

# Victorian Gas Distribution Access Arrangement 2023–28

(AusNet Services, Australian Gas Networks and  
Multinet Gas Networks)

CCP28 discussion questions for AER Stakeholder Forum  
20 September 2022

CCP28: Robyn Robinson and Helen Bartley

Consumer  
Challenge  
Panel



## Acknowledgement of country

**AGIG and AusNet's facilities and networks traverse the lands of many Indigenous nations. We recognise the traditional owners of these lands and honour their customs and traditions and special relationship with the land**

# Consumer Challenge Panel – our role



In relation to regulated energy network businesses, advise the AER :

- Whether a network's proposal is in the long-term interests of consumers
- The effectiveness of network consumer engagement activities and how consumer interests are reflected in the development of their proposals

CCP28 was appointed in November 2021 to review the following Victorian Access Arrangement resets

- Transmission: APA VTS (2023-27)
- Distribution: AGN (Victoria & Albury), AusNet Services and Multinet (2023-28)

**This discussion is in relation to AGN, AusNet Services and Multinet's initial Access Arrangement proposals**

- In consultation with the AER and networks CCP28 is keen to explore with those present four key issues we have identified related to the AA proposals
- For the record, we have given the networks advance notice of our questions, to enable them to provide a considered response
  - ▶ Equally we are genuinely keen to understand the perspectives of other stakeholders, and **we encourage your contribution to the conversation**

*We would like to thank the AER for the opportunity to engage with stakeholders in this forum and the Victorian gas distribution networks for agreeing to be put on notice today*

## Discussion question 1: balancing diverse views

**Networks: How are diverse views between customers and stakeholders balanced in your proposals?**

**Others: To what extent do they have the right balance?**

**Networks:** Future gas demand forecasts are uncertain

- ▶ **How do you intend to share the risks of over- or under-demand forecasts with customers?**

**Others:** To what extent do you support this view?

- ▶ **Is this in the best interests of consumers?**
- ▶ **Are there other approaches that should be considered?**

## Discussion question 3: willingness to pay

**Networks:** You have gathered considerable evidence of services consumers value, this is not the same as evidence of their willingness to pay

- ▶ **What evidence do you have to support consumers' willingness to pay for services such as the PSP or renewable gas education?**

**Others: Your thoughts?**

**Networks:** Since preparing your draft proposals we have seen marked changes to the economy, including significant energy price increases and the Victorian Government has published its Gas Substitution Roadmap

- ▶ **How will you confirm whether the attitudes and preferences expressed by customers, and their willingness to pay are consistent with your proposals?**

**Others: Your thoughts?**

**Thank you  
for engaging with us today**