

# Attachment 3.8

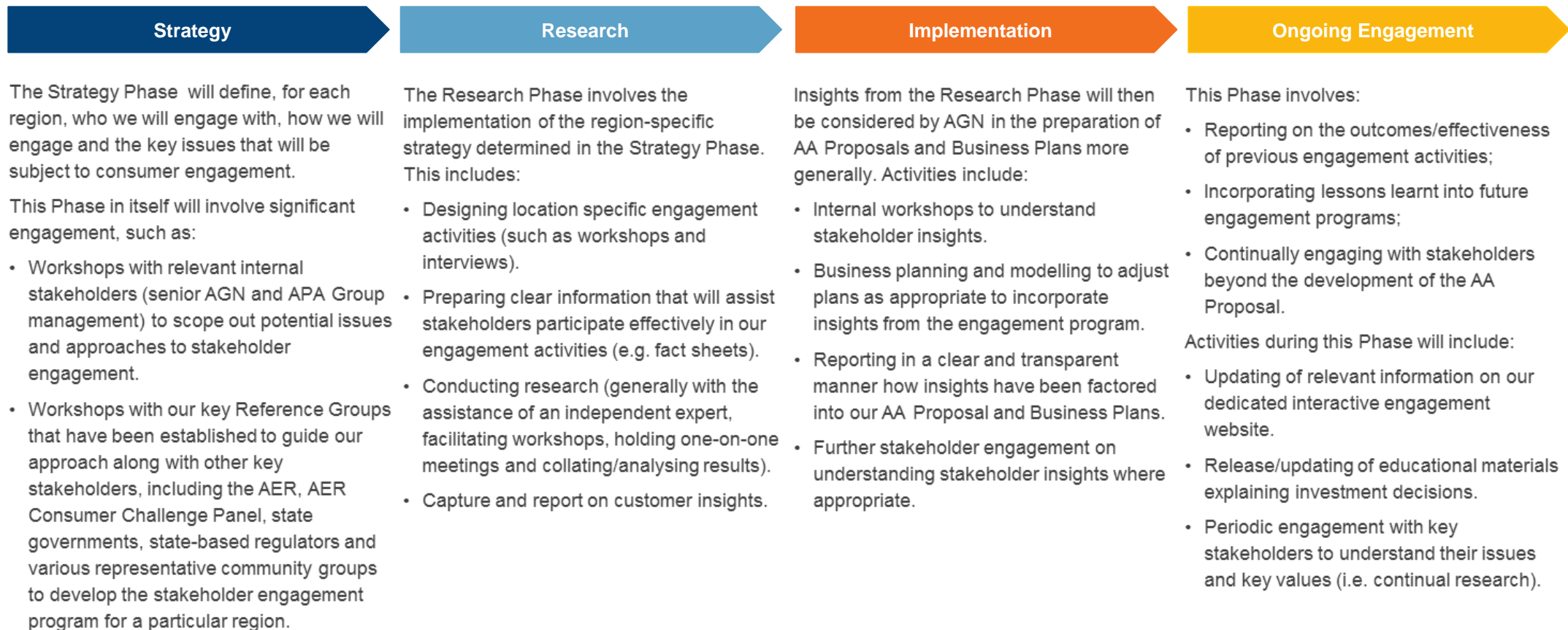
Australian Gas Networks  
Fact Sheets

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

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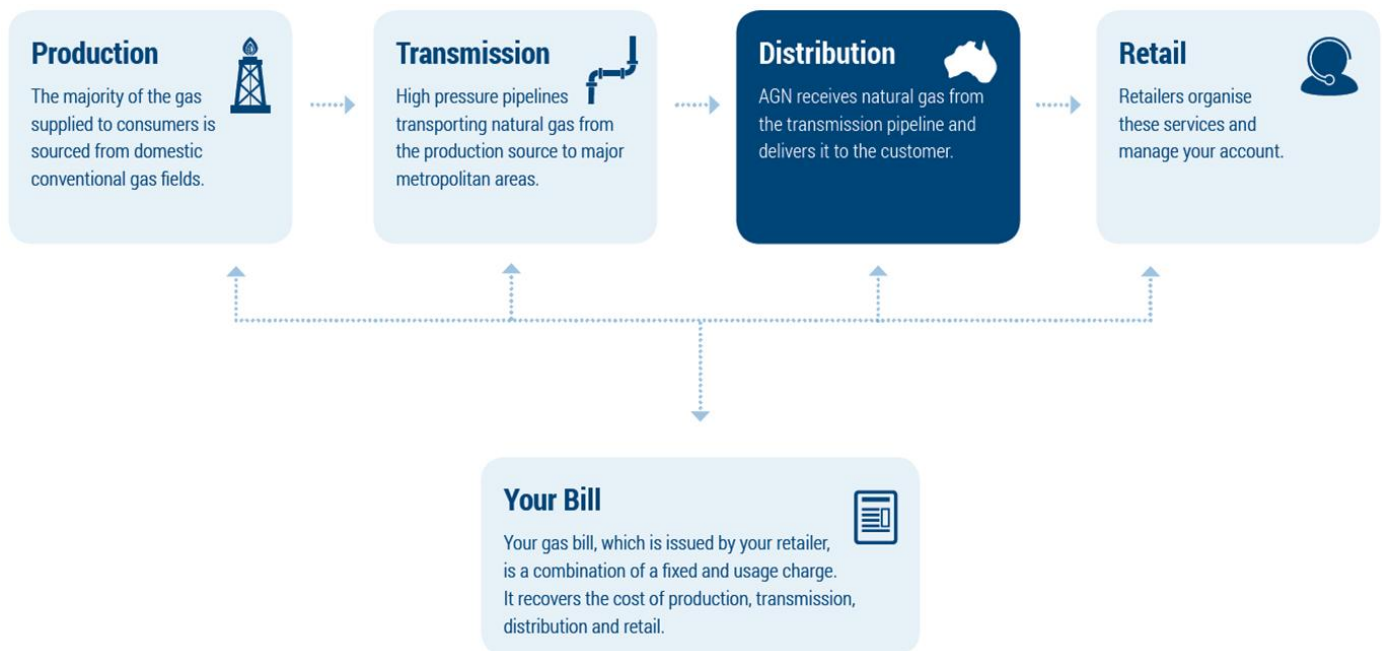
# Our Approach to Stakeholder Engagement

Our approach to stakeholder engagement comprises four phases. It commences with developing the specific engagement approach (referred to earlier as the region-specific strategy), followed by undertaking relevant research to understand stakeholder values, including the outcomes of engagement into our business planning. The final phase is to continually engage with stakeholders to ensure we are always acting in a manner that is consistent with their long term interests.



# Our Role in the Natural Gas Industry

Australian Gas Networks does not control all of the factors that allow Gas to be available in your home or business, as a Gas Distributor our role is highlighted below:

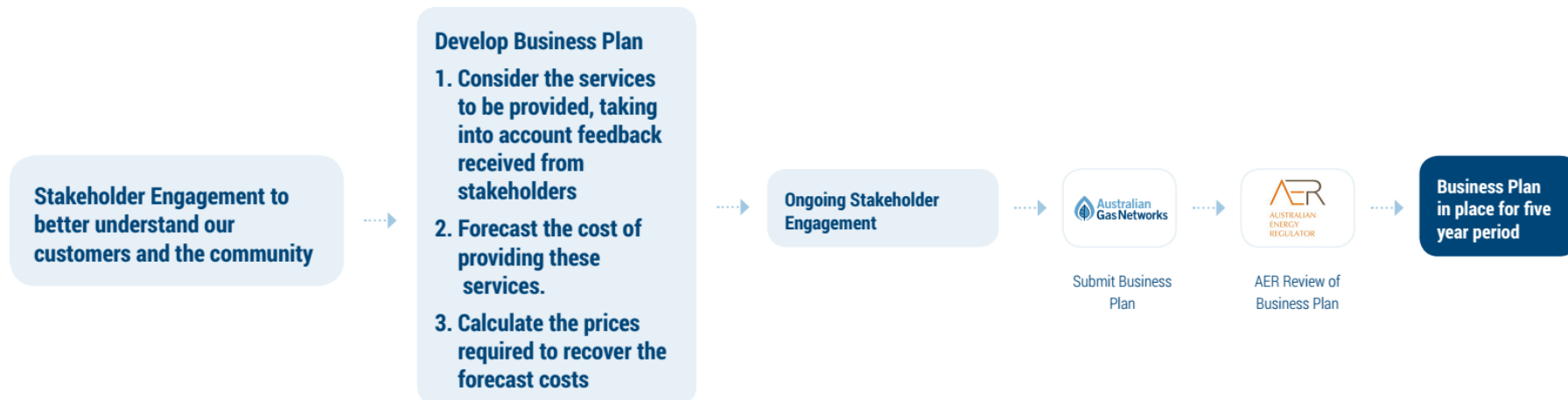


Although you receive your gas bill from your Gas Retailer, AGN has the responsibility for the safe and reliable delivery of gas to your home or business.

# The Regulatory Process

Under full regulation, Australian Gas Networks (AGN) is required to submit an access arrangement (a Business Plan) for each network to the Australian Energy Regulator (AER) every five years. This plan sets out the services we will offer, the costs we are likely to incur, and the prices we propose to charge.

The AER reviews our Business Plan to make sure we are acting in line with legislation and in a manner that promotes the long-term interests of our customers. The AER will either accept our plan or specify changes to it. The approved Business Plan sets the maximum prices we can charge over the five-year regulatory period. AGN can adjust prices annually, consistent with the approved Business Plan.



We are currently preparing our South Australian Business Plan that will be submitted to the AER on 1 July 2015 and relates to the period 1 July 2016 through 30 June 2021.

In addition to the AER, which is the national regulator, AGN is also subject to several state-based regulators including the Essential Services Commission of South Australia and the Essential Services Commission of Victoria.

# Where we operate

Australian Gas Networks owns about 23,000 kilometres of natural gas distribution networks and 1,100 kilometres of transmission pipelines, serving over 1.2 million consumers in South Australia, Victoria, Queensland, New South Wales and the Northern Territory.

