



Jemena Gas Networks (NSW) Ltd

2020-25 Access Arrangement Proposal

Attachment 2.3

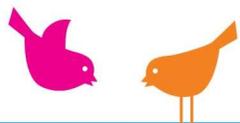
Engagement materials



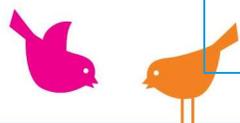
RUNSHEET

Workshop:	Study circle - session 2 (How can Jemena engage with customers effectively?)				
Details:					
Date:	Wednesday 15 November 2017	Time:	6.00-8.00pm	Duration:	2 hours
Venue:	Wollongong Town Hall (Ocean Room), Crown St & Kembla St, Wollongong, NSW, 2500	Team Members:	Lucy Cole-Edelstein, Straight Talk Asloeg Schytter Andersen, Straight Talk (notetaker for the session) Alex McPherson, Jemena		

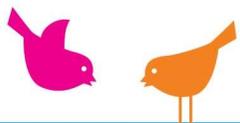
Workshop purpose	<ul style="list-style-type: none"> • Participants reconnect with each other and the topic • Check in - what did friends and family say about gas prices, the financial impact and how they cope? • Present what other customers have told Jemena and the energy industry more broadly about the impacts of costs • Start to explore what is important for price-sensitive customers
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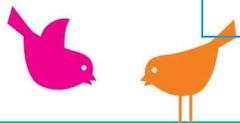
Time	Session	Activity	Content	Speaker	Equipment
5.15 (30 min)	Bump in	Prepare room and materials	Set up room, sign in desk and catering		All materials Catering
5.45 (15 min)	Sign in	Welcome	Informal welcome and sign in Participants take a name tag and receive transport/parking reimbursement	Lucy Asloeg	Sign in sheets Name tags Pens Textas Transport/parking reimbursement (\$10/person)
6.00 (10 min)	Welcome back	Plenary	Welcome back Acknowledgement of country Alex to present himself and why he's here Tim to present himself and why he's here <ul style="list-style-type: none"> • Check in - what did you think of first session? Overview of agenda - The first session focussed on what gas prices mean for you; this session will focus on what it means for others. At the end of tonight we will start to pull together some themes for us to work on in our last session	Lucy Alex Tim (PIAC)	Laptop for notetaking
6.10 (15 min)	What does it mean for others?	Plenary	Last session we asked you to talk to friends, family, colleagues and neighbours about gas prices and energy prices and what this meant for them - did you get a chance to do this? <ul style="list-style-type: none"> • What did people say? • What do you think are the best way for Jemena to connect/engage with some of the people you spoke to? 	Lucy	Laptop for notetaking Butcher's paper Blue tac Pens Textas



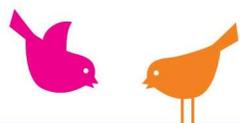
Time	Session	Activity	Content	Speaker	Equipment
			<p>Thought starters:</p> <ul style="list-style-type: none"> ▪ People in your immediate household ▪ Friends/People in your social circle ▪ Work colleagues ▪ Others 		
6.25 (15 min)	How household customers feel about energy supply	Plenary	<p>Energy Consumers Australia (Australia's peak household energy consumer advocate) has conducted a survey on how household customers feel about their electricity and gas supply both across Australia and including State by State results.</p> <p>Some results from New South Wales:</p> <ul style="list-style-type: none"> • 4 in 10 customers don't feel positively about the value for money they get from their gas and electricity suppliers • 4 in 10 customers don't feel positively about the information they receive about their energy supply • 7 in 10 customers don't feel positively about whether the energy industry is working in their interests • 5 in 10 customers don't feel that reliability of their supply will improve in the next 5 years <p>Jemena has sought to understand these issues too - this is what people have told them:</p> <ul style="list-style-type: none"> • <u>Gas bills</u>: <i>Our customers have told us that they want us to focus on keeping our costs down to help lower their gas bill</i> • <u>Getting gas connected</u>: <i>Some of our customers are seeking gas supply for the first time. They may have converted their electric appliances to gas, or have just built a new home and want a gas connection.</i> 	Lucy	<p>Laptop for notetaking</p> <p>Butcher's paper</p> <p>Blue tac</p> <p>Pens</p> <p>Textas</p> <p>Hand out - numbers from ECA</p> <p>Hand out - what our customers have been telling us</p>



Time	Session	Activity	Content	Speaker	Equipment
			<p><i>These customers have told us they want timely information on how long it will take to connect gas, and when delays might occur</i></p> <ul style="list-style-type: none"> • <u>Supply quality</u>: <i>In some of the older parts of our network - like Kensington in Sydney and Goulburn in regional NSW - we can't supply gas at the same pressure as in the newer parts of the network. For customers in their older network areas, this means that many can't use modern gas appliances like instantaneous gas hot water systems.</i> <p><i>Our customers told us that it wasn't fair that some customers received a better level of services than others. They suggested we upgrade older parts of the network to a more modern standard - even if that meant a slight increase in bills for everyone.</i></p> <ul style="list-style-type: none"> • <u>Our role in the community</u>: <i>Our customers have been telling us that we play an important role in the community, and we need to think how we can support the vulnerable customers that we serve</i> 		
6.40 (25 min)	Responses to impacts	Plenary	<ul style="list-style-type: none"> • Given what people told you, and what you have just heard from the Energy Consumers Australia survey and Jemena's perspective - what do you think? <p>Thought starters:</p> <ul style="list-style-type: none"> ▪ Initial impressions ▪ Is it believable ▪ Why/why not? 	Lucy	Laptop for notetaking Butcher's paper Blue tac Pens Textas
7.05 (30 min)	Common themes	Plenary	<ul style="list-style-type: none"> • Are there some common themes or elements to what you are saying? Let's identify them and understand them a bit. <p>Lucy to draw out any common themes, and identify any others.</p> <ul style="list-style-type: none"> • How do these new ideas compare to what was discussed last week? <p>Thought starters:</p>	Lucy	Laptop for notetaking Butcher's paper Blue tac Pens Textas



Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> ▪ What is the same ▪ What is different ▪ Does anything need reviewing? • What does this mean for: <ul style="list-style-type: none"> ▪ How Jemena communicates ▪ How Jemena can engage • What things do you think need to change? Or what do you think Jemena can do differently? 		
7.35 (15 min)	Questions from last session	Plenary	<p>Answer participants' questions from the first session</p> <p>Briefly present previous revenue proposal, Your Voice Counts and Connecting with You</p>	Alex	<p>Key point and questions document from session 1</p> <p>A few copies of previous revenue proposal, Your Voice Counts and Connecting with You</p>
7.50 (10 min)	Check in and close	Plenary	<ul style="list-style-type: none"> • Phew! Big, dense discussion! Next week we want to talk about how Jemena can engage on these issues over the next year or so, with a view to explaining and understanding impacts better. • Please - continue talking to friends, family and colleagues and neighbours! In particular, we would like you to be able to understand what would encourage people to engage on these issues? What information do you think they will need, and what will be the best way for us to do that? • Next week is our last session, and we would like to have some people from Jemena here to hear firsthand what you think. Is that okay? • Thank you! We look forward to seeing you next week! 	Lucy	Homework tip sheet for notes from discussions with friends and family





Gathering feedback

Thank you so much for participating in the second study circle session!

Tonight, we discussed customers general understanding and their view of the gas supply as well as how people feel about their bill. Next Wednesday we would like to talk about how Jemena can engage with customers on these issues.

This booklet is designed to help you collect feedback from your family, friends, neighbours or anyone else you comfortable having a chat with.

Feel free to use these questions and spaces to help organise your thoughts.

Please tick

Friend ____

Family ____

Colleague ____

Other ____

Please tick

Male ____

Female ____

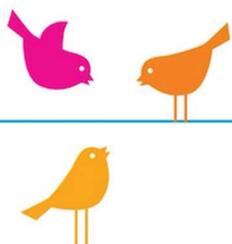
Other ____

Is it important for you to be engaged on issues concerning gas supply and your bill?

- Why/why not?

How would you like to be engaged on issues concerning your gas supply and bill?

- Face to face; over the phone; online; in a group et.c?
- How often?
- How much time are you interested in spending on engagement?
- How would you like to be contacted regarding engagement?



Please tick

Friend ____

Family ____

Colleague ____

Other ____

Please tick

Male ____

Female ____

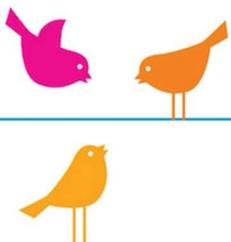
Other ____

Would you like to be engaged on issues concerning gas supply and your bill?

- Why/why not?

How would you like to be engaged on issues concerning your gas supply and bill?

- Face to face; over the phone; online; in a group et.c?
- How often?
- How much time are you interested in spending on engagement?
- How would you like to be contacted regarding engagement?



Please tick

Friend ____

Family ____

Colleague ____

Other ____

Please tick

Male ____

Female ____

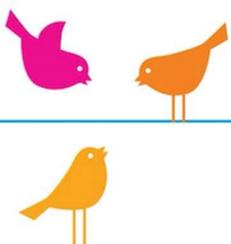
Other ____

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- Why/why not?

How would you like to be engaged on issues concerning your gas supply and bill?

- Face to face; over the phone; online; in a group et.c?
- How often?
- How much time are you interested in spending on engagement?
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Please tick

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Family ____

Colleague ____

Other ____

Please tick

Male ____

Female ____

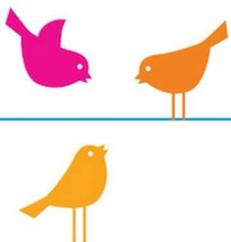
Other ____

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Family ____

Colleague ____

Other ____

Please tick

Male ____

Female ____

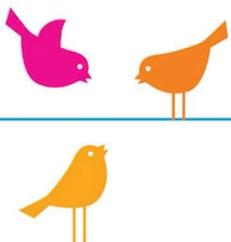
Other ____

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- Why/why not?

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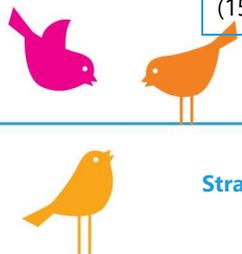


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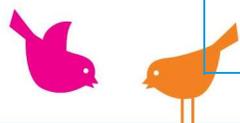
Workshop:	Study circle - session 3 (How can Jemena engage with customers effectively?)				
Details:					
Date:	Wednesday 22 November 2017	Time:	6.00-8.00pm	Duration:	2 hours
Venue:	Wollongong Town Hall (Ocean Room), Crown St & Kembla St, Wollongong, NSW, 2500	Team Members:	Lucy Cole-Edelstein, Straight Talk Asloeg Schytter Andersen, Straight Talk (notetaker for the session) Jemena staff		

Workshop purpose	<ul style="list-style-type: none"> • Reconnect with each other - participants and Straight Talk • Introduce Jemena observers • Recap on previous two sessions • What did people hear during the week? • What does all this mean for how Jemena engage over the next couple of years?
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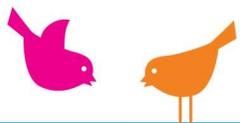
Time	Session	Activity	Content	Speaker	Equipment
5.15 (30 min)	Bump in	Prepare room and materials	Set up room, sign in desk and catering		All materials Catering
5.45 (15 min)	Sign in	Welcome	Informal welcome and sign in Participants take a name tag and receive transport/parking reimbursement	Lucy Asloeg	Sign in sheets Name tags



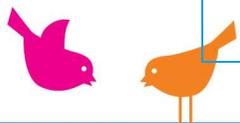
Time	Session	Activity	Content	Speaker	Equipment
					Pens Textas Transport/parking reimbursement (\$10/person)
6.00 (5 min)	Welcome	Plenary	Acknowledgement of Country Welcome back! Very exciting - last session <ul style="list-style-type: none"> • How are you feeling? • We have some Jemena people with us today who are here to hear your feedback and suggestions. They are not seated at the table because we want the conversation to be focussed on your experience and not be one long Q&A between Jemena and you - but we still have Alex at the table to answer questions that might appear along the way • At the end of today's session there will be some time to have a chat with the rest of the Jemena team Jemena staff to introduce themselves	Lucy Jemena staff	Laptop for notetaking
6.05 (25 min)	Check in - what you heard	Plenary	Last week we gave you homework <ul style="list-style-type: none"> • Did you manage to do it? • What did people say? 	Lucy	Laptop for notetaking
6.30 (1 hr 15 min)	Themes and what they mean	Plenary/group work	Review key themes from each of the previous two weeks so far - they seem to fall into four key themes: Reducing costs (managing better, understanding the bill, understanding the market, innovation) Fairness (understanding the bill, estimates, same service, same price)	Lucy	Laptop for notetaking Butcher's paper (Information + Questions and discussions)



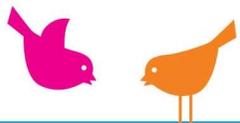
Time	Session	Activity	Content	Speaker	Equipment
			<p>Future of energy - innovation to protect the environment, supply)</p> <p>Thinking about these, lets discuss what people want to know, or have a say about, under each theme.</p> <p>Consider: Are you missing any further information in order to be able to engage? Barriers to engagement? E.g. time, location</p> <p>Keeping in mind, if we want to engage with vulnerable customers, we will need to:</p> <ol style="list-style-type: none"> 1. Give them information 2. Ask questions and have discussions <ul style="list-style-type: none"> • What do the themes mean for these two areas? <p>Let's put the themes under each of these headings - they can be under the two if necessary - and then let's work out what you think customers will need.</p> <ul style="list-style-type: none"> • Group to discuss how themes and ideas should be prioritised • Discuss reasons behind each prioritisation preference <p>Trust is another key theme that you have identified. We want to understand - is this important to customers? Why?</p> <p>Finally, one of the most difficult issues for Jemena is that of trade-offs between quality of service and reliability - and price.</p> <p>Put up your hand if you have every had a blackout - your electricity has gone off?</p> <p>Now put up your hand if your water has been turned off, either because they were fixing the system or because there was a problem?</p> <p>We bring gas to your homes with very similar systems to that of water and electricity. We have to move gas a long way, and it goes in big trucks (big pipes) and little trucks (little pipes) before it comes to you.</p> <p>But how well we service the trucks can affect how well you get the gas.</p>		<p>Blue tac</p> <p>Pens</p> <p>Textas</p> <p>Post it notes</p>



Time	Session	Activity	Content	Speaker	Equipment
			<p>You could lose pressure - that may mean you can't use all gas appliances, for example. You may go to buy a heater and your supplier will say 'Sorry, but you don't have a strong enough services for this heater'.</p> <p>Or it could mean that the gas doesn't come on, because the pipe is broken, or leaks, or is blocked.</p> <p>That would be an impact on the reliability of gas - you may not be able to rely on it all of the time.</p> <p>Thinking about electricity versus gas - what are the consequences of not having electricity? What are the consequences of not having gas? How do you think these two compare and which consequences are more concerning to you?</p> <p>If we decided to service the trucks (the pipes) only once a year instead of twice; or wait to replace the tyres until they actually failed and blew out, instead of just when the tread was low, Jemena could save money.</p> <p>So, reducing quality of service and reliability will mean a reduce in expenses for Jemena. Since Jemena doesn't control your whole bill (they take up 37%) they can't guarantee that your bill will then be reduced as well. What they can guarantee is to put "downward pressure" on the bill by reducing the costs they pass on to the retailers. But then it will be up to the retailer to pass the reductions on to customers.</p> <p>We would like to know what do you think of this trade off?</p> <p>Do you believe it's worth consulting customers about this trade off?</p>		
7.45 (15 min)	Round up, conversations with Jemena, and thank you	Plenary	<p>Over three weeks you have worked with us to help us understand what gas prices and bills mean to you, how they impact others and tonight we have worked on what you think we need to be doing to engage with price-sensitive customers better</p> <p>We want to say THANK YOU! It is hard to think about these issues and then work in a group to come up with new ideas and we really appreciate the time and effort that you have given to us.</p>	Lucy Jemena staff	Feedback forms Stipends (\$300/person)



Time	Session	Activity	Content	Speaker	Equipment
			<p>Please, stay and chat with the Jemena people, complete a feedback form and receive your stipend!</p> <p>Thank you and have a safe trip home.</p>		

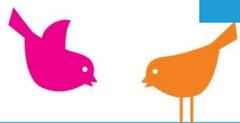


PHASE 2 CONSULTATION MATERIALS

CALD GROUP DISCUSSION GUIDE

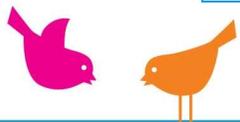
Project:	Jemena Gas Network - Phase 2 Engagement				
Workshop:	CALD Group Discussion Guide - workshop 1				
Details:					
Date:	Thursday 16 August	Time:	10am (set up) 10.30am-12.30pm (session) 12.30pm-1pm (pack down)	Duration:	2.5 hours (inc set up)
Venue:	Lost in Books 2/40 Harris Street, Fairfield NSW 2165	Team Members:	LCE (Lead Facilitator - Straight Talk), MS (Straight Talk) Mariette Michaels (ECC) Kate Hawke, Customer Engagement Manager, Jemena Ana Dijanosic, Manager Regulatory Projects, Jemena Rasha Elkheshien, GIS Analyst, Jemena Bardia (last name TBC), Jemena Tim Harrison, Oliver Derum and David Prinns (Consumer Challenge Panel)		

Workshop purpose	<ul style="list-style-type: none"> • Agree ground rules, working together, build trust and connect with each other as a group • Introduce and explain who and what Jemena is • Overview of process - working on key issues of fairness and costs
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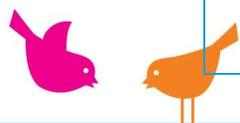


- Understand personal experiences of financial insecurity, CALD communities and what it means to face this, plan for and adapt to rising power and gas costs
- Identify what people need for next session
- Introducing homework

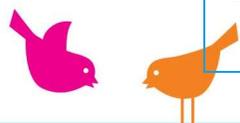
Time	Session	Activity	Content	Speaker	Equipment
9.30am	Bump in	Prepare room and materials			
9.45am-10.30am (15mins)	Sign in	<ul style="list-style-type: none"> ▪ Informal welcome and sign in ▪ Participants take name tag 		Lead facilitator	Name tags Sign in sheet
10.30am (10mins)	Formal welcome	<p>Acknowledgement of country</p> <p>Welcome!</p> <p>Introductions of team present and expectations</p> <p>Housekeeping</p> <p>*Suggested question: show of hands - who has bottled gas vs mains gas? (noting the forum is focusing on mains gas)</p>		Lead facilitator and team	Homework Booklets Notebooks for Jemena team
10.40am (10mins)		<p>Explanation of study circles - community led solutions to difficult issues; neutral facilitator; working as a group to come up with ideas. Follows a clear process - first session is very much personal experiences; second session is about what does it mean for others?</p> <p>This is to assist Jemena to consult with the community and engage with customers effectively.</p> <p>Participants are asked about their experiences with workshops, focus groups, committees to date. Do they have any initial thoughts or anxieties?</p>		Lead facilitator	Laptop for note taking



Time	Session	Activity	Content	Speaker	Equipment
10.50am (10mins)		<ul style="list-style-type: none"> ▪ Introduction to Jemena - who they are ▪ How gas gets into your house ▪ Play video - connecting your home with gas ▪ Why we are talking to you, and Jemena's commitment to shaping future plans and listening to you throughout this process. 		<p>Kate Lead Facilitator - LCE</p> <p>Mariette to translate</p>	<p>Kate to speak about introduction to Jemena and about why we're here</p> <p>Video: Connecting your home with gas: https://youtu.be/AOb1TfotNC8</p> <p>(Mariette to translate script - provided in advance)</p> <p>Your Network Your Say – have your say on the Jemena 2020-2025 Gas Pricing and Services Plan: https://youtu.be/wdEL6Mqiba0</p> <p>Also look at own gas bills - each participant would have brought this along</p>
11.00am- 11.30am (30mins)		<ul style="list-style-type: none"> • Introduction from each participant • NB: What happens when you get a large bill? • We would like to hear about each person's experience. • What is your experience with gas in the country you've come from? • Are you from a place where outages were regular? • What was it like in your country of origin, compared to the service you receive in Australia now? • How sensitive are you to the price of gas, and what impact does a price increase / decrease have to your standard of living? • What does the gas bill mean in your family? How do you feel about it? • Thought starters: 		Lead Facilitator - LCE	<p>Laptop for notetaking</p> <p>Butcher's paper</p> <p>Blue tac</p> <p>Pens</p> <p>Textas</p>



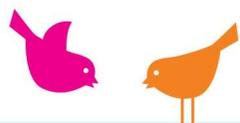
Time	Session	Activity	Content	Speaker	Equipment
		<ul style="list-style-type: none"> ▪ Family and lifestyle ▪ Work and home situation ▪ Any effect the gas bill has on key relationships 			
11.30am - 11.50am (20mins)		<ul style="list-style-type: none"> • In this section we are asking you about where you get your information from. • Free flowing discussion - identify emerging themes • Where do you get your information from? (friends, family? The library?) • Where did you find out about gas and how to connect and pay? Was it difficult? • Is the gas service and way you pay different? • What information would help you? Where would you expect to get this information and how? • What information do you have / would you need to manage your energy costs? • How sensitive are you to the price of electricity, and what impact does a price increase / decrease have to your standard of living? • How does the price of gas compare in Australia compared to the country you've come from? • Some other questions and conversation starters: • Do you understand the information on your gas bill? • How do you feel about paying your gas bill and why? • How does it compare to your other household bills? 	Lead facilitator	Laptop for notetaking Butcher's paper Blue tac Pens Textas Your bill explained - handout (may need arabic translation)	
11.50- 12.30pm		Now we are going to do a couple of activities which will help you explore the cost of living pressures.	Lead facilitator	Sticker sets Priority Sheet House template	



Time	Session	Activity	Content	Speaker	Equipment
(exercise 20 mins)		Rank your cost of living pressures. Where does gas sit in terms of running your household budget?	<ul style="list-style-type: none"> • What appliances do you have in your home? • Have your gas consumption attitudes changed? Why? <p>Exercise 1:</p> <p>Thinking about the major costs you have in your household (every household is different), what are your biggest costs - take the cost of living template and use the stickers to order your costs - if you have costs that don't appear feel free to write them in.</p> <p>Share with your table where gas is in your list - has it always been there, or is its position changing?</p> <p>Mark on the template where you think gas was 5 years ago. Hand sheets in.</p> <p>Plenary discussion to share findings.</p> <ul style="list-style-type: none"> • What information do you have / would you need to manage your energy costs? • How sensitive are you to the price of electricity, and what impact does a price increase / decrease have to your standard of living? • When it comes to reducing your energy bills what are the barriers? i.e. what control do you have over your consumption, choice of appliances, energy efficiency, retailer etc? 		
(exercise 20 mins)		Exercise 2:	Each of you uses gas but maybe not in the same way. Thinking about your appliances at home that use gas, choose the stickers		



Time	Session	Activity	Content	Speaker	Equipment
			<p>of the appliances you have. Now find other participants in the room who have the same appliance configuration as you.</p> <p>In your new groups, discuss and complete the worksheet at your table (identifies age of appliances, whether they chose gas or gas was in the house when they bought; what would influence their decision about replacement of appliances and whether to stay or leave gas)</p> <p>How was it for you? What else have you considered?</p> <p>Plenary discussion on what we found.</p>		
12.25pm (5min)	Conclusion		<p>Thank you for coming!</p> <p>Feedback forms</p> <p>What did you think? How do you feel?</p> <p>Do you have any questions for Jemena for next session?</p> <p>Next session we want to give you some information about what Jemena understand is important to customers - We would like you to come with ideas and stories of what these issues mean for others too. Please talk to friends, neighbours, families, colleagues and see what they think and why. Homework books.</p> <p>Thank you! We look forward to seeing you on the 30th for Session 2!</p>		Homework books - if needed (translation into Arabic if needed??)



ما هو أكثر ما يهكم؟

كل مجموعة لديها 10 رموز. ورز الرموز بين كل فئة لتوضيح ما هو الأكثر أهمية بالنسبة لك. يمكنك وضع جميع الرموز الخاصة بك في فئة واحدة أو تقسيمها حسب رغبتك.

السعر

أن تكون فواتير الغاز ميسورة القيمة - الأشياء التي يمكننا القيام بها والتي تسهم في ارتفاع أو انخفاض التكلفة الإجمالية للغاز في الأعوام 2020 - 2025.



الموثوقية

الثقة في أن الغاز سوف يكون متوفراً كلما احتجت إليه - أو أنه يأتي بالمعدل (الضغط) الذي أتوقعه لكي أقوم بغلي المعكرونة وتدفئة منزلي بسرعة.



السلامة

التزام Jemena بالحفاظ على سلامة العملاء والمجتمع - في حين أن الحفاظ على سلامة استخدام الغاز من الأولويات، فمن الممكن القيام بذلك وعدم المساس بالسلامة، بل زيادة أو تقليل الإنفاق في القيام بذلك.



العدل

الحصول على ما تدفع مقابله - هل المشكلات المتعلقة بما يدفعه الناس في البلد أكثر أو أقل نظراً لارتفاع تكلفة توصيل الغاز إليهم أمر مقلق؟ أم يجب على الناس الذين يقومون بتوصيل إمداد الغاز لأول مرة أن يدفعوا دفعة مقدمة؟ أو ماذا عن قراءة العدادات التقديرية - كم عدد هذه المرات العادلة؟



الجماليات

الرائحة والمظهر – ما يتعلق بتصميم أو مظهر البنية التحتية للغاز، وهل تشعر بالقلق إذا شممت رائحة غاز؟



خدمة العملاء

تجربة التعامل مع Jemena مباشرة - سواء في حالة طوارئ، أو لتوصيل الغاز لأول مرّة



البيئة

العمل نحو مستقبل خالٍ من الكربون – هل أنت مهتمٌ بوصول نسبة الكربون إلى الصفر، وهل ينبغي لنا تحقيق ذلك؟





AGL gas account.

Proudly Australian since 1837.



011/4294967197

NSW average annual gas bill

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

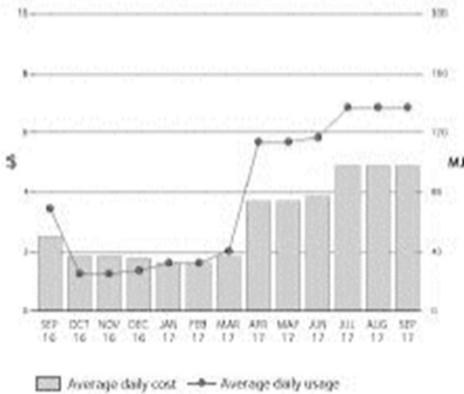
Account number:

Supply address:

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.57

Average daily usage:

61.32 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$938**

=

Total due \$938

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024311821/0000071982-893-001-000007198

Tax Invoice Issued: 26 Sep 2017
AGL Retail Energy Limited ABN 21 074 839 464

73%
USAGE CHARGES
= \$681.04

\$1.87 / day
(22,060MJ at 3.1¢ / MJ)

27%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



011/4294967197

Parramatta average annual gas bill

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

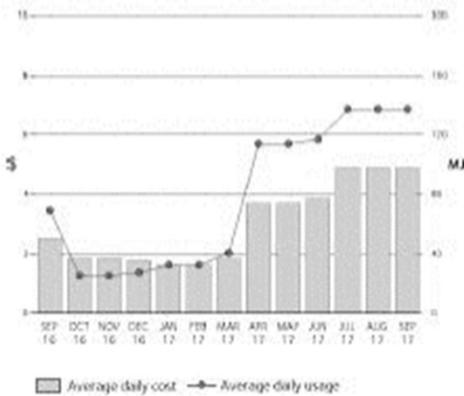
Account number:

Supply address:

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.27

Average daily usage:

50.79 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$827.92**

=

Total due \$827.92

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024311921/000007198-893-001-000007198

Tax Invoice Issued: 26 Sep 2017
AGL Retail Energy Limited ABN 21 074 839 464

69%
USAGE CHARGES
= \$570.96

\$1.57 / day
(18,540 MJ at 3.1¢ / MJ)

31%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



011/4294967197

Sydney average annual gas bill

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

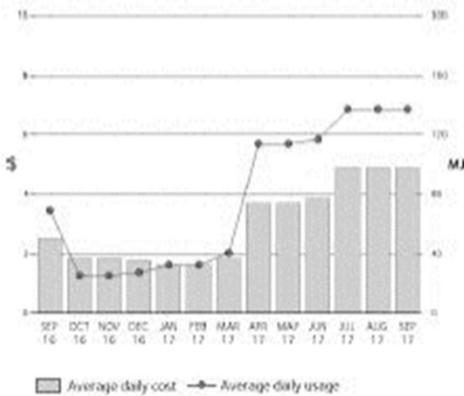
Account number:

Supply address:

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.35

Average daily usage:

53.51 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$858.34**

=

Total due \$858.34

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024311821/0000071982-893-001-000007198

Tax Invoice Issued: 26 Sep 2017
AGL Retail Energy Limited ABN 21 074 839 464

70%
USAGE CHARGES
= \$601.38

\$1.65 / day
(19,530 MJ at 3.1¢ / MJ)

30%
FIXED CHARGES
= \$256.96

70¢ / day

Supply chain and your gas bill

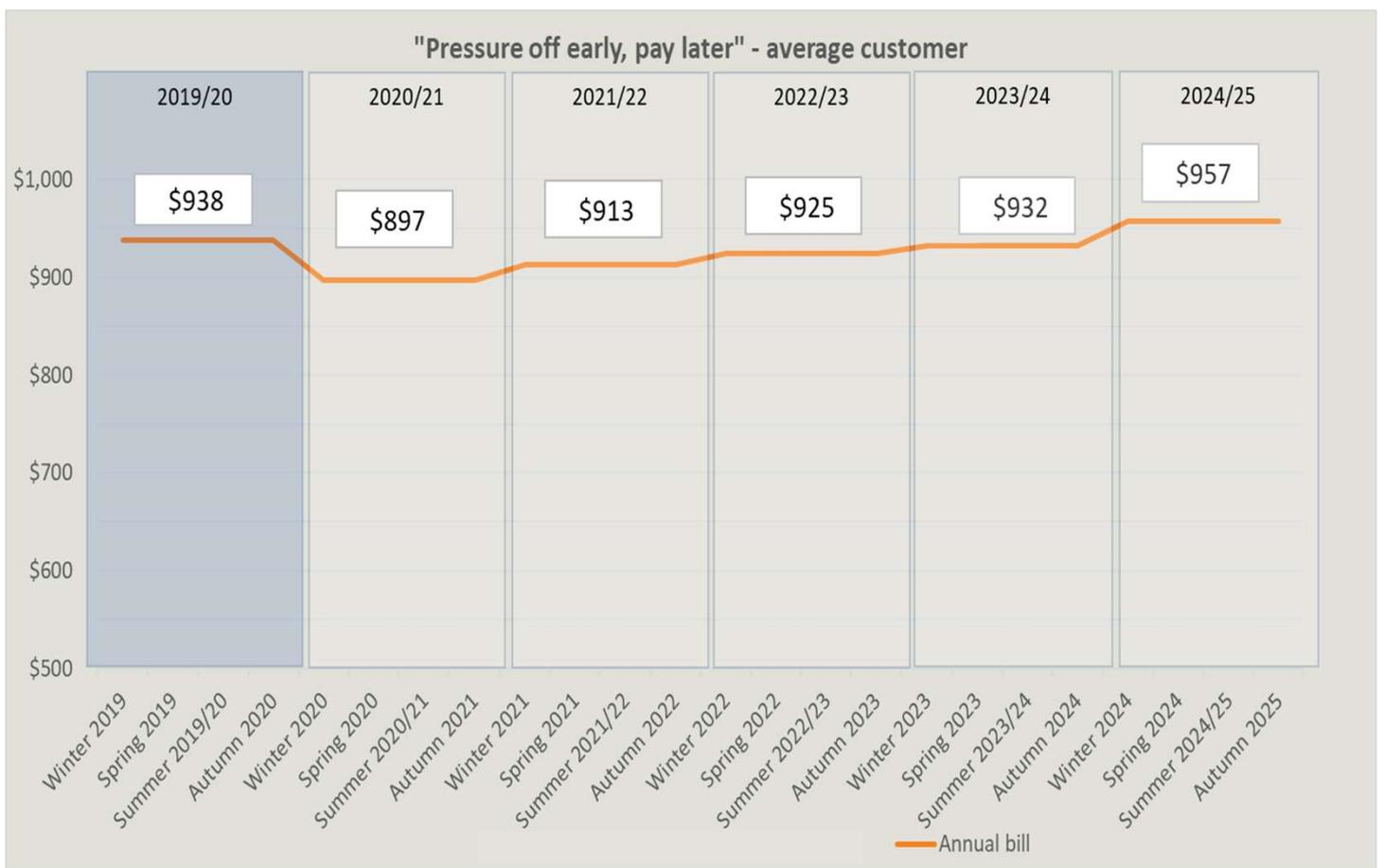


*Based on a customer with gas heating, cooking and hot water appliances using 25,000MJ per year. Calculated using published wholesale and retail prices.

Your annual gas bills – Option 1



Your annual gas bills – Option 2



جمع ردود الفعل

شكرا جزيلًا على المشاركة في ورشة العمل الأولى اليوم!

اليوم ، ناقشنا فهمك للغاز وما يعنيه فاتورة الغاز بالنسبة لك. في غضون أسبوعين ، نود أن نتحدث عما تعنيه هذه الأشياء بالنسبة للآخرين ، وتعطيك بعض المعلومات حول ما تفهمه جيمنًا مهمًا للعملاء.

سنكون ممتنين حقًا لو تمكنت من جمع تعليقات من عائلتك أو أصدقائك أو جيرانك أو أي شخص آخر تروق لك الدردشة معه. هذا سوف يساعد في مناقشات الاسابيع القادمة. هذا الكتيب مصمم لمساعدتك. لا تتردد في استخدام هذه الأسئلة والمساحات للمساعدة في تنظيم أفكارك.

لا نحتاج إلى معرفة أسماء الأشخاص أو تفاصيل الاتصال بهم - فقط ما يفكرون به بشأن الغاز!

شكرا لكم!

فاتورة الغاز ولماذا؟

هل تشعر وكأنه صراع؟

				
أشعر أنني بحال جيد				لا أشعر أنني بحالة جيدة على الإطلاق



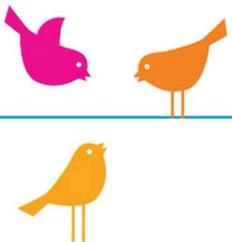
كيف يقارن الغاز لفواتير منزلك الأخرى؟

\$\$	\$\$\$	\$\$\$\$
\$\$\$\$\$	\$\$\$\$\$\$	\$\$\$\$\$\$\$\$



هل تفهم المعلومات الموجودة على فاتورة الغاز الخاصة بك؟
لماذا لماذا لا؟

 نعم بالتأكيد			
			 لا لا على الاطلاق





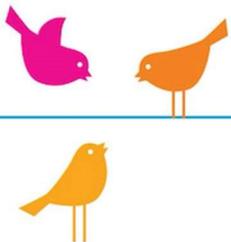
أين تذهب للحصول على معلومات حول فاتورة الغاز الخاصة بك؟

الطيارون 	على الانترنت / الكمبيوتر 	التحدث مع الأصدقاء / الأسرة 	تليفون محمول
هاتف 	البريد الإلكتروني 	مكتبة 	فصول / تعليم
التلفاز 	اصحاب 	مدرس 	أسرة

شكرا ونراكم في الدورة القادمة!

، وهي المقارنة المستقلة (AER) قارن بين تجار التجزئة في مجال الطاقة يدير منظم الطاقة الأسترالي الوحيدة في أسعار الطاقة. تعرف على متاجر التجزئة التي تقدم أفضل أسعار الكهرباء والغاز والطاقة

[.https://www.energymadeeasy.gov.au/](https://www.energymadeeasy.gov.au/)الشمسية



فيديو 2 - شبكتك قل

(تم لعبها في المنتدى 1 الساعة 10.50 صباحًا والمنتدى 2 في تمام الساعة 11.10 صباحًا -
كتذكير)

مقدمة عن سبب قيام جيمينا بهذا التشاور.

<https://youtu.be/wdEL6Mqiba0>

شبكتك. قولك.

مثل العديد من الأستراليين ، ربما ترغب في الحصول على مزيد من السيطرة على فواتير
الغاز الخاصة بك.

ومع ذلك ، قد لا تكون على علم بنا. نحن Jemena ، شركة توزيع الغاز. نحن نربط أكثر من
1.3 مليون منزل وشركات تعمل بالغاز الطبيعي في هذه المناطق في نيو ساوث ويلز.

نحن مسؤولون عن الحفاظ على تدفق الغاز الطبيعي بأمان وموثوقية من خلال الشبكة. كما
نتحمل مسؤولية قراءة عداد الغاز الخاص بك ، وتقديم هذه المعلومات إلى تاجر تجزئة
الغاز الخاص بك لأغراض الفوترة .

بصفتنا شركة لتوزيع الغاز ، فنحن نشكل حوالي 37% من فاتورة الغاز المنزلي العادية .
تم مراجعة ما نحصل عليه مقابل الخدمة والخدمة التي نقدمها لك كل 5 سنوات ، كجزء من
عملية تنظيمية .

ستؤثر هذه الخطة على الخدمات التي نقدمها ، وبالتالي ، فاتورة غاز منزلك ، خلال فترة
5 سنوات.

هذا هو السبب في أن الخطوة الأولى في تطوير خطتنا هي التحدث معك.

يمكنك تشكيل تفكيرنا من خلال مساعدتنا على فهم تفضيلات إمدادات الغاز الخاصة بك.

من خلال فهم أفضل لمستويات الخدمة التي تتطلبها أنت والمجتمع ، يمكننا العمل للحد من
التأثير على فواتير الغاز الخاصة بك.

لأن مستوى الخدمة الذي نحتاج إلى توفيره يؤثر على مقدار ما نستثمره في الشبكة وخدمات
قراءة العداد التي نقدمها .

لذلك ، من المهم الحصول على التوازن الصحيح لضمان أنك لا تدفع أكثر من اللازم للغاز
الطبيعي.

لذا ، كيف يمكنك أن تقول رأيك؟

نعمل حاليًا على تطوير خطتنا 2020 - 2025 والتي ستوجه كيفية خدمتنا لعملائنا على مدى 5
سنوات.

نود أن نسمع وجهات نظرك حول أسعار الغاز ، خدمتنا ، وكيف تستخدم الغاز الطبيعي في
منزلك أو عملك.

بمجرد أن نجمع التعليقات ، سننظر بعناية في جميع آراء عملائنا لتطوير خطة 2020 - 2025
التي ستكون متاحة على موقعنا الإلكتروني للتعليق في وقت مبكر من عام 2019.

زيارة موقعنا على الانترنت yournetwork.jemena.com.au للحصول على معلومات حول كيف يمكنك أن
تقول رأيك.

فيديو 3 - غافن دوفي ، سانت فنسنت دي بول

(لعبت في المنتدى 2 في 1.25 مساءً)

سانت فنسنت دي بول ممثل - يتحدث عن العدالة في التسعير الغاز. مرحباً. لقد طلب مني التحدث لمدة ثلاث دقائق عن الإنصاف في أسعار الغاز ، وآمل أن أفعل ذلك في غضون ثلاث دقائق. العدالة هي شيء صعب حقاً. ما هو عادل لشخص واحد قد لا يكون عادلاً لآخر.

وفوق كل ذلك ، في الواقع ، قد يكون الإنصاف بالنسبة إليهم ، بالنسبة لي من الإنصاف أن أدفع أكثر عندما أكون أعزباً ، لذا أدفع أقل عندما يكون لدي أطفال ، لذا فهناك هذه الطبيعة الطولية للعدالة.

سوف ينظر الأشخاص الآخرون إلى الإنصاف حول سعادتني بدفع المزيد من المال حتى تحصل الأنشطة التجارية على أشياء أرخص ، لذا فقد حصلت على وظيفة أذهب إليها. إن فكرة العدالة ، لا سيما أسعار الطاقة ، هي محادثة معقدة للغاية.

لذا ، بعض نقاط المناقشة التي طلبت منا أن أقيها هي:

هل يجب أن تذهب إلى أسعار الطوابع البريدية أو التسعير المنطقي أو التسعير العقدي؟ هل يجب أن تتغير الأسعار بناءً على تكلفة العرض؟ أنا شخصياً أحب أسعار الطوابع البريدية ، والناس في منطقة واسعة جميع دفع نفس السعر. وهذا يعني أن مجتمعاً واحداً ليس محروماً أو محسوباً بالنسبة إلى مجتمع آخر. لأن ذلك يمكن أن يغير من قابلية بقاء هذه المجتمعات مع مرور الوقت. إنها تدور حول الحياة الاقتصادية والاجتماعية لتلك المجتمعات. تتغير المواقف المجتمعية ، وهذا يعني أنه تأمين. إذا كنت تحقق أداءً جيداً حقاً ، ولكن عندما لا تكون كذلك ، فأنت في الواقع مضمون من قبل الآخرين داخل المجتمع ، لذلك أنا شخصياً أفضل تسعير طابع البريد بدلاً من المنطقة أو العقد.

الأسئلة الأخرى التي طلب مني التعليق عليها أو طرحها هي: هل يجب على الأشخاص دفع مقابل الاتصالات؟

أم ، هذا مرة أخرى [سؤال] من الذي يدفع لربط البنية التحتية؟ أفترض من وجهة نظر خط أنابيب الغاز ، وجهة نظر Jemena ، إذا كنت تريد أن يشتري الناس منتجاتهم ، فربما توفر لهم اتصالاً مجانياً ، ثم استرداد تكاليف الاتصال بمرور الوقت. ومن ثم نقول إنه ، عند الاتصال ، يتحول بعد ذلك إلى رسوم مطور قد تؤدي إلى تغيير تكلفة السكن للأشخاص ، مما يؤثر على أشخاص معينين ، وما يفعلونه وما لا يفعلونه.

قراءات العدادات المقدرة: أعتقد أنه لا أحد يرغب في قراءة العدادات المقدرة ، بسبب طبيعة فاتورة الصدمة ، ومن ثم كونه خاطئاً ، إما بدفع أقل أو دفع مبالغ زائدة ، وهذا يؤثر على التدفق النقدي للأسر ، ووضع الدين النسبي.

يمكن أن يؤثر ذلك بشكل كبير ، على سبيل المثال ، على القدرة على تحمل تكاليف السكن وقدرتها على دفع الفواتير. ومرةً أخرى ، لا يقتصر الأمر على الإنصاف على ما تدفعه فقط ، بل أيضاً عندما تدفع ، وكيف تكون الدفعات "متكتلة".

إذاً ، نظراً لأنه دقيقتان وثمانية وخمسون ، الآن ثلاث دقائق بالضبط ، نأمل أن يكون ذلك محادثة جيدة. شكراً لكم!

فيديو 1 - توصيل بيتك بالغاز (10:50)

مقدمة لشبكة Jemena Gas ودورنا في توصيل منزلك بالغاز الطبيعي.

[v=AOb1TfotNC8?https://www.youtube.com/watch](https://www.youtube.com/watch?v=AOb1TfotNC8)

وبصفتها أكبر موزع للغاز الطبيعي في أستراليا ، تعمل جيمينا في نيو ساوث ويلز وتلعب دوراً هاماً في توصيل منزلك بالغاز الطبيعي لكننا لا نشارك فقط في الحصول على الغاز إلى منزلك. هناك عدد من الشركات تشارك على طول رحلة من 4 مراحل.

أولاً ، يتم الحصول على الغاز الطبيعي عبر آبار الغاز.

ثم تقوم شركات النقل بنقل الغاز لمسافات طويلة.

ثم تقوم شركات التوزيع بنقل الغاز الطبيعي إلى العملاء الذين يتصلون بشبكتهم.

في نيو ساوث ويلز ، نحن الموزع الوحيد للغاز الطبيعي في هذه المناطق.

تمتد شبكتنا على أكثر من 25000 كم وتربط أكثر من 1.3 مليون منزل وشركات.

نحن مسؤولون عن الحفاظ على تدفق الغاز الطبيعي بأمان وموثوق من خلال الشبكة.

نقرأ أيضاً عداد الغاز الخاص بك ونقدم بيانات عدادك إلى بائع الغاز الخاص بك ، والذي يقودنا إلى المرحلة النهائية من رحلة الغاز.

شركة التجزئة هي المسؤولة عن إدارة حساب الغاز الخاص بك ، وإصدار الفاتورة

تتكون فاتورة الغاز من الرسوم الثابتة ، بالإضافة إلى الرسوم المتغيرة التي تعتمد على استخدامك للغاز.

فاتورة الغاز المنزلية السنوية المعتادة للعملاء في شبكتنا هي 938 دولاراً.

نحن نحسب ما يقرب من 37 % من هذا.

ولذلك ، لدينا مسؤولية كبيرة لإدارة القدرة على تحمل التكاليف ، وضمان تسليم الغاز بأمان وموثوق لعملائنا.

لمساعدتنا على تقديم خدمة استثنائية ، تكون ملاحظتك مهمة بالنسبة لنا.

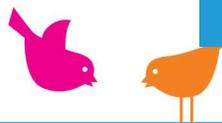
يمكنك الاتصال بممثل Jemena عن طريق الاتصال بالرقم 078 137 1300.

في حالة الطوارئ ، اتصل بخط العطل والطوارئ على الرقم 909 131

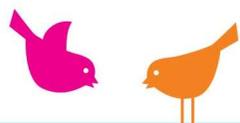
Jemena. جلب الطاقة إلى الحياة.

CALD GROUP DISCUSSION GUIDE

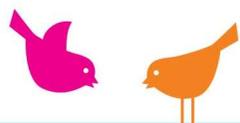
Project:	Jemena Gas Network - Phase 2 Engagement				
Workshop:	CALD Group Discussion Guide - workshop 2				
Details:					
Date:	Thursday 30 August	Time:	10am (set up) 10.30am-12.30pm (session) 12.30pm-1pm (pack down, debrief)	Duration:	3 hours (inc set up)
Venue:	Lost in Books 2/40 Harris Street, Fairfield NSW 2165	Team Members:	Mariette Michaels (ECC Facilitator) George (ECC Educator) Merryn Spencer (Straight Talk) Kate Hawke, Customer Engagement Manager, Jemena Alex McPherson, Project Director (Jemena) Syed M Karim, Price Reviews Project Manager Jemena (Arabic Reader) Alhoush Elshahomi, Pipeline Networks Engineer, Jemena (Arabic Speaking, Jemena) Ahmed Assad (Arabic Speaking, Jemena)		
Workshop purpose		<ul style="list-style-type: none"> • Reintroduce the group to each other, check in since last session • Agree ground rules, working together, build trust and reconnect with each other as a group • Explore trade-offs of fairness • Explore the future of gas • Understand personal experiences of financial insecurity, CALD communities and what it means to face this, plan for and adapt to rising power and gas costs 			



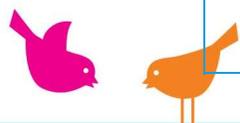
Time	Session	Activity	Content	Speaker	Equipment
9.30am	Bump in	Prepare room and materials			
10:15am-10.30am (15mins)	Sign in and welcome participants	<ul style="list-style-type: none"> ▪ Informal welcome back and sign in ▪ Participants take name tag ▪ Refreshments 		Lead facilitator	Name tags Sign in sheet
10.30am (10mins)	Formal welcome	Acknowledgement of country Welcome! Introductions of team present and expectations, introduce Jemena team and their role Housekeeping		Lead facilitator and team	Notebooks for Jemena team Powerpoint for session (set up ready to go) Homework Booklets
10.40am-10.55am (15min)	Sharing homework	Reintroduce study circles and what they are Reminder of why we are here - to assist Jemena to consult with the community and engage with customers more effectively. Reintroduce participants to each other and get reacquainted. How did you go with the homework from last week? Answer questions from last week / share homework answers Participants are asked to share about their experiences over the last week: What did you learn? What did you find out that was surprising to you? How do you feel about gas supply now? (pair up and discuss, or group discussion depending on the group dynamic - Mariette to assess)		Lead Facilitator	Note taking from Jemena team



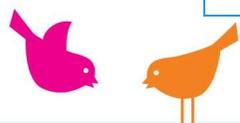
Time	Session	Activity	Content	Speaker	Equipment
10.55am-11.10am (15min)	Supply chain in Australia		<ul style="list-style-type: none"> ▪ Reintroduction to Jemena - who they are ▪ Why we are talking to you, and Jemena's commitment to shaping future plans and listening to you throughout this process. ▪ Alhoush or Ahmed to explain the supply chain in Australia ▪ Alhoush or Ahmed to also explain the retailer tariffs in Australia. ▪ Any other questions from floor (plenary) <p>The Supply chain:</p> <ul style="list-style-type: none"> ▪ Jemena doesn't produce or buy and sell gas - we simply transport it ▪ Jemena bills the Retailers for the service we deliver - based on daily charges and based on how much a customer uses - it's the same amount regardless of which Retailer you are with ▪ Jemena is responsible for the pipes and network and for the meters and meter reading ▪ Retailers take all of the costs in the supply chain - generation, transportation, distribution and their own costs and work out how to bill customers ▪ Jemena accounts for 37% of the overall bill <p>Understanding you bill:</p> <ul style="list-style-type: none"> ▪ Different retailers charge in different ways, some things to take into account are: ▪ Are you away a lot or not and how much gas do you use - this will help you decide if a higher daily price (Service charge) and a lower usage charge or vice versa if better for you ▪ The Service charge does not represent Jemena's costs and it does vary from plan to plan, so it is worth comparing 	Alhoush or Ahmed	Translated charts of supply chain Translated charts of retailer tariff details



Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> Some retailers apply the discounts for paying on time, or have both fuels with the same retailer on just the usage portion, others on the whole bill Look at claims like 33% discount and check the base unit prices - sometimes it is better to get a lower base price with no discount than pay a higher price with a discount 		
11.10am-11.15am (5 mins)	Introduction		<ul style="list-style-type: none"> Now we will be asking you complex questions about fairness, who pays for the network and also the prices you might be paying in future. Note paper for note taking or booklets We are now going to play a video from St Vincent De Paul about fairness. You can see a translated copy here. Following this, we have two questions to ask you to discuss as a group about paying for the network in future, and also about vulnerable customers. 	Lead Facilitator	Laptop for notetaking Booklets for note taking Butcher's paper Blue tac Pens Textas Video: Gavin Dufty from St Vincent De Paul (script provided in homework) Merryn to bring on flash drive and also bring hard copy of script
11.15am-11.35am (20 min, 10 min each)			<p>PAYING FOR THE NETWORK</p> <p>With the uncertainty about whether our pipes will actually be used beyond 2050, would it be fairer for current customers to pay more for new investments we make on the network relative to future customers?</p> <p>Please discuss.</p> <p>VULNERABLE CUSTOMERS QUESTION</p> <p>Is it fair that everyone pays a little bit more to help fund programs led by Jemena to assist vulnerable gas customers?</p> <p>Please discuss.</p>	Lead Facilitator (Mariette), George to take notes on overall decisions / responses table facilitators - Jemena team to listen /	Whiteboard Suggest do activity as overall group (cultural reasons) Depending on group - possibly divide into 2 groups (Mariette to assess on the day according to group dynamic)



Time	Session	Activity	Content	Speaker	Equipment
				answer questions or translate if needed.	
11.35am (5mins)			<i>Plenary discussion on what we found - each table to share questions and results (may not need this section if questions answered as one group)</i>	Lead facilitator	Laptop for notetaking Booklets for table facilitators Table facilitators to translate
11.40am-11.55am (15mins)	Bill Path		<p>Presentation from Jemena:</p> <p>The regulator makes a decision on our price movements over our 5 years plan. How much of the total revenue for 2020-2025 will be charged to you each year (and subsequent quarterly bill). We want to understand your preference between two different scenarios:</p> <ol style="list-style-type: none"> 1. steady as you go (we change our prices so your bill is as steady as possible) 2. pressure off early (we change our prices so your bill in year 1 is as low as possible) <p>The Jemena team will explain these.</p> <p>Which option do you prefer? Please discuss.</p> <p>Bill Path points:</p> <ul style="list-style-type: none"> - Once we have established the costs we will need to maintain the network for 2020-2025 we need to decide how we should recover our costs - We have 2 options, and we don't mind which one - we recover the same costs under both options - Option 1 we try to keep the bills steady, we need to make assumptions about the wholesale cost of gas and offset this and/or other changes in the costs of the supply change. 	Alhoush, Ahmed Kate/Alex Mariette to facilitate	Chart for steady as you go bill scenario Chart for pressure off early scenario Voting chart (dot democracy) and ballot paper slips (if needed)



Time	Session	Activity	Content	Speaker	Equipment
			<p>- Option 2, we try to give as much of a discount up front as possible, prices do go up year after year, it might be that under this scenario retailers are more likely to pass the discount on to customers, but there is no guarantee in either scenario</p> <p>- The prices are based on an average yearly gas bill with a family that has gas heating, hot water and cooking - so it might be quite different from your own bill, but the principle is the same</p> <p>- You would still get quarterly bills, but the price we charge the retailer changes on a yearly basis</p>		
11.55-12.15pm (15 mins)	Prioritisation exercise		<p>We want to understand, and you to develop, a base-line of what you believe is important for customers.</p> <p>Group activity: Prioritise by order of importance (or do in two tables - depends on the group)</p> <ul style="list-style-type: none"> • Price: keeping gas bills affordable • Reliability example: confidence that gas will come on whenever I want it to • Safety example: Jemena's commitment to keeping customers and the community safe • Fairness: Getting what you pay for • Aesthetics: the smell and visual appeal • Customer Service: The experience of dealing with Jemena directly • Environment: Working towards a zero-carbon future <p>Each table gets 10 tokens to allocate (they can split the tokens, or put all in one category)</p> <p>Scribe captures discussion around why these choices</p> <p>Each table / person shares their thoughts and we establish an agreed, whole room list of priorities if possible, with narrative.</p>	Lead Facilitator	<p>10 tokens to 'spend' against each priority</p> <p>A3 sheet with 7 priorities</p> <p>Prioritise as one group or in two smaller groups (Mariette to assess on the day according to group dynamic)</p>



Time	Session	Activity	Content	Speaker	Equipment
12.15pm-12.25pm (10min)	Conclusion participants depart	Check in - What did you think? How do you feel? Thank you for coming! Hand out stipends, feedback forms. Participants depart		Lead Facilitator	Feedback forms Stipends - participants need to sign to receive
12.20-12.40pm	Debrief - team to stay behind	Mariette and George to provide summary to Jemena team of what occurred during in-language session. Team to ask questions as needed			



DOT-MOCRACY VOTING

PAYING FOR THE NETWORK

WITH THE UNCERTAINTY ABOUT WHETHER OUR PIPES WILL ACTUALLY BE USED BEYOND 2050, WOULD IT BE FAIRER FOR CURRENT CUSTOMERS TO PAY MORE FOR NEW INVESTMENTS WE MAKE ON THE NETWORK RELATIVE TO FUTURE CUSTOMERS?

WHICH OPTION WOULD YOU PREFER?

	<p>COUNT (PLACE YOUR DOT HERE!)</p>
<p>YES: WE PAY MORE FOR NEW INVESTMENTS</p>	
<p>NO - DON'T PAY MORE FOR NEW INVESTMENTS</p>	

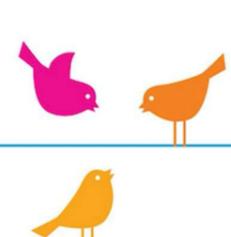
DOT-MOCRACY VOTING

VULNERABLE CUSTOMERS QUESTION

IS IT FAIR THAT EVERYONE PAYS A LITTLE BIT MORE TO HELP FUND PROGRAMS LED BY JEMENA TO ASSIST VULNERABLE GAS CUSTOMERS?

WHICH OPTION WOULD YOU PREFER?

	COUNT (PLACE YOUR DOT HERE!)
YES: EVERYONE SHOULD PAY TO HELP PEOPLE	
NO: THERE ARE OTHER AVENUES TO ASSIST PEOPLE	



Welcome



v1.1

Supply chain and your gas bill

Production

Gas supplied to consumers in NSW is sourced from domestic gas wells, primarily inter-state.



37%

Transmission Pipelines

High pressure pipelines transport gas over long distances, including from interstate.



5%

Distribution Pipelines

Jemena then transports the gas to 1.3 million homes and businesses in NSW.



37%

Retailer

Retailers organise these services and manage your account.



21%

Your Bill

Your gas bill is made up of fixed supply charges and usage charges to recover these costs.



\$938

Typical annual household gas bill*

*Based on a customer with gas heating, cooking and hot water appliances using 25,000MJ per year. Calculated using published wholesale and retail prices.

Lets take a look at Moomba to Sydney



Generation at Moomba



Transmission pipeline 797km to Sydney

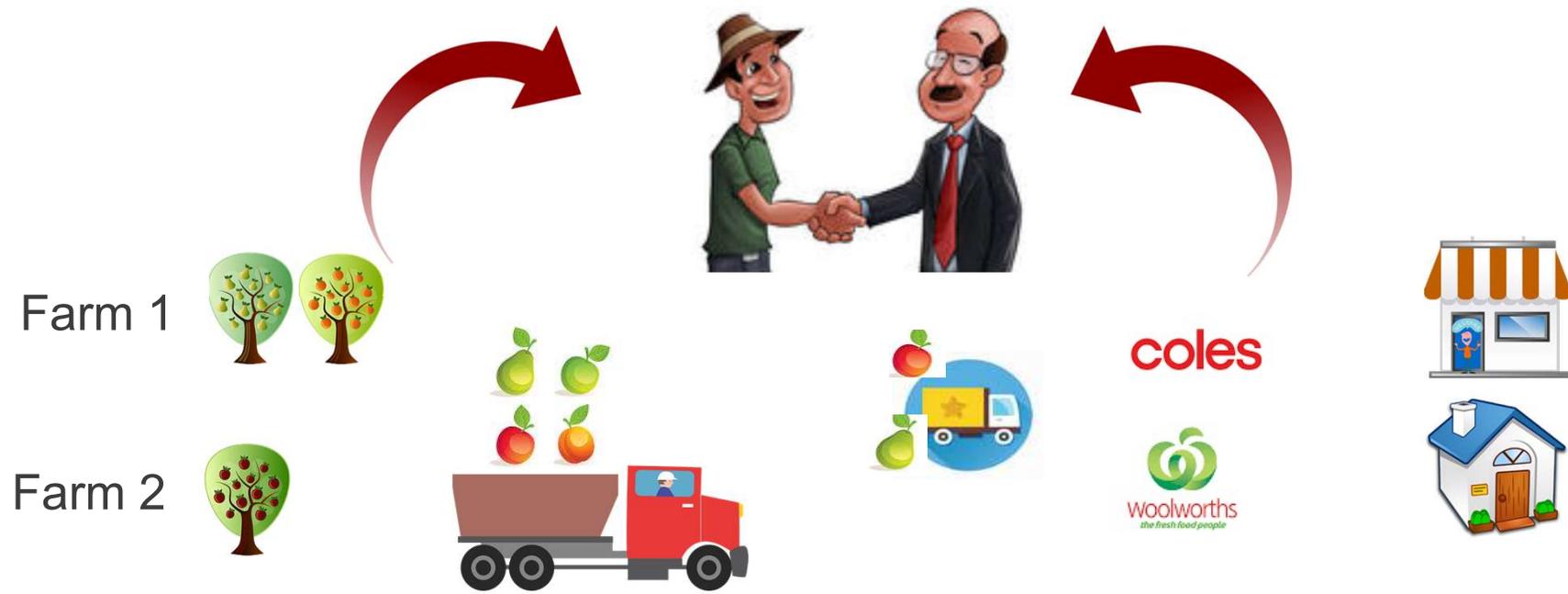


Enters Jemena network in Sydney



Metered at your home

It's the same as buying fruit

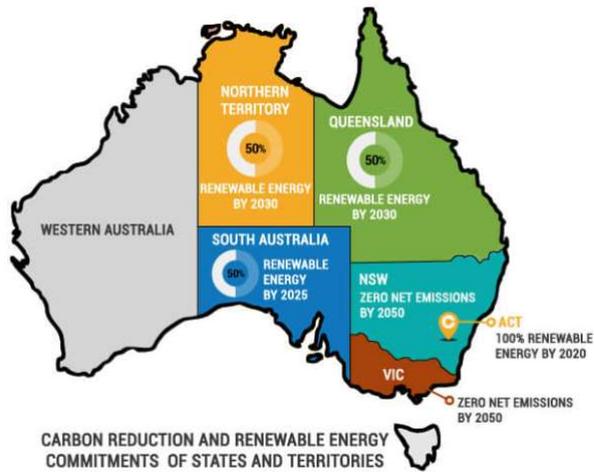


Understanding the bill



Paying for the Network

QUESTION 1: WITH THE UNCERTAINTY ABOUT WHETHER OUR PIPES WILL ACTUALLY BE USED BEYOND 2050, WOULD IT BE FAIRER FOR CURRENT CUSTOMERS TO PAY MORE FOR NEW INVESTMENTS WE MAKE ON THE NETWORK RELATIVE TO FUTURE CUSTOMERS?



\$7

50-80 years

Vulnerable customers

QUESTION 3: IS IT FAIR THAT EVERYONE PAYS A LITTLE BIT MORE TO HELP FUND PROGRAMS LED BY JEMENA TO ASSIST VULNERABLE GAS CUSTOMERS?

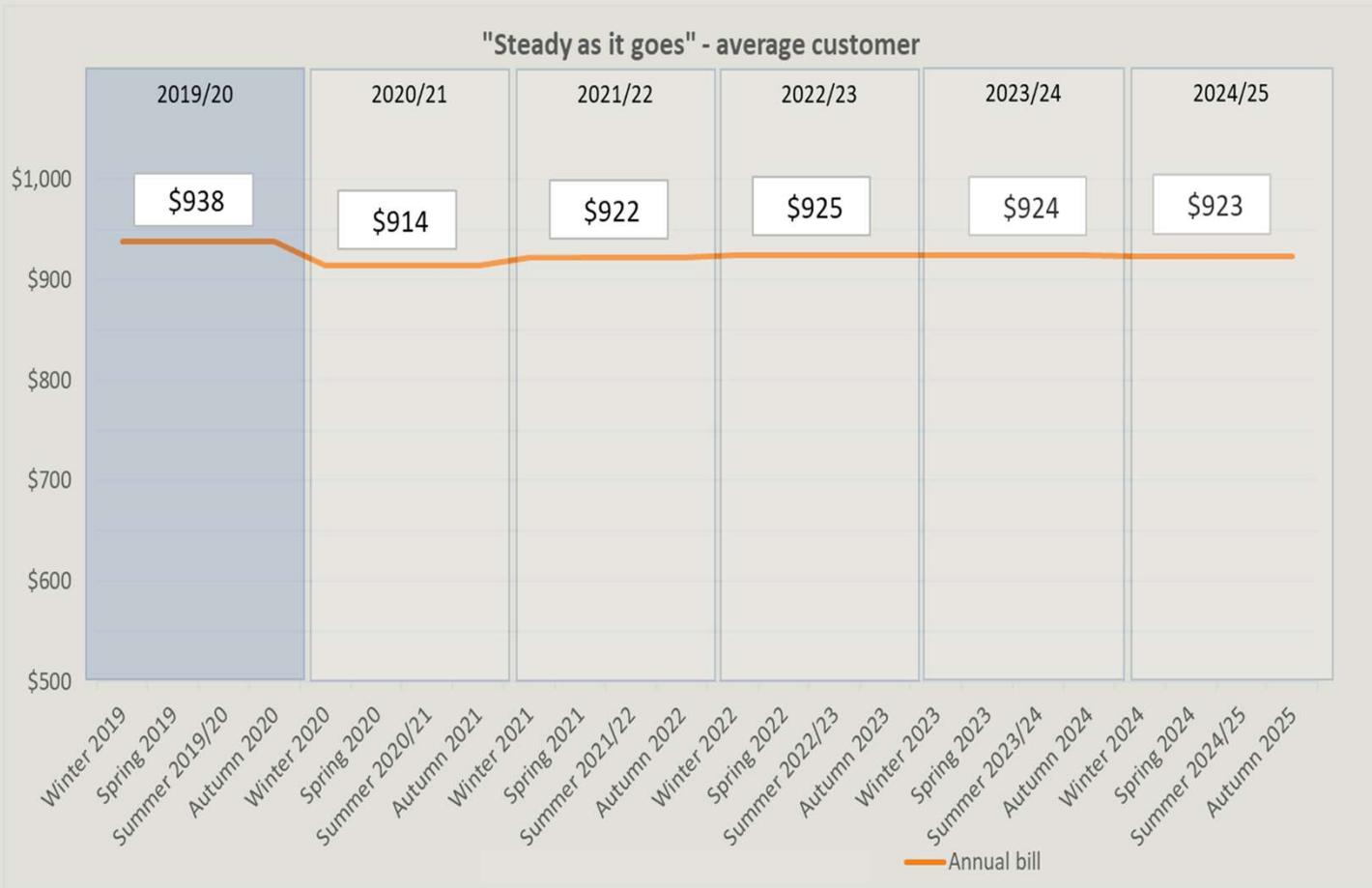


\$50

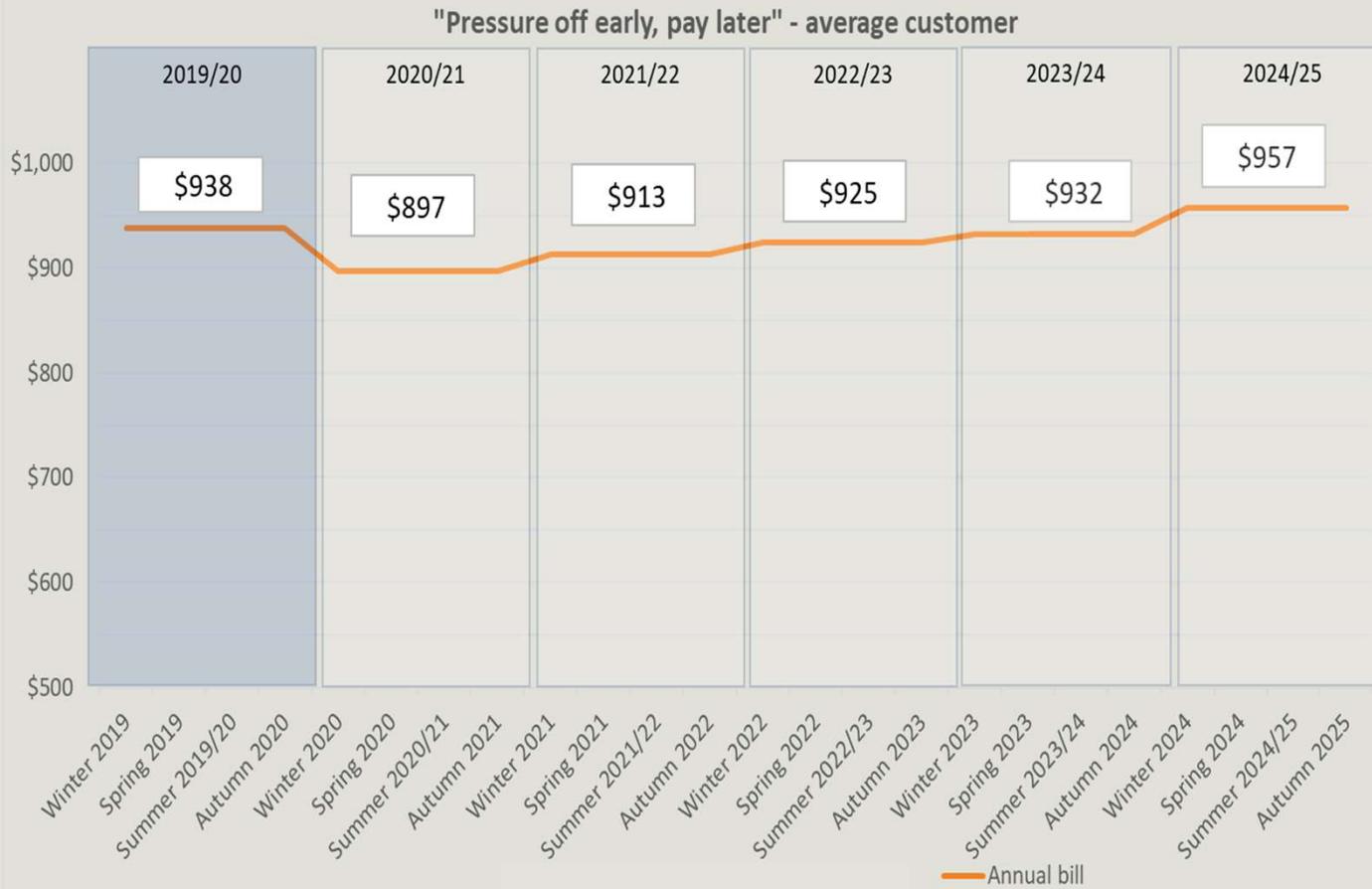


\$1

Your annual gas bills – Option 1



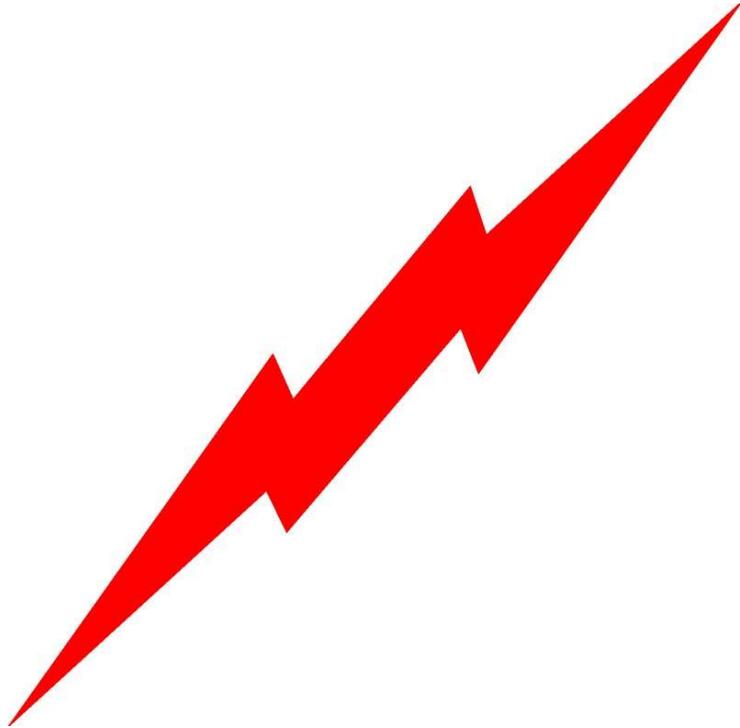
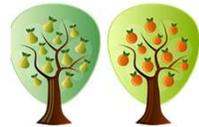
Your annual gas bills – Option 2



Delivery skit

10

Alex the farmer

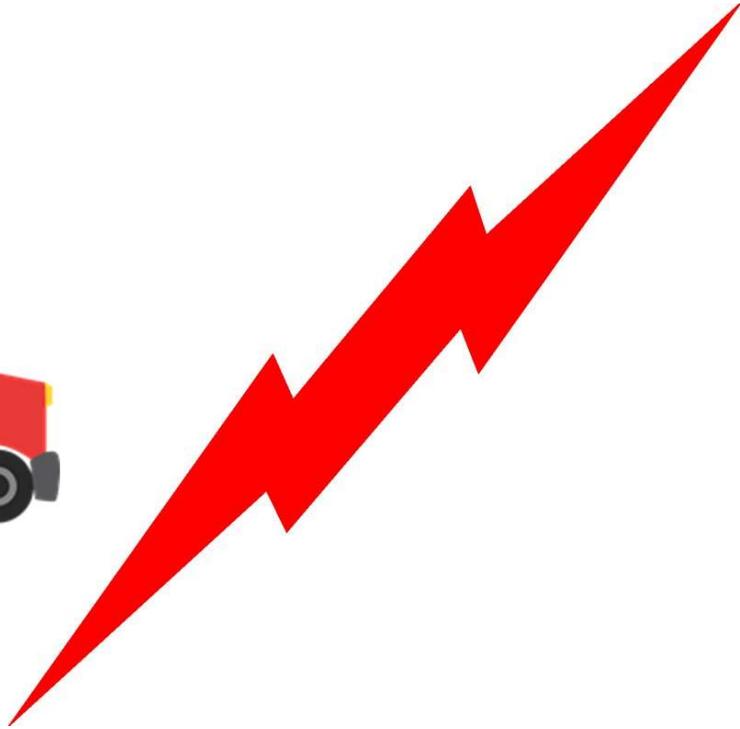


Production

Gas supplied to consumers in NSW is sourced from domestic gas wells, primarily inter-state.

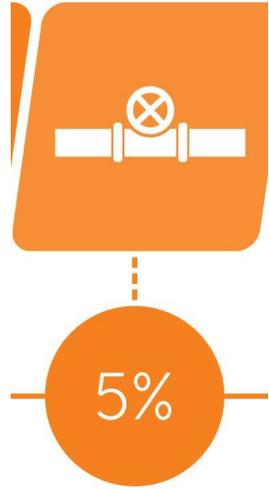


Ahmed the truck driver

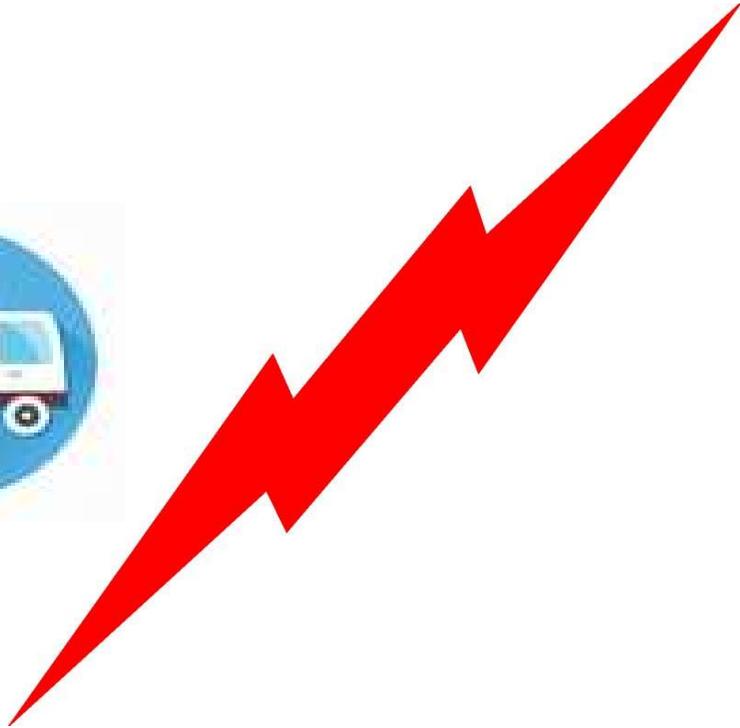


Transmission Pipelines

High pressure pipelines transport gas over long distances, including from interstate.



Syed the deliver van man



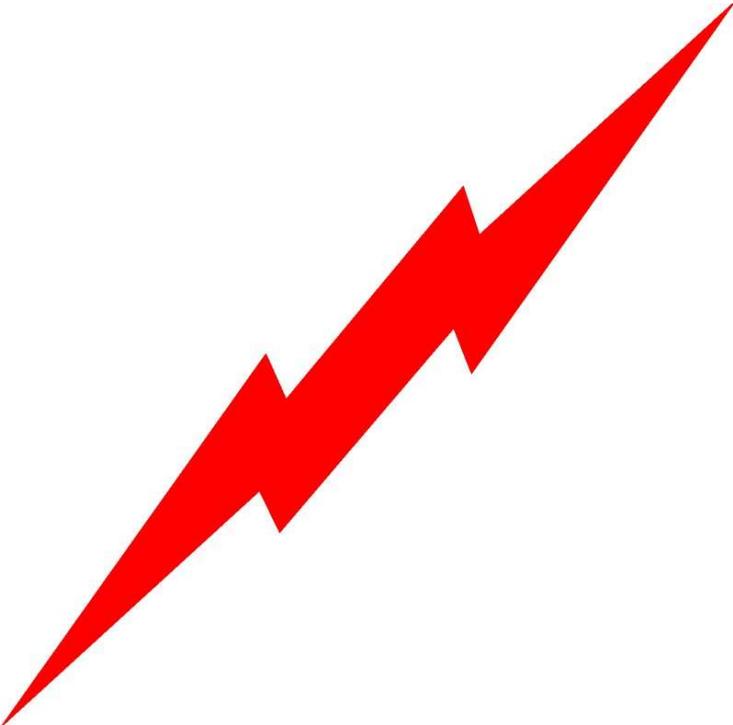
Distribution Pipelines

Jemena then transports the gas to 1.3 million homes and businesses in NSW.



Although the store owner

coles



Retailer

Retailers organise these services and manage your account.







POST EVENT FEEDBACK FORM

Event	Jemena Gas Network - Phase 2 engagement - CALD Focus Group
Date	Thursday 30 August 2018

	Disagree	Don't know	Agree
The workshop timing was appropriate	Disagree	Don't know	Agree
The venue was appropriate	Disagree	Don't know	Agree
The workshop objectives were clearly stated	Disagree	Don't know	Agree
The facilitator presented clearly and logically	Disagree	Don't know	Agree
The workshop content was interesting	Disagree	Don't know	Agree
The facilitator allowed me and others to have a say	Disagree	Don't know	Agree
There were opportunities for me to participate in an engaging and appropriate way	Disagree	Don't know	Agree
I trust Jemena more than before	Disagree	Don't know	Agree

Do you have any suggestions about how the workshop could have been improved?

What did you value most about today's workshop?

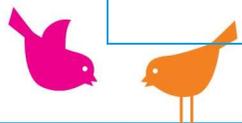
Do you have any other comments about Jemena, the ECC, or Straight Talk?

DISCUSSION GUIDE

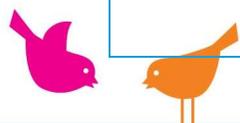
Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	CALD Businesses 1:1 Interviews	Video session:	No		
Details:					
Date:	Various	Time:	Various	Duration:	50min
Venue:	Phone / in person	Team Members:	Merryn Spencer (project manager) ECC – Christine Ahn	Pre-Read:	http://Yournetwork.jemena.com.au

Workshop purpose	<ul style="list-style-type: none"> • Introduce and explain who and what Jemena is, and the customer’s understanding of Jemena • Overview of process - working on key issues of pricing, fairness and costs • Understand personal experiences of financial insecurity, CALD communities and what it means to face this, plan for and adapt to rising power and gas costs • Identify where participants get their information
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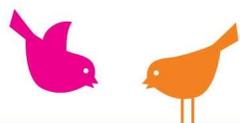
Time	Session	Content	Speaker	Stimulus
5mins	Welcome and familiarisation	Welcome the participants Introduce self and purpose of the project.	Facilitator	
5mins	Who is Jemena?	Introduction to Jemena - what we do How gas gets to the home and peoples understanding of that.	Facilitator	Video: Connecting your home with gas: https://youtu.be/AOb1TfotNC8



Time	Session	Content	Speaker	Stimulus
		Play video – what Jemena does		Your Network Your Say – have your say on the Jemena 2020-2025 Gas Pricing and Services Plan https://youtu.be/wdEL6Mqiba0
15mins	Where do you get your information?	<p>What was your experience with gas in the country they've come from?</p> <p>Where did you find out about gas, and how to connect and pay? For example, from family, friends, or online?</p> <p>Was it difficult to find information?</p> <p>How does the gas service and way you pay differ?</p> <p>What information would help you? Where would you expect to get this information and how?</p> <p>What information do you have, or would you need to manage your energy costs?</p>	Facilitator	Note taking
15mins	Gas and you	<p>Where does gas sit in terms of running your budget?</p> <p>What gas appliances do you have?</p> <p>Have your gas consumption attitudes changed? Why?</p> <p>How sensitive are you to the price of gas, and what impact does a price increase / decrease have to your standard of living or your business activities?</p> <p>Identify the age of your appliances, whether you chose gas or gas was in the property when you moved in;</p> <p>what would influence their decision about replacement of appliances and whether to stay or leave gas?</p> <p>How old you think your gas appliances are?</p> <p>Are you happy with the current number, timing and duration of outages you currently experience?</p>	Facilitator	Note taking
5min	Lifestyle change and shock	Over the course of 2020-2025 we need to cover the costs of maintaining and building the network - there are a number of ways we could do that, Jemena would like their customers to steer our decision making.	Facilitator	Note taking



Time	Session	Content	Speaker	Stimulus
		<p>We know that unexpected increases in bills are really difficult for some people. We are looking at ways in which we can better manage this, and we want to understand, from you, what you think about the impact of unexpected increases in your gas bill.</p> <p>At what point does the gas bill prompt you to change your lifestyle? When it is: \$20, \$50, \$80, \$100, \$120, \$140 higher?</p> <p>Is this seasonal? What additional information would help you with questions like this?</p>		
15mins	Supply, fairness and service	<p>Should there be a difference in the service levels or price offered to regional areas?</p> <p>Should customers connecting the gas network for the first time have to make an upfront cost, should this be the whole cost, part of the cost, or none at all?</p> <p>If it is not the customer connecting who pays, how should the costs of connections be shared across the network / customer base?</p> <p>When you are renovating, how should you pay for a disconnection and reconnection to the gas network, who should pay (how should the costs be recovered)?</p>		
5min	Wrap up and close	<p>Thank you</p> <p>Feedback forms (emailed or given in person)</p> <p>Distribute take-home leaflets (emailed or given in person)</p> <p>Stipends to be paid – obtain postal address (posted out or given in person)</p>	Facilitator	Stipends



About Jemena

If you are like most people you rarely think about your natural gas supply – you might just expect the water to be hot when you step into the shower, and a flame to appear when you turn on your stove. So you might not have heard about us – Jemena. We own the natural gas pipelines that run underneath the streets of NSW.

We have been safely and reliably providing NSW gas supply to homes and businesses for over 100 years. We were once part of AGL, prior to the company demerger in 2006.

We are now owned by two large companies who are keen to invest in Australia: State Grid Corporation of China and Singapore Power.

We recognise that some Australians may have different views on foreign ownership

With full backing from our owners, Jemena and our people has a strong commitment to be, and long history of being, a good corporate citizen, having delivered safe, reliable gas to our customers for more than 100 years – it's why we are here talking to you now.

Jemena doesn't just own the gas pipes in NSW. We own and operate a diverse portfolio of energy and water transportation assets across the east coast of Australia.

We have around \$10.5 billion worth of major utility infrastructure, including large pipes that transport gas long distances between states and an electricity network in Victoria. Jemena Gas Networks is the largest of our assets, valued at around \$3.5B

We supply around 1.3M gas customers in NSW and around 330,000 electricity customer in Victoria. Our aim is to put customers are at the heart of what we do.

We are about to start developing our pricing and service plan for 2020-25.

We recognise recent rises in energy bills and household cost of living pressures – this is why it is vitally important that we involve our customers in preparing our Plan.

Here are some links to some associated resources you might find useful:

Compare energy retailers The Australian Energy Regulator (AER) manages Energy Made Easy, the only independent energy price comparator. Find out which retailer is offering the best prices for electricity, gas and solar. <https://www.energymadeeasy.gov.au/>

Energy & Water Ombudsman NSW (EWON) provides a free, fair and independent dispute resolution service for [electricity](#), [gas](#) and water customers in NSW. Free call on 1800 246 545. <http://www.ewon.com.au>

Financial counsellors provide free and independent financial counseling services and can offer information, advice, casework and education to assist consumers in financial stress. National Debt Hotline – 1800 007 007
<http://www.financialcounselingaustralia.org.au/corporate/find-a-counsellor>

<http://financialrights.org.au>
<http://www.fcan.com.au>

Australian Financial Security Authority (AFSA) manage the application of bankruptcy and personal property securities laws through the delivery of high quality personal insolvency and trustee, regulation and enforcement and personal property securities services.

<https://www.afsa.gov.au/debtors/get-help/financial-counsellors>

CentrePay is a free service where Centrelink payments can be paid directly to an energy provider. Call 13 10 46.

<https://www.humanservices.gov.au/customer/services/centrelink/centrepay>

NSW Planning and Environment

- **Energy Accounts Payment Assistance (EAPA)** vouchers are distributed in \$50 amounts by participating community welfare organisations.
<http://www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/energy-accounts-payment-assistance-EAPA>
- **Rebates and assistance** are available for eligible households. For energy help see <http://www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates> or call Service NSW on 13 77 88
- **Appliance replacement offer** can be used to replace old fridges and TVs for more energy efficient ones at reduced prices
<https://powertosave.nsw.gov.au/households/appliance-replacement-offer>

Customer hardship programs All energy retailers must provide hardship assistance for low income and vulnerable customers. Information about these programs can be found on the retailers' websites.

No Interest Loans Scheme (NILS) provides access to safe, fair and affordable credit. NILS could assist with purchasing energy efficient appliances that can help reduce the cost of energy bills in the long term. <http://nils.com.au>

Additional assistance

- Translated Factsheets to help with high bills and switching retailers:
<https://www.ewon.com.au/page/customer-resources/information-in-other-languages>
- National Relay Service for Hearing and Speech Impairment: 1300 555 727
- Hearing and Speech Impairment, TTY users: 133 677
- Translation and Interpreting Service: 131 450
- Department of Human Services (Centrelink): 132 300
- Department of Veterans' Affairs (DVA): 133 254

Electricity disconnection

In NSW, a customer cannot be disconnected if:

- The customer informs the retailer/retailer is aware that there is an application for assistance pending
- The customer has made a complaint that has not been resolved
- The customer requires life support equipment
- The amount owing is less than \$300.

A customer must not be disconnected:

- On a Friday;
- On a Public Holiday or the day preceding a public holiday;
- On any business day before 8am;
- On any day after 3pm; or
- Between 20th to 31st December (inclusive).

Before disconnection, an electricity retailer must:

- Offer a payment plan
- Issue a reminder notice and a disconnection warning notice
- Use best endeavors to get in contact with the customer

Customers who use life support equipment at home should contact their retailer and their network to ensure they are on the 'Do Not Disconnect Register'.

Door to door marketing

You have rights under Australian Consumer Law when a salesperson approaches you at your front door, over the phone or in a public place. These protections apply to sales methods that are called 'unsolicited consumer agreements'.

- ACCC <https://www.accc.gov.au/consumers/sales-delivery/telemarketing-door-to-door-sales>
- Free call 1300 792 958 or www.donotcall.gov.au

The following links provide useful information and various viewpoints on the future of the energy industry in Australia:

Government:

- In November last year, the Government promised to reduce emissions by between 26 and 28 per cent by 2030 as part of the Paris climate change accord.

National Energy Guarantee:

- www.abc.net.au/news/2017-10-17/coalition-signs-off-on-new-energy-plan-to-replace-cet-proposal/9057026

CSIRO:

- <https://www.csiro.au/nationaloutlook/>

Jemena:

- Video: <https://yournetwork.jemena.com.au/Help-shape-the-future>

Industry (Energy Networks Australia):

- ENA – <http://www.energynetworks.com.au/gas-vision-2050>
- ENA - <http://www.hellogrid.com.au/>

ACT – Ginniderry new estate:

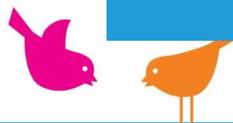
- <https://citynews.com.au/2018/ginniderry-homes-go-without-gas/>

Hydrogen Fuel cells vehicles:

- AEMO with Toyota - <https://www.youtube.com/watch?v=FFa1jLHP-Fg>
- Elon Musk <https://www.youtube.com/watch?v=yFPnT-DCBVs>

RUNSHEET: FORUM 1

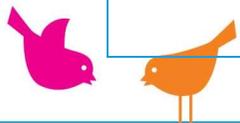
Project:	Jemena Gas Network - Phase 2 engagement		
Workshop:	Bathurst deliberative forum 1: household customers	Video session:	Yes
Details:			
Date:	Saturday 23 rd June 2018	Time:	Forum: 10:30am - 3:30pm Debrief: 3:30pm – 4pm
Duration:	5 hours		
Venue:	The Rydges, Mt Panorama, 1 Conrod Straight, Bathurst	Team Members:	<p>Lucy Cole-Edelstein, Senior Executive, Straight Talk (Lead Facilitator)</p> <p>Merryn Spencer, Senior Consultant, Straight Talk</p> <p>Usman Saadat, General manager Regulation, Jemena</p> <p>Matt Peterson, Jemena</p> <p>Kerrie Fildes, General Manager Corporate Strategy, Jemena</p> <p>Peter Harcus, General Manager Gas and Water Networks, Jemena</p> <p>Nirav Rajguru, Jemena</p> <p>Kavita Roy, Pricing Strategy Analyst, Jemena</p> <p>Slavko Jovanoski, Assistant Director Australian Energy Regulator</p>
Pre-Read:	http://Yournetwork.jemena.com.au		



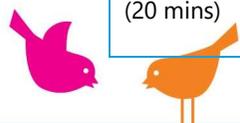
Workshop purpose

- Introduction to deliberative processes and the concepts of 'mini-public', deliberation, consensus
- Agree ground rules, working together, build trust and connect with each other as a group
- Introduce and explain who and what Jemena is, and customer understanding of Jemena
- Overview of process - working on key issues of pricing, fairness and costs
- Identify what other information participants need for next session

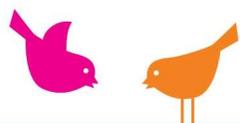
Time	Session	Content	Speaker	Stimulus
9:30am – 10am (30 mins)	Room set up	Organise tables and chairs, set up, check catering Team briefing	N/A	
10am – 10:30 am (30 mins)	Welcome and introductions	Introduce each member of the team and their roles/responsibilities	Lead Facilitator	
10:30am – 10:45am (15 mins)	Morning tea on arrival	Welcome the participants High level introduction. Who is in the room, concept of a mini public, why we are working with you in this way.	Lead Facilitator	
10:45am – 11am (15 mins)	Who is Jemena?	Introduction to Jemena - what we do How gas gets to the home and peoples understanding of that. Play video Profile of Jemena customers	Peter	NSW Gas Network map Video: Connecting your home with gas
11am – 11:45am (45 mins)	Gas and you	Shape the conversation around cost of living Rank your cost of living pressures. Where does gas sit in terms of running your household budget? What appliances do you have in your home?	Lead Facilitator Table Facilitators	Cost of living template Stickers Gas appliances template Stickers



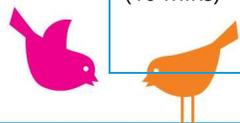
Time	Session	Content	Speaker	Stimulus
		<p>Have your gas consumption attitudes changed? Why?</p> <p>Plenary discussion to share findings</p> <p><u>Exercise 1: Rank your cost of living pressures. Where does gas sit in terms of running your household budget?</u></p> <p>Thinking about the major costs you have in your household (every household is different), what are your biggest costs - take the cost of living template and use the stickers to order your costs - if you have costs that don't appear feel free to write them in.</p> <p>Share with your table where gas is in your list - has it always been there, or is its position changing?</p> <p>Mark on the template where you think gas was 5 years ago. Hand sheets in</p> <p><u>Exercise 2: What appliances do you have in your home? Have your gas consumption attitudes changed? Why?</u></p> <p>Each of you uses gas but maybe not in the same way. Thinking about your appliances at home that use gas, choose the stickers of the appliances you have. Now find other participants in the room who have the same appliance configuration as you.</p> <p>In your new groups, discuss and complete the worksheet at your table (identifies age of appliances, whether they chose gas or gas was in the house when they bought; what would influence their decision about replacement of appliances and whether to stay or leave gas)</p> <p>Mark on the template how old you think your gas appliances are. Hand sheets in</p> <p>Plenary discussion to share findings</p>	Scribes	
11:45am – 12:05pm (20 mins)	Explore the theme of Bill Shock	Over the course of 2020-2025 we need to cover the costs of maintaining and building the network - there are a number of ways we could do that, we would like our customers to steer our decision making.	Lead Facilitator	Bill Shock template Individual exercise Post its for continuum



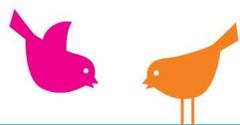
Time	Session	Content	Speaker	Stimulus
		<p>We know that unexpected increases in bills are really difficult for some people. We are looking at ways in which we can better manage this, and we want to understand, from you, what you think about the impact of unexpected increases in your gas bill.</p> <p>At what point does the gas bill prompt you to change your lifestyle? When it is: \$20, \$50, \$80, \$100, \$120, \$140 higher?</p> <p>What additional information would help you with questions like this?</p>		Agreement as a group - template
12:05pm – 12:20pm (15 mins)	The Price Reset	<p>Why we need to talk to you, commitment to listening and shaping future plans based on outcomes of this process.</p> <p>Play video.</p>	Usman	<p>Video: Your Network Your Say</p> <p>Supply chain and your bill</p> <p>Fixed and Variable costs % split</p>
12:20pm – 12:50pm (30 mins)	You and your gas bill	<p>Understanding usage charges and gas bill</p> <p>Discuss their own gas bill and charges (table discussion)</p> <p>To wrap up, compare group with the average for NSW and the average for their area. Why do they use more or less gas? (plenary discussion)</p>	Matt	Average gas bill – NSW and Bathurst
12:50pm – 1:20pm (30 mins)	Lunch	Catering supplied by venue		



Time	Session	Content	Speaker	Stimulus
1:20pm – 2:05pm (45 mins)	Establishing a base-line	<p>Before we start working with you, we want to understand, and you to develop, a base-line of what you believe is important for customers.</p> <p>Group activity: Prioritise by order of importance:</p> <ol style="list-style-type: none"> 1. Price example: keeping gas bills affordable 2. Reliability example: confidence that gas will come on whenever I want it to 3. Safety example: Jemena's commitment to keeping customers and the community safe 4. Fairness: Getting what you pay for 5. Aesthetics: the smell and visual appeal 6. Customer Service: The experience of dealing with Jemena directly 7. Environment: Working towards a zero-carbon future <p>Each table gets 10 tokens to allocate (they can split the tokens, or put all in one category)</p> <p>Scribe captures discussion around why these choices</p> <p>Each table shares and we establish an agreed, whole room list of priorities if possible, with narrative.</p>	Lead Facilitator Table Facilitators	What is important? template Tokens
2:05pm – 2:35pm (30 mins)	What contributes to the bill?	<p>Overview of costs explained - each element of Jemena's costs, and what can be influenced by the engagement. Use taxi analogy to assist in explaining.</p> <p>Share CAPEX and OPEX % split.</p> <p>The questions we will be asking across all forums.</p>	Usman	Taxi analogy Expenditure charts
2:35pm – 2:50pm (15 mins)	Afternoon tea	Move into different groups		
2:50pm – 3pm (10 mins)	Preparation for Forum 2	We have talked today about how you each use gas, and some of the challenges you face with costs and bills; we have looked at what contributes to your bill and that Jemena contributes nearly a third of the costs. We have lightly touched on the whole gas system - transmission, network, retailers and their relationships to you.	Lead Facilitator Table Facilitators	A4 Model for fairness



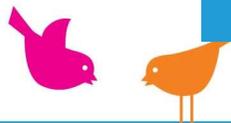
Time	Session	Content	Speaker	Stimulus
		<p>Questions:</p> <p>We have some ideas about the information you might want to look at in order to work with us - but what do you think you need to know in order to work with us? At your groups, discuss and identify the key issues you need more information on.</p> <p>Equality & Equity:</p> <p>Next week at forum 2, we'd like to understand what you believe is fair.</p> <p>Many of the decisions we make affect how fair things are, particularly around issues of who pays and how. There are many regulatory rules which tell us what we can and can't do.</p> <p>Play Video</p> <p>The diagram shows that EQUALITY - treating everyone the same - doesn't necessarily mean FAIR: EQUITY is about making sure everyone has access and that may mean different things for different people. We also have a table which tries to demonstrate a Market Justice versus Social Justice model</p> <p>We want you to think about what fair means for customers of Jemena.</p>	Scribes	
3pm – 3:10pm (10 mins)		<p>Future of gas: Introducing this topic</p> <p>Refer to speaker notes</p> <p>Questions? Hydrogen?</p>	Peter	Video: Future of energy
3:10pm – 3:30pm (20 mins)	Wrap up and close	<p>Thank you</p> <p>Look ahead to next week's session and what will be covered</p> <p>Distribute feedback sheets & take-home leaflets</p> <p>Stipends to be paid at the end of session 2</p>	Lead Facilitator	<p>Take home leaflet</p> <p>Feedback sheets</p>



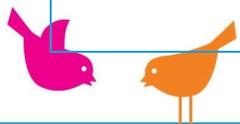
WORKSHOP RUNSHEET

Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	Goulburn deliberative forum 1: household customers				
Details:					
Date:	Saturday 12 May 2018	Time:	Forum: 10:30am - 3:30pm Debrief: 3:30pm – 4pm	Duration:	5 hours
Venue:	Goulburn Room Goulburn Soldiers, 15/17 Market Street, GOULBURN	Team Members:	Nicola, Straight Talk (Lead Facilitator) Merryn Spencer, Straight Talk Kate Hawke, Jemena Catherine Marshall, Jemena Kerrie Fildes, Jemena Stephanie Oesterheld, Jemena Dallas Smith, Jemena Tim Harrison, PIAC	Pre-Read:	http://Yournetwork.jemena.com.au

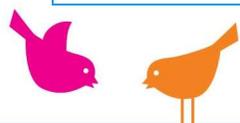
Workshop purpose	<ul style="list-style-type: none"> • Introduction to deliberative processes and the concepts of 'mini-public', deliberation, consensus • Agree ground rules, working together, build trust and connect with each other as a group • Introduce and explain who and what Jemena is, and customer understanding of Jemena • Overview of process - working on key issues of pricing, fairness and costs • Identify what other information participants need for next session
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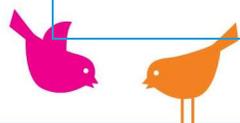
Time	Session	Content	Speaker	Reference Material
9:30 – 10:00am (30 mins)	Room set up	Organise tables and chairs, set up, check catering Team briefing	N/A	
10:00 – 10:30 am (30 mins)	Welcome and introductions	Introduce each member of the team and their roles/responsibilities	Lead Facilitator	
10:30 – 10:45am (15 mins)	Morning tea on arrival	Welcome the participants High level introduction. Who is in the room, concept of a mini public, why we are working with you in this way.	Lead Facilitator	
10:45am – 11:00pm (15 mins)	Who is Jemena?	Introduction to Jemena - what we do How gas gets to the home and peoples understanding of that. Play video Profile of Jemena customers	Kate Hawke	NSW Gas Network map



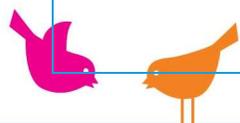
Time	Session	Content	Speaker	Reference Material
				1.1 – connecting your home with gas.mp4
11:00 – 11:45pm (45 mins)	Gas and you	<p>Shape the conversation around cost of living.</p> <p>Rank your cost of living pressures. Where does gas sit in terms of running your household budget?</p> <p>What appliances do you have in your home?</p> <p>Have your gas consumption attitudes changed? Why?</p> <p>Plenary discussion to share findings</p> <p>Exercise 1:</p> <p>Thinking about the major costs you have in your household (every household is different), what are your biggest costs - take the cost of living template and use the stickers to order your costs - if you have costs that don't appear feel free to write them in.</p> <p>Share with your table where gas is in your list - has it always been there, or is its position changing?</p> <p>Mark on the template where you think gas was 5 years ago. Hand sheets in.</p> <p>Exercise 2:</p> <p>Each of you uses gas but maybe not in the same way. Thinking about your appliances at home that use gas, choose the stickers of the appliances you have. Now find other participants in the room who have the same appliance configuration as you.</p>	Lead Facilitator Table Facilitators Scribes	<p>Average gas bill examples</p> <p>(template 1.2 cost of living template and stickers)</p> <p>(1.4 gas appliances – house template and stickers)</p>



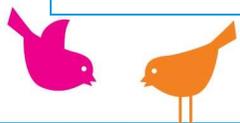
Time	Session	Content	Speaker	Reference Material
		In your new groups, discuss and complete the worksheet at your table (identifies age of appliances, whether they chose gas or gas was in the house when they bought; what would influence their decision about replacement of appliances and whether to stay or leave gas)		
11:45 – 12:00pm (15 mins)	The Price Reset	Why we need to talk to you, commitment to listening and shaping future plans based on outcomes of this process.	Kate Hawke	Video: 1.5 Your network your say
12:00 – 12:30pm (30 mins)	You and your gas bill	Understanding usage charges and gas bill Discuss their own gas bill and charges (table discussion) To wrap up, compare group with the average for NSW and the average for their area. Why do they use more or less gas? (plenary)	Catherine Marshall	Gas Bill components 1.6 Supply chain of your gas bill 1.7 AGL Gas Bill examples



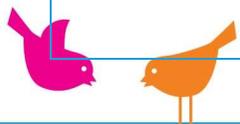
Time	Session	Content	Speaker	Reference Material
				(Goulburn and Griffith) Participants have own gas bill
12:30 – 1:00pm (30 mins)	Lunch	Catering supplied by Goulburn Soldiers		
1:00 – 1:30pm (30 mins)	Establishing a base-line	<p>Before we start working with you, we want to understand, and you to develop, a base-line of what you believe is important for customers.</p> <p>Group activity: Prioritise by order of importance:</p> <ol style="list-style-type: none"> 1. Price example: keeping gas bills affordable 2. Reliability example: confidence that gas will come on whenever I want it to 3. Safety example: Jemena's commitment to keeping customers and the community safe 4. Fairness: Getting what you pay for 5. Aesthetics: the smell and visual appeal 6. Customer Service: The experience of dealing with Jemena directly 7. Environment: Working towards a zero-carbon future <p>Each table gets 10 tokens to allocate (they can split the tokens, or put all in one category)</p> <p>Scribe captures discussion around why these choices:</p> <p><i>These explanations are for further understanding, in case customers ask for more detail.</i></p>	Lead Facilitator Table Facilitators	What's important template Coins



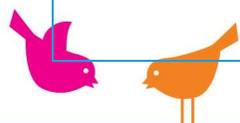
Time	Session	Content	Speaker	Reference Material
		<ol style="list-style-type: none"> 1. Price: Keeping gas bills affordable – the things we can do that make the total cost of gas in the period 2020-2025 go up or down 2. Reliability: Confidence that gas will come on whenever I want it – or that it comes on at the rate (pressure) that I expect so that my pasta boils quickly and I heat my house quickly 3. Safety: Jemena’s commitment to keeping customers and the community safe – while keeping gas safe is a priority it is possible to do this and not compromise safety but spend more or less doing it 4. Fairness: Getting what you pay for – do issues of people in the country paying more or less because it costs more to get the gas to them a concern? Or should people connecting to gas for the first time pay something up front? Or what about estimated meter reads – how many is fair? 5. Aesthetics: the smell and visual appeal – is the design or camouflage of gas infrastructure an issue, and would you be concerned if you smelt gas? 6. Customer Service: the experience of dealing with Jemena directly – whether in case of an emergency, or for a new gas connection 7. Environment: Working towards a zero-carbon future – is moving to zero carbon an important issue for you, and should it be for us? 		



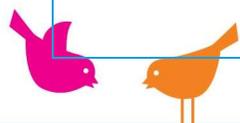
Time	Session	Content	Speaker	Reference Material
		Each table shares and we establish an agreed, whole room list of priorities if possible, with narrative.		
1:30 – 2:00pm (30 mins)	What contributes to the bill?	<p>Overview of costs explained - each element of Jemena's costs, and what can be influenced by the engagement. i.e. maintenance, testing, IT, rehabilitation, new connections, expanding the network, upgrades, meter reading, monitoring, cleaning, R&D, facilities, people including engineers, regulatory compliance. Share CAPEX % split for each.</p> <p>The questions we will be asking across all forums</p>	Stephanie Oesterheld	<p>Taxi analogy & Expenditure charts</p> <p>Taxi analogy 1.10 & Expenditure charts 1.11</p>



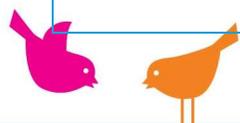
Time	Session	Content	Speaker	Reference Material
2:00 – 2:15pm (15 mins)	Afternoon tea	Move into different groups		
2:15 – 3:00pm (45 mins)	What information do you need? Small group work	<p>We want to focus on four key areas –</p> <p>Price and reliability</p> <p>Fairness</p> <p>Price Path</p> <p>The Future of Gas</p> <p>1. Price and reliability</p> <p>INTRODUCTION:</p> <p><i>Video 1- Many of the issues we will talk about over the coming forums are a trade off between the price we pay and the service we receive – and it's often easiest to think of this in terms of the reliability of the service. Here to help us start thinking about this topic is Oliver Derum from Energy Consumers Australia. Energy Consumers Australia, or the ECA is the national voice for residential and small business energy consumers. They work to promote the long-term interests of energy consumers with respect to price, quality, safety, reliability and security.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p> <p>2. Fairness</p> <p><i>Video 2 – Fairness, not everyone sees things the same way, and what some people think is fair is not the same as others, so we want to talk to you about some decisions to make sure we decisions that are fair for customers. Gavin</i></p>	<p>Lead Facilitator</p> <p>Table Facilitators</p> <p>Scribes</p> <p>Why are we hearing from each person?</p>	<p>Videos:</p> <p>1.12 Price and reliability video</p> <p>1.13 Fairness video</p>



Time	Session	Content	Speaker	Reference Material
		<p><i>Dufty from St Vincent de Paul will help us to start thinking about fairness issues, You will know them as Vinnies, but they do a lot more than 2nd hand shops, The St Vincent de Paul Society in Australia has more than 60,000 members and volunteers, who work hard to assist people in need and combat social injustice across Australia.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p> <p>3. Price path</p> <p><i>Video 3 – Not only do we need to consider the overall price, but there are also choices we can make about how or rather when we pay, we refer to this as the price path. Basically there is a bucket of costs that need to be recovered at some point between 2020 and 2025, the question is when. To introduce this topic we have The Public Interest Advocacy Centre, they are an independent non-profit law and policy organisation, dedicated to obtaining social justice for the disadvantage and at a broader systematic level. Here to introduce the topic of fairness is Tim Harrison from PIAC’s dedicated energy team.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p> <p>4. The future of gas</p> <p><i>Video 4 – Finally we need to think about the future of energy and how that might affect the gas network. There are many differing views but to get us started lets hear from the national body for energy networks, Energy Networks Australia, twenty-five electricity and gas network companies are members of Energy Networks Australia (including Jemena), providing governments, policy-makers and the community with a single point of reference for major energy network issues in Australia. Here’s ENA’s CEO Andrew Dillon.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p>		<p>1.14 Price Path video</p> <p>1.15 the future of energy video</p>



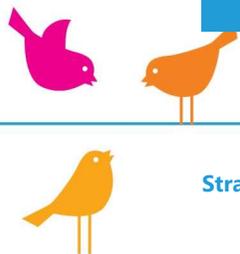
Time	Session	Content	Speaker	Reference Material
		<p>Introduction to next section:</p> <p><i>We have talked today about how you each use gas, and some of the challenges you face with costs and bills; we have looked at what contributes to your bill and that Jemena contributes nearly a third of the costs. We have lightly touched on the whole gas system - transmission, network, retailers and their relationships to you.</i></p> <p><i>We have some ideas about the information you might want to look at in order to work with us - but what do you think you need to know in order to work with us? At your groups, discuss and identify the key issues you need more information on.</i></p> <p>Share questions:</p>		
3:00 – 3:30pm (30 mins)	Wrap up and close	<p>Thank you</p> <p>Look ahead to next week’s session and what will be covered</p> <p>Stipends to be paid at the end of session 2</p>	Lead Facilitator	



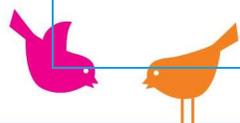
RUNSHEET: FORUM 1

Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	Griffith deliberative forum 1: household customers – VIDEO SESSION				
Details:					
Date:	Saturday 12 May 2018	Time:	Forum: 11:30am - 4:30pm Debrief: 4:40pm – 5pm	Duration:	5 hours
Venue:	Riverina conference room Quest Griffith, 53 Railway Street GRIFFITH	Team Members:	Lucy Cole-Edelstein, Straight Talk (Lead Facilitator) Sesilia Devine, Straight Talk Gabrielle Sycamore, Jemena Alex McPherson, Jemena Mark Dragar, Jemena Anna Susic Dragar, Jemena Craig Farrugia, Jemena	Pre-Read:	http://Yournetwork.jemena.com.au

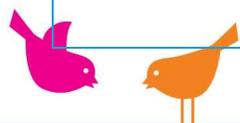
Workshop purpose	<ul style="list-style-type: none"> • Introduction to deliberative processes and the concepts of 'mini-public', deliberation, consensus • Agree ground rules, working together, build trust and connect with each other as a group • Introduce and explain who and what Jemena is, and customer understanding of Jemena • Overview of process - working on key issues of pricing, fairness and costs • Identify what other information participants need for next session
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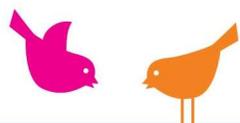
Time	Session	Content	Speaker	Reference Material
10:30 – 11:00am (30 mins)	Room set up	Organise tables and chairs, set up, check catering	N/A	
11:00 – 11:30 am (30 mins)	Welcome and introductions	Introduce each member of the team and their roles/responsibilities	Lead Facilitator	
11:30 – 11:45am (15 mins)	Morning tea on arrival	Welcome the participants High level introduction. Who is in the room, concept of a mini public, why we are working with you in this way.	Lead Facilitator	
11:45am – 12:00pm (15 mins)	Who is Jemena?	Introduction to Jemena - what we do How gas gets to the home and peoples understanding of that. Play video - Profile of Jemena customers	Gabrielle Sycamore	NSW Gas Network map 1.1 – connecting your home with gas.mp4
12:00 – 12:45pm (45 mins)	Gas and you	Shape the conversation around cost of living. Rank your cost of living pressures. Where does gas sit in terms of running your household budget? What appliances do you have in your home? Have your gas consumption attitudes changed? Why? Plenary discussion to share findings Exercise 1: Thinking about the major costs you have in your household (every household is different), what are your biggest costs - take the cost of living template and use the	Lead Facilitator Table Facilitators Scribes	(template 1.2 cost of living template and stickers)



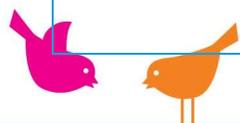
Time	Session	Content	Speaker	Reference Material
		<p>stickers to order your costs - if you have costs that don't appear feel free to write them in.</p> <p>Share with your table where gas is in your list - has it always been there, or is its position changing?</p> <p>Mark on the template where you think gas was 5 years ago. Hand sheets in</p> <p>Exercise 2:</p> <p>Each of you uses gas but maybe not in the same way. Thinking about your appliances at home that use gas, choose the stickers of the appliances you have. Now find other participants in the room who have the same appliance configuration as you.</p> <p>In your new groups, discuss and complete the worksheet at your table (identifies age of appliances, whether they chose gas or gas was in the house when they bought; what would influence their decision about replacement of appliances and whether to stay or leave gas)</p>		(1.4 gas appliances stickers – house template and stickers)
12:45 – 1:00pm (15 mins)	The Price Reset	Why we need to talk to you, commitment to listening and shaping future plans based on outcomes of this process.	Alex McPherson	Video: 1.5 Your network your say
1:00 – 1:30pm (30 mins)	You and your gas bill	<p>Understanding usage charges and gas bill</p> <p>Discuss their own gas bill and charges (table discussion)</p> <p>To wrap up, compare group with the average for NSW and the average for their area. Why do they use more or less gas? (plenary)</p>	Alex McPherson	<p>Gas Bill components:</p> <p>1.6 Supply chain of your gas bill</p> <p>1.7 AGL Gas Bill examples (Goulburn and Griffith)</p> <p>Participants have own gas bill</p>



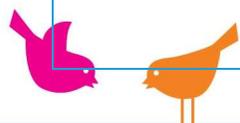
Time	Session	Content	Speaker	Reference Material
1:30 – 2:00pm (30 mins)	Lunch	Catering supplied by Quest Griffith		
2:00 – 2:30pm (30 mins)	Establishing a base-line	<p>Before we start working with you, we want to understand, and you to develop, a base-line of what you believe is important for customers.</p> <p>Group activity: Prioritise by order of importance:</p> <ol style="list-style-type: none"> 1. Price example: keeping gas bills affordable 2. Reliability example: confidence that gas will come on whenever I want it to 3. Safety example: Jemena's commitment to keeping customers and the community safe 4. Fairness: Getting what you pay for 5. Aesthetics: the smell and visual appeal 6. Customer Service: The experience of dealing with Jemena directly 7. Environment: Working towards a zero-carbon future <p>Each table gets 10 tokens to allocate (they can split the tokens, or put all in one category)</p> <p><i>These explanations are for further understanding, in case customers ask for more detail.</i></p> <ol style="list-style-type: none"> 1. <i>Price: Keeping gas bills affordable – the things we can do that make the total cost of gas in the period 2020-2025 go up or down</i> 2. <i>Reliability: Confidence that gas will come on whenever I want it – or that it comes on at the rate (pressure) that I expect so that my pasta boils quickly and I heat my house quickly</i> 	Lead Facilitator Table Facilitators	What's important template Coins



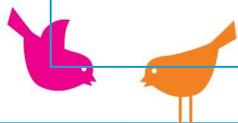
Time	Session	Content	Speaker	Reference Material
		<p>3. Safety: Jemena's commitment to keeping customers and the community safe – while keeping gas safe is a priority it is possible to do this and not compromise safety but spend more or less doing it</p> <p>4. Fairness: Getting what you pay for – do issues of people in the country paying more or less because it costs more to get the gas to them a concern? Or should people connecting to gas for the first time pay something up front? Or what about estimated meter reads – how many is fair?</p> <p>5. Aesthetics: the smell and visual appeal – is the design or camouflage of gas infrastructure an issue, and would you be concerned if you smelt gas?</p> <p>6. Customer Service: the experience of dealing with Jemena directly – whether in case of an emergency, or for a new gas connection</p> <p>7. Environment: Working towards a zero-carbon future – is moving to zero carbon an important issue for you, and should it be for us?</p> <p>Scribe captures discussion around why these choices</p> <p>Each table shares and we establish an agreed, whole room list of priorities if possible, with narrative. (<i>Plenary</i>)</p>		
2:30 – 3:00pm (30 mins)	What contributes to the bill?	<p>Overview of costs explained - each element of Jemena's costs, and what can be influenced by the engagement. i.e. maintenance, testing, IT, rehabilitation, new connections, expanding the network, upgrades, meter reading, monitoring, cleaning, R&D, facilities, people including engineers, regulatory compliance. Share CAPEX % split for each.</p> <p>The topics we will be asking across all forums</p>	Mark Dragar	Taxi analogy 1.10 & Expenditure charts 1.11



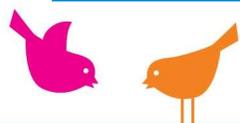
Time	Session	Content	Speaker	Reference Material
3:00 – 3:15pm (15 mins)	Afternoon tea	Move into different groups		
3:15 – 4:00pm (45 mins)	What information do you need? Small group work	<p>We want to focus on four key areas –</p> <ul style="list-style-type: none"> Price and reliability Fairness Price Path The Future of Gas <p>1. Price and reliability</p> <p>INTRODUCTION:</p> <p><i>Video 1- Many of the issues we will talk about over the coming forums are a trade off between the price we pay and the service we receive – and it's often easiest to think of this in terms of the reliability of the service. Here to help us start thinking about this topic is Oliver Derum from Energy Consumers Australia. Energy Consumers Australia, or the ECA is the national voice for residential and small business energy consumers. They work to promote the long-term interests of energy consumers with respect to price, quality, safety, reliability and security.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p>	Lead Facilitator Table Facilitators Scribes	<p>Videos:</p> <p>1.12 Price and reliability video</p>



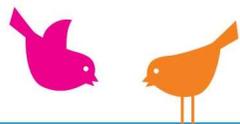
Time	Session	Content	Speaker	Reference Material
		<p>2. Fairness</p> <p><i>Video 2 – Fairness, not everyone sees things the same way, and what some people think is fair is not the same as others, so we want to talk to you about some decisions to make sure we decisions that are fair for customers. Gavin Dufty from St Vincent de Paul will help us to start thinking about fairness issues, You will know them as Vinnies, but they do a lot more than 2nd hand shops, The St Vincent de Paul Society in Australia has more than 60,000 members and volunteers, who work hard to assist people in need and combat social injustice across Australia.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p>		<p>1.13 Fairness video</p>
		<p>3. Price path</p> <p>Each to be followed by 10 minute table conversation</p> <p><i>Video 3 – Not only do we need to consider the overall price, but there are also choices we can make about how or rather when we pay, we refer to this as the price path. Basically there is a bucket of costs that need to be recovered at some</i></p>		<p>1.14 Price Path video</p>



Time	Session	Content	Speaker	Reference Material
		<p><i>point between 2020 and 2025, the question is when. To introduce this topic we have The Public Interest Advocacy Centre, they are an independent non-profit law and policy organisation, dedicated to obtaining social justice for the disadvantage and at a broader systematic level. Here to introduce the topic of fairness is Tim Harrison from PIAC's dedicated energy team.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p> <p>4. The future of gas</p> <p><i>Video 4 – Finally we need to think about the future of energy and how that might affect the gas network. There are many differing views but to get us started lets hear from the national body for energy networks, Energy Networks Australia, twenty-five electricity and gas network companies are members of Energy Networks Australia (including Jemena), providing governments, policy-makers and the community with a single point of reference for major energy network issues in Australia. Here's ENA's CEO Andrew Dillon.</i></p> <p>To be followed by 10 minute table conversation. What do you think?</p> <p>Introduction to next section:</p> <p><i>We have talked today about how you each use gas, and some of the challenges you face with costs and bills; we have looked at what contributes to your bill and that Jemena contributes nearly a third of the costs. We have lightly</i></p>		<p>1.15 the future of energy video</p>

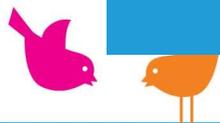


Time	Session	Content	Speaker	Reference Material
		<p><i>touched on the whole gas system - transmission, network, retailers and their relationships to you.</i></p> <p><i>We have some ideas about the information you might want to look at in order to work with us - but what do you think you need to know in order to work with us? At your groups, discuss and identify the key issues you need more information on.</i></p> <p>Questions:</p>		
4:00 – 4:30pm (30 mins)	Wrap up and close	<p>Thank you</p> <p>Look ahead to next week's session and what will be covered</p> <p>Stipends to be paid at the end of session 2</p>	Lead Facilitator	<i>Give take home leaflet for further information</i>



RUNSHEET: FORUM 1

Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	Newcastle deliberative forum 1: household customers			Video session:	Yes
Details:					
Date:	Saturday 16 th June 2018	Time:	Forum: 10:30am - 3:30pm Debrief: 3:30pm – 4pm	Duration:	5 hours
Venue:	The King Street Room, NEX – Newcastle Exhibition and Convention Centre 309 King St, Newcastle West NSW 2302	Team Members:	Rachel Fox, Discipline Leader, Stakeholder and Community Engagement, RPS Group (Lead Facilitator) – 0405 231 436 Sesi Divine, Graduate Consultant Straight Talk (Project Support) – 0437 198 577 Alex McPherson, Director, Customer and Program, 2020 Price Reviews, Jemena - 0400 069 923 Shaun Reardon, Executive General Manager, Strategy Regulation and Markets, Jemena Christopher Stewart, Senior Regulatory Advisor, Jemena Caroline McGeechan, Access Arrangement, Commercial Stream Lead, Gas Markets, Jemena	Pre-Read:	http://Yournetwork.jemena.com.au



Alf Rapisarda, Executive General
Manager, Asset Management, Jemena

Huw Evans, Testing Officer, Plastics,
Jemena

Robert Kercheval, Accounting
Manager, Jemena

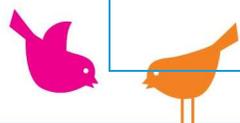
Workshop purpose

- Introduction to deliberative processes and the concepts of 'mini-public', deliberation, consensus
- Agree ground rules, working together, build trust and connect with each other as a group
- Introduce and explain who and what Jemena is, and customer understanding of Jemena
- Overview of process - working on key issues of pricing, fairness and costs
- Identify what other information participants need for next session

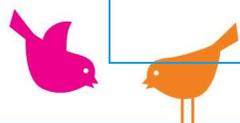
Time	Session	Content	Speaker	Stimulus
9:30am – 10am (30 mins)	Room set up	Organise tables and chairs, set up, check catering Team briefing - all	N/A	Powerpoint – Sesi to set up (on flash drive), test sound on video
10am – 10:30 am (30 mins)	Morning tea on arrival	Participants start to arrive Collect name tags and sign in	Lead Facilitator	
10:30am – 10:45am (15 mins)	Welcome and introductions	Welcome the participants Introduce each member of the Jemena team and their roles/responsibilities High level introduction. Who is in the room, concept of a mini public, why we are working with you in this way.	Lead Facilitator	
10:45am – 11am	Who is Jemena?	Introduction to Jemena - what we do	Shaun Reardon	NSW Gas Network map



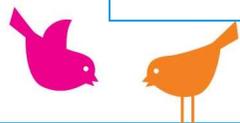
Time	Session	Content	Speaker	Stimulus
(15 mins)		How gas gets to the home and peoples understanding of that. Play video Profile of Jemena customers		Video: Connecting your home with gas
11am – 11:45am (45 mins total)	Gas and you	Shape the conversation around cost of living. Rank your cost of living pressures. Where does gas sit in terms of running your household budget? Have your gas consumption attitudes changed? Why? Spend some time looking at how you use gas.	Lead Facilitator Rachel Fox Table Facilitators Scribes	
5min		<ul style="list-style-type: none"> We'd like to understand how significant gas is to your household budget. We want to get a baseline of how people use gas, and how much they use. Rank your cost of living pressures. Where does gas sit in terms of running your household budget? What appliances do you have in your home? How your gas bill fits in the costs of living. 		
10min		<p><u>Exercise 1: Rank your cost of living pressures. Where does gas sit in terms of running your household budget?</u></p> <p>Thinking about the major costs you have in your household (every household is different), what are your biggest costs - take the cost of living template and use the stickers to order your costs - if you have costs that don't appear feel free to write them in.</p> <p>Share with your table where gas is in your list - has it always been there, or is its position changing?</p> <p>Mark on the template where you think gas was 5 years ago. Hand sheets in.</p> <ul style="list-style-type: none"> Share with your table where gas is in your list - has it always been there, or is its position changing? Mark on the template where you think gas was 5 years ago. Hand sheets in. Touch base on how people are doing – how long they've been connected for? <p>Plenary discussion to share findings.</p>		Cost of living template Stickers



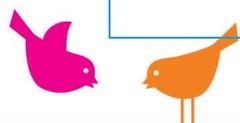
Time	Session	Content	Speaker	Stimulus
25min		<p><u>Exercise 2: What appliances do you have in your home? Have your gas consumption attitudes changed? Why?</u></p> <p>Each of you uses gas but maybe not in the same way. Thinking about your appliances at home that use gas, choose the stickers of the appliances you have. Now find other participants in the room who have the same appliance configuration as you.</p> <p>See how room splits up, then 'arrange' seating'</p> <p>In your new groups, discuss and complete the worksheet at your table (identifies age of appliances, whether they chose gas or gas was in the house when they bought; what would influence their decision about replacement of appliances and whether to stay or leave gas).</p> <p>Mark on the template how old you think your gas appliances are.</p> <p>Plenary discussion to share findings.</p> <p>We'll come back to why this is important as we talk about price and reliability</p> <p>Hand sheets in</p>		Gas appliances template Stickers
11:45am – 12:05pm (20 mins)	Explore the theme of Bill Shock – at what point do you need to change your lifestyle?	<p>Over the course of 2020-2025 we need to cover the costs of maintaining and building the network - there are a number of ways we could do that, we would like our customers to steer our decision making.</p> <p>We know that unexpected increases in bills are really difficult for some people. We are looking at ways in which we can better manage this, and we want to understand, from you, what you think about the impact of unexpected increases in your gas bill.</p> <p>At what point does the gas bill prompt you to change your lifestyle? When it is: \$20, \$50, \$80, \$100, \$120, \$140 higher?</p> <p>What additional information would help you with questions like this?</p>	Lead Facilitator Rachel Fox	Bill Shock template Individual exercise Agreement as a group – template Talk at table about issues around bill shock.
12:05pm – 12:20pm (15 mins)	The Price Reset	<p>Why we need to talk to you, commitment to listening and shaping future plans based on outcomes of this process.</p> <p>Play video.</p> <p>Must demonstrate how they have interpreted customer priorities and interpretations of price.</p>	Alex McPherson	Video: Your Network Your Say Supply chain and your bill



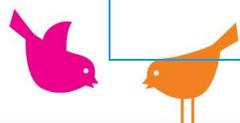
Time	Session	Content	Speaker	Stimulus
12:20pm – 12:50pm (30 mins)	You and your gas bill	Understanding usage charges and gas bill Discuss their own gas bill and charges (table discussion) To wrap up, compare group with the average for NSW and the average for their area. NSW (\$938) and Newcastle \$702.08) Why do they use more or less gas? (plenary discussion)	Christopher Stewart	Bringing their own gas bill Average gas bill – large A3 at tables NSW and Newcastle
12:50pm – 1:20pm (40 mins)	Lunch	Catering supplied by venue		
1:20pm – 2:05pm (45 mins)	Establishing a base-line	Before we start working with you, we want to understand, and you to develop, a base-line of what you believe is important for customers. Group activity: Prioritise by order of importance: <ol style="list-style-type: none"> 1. Price example: keeping gas bills affordable 2. Reliability example: confidence that gas will come on whenever I want it to 3. Safety example: Jemena's commitment to keeping customers and the community safe 4. Fairness: Getting what you pay for 5. Aesthetics: the smell and visual appeal 6. Customer Service: The experience of dealing with Jemena directly 7. Environment: Working towards a zero-carbon future Each table gets 10 tokens to allocate (they can split the tokens, or put all in one category) Scribe captures discussion around why these choices Each table shares and we establish an agreed, whole room list of priorities if possible, with narrative. If not possible, List collective priorities on butchers paper to demonstrate agreement. This is the start of the conversations we are having across all forums.	Lead Facilitator Rachel Fox Table Facilitators	What is important? Template – Large A3 sheet Tokens – x 10 Butchers paper Sesi to tally up votes from each table on each priority on butchers paper for the room to see

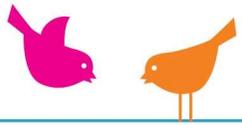


Time	Session	Content	Speaker	Stimulus
2:05pm – 2:35pm (30 mins)	What contributes to the bill?	<p>Jemena’s business operations are like a taxi business. Overview of costs explained - each element of Jemena’s costs, and what can be influenced by the engagement. Use taxi analogy to assist in explaining.</p> <p>Share CAPEX and OPEX % split.</p> <ul style="list-style-type: none"> • Jemena are here to make decisions about how to spend money. • Honestly make decisions about how to spend money. • How sensitive are you to price increases? • This is the start of the conversation we are having across all forums. • These questions we will be asking across all forums. • Where you spend your money – facilitate Q&A if there are questions <p>The questions we will be asking across all forums.</p>	Alex McPherson	Taxi analogy – large A3 sheet Expenditure charts – large A3 sheet
2:35pm – 2:50pm (15 mins)	Afternoon tea	** Move people into different groups if needed - get people to pack their stuff up, allocate letters, move them.	Lead Facilitator Rachel Fox	
2:50pm – 3:05pm (15 mins)	Preparation for Forum 2	<p>We have talked today about how you each use gas, and some of the challenges you face with costs and bills; we have looked at what contributes to your bill and that Jemena contributes nearly a third of the costs. We have lightly touched on the whole gas system - transmission, network, retailers and their relationships to you.</p> <p>Questions:</p> <p>We have some ideas about the information you might want to look at in order to work with us - but what do you think you need to know in order to work with us? At your groups, discuss and identify the key issues you need more information on.</p>	Lead Facilitator Table Facilitators Scribes	
3:05pm- 3:20pm (15mins)		<p>Equality & Equity:</p> <p>Next week at forum 2, we’d like you to help us understand what you believe is fair.</p> <p>Many of the decisions we make affect how fair things are, particularly around issues of who pays and how. There are many regulatory rules which tell us what we can and can't do.</p>		Equity vs Equality Picture - A4 Model for fairness (picture of kids playing sport)



Time	Session	Content	Speaker	Stimulus
		<p>The diagram shows that EQUALITY - treating everyone the same - doesn't necessarily mean FAIR: EQUITY is about making sure everyone has access and that may mean different things for different people. We also have a table which tries to demonstrate a Market Justice versus Social Justice model</p> <p>We want you to think about what fair means for customers of Jemena.</p>		Video from St Vincent De Paul (if needed, to explain) – link in powerpoint
3.20pm-3.30pm (10 mins)		<p>Future of gas: Introducing this topic</p> <p>Refer to speaker notes</p> <p>Are there any questions about hydrogen?</p>	Alex McPherson	Video: Future of energy (Jemena Video) – link in powerpoint
<i>Optional – only if time</i>		<p><i>Unconscious Bias (only if time)</i></p> <p><i>Something to reflect on between now and forum 2, is unconscious bias.</i></p> <p><i>Conclusion: we all may have a bias or two, and it's important to be aware of this.</i></p>		<p><i>Unconscious Bias video</i></p> <p>https://youtu.be/tkbU8pNiwG4</p> <p><i>Question: have you recognised any unconscious bias today in yourself? Discuss with the person next to you for 3 mins. Prompt each individual if time –</i></p> <p><i>Yep! I have a bias or two!</i></p> <p><i>I think I have one big bias</i></p> <p><i>I am not sure</i></p> <p><i>I am confident I am completely objective!</i></p>
3:30pm (20 mins)	Wrap up and close	<p>Thank you</p> <p>Feedback forms</p> <p>Look ahead to next week's session and what will be covered</p> <p>Distribute feedback sheets & take-home leaflets</p> <p>Stipends to be paid at the end of session 2</p>	Lead Facilitator	<p>Take home leaflet</p> <p>Feedback sheets (Sesi to distribute and collect)</p>

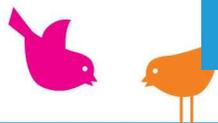




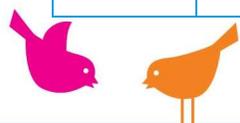
RUNSHEET: FORUM 1

Project:	Jemena Gas Network - Phase 2 engagement		
Workshop:	Western Sydney deliberative forum 1: household customers	Video session:	No
Details:			
Date:	Saturday 26 May 2018	Time:	Forum: 10:30am - 3:30pm Debrief: 3:30pm – 4pm
Venue:	Hunter Room, Parramatta RSL Club, Cnr of O'Connell St & Macquarie St, PARRAMATTA	Team Members:	Nicola Wass, Lead Facilitator Phoebe Schumacher, project support Kate Hawke, Jemena Ana Dijanosic, Jemena Peter Hankin, Jemena Yasitha Serasinghe, Jemena Kristy Yip, Jemena Jasmin Wu, Jemena Miyuru Edriweera, PIAC
		Duration:	5 hours
		Pre-Read:	http://Yournetwork.jemena.com.au

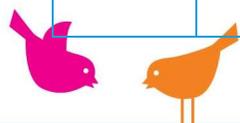
Workshop purpose	<ul style="list-style-type: none"> • Introduction to deliberative processes and the concepts of 'mini-public', deliberation, consensus • Agree ground rules, jacworking together, build trust and connect with each other as a group • Introduce and explain who and what Jemena is, and customer understanding of Jemena • Overview of process - working on key issues of pricing, fairness and costs • Identify what other information participants need for next session
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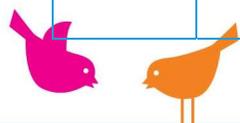
Time	Session	Content	Speaker	Stimulus
9:30 – 10:00am (30 mins)	Room set up	Organise tables and chairs, set up, check catering (Phoebe) Check AV Team briefing (Nicola) Highlight: note taking. Not talking too much – not leading, not injecting into conversation. Be neutral Share expertise. Enough to explain, but not do all the talking. Explain each activity.		Use laptop
10:00 – 10:30 am (30 mins)	Welcome and introductions	Introduce each member of the team and their roles/responsibilities	Lead Facilitator	
10:30 – 10:45am (15 mins)	Morning tea on arrival	Welcome the participants Acknowledgement of Country. High level introduction – project team. Mention we will be taking photogs Acknowledge ground rules. Who is in the room, concept of a mini public, why we are working with you in this way. This is the first of several sessions. Think about topics on behalf of the wider community. We will also be moving you around during the day. Deliberative – complex issues, important to understand these topics at hand. Interpret feedback, need time to fully understand the issues at hand and what they mean.	Lead Facilitator	



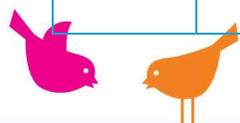
Time	Session	Content	Speaker	Stimulus
10:45am – 11:00pm (15 mins)	Who is Jemena?	Introduction to Jemena - what we do How gas gets to the home and peoples understanding of that. Play video Profile of Jemena customers	Peter Hankin	1.0 NSW Gas Network map 1.1 Video: Connecting your home with gas
11:00 – 11:45pm (45 mins)	Gas and you	Shaping the conversation around cost of living. <ul style="list-style-type: none"> Spend some time looking at how you use gas. We'd like to understand how significant gas is to your household budget. We want to get a baseline of how people use gas, and how much they use. Rank your cost of living pressures. Where does gas sit in terms of running your household budget? What appliances do you have in your home? Have your gas consumption attitudes changed? Why? Exercise 1: Thinking about the major costs you have in your household (every household is different), what are your biggest costs - take the cost of living template and use the stickers to order your costs - if you have costs that don't appear feel free to write them in. <ul style="list-style-type: none"> Share with your table where gas is in your list - has it always been there, or is its position changing? Mark on the template where you think gas was 5 years ago. Hand sheets in. Touch base on how people are doing – how long they've been connected for? Plenary discussion to share findings. Exercise 2: Each of you uses gas but maybe not in the same way. Thinking about your appliances at home that use gas, choose the stickers of the appliances you have.	Lead Facilitator Table Facilitators Participants	Participants gas bills (have been reminded to bring) 1.2 Cost of living template 1.3 Stickers 1.4 Gas appliances template
5min				
10min				
2min				
3min				
5min				



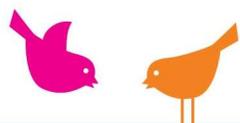
Time	Session	Content	Speaker	Stimulus
		<ul style="list-style-type: none"> • Discuss – understanding different components of the bill • Tease out features that influence usage • Understand their influence on the gas bill. • Start thinking about why the bill is higher or lower. • When we get back from lunch, we will start to explore customer priorities 		
12:30 – 1:00pm (30 mins)	Lunch	Catering supplied by venue – Parramatta RSL Club		
1:00 – 1:45pm (45 mins) (10mins)	Establishing a base-line of customer priorities	<p>Before we start working with you, we want to understand, and you to develop, a base-line of what you believe is important for customers.</p> <p>Table activity: Prioritise by order of importance:</p> <ul style="list-style-type: none"> • Price example: keeping gas bills affordable – the things we can do that make the total cost of gas in the period 2020-2025 go up or down. • Reliability example: Confidence that gas will come on whenever I want it – or that it comes on at the rate (pressure) that I expect so that my pasta boils quickly and I heat my house quickly. • Safety example: Jemena’s commitment to keeping customers and the community safe – while keeping gas safe is a priority it is possible to do this and not compromise safety but spend more or less doing it. • Fairness: Getting what you pay for – do issues of people in the country paying more or less because it costs more to get the gas to them a concern? Or should people connecting to gas for the first time pay something up front? Or what about estimated meter reads – how many is fair? 	<p>Lead Facilitator – Nicola Wass</p> <p>Table Facilitator</p>	<p>1.8 What is important? Template</p> <p>1.9 Tokens</p>



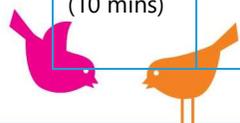
Time	Session	Content	Speaker	Stimulus
(15mins)		<ul style="list-style-type: none"> Aesthetics: The smell and visual appeal – is the design or camouflage of gas infrastructure an issue, and would you be concerned if you smelt gas? Customer Service: The experience of dealing with Jemena directly – whether in case of an emergency, or for a new gas connection Environment: Working towards a zero-carbon future – is moving to zero carbon an important issue for you, and should it be for us? <p>Each table gets 10 tokens to allocate (they can split the tokens, or put all in one category)</p> <p>Scribe captures discussion around why these choices</p> <p>Each table shares and we establish an agreed, whole room list of priorities if possible, with narrative.</p> <p>Plenary to agree</p> <p>If not, why not?</p> <p>Tease out different considerations</p> <p>List collective priorities on butchers paper to demonstrate agreement.</p> <p>This is the start of the conversations we are having across all forums.</p>		
5mins – get agreement (if possible)				Phoebe to tally up votes from each table on each priority on butchers paper or, On excel spreadsheet for the room to see.
1:45 – 2:15pm (30 mins)	What contributes to the bill?	<p>Overview of costs explained - each element of Jemena's costs (37% of total bill), and what can be influenced by the engagement. Use taxi analogy to assist in explaining. Share CAPEX and OPEX % split.</p> <ul style="list-style-type: none"> Jemena are here to make decisions about how to spend money. Honestly make decisions about how to spend money. How sensitive are you to price increases? This is the start of the conversation we are having across all forums. These questions we will be asking across all forums. 	Ana	<p>1.10 Taxi analogy</p> <p>1.11 Expenditure charts</p>



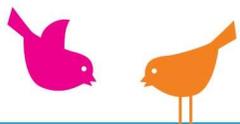
Time	Session	Content	Speaker	Stimulus
		<ul style="list-style-type: none"> Where you spend your money – facilitate Q&A if there are questions Get people to pack their stuff up, allocate letters, move them. 	Lead facilitator	
2:15 – 2:30pm (15 mins)	Afternoon tea	** Move into different groups **		
2:30pm – 2:40pm	Explore the theme of Bill Shock	<p>Over the course of 2020-2025 we need to cover the costs of maintaining and building the network - there are a number of ways we could do that, we would like our customers to steer our decision making.</p> <p>We know that unexpected increases in bills are really difficult for some people. We are looking at ways in which we can better manage this, and we want to understand, from you, what you think about the impact of unexpected increases in your gas bill.</p> <p>At what point does the gas bill prompt you to change your lifestyle? When it is: \$20, \$50, \$80, \$100, \$120, \$140 higher?</p> <p>How much do you think you can influence?</p> <p>At what point do you change your lifestyle?</p> <p>How do you manage it?</p> <p>What additional information would help you with questions like this?</p>	Lead Facilitator – Nicola Wass	<p>Bill Shock template</p> <p>Individual exercise (template)</p> <p>Discuss as a group</p> <p>If no agreement – talk about the differences and why.</p>



Time	Session	Content	Speaker	Stimulus
		<ul style="list-style-type: none"> Plenary: what was the key take out for you? (if no time, talk at tables) What might this mean for Jemena? Business needs to change in response to change. Next week as we start to think about some of the options we have for the future. We will need to keep in mind that the future isn't certain and that there are many different views on what and how the gas network should be used. This uncertainty might influence some of your decisions. 		
3.00pm (20mins)	Questions for Jemena	<p>For us to have the conversation next time, you will probably have some questions you want some answers to. And</p> <ul style="list-style-type: none"> Next time, we are going to be discussing these issues in more detail – so I'd like to get a sense about what other information you'd like to understand, or what questions you'd like answered? We have talked today about how you each use gas, and some of the challenges you face with costs and bills – we have looked at what contributes to your bill and that Jemena contributes nearly a third of the costs. We have lightly touched on the whole gas system – transmission, network, retailers and their relationships to you. We have some ideas about the information you might want to look at in order to work with us – but what do you think you need to know in order to work with us? At your groups – discuss and identify the key issues you need more information on. (10mins) table conversation and discussion (10mins) plenary listing – what are the biggest questions that have come up? 		<p>Butchers paper / post it notes</p> <p>Scribes at tables – note paper provided.</p> <p>Whiteboard (if needed)</p>
3:20 – 3:30pm (10 mins)	Wrap up and close	<p>Thank you!</p> <p>Look ahead to next week's session and what will be covered – more information, presentations, and detailed conversations, We will be covering some topics in more detail that Jemena really want to discuss with you.</p>	Lead Facilitator – Nicola Wass	<p>1.16: Take home leaflet</p> <p><i>Feedback forms (Phoebe to hand out)</i></p>



Time	Session	Content	Speaker	Stimulus
		<p>We will discuss some things already raised today.</p> <p>We have a take home leaflet with some online resources.</p> <p>Please fill in your feedback forms.</p> <p>Please hand back your name tag.</p> <p>Stipends to be given out at the end of session two – Coles Myer Gift Cards (\$350)</p> <p>See you next week, same time, same place.</p>		



Jemena NSW Gas Network



Country

Hunter

Illawara

Sydney North

Sydney South

Supply chain and your gas bill

Production

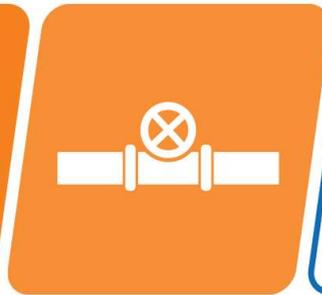
Gas supplied to consumers in NSW is sourced from domestic gas wells, primarily inter-state.



37%

Transmission Pipelines

High pressure pipelines transport gas over long distances, including from interstate.



5%

Distribution Pipelines

Jemena then transports the gas to 1.3 million homes and businesses in NSW.



37%

Retailer

Retailers organise these services and manage your account.



21%

Your Bill

Your gas bill is made up of fixed supply charges and usage charges to recover these costs.



\$938

Typical annual household gas bill*

*Based on a customer with gas heating, cooking and hot water appliances using 25,000MJ per year. Calculated using published wholesale and retail prices.

Taxi company



Capital Investments:



Market expansion



IT & Communications



Capacity development



Meter renewals



Mains & Service



Non - distribution

Operating Costs:



Corporate support



Repairs & Maintenance



Operations



Gas replacement



IT Systems



Control room



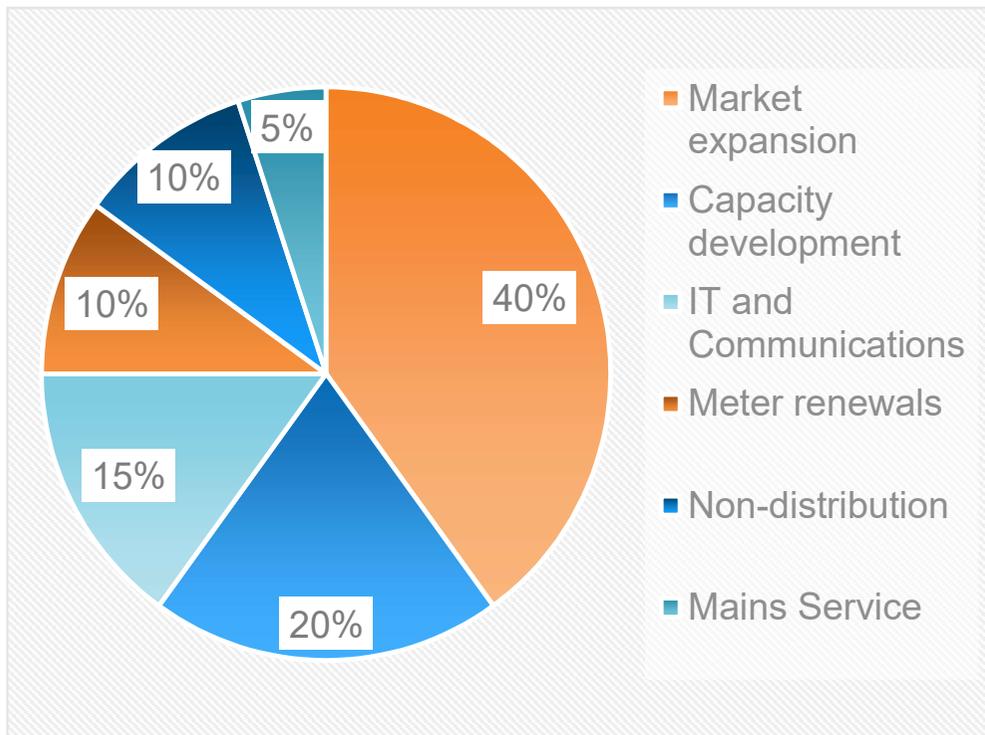
Engineering & Planning



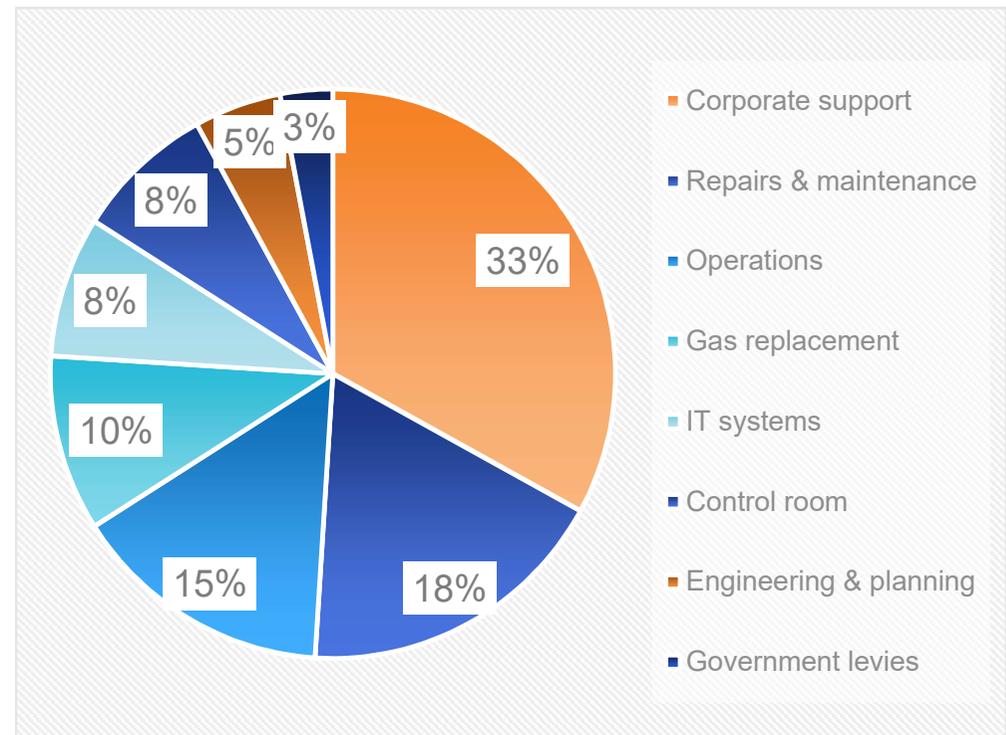
Government Levies

Jemena expenditure

Capital Expenditure



Operating Costs



Jemena Pricing & Service Plan 2020-2025

Your Network



Your Say

1.5 Your network Your say

0:00:01

0:02:20





Jemena
bringing energy to life

Connecting your home with natural gas



1.1 Connecting your home with gas

0:00:02



0:02:11



1.15 Future of energy

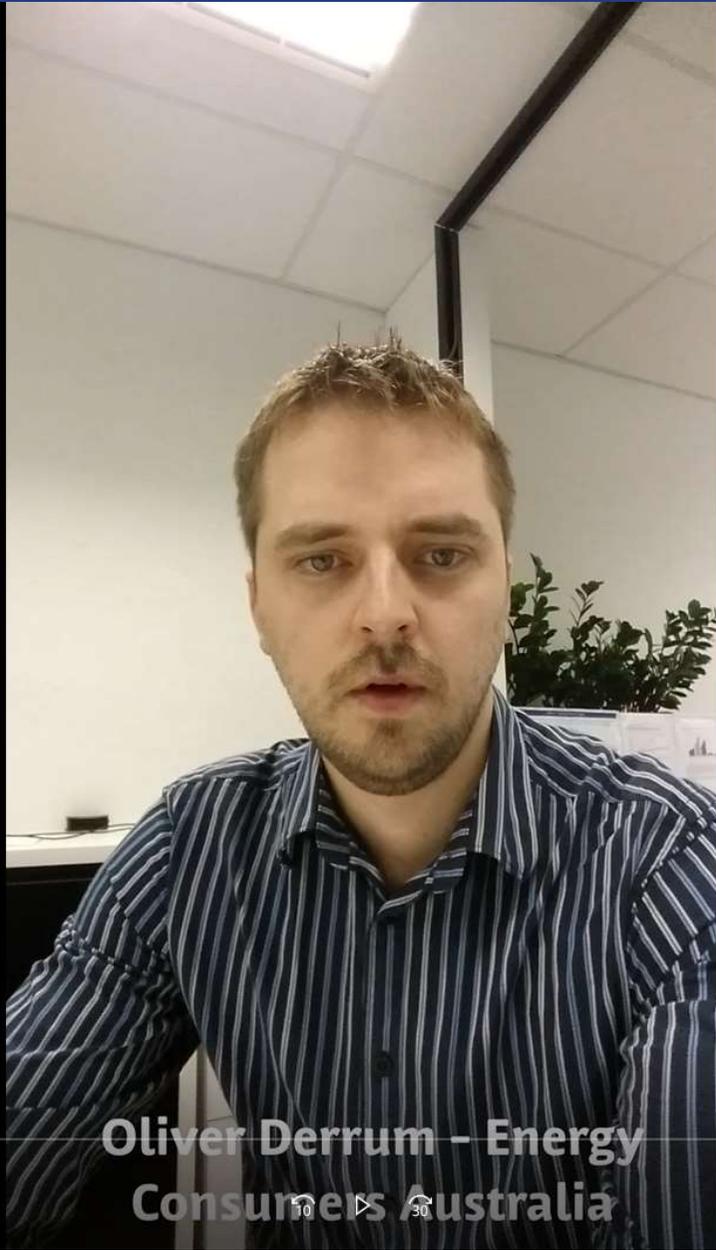
Andrew Dillon - Energy

Networks Association

0:00:01



0:01:17



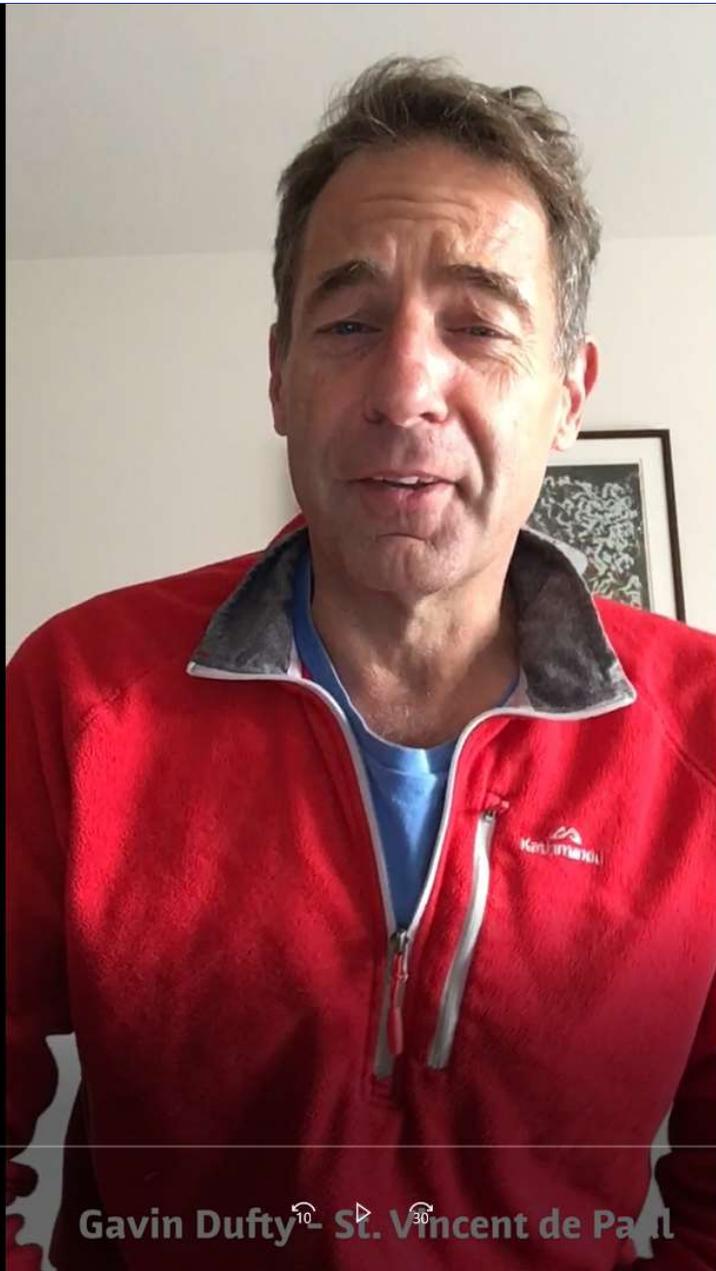
Oliver Derrum - Energy
Consumers Australia

0:00:02



0:02:33

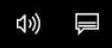




1.13 Fairness



0:03:03



Gavin Dufty¹⁰ St. Vincent de Paul³⁰





1.14 Price Path

Tim Harrison - Public Interest Advocacy Centre

0:00:02



0:01:10



The following links provide useful information and various viewpoints on the future of the energy industry in Australia:

Government:

- In November last year, the Government promised to reduce emissions by between 26 and 28 per cent by 2030 as part of the Paris climate change accord.

National Energy Guarantee:

- www.abc.net.au/news/2017-10-17/coalition-signs-off-on-new-energy-plan-to-replace-cet-proposal/9057026

CSIRO:

- <https://www.csiro.au/nationaloutlook/>

Jemena:

- Video: <https://yournetwork.jemena.com.au/Help-shape-the-future>

Industry (Energy Networks Australia):

- ENA – <http://www.energynetworks.com.au/gas-vision-2050>
- ENA - <http://www.hellogrid.com.au/>

ACT – Ginniderry new estate:

- <https://citynews.com.au/2018/ginniderry-homes-go-without-gas/>

Hydrogen Fuel cells vehicles:

- AEMO with Toyota - <https://www.youtube.com/watch?v=FFa1jLHP-Fg>
- Elon Musk <https://www.youtube.com/watch?v=yFPnT-DCBVs>

YOUR COST OF LIVING CONCERNS

Place a sticker next to each number to rank your cost of living concerns (Phone/Internet, Groceries, Mortgage/Rent, Transport, Gas, Electricity, Health Care, Education/School Fees)

1 = your biggest cost of living concern

8 = your smallest cost of living concern

1	
2	
3	
4	
5	
6	
7	
8	

YOUR GAS APPLIANCES

Place stickers inside the house of gas appliances you have (Gas Heater, Gas Water Heater, Gas Stove Top, Gas Oven, Gas Central Heating)





AGL gas account.

Proudly Australian since 1837.



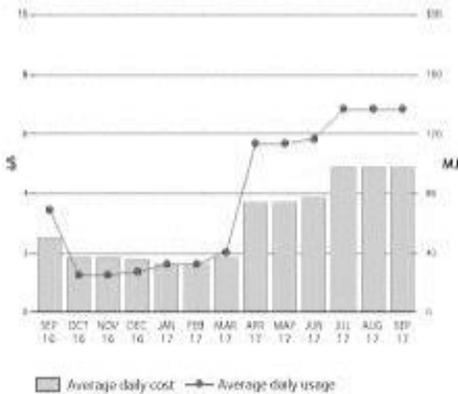
011/4294967197

NSW average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.57

Average daily usage:

61.32 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$938**

=

Total due \$938

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024021782742967197-903-961-02483178

Tax Invoice Issued: 26 Sep 2017
AGL Retail Energy Limited ABN 21 074 839 464

73%
USAGE CHARGES
= \$681.04

\$1.87 / day
(22,060MJ at 3.1¢ / MJ)

27%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



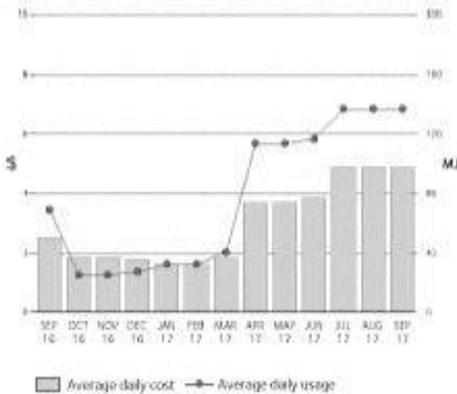
011/4294967197

Griffith average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.97

Average daily usage:

73.59 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$1,084.16**

=

Total due \$1,084.16

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024021782742967197-903-961-024831786

Tax Invoice Issued: 26 Sep 2017
AGL Retail Energy Limited ABN 21 074 839 464

76%
USAGE CHARGES
= \$827.20

\$2.27 / day
(26,860 MJ at 3.1¢ / MJ)

24%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



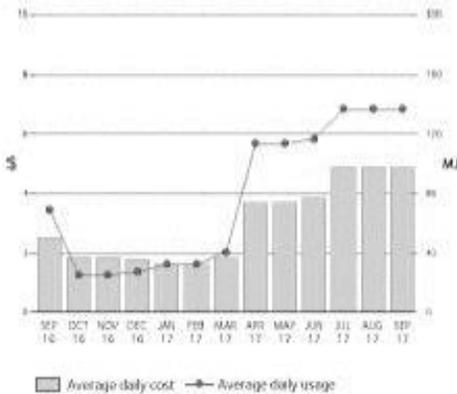
011/4294967197

Goulburn average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$3.59

Average daily usage:

93.78 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$1,311.29**

=

Total due \$1,311.29

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024021782742967197-903-961-024831786

Tax Invoice Issued: 26 Sep 2017

AGL Retail Energy Limited ABN 21 074 839 464

80.1%
USAGE CHARGES
= \$1,054.33

\$2.89 / day
(34,230 MJ at 3.1¢ / MJ)

19.9%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



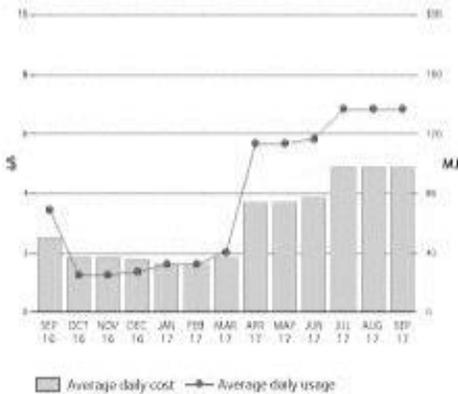
011/4294967197

Parramatta average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.27

Average daily usage:

50.79 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$827.92**

=

Total due \$827.92

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024021782742967197-903-961-024831786

Tax Invoice Issued: 26 Sep 2017

AGL Retail Energy Limited ABN 21 074 839 464

69%
USAGE CHARGES
= \$570.96

\$1.57 / day
(18,540 MJ at 3.1¢ / MJ)

31%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



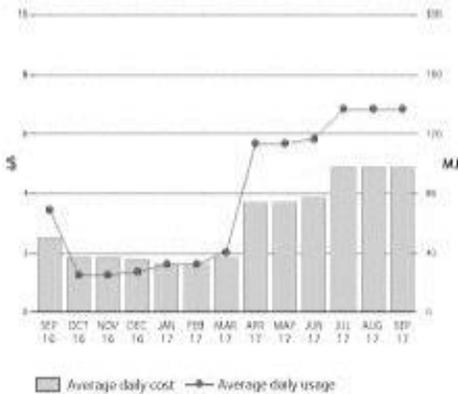
011/4294967197

Newcastle average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$1.92

Average daily usage:

39.59 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$702.08**

=

Total due \$702.08

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024021782742967197-865-961-424831786

Tax Invoice Issued: 26 Sep 2017

AGL Retail Energy Limited ABN 21 074 839 464

63%
USAGE CHARGES
= \$445.12

\$1.22 / day
(14,450 MJ at 3.1¢ / MJ)

37%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



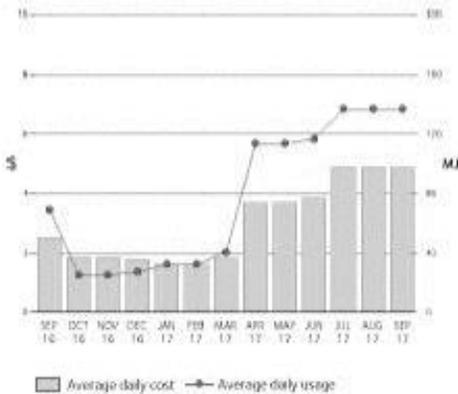
011/4294967197

Bathurst average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$3.82

Average daily usage:

101.07 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$1,393.02**

=

Total due \$1,393.02

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

Tax Invoice Issued: 26 Sep 2017

AGL Retail Energy Limited ABN 21 074 839 464

0024021782742967197-865-961-024830786

72%
USAGE CHARGES
= \$1,136.06

\$3.12 / day
(36,890 MJ at 3.1¢ / MJ)

18%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



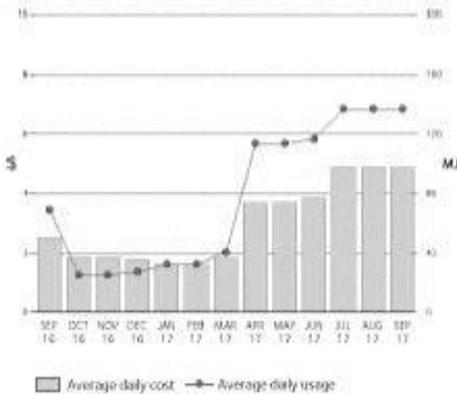
011/4294967197

Dubbo average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.44

Average daily usage:

56.36 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$890.55**

=

Total due \$890.55

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024021782742967197-890-961-024831786

Tax Invoice Issued: 26 Sep 2017
AGL Retail Energy Limited ABN 21 074 839 464

71%
USAGE CHARGES
= \$633.59

\$1.74 / day
(20,570 MJ at 3.1¢ / MJ)

29%
FIXED CHARGES
= \$256.96

70¢ / day



AGL gas account.

Proudly Australian since 1837.



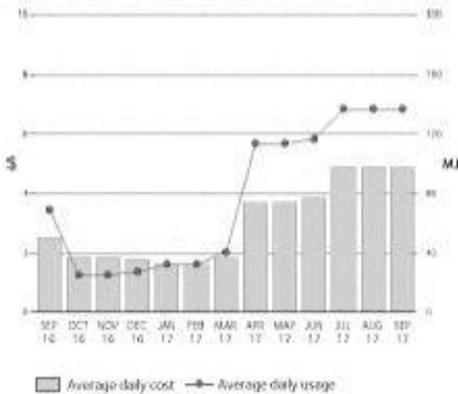
011/4294967197

Sydney average annual gas bill

How much energy are you using?

Bill period: 27 Jun 2017 to 20 Sep 2017 (86 days)

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.35

Average daily usage:

53.51 MJ

Same time last year:

Important numbers.

Enquiries: **agl.com.au** or **131 245**

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

Account number:

Supply address:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$858.34**

=

Total due \$858.34

Due date **16 Oct 2017**

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on **131 766** or visit **agl.com.au** for sales, service, installation and repairs.

0024021782742967197-85-961-42483196

Tax Invoice Issued: 26 Sep 2017

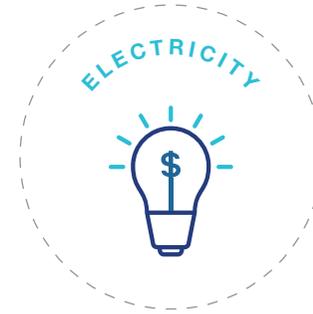
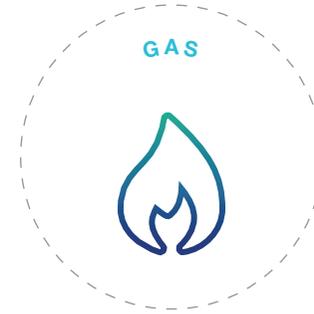
AGL Retail Energy Limited ABN 21 074 839 464

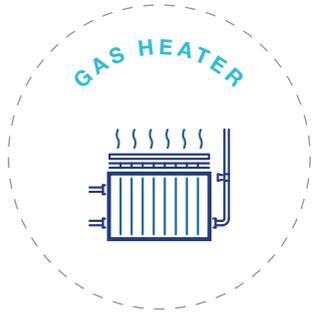
70%
USAGE CHARGES
= \$601.38

\$1.65 / day
(19,530 MJ at 3.1¢ / MJ)

30%
FIXED CHARGES
= \$256.96

70¢ / day







BILL SHOCK: AT WHAT POINT WOULD YOU NEED TO CHANGE YOUR LIFESTYLE?

Reflecting on this, we know that unexpected increases in bills are really difficult for some people. We are looking at ways in which we can better manage this, and we want to understand, from you, what you think about the impact of unexpected increases in your gas bill.

At what point does the gas bill prompt you to change your lifestyle?

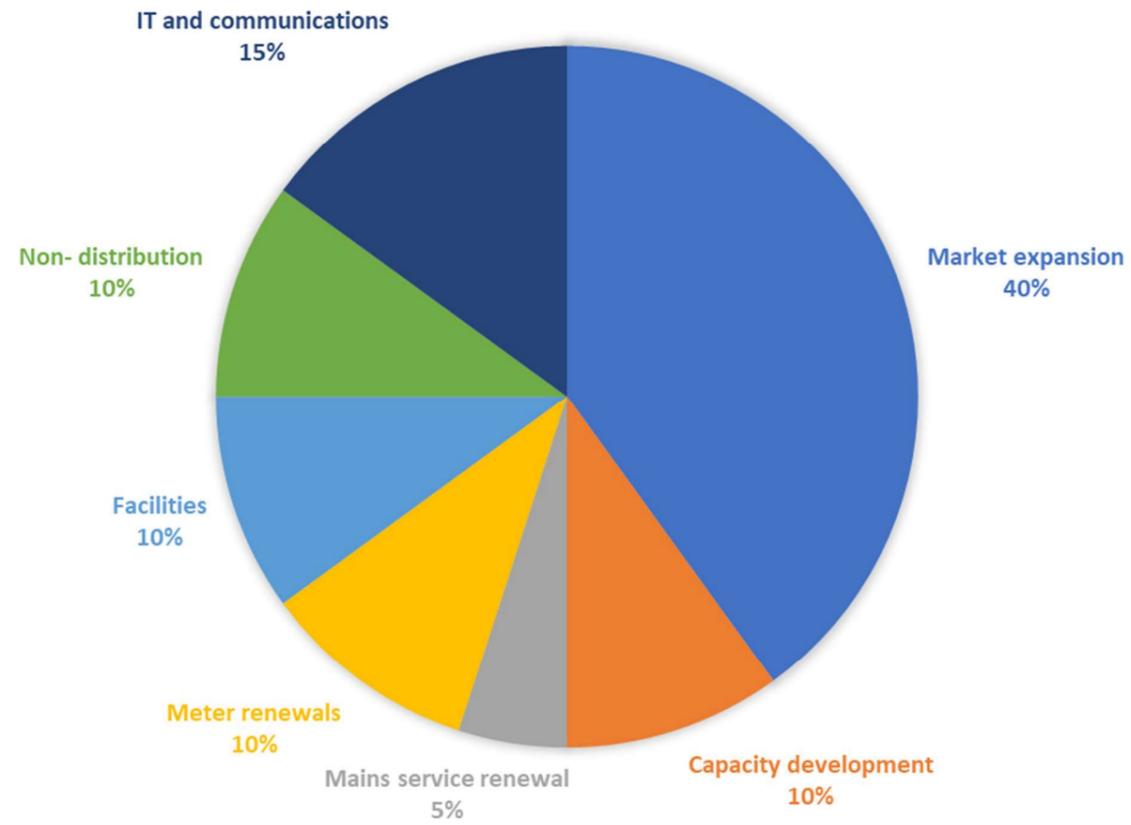
Please discuss as a table and tick your answer.

When it is:

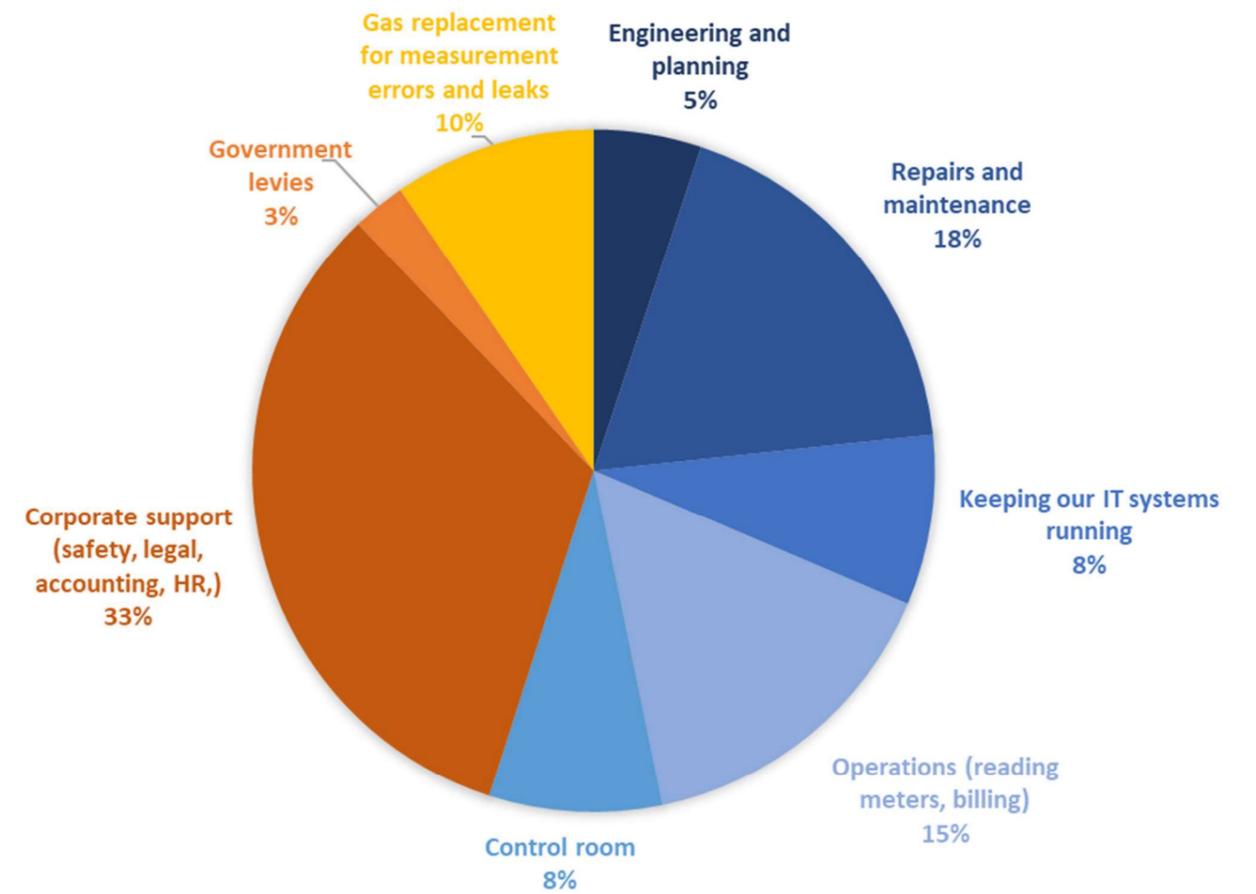
\$20	\$50	\$80	\$100	\$120	\$140+
------	------	------	-------	-------	--------

What additional information would help you with questions like this?

CAPITAL EXPENDITURE



OPERATING EXPENDITURE



NSW average annual gas bill

Important numbers.

Enquiries:

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

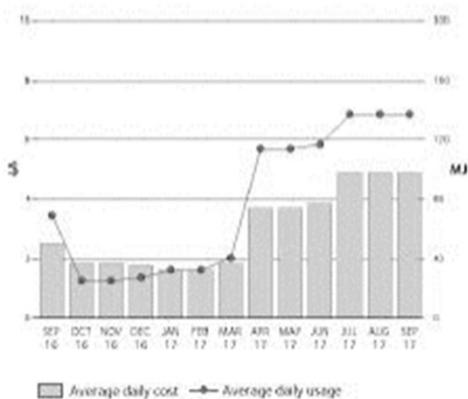
Account number:

Supply address:

How much energy are you using?

Bill period:

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.57

Average daily usage:

60.58 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$938**

=

Total due \$938

Due date

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on [redacted] for sales, service, installation and repairs.

73%
USAGE CHARGES
= \$681.04

\$1.87 / day
(22,112MJ at 3.08¢ / MJ)

27%
FIXED CHARGES
= \$256.96

70¢ / day

Griffith average annual gas bill

Important numbers.

Enquiries:

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

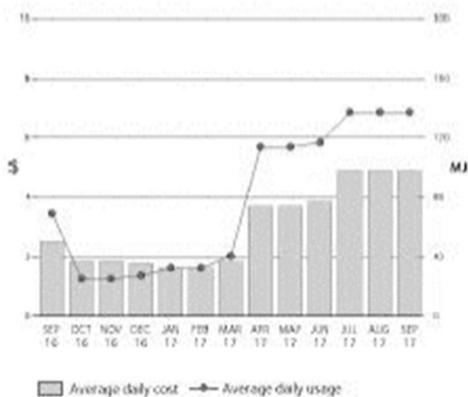
Account number:

Supply address:

How much energy are you using?

Bill period:

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.97

Average daily usage:

73.59 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$1,084.16**

=

Total due \$1,084.16

Due date

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on [redacted] for sales, service, installation and repairs.

76%
USAGE CHARGES
= \$827.20

\$2.27 / day
(26,860 MJ at 3.08¢ / MJ)

24%
FIXED CHARGES
= \$256.96

70¢ / day

Goulburn average annual gas bill

Important numbers.

Enquiries:

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

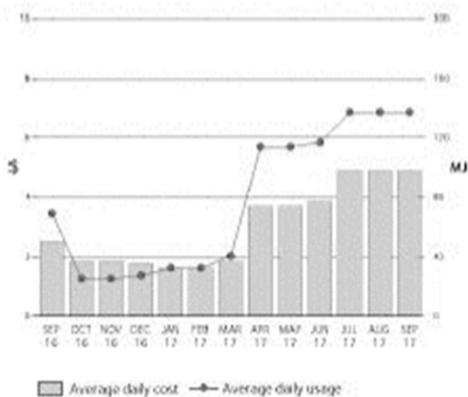
Account number:

Supply address:

How much energy are you using?

Bill period:

Average daily cost and usage.



Snapshot.

Average daily cost:

\$3.59

Average daily usage:

93.78 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$1,311.29**

=

Total due \$1,311.29

Due date

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on [redacted] for sales, service, installation and repairs.

80.1%
USAGE CHARGES
= \$1,054.33

\$2.89 / day
(34,230 MJ at 3.08¢ / MJ)

19.9%
FIXED CHARGES
= \$256.96

70¢ / day

Parramatta average annual gas bill

Important numbers.

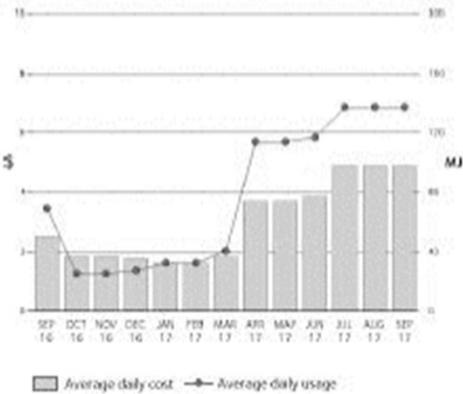
Enquiries:
 Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:
 Account number:
 Supply address:

How much energy are you using?

Bill period:
 Average daily cost and usage.



Snapshot.
 Average daily cost: **\$2.27**
 Average daily usage: **50.79 MJ**
 Same time last year:

Your bill overview.

Balance brought forward	\$0.00
+	
New charges	\$827.92
=	
Total due	\$827.92

Due date
 To avoid a late payment fee of \$12.73, please pay by the due date.
Thank you.

Cooling, hot water and heating needs?
 Call us on [redacted] for sales, service, installation and repairs.

69%
USAGE CHARGES
= \$570.96

\$1.57 / day
(18,540 MJ at 3.08¢ / MJ)

31%
FIXED CHARGES
= \$256.96

70¢ / day

Newcastle average annual gas bill

Important numbers.

Enquiries:

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

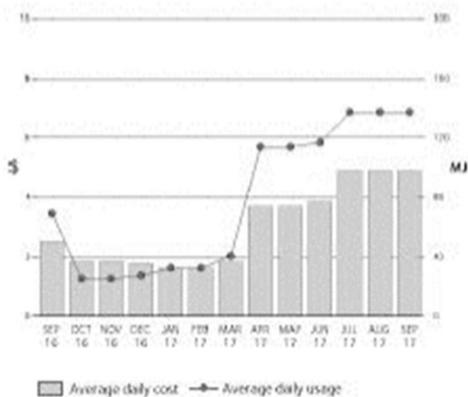
Account number:

Supply address:

How much energy are you using?

Bill period:

Average daily cost and usage.



Snapshot.

Average daily cost:

\$1.92

Average daily usage:

39.59 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$702.08**

=

Total due \$702.08

Due date

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on [redacted] for sales, service, installation and repairs.

63%
USAGE CHARGES
= \$445.12

\$1.22 / day
(14,450 MJ at 3.08¢ / MJ)

37%
FIXED CHARGES
= \$256.96

70¢ / day

Bathurst average annual gas bill

Important numbers.

Enquiries:

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

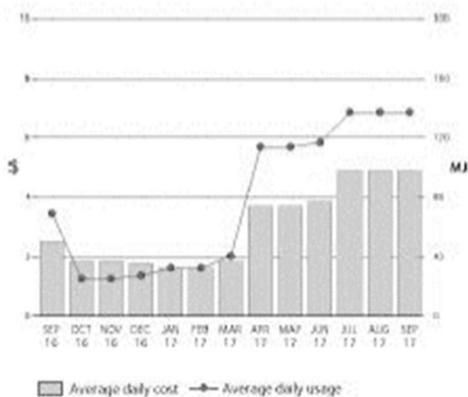
Account number:

Supply address:

How much energy are you using?

Bill period:

Average daily cost and usage.



Snapshot.

Average daily cost:

\$3.82

Average daily usage:

101.07 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$1,393.02**

=

Total due \$1,393.02

Due date

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on [redacted] for sales, service, installation and repairs.

72%
USAGE CHARGES
= \$1,136.06

\$3.12 / day
(36,890 MJ at 3.08¢ / MJ)

18%
FIXED CHARGES
= \$256.96

70¢ / day

Dubbo average annual gas bill

Important numbers.

Enquiries:

Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:

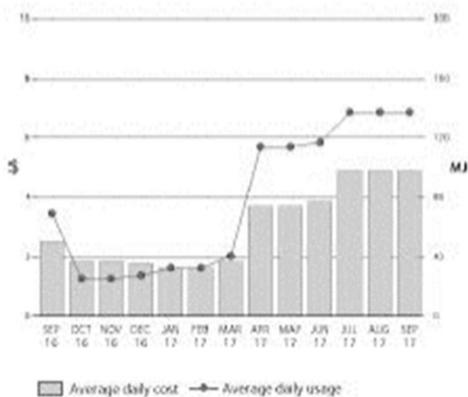
Account number:

Supply address:

How much energy are you using?

Bill period:

Average daily cost and usage.



Snapshot.

Average daily cost:

\$2.44

Average daily usage:

56.36 MJ

Same time last year:

Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$890.55**

=

Total due \$890.55

Due date

To avoid a late payment fee of \$12.73, please pay by the due date.

Thank you.

Cooling, hot water and heating needs?

Call us on [redacted] for sales, service, installation and repairs.

71%
USAGE CHARGES
= \$633.59

\$1.74 / day
(20,570 MJ at 3.08¢ / MJ)

29%
FIXED CHARGES
= \$256.96

70¢ / day

Sydney average annual gas bill

Important numbers.

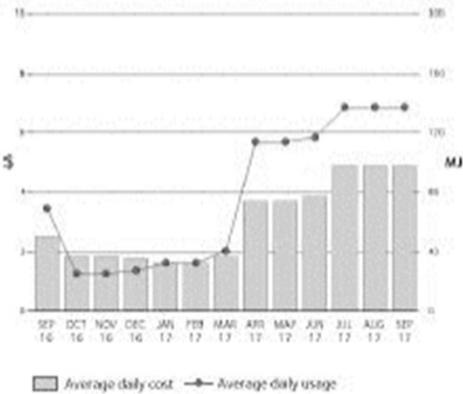
Enquiries:
 Faults and emergencies: **131 909** (Jemena Gas)

Your account details.

Name:
 Account number:
 Supply address:

How much energy are you using?

Bill period:
 Average daily cost and usage.



Snapshot.
 Average daily cost:
\$2.35
 Average daily usage:
53.51 MJ
 Same time last year:

Your bill overview.

Balance brought forward	\$0.00
+	
New charges	\$858.34
=	
Total due	\$858.34

Due date
 To avoid a late payment fee of \$12.73, please pay by the due date.
Thank you.

Cooling, hot water and heating needs?
 Call us on [redacted] for sales, service, installation and repairs.

70%
USAGE CHARGES
= \$601.38

\$1.65 / day
(19,530 MJ at 3.08¢ / MJ)

30%
FIXED CHARGES
= \$256.96

70¢ / day



POST EVENT FEEDBACK FORM

Event	Jemena Gas Network - Phase 2 engagement
Date	Saturday 12 May 2018
Venue	Riverina conference room, Quest Griffith, 53 Railway Street, Griffith
Time	11.30am-4.30pm

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The workshop timing was appropriate	1	2	3	4	5
The venue was appropriate	1	2	3	4	5
The workshop objectives were clearly stated	1	2	3	4	5
The facilitator presented clearly and logically	1	2	3	4	5
The workshop content was interesting	1	2	3	4	5
The facilitator allowed me and others to have a say	1	2	3	4	5
There were opportunities for me to participate in an engaging and appropriate way	1	2	3	4	5

Do you have any suggestions about how the workshop could have been improved?

What did you value most about today's workshop?

Do you have any other comments about the workshop?

MARKET JUSTICE VS. SOCIAL JUSTICE

- Health care as economic model
 - Free market position
 - Market-based demand for services
 - Services provided on ability to pay
 - Access is reward for personal effort
- Health care as social resource
 - Requires government involvement
 - Assumes government-led position
 - Ability to pay is not necessary
 - Access is a right

