



Engagement Programme Summary Report – Phase 1

Prepared for: Essential Energy

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1. Background and objectives

Essential Energy is a NSW Government owned corporation with responsibility for building, operating and maintaining Australia's largest electricity network. The organisation's service area covers most of New South Wales and a small part of Southern Queensland, and is operated as three regions, Northern, North Coast and Southern.

In common with all providers of electricity networks in the National Electricity Market, Essential Energy is required to submit to the Australian Energy Regulator a regulatory proposal and tariff structure statement on a five year basis. This regulatory proposal is due to be submitted for the 2019-24 period by January 2018.

Woolcott Research was commissioned to conduct a significant programme of customer and stakeholder engagement to contribute to the development of the regulatory proposal.

The engagement programme had to:

- be consistent with and build upon Essential Energy's Stakeholder Engagement Framework and associated guide and the Energy Networks Association's Customer Engagement Handbook, and;
- meet the requirements of Chapter 6 of the National Electricity Rules (NER) and the Australian Energy Regulator's (AER) Consumer Engagement Guideline for Network Service Providers.

2. Engagement plan

The engagement plan consists of two phases. The first phase was conducted to gain feedback on the issues in order for Essential Energy to draft the regulatory proposal, with the second phase planned to test the proposal.

Launch of Discussion Paper

Engagement Phase 1

- Online survey with n=750 residential customers and n=250 small to medium businesses
- 20 in-depth interviews with large customers and stakeholders
- 7 deliberative forums across the network area
- Dedicated microsite for people to ask questions, provide feedback and complete the survey

Drafting regulatory proposal

Engagement Phase 2

- Online survey with n=750 residential customers and n=250 small to medium businesses
- 20 in-depth interviews with large customers and stakeholders
- 7 deliberative forums across the network area
- Dedicated microsite for people to ask questions, provide feedback and complete the survey

Finalising regulatory proposal

3. Methodology

This report is a summary of the findings of phase 1 of the engagement programme. This includes:

- An online survey with n=752 residents and n=250 businesses,
- A 'Your say' engagement website which included an online survey (n=34 residents and n=4 businesses),
- 10 in-depth interviews with stakeholders, and
- 7 community deliberative engagement forums.

3.1 Online surveys

An online survey was conducted with a representative sample of n=752 residential customers and n=250 small to medium business customers. Sample was obtained through a reputable and quality assured research panel provider. The questionnaires are included in the appendix.

The surveys were scripted and hosted internally to ensure strict quality control procedures were applied in the checking of set-up, and in monitoring progress on a daily basis. The fieldwork was conducted in early May 2017.

During analysis data for the residential survey interlocking weights were applied for age, gender and region to ensure the data is representative of the Essential Energy network area. For the business survey weights were applied to size of business.

3.2 'Your say' microsite

In addition to the online survey with the panel provider the engagement programme also involved a dedicated website 'Your say' which was available from mid-April to the end of May. A total of n=34 residential survey completes and n=4 were obtained through the website. These results have been integrated with the online surveys.

3.3 Stakeholders

Woolcott Research were provided with a list of 24 stakeholders to approach for inclusion in the engagement programme. Those included were highly engaged with the regulatory process, consumer groups, large customers, retailers and local councils. To date a total of n=10 in-depth interviews have been conducted.

3.4 Deliberative forums

Seven community engagement forums were conducted across the network area. A total of n=513 residents of the Essential Energy region attended the seven forums from the regions indicated in the table below:

Region	(n=513)
Northern Region	
Port Macquarie	78
Southern Region	
Goulburn	76
Cootamundra	65
Wagga	75
Western Region	
Tamworth	76
Broken Hill	61
Dubbo	82

A deliberative methodology was used for the forums whereby participants were seated at round tables and engaged in discussion. Deliberative methods are ideal for enabling meaningful dialogue between participants, exploring complex issues and for getting beyond initial reactions and knee-jerk responses.

The forums consisted of a mix of table discussions, presentations/films/speakers from the front, and participant response and feedback sessions from tables. The agenda is included in the appendix. Woolcott Research provided a Lead Facilitator, who chaired the forums, and eight table facilitators for each of the forums.

Keypad polling was also included whereby participants were each given a handheld device that was used to answer questions shown on screen, enabling results to be given in real time.

After each event the data from laptops and from keypads was collated and downloaded for analysis. Interlocking weights were applied to the data from the keypads to ensure it was representative of the Essential Energy area in terms of gender, age, and region.

Recruitment for the forums took place up to two-three weeks before each forum. People were telephoned randomly from the area surrounding the forum locations and asked for their interest in attending, then those who were interested completed a short screening questionnaire. Participants were recruited through stratified random sampling with quotas set on location, age, and gender. Over a hundred participants were recruited for each forum.

4. Combined findings

4.1 Awareness of Essential Energy and its role

There was high awareness of Essential Energy but not much clarity about the role of the organisation. In the online survey respondents were asked whether they had heard of Essential Energy, with 85% of residents and 88% of businesses stating that they had.

Most had a vague idea about what Essential Energy does (involved in electricity, supplier of electricity, poles and wires). Awareness of Essential Energy and its role was slightly lower in the Southern region. There was some confusion about who to contact in situations such as connecting to the electricity network, seeking advice regarding using less electricity, enquiring about obtaining battery storage and seeking advice on solar panel installation.

However, there was more clarity about reporting a power outage with over two thirds stating that they would contact Essential Energy in this situation in the forums (68%), 41% in the consumer survey and 40% in the business survey.

In the online surveys (business and residential) Origin was more likely to be contacted than Essential Energy for connecting to the network, advice on using less electricity, obtaining battery storage and solar panel installation.

4.2 Critical values for the ideal future electricity supplier

At the forums, after an introduction to Essential Energy, participants conducted a future visioning exercise where they were asked to imagine the ideal electricity supplier in the future and the kinds of values that this organisation would need to embody.

Placing a high value on 'safety of customers and staff' was viewed as a 'given' and seen as essential.

Affordability and reliability were the most important values put forward across the forums. In terms of trade-offs these two were given priority. Following these, environmentally friendly/encouraging renewables was seen as next most important followed by good communication/customer service, an innovative user of technology, and transparency of prices on bills.

In some communities, particularly the more remote towns of Broken Hill and Dubbo, it was clearly important for an energy supplier to have a local presence in the form of a local office and/or employment of local people. This often extended to discussions suggesting that an ideal energy supplier would care about their community and support local businesses and organisations. Many also mentioned that Essential Energy should remain 'Australian owned'.

4.3 Network reliability

Those involved in the engagement programme were satisfied with the current reliability of the network with almost 90% stating that their supply was reliable at the forums, 79% in the residential survey and 81% in the business survey. This was quite consistent across regions.

There was no clear preference on the frequency and duration of outages – roughly half would prefer more outages of shorter duration and half would prefer fewer outages but longer duration. This would suggest that the current situation is optimal.

When faced with the concept of a trade off on length and frequency of outages against cost, findings varied between the forums and the online surveys. Due to the current satisfaction with reliability, a consistent finding was that the vast majority were not willing to pay more to reduce their outage duration. In fact, in the forums two thirds (66%) wished to pay \$40 less a quarter to have 1-2 more outages a year showing that they were willing to accept slightly lower levels of ‘reliability’ for a slightly lower ‘cost’. The online participants did not have the prior knowledge that this question was framed with in the forums and without this knowledge there was slightly less willingness to trade off reliability. Over half of respondents (53% residents and 55% businesses) chose the status quo.

There was little willingness to pay more to avoid a 24 hour outage every 10 years. In the online survey only a fifth of businesses and 22% of residents were willing to pay this cost.

4.4 Servicing remote areas

Most respondents agreed that Essential Energy should invest more to ensure remote/worse served customers receive the same levels of service as other more populated parts of the network (47% of residents and businesses strongly agreed and 24% of residents and 26% of businesses agreed slightly). Those in the Northern region were more likely to strongly agree (54% of residents and 53% of businesses).

However, in the forums the prevailing view was that customers should not have to pay more to fund this and that other options should be considered such as microgrids.

4.5 Network demand

Participants were extremely interested in the new technologies presented at the forums and the option of ‘microgrids’ in the future, particularly for those in rural/remote areas. Across the engagement programme there was strong support for Essential Energy to invest in researching microgrids as an option (73% forums, 68% residents survey and 80% business survey). Support for microgrids was also consistent amongst stakeholders, in order to ensure that there is not

overinvestment in maintaining poles and wires to rural and remote areas. Microgrids were seen to offer a good solution for reliability and affordability in some areas. It was believed important that a long term view is taken on this, i.e. 20 years' time, so that changes can be made gradually and the cost of making these changes will not be landed on customers in the future.

Participants were also asked to indicate how concerned they would be if Essential Energy changed the source of generation for their connection, if they could guarantee the maintenance of reliability and price levels. At the forums, with more information provided, over six out of ten customers (61%) suggested that they would not be concerned at all about changing the source of generation for their connection. In the absence of information more respondents in the online survey stated that they were undecided (44% residents and 39% businesses). However, only around one in five were concerned (19% residents and 22% businesses) and this was mainly due to doubts about guaranteeing reliability.

Over half of businesses (55%) and almost half of residents (47%) would agree to a diesel generator being used to supplement battery storage for a microgrid with around a third undecided (33% of residents and 31% of businesses).

4.6 Value for money

There were mixed views regarding value for money amongst those who engaged through the online survey, with more residents and businesses believing they were getting value for money (residents 39%, businesses 41%) than not (residents 29%, businesses 26%).

At the forums participants were asked for their perceptions of value for money for the distribution component of their bill. Perceptions of this component being 'good value' increased substantially from 33% at the beginning of the forums to 59% at the end, suggesting that after becoming more knowledgeable and discussing the issues, perceptions of value for money greatly improve. This relates to the overall desire of consumers for more information about the electricity supply process and more transparency on bills regarding the generation, distribution and retail components.

4.7 Tariffs

In general, the notion of adopting different tariffs for customers in different circumstances, for example those with an electric vehicle, a battery, or who want to feed-in to the network, resulted in mixed views in the forums. There was misunderstanding about the meaning of the word 'tariff' and when more information was provided on what these pricing mechanisms could mean, there was more positivity towards the concept. This topic was something that many wanted to discuss further in the next round of forums. Stakeholders specified that any new tariffs need to be made simple and easy to understand, with transition to new tariffs being made slowly and carefully.

Location-based pricing was understood better yet was not supported, with 80% at the forums indicating that Essential Energy should not charge a different amount to those living in different locations based on the cost of supplying them with electricity. Even without any information provided, in the online survey half disagreed with location-based pricing (49% residents, 43% businesses) with almost a third undecided or unsure (31% residents, 32% businesses). Only a minority believed that locational pricing should be adopted. Most stakeholders interviewed were also against the idea.

Discounted pricing for some customer groups was however felt to be something that Essential Energy should consider (61% agreement at forums, 63% online resident survey, and 56% online business survey). When asked in the online survey, these groups included pensioners/elderly, medically vulnerable, financially vulnerable customers and those in remote locations. However, at the forums the examples given were irrigators and those on microgrids. Many stakeholders held the view that vulnerable customers should be supported more but did not necessarily think this was Essential Energy's role.

In the online survey Just over half of businesses were in favour of Essential Energy charging more during peak times (51%) with a third against (32%). This was strongest in the North Coast region (61% in favour). Some stakeholders viewed Time of Use as a "sensible first step" to the adoption of other tariffs.

4.8 Bills

Most of the online survey participants were satisfied with the information provided on their bill (residents 60%, businesses 68%). Of those who were dissatisfied, most wanted more information on time of day usage and a breakdown of costs (retail, distribution and generation).

In the forums, participants were presented with a breakdown of the different costs on their bills, resulting in most requesting that a breakdown always be provided by retailers.

4.9 Pricing mechanism

While this issue was complex to grasp there were concerns by residents that no matter which pricing mechanism was preferred, the retailer would not be made to pass on exact prices anyway, and that it would not be transparent on the bill.

A revenue cap was felt to be advantageous because it was predictable and therefore easier for Essential Energy to plan around, however the disadvantage was thought to be that customers would have less control and never gain in terms of cost because even if they became more energy efficient, prices would still go up the following year to compensate.

A price cap was liked because customers would know what to expect in terms of prices but the risk to Essential Energy was acknowledged.

Almost half of residents and businesses in the online survey stated that they would prefer a price cap (48% residents, 49% businesses) over a revenue cap (19% residents, 21% businesses).

Although there were mixed views amongst stakeholders, most believed that the AER was not going to move from a revenue cap.

4.10 Communication

In the online survey more respondents thought it was easy to communicate with Essential Energy (38% residents, 51% businesses) than difficult (5% of residents and 6% of businesses), however a large number did not know (33% of residents and 21% of businesses).

Email was the preferred method of contact in most situations, with text messages preferred for notification of unplanned outages. Letters were also favoured over other means for consultation on future plans, notification of planned outages and other subjects.

4.11 Future engagement

Most were satisfied with Essential Energy's current engagement activities (81% residents, 79% businesses). Stakeholders also praised Essential Energy's efforts.

Of those who thought Essential Energy could be doing more, suggestions were mainly at the inform level, i.e. providing more information to customers in a clear and easy to understand way.

5. Key observations to emerge from phase 1

The following are some key observations that have emerged from phase 1 of the engagement programme:

- There is confusion amongst consumers about the role of Essential Energy in relation to energy retailers, and who to contact in specific situations.
- In the current climate cost will be a key consideration in future energy scenarios.
- Most are satisfied with the network's reliability and with more information are willing to trade off some reliability for slightly lower cost.
- There was strong interest in technological advances and innovations in the energy sector with support for Essential Energy to invest in researching microgrids as an option for those in rural/remote areas.
- There was little concern about changing the source of electricity generation if reliability and price remain consistent.
- The more informed customers become, the more they perceive they are obtaining value for money.
- Customers misinterpret the word 'tariff' to mean a higher price, suggesting that in future communication using this term should be avoided, or if used, further explanation should be provided to clarify meaning.
- Location-based pricing was not supported, however there was some support for discounted pricing for some customer groups.
- There was some support for Time of Use pricing, however there was confusion about how to take advantage of it, how to access it and what the difference in price is.
- Customers called for greater bill transparency, with a breakdown of generation, distribution and retail costs.
- There was high satisfaction with Essential Energy's current engagement activities with few suggestions made for additional methods or topics for future forums.

6. Appendix

6.1 Consumer survey

FINAL 01/05/2017

Client: Essential Energy (Residential Survey)

Sample: N=750

We are currently conducting a study on behalf of an Energy provider. Thank you for agreeing to take part in this survey. It should only take approximately 5-10 minutes to complete.

Demographics

Firstly, some questions to ensure we have a good cross section of people.

Are you... AUTOMATIC NEXT QUESTION

Male	1
Female	2

Which of the following age groups best describes you? AUTOMATIC NEXT QUESTION

18-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65 years or over	6

Do you speak a language other than English at home? AUTOMATIC NEXT QUESTION

No, English only	1
Yes	2

Are you of Aboriginal or Torres Strait Islander origin? AUTOMATIC NEXT QUESTION

No	1
Yes	2
Prefer not to say	3

What is the postcode of your home address? IF OUT OF AREA TERMINATE

Awareness and familiarity

Do you or anyone in this household work in any of the following industries?

Please select all that apply. PROGRAMMER: ROTATE CODES, MULTIPLE RESPONSE ALLOWED

Advertising	1	TERMINATE
Education	2	

Energy supply	3	TERMINATE
Banking/finance	4	
Government and defence	5	
Health and community services	6	
Manufacturing	7	
Marketing/market research	8	TERMINATE
Media/public relations	9	TERMINATE
Mining	10	
Personal services	11	
Retail trade	12	
Telecommunications services	13	
Not currently working	14	
Other	15	

Do you, or any immediate members of your family, work for the following organisations: AUTOMATIC NEXT QUESTION

- An energy distributor 1 - TERMINATE
- An energy retailer 2 - TERMINATE
- An energy generator 3 – TERMINATE
- None of the above 4

Firstly we'd like to ask you some questions about who you might call for different issues that might arise in and around your house and neighbourhood.... You can select as many companies as you like.

Who would you consider contacting if you were...

							Other If so, whom
Considering connecting to the electricity network e.g. building a house	1	2	3	4	5	6	7
Seeking advice regarding using less electricity	1	2	3	4	5	6	7
Enquiring about obtaining a battery storage	1	2	3	4	5	6	7

Wanting to report a power outage	1	2	3	4	5	6	7
Seeking advice on Solar Panel installation	1	2	3	4	5	6	7

Who are the other providers you would consider contacting if you were.
Add in all the ones above where other was selected.

How would you rate your Electricity supply in terms of value for money? AUTOMATIC NEXT QUESTION

- Very good value for money 1
- Quite good value for money 2
- Undecided 3
- Quite poor value for money 4
- Very poor value for money 5

Have you heard of Essential Energy? AUTOMATIC NEXT QUESTION

- Yes 1 – ASK Q10
- No 2 – SHOW STATEMENT BELOW, THEN GO TO Q11

(IF NO) Essential Energy is the energy distributor for your region. This means that they are responsible for the electricity network including poles, wires, substations and transformers, irrespective of who your energy retailer is. Essential Energy are not an energy retailer.

From what you know or have heard about Essential Energy, what services do you know they provide?

Communication

How easy do you feel it is to communicate with Essential Energy? AUTOMATIC NEXT QUESTION

- Very easy 1
- Quite easy 2
- Neither 3
- Quite difficult 4
- Very difficult 5
- DK 6

Which method of communication would you prefer Essential Energy to use to communicate with you about the following: AUTOMATIC NEXT QUESTION

	Letter	Text message	Email	Website	Social media
Consultation on future plans and	1	2	3	4	5

pricing structures					
Unexpected power outages	1	2	3	4	5
Planned power outages	1	2	3	4	5
Other, e.g. meter changes, streetlights, damaged pole or electrical equipment, tree trimming	1	2	3	4	5

Service

How reliable do you think your electricity supply is? AUTOMATIC NEXT QUESTION

- Very reliable 1
- Quite reliable 2
- Undecided 3
- Quite unreliable 4
- Very unreliable 5

Power outages happen from time to time for a variety of reasons. Thinking about the following future scenarios, which would be your preferred scenario? SR AUTOMATIC NEXT QUESTION

OUTAGE TRAITS	Option 1	Option 2	Option 3	Option 4
Duration (how long your power is out for)	No change to current duration	No change to current duration	50% shorter duration	50% shorter duration
Frequency (how often you have a power outage)	No change to current frequency	1 to 2 more outages per year	No change to current frequency	1 to 2 more outages per year
Quarterly Bill Change	No change to current amount	\$40 less than current amount	\$40 more than current amount	\$20 more than current amount

Would you be willing to pay \$20 more than you currently pay per quarter for improvements which would avoid a 24 hour unplanned outage every 10 years? AUTOMATIC NEXT QUESTION

- Yes 1
- No 2

If you had to trade off frequency of outages against the length of time you were without power, which would you choose? AUTOMATIC NEXT QUESTION

- More outages, but for short periods of time 1
- Less outages, but for longer periods of time 2

Servicing Remote / Worst served customers

Some remote communities suffer poor reliability because of their remote location. These worst served customers represent 1% of Essential Energy customers and they can experience up to 20 outages a year. All customers pay about \$2.50 per annum to maintain services to these remote locations.

To what extent do you agree or disagree that Essential Energy should invest more to ensure remote/worst served customers receive the same levels of service as other more populated parts of the network? AUTOMATIC NEXT QUESTION

Strongly agree	1
Slightly agree	2
Undecided	3
Slightly disagree	4
Strongly disagree	5
Don't know	6

One possible solution to reduce power outages for these remote locations is to use microgrids in these communities in the future. Microgrids allow communities to be supplied by smaller, more local power generation but they might not be connected to the larger grid.

To what extent do you agree or disagree that Essential Energy should invest in researching this as an option? AUTOMATIC NEXT QUESTION

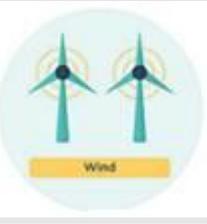
Strongly agree	1
Slightly agree	2
Undecided	3
Slightly disagree	4
Strongly disagree	5
Don't know	6

If Essential Energy could guarantee the maintenance of reliability and price levels, to what extent would you be concerned if they changed the source of generation for your connection? For example, if they provided you with locally generated solar electricity with a battery back-up, rather than sourcing power from the national electricity grid? AUTOMATIC NEXT QUESTION

Very concerned	1
Quite concerned	2
Undecided	3
Not concerned	4

(IF VERY OR QUITE) Why would you be concerned?

There are some possible technologies they could introduce in your area to develop a microgrid. Please select the mix of technologies you would be happy to see in a microgrid that was developed in your area? You may select as many or as few as you like AUTOMATIC NEXT QUESTION

 Clean Diesel Backup Generator	 Storage	 Wind	 Solar	None of these
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If a microgrid was being developed in your area, to what extent would you agree to a diesel generator being used to supplement battery storage, during outages and peak load, if it was the most cost effective option? Would you AUTOMATIC NEXT QUESTION

- Strongly agree 1
- Slightly agree 2
- Undecided 3
- Slightly disagree 4
- Strongly disagree 5

Pricing

In terms of pricing, there are two models under which Essential Energy could operate: Revenue cap or Price cap.

Revenue cap: Essential Energy is set a total income amount that they can receive per year. If customers use more energy than expected and they collect more income than was set, then they give this back to customers through lower prices in the following year. If customers use less energy than expected and they collect less income than was set, then they charge this to customers through higher prices in the following year. This means customers have a risk of prices going up or down from year to year.

Price cap: Essential Energy is set the total price it can charge customers each year. If customers use more or less energy than expected then they receive higher or lower income than expected. This means Essential Energy has a risk that income may not be what they expect but prices are less likely to change by as much year on year.

Which would you prefer your electricity supply to operate under? AUTOMATIC NEXT QUESTION

- Price Cap 1
- Revenue Cap 2
- Don't know 3

How satisfied are you with the amount of information provided on your electricity bill, i.e. breakdown for services? AUTOMATIC NEXT QUESTION

- Very satisfied 1
- Quite satisfied 2
- Neither 3
- Quite dissatisfied 4
- Very dissatisfied 5
- DK 6

(IF NOT SATISFIED) What information would you like to see?

Distribution costs shown separately	1
Generation costs shown separately	2
Information on how changing the time of day you use electricity could reduce your bill	3
Retail costs shown separately	4
Other (please specify) _____	5

To what extent do you agree or disagree that Essential Energy should charge customers' different amounts based on whether it costs more to supply their electricity e.g. customers in rural locations? AUTOMATIC NEXT QUESTION

Strongly agree	1
Slightly agree	2
Undecided	3
Slightly disagree	4
Strongly disagree	5
Don't know	6

Essential Energy does not currently provide any reduced pricing for specific customer groups. Should Essential Energy consider providing discounted pricing to some customers? AUTOMATIC NEXT QUESTION

Yes	1
No	2
DK	3

(IF YES) Which customers (e.g. financially vulnerable, medically vulnerable, specific industries, those living in remote locations) do you think should get reduced pricing?

Engagement Methods

Essential Energy is conducting community forums, interviews, focus groups, an online survey and social media engagement with customers and stakeholders across the network. Is there anything else you feel we should be doing to engage with our customers and stakeholders? AUTOMATIC NEXT QUESTION

Yes	1
No	2

(IF YES) What else should Essential Energy be doing?

Thank you for your time.

6.2 Business survey

FINAL 01/05/2017

Client: Essential Energy (Business Survey)

Sample: N=250

Thank you for completing this survey. It should only take approximately 10 minutes to complete.

Demographics

Firstly some questions to ensure we have a good cross section of people.

What is the postcode of your business? IF OUT OF AREA TERMINATE

How many employees do you have in your business, by employees I mean full time equivalents other than the proprietor?

No employees/sole trader	1
1 - 4 employees	2
5 - 10	3
11 - 19	4
20 – 199	5
200 plus	6 - TERMINATE

First of all, what exactly does your business do?

And what industry does your business operate within?

Agriculture, forestry, fishing and hunting	1
Mining	2
Manufacturing	3
Electricity, Gas and Water supply	4
Construction	5
Wholesale trade	6
Retail trade	7
Accommodation, cafes and restaurants	8
Transport and storage	9
Communication services	10
Finance and insurance	11
Property and business services	12
Government administration and defence	13
Education	14
Health and community services	15
Cultural and recreational services	16
Personal services	17
Other	18

Do you, or any immediate members of your family, work for the following organisations:

- An energy distributor 1 - TERMINATE
- An energy retailer 2 - TERMINATE
- An energy generator 3 – TERMINATE
- None of the above 4

Awareness and familiarity

Firstly we'd like to ask you some questions about who you might call for different issues that may arise in and around your business.... You can select as many companies as you like.

Who would you consider contacting if you were...

							Other If so, whom
Considering connecting to the electricity network e.g. moving to a new building	1	2	3	4	5	6	7
Seeking advice regarding using less electricity	1	2	3	4	5	6	7
Enquiring about obtaining a battery storage	1	2	3	4	5	6	7
Wanting to report a power outage	1	2	3	4	5	6	7
Seeking advice on Solar Panel installation	1	2	3	4	5	6	7

How would you rate your Electricity supply in terms of value for money?

- Very good value for money 1
- Quite good value for money 2
- Undecided 3
- Quite poor value for money 4
- Very poor value for money 5

Have you heard of Essential Energy?

Yes 1 – ASK Q9

No 2 – ASK STATEMENT BELOW, THEN GO TO Q10

(IF NO) Essential Energy is the energy distributor for your region. This means that they are responsible for the electricity network including poles, wires, substations and transformers, irrespective of who your energy retailer is. Essential Energy are not an energy retailer.

From what you know or have heard about Essential Energy, what services do you know they provide?

Communication

How easy do you feel it is to communicate with Essential Energy?

- Very easy 1
- Quite easy 2
- Neither 3
- Quite difficult 4
- Very difficult 5
- DK 6

Which method of communication would you prefer Essential Energy to use to communicate with you about the following:

	Letter	Text message	Email	Website	Social media
Consultation on future plans and pricing structures	1	2	3	4	5
Unexpected power outages	1	2	3	4	5
Planned power outages	1	2	3	4	5
Other, e.g. meter changes, streetlights, damaged pole or electrical equipment, tree trimming	1	2	3	4	5

Service

How reliable do you think your electricity supply is?

- Very reliable 1

Quite reliable 2
 Undecided 3
 Quite unreliable 4
 Very unreliable 5

Power outages happen from time to time for a variety of reasons. Thinking about the following scenarios, which would be your preferred scenario?

OUTAGE TRAITS	Option 1	Option 2	Option 3	Option 4
Duration (how long your power is out for)	No change	No change	50% shorter	50% shorter
Frequency (how often you have a power outage)	No change	1 to 2 more per year	No change	1 to 2 more per year
Quarterly Bill Change	No change	-\$40	+\$40	+\$20

Would you be willing to pay \$20 more per quarter for improvements which would avoid a 24 hour unplanned outage every 10 years?

Yes 1
 No 2

If you had to trade off frequency of outages against the length of time you were without power in your business, which would you choose?

More outages, but for short periods of time 1
 Less outages, but for longer periods of time 2

Servicing Remote / Worst served customers

Some remote communities suffer poor reliability because of their remote location. These worst served customers represent 1% of Essential Energy customers and they can experience up to 20 outages a year. All customers pay about \$2.50 per annum to maintain services to these remote locations.

To what extent do you agree or disagree that Essential Energy should invest more to ensure remote/worst served customers receive the same levels of service as other more populated parts of the network?

Strongly agree 1
 Slightly agree 2
 Undecided 3
 Slightly disagree 4
 Strongly disagree 5
 Don't know 6

One possible solution to reduce power outages for these remote locations is to use microgrids in these communities in the future. Microgrids allow communities to be supplied by smaller, more local power generation but they might not be connected to the larger grid.

To what extent do you agree or disagree that Essential Energy should invest in researching this as an option?

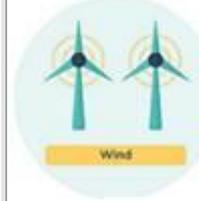
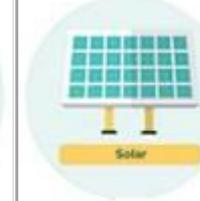
Strongly agree	1
Slightly agree	2
Undecided	3
Slightly disagree	4
Strongly disagree	5
Don't know	6

If Essential Energy could guarantee the maintenance of reliability and price levels, to what extent would you be concerned if they changed the source of generation for your business connection? For example, if they provided you with locally generated solar electricity with a battery back-up, rather than sourcing power from the national electricity grid?

Very concerned	1
Quite concerned	2
Undecided	3
Not concerned	4

(IF VERY OR QUITE) Why would you be concerned?

There are some possible technologies they could introduce in your area to develop a microgrid. Please select the mix of technologies you would be happy to see in a microgrid that was developed in your area? You can choose as many or as few as you like.

 Clean Diesel Backup Generator	 Storage	 Wind	 Solar	<div style="border: 1px solid black; padding: 5px; text-align: center;">None of these</div>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If a microgrid was being developed in your area, to what extent would you agree to a diesel generator being used to supplement battery storage, during outages and peak load, if it was the most cost effective option? Would you

Strongly agree	1
Slightly agree	2
Undecided	3
Slightly disagree	4
Strongly disagree	5

Pricing

In terms of pricing, there are two models under which Essential Energy could operate: Revenue cap or Price cap.

Revenue cap: Essential Energy is set a total income amount that we can receive per year. If customers use more energy than expected and we collect more income than was set, then we give this back to customers through lower prices in the following year. If customers use less energy than expected and we collect less income than was set, then we charge this to customers through higher prices in the following year. This means customer have a risk of prices going up or down from year to year.

Price cap: Essential Energy is set the total price it can charge customers each year. If customers use more or less energy than expected then we receive higher or lower income than expected. This means Essential Energy has a risk that income may not be what we expect but prices are less likely to change by as much year on year.

Which would you prefer your electricity supply to operate under?

Price Cap	1
Revenue Cap	2
Don't know	3

How satisfied are you with the amount of information provided on your electricity bill, i.e. breakdown for services?

Very satisfied	1
Quite satisfied	2
Neither	3
Quite dissatisfied	4
Very dissatisfied	5
DK	6

(IF NOT SATISFIED) What information would you like to see?

Distribution costs shown separately	1
Generation costs shown separately	2
Information on how changing the time of day you use electricity could reduce your bill	3
Other: PLEASE SPECIFY	4

To what extent do you agree or disagree that Essential Energy should charge customers different amounts based on whether it costs more to supply their electricity e.g. customers in rural locations?

Strongly agree	1
Slightly agree	2
Undecided	3
Slightly disagree	4
Strongly disagree	5
Don't know	6

Essential Energy does not currently provide any reduced pricing for specific customer groups. Should Essential Energy consider providing discounted pricing to some customers?

Yes	1
No	2
DK	3

(IF YES) Which customers (e.g. financially vulnerable, medically vulnerable, specific industries, those living in remote locations) do you think should get reduced pricing?

When a customer uses a large amount of electricity at peak times instead of spreading their use across a longer period or during off peak times, it increases the cost of providing electricity. Should Essential Energy charge customers more when they use electricity during peak times (as we do currently), rather than share the costs across all customers?

Yes	1
No	2
DK	3

Do you think there are other ways Essential Energy can assist customers to understand the impact of using electricity at different times of the day and year, and try to encourage businesses to even out their electricity usage?

Engagement Methods

Essential Energy is conducting community forums, interviews, focus groups, an online survey and social media engagement with customers and stakeholders across the network. Is there anything else you feel we should be doing to engage with our customers and stakeholders?

Yes	1
No	2

(IF YES) What else should Essential Energy be doing?

Demographics

Are you...

Male	1
Female	2

Which of the following age groups best describes you?

18-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65 years or over	6

What is your position or title within your organisation?

Owner / Proprietor	1
Senior Management	2
Other employee	3

How many years has your business been operating? SR

Less than 1 year	1
1-2 years	2
2-5 years	3
6-10 years	4
More than 10 years	5

Does your business own or rent/lease its business premises?

Own	1
Rent/lease	2
Other	3
Not Applicable (business run from home)	4

Thank you for your time.

6.3 Deliberative forum agenda

Time	Session details	Responsibility	Materials																
5.00-5.02pm	<p>Welcome and Introduction</p> <ul style="list-style-type: none"> Woolcott Research Lead Facilitator to welcome and thank participants for coming and introduce opening speaker 	WR Lead Facilitator																	
5.02-5.05pm	<p>Introduction</p> <ul style="list-style-type: none"> Essential Energy to explain reason for engagement i.e. AER regulatory proposal. Lots to grapple with (setting the scene). This needs to be high level as we don't want to give too much away up front. Description of engagement plan – how we are engaging Importance of the Forum to EE 	EE	PP slides																
5.05-5.10pm	<p>Housekeeping</p> <ul style="list-style-type: none"> Woolcott Research Lead Facilitator to give overview of Forum agenda and approach, the key sessions, guidelines and housekeeping. Location of toilets and evacuation in emergency. 	WR Lead Facilitator	PP slides																
5.10-5.20pm	<p>Introduction to keypads</p> <ul style="list-style-type: none"> Lead facilitator to introduce keypads and do some warm up questions. Results shown on screen: <p>PRACTICE QUESTION: Q. How did you travel to the forum today?</p> <ul style="list-style-type: none"> Car, bus, train, on foot, helicopter, other. <p>KEYPAD QUESTIONS: Q. Who would you consider contacting if you were...</p> <table border="1"> <thead> <tr> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>Other</th> </tr> </thead> <tbody> <tr> <td>Considering connecting to the electricity network e.g.</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> </tbody> </table>								Other	Considering connecting to the electricity network e.g.	1	2	3	4	5	6	7	WR Lead Facilitator	PP slides and Keypads
							Other												
Considering connecting to the electricity network e.g.	1	2	3	4	5	6	7												

	building a house										
	Seeking advice regarding using less electricity	1	2	3	4	5	6	7			
	Enquiring about obtaining a battery storage	1	2	3	4	5	6	7			
	Wanting to report a power outage	1	2	3	4	5	6	7			
	Seeking advice on Solar Panel installation	1	2	3	4	5	6	7			
	<p>Q. How reliable do you think your electricity supply is?</p> <p>Very reliable 1</p> <p>Quite reliable 2</p> <p>Undecided 3</p> <p>Quite unreliable 4</p> <p>Very unreliable 5</p> <p>Q Currently 36% of a customer's bill is for distribution of electricity. How would you rate this in terms of value for money?</p> <p>Very good value for money 1</p> <p>Quite good value for money 2</p> <p>Undecided 3</p> <p>Quite poor value for money 4</p> <p>Very poor value for money 5</p> <p><i>N.B We will re-ask this question again at the end of the forum to see if perceptions have changed</i></p>										
5.20-5.30pm	<p>Presentation: The Essential Energy Business</p> <ul style="list-style-type: none"> • Two minute video to introduce EE • What services are provided by EE • Where the electricity supply comes from • What EE's role is/ the vastness of the network • Average customer price for bill – network versus other components 									EE	Video PP slides
5.30-5.55pm	<p>Table Discussion (The Ideal Energy Supplier)</p>									WR Table Facilitators	Flipcharts

	<p>Participants to introduce themselves on tables and say where they live</p> <p>In the future, what do you think would make an ideal electricity supplier? What do they need to ensure they focus on and do? What are the critical factors to ensure customers are satisfied? <i>(Participants should be encouraged to get things off their chests here i.e. any burning issues)</i></p> <p>Each table to create a value tree on the flipchart. GIVE OUT HANDOUT 1 (e.g. reliability, safety, affordability, etc. should emerge here)</p> <p><i>A nominated spokesperson at each table is chosen to feedback their table's high level values. Let them know they only have 1 minute each to present so they should be brief and just go through the high level values.</i></p>		Handout 1
5.55-6.10pm	<p>Table Feedback</p> <ul style="list-style-type: none"> Feedback invited from all tables on the values that they consider to be important to them with regard to electricity supply <p><i>Long list is compiled. The list will be condensed and put into themes (by WR) during the forum. These will be put to participants later and they will be asked to rate them in terms of their importance.</i></p>	WR Lead Facilitator	Flipcharts List created
6.10-6.25pm	<p>Presentation: The Network Condition</p> <p>EE to outline sheer size of network Main drivers of cost – low density, large area, high vegetation and remote customers Issue of servicing farthest parts of the regions The need to maintain the network including enabling solar The reasons for planned (and unplanned outages) and why longer planned outages could reduce costs Servicing remote locations Worst served customers Medical customers</p>	EE	PP Slides
6.25-6.45pm	<p>Table discussion: Condition of the network</p> <p>What do you think of the information presented? What do you think about the reliability of your electricity supply? What is your view on outages? What about the duration and frequency of outages? Brownouts, surges etc Would you prefer more outages, but for shorter periods of time, or less outages, but for longer periods? Why? GIVE OUT HANDOUT 2</p> <ul style="list-style-type: none"> Would you be willing to pay more to have less outages and for shorter periods of time? Why/why not? 	WR Table Facilitators	HANDOUT 2

<p>7.25-7.40pm</p>	<p>Table Discussion: Network Demand</p> <p>What are your reactions to the presentation? What do you think of the technological advances? Which are of interest to you and why? Which should EE look into further? Who had solar on the table? Who has batteries? What do you think of the use of solar power and batteries? Why? What are the pros and cons of using solar power and batteries?</p> <p>GIVE OUT HANDOUT 3</p> <p>What are the pros and cons of microgrids? Do you think EE should be exploring this as an option? Why? Why not?</p> <ul style="list-style-type: none"> ○ If EE could guarantee the maintenance of reliability and price levels, would you be concerned if they changed the source of electricity generation? For example, if they provided you with locally generated solar electricity with a battery back-up, rather than sourcing power from the national electricity grid? Why? (THIS WILL BE A KEYPAD QUESTION) 	<p>WR Table Facilitators</p>	<p>HANDOUT 3</p>
<p>7.40-7.45pm</p>	<p>Key pad voting</p> <p>To what extent do you agree or disagree that Essential Energy should invest in researching microgrids as an option?</p> <p>Strongly agree 1 Slightly agree 2 Undecided 3 Slightly disagree 4 Strongly disagree 5 Don't know 6</p> <p>Q If Essential Energy could guarantee the maintenance of reliability and price levels, to what extent would you be concerned if they changed the source of generation for your connection? For example, if they provided you with locally generated solar electricity with a battery back-up, rather than sourcing power from the national electricity grid?</p> <p>Very concerned 1 Quite concerned 2 Undecided 3 Not concerned at all 4</p>	<p>WR Lead Facilitator</p>	<p>PP Slides and Keypads</p>
<p>7.45-7.55pm</p>	<p>DESSERT – participants to bring back to tables</p>		
<p>7.55-8.05pm</p>	<p>Presentation: Our prices</p> <ul style="list-style-type: none"> • Revenue v price cap • Tariff structures – current and other options 	<p>EE</p>	<p>PP Slides</p>
<p>8.05-8.30pm</p>	<p>Table discussion: Our prices</p>	<p>WR Table Facilitators</p>	<p>HANDOUT 4</p>

	<p>Should EE adopt different tariffs e.g. Electric Vehicle charging tariff, a battery tariff, alternate demand charging methods, for example seasonal or critical peak, feed-in and export tariff? Should EE consider different pricing for some customers? If so, which ones? (e.g. specific industries (food and fibre tariff), those living in remote locations) Should EE consider charging customers different amounts based on where they live? Essential Energy does not currently provide any reduced pricing for specific customer groups. Should they consider reduced pricing for some customers? If so, which ones? GIVE OUT HANDOUT 4 Which form of control mechanism would you prefer EE's standard control services to operate under – a price cap or revenue cap? Why?</p>		
8.30-8.35pm	<p>Key Pad Voting</p> <p>Should Essential Energy charge customers a different amount to customers in different locations based on the cost of supplying them with electricity? Yes 1 No 2 DK 3</p> <p>Should Essential Energy adopt an electric vehicle tariff? Yes No Don't know</p> <p>Should Essential Energy adopt a battery tariff? Yes No Don't know</p> <p>Should Essential Energy adopt a feed-in and export tariff? Yes No Don't know</p> <p>Essential Energy does not currently provide any reduced pricing for specific customer groups. Should Essential Energy consider providing discounted pricing to some customers? Yes 1 No 2 DK 3</p>	WR Lead Facilitator	PP Slides and Keypads
8.35-8.45pm	<p>Table discussion: The Future</p> <p>What should the future of electricity supply be/look like?</p>	WR Table Facilitators	

	<p>How have your views changed from the beginning of the night? Is there anything else you personally feel EE should be doing to get customer's input about its future business plans? Any other topics we have not discussed today that you think should be included in the next round?</p>												
8.45-8.55pm	<p>Key Pad Voting: Values ranking Using the list compiled and the key pads, participants will be asked to rate and rank the values in terms of their importance Lead facilitator guides the voting process (whole of Forum):</p> <p>Q. Thinking back to the beginning of the forum and the values that you thought were important for an energy provider to focus on in the future. We'd now like you to rate each on a scale of 0-10, where 0 is not important at all and 10 is extremely important for Essential Energy to focus on in the future? <i>(list of factors to be compiled at the forum and shown individually on screen for rating)</i> <i>(do not show results until after the ranking question below)</i></p> <p>Q. And now please choose the top three factors to you in order, i.e. choose the most important one first, then the second most important one, then the third. <i>(show list of values and participants select their top 3)</i> <i>(result shown for rating questions now)</i></p> <p>Q Currently 36% of a customer's bill is for distribution of electricity. How would you rate this in terms of value for money?</p> <table style="margin-left: 40px;"> <tr> <td>Very good value for money</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Quite good value for money</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Undecided</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Quite poor value for money</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Very poor value for money</td> <td style="text-align: right;">5</td> </tr> </table>	Very good value for money	1	Quite good value for money	2	Undecided	3	Quite poor value for money	4	Very poor value for money	5	WR Lead Facilitator	PP Slides and Keypads
Very good value for money	1												
Quite good value for money	2												
Undecided	3												
Quite poor value for money	4												
Very poor value for money	5												
8.55-9.00pm	<p>Summing up, thank you <i>Essential Energy closing remarks</i> – what Essential Energy will take from today and confirmation of next steps, encouragement of future participation.</p> <p>WR will also contact all attendees after the forum to encourage participation in next forum.</p>	EE											
9.00pm	<p>CLOSE <i>Woolcott Research Lead Facilitator</i> – thanks and reminder to fill in end of session questionnaire on tables</p>	WR All	End of session questionnaire and signing sheet										

6.4 End of session feedback

The following data was collected from participants anonymously at the end of each forum.

EE End of Session Survey June 2017									
		Total	Location						
		Total	Goulburn	Cootamundra	Wagga Wagga	Broken Hill	Port Macquarie	Tamworth	Dubbo
Base		504	75	66	70	60	78	75	80
I enjoyed taking part in the session	Strongly Agree	49%	48%	56%	43%	47%	46%	41%	60%
	Agree	246	36	37	30	28	36	31	48
	Agree	50%	49%	44%	53%	53%	51%	57%	40%
		250	37	29	37	32	40	43	32
	Neither agree or disagree	1%	1%	0%	1%	0%	3%	0%	0%
		4	1	0	1	0	2	0	0
	Disagree	1%	1%	0%	1%	0%	0%	1%	0%
		3	1	0	1	0	0	1	0
Strongly Disagree	0%	0%	0%	1%	0%	0%	0%	0%	
	1	0	0	1	0	0	0	0	
Total		504	75	66	70	60	78	75	80
		100%	100%	100%	100%	100%	100%	100%	100%

EE End of Session Survey June 2017									
		Total	Location						
		Total	Goulburn	Cootamundra	Wagga Wagga	Broken Hill	Port Macquarie	Tamworth	Dubbo
Base	Base	504	75	66	70	60	78	75	80
It was informative and I feel I have learned a lot	Strongly Agree	40%	36%	47%	37%	33%	40%	35%	49%
	Agree	200	27	31	26	20	31	26	39
	Agree	56%	61%	53%	60%	60%	55%	56%	49%
		283	46	35	42	36	43	42	39
	Neither agree or disagree	3%	1%	0%	0%	5%	4%	7%	3%
		14	1	0	0	3	3	5	2
	Disagree	0%	1%	0%	0%	0%	0%	1%	0%
		2	1	0	0	0	0	1	0
Strongly Disagree	0%	0%	0%	1%	0%	0%	1%	0%	
	2	0	0	1	0	0	1	0	
Don't Know	1%	0%	0%	1%	2%	1%	0%	0%	
	3	0	0	1	1	1	0	0	
Total		504	75	66	70	60	78	75	80
		100%	100%	100%	100%	100%	100%	100%	100%

EE End of Session Survey June 2017

		Total	Location						
		Total	Goulburn	Cootamundra	Wagga Wagga	Broken Hill	Port Macquarie	Tamworth	Dubbo
Base	Base	504	75	66	70	60	78	75	80
The session was well organised and structured	Strongly Agree	54%	41%	55%	60%	57%	45%	56%	65%
	Agree	272	31	36	42	34	35	42	52
		44%	55%	42%	36%	43%	54%	43%	33%
		220	41	28	25	26	42	32	26
	Neither agree or disagree	2%	4%	3%	3%	0%	0%	1%	3%
		10	3	2	2	0	0	1	2
	Strongly Disagree	0%	0%	0%	1%	0%	0%	0%	0%
		1	0	0	1	0	0	0	0
Don't Know	0%	0%	0%	0%	0%	1%	0%	0%	
	1	0	0	0	0	1	0	0	
Total		504	75	66	70	60	78	75	80
		100%	100%	100%	100%	100%	100%	100%	100%

EE End of Session Survey June 2017

		Total	Location						
		Total	Goulburn	Cootamundra	Wagga Wagga	Broken Hill	Port Macquarie	Tamworth	Dubbo
Base	Base	504	75	66	70	60	78	75	80
I was able to provide my views and contribute during the session	Strongly Agree	48%	43%	56%	44%	47%	46%	48%	50%
	Agree	240	32	37	31	28	36	36	40
		47%	53%	41%	51%	47%	46%	48%	41%
		236	40	27	36	28	36	36	33
	Neither agree or disagree	4%	4%	2%	3%	7%	5%	4%	5%
		21	3	1	2	4	4	3	4
	Disagree	0%	0%	0%	0%	0%	0%	0%	3%
		2	0	0	0	0	0	0	2
Strongly Disagree	0%	0%	0%	1%	0%	1%	0%	0%	
	2	0	0	1	0	1	0	0	
Don't Know	1%	0%	2%	0%	0%	1%	0%	1%	
	3	0	1	0	0	1	0	1	
Total		504	75	66	70	60	78	75	80
		100%	100%	100%	100%	100%	100%	100%	100%

EE End of Session Survey June 2017

		Total	Location						
		Total	Goulburn	Cootamundra	Wagga Wagga	Broken Hill	Port Macquarie	Tamworth	Dubbo
Base	Base	504	75	66	70	60	78	75	80
I think Essential Energy will act on the information from this session	Strongly Agree	24%	24%	29%	20%	27%	13%	21%	36%
	Agree	122	18	19	14	16	10	16	29
	Agree	51%	45%	53%	54%	47%	53%	55%	50%
	Agree	257	34	35	38	28	41	41	40
	Neither agree or disagree	19%	27%	14%	19%	18%	22%	21%	14%
	Neither agree or disagree	97	20	9	13	11	17	16	11
	Disagree	2%	0%	2%	0%	7%	4%	0%	0%
	Disagree	8	0	1	0	4	3	0	0
	Strongly Disagree	1%	0%	2%	3%	0%	1%	1%	0%
	Strongly Disagree	5	0	1	2	0	1	1	0
	Don't Know	3%	4%	2%	4%	2%	8%	1%	0%
	Don't Know	15	3	1	3	1	6	1	0
	Total	504	75	66	70	60	78	75	80
	Total	100%	100%	100%	100%	100%	100%	100%	100%

EE End of Session Survey June 2017

		Total	Location						
		Total	Goulburn	Cootamundra	Wagga Wagga	Broken Hill	Port Macquarie	Tamworth	Dubbo
Base	Base	504	75	66	70	60	78	75	80
I think events like this are a good way of consulting the public about issues	Strongly Agree	57%	48%	59%	54%	58%	55%	59%	65%
	Agree	287	36	39	38	35	43	44	52
	Agree	38%	47%	33%	41%	35%	37%	36%	34%
	Agree	190	35	22	29	21	29	27	27
	Neither agree or disagree	3%	4%	5%	3%	5%	1%	4%	1%
	Neither agree or disagree	16	3	3	2	3	1	3	1
	Disagree	1%	1%	0%	0%	2%	1%	1%	0%
	Disagree	4	1	0	0	1	1	1	0
	Strongly Disagree	0%	0%	0%	1%	0%	1%	0%	0%
	Strongly Disagree	2	0	0	1	0	1	0	0
	Don't Know	1%	0%	3%	0%	0%	4%	0%	0%
	Don't Know	5	0	2	0	0	3	0	0
	Total	504	75	66	70	60	78	75	80
	Total	100%	100%	100%	100%	100%	100%	100%	100%