

Appendix 1.9

All survey data

Access arrangement information

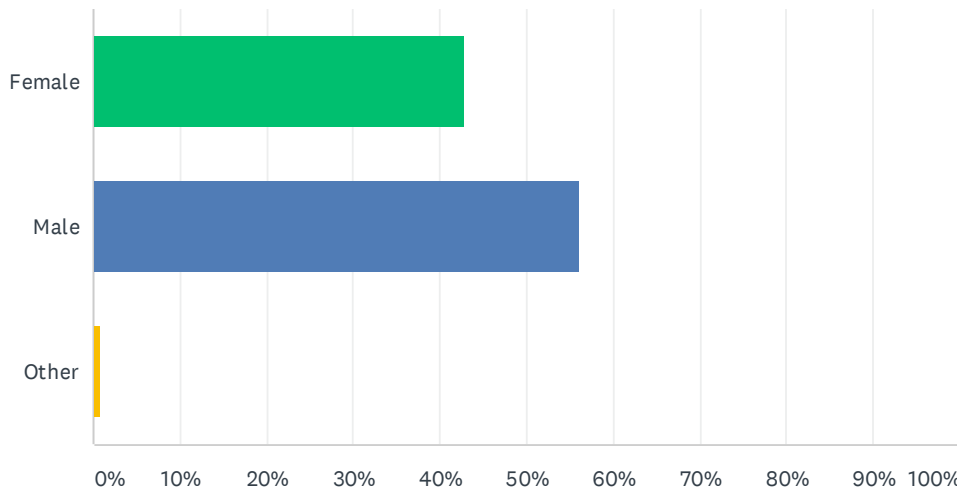
ACT and Queanbeyan-Palerang gas
network 2021–26

Submission to the Australian Energy Regulator

June 2020

Q1 What gender do you identify with?

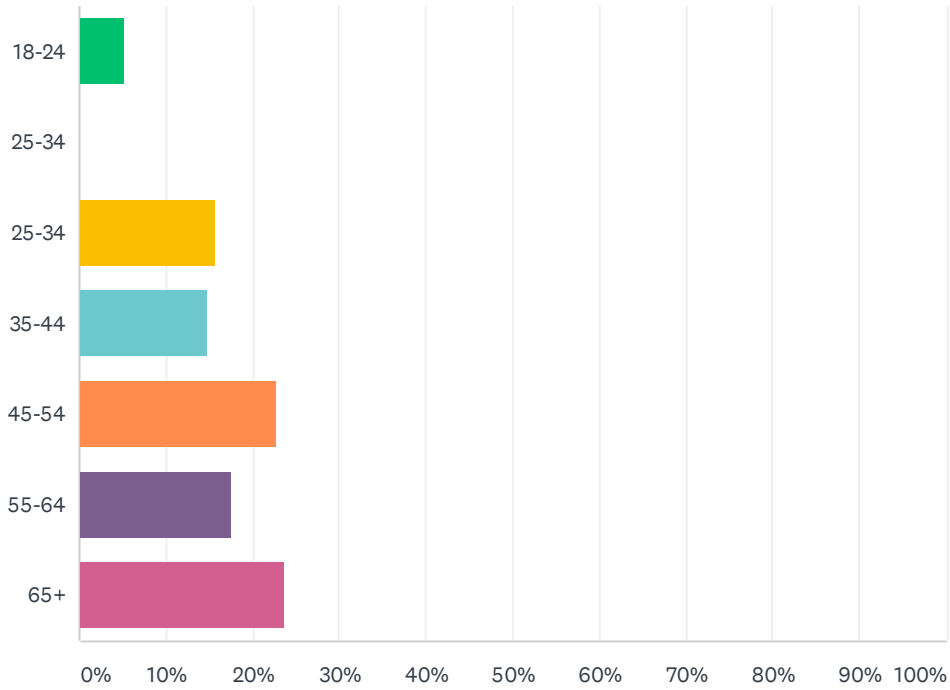
Answered: 114 Skipped: 2



ANSWER CHOICES	RESPONSES	
Female	42.98%	49
Male	56.14%	64
Other	0.88%	1
TOTAL		114

Q2 What age group are you in?

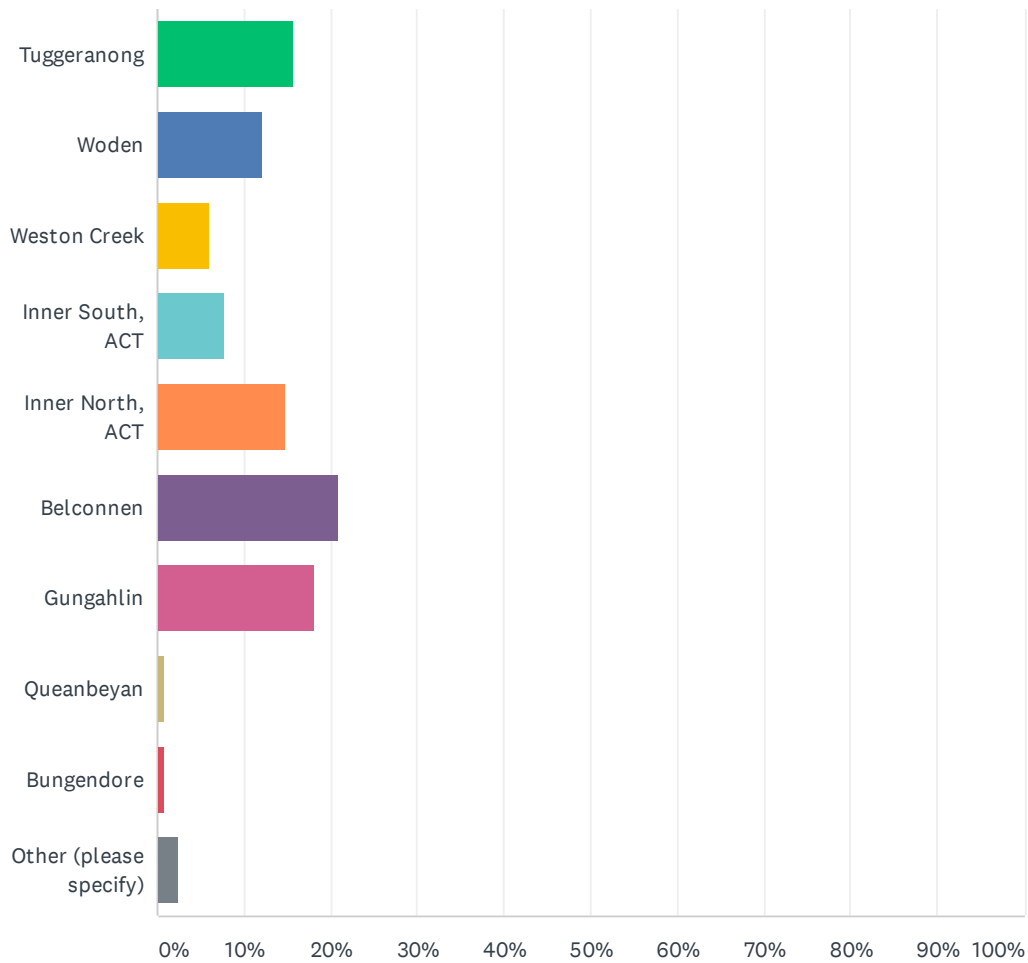
Answered: 114 Skipped: 2



ANSWER CHOICES	RESPONSES	
18-24	5.26%	6
25-34	0.00%	0
25-34	15.79%	18
35-44	14.91%	17
45-54	22.81%	26
55-64	17.54%	20
65+	23.68%	27
TOTAL		114

Q3 What region do you live in?

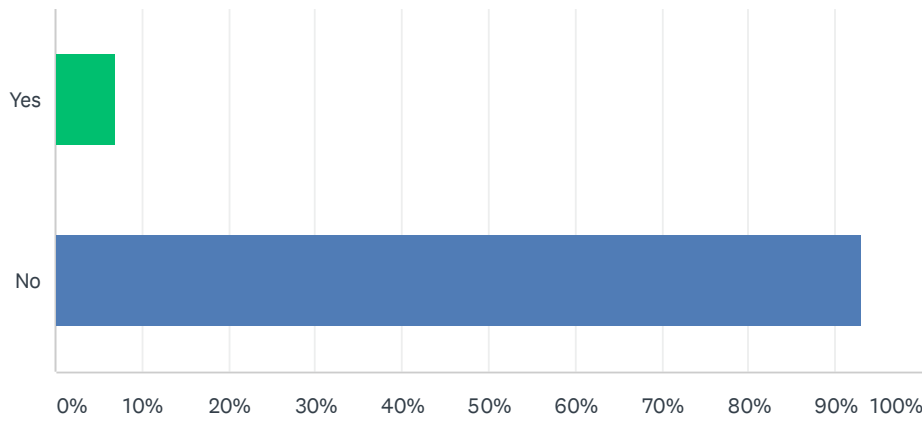
Answered: 115 Skipped: 1



ANSWER CHOICES	RESPONSES	
Tuggeranong	15.65%	18
Woden	12.17%	14
Weston Creek	6.09%	7
Inner South, ACT	7.83%	9
Inner North, ACT	14.78%	17
Belconnen	20.87%	24
Gungahlin	18.26%	21
Queanbeyan	0.87%	1
Bungendore	0.87%	1
Other (please specify)	2.61%	3
TOTAL		115

Q4 Do you identify as a person with a disability?

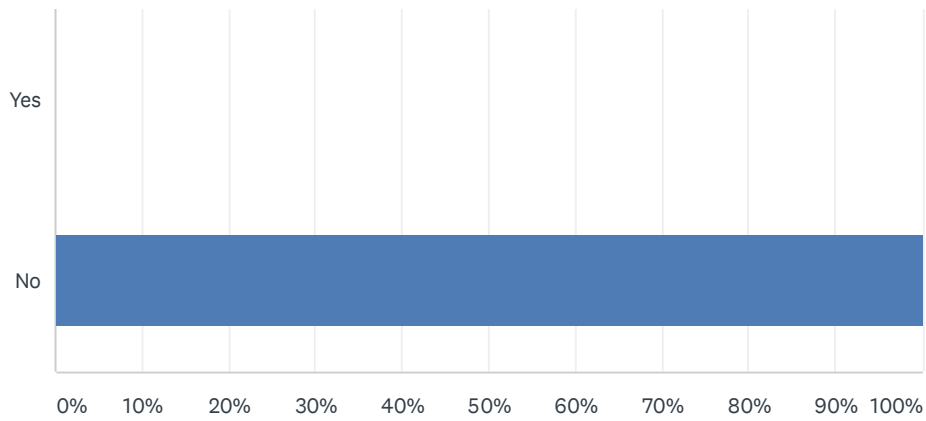
Answered: 115 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	6.96%	8
No	93.04%	107
TOTAL		115

Q5 Do you identify as an Aboriginal or Torres Strait Islander?

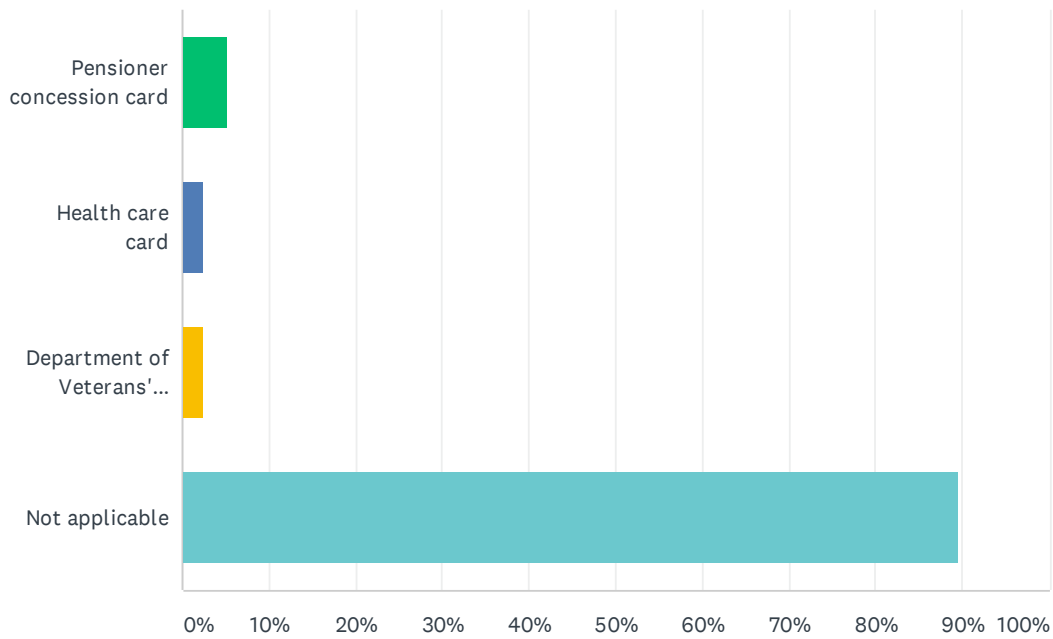
Answered: 115 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	115
TOTAL		115

Q6 Are you eligible to hold one of the following concession cards that can be used for your energy bills?

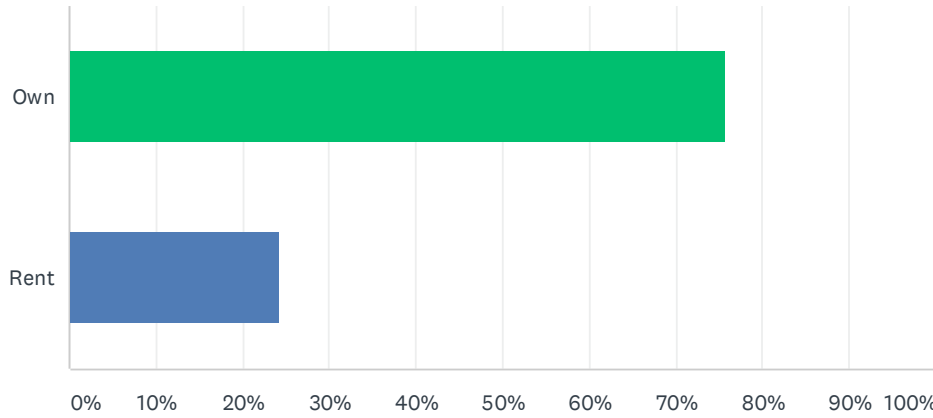
Answered: 115 Skipped: 1



ANSWER CHOICES	RESPONSES	
Pensioner concession card	5.22%	6
Health care card	2.61%	3
Department of Veterans' Affairs Gold Card (excluding dependants), War Widow's Card or TPI card	2.61%	3
Not applicable	89.57%	103
TOTAL		115

Q7 Do you own or rent the property you live in?

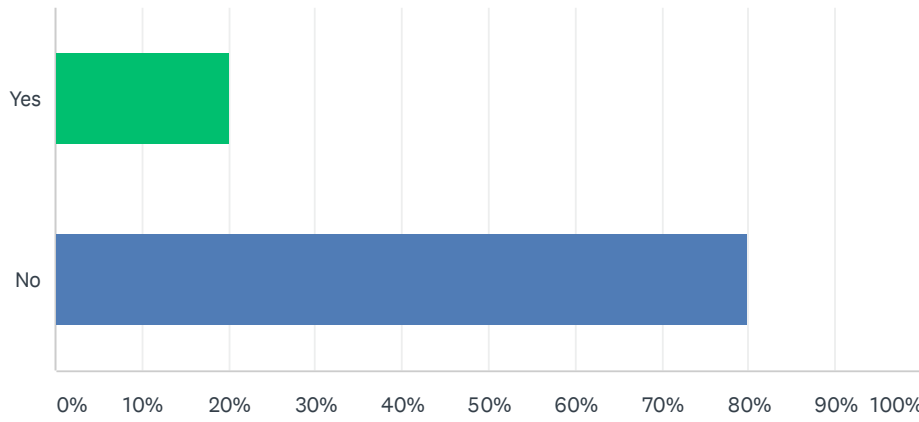
Answered: 115 Skipped: 1



ANSWER CHOICES	RESPONSES	
Own	75.65%	87
Rent	24.35%	28
TOTAL		115

Q8 Are you a landlord for any properties in the Canberra or Queanbeyan / Bungendore regions?

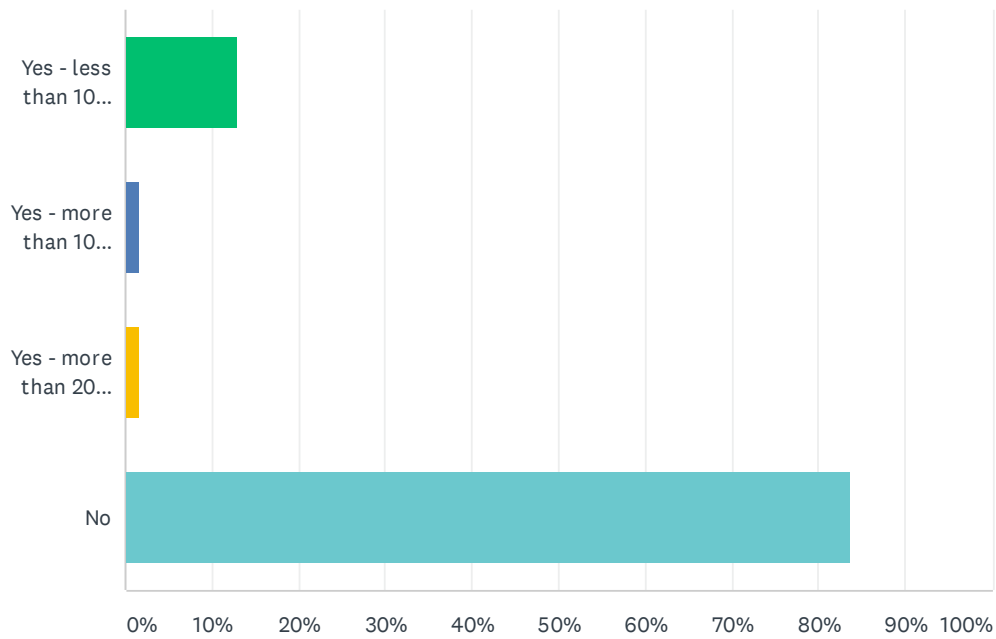
Answered: 115 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		20.00%	23
No		80.00%	92
TOTAL			115

Q9 Do you operate a business in the Canberra or Queanbeyan / Bungendore regions?

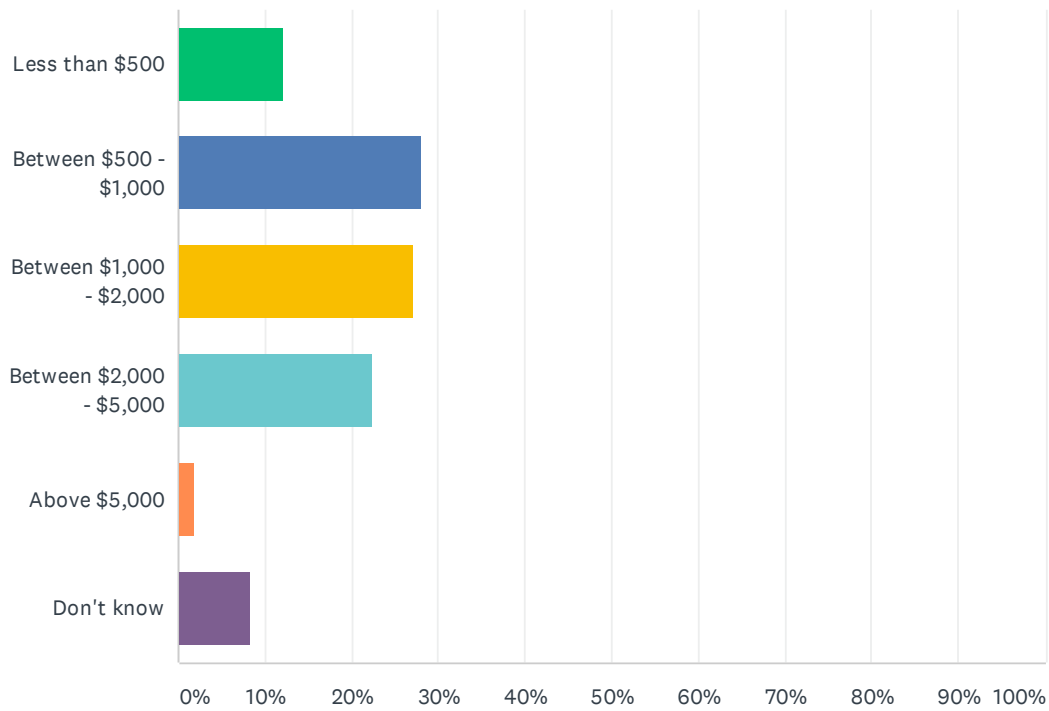
Answered: 116 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes - less than 10 employees	12.93%	15
Yes - more than 10 employees but less than 20	1.72%	2
Yes - more than 20 employees	1.72%	2
No	83.62%	97
TOTAL		116

Q10 Do you know how much your average annual gas bill for your home is? Please select from the options below:

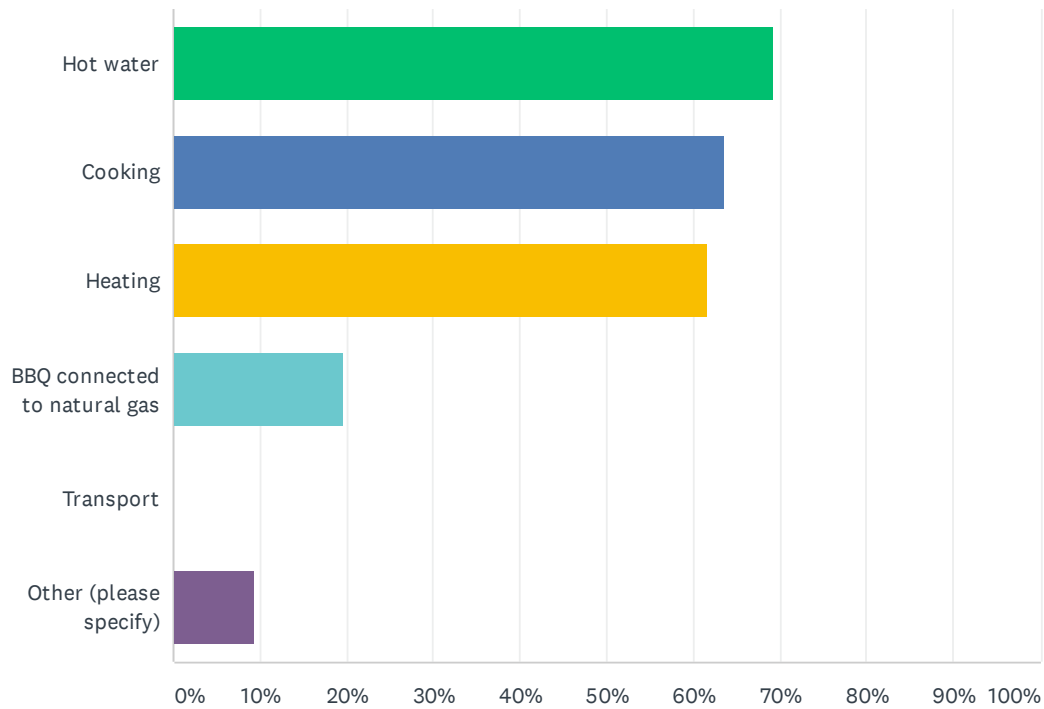
Answered: 107 Skipped: 9



ANSWER CHOICES	RESPONSES	
Less than \$500	12.15%	13
Between \$500 - \$1,000	28.04%	30
Between \$1,000 - \$2,000	27.10%	29
Between \$2,000 - \$5,000	22.43%	24
Above \$5,000	1.87%	2
Don't know	8.41%	9
TOTAL		107

Q11 What do you use gas for?

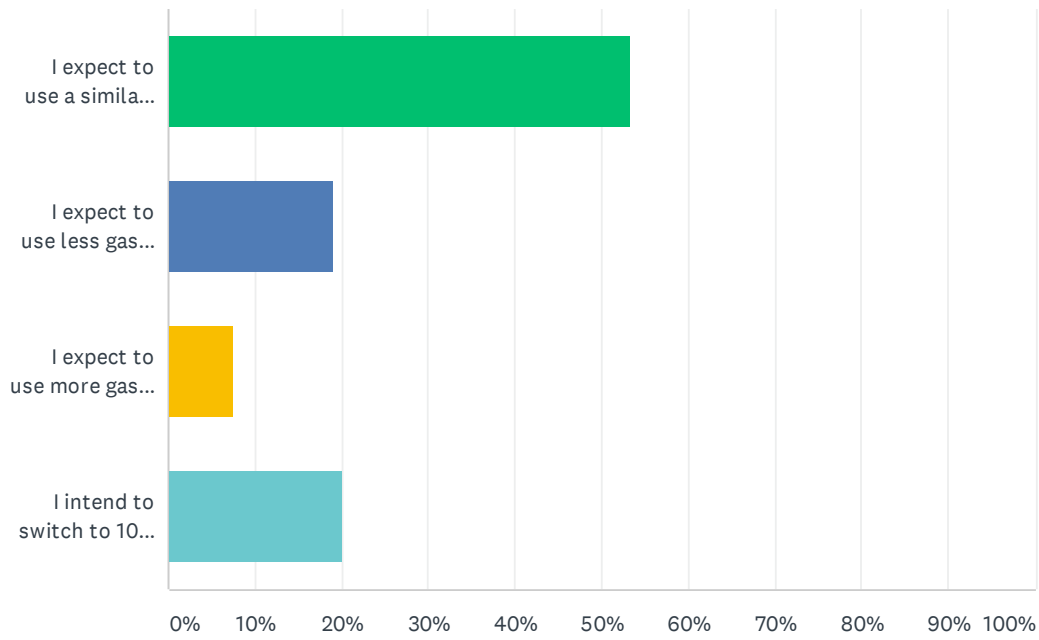
Answered: 107 Skipped: 9



ANSWER CHOICES	RESPONSES	
Hot water	69.16%	74
Cooking	63.55%	68
Heating	61.68%	66
BBQ connected to natural gas	19.63%	21
Transport	0.00%	0
Other (please specify)	9.35%	10
Total Respondents: 107		

Q12 How do you expect to use the network in the coming 5-10 years?

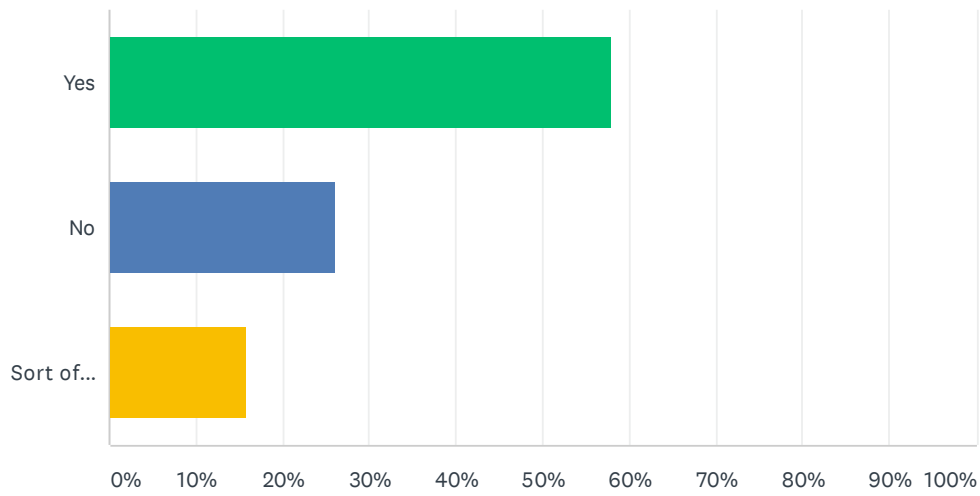
Answered: 105 Skipped: 11



ANSWER CHOICES	RESPONSES	
I expect to use a similar amount of gas to what I currently use	53.33%	56
I expect to use less gas in future	19.05%	20
I expect to use more gas in future	7.62%	8
I intend to switch to 100% electricity in future and not use gas	20.00%	21
TOTAL		105

Q13 Before reading this, did you know your gas bill incorporates both a network and retail component?

Answered: 107 Skipped: 9

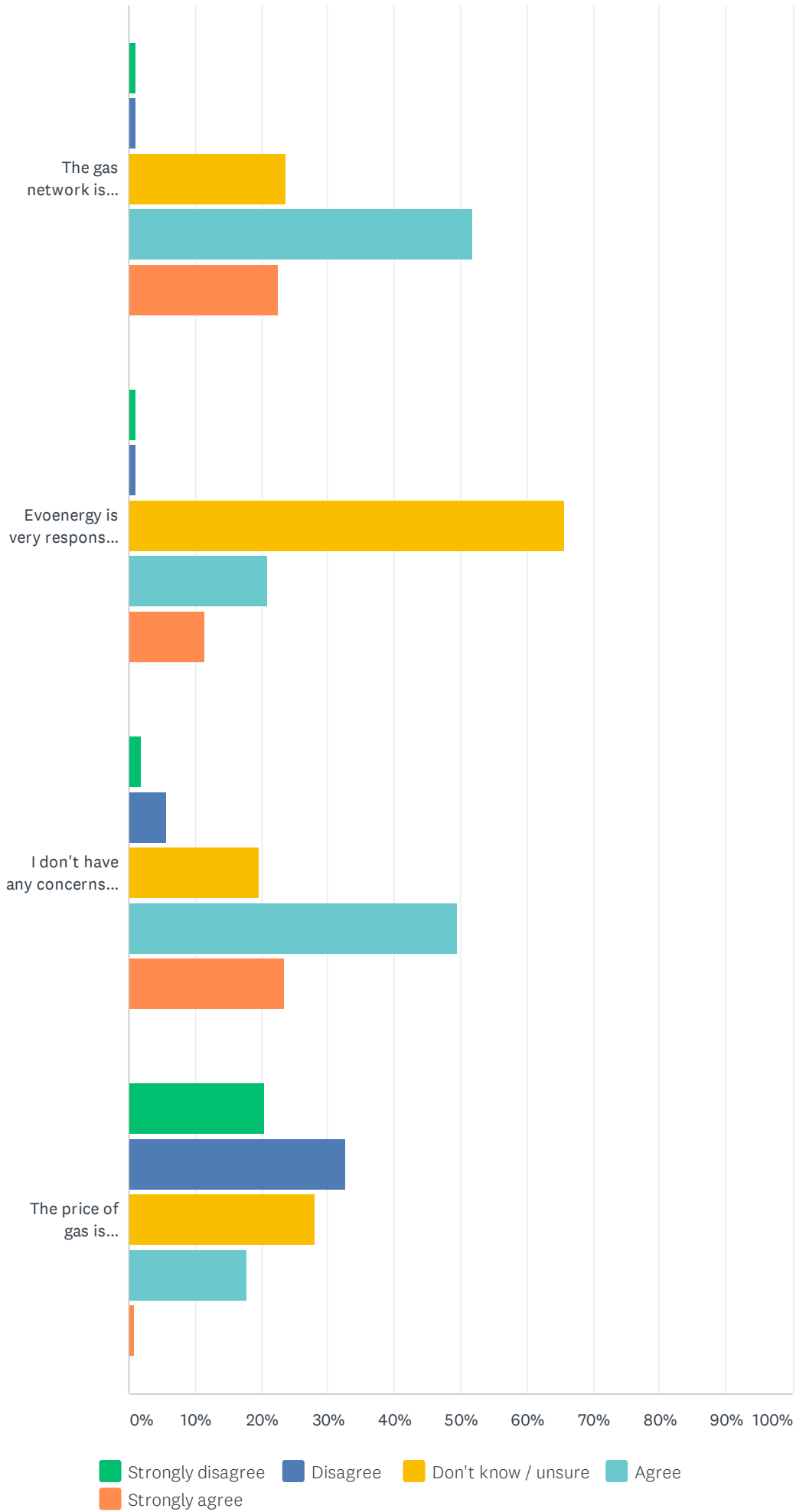


ANSWER CHOICES	RESPONSES	
Yes	57.94%	62
No	26.17%	28
Sort of...	15.89%	17
TOTAL		107

Q14 Please indicate the extent to which you agree or disagree with each of the following statements:

Answered: 107 Skipped: 9

GN21 Evoenergy Five Year Plan

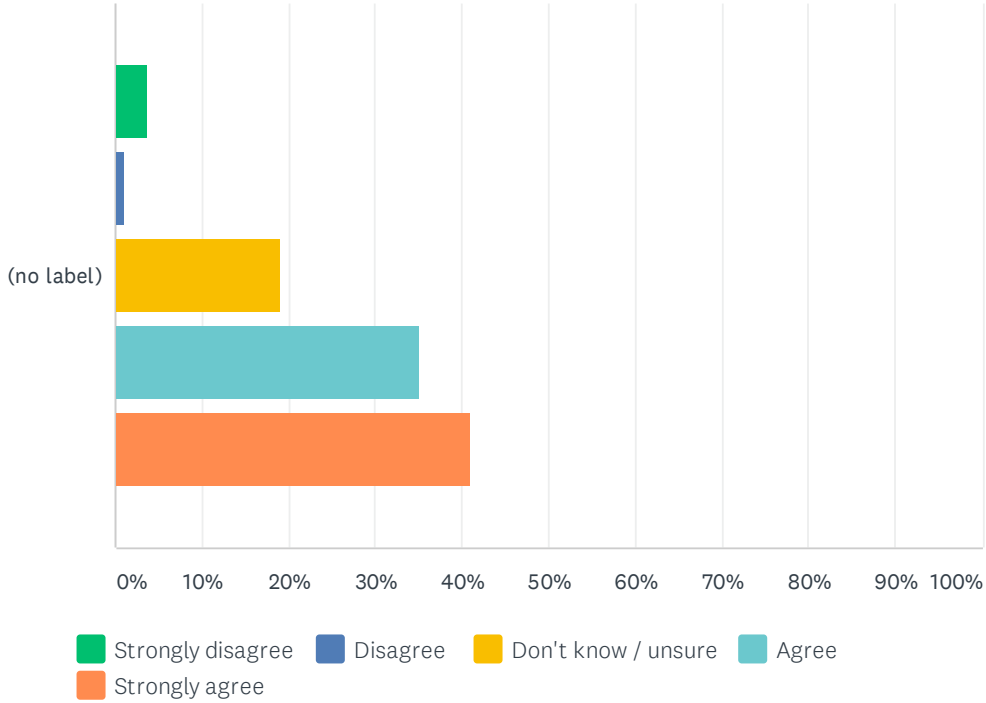


GN21 Evoenergy Five Year Plan

	STRONGLY DISAGREE	DISAGREE	DON'T KNOW / UNSURE	AGREE	STRONGLY AGREE	TOTAL
The gas network is maintained in good working order	0.94% 1	0.94% 1	23.58% 25	51.89% 55	22.64% 24	106
Evoenergy is very responsive in the event of a gas supply problem	0.95% 1	0.95% 1	65.71% 69	20.95% 22	11.43% 12	105
I don't have any concerns about the safety of the gas network	1.87% 2	5.61% 6	19.63% 21	49.53% 53	23.36% 25	107
The price of gas is reasonable	20.56% 22	32.71% 35	28.04% 30	17.76% 19	0.93% 1	107

Q15 Please indicate the extent to which you agree or disagree that Evoenergy should invest in better understanding the renewable gas options for the ACT.

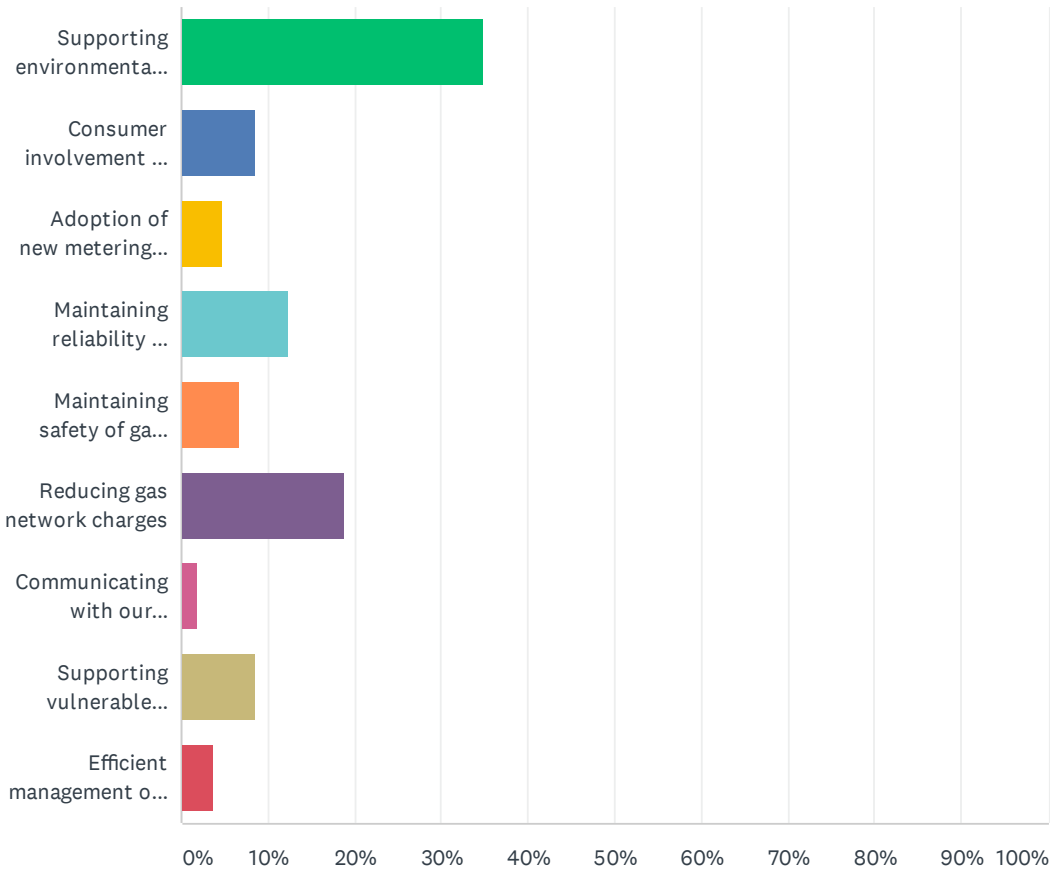
Answered: 105 Skipped: 11



	STRONGLY DISAGREE	DISAGREE	DON'T KNOW / UNSURE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	3.81% 4	0.95% 1	19.05% 20	35.24% 37	40.95% 43	105	4.09

Q16 To help Evoenergy prepare for our future gas network, we want to understand the priorities of our consumers and understand if a zero net greenhouse gas emissions future changes your priorities. What should Evoenergy particularly focus on as we head towards a zero net greenhouse gas emission future?

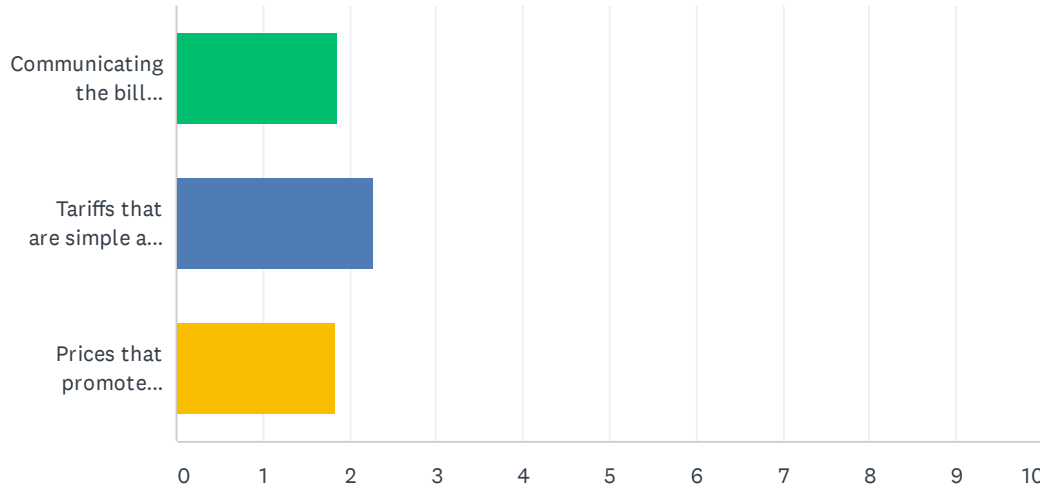
Answered: 106 Skipped: 10



ANSWER CHOICES	RESPONSES	
Supporting environmental sustainability	34.91%	37
Consumer involvement in planning for the net zero emissions target	8.49%	9
Adoption of new metering technology e.g. smart meters	4.72%	5
Maintaining reliability of gas supply	12.26%	13
Maintaining safety of gas supply	6.60%	7
Reducing gas network charges	18.87%	20
Communicating with our consumers	1.89%	2
Supporting vulnerable consumers	8.49%	9
Efficient management of ageing assets	3.77%	4
TOTAL		106

Q17 Gas distribution businesses have to make sure that consumer network pricing plans (known as tariffs) reflect the costs of providing specific services. This is known as cost reflective pricing. Evoenergy is keen to understand how we can most effectively provide tariffs that are cost-reflective and logical for consumers. Please rank the following pricing elements (1 – 3) based on how important they are to you:

Answered: 99 Skipped: 17



	1	2	3	TOTAL	SCORE
Communicating the bill impacts of particular tariffs	23.33% 21	40.00% 36	36.67% 33	90	1.87
Tariffs that are simple and easy to understand	45.65% 42	36.96% 34	17.39% 16	92	2.28
Prices that promote efficient use of the gas network	30.61% 30	23.47% 23	45.92% 45	98	1.85

Q18 Is there any information you would like, or additional feedback you would like to give, related to Evoenergy's gas network or the upcoming 5 year plan?

Answered: 64 Skipped: 52

Q19 If you would like to participate in future surveys or engagement activities, or receive information about our gas plan, please provide your email address:

Answered: 45 Skipped: 71

ANSWER CHOICES	RESPONSES	
Name	0.00%	0
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	45
Phone Number	0.00%	0