40 seconds) engaging with electricity bills than those who only spoke English (3 minutes 44 seconds).

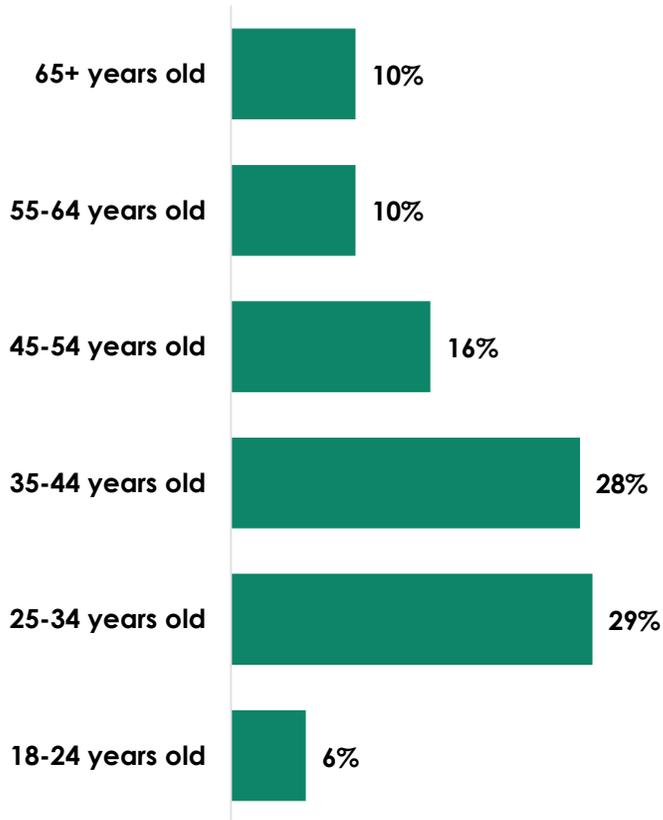


7

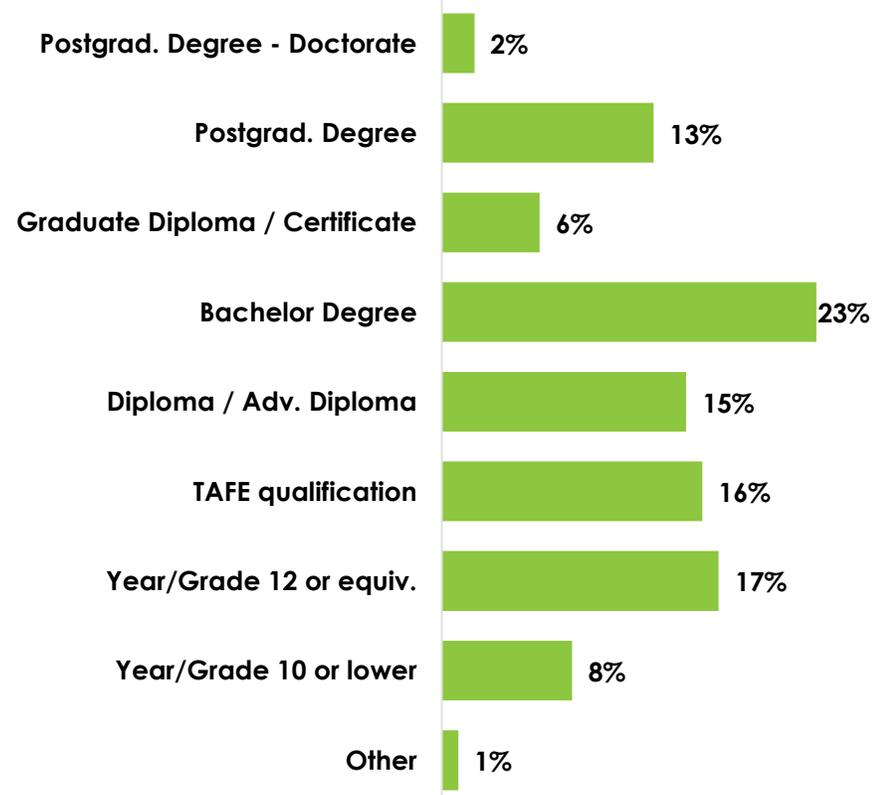
Demographics

Demographics | Age, Education & Income

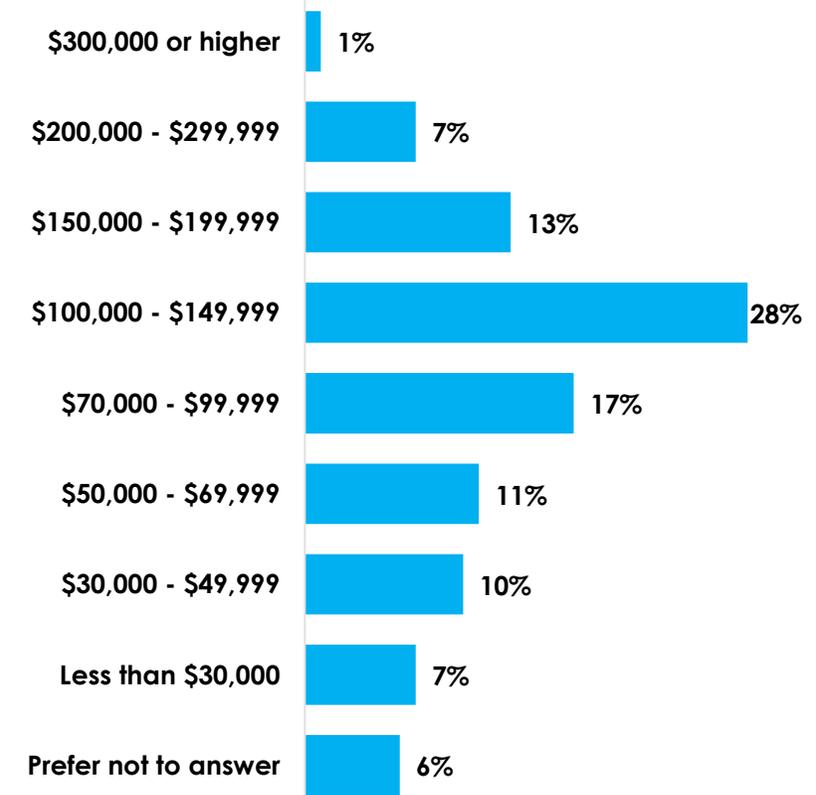
Age spread



Education spread

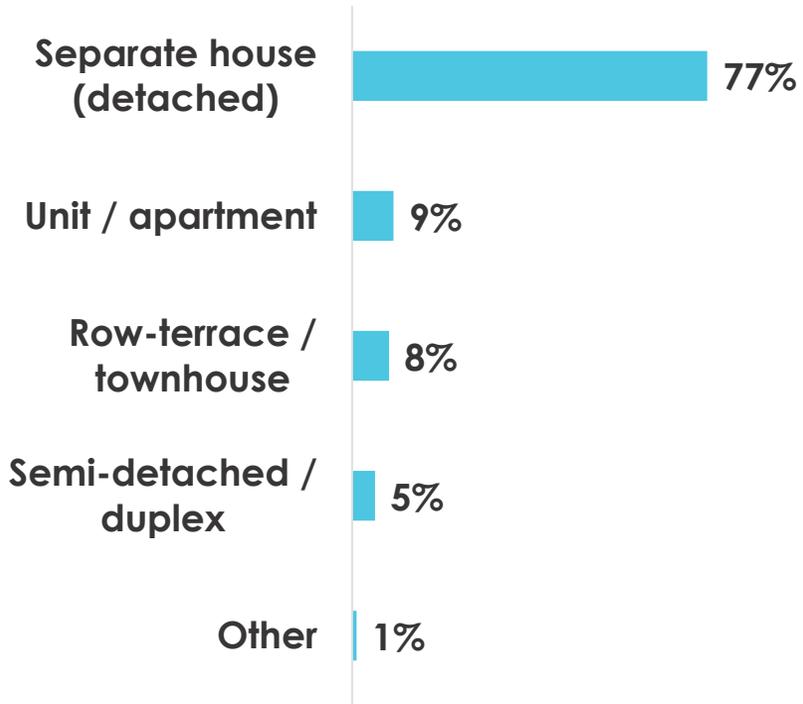


Income spread

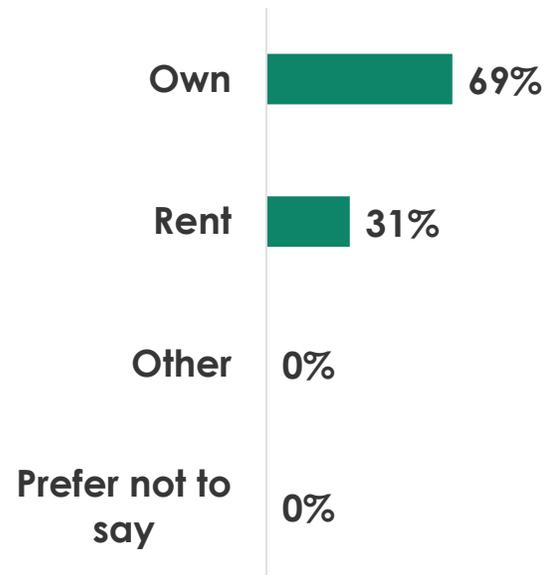


Demographics | Housing type, Property ownership & Language

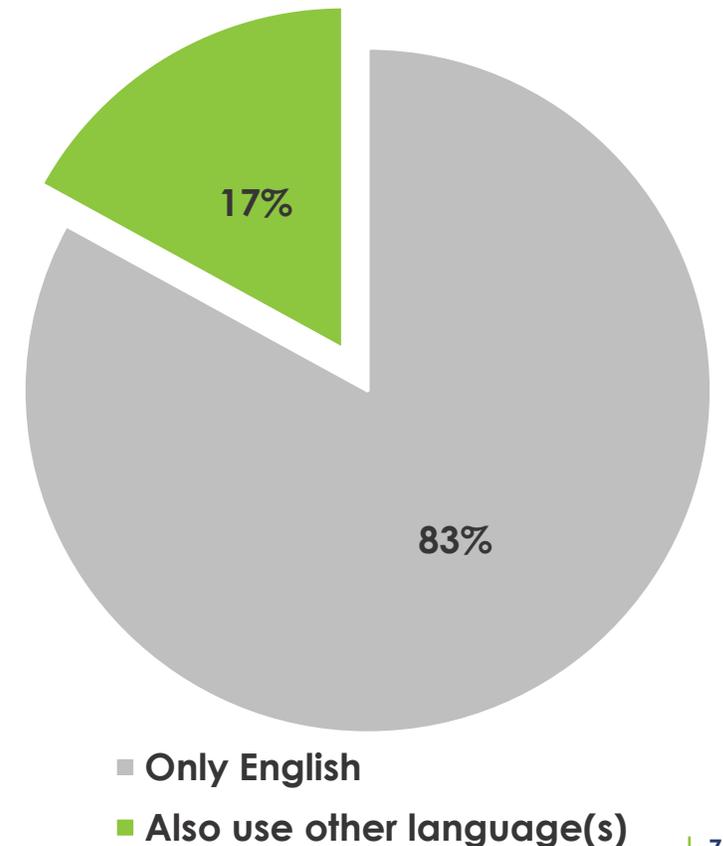
Housing Type



Renters vs Owners



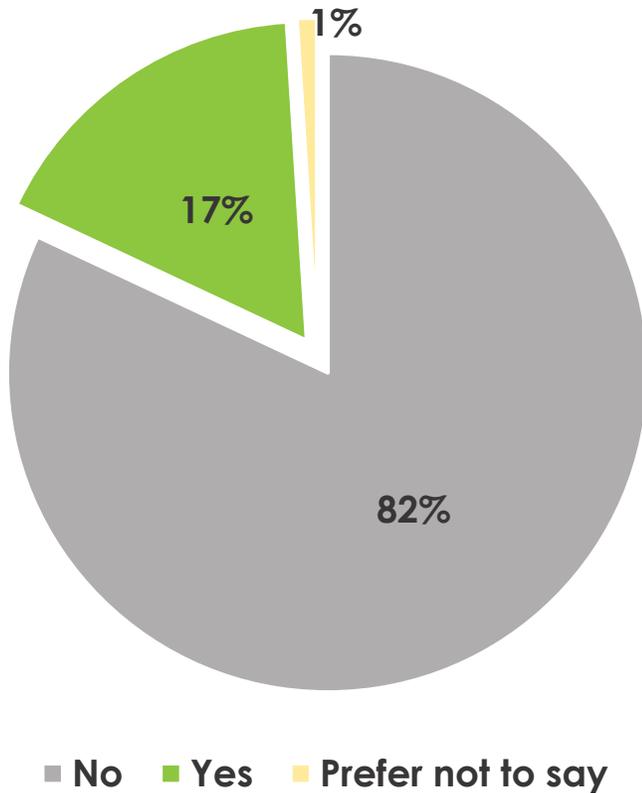
Language used at home



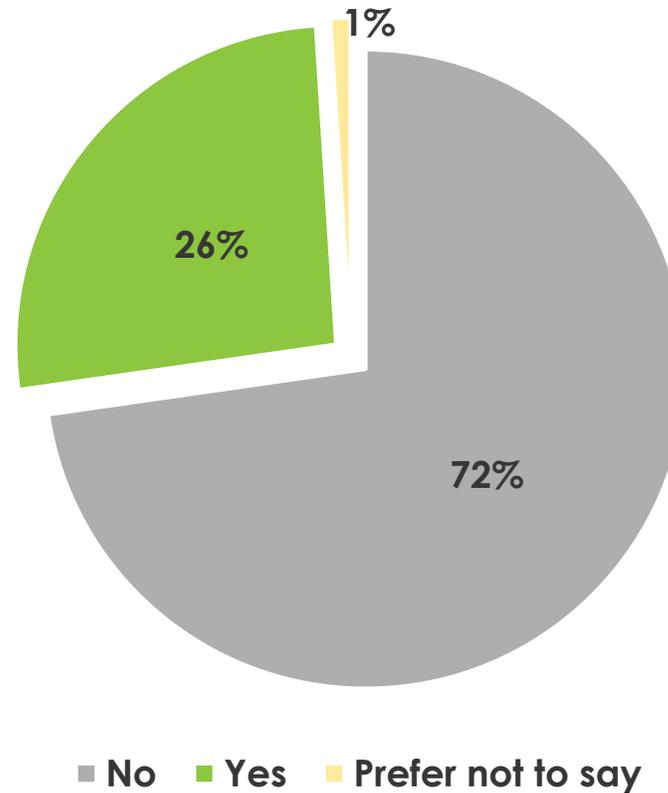
Demographics | Disability, Financial assistance & Cost-of-living

AusNet

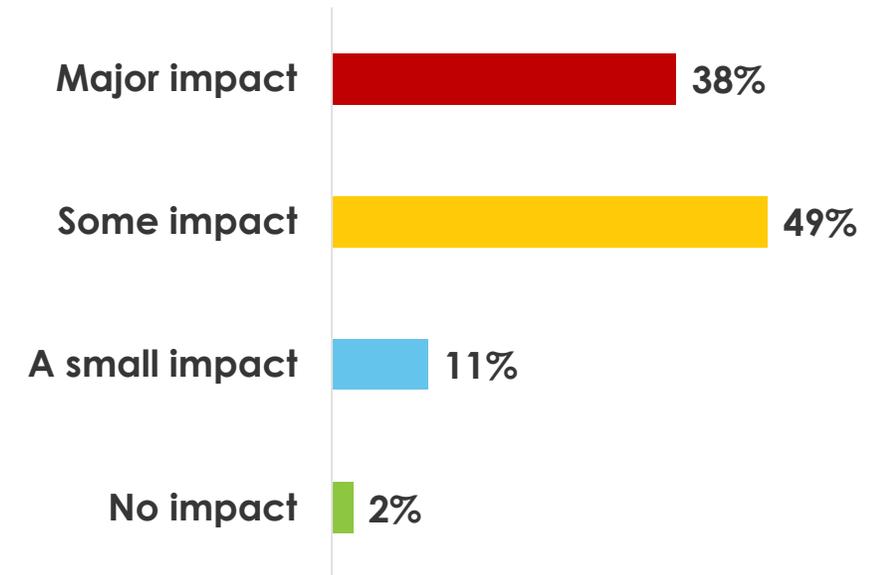
Living with disability



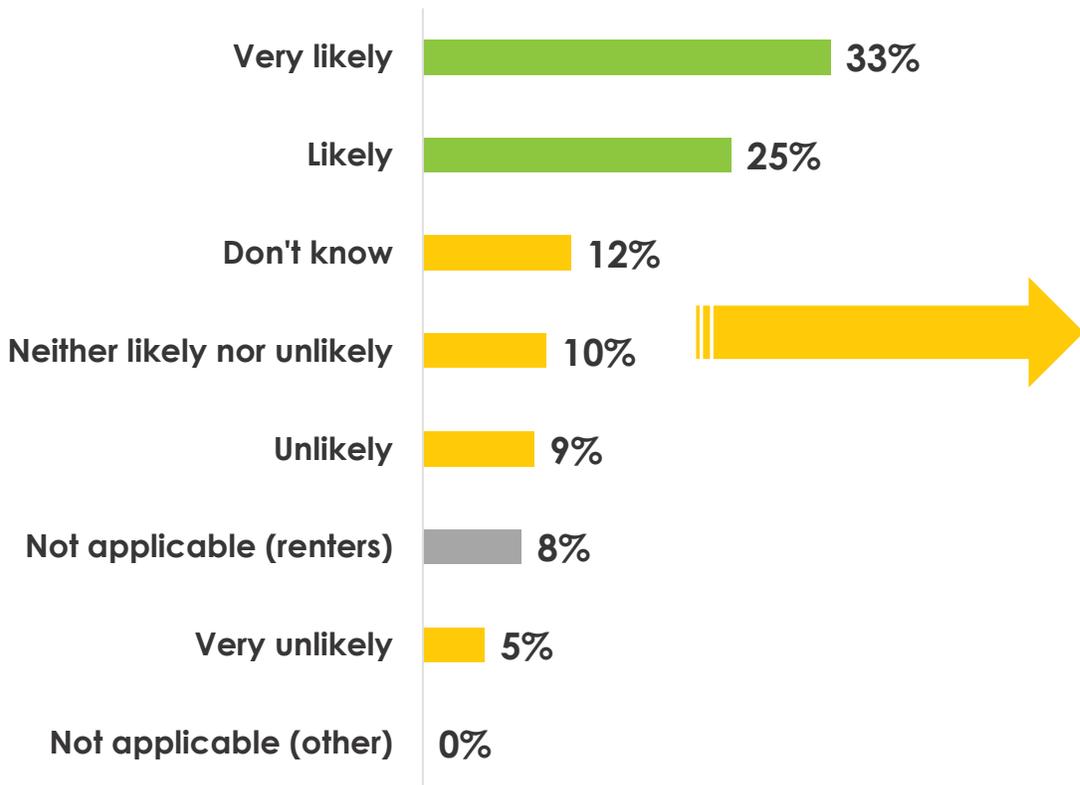
Receive financial assistance



Feeling the cost of living's impacts

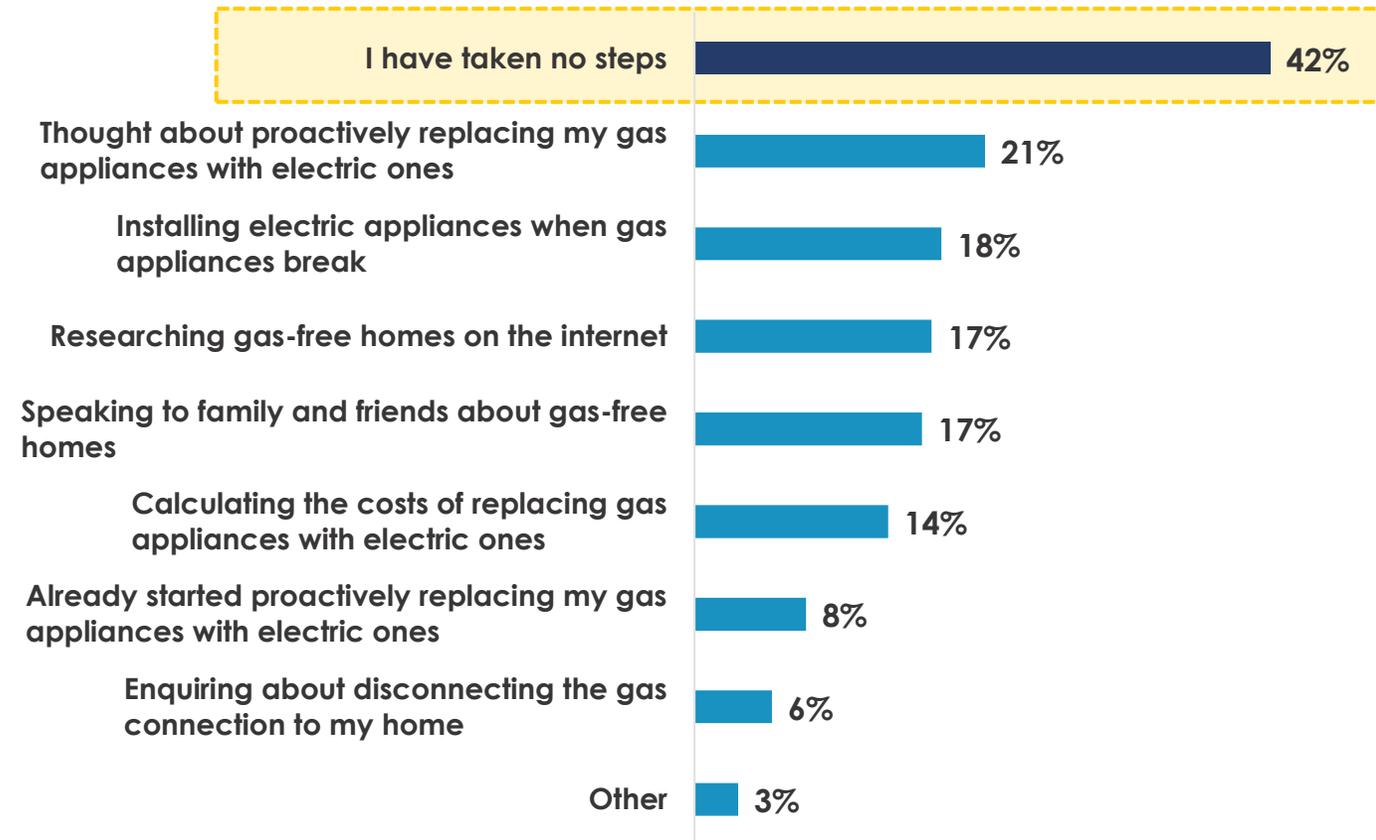


Using gas in 10 years?



Steps taken to remove home from gas network

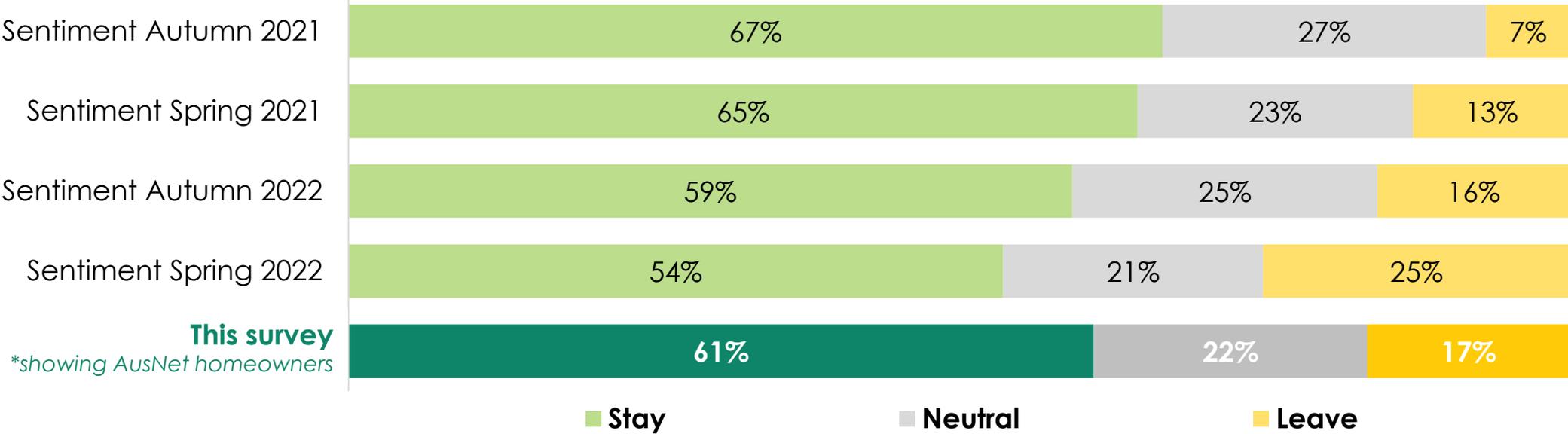
Question shown to those who stated they are *Unlikely, Very unlikely, Don't know* or *Neither likely nor unlikely* to be using gas in 10 years' time.



Demographics | Gas Switching Intentions

Comparing the survey results to those of AusNet’s Energy Sentiments Survey

AusNet has been collecting data on homeowners’ intention to leave the gas network since 2021, and has been reporting on this through the engagement process as well as incorporating these insights into demand forecasts. There has been a clear upwards trend in intention for customers to leave the gas network in the Energy Sentiments results over the past 2 years. Intention to leave was tested in this survey which showed a drop from the proportion intending to leave in our Spring 2022 wave, but is consistent with the upwards trend in customers intending to leave measured over time. Note that statistical significant tests showed no statistical significance between the Energy Sentiments Spring 2022 and this survey’s data, but did show a statistically significant difference between the Sentiments Spring 2022 and Spring and Autumn 2021 waves. We do not know conclusively why the Energy Sentiments Spring 2022 data was higher than this survey conducted 2 months’ later, but it may have been a disturbance in the data or a temporary uptick in electrification or anti-gas sentiment.



* Shows the results of this survey with comparable parameters as the Energy sentiments survey results. Additionally, the intention to leave the gas network from the current survey (17%) and in the Sentiment Autumn 2022 (16%) are significantly higher than that in the Sentiment Autumn 2021 (7%)

↑↓ Statistically different from each other

AusNet

Thank You

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