Appendix 1.7

Energy matters report

Access arrangement information

ACT and Queanbeyan-Palerang gas network 2021–26

Submission to the Australian Energy Regulator

June 2020

evoenergy

Energy Matters 2019

The future of natural gas in the ACT

Post event report

October 2019

1. Event format

The Energy Matters 2019 event was held on Friday 27 September 2019 in the Jim Service Room, ActewAGL House, Canberra City. The event was attended by over 30 representatives of Evoenergy's large customer base. A full list of attendees is available upon request.

The theme for this year's Energy Matters event was the future of natural gas in the ACT. The event was targeted towards managers of gas infrastructure and assets and promoted as an opportunity to participate in a conversation about the ACT gas future with professional colleagues. Participants were also advised that their participation would also help the development of Evoenergy's 5 year regulatory proposal for the gas network.

The event was facilitated by Ellen Samuels, Communication and Engagement Team Leader from Communication Link.

The following is a summary of the presentations made at the event:

- Welcome | Acting General Manager, Evoenergy
- Evoenergy gas vision | Branch Manager Gas Networks, Evoenergy
- ACT Climate Policy Update | Senior Director, Policy Climate Change & Sustainability Division, Environment, Planning and Sustainable Development Directorate | ACT Government
- Customer Case Study – Planning for an unknown gas future | Strategic Asset Planner, University of Canberra and Ellen Samuels
- Workshop and facilitated discussion | Ellen Samuels

Figure 1. The ACT Government presents on the ACT Governments' Climate Change Policy

2. Event feedback

The event provided participants will opportunities to give informal feedback in the form of questions and comments and the event concluded with a worksheet activity to capture feedback in a more formal sense.

2.1 General discussion

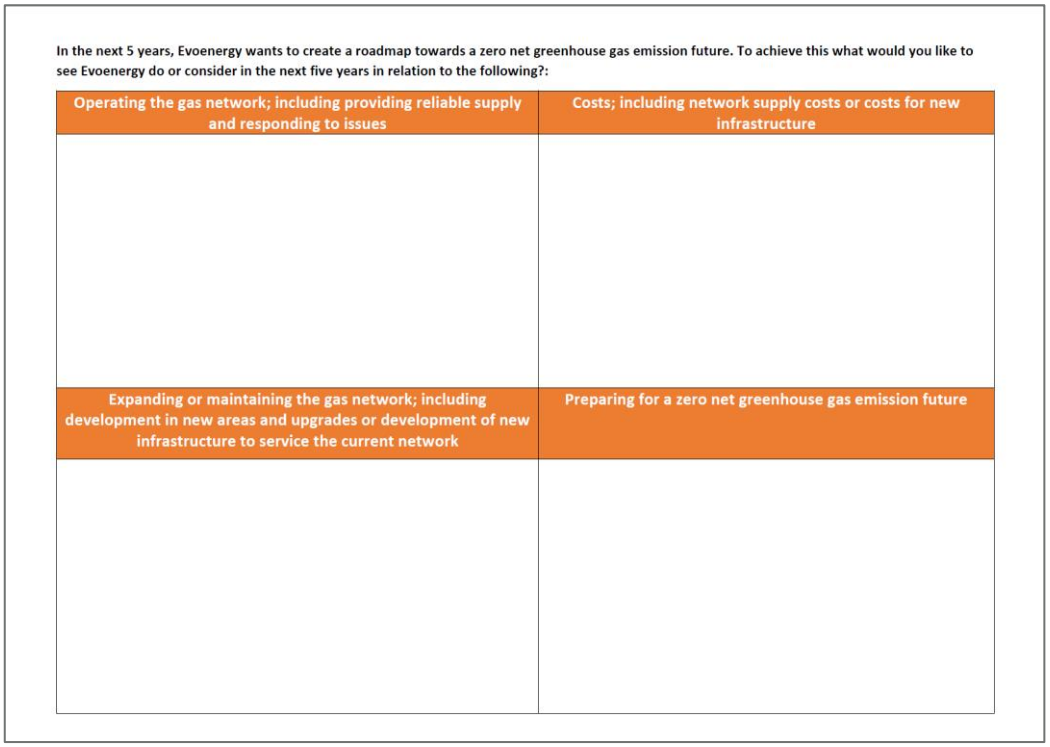
Questions following the ACT Government and Evoenergy presentations were focused on cost and asked how the transition from natural gas to another source would be funded as well as seeking to understand how hydrogen in the transport sector would compare cost-wise to diesel or petrol.

Following the University of Canberra presentation, the presenter was asked if they intended to use solar on campus. The response was that this would be included in upcoming masterplans.

General discussion only yielded a small number of comments due to time constraints. These comments were focused on the timing of the current discussion and suggested that we should be focusing even further beyond 2045 to where we want to be. It was also suggested that consideration should be given to whether it was sustainable to maintain both a gas and electricity network, regardless of whether renewable gas was used. This suggestion was based on an assumption that electricity markets would provide greater economic efficiencies in the future.

2.2 Event worksheets

Following general discussion, participants were given a large worksheet to work through in their table groups. This worksheet (Figure 2) covered areas of the regulatory submission and aimed to capture what participants wanted Evoenergy to focus on in these areas as everyone moves to a zero net greenhouse gas emission future in 2045.



In the next 5 years, Evoenergy wants to create a roadmap towards a zero net greenhouse gas emission future. To achieve this what would you like to see Evoenergy do or consider in the next five years in relation to the following?:

Operating the gas network; including providing reliable supply and responding to issues	Costs; including network supply costs or costs for new infrastructure
Expanding or maintaining the gas network; including development in new areas and upgrades or development of new infrastructure to service the current network	**Preparing for a zero net greenhouse gas emission future**

Figure 2. Worksheet used during Energy Matters 2019

The feedback from the worksheets has been analysed and the following themes emerged. The raw worksheet data is found at Appendix A.

The worksheet asked “In the next 5 years, Evoenergy wants to create a roadmap towards a zero net greenhouse gas emission future. To achieve this what would you like to see Evoenergy do or consider in the next five years in relation to the following?”

Operating the gas network; including providing reliable supply and responding to issues

Attendees noted a desire for diversity in their energy supplies and ensuring a reliable supply; particularly in the case of a supply transition.

Attendees were also seeking additional information relating to what a transition away from natural gas would entail, particularly relating to appliance upgrade requirements and costs related to different upgrade scenarios.

Costs: including network supply costs or costs for new infrastructure

Attendees were interested to learn about the costs associated with upgrading appliances and plant to transition away from natural gas.

Feedback relating to usage costs was minimal except for a desire to understanding potential for hydrogen costs to decrease if production increased and support for demand response tariffs.

Attendees were also interested in the implications of a transition on infrastructure and plant of varying ages; noting that newer infrastructure and plant often had a shorter life expectancy thank older assets.

Expanding or maintaining the gas network; including development in new areas and upgrades or development of new infrastructure to service the current network

Attendees also wanted to know how developers in new estates would make the choice to install gas or multi-energy connections if this was not mandated.

There was also advocacy for Evoenergy to ensure existing customers knew what plans were for maintaining current aged networks leading up to a transition period.

There was feedback relating to transport – suggestions made to consider fixed assets and transport as two separate energy users and also to understand changes in energy use in a changing transport sector.

Long term planning was also a consideration with feedback suggesting that Evoenergy focus on the long-term return on investments and to plan longer than 2045.

Preparing for a zero net greenhouse gas emission future

Preparation for transition featured again in this section; including government incentives and support for large customers during the transition.

In relation to future planning, sentiment was positive supporting the role of renewables in the future energy sector, but information was sought to full understand what this might mean including the ability for different power sources to be used concurrently, hydrogen and EV recharging of vehicles, retrofitting energy efficiency measures, understanding of global trends and experiences and the future plans for Canberra including any plans to increase industry presence.

3. Post event survey

Participants were given a survey to complete at the end of the event requesting feedback on the event. The full survey text is at Appendix B.

Nine attendees completed the survey. 54% of respondents found the proceedings to be extremely useful. Interest was focused on the Evoenergy “Gas Vision” presentation and the ACT Government Climate Change Policy presentation.

Almost all survey respondents agreed and appreciated that the event gave opportunities to participate and contribute to a robust discussion, however many of the survey respondents felt that timing constraints limited questions and discussion.

For future Energy Matter topics, gas was voted to be the number one topic followed by Demand Management and Energy Efficiency. Two other topics identified for future discussion were the appropriateness of infrastructure investment and the future of gas. The event was regarded to have been insightful, very well-planned with time and location selected to be both convenient for participants to attend.

Figure 3. Customer Case Study – Planning for an unknown gas future

Appendix A – Raw worksheet data

In the next 5 years, Evoenergy wants to create a roadmap towards a zero net greenhouse gas emission future. To achieve this what would you like to see Evoenergy do or consider in the next five years in relation to the following?

Operating the gas network; including providing reliable supply and responding to issues	Costs; including network supply costs or costs for new infrastructure	Expanding or maintaining the gas network; including development in new areas and upgrades or development of new infrastructure to service the current network	Preparing for a zero net greenhouse gas emission future
• Good to keep the gas infrastructure to assets – use hydrogen in non-carbon tools. Diversity of energy • Can gas appliances change to be able to handle different energy sources throughout the day?	• How will developers for new estates be given choice/or mandate for gas/multi-energy connections?	• Consider fixed assets and transport as two separate energy users • Is the demand for transport going to change as a result of the exponential advance in technology? Therefore, demand for transport?	• Is Canberra going to remain 'non-industrial'? • Diverse power network, electrical grid and augmentation • Gas/Hydrogen Network feeding each other
	• AER review – gas/electricity • H2 production cost decreases • Distribution upgrade costs	• Return on investment - long term return • Signaling	
• Reliable supply required for 15,000 people working in airport precinct	• Identify potential plant upgrade costs based of energy values of replacement/returnable gases	• Expansion opportunities require larger quantity of energy	• Hydrogen refuelling of vehicles • EV recharging
• Maintaining choice • Business continuity to support business if gas is phased out • Modelling various scenarios for future i.e. money to 100% electrification or what the future is if the usage is hydrogen or 50%/50%	• Information on the cost of continuing natural gas appliances to hydrogen appliances	• Direction to existing customers to maintained current aged network and upgrades to this aged infrastructure	• Continue to share the evolution of renewables and technology • How is Evoenergy and other energy providers going to help big/large customers to access the upgrades and renewables. • Consultation with appliances suppliers and manufacturers • Knowledge sharing at a global scale • Incentives from government
		• Plan for the longer future than 2045	• Invest in electricity network to future proof for electric vehicles, new technology, renewables
	• Lower quality new infrastructure compared to old • Shorter life cycles of new plant compared to old		• Maintenance/education • Industry may need development to service • Invest in retrofit of building envelope to reduce energy load
	• Demand response tariff		

Appendix B – Post event survey

Energy Matters 2019

Please take a moment to complete this feedback survey, alternatively this survey can be completed online at https://www.surveymonkey.com/r/energymatters2019

1. Did you regard today's event as relevant and useful (select a number from 1 -5; with 1 being not at all relevant and useful and 5 being extremely relevant and useful)?
   - ○ 1 ○ 2 ○ 3 ○ 4 ○ 5
   - ○ Other (please specify)

2. How would you rate the quality of each presentation (select a number from 1 -5; with 1 being low quality and 5 being high quality)?

   Our gas vision – Evoenergy
   - ○ 1 ○ 2 ○ 3 ○ 4 ○ 5

   ACT Government Climate Change Policy – ACT Government
   - ○ 1 ○ 2 ○ 3 ○ 4 ○ 5

   UC case study – UC and Evoenergy
   - ○ 1 ○ 2 ○ 3 ○ 4 ○ 5

   Workshop discussion
   - ○ 1 ○ 2 ○ 3 ○ 4 ○ 5

3. How would you rate pre-event communication (select a number from 1 -5; with 1 being not at all relevant and useful and 5 being extremely relevant and useful)?
   - ○ 1 ○ 2 ○ 3 ○ 4 ○ 5

4. Were you happy with your opportunities to participate in and contribute to discussion?
   - ○ Yes
   - ○ No
   - ○ Other (please specify)

5. What could have improved today's Energy Matters?

6. Was the event timing convenient?
   - ○ Yes
   - ○ No

7. Was the location convenient?
   - ○ Yes
   - ○ No
   - ○ Other (please specify)

8. What topics would you like featured at future Energy Matters events?

   Demand Management
   Energy efficiency
   Gas
   Joint Evoenergy and Retailers
   The grid/industry
   Nothing else
   Other (please specify)

9. Any final comments?