

Attachment 3.4

External Engagement Meeting
Summaries

**2016/17 to 2020/21 Access
Arrangement Information**

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1 Introduction

This Attachment contains a copy of key meetings between Australian Gas Networks Limited (AGN) and external parties. These meetings took place throughout the course of AGN's South Australian stakeholder engagement program which has been described in further detail in Chapter 3 of this Access Arrangement Information (AAI).

2 Meeting Summaries

Twelve meeting summaries are provided in this attachment, a full log of AGN's external engagement activities is provided in Attachment 3.3.

- 4 September 2014, Essential Services Commission of South Australia's (ESCOSA's) Consumer Advisory Committee (CAC);
- 14 October 2014, the AGN Reference Group;
- 22 October 2014, the Australian Energy Regulator (AER);
- 28 October 2014, Conservation Council of South Australia;
- 29 October 2014, the Office of the Technical Regulator South Australia (OTR);
- 3 November 2014, AGN Reference Group;
- 21 November 2014, the AGN Retailer Reference Group;
- 10 December 2014, the AGN Retailer Reference Group;
- 11 December 2014, a Large User;
- 14 January 2015, a Large User;
- 19 February 2015, the AGN Retailer Reference Group; and
- 28 April 2015, the OTR.

Meeting summaries presented in this Attachment were drafted by AGN and ratified by the relevant third-party.

2.1 Meeting with ESCOSA's CAC (September 2014)

Note, at the time of this meeting, Envestra Limited (Envestra) was the name for Australian Gas Networks.

Meeting Minutes

Meeting Date:	4 September 2014
Meeting:	The Essential Services Commission of South Australia (ESCOSA) Consumer Advisory Committee (CAC)
Speaker:	Craig de Laine, Group Manager – Regulation, Envestra Limited (Envestra)
Subject:	Envestra's Proposed Approach to Customer Engagement

Background

Envestra was invited to present on their proposed approach to customer engagement at ESCOSA's 4 September 2014 CAC meeting.

Agenda

- Introduction of Envestra representatives to the CAC:
 - Craig de Laine, Group Manager – Regulation, Envestra Limited; and
 - Kristin Raman, Manager – Regulatory Policy, Envestra Limited.
- Introduction of CAC representatives.
- Presentation by Craig de Laine ... and discussion.
- Summary of key follow-up items.

Key Points

Key points raised by CAC members during the presentation are as follows:

- Envestra should liaise with other utilities who have conducted customer engagement processes, such as SA Water.

Follow-up Items

- Envestra to provide the CAC with further information on the location and operation of Envestra's call centres (see Appendix 1).
- ESCOSA to provide details of the relevant SA Water customer engagement contact.
- CAC to discuss and advise Envestra:
 - how they would like to be involved in Envestra's customer engagement process going forward;
 - their preferred method of engagement; and
 - key issues for engagement from their perspective.

Further Communication

During the CAC meeting, Envestra encouraged members to contact us directly to discuss the process further. Andrew McKenna from Business SA took up this offer by way of a phone call on 11 September 2014. Andrew noted the following:

- Envestra must understand what consumer priorities are.
- Envestra should be genuine about how we interpret the results and the way responses are used.

Appendix 1: Envestra Call Centres

Envestra has natural gas distribution assets in South Australia, Victoria, New South Wales, Queensland and the Northern Territory. Envestra's Head Office is located in Adelaide with asset operation, maintenance and construction services contracted to the APA Group and largely delivered through state-based depots.

The call centre/customer interface is summarised as follows:

- Retailers, who have the primary interface with their gas customers, manage large call centres and are responsible for the majority of customer queries/issues;
- Envestra has recently moved away from state-based call centres to establish a single national call centre in Queensland for customer connections and related matters; and
- Envestra has a national call centre in Victoria that is responsible for all emergency related matters, including third party damage and public leak reports.

2.2 Meeting with the AGN Reference Group (October 2014)

Note, at the time of this meeting, Envestra Limited (Envestra) was the name for Australian Gas Networks.

Envestra Reference Group: Meeting Minutes

Date: 14/10/2014
Time: 10:00am
Venue: ESCOSA Offices
Attendees: Andrew McKenna, Tim Kelly, Tony Moore, Reeva Brice, Sandy Canale, Jill Whittaker, Heather l'Anson (dial-in), David Hossen, Jo de Silva, Mark Henley, Adam Wilson, Amber Miller, Natasha Cheshire, Ross Haig, Craig de Laine, Kristin Raman, Shaun Spinks

Welcome and apologies

- The meeting commenced at 10:00am.
- Adam Wilson welcomed members and thanked them for participation in this unique forum.
- Attendees provided a brief introduction, with a particular focus on those members who are not usually part of the Essential Services Commission of South Australia's (ESCOSA's) Consumer Advisory Committee (CAC).

Introductory discussion points

- Mark Henley and Jo de Silva declared their involvement in the Australian Energy Regulator's (AER's) Consumer Challenge Panel.
- Craig de Laine outlined Envestra's understanding of the role of the Reference Group, as set out in the presentation accompanying the meeting. The group was in agreement with the summary provided (see attached presentation for details).
- Amber Miller undertook to distribute a list of Reference Group members.
- Confidentiality of materials provided by Envestra to the forum was discussed. It was agreed that unless otherwise stated, members could consider information supplied to the group to be available for public comment.
- It was further agreed that should a member of the Reference Group be asked to provide public comment on any matters pertaining to Envestra that they advise Kristin Raman.
- The group also agreed that following submission of the Access Arrangement (AA) Proposal that a debrief session be held to understand the effectiveness of this group and the role it has played in the process for Envestra. This discussion is to also cover any ongoing involvement of the Reference Group.
- Craig de Laine expressed a preference for the Reference Group to continue (at least) through to the completion of the SA AA review process.

Approach to stakeholder engagement

- Agreed that the group would aim to meet in early November to discuss Envestra's proposed stakeholder engagement strategy. Any feedback from the Reference Group would then be considered before implementing the agreed strategy.
- The group would also reconvene at the end of November to discuss early customer insights following the consultation/workshop/survey phase of the stakeholder engagement process.
- The group would also meet in March to discuss the integration of customer insights into Envestra's AA Proposal. It was agreed that there might be further meetings of the group around these key milestones to the extent this is required.
- Envestra offered to meet separately with Reference Group members and/or their members upon request. To this effect, Sandy Canale noted that it would be beneficial to have a separate discussion during which he could provide us with a summary of topical issues from the perspective of the Energy and Water Ombudsman.
- Mark Henley and Jill Whittaker expressed a similar desire for direct meetings with Envestra.
- Although not specifically stated in the approach slide, it was noted that willingness-to-pay would form a part of the "engagement with external stakeholders" step.
- Mark Henley suggested dividing our engagement strategy into three broad themes: issues relating to the east coast gas market; Envestra specific issues (including capex programs, financing etc.); and residential issues (tariff structures, payment difficulties etc.).
- There was discussion that, for the stakeholder engagement to be meaningful, Envestra needs to "own" the process. Specifically, the point was made that stakeholder engagement is something that Envestra should be leading as opposed to outsourcing. Secondly, that it is important that Envestra hold discussions internally to take action on the insights gathered from customers.
- To this end, Reference Group members expressed a desire to meet with key Envestra management through the process. Craig de Laine suggested the Reference Group meet with the manager of the South Australian network and Envestra's Managing Director. It was agreed that Envestra would set the agenda and propose timing for this meeting.
- Craig de Laine emphasised that the stakeholder engagement process is intended to be run by Envestra and not by external advisers. With regard to Deloitte, it was pointed out that they were assisting Envestra on the specific issues of our engagement process highlighted in green on slide 6 of the presentation.

Stakeholders

- The Reference Group provided endorsement for consulting directly with regional customers.
- The Economic Development Board should be consulted with as they will provide guidance on, for example, key growth areas. The Reference Group advised Envestra to link the Economic Development Board conversation with local councils, particularly in regional areas where local councils have a key role to play in driving economic development.
- Environmental sector (in particular Non-Government) should be consulted with, and as such, included on the list of key stakeholders. Tim Kelly has advised he can provide some guidance on who to engage with and the nature of consultation topics for Envestra.
- The Reference Group suggested moving the state and local council to “Group 1” stakeholders.
- AS per earlier point, the Ombudsman should be included on the list of Group 1 stakeholders. Craig de Laine pointed out that this was a key omission in the Scoping Paper that was sent to members prior to the meeting.
- The importance of sequencing in engagement was noted. Envestra advised that the order in which Envestra consults with stakeholders will form part of the Strategy.

Research Objectives

- Environmental discussion, as highlighted above, Tim to provide guidance on potential themes.
- Stakeholder section above crucial when determining questions. Recommended that questioning is tailored to appropriate segment (i.e. some segments will want to engage on rate of return and capital expenditure, whilst others will be more interested in price, service and reliability).
- Andrew confirmed from a Business perspective the key will not be on reliability, rather on affordability and what can be done to reduce further price increases.
- General agreement that Envestra, as a distributor, could have a role to play as an independent (from retailer) trusted advisor within the industry, and that role should be tested with customers.
- Price forecasting will be important, to provide consumers an indication of likely price movements so they can base their willingness to pay decisions on accurate information. (Many consumers may have heard about price increases from the East Coast and be expecting the same).
- Vulnerable consumers will be an important topic, and to better understand the role of the distributor. Trusted advisor role?

- Safety aspects of the network should be included in engagement strategy (i.e. what programs of work does Envestra undertake to ensure the safety of South Australians?)
- Discussion about pipeline replacement program, and how customers (and stakeholders more broadly) need to be better informed of upcoming works. An opportunity also exists for Envestra to work with other major utilities (SA Power Networks, SA Water), to better plan works and thereby limit community disruption.
- The Reference Group supported Envestra improving the way it communicates with stakeholders. It was noted that Envestra's digital communication strategy is well below best practice (including that used by other utilities). The Reference Group supported Envestra exploring initiatives to improve its digital communication, including pursuing the use of social media.
- Willingness to pay was considered to be an important part of engagement program. The potential topics to discuss as part of our engagement program:
 - Repair of customer gas leaks beyond Envestra's meter;
 - Timeliness to respond to leak reports;
 - Guaranteed Service Levy Scheme;
 - capital expansion programs (i.e. Mt Barker)
- Key when testing willingness to pay will also be price relativity. It was agreed that Envestra would provide customers with a baseline price forecast.
- Tariff structure was highlighted as an important area for consultation.

Next Steps

- Agreed that the group would provide any further comments on the Scoping Paper and presentation to Kristin Raman by 28/10.
- Envestra to circulate meeting minutes to Reference Group.
- Amber Miller to circulate potential dates for subsequent meetings.

2.3 Meeting with the AER (October 2014)

Australian Gas Networks - Australian Energy Regulator Briefing

Date: 22/10/2014
Time: 3:00pm
Venue: Video Conference (Melbourne, Canberra, Brisbane and Adelaide)
Attendees: Warwick Anderson (Canberra), Moston Neck (Brisbane), Craig de Laine (Melbourne), Kristin Raman, Shaun Spinks (Adelaide).

Welcome and introductory discussion points

- The meeting commenced at 3:00pm.
- Craig de Laine introduced the group to Kristin Raman and Shaun Spinks and explained the purpose of the discussion.
- Discussion about Australian Gas Networks (AGN) being quite different to electricity distributors, focus developing an engagement program that is “fit for purpose” and properly targeted.

Approach

- Craig noted that AGN’s preferred approach is to get input from the Australian Energy Regulator (AER) and/or Consumer Challenge Panel (CCP) as early as possible. The AER agreed to check and advise AGN as to who was on the AGN CCP sub-panel and how they would like to be involved – **ACTION for Moston**.
- Craig noted that AGN was undertaking a similar process with all stakeholders, including ensuring stakeholders input into the development of our engagement strategy (particularly by identifying those issues they would like to be consulted on).
- Warwick provided some guidance on the experience the AER has had from those distributors that have recently submitted AA Proposals.

In summary, Warwick and Moston’s points were:

- Diverse range of consumer and stakeholder engagement has been performed. Some very good, some very poor.
- Good examples demonstrated a genuine desire to understand and properly test a regulatory proposal; it’s not just about a robust process, but being genuine and having an open mind during the process.
- Many businesses have had a broadly consistent approach in terms of the process, which doesn’t look a lot different to the approach AGN is proposing.

- The genuineness of that approach is the thing that has made the biggest difference. This includes testing both the price and consequences of a regulatory proposal.
- As an outcome really good stakeholder engagement will make it much less likely that the AER is going to have a significant role/impact in challenging proposals.
- From the poorer examples there are two key issues
 1. The engagement hasn't been extensive, merely appeared to be a token effort.
 2. The more serious problem that the AER has seen is that the engagement has taken place with a purpose (or end result) in mind. The service providers have gone to stakeholders with what they consider to be the key issues and that has controlled the engagement. Leading questions have been asked with business seeking an outcome – for example would you like your quality of service to go down?
- CCP feedback has been, that in order to explore the concept of quality of service you can't go with leading questions. A range of options should be presented and a choice should be given to consumers. As noted earlier, these choices need to be real choices on the consequences of a proposed action and the related price impact.
- Educating the consumers is important so that they are able to provide quality feedback.
- AGN should be mindful of the CCP's advice to the AER which is available on the AER website.
- To have a meaningful discussion you need to use some indicative price forecasts.
- Many businesses are seeking incremental costs for consumer engagement. The AER's view is that this is something that businesses should have been doing prior to the release of the guidelines, and therefore suggest being cautious of spending a large amount on consumer engagement. This is potentially something that the business could consult with stakeholders on.

AER Involvement

- Immediate period through to year end is busy for AER, with number of Regulatory proposals underway.
- Not going to be able to assign a resource have to large an involvement, although it was noted that a higher level of input in the first instance may reduce input later.

- Monthly meetings between the AER and AGN in the lead up to AGN's proposal being submitted are likely. The AER are also open to AGN contacting them on an ad-hoc basis to discuss key matters.
- Likely one meeting between CCP and AGN and one with CCP and consumers in South Australia (SA) on this reset, plus potential monthly meeting.
- AER to think through what would be possible from a time perspective and inform AGN. CCP as opposed to the AER is an option. – **ACTION for Warwick.**

Engagement Locations

- Although the level of service in regions doesn't differ greatly, consider the differences in the customers themselves. Socio-economic differences as an example.
- Regional and rural customers connected with a range of lobby groups (irrigators, rural groups), important to ensure they are engaged with.
- The AER advised AGN to balance the cost of regional consultation with the benefit on inclusivity.

Stakeholders

- Craig provided an overview of AGN's list of stakeholders for consultation.
- AER provided the following comments:
 - Potential users – very good inclusion.
 - Experience is that the industrial users, vulnerable customers and retailers, generally the easiest to get to as they are resourced and interested.
 - Residential and Commercial/Small business are the hardest to get too. Tend not to have same representative groups as vulnerable customers. Not sure that proposals to date have got small customer consultation right, and it's an important group.
 - Local councils can be important – examples of public lighting. Don't forget that these groups can access media and influence disproportionate to their size. This stakeholder could potentially be considered to be "Group 1"
 - Consider using representative groups to access stakeholders. Suggest AGN speak to Mark Henley and/or Jo de Silva (members of the CCP and AGN's Reference Group) to provide access to a list of relevant groups.
 - Gavin Dufty – St Vincent de Paul working with water in Victoria can provide guidance **ACTION – Moston to provide details.**

Research Objectives

- The AER support AGN's proposed engagement with Retailers on Terms and Conditions. AGN should highlight any process that takes place with the retailer and show the points of contention to reduce the role of AER in the whole process. It was discussed that areas of disagreement are inevitable and highlight a robust engagement has taken place. The onus is on AGN to ensure such engagement is reported clearly and transparently.
- Capital Expenditure and AGN's mains replacement program is a very interesting example of a business putting up a proposal, it's not about WHY it's about WHEN. The question is then a trade-off (safety, cost, reliability etc).
- When engaging with stakeholders, AGN should consider including a probabilistic assessment of options.

Next Steps

- AGN to circulate meeting minutes/summary (key themes of meeting).
- Warwick/Moston to provide AGN with details of its CCP sub-panel members and how the members would like to be involved in our engagement process.
- Moston to provide details for Gavin Dufty at St Vincent de Paul.

2.4 Meeting with the Conservation Council of South Australia

2.4.1 AGN Meeting Summary

Australian Gas Networks - Meeting with Tim Kelly (Conservation Council SA)

Date: 28/10/2014
Time: 10:00am
Venue: Australian Gas Network Offices
Attendees: Tim Kelly (Conservation Council SA), Kristin Raman (Australian Gas Networks), Shaun Spinks (Deloitte).

Summary of key "requests"

Tim Kelly requested that:

1. Australian Gas Networks (AGN) commit to reporting on all feedback received from the Conservation Council SA (the Council).
2. The Council would like to see recognition from AGN in its stakeholder engagement program.
3. AGN should substantiate/reference statements made on website (and through broader gas industry marketing), that gas is a cleaner source of energy.
4. Increase the level of transparency with respect to environmental data. Examples include reporting unaccounted for gas (UAFG) in terms of volume not just dollar impact, providing information on how UAFG is measured and providing environmental observations with respect to our business operations. (Kristin suggested that the AGN website may be an appropriate way to facilitate the provision of this information).
5. AGN should update its environmental policy, which was last updated in 2009. Tim noted that the policy should be outcome based

Other discussion points

- Kristin advised Tim of the recent name change from Envestra to AGN.
- Tim acknowledged that it was unlikely that all of the Council's concerns could be addressed in the near-term, rather that AGN should identify concerns and commit to addressing in an appropriate time frame.
- Tim acknowledged the limited span of control that AGN has with respect to its role in the industry, and therefore role from an environmental perspective.
- Considering AGN's span of control, Tim did however raise the fact that AGN should consider the impact of the marketing of the broader gas industry. By contributing to the advertising for natural gas AGN has made a conscious decision to advocate for the cleanliness of gas, and in Tim's opinion many of the claims made in these advertisements are not substantiated. Example cited "*it won't cost the earth*" for the Natural Gas ad's, doesn't consider the role that AGN plays in the Fossil Fuel industry.
- Tim challenged AGN to consider where they would sit in a de-carbon environment.

- Discussion on how to best integrate offerings with SA Power Networks (SAPN).
- Discussion of lack of Environmental “influence” at AGN, with no senior executive members challenging the board and senior managers on the environment.
- Tim encouraged AGN to facilitate a meeting between AGN’s Board or Senior Management and the AGN Reference Group.

2.4.2 Conservation Council of South Australia Summary

SUMMARY

Meeting Kristin Raman from Australian Gas Networks & Shaun Spinks from Deloitte

- Held at AGN Flinders Street Offices on 28-10-2014
- Apologies – Cat Beaton from Conservation Council of South Australia, Craig de Laine from Australian Gas Networks
- *It is respected that no absolute commitments or demands were made during this meeting*

BACKGROUND

Australian Gas Networks is undertaking a comprehensive customer engagement program that will underpin a revised South Australian Access Arrangement (AA) proposal to the Australian Energy Regulator in July 2015

EXPRESSION OF THANKS

This meeting provided a welcome opportunity for a good discussion that identified issues and opportunities in a very constructive manner.

TOPICS DISCUSSED

Willingness for ongoing engagement with the Environment and Climate mitigation sector.

- Tim Kelly outlined the need for three components of meaningful engagement including :
 1. Documented recognition of Environment and climate mitigation stakeholders
 2. A documented process/commitment for ongoing engagement with these stakeholders
 3. Tangible issues to be addressed

AGN confirmed that there is a willingness to engage which may sit more outside the AER process currently being undertaken. There was also a preparedness to acknowledge the issues identified by the Environment and Conservation Sector in the submission/report to the AER.

Scope of issues

We identified two broad areas of role:

- The first being AGNs promotion of the environmental benefits of the gas sector generally. Tim Kelly raised an issue of concern that when AGN is promoting or contributing to the marketing of gas generally, that claims must be referenced and supported with data. In this context, Tim also identified the need for AGN to explain how its business will be part of a transition to deep cuts in emissions by mid century. Will it transition and diversify or resist and face greater potential conflict or crash. Tim suggested that this challenge should be discussed to give credibility to the direction of AGN
It was supported that AGN should investigate the potential role of gas as a complementary partner to renewable energy. ie, fuel cells and micro generators to back up household renewables.
- The second area of role covers AGNs span of control. For its activities there was a general agreement that more basic data could be provided such as PJ of gas conveyed, PJ of leakage and what proportion of unaccounted for gas this makes up. Basic data of fuel use and electricity use to manage the AGN offices, the network and contractors should be

summarised. Any GreenPower for office use electricity should be identified. Any potential fauna interactions should be communicated.

Greenhouse gas emissions reporting

Tim Kelly advocated that there be a section on greenhouse gas emissions reporting in the annual reports/on the website.

The section should refer to the NGER Act requirements and interpret these requirements and methods in its own words explaining exactly what AGN does in measuring, calculating, ground truthing and reporting emissions.

Tim also explained that the AGN network emissions are just part of a much wider emissions footprint for the industry, and this context should be explained.

Environmental Policy

Opportunities to update the Environmental Policy were considered. It was suggested by Tim Kelly that a revised policy should be more outcome focussed and linked with tangible targets and initiatives which must also be publicly available. Without such strengthening, the policy cannot be implemented to deliver improvements.

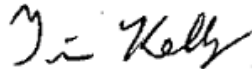
Alignment of the policy with the AS/NZS 14001 standard is a minimum requirement for a policy to cover very basic things like legal compliance but the AGN Environment Policy should then also include or link to meaningful outcome based objectives

Diversity in the Management Team

It was noted that the AGN Board and Management Team are strongly dominated by members of a financial, economic and regulatory background. Tim commented that social and environmental decision making could be enhanced with greater diversity including with a member that has a social and environmental background on the Management Team.

Tim again endorsed the concept of the ESCOSA CAC sub committee that is supporting the AGN engagement process to present directly to the Management Team in the near future.

Thankyou for your willingness to engage



Tim Kelly

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2.5 Meeting with the OTR (October 2014)

Australian Gas Networks - Meeting with Office of the Technical Regulator

Date: 29/10/2014
Time: 10:00am
Venue: Office of the Technical Regulator (OTR) Offices
Attendees: Rob Faunt (OTR), Andrew Szancinski (OTR), Craig de Laine (Australian Gas Networks (AGN)), Kristin Raman (AGN), Shaun Spinks (Deloitte).

Key discussion points

- The OTR is particularly interested in AGN engaging with stakeholders with respect to the safety and security of supply. Key topics of interest are network expansion and mains replacement. To this effect, they would like to be informed when AGN is consulting with stakeholders on these topics and they would like to be informed of the results of this consultation.
- The OTR would be interested to understand what AGN is doing to maintain the network, sharing with customers the opportunity to discuss the trade-off between security and reliability with investment.
- The OTR was conscious of the challenges associated with consulting with stakeholders on the Mains Replacement Program, making a particular point that in many cases these are a "must do" from a safety perspective. The OTR suggested that it would be useful to demonstrate to stakeholders that the Program was rolled-out in order of highest-risk-first.
- The OTR highlighted reinstatement of property as a key consultation aspect. It was noted that the OTR receive a number of complaints for customers with respect to property reinstatement and wondered if there was a way to educate stakeholders on the appropriate contact for complaints.
- The OTR noted the challenges associated with AGN consulting on ways to assist vulnerable customers, in particular questioning whether this really should be the role of the retailer? Discussion on how at times the system fails with retailers and distributors not communicating effectively on these matters (and others when mains need to be shut off), which could provide for an alternative consultation topic.
- The OTR questioned whether AGN should consider developing (and testing, then publishing) a set of service rules similar to that of SA Power Networks.
- Before testing a Guaranteed Service Level (GSL) scheme with customers OTR suggested work needs to be done to clearly identify who the payment would be made to and what the likely investment would be. Key point is that the GSL should be in place to influence the behaviour of AGN. The scheme currently in place for AGN's Victorian network was discussed and the parameters deemed to be suitable for SA should customers want it.
- A potential discussion topic for major customers is what are the alternative options for them should there be a gas shortage/outage? And what would AGN propose to do for them?
- Consider the addition of the Skills Council, and the Energy Networks Association as stakeholders for consultation.

2.6 Meeting with the AGN Reference Group (November 2014)

Australian Gas Networks - Reference Group

Date: 3/11/2014
Time: 10:00am
Venue: ESCOSA Offices
Attendees: Andrew McKenna, Reeve Brice, Sandy Canale, Jill Whittaker, Heather I'Anson, Jo de Silva, Mark Henley
 Amber Miller, Craig de Laine, Kristin Raman, Shaun Spinks

Welcome and apologies

- The meeting commenced at 10:00am.
- Craig de Laine welcomed members to the meeting.
- Craig advised members that Australian Gas Networks (AGN) had recently changed its name (from Envestra), primarily as a result of the change in ownership structure.
- It was also highlighted that Lew Owens was joining the board, and that members of the senior executive and Lew would be pleased to meet with the Reference Group following the completion of the Stakeholder research to understand their views.

Introductory discussion points

- There was some discussion on the feedback received from all stakeholders on the difficulties associated with respect to asking questions related to vulnerable customers (in particular how this fits into AGN's role). The sentiment of the Reference Group was that although this may be difficult they would still like to see this topic explored.
- It was highlighted that those customers that currently receive concessions should be represented in the workshops if possible.
- Andrew raised that from a business perspective a key topic is how AGN set prices at economically viable levels?
- Discussion about support services for small businesses on how to become more efficient gas users was also discussed. (It was agreed that Andrew would send to AGN a recent Business SA submission relating to this topic).
- The group emphasised the importance of price to contextualise the conversation with stakeholders, the group suggested that the following would be useful:
 - A summary of the factors that drive price would be welcomed by stakeholders.

- A breakdown of retail price by component, including, but not limited to AGN's distribution component of price. This conversation with stakeholders will also need to consider the outlook for other components, noting that AGN is not a gas price forecaster and has no control over the other segments.
- Mark noted that it was not clear in AGN's strategy how stakeholder and consumer insights were being relayed back to AGN management and therefore how these insights were being meaningfully addressed and considered in AGN's planning. AGN provided further comment on how the feedback and consideration process would occur and agreed to expand the strategy to make sure this was more clearly illustrated.
- Similarly, there was discussion on the stakeholder engagement process, importance of including "feedback" on the gap analysis where AGN and stakeholders don't agree. AGN noted its intention to transparently document areas of disagreement.
- The Reference Group agreed with AGN's proposed workshop locations for residential and business customers. AGN agreed to run an additional workshop with consumer advocacy groups and will invite members of the Reference group to attend this.
- Recommended to consider engaging with the regional development board in targeted regions.
- Recommended to develop a in/out of scope document to guide conversation (for example unconventional gas discussion).
- Members offered to provide support in marketing engagement activities to their members – AGN to send brief.
- The group highlighted how "tight" the schedule was and AGN advised that if required timing may need to be adjusted.
- Sandy noted that from a research perspective promptness of AGN response currently only focuses on leaks, this could be expanded to include other complaints. Sandy offered to meet with AGN to explain the key areas of complaints received by the Ombudsman as this related to AGN. (This meeting has since occurred).

Next Steps

- Agreed that the Reference Group would provide any final comments to Kristin Raman by 10/11 [note: no further comments were received].
- AGN to circulate meeting summary to Reference Group.

2.7 Meeting with the AGN Retailer Reference Group (November 2014)

Australian Gas Networks - Retailer Reference Group

Date: 21/11/2014
Time: 10:00am (ACDT)
Venue: Teleconference
Attendees: Dianne Shields (Simply Energy), Lillian Patterson (Origin Energy),
 Patrick Whish-Wilson (AGL), Craig de Laine (Australian Gas Networks),
 Kristin Raman (Australian Gas Networks), Shaun Spinks (Deloitte)
Apologies: Geoff Hargreaves (EnergyAustralia)

Welcome and thanks

- The meeting commenced at 10:00am.
- Craig de Laine welcomed members to the meeting and thanked them for agreeing to be a part of Australian Gas Networks' (AGN) Retailer Reference Group (RRG).
- Kristin Raman explained that after the meeting a draft summary would be sent to all RRG members for review. The Energy Retailers Association of Australia (ERAA) will also be copied on correspondence.
- It was acknowledged that Geoff Hargreaves was unable to make this meeting, but that he would be included on the meeting summary circulation and that AGN would follow up with a separate phone call if required.

Discussion points

- Craig de Laine referred to the slides and discussion paper which were circulated at the ERAA Policy Committee meeting and provided an overview of our progress to date.
 Key points being:
 - Numerous initial meetings (regulators, ombudsman, Customer Reference Group, South Australian Government, environmental groups etc).
 - AGN is currently updating its engagement strategy which will be uploaded to the stakeholder website in the near term.
 - AGN has launched the stakeholder website and online survey.
 - Stakeholder workshops will be held in the first week of December.
- AGN's stakeholder engagement strategy was discussed in further detail, with Kristin Raman explaining that this is an initial strategy, which will evolve over time. Learnings from the South Australian engagement will be implemented into future programs.
- Key timing and deliverables were discussed, as was the Essential Services Commission of South Australia's (ESCOSA's) role with respect to service standards.
- Members of the RRG were invited to attend our workshops as an observer.

- *Follow-up item: Further workshop details are provided as Attachment 1 to this meeting summary. Please RSVP to Kristin Raman by 26 November 2014 if you would like to attend.*
- It was acknowledge that the two key topics for consultation raised at the Policy Committee meeting were: Terms and Conditions and tariff structure. Each of these topics and how the RRG would like to be consulted were discussed in further detail.
- With respect to Terms and Conditions:
 - Craig de Laine explained that AGN was working to standardise Terms and Conditions across all states and the key changes to the South Australian Terms and Conditions are related to:
 - Making them compliant with the National Energy Customer Framework.
 - AGN's change of name from Envestra.
 - Standardisation with the most recent Australian Energy Regulator (AER) approved Terms and Conditions – for Victoria.
 - It was noted that to assist with review, the Terms and Conditions were "marked-up" from the current document.
 - It was agreed that AGN would circulate the draft Terms and Conditions and the members of the RRG would provide comments by Friday 19 December 2014. AGN would appreciate all feedback – general and South Australian specific.
 - *Follow-up item: The draft Terms and Conditions and Access Arrangement Proposal chapter were attached to the email accompanying this meeting summary. Please provide any feedback via email to Kristin Raman by Friday 19 December 2014.*
- With respect to Tariff Structure:
 - Craig de Laine asked the RRG how they would like to be engaged, options include: the RRG telling AGN what they would like to see in our tariff structure or AGN providing draft tariff structure to the RRG and the RRG providing comment.
 - The RRG agreed to provide any initial feedback to AGN in the near term, but asked AGN to set-up a meeting on the proposed tariff structure, at which time the RRG would provide more detailed comment.
 - The proposed date for this meeting is 10 December in Adelaide –AGN will confirm this meeting via email in the coming week.

- Dianne Shields noted that vulnerable customers were also a key topic for consultation. It was agreed that we would have an open two-way discussion about this at the same time as the Tariff Structure meeting.
- The RRG agreed to consider if there are any other topics they would like to consult with AGN on. To facilitate this process, AGN agreed to circulate the Draft Strategy Paper and presentation which was provided at the ERAA Policy Committee meeting.
 - *Follow-up item: These documents were attached to the email accompanying this meeting summary. Please provide any further feedback via email to Kristin Raman.*

Next Steps

- AGN to circulate draft scoping paper and presentation provided to the ERAA Policy Committee.
 - *Complete, documents attached to the accompanying email.*
- AGN to circulate workshop details.
 - *Complete, documents attached to the accompanying email.*
- By Friday 28 November, AGN to lock-in a meeting to discuss proposed tariff structure (proposed meeting date 10 December 2014).
- AGN to circulate draft Terms and Conditions and associated Access Arrangement Proposal chapter.
 - *Complete, documents attached to the accompanying email.*
- AGN to circulate draft meeting summary to RRG for review.
 - *Complete.*
- RRG to advise AGN of the following:
 - If they would like to attend any workshops as an observer.
 - If there are any other key topics for consultation.
 - If there are any key things AGN should consider with respect to tariff structure.
- RRG to provide feedback on the draft Terms and Conditions by Friday 19 November 2014.

Attachment 1: Workshop dates and location

Attendees	Location	Venue	Date of Workshop	Time
Network users: <ul style="list-style-type: none"> 12 residential customers 3 small-to-medium business customers 	Port Pirie	John Pirie Motor Inn 166-172 Wamertown Rd, Port Pirie SA 5540	Monday, 1 December 2014	5.30-8.30
Network users: <ul style="list-style-type: none"> 15 residential customers (all suburbs) 	Adelaide	Deloitte Offices Level 17, 11 Waymouth St, Adelaide SA 5000	Tuesday, 2 December 2014	5.30-8.30
Network users: <ul style="list-style-type: none"> 15 small-to-medium business customers 3-4 network facilitators 	Adelaide	Deloitte, level 17 11 Waymouth St, Adelaide SA 5000	Wednesday, 3 December 2014	5.30-8.30
Network users: <ul style="list-style-type: none"> 12 residential customers 3 small-to-medium business customers 	Mount Gambier	Lakes Resort 17 Lake Terrace W, Mount Gambier SA 5290	Thursday, 4 December 2014	11.00-2.00
Consumer advocacy groups	Adelaide	Deloitte Offices Level 17, 11 Waymouth St, Adelaide SA 5000	Friday, 5 December 2014	1.00-4.00

2.8 Meeting with the AGN Retailer Reference Group (December 2014)

Australian Gas Networks - Retailer Reference Group

Date:	10/12/2014
Time:	14:00 (ACDT)
Venue:	Australian Gas Networks (AGN) offices and teleconference
Attendees (AGN Offices):	Craig de Laine (AGN), Dianne Shields (Simply Energy), Juliana Brum (AGN), Kristin Raman (AGN), Peter Bucki (AGN), Ralph Mignone (AGN), Shaun Spinks (Deloitte)
Attendees (dial-in)	Jonathan Bramley (Energy Retailers Association of Australia (ERAA)), Lillian Patterson (Origin Energy), Nick Bellas (Origin Energy), Patrick Whish-Wilson (AGL), Purnima Gadiyar (Simply Energy)
Apologies:	Geoff Hargreaves (EnergyAustralia), Remy Soussou (ERAA), Andrew Staniford (AGN), David Murphy (Simply Energy), Lam Phan (Simply Energy)

Agenda Item 1: Welcome and introductions

- The meeting commenced at 2:00pm.
- Craig de Laine welcomed and thanked attendees.
- Brief introductions were made and it was noted that some attendees would only be present for specific parts of the meeting.

Agenda Item 2: Terms and conditions

- Craig de Laine noted that the Terms and Conditions had been circulated previously and initial comments were due on Friday 19 December 2014. Today's meeting was an opportunity for preliminary feedback.
- Lillian Patterson asked if there would be an opportunity to comment again prior to submission to the Australian Energy Regulator (AER).
 - Craig de Laine proposed the following approach:
 - First round comments from Retailer Reference Group (RRG) on 19 December 2014.
 - AGN to summarise feedback and response and, where applicable, update the Terms and Conditions. These documents to be circulated by end January 2015.
 - AGN to convene a meeting in mid-February to discuss feedback and updates.
 - RRG to provide second round feedback by end-February.

Note: These timelines are indicative and depend on the volume of feedback received at each stage.
- Ralph Mignone provided a brief overview of changes to the South Australian (SA) Terms and Conditions, noting that we are working to standardise across all regions.

- Dianne Shields provided the following feedback which was noted by AGN during the meeting. Formal responses from AGN are provided as part of these minutes (below).
 - Clarification on clauses 22.2 and 22.3 is required.
 - Clause 22.2 does not limit how far in arrears AGN may recover unbilled revenue from the retailer.
 - Clause 22.3 appears to allow a gas retailer to make any claim which the retailer is required by law to pursue on the shared customer's behalf.
 - In the case of an undercharge, a gas retailer can only recover 9 months of unbilled revenue from a shared customer. Can AGN confirm that clause 22.3 also limits to 9 months the extent of any unbilled revenue that AGN can claim from the gas retailer?
 - *AGN Response: Clause 22.2 is subject to Clause 22.1, which limits the timeframe of AGN's recovery to that which a retailer is permitted under law. That is, if a retailer is limited to 9 months then, AGN's claim is also limited to 9 months.*
 - Clause 22, subclause (c) requires that in a dispute, the user must pay the greater of the undisputed component of the statement or 80% of the total amount due. This seems unfair, term and subclause (c)(ii) "80% of the total amount due under the disputed statement of charges" should be deleted. Only the undisputed amount should be payable.
 - *AGN Response: The beginning of this clause states that this clause only applies if the law does not apply. For retailers, rule 510 of the National Gas Rules applies, such that a Retailer should refer to rule 510 of the National Gas Rules. That rule is identical to clause 23, because clause 23 is necessary to cater for Network Users that are not retailers.*
Hence, in respect to a retailer, clause 23 merely states that the retailer (and AGN) must abide by the mechanism for disputed charges as set out in the law.
- Dianne Shields asked where the "11 months" in Clause 22.3 came from.
 - Ralph Mignone stated that this is consistent with the AER-approved rules in Victoria as we are trying to standardise Terms and Conditions.
 - Dianne Shields noted that just because a term is taken from the Victorian terms, doesn't mean retailers necessarily agree.
- Other questions were raised by Dianne Shields that AGN were able to answer during the meeting.
 - Clause 27.6 states "or as determined by AGN acting reasonably" why is this statement present?
 - Ralph Mignone noted that that clause is for non-retailers.
 - Does the wording of clause 3.3 try and pick up the standing charge?

- Ralph Mignone – yes.
 - Clause 8.2 – Why has the administration and hourly rate increased by so much?
 - Ralph Mignone noted that these haven't been updated for around 10 years.
- After this agenda item Ralph Mignone left the meeting.

Agenda Item 3: Tariff structure

- Craig de Laine provided an overview of customer feedback on tariff structure, as sourced from AGN's stakeholder engagement program. Primarily Craig noted that customers did not seem to have a preference with respect to the weighting of fixed versus variable price components, rather they were more focussed on their total bill.
It was acknowledge that our program focussed on gas users and the supply charge might be more of a concern for new users and/or vulnerable customers.
- In response to a question from the RRG, Craig de Laine advised that AGN wouldn't pursue a revenue cap due to concerns over price volatility and a desire to be incentivised to grow sales.
- Juliana Brum presented the slides provided with the meeting request.
- Craig de Laine summarised the slides noting that they reflected some ideas we were considering, including reducing the pressure on the supply charge, combining the residential and commercial tariffs and introducing a boundary tariff.
- Patrick Whish-Wilson asked how we were going to identify connections with five or more dwellings.
 - Juliana Brum noted that we would need to rely on retailers for this information.
- The RRG asked if AGN was proposing to reduce the supply charge and increase the usage charge for the individual volume customer tariff?
 - Juliana Brum advised that we were considering decreasing the supply charge, but not to zero. We want to recover revenue and increase the attractiveness of gas to customers.
- Dianne Shields noted that Simple Energy support tariff rationalisation because of the large investment required implementing numerous tariff structures (in terms administrative costs and time across the entire business).
- The RRG noted that they were not willing to discuss their own internal strategies but that they would contact AGN separately to set up individual discussions. **Action Item: Retailers to contact AGN separately with any insights on tariff structure. This may include setting up separate one-on-one meetings.**
AGN supported this approach noting that we need to understand why retailers set tariffs how they do and why they may not pass on AGN's structures.
- Patrick Whish-Wilson asked if AGN move to one tariff for residential and commercial customers, would there be numerous steps within this tariff, noting that numerous steps may be just as complex as numerous tariffs?

- AGN stated that the tariff designs that were presented were preliminary and the number of steps had not yet been considered. Patrick's concern was noted.
- In closing Craig de Laine noted that our tariff designs were very much in the preliminary phases and may change depending on the feedback we get and further work yet to be completed. AGN will present revised tariff structures to the RRG following further consultation.
- After this agenda item Juliana Brum left the meeting.

Agenda Item 4 – Key topics from AGN's customer consultation

- Craig de Laine provided an overview of AGN's stakeholder engagement program to date.
- Shaun Spinks gave an overview of preliminary insights/comments from these sessions as relevant to retailers. Key topics included:
 - Vulnerable customers.
 - Tariff structure.
 - Billing content.
- With respect to vulnerable customers, the RRG noted that they are doing a lot of work in this area, specifically Lillian Patterson noted that Origin are discussing the topic and will contact us to advise what they are doing and also that the ERAA have a specific program underway. **Action Item: Jonathan Bramley to send through the seven working group topics.**
- **Action Item: AGN agreed to circulate the Deloitte Report when completed.**

Agenda Item 5 – Other Matters

- Dianne Shields asked if AGN would present their Access Arrangement proposal to the RRG prior to submission to the AER?
 - Craig de Laine noted that we would like to, and that we would be happy to present to the group, but the timing of the presentation (before or after submission) would depend on progress and availability.
- Dianne Shields asked if we had considered retail service standards?
 - Craig de Laine noted that we have focussed on service standards to end customers to date, but that AGN would be interested to hear from retailers about how AGN could improve services to them.
 - The RRG noted that they were not aware of any specific concerns with AGN's service to retailers but they could investigate further.
 - **Action Item: It was agreed that service to retailers would be added to the February meeting agenda and that the RRG would investigate any concerns internally in preparation for this meeting.**

Agenda Item 6 – Thanks and close

- Craig de Laine thanked everyone for their time and summarised next steps (see below).

Next Steps

- Jonathan Bramley to circulate the seven ideas currently being workshopped by the ERAA-led working groups.
 - *Complete.*
- 19 December 2014: RRG to provide initial feedback on AGN's Terms and Conditions.
- End-January: AGN to summarise RRG feedback and AGN response and, where relevant, revise Terms and Conditions. These documents would then be circulated to the RRG.
- Start-February: AGN to circulate Deloitte's Stakeholder Insights report when complete
- Current to Mid-February: RRG to investigate AGN's service standards in preparation for February's meeting.
- Mid-February: Next RRG meeting including agenda item: "Service Standards to Retailers".
- If of interest, RRG to contact AGN providing comments on AGN's tariff structure. This may result in one-on-one meetings between the individual retailers and AGN.

2.9 Meeting with a Large User (December 2014)

- [The large users'] business has grown over time and went from a volume customer to a demand (MDQ) [Maximum Daily Quantity] customer.
- The nature of ... [the] business makes forward planning somewhat challenging.
- Energy and natural gas consumption is dependent on the contracts you win and when you complete the work. This is hard to predict, particularly as you can't run your operations when it is wet. As a result work programs and gas consumption can change unexpectedly over a relatively short time frame.
- This is particularly challenging because in winter, wet weather can mean there is no work going on so you are paying for an MDQ which you are not using, and then work gets delayed and compressed which means you are doing more than you expected and using more natural gas than expected resulting in penalties for going over your MDQ.
- Ideally you would like us [AGN] to consider how we could be more flexible as opposed to the 6 week notice we need now for changes in MDQ.

2.10 Meeting with a Large User (January 2015)

- In April/May 2013 we [the large user] needed to connect gas to our site in a hurry. At this time we found dealing with APA [APA Asset Management] and our retailer very challenging and not transparent. In the end although we got gas on, it was at a higher cost than expected and we did not get the dollar reimbursement that we were led to believe we would from our initial investment. This situation was challenging, frustrating and an unexpectedly high cost which you had no choice to pay given there was no other option for gas supply.
- At times understanding the relationship and responsibility breakdown between APA, AGN and our retailer is challenging. The retailer directs you to APA and vice versa. Especially when it comes to difficult questions about the provision or pricing of infrastructure or supply capacity.
- In general it is frustrating when you are charged overrun costs plus network charges to cover the additional cost of sourcing gas, when you know that the spot price of gas is low and there are no pipeline constraints. You understand this is the nature of the contract set up by a small number of retailers being supplied by a monopoly service, but this doesn't make it any less frustrating.
- Outside of the above we have been happy to receive reliable supply and have no concerns with the actual supply of gas to our business.
- We are very concerned with one aspect of AGN/APA's existing infrastructure which relates to our operations of road resurfacing and shallow excavations.

...

... [The large user] would be supportive of AGN/APA having a better system for: ensuring no assets are at these shallow depths, and, where they are having a database system of their location to allow better coordination with contractors. APA/AGN should also work to relay these shallow assets to remove the potential safety risk.

2.11 Meeting with the AGN Retailer Reference Group (February 2015)

Australian Gas Networks - Retailer Reference Group

Date:	19/02/2015
Time:	14:00 (ACDT)
Venue:	Teleconference
Attendees (dial-in):	Craig de Laine (AGN), Kristin Raman (AGN), Peter Bucki (AGN), Ralph Mignone (AGN), Grant Macauley (APA), Dianne Shields (Simply Energy), Geoff Hargreaves (EnergyAustralia), Lillian Patterson (Origin Energy), Sally Proctor (EnergyAustralia); Lauren Zambotti (ERAA)
Apologies:	Patrick Whish-Wilson (AGN)
Resources:	Attendees were provided with an Agenda and Presentation prior to this meeting.

Agenda Item 1: Welcome and introductions

- The meeting commenced at 2:00pm.
- Craig de Laine welcomed and thanked attendees.
- Brief introductions were made and it was noted that some attendees would only be present for specific parts of the meeting.

Agenda Item 2: Terms and conditions

- Kristin Raman gave an update of the progress to date, highlighting that AGN were currently working through feedback provided by Origin Energy.
- The group were asked if they had any further comment on the Terms and Conditions, nothing further was raised.
- Kristin Raman described next steps:
 - AGN to update Terms and Conditions for Origin feedback and circulate to the group – Expected by end-February.
Note: Terms and Conditions have been circulated as part of the email accompanying this Meeting Summary.
 - Retailer Reference Group to review and provide any further comments by end-March 2015.
 - AGN to submit Terms and Conditions to the Australian Energy Regulatory (AER) on or before 1 July 2015 as part of our regulatory submission for South Australia.
- After this agenda item Ralph Mignone and Grant Macauley left the meeting.

Agenda Item 3: Stakeholder Insights

- Kristin Raman provided an update of AGN's stakeholder engagement program, noting that the stakeholder insights were similar to those discussed with the group during the last meeting (December 2014).
- AGN agreed to circulate the Deloitte *Stakeholder Insights Report* and the AGN response: *Insights and Implementation*, when they were published.

Note: These reports are now available on AGN's Stakeholder Engagement Website:

www.stakeholders.agnl.com.au. The Insights and Implementation report is open for consultation, with submissions closing 5pm Thursday 26 March 2015.

Agenda Item 4 – Vulnerable Customers

- AGN acknowledged and thanked Origin for setting up a meeting between AGN and the Origin team responsible for their "hardship" program.
- Kristin Raman provided details on how AGN engaged with respect to vulnerable customers, summarised related stakeholder insights and described AGN's proposed approach to vulnerable customers for the upcoming regulatory period.
- AGN asked the group for feedback on the proposed approach - education and advocacy - as outlined in the presentation.
 - Lillian Patterson noted that she thought that this was the right approach and that we should be assisting others who are already working in this space.
 - Dianne Shields noted that she would be interested to hear more from AGN on potential advocacy topics.
- AGN asked the group for feedback with respect to if there were any other ways AGN should be providing assistance to vulnerable customers. For example, should AGN be considering supporting a no interest loan scheme for efficient appliances?
 - Geoff Hargreaves noted that he didn't think such a program was really needed, given there are already others working in this space, stating that our involvement could add confusion.

Agenda Item 5 – Tariff Structure

- Peter Bucki explained that AGN had been progressing tariff design and had had two one-on-one meetings with retailers to discuss the South Australian market and trends. Peter thanked the group for facilitating these meetings and noted that both the retailers and AGN found the meetings informative and were supportive of ongoing communications.
- An overview of AGN's current plans for tariff design in South Australia was provided and the group was asked for feedback. Nothing further was raised.

Agenda Item 6 – Other Matters

- The Group did not have any feedback for AGN with respect to distributor service standards to retailers.
- Lillian Patterson asked if AGN were aware of any update to the Unaccounted for Gas (UAFG) consultation being run by the Australian Energy Market Operator (AEMO). AGN agreed to follow this up with the relevant internal personnel and get back to the Retailer Reference Group.
 - *Update: Industry is considering a proposal by AEMO with respect to an alternate methodology for treating UAFG in the Retail Market Rules. AGN expects to have further clarity with respect to the approach for South Australia by end-April 2015.*
- The Group discussed the value of ongoing communication.
 - Dianne Shields suggested that it would be valuable if AGN could advise and explain any changes to our tariff structure prior to any new tariffs being implemented.
 - Geoff Hargreaves agreed that more consultation would be appreciated.
 - AGN noted that this feedback was consistent with feedback received from the one-on-one retailer tariff meetings we have had and agreed to investigate this further.
- Craig de Laine provided an overview of next steps:
 - AGN's current focus is on implementing stakeholder insights into our plans and drafting our regulatory submissions.
 - AGN will likely convene the next Retailer Reference Group meeting in May 2015 to provide an update of our revised proposal.

Agenda Item 7 – Thanks and Close**Next Steps**

- AGN to circulate updated Terms and Conditions.
 - *Complete, via email on 4 March 2015.*
- Retail Reference Group to provide any further comments by Tuesday 31 March 2015.
- AGN to circulate Deloitte Insights Report and AGN Insights and Implementation Report.
 - *Complete, see our dedicated Stakeholder website: <http://stakeholders.agnl.com.au/>.*
- AGN to provide an update on the AEMO UAFG process.
 - *Complete, as part of this meeting summary.*
- AGN to convene the next Retailer Reference Group meeting in or around May 2015.
- AGN to investigate setting up more regular meetings with the Retailer Reference Group and/or their respective tariff teams throughout the upcoming regulatory period.

2.12 Meeting with the OTR (April 2015)

Australian Gas Networks – South Australian Office of the Technical Regulator

Date: 28/04/2015
Time: 10.00
Venue: Office of the Technical Regulator (OTR) Office
Attendees: Rob Faunt (OTR)
 Ralph Mignone (Australian Gas Networks Limited (AGN))
 Kristin Raman (AGN)
 Dino Santinon (APA Group)
 Andrew Szacinski (OTR)

Meeting Summary

- The OTR would like AGN to develop technical fact sheets, accessible from the AGN website and links from the appropriate APA website.
- One of the key objectives from the OTR perspective was to ensure customers were made away of the technical requirements associated with their supply of gas.
- The OTR feel that these fact sheets would increase the effectiveness of our service offering to a range of stakeholders by:
 - increasing availability of information and technical requirements to stakeholders (customers, builders and tradespeople), e.g. in relation to meter installations/changeovers and public works in the proximity of the AGN gas infrastructure;
 - saving time/increasing efficiency for our stakeholders such as:
 - the OTR, who get numerous calls asking for technical information; and
 - tradespeople and customers who contact the OTR, AGN or APA directly to get this information.
- It was noted by the OTR that this would also bring us into line with similar utilities such as SA Power Networks.
- Ultimately the design and nature of these Fact Sheets will be decided by AGN, however the OTR suggested AGN consider as a guide the type of information provided by SA Power Networks on their website under "Service and Installation rules". The following potential Fact Sheets were discussed:
 - Meter location specifications, including proximity requirements.
 - Asset ownership, responsibilities and communication issues.
 - What to expect during Mains Replacement activities.
 - Checking for leaks.
 - Property reinstatement.
 - Means/processes of dealing with customers and their queries/complaints.