

Gas Access Arrangement Consultation Program Power Panel Survey Questions

Note: Power panel is an online survey tool for ActewAGL, so questions will be presented in a written format. Only gas customers will be surveyed.

Proposed questions for the Power Panel Gas Distribution Survey

1. What gas appliances do you have in your home?

Hot water	Yes	No
Cooking	Yes	No
Central ducted heating	Yes	No
Gas cooling only	Yes	No
BBQ connected to natural gas	Yes	No

2. Do you run a business from your home?

Yes	No
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3. Do you know how much your average annual gas bill is?

Please indicate from below:

Less than \$500	Between \$500 - \$1,000	Between \$1000 - \$2,000	Between \$2000 - \$5,000	More than \$5,000	Don't know
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4. Gas and electricity bills are made up of network distribution charges and retail charges. The network distribution charges cover the pipes, poles and wires that are required to deliver your energy and the retail costs are the price of the actual electricity or gas.

Did you know there were two parts to your gas bill - a distribution and a retail component?

Yes	No	Sort-of
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5. With respect to gas. Do you know approximately how much of your current gas bill is made up of distribution charges?

Less than 20%	Between 20 – 50%	Between 50% - 80%	More than 80%	Don't know	Don't know. Can't understand my bill
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Explanatory note after concluding the question:

In Canberra the average residential customer's gas bill includes between 30 – 40% network distribution charges.

6. The network distribution fees include two types of charges. A fixed component and a variable component that relates to the amount of gas you use.

If you had a choice, which would you prefer?

<p>A bill with 60 % fixed and 40 % variable*</p> <p>This may help you budget and even if you had a particular month where your gas usage was higher than usual your gas bill would not vary greatly.</p>	<p>A bill with 50 % fixed and 50 % variable.</p> <p>Ie both components about equal.</p>	<p>A bill with 40% fixed and 60 % variable</p> <p>This would mean your gas bill would be higher in the months you use more gas, and would be smaller when you use very little. When you add new gas appliances, this will have an impact on your gas bill.</p>
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*Assume the proportions are based on your current usage.

7. How important is it to you that your gas bill is roughly the same each month?

<p>Not important at all, when I use more I expect to pay more</p>	<p>Don't care either way.</p>	<p>Very important, if it varies a lot I can't manage my budget</p>
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8. It is possible that the retail price of gas across Australia will increase in the future due to factors outside of our control. How likely are you to change from gas to other forms of energy as a result of increased cost?

1 = would not change from gas or can't change from gas

2 = would probably not change from gas

3 = don't know / unsure

4 = would probably change from gas

5 = would definitely change from gas

	1	2	3	4	5
<p>If your gas bill increased by less than 10%</p>					
<p>If your gas bill increased by between 10% - 25%</p>					
<p>If your gas bill increased by 26% - 50%</p>					

9. Other which of the following factors would influence you to change from gas to other sources of energy. (on a rating scale of 1 not likely – 5 very likely)

	1	2	3	4	5
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Improved energy efficiency of appliances using other forms of energy					
Improved functionality of appliances using other forms of energy, such as instant heat cook tops					
Improved environmental impacts of other forms of energy when compared with gas					

10. Which of the following factors would influence you to increase the number of gas appliances in your home: (on a rating scale of 1 not likely – 5 very likely)

	1	2	3	4	5
Improved technology or availability of appliances, such as gas household clothes dryers					
Increase preference for functionality of appliances – eg the instant heat provided by a gas cook top or hot water system					
Improved energy efficiency of gas appliances					
Improved environmental impacts of gas					
Increased price of other sources of energy					

11. Please indicate the extent to which you agree or disagree with each of the following statements:

	Strongly disagree	Disagree	Don't know / unsure	Agree	Strongly agree
The gas network is maintained in good working order.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ActewAGL is very responsive in the event of a gas supply problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You don't have any concerns about the safety of the gas network.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The price of gas is reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Are you aware of the current consumer engagement program being undertaken by ActewAGL Distribution? The program relates to the development of a submission to the Australian Energy Regulator in relation to gas distribution prices for the next five years.

Yes	No	Sort-of
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Thank you for taking this brief survey. Further information on ActewAGL Distribution's consumer engagement program, particularly with respect to gas distribution, can be found at www.actewagl.com.au/consumerengagement.