



Jemena Gas Networks (NSW) Ltd

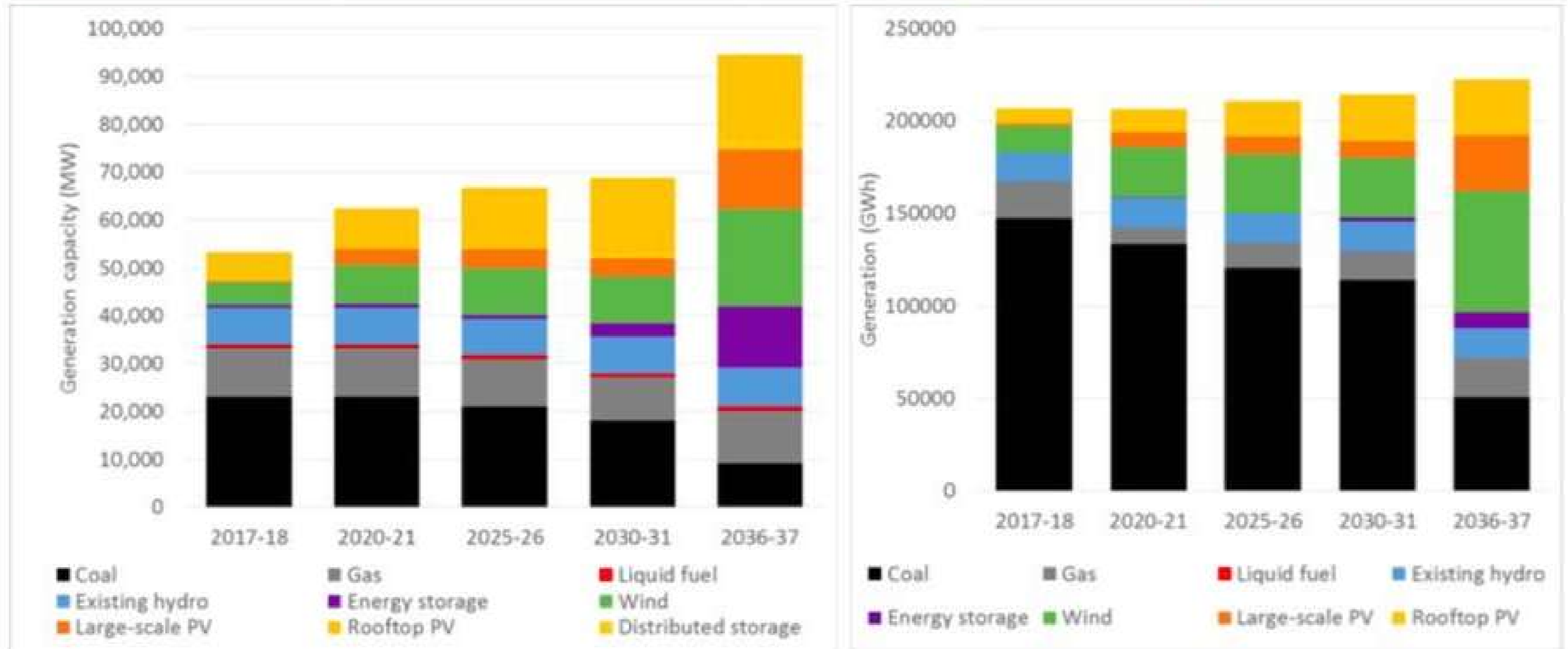
2020-25 Access Arrangement Proposal

Attachment 2.3

Engagement materials



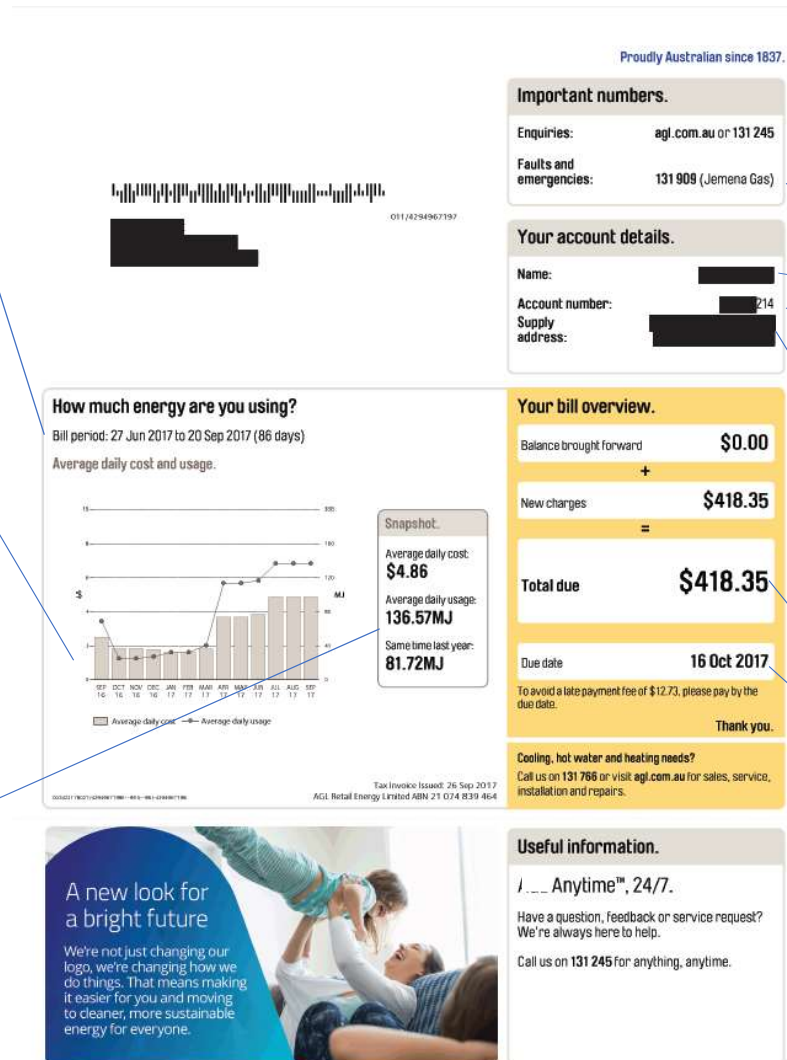
Figure 9 Preliminary projections of NEM generation capacity (left) and generation output (right), Neutral scenario



The days you are paying for in this bill

Average usage. Good to “sanity check” and query your retailer if things look odd e.g. If you have and use a heater, then you should expect usage to be higher in winter months

Always check – is there a reason why I’m using more than last year?
In this case – yes, because the household had new a baby and the mother, who was previously in full time work, is now home with the heater on during the day and using more hot water to bath the baby



Call Jemena if you detect a gas leak or a gas emergency

The name of the person responsible for paying the bill

Account number – this is the retailer’s identifier for the bill payer

The address of the property that is using gas

How much to pay in total and by when

The name of your plan you agreed with your retailer

Meter number – should match what is on your actual meter

This customer is in an apartment and has 2 meters –one meter for gas used by their personal stove and heater and one meter for hot water (that is centrally gas-heated for the whole building)

When to next expect a meter reader to need access to your meter

Important information.
Payment assistance. There are a number of options available to eligible customers, including New South Wales Government energy concessions and rebates, Energy Account Payment Assistance (EAPA), AGL payment plans and the Centrepay scheme. To find out more, visit agl.com.au/Concessions
Need an interpreter? Call 1300 307 245. 需要传译员吗? 请电上述号码。 هل تحتاج لمترجم؟ اتصل على الرقم أعلاه. Cần có thông dịch? Gọi số trên đây.
Hearing impaired (TTY). Call 133 677 and quote 1300 664 358.
 If you don't wish to receive marketing information about AGL products and services, visit agl.com.au/DoNotContact
Moving? Visit agl.com.au/Move to arrange a gas connection at your new premises.
Energy efficiency. To track and help reduce your energy usage AGL offers a free online tool, My AGL IQ®. Visit agl.com.au/MyAGLIQ

Your gas supply details. Page 2 of 3
Supply address: [Redacted]
Supply period: 27 Jun 2017 to 20 Sep 2017 (86 days)
DPI: 52406 [Redacted] Set and Forget
Energy Plan: [Redacted]
Meter no. ERO03364

Read date	Read type	Start read	End read	Heating value	Conversion factor	Usage MJ
7 Aug	Estimate	1,225	1,275.99	38.10000	1.036100	2,013
20 Sep	Actual	1,276	1,303.99	38.64000	1.024300	1,108

Meter no. ML027187

Read date	Read type	Start read	End read	Units	Multi.	Conversion factor	Usage MJ
7 Aug	Actual	6,024	8,273.88	2,249.88	10	0.382687	8,610
20 Sep	Actual	8,274	8,277.1	3.10	10	0.451370	14

 This bill and your previous bill(s) were based on estimated meter reads. Your distributor will require access to read your meter between 19 Dec 17 and 27 Dec 17, and we will then make any necessary adjustments to your account based on your actual usage.

How we've worked out your bill.
Previous balance and payments.

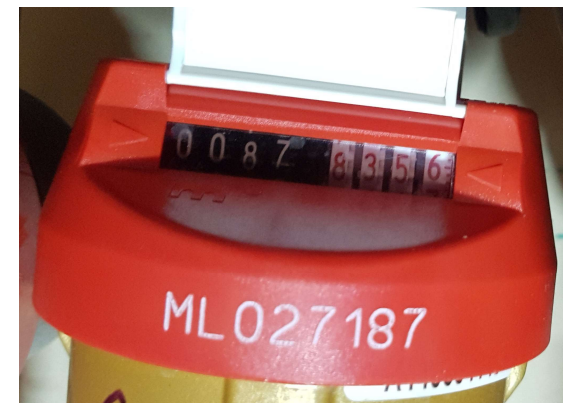
	Total
Previous balance	\$497.36
13 Jul 17 Credit Adjustment (\$20.72 + \$2.07GST)	\$22.79cr
13 Jul 17 payment	\$474.57cr
Balance brought forward	\$0.00

New charges and credits.

Usage and supply charges	Units	Price	Amount
Peak	83MJ	\$0.03533	\$2.93
Peak next	81MJ	\$0.02355	\$1.91
Peak next	198MJ	\$0.02178	\$4.31
Peak next	649.71MJ	\$0.02159	\$14.03
Supply charge	4 days	\$0.5455	\$2.18
Price change - 1 Jul 17 to 20 Sep 17 (82 days)			
Peak	10733.28MJ	\$0.028	\$300.53
Supply charge	82 days	\$0.64	\$52.48
Other charges			
Payment processing fee			\$1.95
Total charges			\$380.32

DPI is Delivery Point Identifier - uniquely identifies your address – used by Jemena and your retailer

Meter readings – the “End read” should be close to what you read on your meter. Note – always read your meter from the left (the last 1 or 2 digit(s) are not always used) – photo below taken a month after the reading on this bill, so it is higher



Total due \$418.35
Due date 16 Oct 2017
 Reference number 9421 [Redacted]

Post Billpay
 *2195 942122149078538732

Direct Debit*
 Sign up to Direct Debit at agl.com.au/Payments or call 131 245

Visa or Mastercard*
 Online: agl.com.au/Payments
 Phone: 1300 657 385
 Biller Code: 88088

Mail
 Send your cheque or money order along with this section of the bill to:
 AGL Retail Energy Limited
 GPO Box 2220, Sydney NSW 2001

BPAY*
 Make a BPAY payment via internet or phone banking. Biller Code: 88088

Post Billpay**
 Make a Post Billpay® payment.
 Online: postbillpay.com.au Phone: 131 816
 In person at any Post Office.™ Billpay Code: 2195

Centrepay
 Eligible residential customers can visit humanservices.gov.au/centrepay
 AGL Centrepay CRN: 555-072-377-1

PayPal
 To pay via PayPal visit agl.com.au/Payments

*AGL 45N fee (GST incl.) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.
 **A fee of \$2.00 (incl GST) may apply if you pay your bill over the counter.

+00000094212214> +002660+ <9078538732> <0000041835> +444+

Options of how to pay

Explanation of this page continued next slide

If Jemena can't access your meter, we may have to estimate your usage - the methodology is set in market procedures. If we read you meter - it is called an "actual"

The meters don't read in megajoules (MJ), which are the energy units customers are billed. We need to convert the reading into MJ. For this cooktop/heater meter, usage is calculated as End read - Start read (27.99m³) * Heating value (38.64) * conversion factor (1.0243) = 1,108MJ. Heating value and conversion factor are calculated by Jemena to match the physical properties of the gas

Prices changes are most likely to occur once per year on 1 July (only 4 days in the billing period were prior to 1 Jul - that's why most usage is in charged after the price change)

Customer pays for usage and pay a daily fixed fee (supply charge) regardless of how much is used. Jemena's fixed fee is around \$0.14/day - the rest \$0.50/day is retailer

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Mail Send your cheque or money order along with this section of the bill to: AGL Retail Energy Limited GPO Box 2220, Sydney NSW 2001
BPAY* Make a BPAY payment via internet or phone banking. Biler Code: 88088
Post Billpay** Make a Post Billpay payment. Online: postbillpay.com.au Phone: 131 816 In person at any Post Office. Billpay Code: 2195
Centrepay Eligible residential customers can visit humanservices.gov.au/centrepay AGL Centrepay CRN: 555-072-377-1
PayPal To pay via PayPal visit agl.com.au/Payments

*A 0.45% fee (GST incl.) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.
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+00000094212214> +002660+ <9078538732> <0000041835> +444+

Sum of usage here (11,745MJ) and below are equal - the top one calculates the usage, the bottom one applies relevant prices to convert usage into \$ charges

We also need to convert the reading into MJ, the energy units customers are billed. For this hot water meter, usage is calculated as End read - Start read (2250 decalitres) * multiplier (10) * conversion factor (0.382687) = 8,670MJ. The conversion factor is calculated by Jemena to match the physical and heating properties of the gas and hot water usage at the site

Tells you whether any charges this bill are carried over from you last bill

Total charges prior to applying GST

Usage prices are decreasing - on this plan, the more you use, the less you pay per MJ

This fee only appears because the customer chooses to pay by credit card

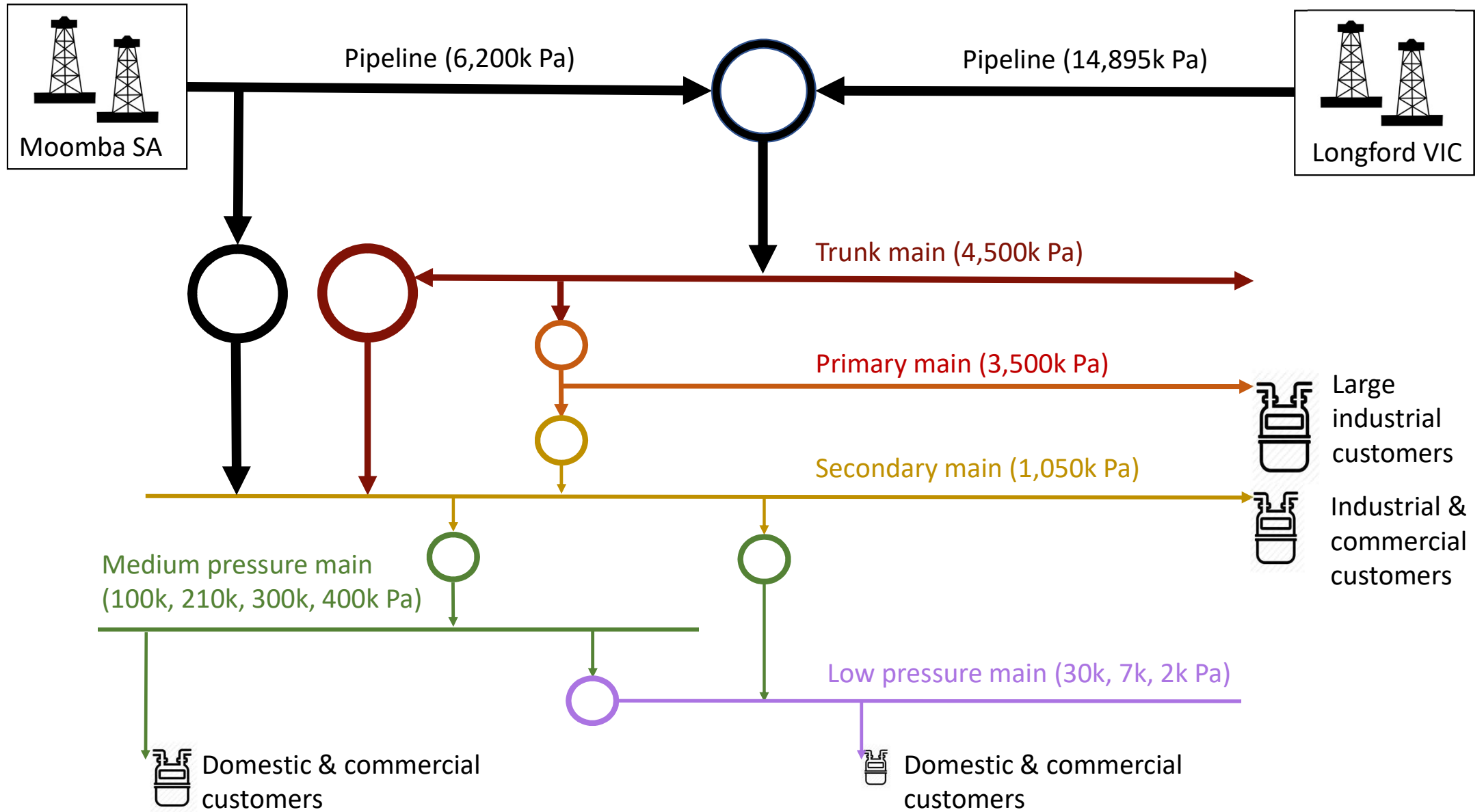
How we've worked out your bill (continued).

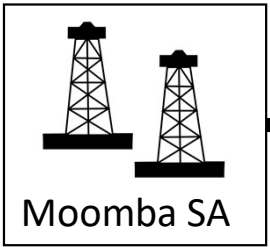
Page 3 of 3

New charges and credits (continued).

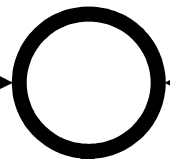
Total new charges and credits	=	\$380.32
Total GST	+	\$38.03
Total due (includes GST)	=	\$418.35

Total charges must have GST applied

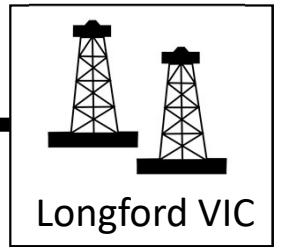




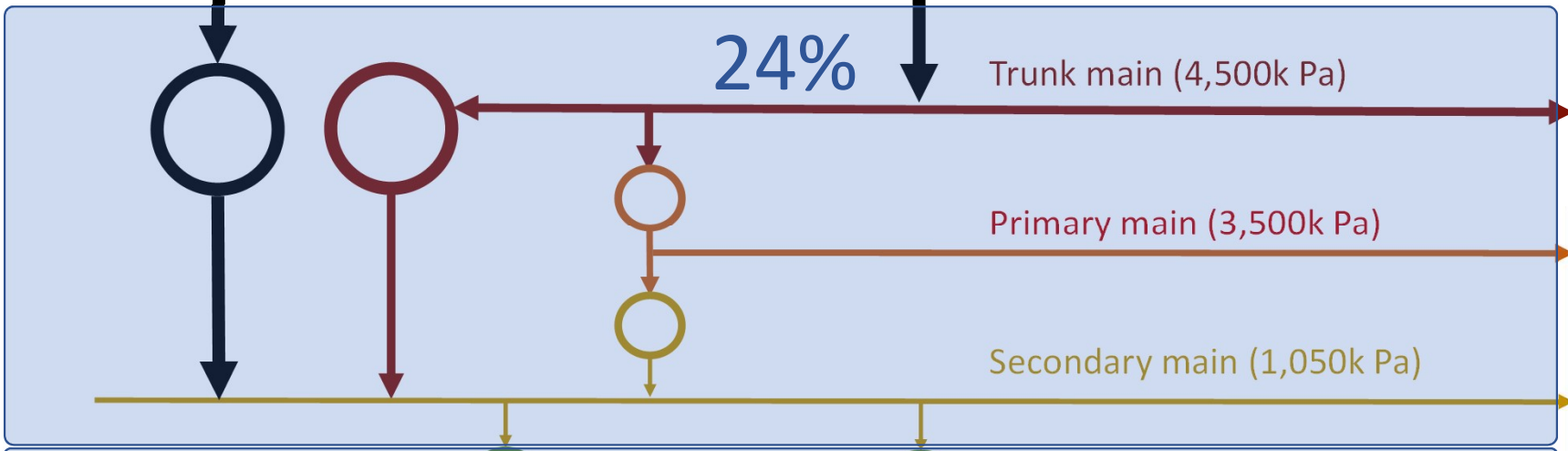
Pipeline (6,200k Pa)



Pipeline (14,895k Pa)

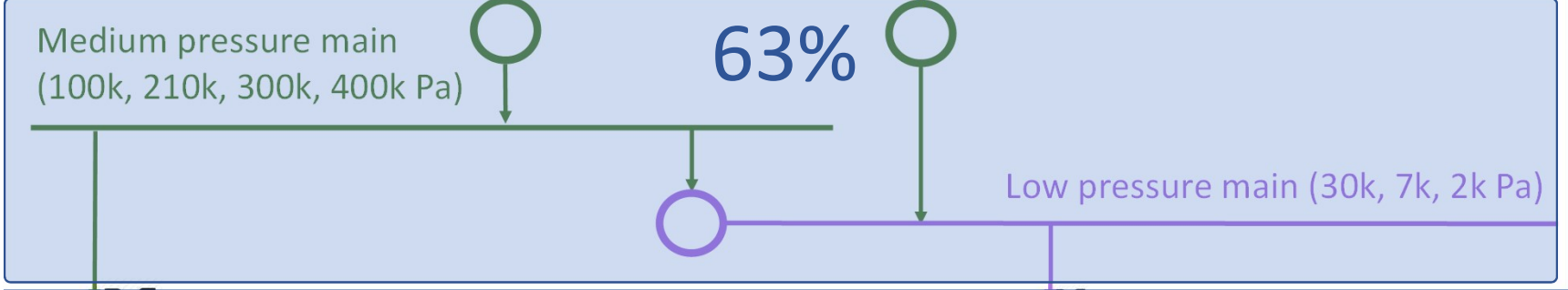


\$3.5bn gas network



Large industrial customers

Industrial & commercial customers



Domestic & commercial customers

Domestic & commercial customers

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>

Here are some other 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



Solar panels



Wind turbines



Produce green energy

0:11 / 0:50

Hydrogen: the fuel of the future

1,343 views

7 0 SHARE SAVE ...





The future of energy

229 views

👍 1 🗨️ 0 ➡️ SHARE 📌 SAVE ⋮







Elon Musk on Hydrogen Fuel Cells

119,220 views

👍 825 🗨️ 291 ➦ SHARE 📌 SAVE ...





5

AEMO investigates hydrogen fuel cell powered cars

1,014 views

👍 LIKE 👎 DISLIKE ➦ SHARE 📌 SAVE ...




WHAT'S MOST IMPORTANT TO YOU?

Each group has 10 tokens. Distribute the tokens between each category to show what's most important to you. You can put all your tokens in one category or split them as you wish.


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.



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.



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.



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?



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



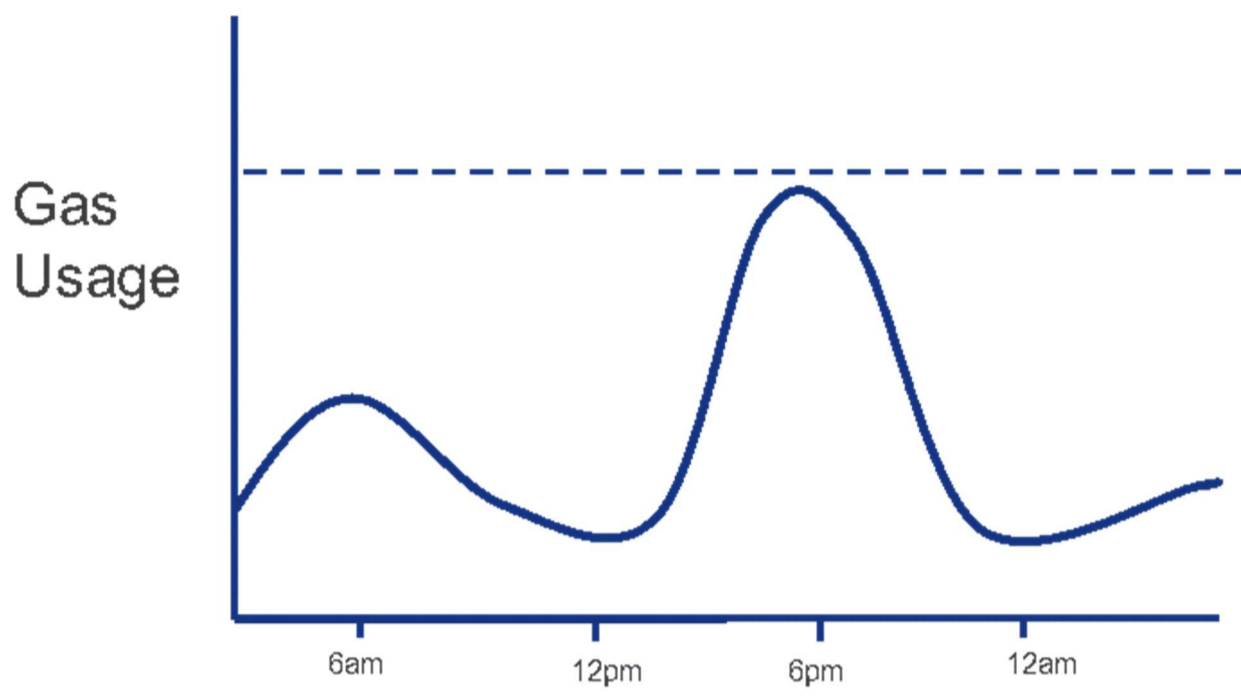
Environment

Working towards a zero-carbon future – is moving to zero carbon an important issue for you, and should it be for us?



Priorities - from each community - Western Sydney, Goulburn and Griffith

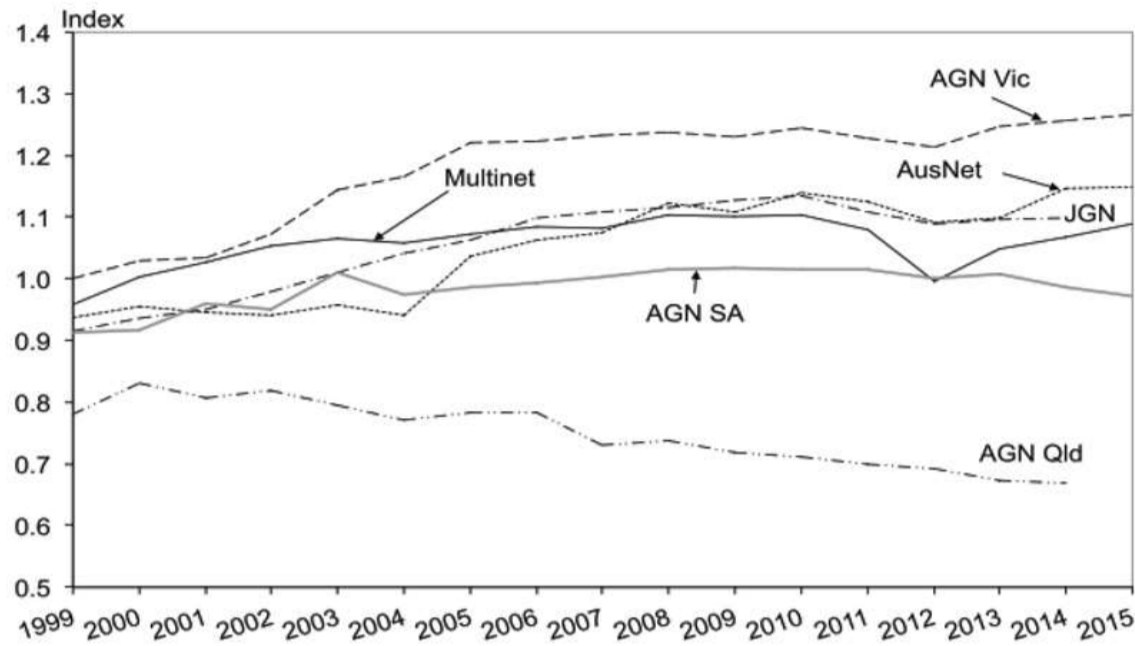
BATHURST	NEWCASTLE	WESTERN SYDNEY	GOULBURN	GRIFFITH
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How does Jemena benchmark against other gas businesses?

The graph shows the changes in productivity of gas distribution businesses over time

Figure 4.1: GDB multilateral TFP indexes, 1999–2015



Source: Economic Insights GDB database

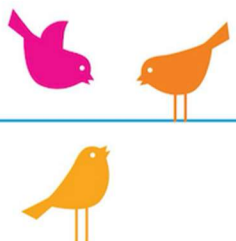
The higher the line, the more productive the business is.

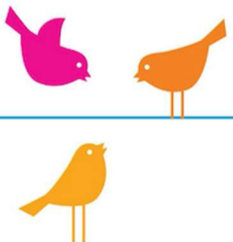
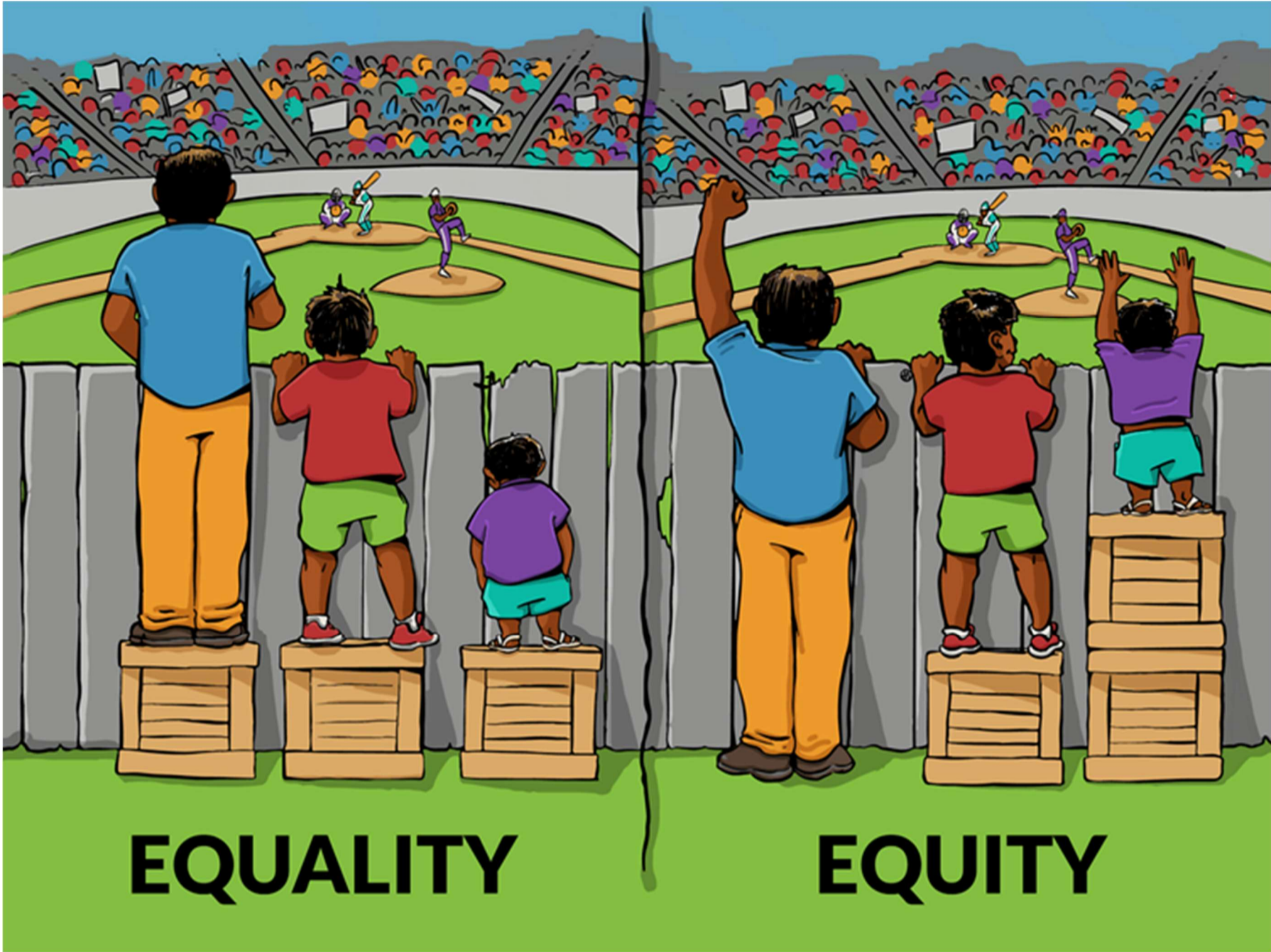
An upwards sloping line means that productivity is increasing.



MARKET JUSTICE VS. SOCIAL JUSTICE

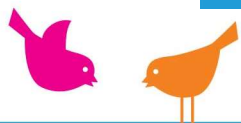
- Health care as economic model
- Free market position
- Market-based demand for services
- Services provided on ability to pay
- Access is reward for personal effort
- Health care as social resource
- Requires government involvement
- Assumes government-led position
- Ability to pay is not necessary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



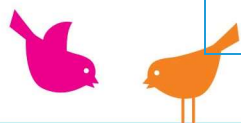


RUNSHEET FORUM: 3

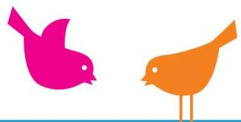
Project:	Jemena Gas Network - Phase 2 Engagement		
Workshop:	Deliberative Forum 3: Household Customers		
Details:	Video:	Toby / Paul (Oneill Photographics)	
Date:	Saturday 25 August: Goulburn Saturday 25 August: Griffith Saturday 8 September: Western Sydney Saturday 22 September: Newcastle Saturday 22 September: Bathurst	Time:	Duration: 5 hours Bump in / set-up: 9am-9:30am Team briefing: 9:30am – 10am Sign in and welcome participants: 10am-10.30am Forum: 10.30am-3.30pm Debrief: 3.30pm-4pm
Venue:	Goulburn Soldiers Club Quest Griffith Elizabeth Room, Parkroyal Parramatta NEX Exhibition Centre Newcastle Rydges Mount Panorama Bathurst	Team Members:	Nicola Wass / Lucy Cole Edelstein (Lead Facilitator) Sesli Divine / Phoebe Schumacher / Merryn Spencer (Project Support) TBC: Alex McPherson / Usman Saadat / Kate Hawke (Jemena) TBC: PIAC / CCP / AER Representatives
Workshop purpose	<ul style="list-style-type: none"> • Reintroduction to deliberative processes and the concept of 'mini public', deliberation, consensus • Reintroduce ground rules, working together, build on trust created and reconnect with each other as a group • Reintroduce Jemena and team, explore information around questions arising from forum 2; depreciation and metre readings • Deliberate on overall gas connections, deferrals, innovation and price path 		



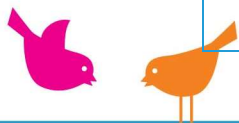
Time	Session	Content	Speaker	Equipment
9am-9.30am (30 mins)	Bump-in			
9.30am-10am (30 mins)	Team briefing	Team to run through materials in pack, lead facilitator to explain activities, talk through what may come up. Team to ask any final questions	Lead Facilitator	Laptop Projector Facilitator packs
10.00am	Participants arrive	morning tea on arrival Participants arrive and collect name tags Usher to tables (participants may arrive early)		
10.30am (5 mins)	Welcome and commence	Hello and welcome back! We're very excited to see you all back! Ground rules Acknowledgement of country, Introduce the Jemena Team, Introduce observers, (Note Nick Greiner VIP at Western Sydney) note videographer	Lead Facilitator	Name tags Sign in sheets Participant booklet
10:35am – 10:40am (5 mins)	Jemena Update	Speaker notes: - Welcome back. Thanks for returning, we are really excited to see you all again. Today is a final session. We are also holding a similar third forum in Goulburn right now, and over the next few weeks will be holding third forums in Sydney, Newcastle and Bathurst. - To start with, we wanted to play a summary video of our first 2 rounds of forums across the 5 NSW locations. We again have a videographer here today to capture the outcomes. Straight Talk will also be preparing an independent final report which we will submit to the regulator with our 5 year plan. - Play the summary video (Phoebe/ Merryn/ Sesi)	Gabby (Griffith), Usman (Bathurst), Kate (Goulburn and Western Sydney)	Presentation slides Results across NSW Video – overall results



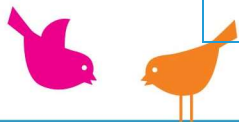
Time	Session	Content	Speaker	Equipment
		<p>- As a reminder, here are the results we had for Western Sydney have so far compared to across the five NSW locations. Once we have the final results also covering the issues we want to talk about today, our job is to take everything we have heard and use these insights to inform the 5 year plan we are preparing. We are preparing a draft of this in January 2019 for consultation, before finalising this in June 2019.</p> <p>- The agenda for today</p> <p>- Today we want to talk about three topics. They are complex topics and so today we are going to do things a bit differently. We are going to hear presentations from our team and then move to voting and table conversations.</p>		
10.35am – 11:40am (5 mins)	Explanation of voting	<p>We want to explain how voting will work for our three topics today. We will be using ballot paper voting and dot-mocracy.</p> <p>For each of the three topics, you will be presented with 2 options. Because there are only 2 options, we will end up with at least half of you supporting one option.</p> <p>However:</p> <ul style="list-style-type: none"> - A 51% majority will become a recommendation to Jemena, however - A 75%+ majority is a clear direction to Jemena to place significant weight on the decision – the people have spoken! <p>Indicate the option that you believe will be in the long-term interest of Customers. Please note:</p> <p>in Western Sydney (19 total) 75% this equals 14 people and 51% equals 9 people</p> <p>Jemena must ultimately make a decision on the 3 topics we are going to discuss. So if customers do not give Jemena a clear direction, while it will still form a recommendation, Jemena may not place as much weight on the final result.</p> <p>Show slide on powerpoint explaining the voting process.</p> <p>There will be two rounds of voting:</p>	Gabby (Griffith), Usman (Bathurst), Kate (Goulburn)	<p>Presentation slide summarising process</p> <p>Ballot slips</p> <p>Voting box</p> <p>Wall chart for tallying votes</p> <p>Sticky dots for voting</p>



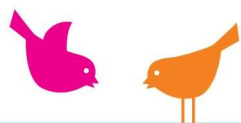
Time	Session	Content	Speaker	Equipment
		<p>The first round will follow Q&A (via a ballot process), and if it delivers 70%+ then the recommendation is made.</p> <p>If its 51-69%, then we move to table discussions, where you can discuss why you voted a particular way, to see if your views sway others at the table. At this time its vital to remember our ground rules around respectful conversation and listening to each other.</p> <p>If there's not a super majority, we'll have a little bit more discussion to see if we can get more consensus on the topic.</p> <p>We will then revote, if its 70% either way then the recommendation is made.</p> <p>If it's still 51-69% (either way), we agree that there is no clear direction to Jemena</p> <p>After the final round of voting (whether that be one round, or two rounds) we ask people to indicate their vote on a chart on the wall as dot voting, and the single main reason why they voted that way.</p> <p>We'll explain a bit more about this process as we go along.</p>		
10:40am – 10:55am (15 mins)	Memory Refresher – Quiz!	<p>Remember how much information and knowledge we gave you in forums one and two? Well, this is a quiz designed to see how much you remember from these sessions and to get you into the 'headspace' to be able to deliberate on some very challenging topics today. There will be six questions, and don't worry, it's multiple choice, so there's at least 50% chance of getting the answer right! There are some exciting prizes up for grabs so please listen carefully to the question. We will play the game in 'heads and tails' style.</p> <p>We ask the question - if you think the correct answer is the first one, you put your hands on your head. If you think the correct answer is the second, you put your hands on your tail. We then announce the answer. If you have the answer incorrect, you sit down. We then ask the next question – six in total. The last person (or persons) standing, who have given the correct answer wins. You will receive an awesome prize. Please note we will give you at least 20 seconds to decide on your answers (timed by Merryn/Sesi/ Phoebe)</p> <p>- Ok so quiz time! Everyone please stand up!</p>	Lead Facilitator	<p>Heads and tails game (No Kahoot)</p> <p>Timer – on phone (Merryn / Sesi / Phoebe)</p>



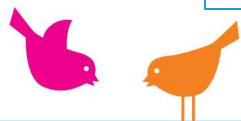
Time	Session	Content	Speaker	Equipment
		<p>(click through on powerpoint)</p> <p>Q1: Is Jemena a retailer or distributor? Is it a retailer (heads), or distributor (tails)?</p> <p>The correct answer is....distributor!</p> <p>Q2: What is the Jemena portion of an average household gas bill? It is 30% (heads)? Or 37% (tails)?</p> <p>The correct answer is.... 37%!</p> <p>Q3: Who does Jemena submit the 5 year plan to? Is it the Australian Energy Regulator (heads) or the NSW Government (tails)?</p> <p>The correct answer is...The AER!</p> <p>Q4: What % of meter readings are estimated? Is it 12.6 (head)% or 8% (tails)?</p> <p>The correct answer is....8%</p> <p>Q5: Does Jemena charge a higher price for gas during the winter months?</p> <p>Do you believe – Yes (head), or no (tails)?</p> <p>The correct answer is....NO – while bills might be higher if you have heating, the price is the same.</p> <p>Q6: Across Australia, natural gas provides 44% of household energy. What % does it contribute to household greenhouse gas emissions? 25% (heads) or 13% (tails)</p> <p>The correct answer is 13%!</p> <p>Tie-breaker if needed: Closest answer wins – in kilometres, how much pipe makes up the Jemena gas network in NSW? Guess a number, and the closest number to the correct answer wins!</p> <p><i>(please note this is not a two option response, those left in the game are required to guess a number out loud)</i></p> <p>The correct answer is....25,000kms!</p> <p>Award the winner their prize!</p>		



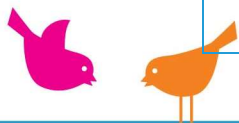
Time	Session	Content	Speaker	Equipment
10:50am – 11:05am (15 mins)	Your gas network: yesterday, today and tomorrow!	You might remember in our earlier sessions we talked a lot about the future of gas. This section is about presenting a decade-by-decade view of what might happen on the network, and how that might play out across the state. Before we start our conversations, we wanted to return to one of the key themes from Forum 2 – the future of the gas market and how NSW families might use energy in their homes in 2050. After presentation - Questions and Answers - from participants	Alex, Kate, Usman	Presentation slides
11:05am – 11:55pm (50 mins) 11.30am	A new approach for recovering the costs of gas pipes	<u>Please gather your things, stand up and find a new table before we commence this next session.</u> Presentation from Jemena (25 mins) This presentation will provide 2 options to how we manage future uncertainty in relation to how we RECOVER MONEY we have spent on new pipes. Historically Jemena has done this over 50 years, because it was confident that the pipes would be utilised over 50 years. With the uncertainty, they are looking at 30 years. This has impacts on bills in the short-term, and in the longer-term. What's the fair outcome for everyone? Voting (25 mins) The voting options are: Option 1: Maintain 50 years recovery Option 2: Speed up recovery over 30 years Vote on your ballot paper, then vote via dotmocracy on the wall. Follow structure previously presented, with a recap reminder. Note the numbers: in Western Sydney (19 total) 75% this equals 14 people and 51% equals 9 people	Alex, Steph	Presentation slides Paper Voting Ballot Sheets Chart on wall with sticky dot votes Jemena hard hats



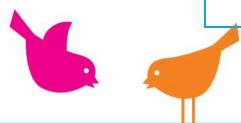
Time	Session	Content	Speaker	Equipment
11:55am - 12:45pm (50 mins)	Rethinking our future investments	<p><u>Presentation from Jemena (25 mins)</u></p> <p>This presentation will provide 2 options to how we manage future uncertainty in relation to how we SPEND MONEY upgrading the network. This is significant decision for Jemena and NSW customers, worth hundreds of millions of dollars. We need you to think about the impact on you, your community and even what this could mean across NSW.</p> <p><u>Voting (25 mins)</u></p> <p>The options for voting are:</p> <p>Option 1: Big Pipes</p> <p>Option 2: Small Pipes</p> <p>Vote on your ballot paper, then vote via dotmocracy on the wall.</p> <p>in Western Sydney (19 total) 75% this equals 14 people and 51% equals 9 people</p> <p>Follow structure previously presented, with a recap reminder.</p> <p><i>If this session ends before 12pm, perhaps because voting only needed 1 round, consider running the next session before lunch.</i></p>	Alex, Catherine	Presentation slides Paper Voting Ballot Sheets Chart on wall with sticky dot votes Jemena Pens
12:45pm– 1:15pm (30 mins)	Lunch	<p>Catering supplied by venue</p> <p>Videographer to grab interviews during this time with questions supplied at end of run sheet</p>		
1:15pm – 1:55pm (40 mins)	Bill Path	<p><u>Please gather your things, stand up and find a new table before we commence this next session.</u></p> <p><u>Presentation from Jemena (20 mins)</u></p> <p>There is a chance that Jemena will be able to pass through a price reduction to retailers over the 5 year planning period. This presentation will provide 2 options about how Jemena could does this, either: (1) pass through a big reduction early, but have to slightly increase bills later (2) pass through the reductions in a way that</p>	Alex, Catherine	Presentation slides Paper Voting Sheets Dots and paper Jemena hard hats Pens



Time	Session	Content	Speaker	Equipment
		<p>mitigates how the other bills components (like the gas production cost) is changing, to try and help you have more stable bills over the 5 years.</p> <p><u>Voting (20 mins)</u></p> <p>The voting options are:</p> <p>Option 1: Steady as you Go</p> <p>Option 2: Pressure off Early</p> <p>Vote on your ballot paper, then vote via dotmocracy on the wall.</p> <p>in Western Sydney (19 total) 75% this equals 14 people and 51% equals 9 people</p> <p><i>Follow structure previously presented, with a recap reminder. 5 mins less because we expect the table discussions can be truncated given this is a bit easier than the other conversations.</i></p>		
1:55pm – 2:40pm (45 mins)	Recommendations – bringing together sections 1 and 2	<p>The first two presentations explained how we wanted to manage your uncertainty. In Forum 1, we spoke about how affordability was a key concern for you and your community. You remember your community had different outcomes to other communities. Refer them back to their local outcomes.</p> <p>We are mindful that the decisions you have made around the investment approach (section 1) and the cost recovery (section 2) together have impacts on bills.</p> <p>This section will bring together how the decision might look – and showing the impact of the decisions you've made.</p> <p><u>Jemena presentation – 10 mins</u></p> <p>This is how you could have voted: [show them the range]</p> <p><u>Voting – 20 mins</u> – thinking for yourself and the community, can you live with this combination of outcomes as a recommendation to Jemena?</p> <p>Question on your voting ballots and the dotmocracy is:</p> <p>Are you still comfortable with your total recommendations for Rethinking our Future Investments and A New Approach?</p> <p>(suggest we do dotmocracy and discussion)</p>	Alex, James	<p>Presentation slides</p> <p>Paper Voting Ballot Sheets</p> <p>Chart on wall with sticky dot votes</p> <p>Jemena Pens</p>

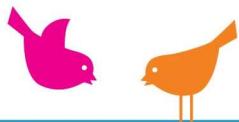


Time	Session	Content	Speaker	Equipment
		Note as before, in Western Sydney (19 total) 75% this equals 14 people and 51% equals 9 people <i>Suggest Lead Facilitator introduces the guiding principles topic before the break to get participants into the mindset. See notes below.</i>		
2.40-3pm (20 mins)	Afternoon tea	Catering supplied by venue		
3.00pm- 3.15pm	Guiding principles	<u>Please gather your things, stand up and find a new table before we commence this next session.</u> As a final exercise, we want to hear your final views on 4 topics we have talked about a lot over the past 3 forums. These are: <ul style="list-style-type: none"> • Affordability • Reliability • The environment, and • Fairness across our communities Each of you will have a template that is about one of these topics. <ul style="list-style-type: none"> - You will each be assigned one of the 4 topics. If you would prefer to be in a different topic please make it known to the facilitators - Write down 1 things that you want to be top of mind for Jemena over the next 5 years for your designated topic (2 minutes) - In your group, discuss your suggestions. Use the flip charts and textas to capture your group's point of view. Consider in your answer: <ul style="list-style-type: none"> - "What does this topic mean to YOU?" - "What should Jemena be mindful of when developing the 5 YEAR PLAN?" - "How does this impact your COMMUNITY?" - "How does this impact the FUTURE of the network?" (15 minutes) 	Lead Facilitator Table facilitators: Griffith: Gabby (fairness), Alex (affordability), Mark (reliability), Danielle (environ) Goulburn: Kate (environ), James (reliability), Usman (fairness), Catherine (affordability)	Issue template (A3) – with topics and questions printed on with spaces to write Butchers paper (if needed) Textas

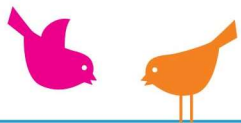


Time	Session	Content	Speaker	Equipment
		<ul style="list-style-type: none"> - Appoint two spokespeople from your group (not people with a red dot as we want to video them) to present back to the room on your group's point of view (20 minutes – 5 minutes per group) 		
3:15pm – 3:25pm (10 mins)	Our commitment to you	<p>This brings us to the end of our 3 forums. Again, we want to thank you for your invaluable contribution to our plan for 2020 – 2025.</p> <p>Before we leave you, we want to close by again confirming our next steps from here, and how your feedback will be used in preparing our proposal.</p> <p>Our commitment to you is that we will explain our end decisions in the draft 5 year plan we mentioned earlier, that will be on our website in January 2019 and ultimately in our final 5 year plan.</p> <p>We will ensure that all decisions will be explained, including the reasons why or why not we implemented what our customers said they wanted.</p>	Gabby, Usman	Presentation slides
3:25pm – 3:30pm (5 mins)	Wrap-up	<p>Check in-how is everyone feeling?</p> <p>Thank you for your time today.</p> <p>Thank Jemena Team -</p> <p>Thanks Phoebe / Sesi / Merryn</p> <p>How will you find out the results from today's forums? We suggest you sign up to Jemena YourSay.</p> <p>Distribute feedback forms</p> <p>Stipends to be paid</p> <p>Participants depart</p>	Lead Facilitator	<p>Feedback forms</p> <p>Stipends</p> <p>Sign people up to Jemena YourSay (Jemena team to bring ipad or direct to website on powerpoint presentation)</p>

Video questions for participants:



- **How did you feel before you came to these forums?**
- **How do you feel afterwards?**
- **What has surprised or interested you the most?**
- **What points do you want Jemena to keep top of mind for (Affordability, Reliability, the Environment, Fairness)? (select as applicable the principle they talked about at the table)**
- **What's your view on Rethinking our Future investments/ A new approach for recovering the cost of gas pipes/Bill Path? (select as applicable – they will be discussing and voting on these points at the table)**
- **What is the one thing Jemena should do or change to meet customer needs?**



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:

- <http://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/en/Research/Major-initiatives/Australian-National-Outlook>

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:

- 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>

DOT-MOCRACY VOTING

Rethinking our Future Investments

WHICH OPTION WOULD YOU PREFER?

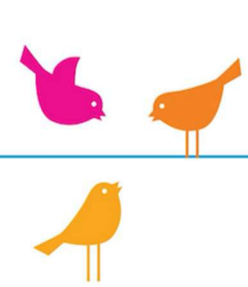
	COUNT (PLACE YOUR DOT HERE!)
OPTION 1: BIG PIPES	
OPTION 2: SMALL PIPES	

DOT-MOCRACY VOTING

A New Approach to Recovering the Cost of Gas Pipes

WHICH OPTION WOULD YOU PREFER?

	COUNT (PLACE YOUR DOT HERE!)
OPTION 1: MAINTAIN 50 YEARS RECOVERY	
OPTION 2: SPEED UP RECOVERY OVER 30 YEARS	

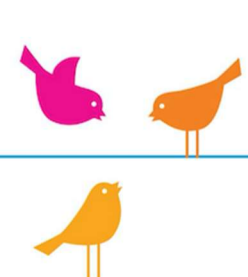


DOT-MOCRACY VOTING

Bill Path

WHICH OPTION WOULD YOU PREFER?

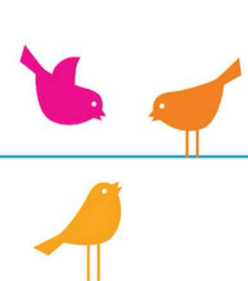
	COUNT (PLACE YOUR DOT HERE!)
OPTION 1: STEADY AS YOU GO	
OPTION 2: PRESSURE OFF EARLY	



DOT-MOCRACY VOTING

OVERALL: ARE YOU STILL COMFORTABLE WITH YOUR TOTAL RECOMMENDATIONS FOR RETHINKING OUR FUTURE INVESTMENTS AND A NEW APPROACH?

	COUNT (PLACE YOUR DOT HERE!)
YES!	
NO!	





POST EVENT FEEDBACK FORM

Event	Jemena Gas Network - Phase 2 engagement - forum 3
Date	Saturday 22 September 2018

	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
I trust Jemena more than before	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, Jemena or gas pricing?

AUSTRALIAN ENERGY MARKET COMMISSION REDUCING BILL SHOCK BY ALLOWING METER SELF-READS: HAVE YOUR SAY

Estimated meter reads draft determination 9 August 2018

Under this draft rule, retailers would have to accept a meter read provided by a customer if the customer thinks their estimated electricity or gas bill is wrong. This would reduce the risk of bill shock from inaccurately estimated bills.

UNDER THE DRAFT RULE, RETAILERS MUST:



Let customers submit their own reading of the meter to calculate electricity or gas bills, if a meter reader hasn't been able to do it.



Tell customers who have been sent a bill based on an estimated meter read that they can provide their own meter reading if they want.

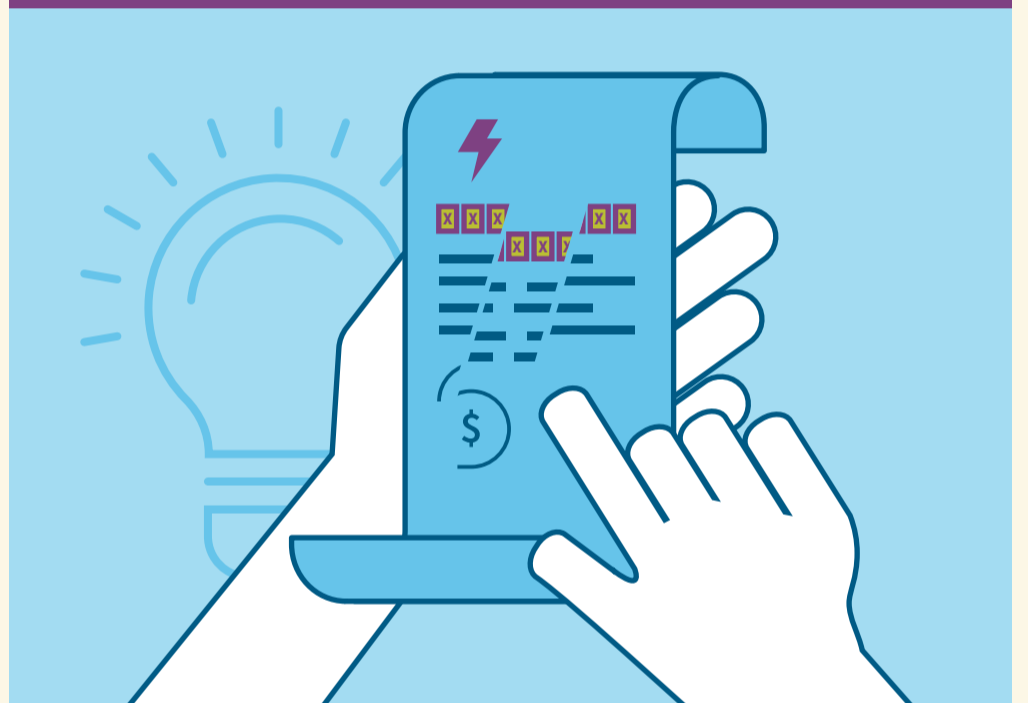


Adjust the customer's bill based on the customer's estimated read, as long as it complies with requirements (for example, the customer's reading must be clear and not too late).

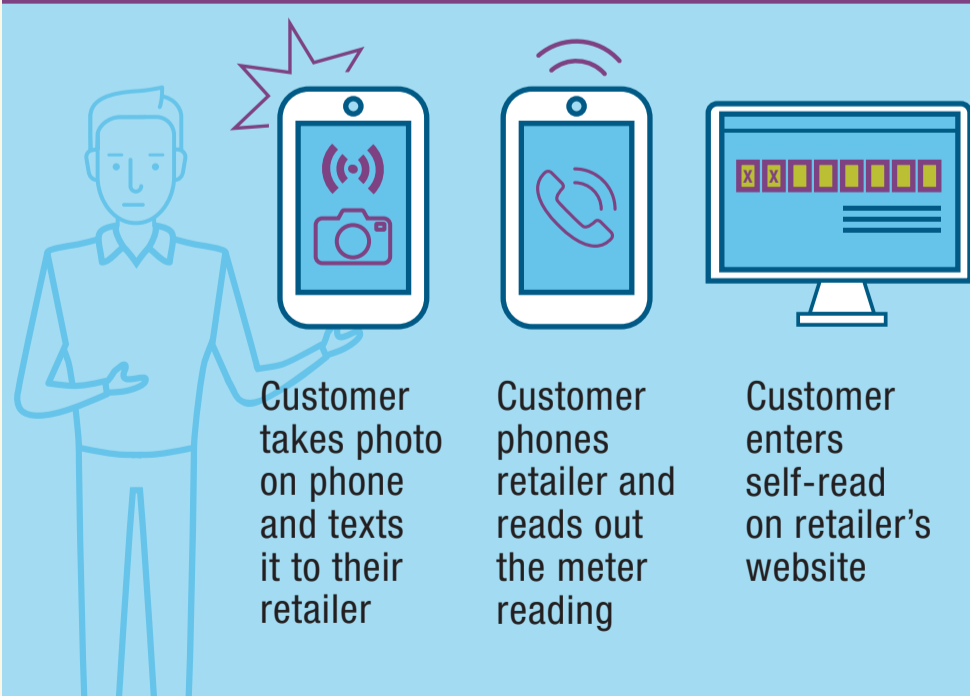
Meter reader can't get to meter because it's inaccessible



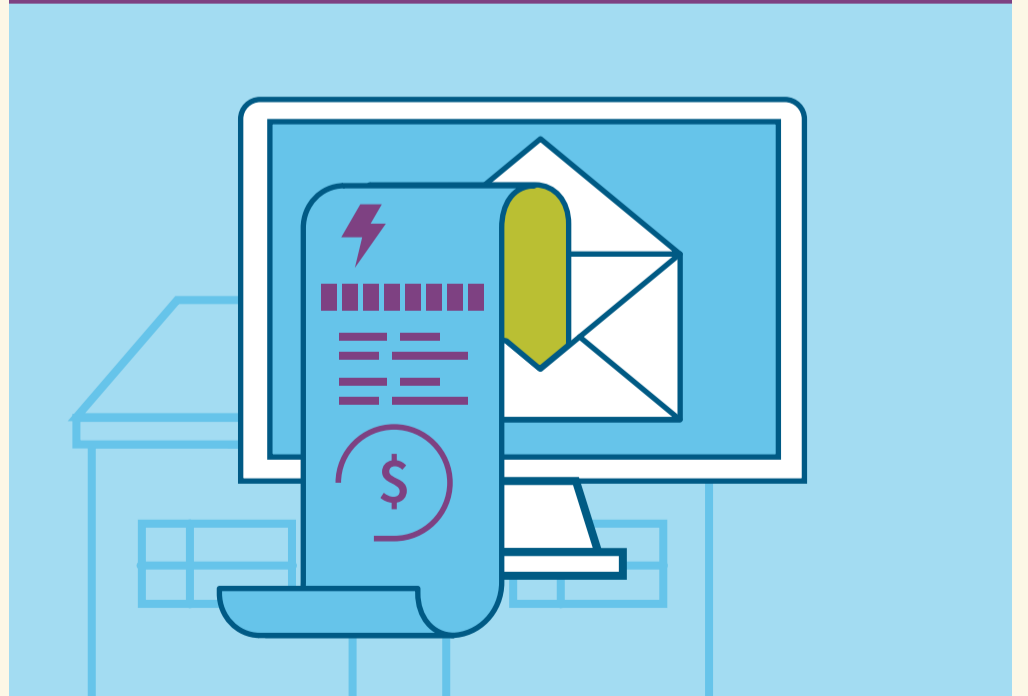
Customer gets estimated meter read bill and thinks it's wrong



Customer reads the meter and has options on ways to tell their retailer



Customer receives new bill based on their estimate



NEW CIVIL PENALTIES

The draft rule recommends new civil penalties, for example a fine, if retailers fail to comply with the new obligations.

NEXT STEPS

Submissions on the draft rule are due by 20 September 2018. If made, the rule would be implemented in early 2019.

Welcome back!



Welcome

- Acknowledgement of country
- Housekeeping
- Introducing the team
- Welcome any observers



Jemena Update



Video



Feedback so far: Newcastle and NSW



Prioritisation	Newcastle	NSW
Price	1	1
Reliability	=2	2
Safety		3
Fairness	4	5
Environment	3	4
Customer Service	5	7
Aesthetics	6	6

The Future	Newcastle	NSW
Zero carbon energy	2	1
Reducing energy use	1	2
Self-sufficiency	4	3
Reducing cost	3	4

Feedback so far: Bathurst and NSW



Prioritisation	Bathurst	NSW
Price	1	1
Reliability	2	2
Safety	4	3
Fairness	3	5
Environment	5	4
Customer Service	6	7
Aesthetics	7	6

The Future	Bathurst	NSW
Zero carbon energy	1	1
Reducing energy use	3	2
Self-sufficiency	2	3
Reducing cost	4	4

The agenda for today

1

A new approach to recovering the cost of gas pipes

2

Rethinking our future investments

3

Bill Path

The background features a series of overlapping, curved shapes in various shades of blue (dark, medium, and light) and white, creating a dynamic, abstract composition. The text is centered within a light blue curved area.

Memory Refresher Quiz

Question 1

Is Jemena a retailer or a distributor?

Heads:

Retailer

Tails:

Distributor

Question 2

What is the Jemena portion of the average household gas bill?

Heads:

30%

Tails:

37%

Question 3

Who does Jemena submit the 5 year plan to?

Heads:

Australian
Energy Regulator

Tails:

NSW
Government

Question 4

What % of all meter readings are estimated?

Heads:

12.6%

Tails:

8%

UPDATE!

Since Forum 2,
estimated meter readings are now down to
4%

Question 5

Does Jemena charge a higher price for gas during winter months?

Heads:

Yes

Tails:

No

Question 6

Natural Gas provides 44% of total household energy.
What % does it contribute to total household carbon emissions?

Heads:

25%

Tails:

13%

TIE BREAKER

In kilometres,
how much pipeline exists
within the Jemena gas network?



Voting

Dot-mocracy: voting between two options

1



2

3



4

Table Discussion

Choose your option, share your views, discuss with your table

5 mins

Initial Vote

51% = majority recommendation

75% = the people have spoken!

5 mins

If the winning option received less than 75% of votes, complete steps 3 and 4

Table Discussion

Discuss key concerns
Does your vote change?


5 mins

Second Vote

51% = majority recommendation

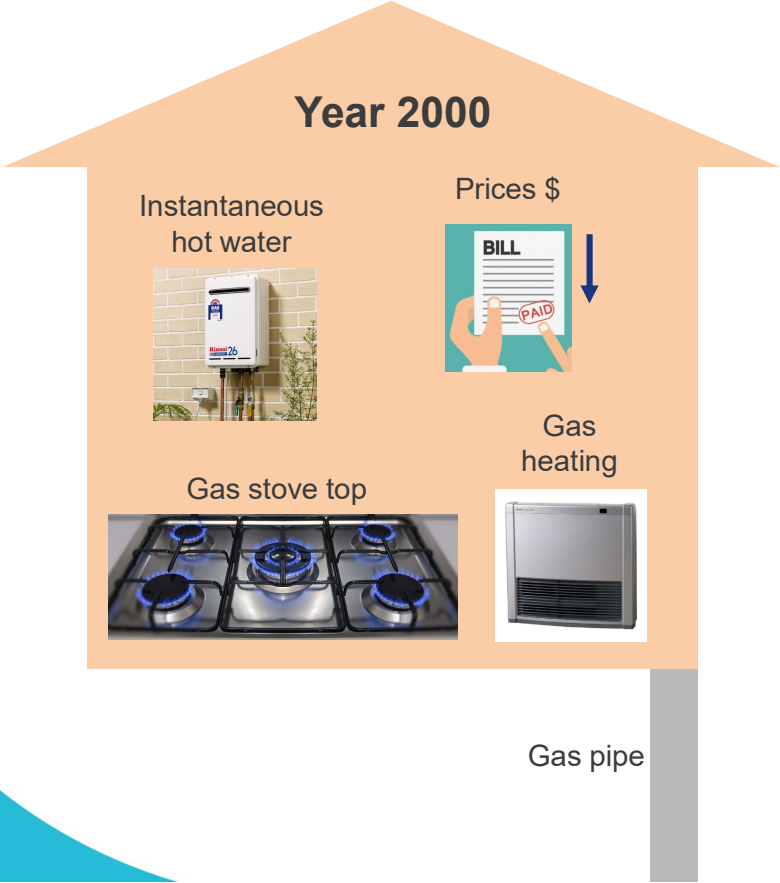
75% = the people have spoken!

5 mins

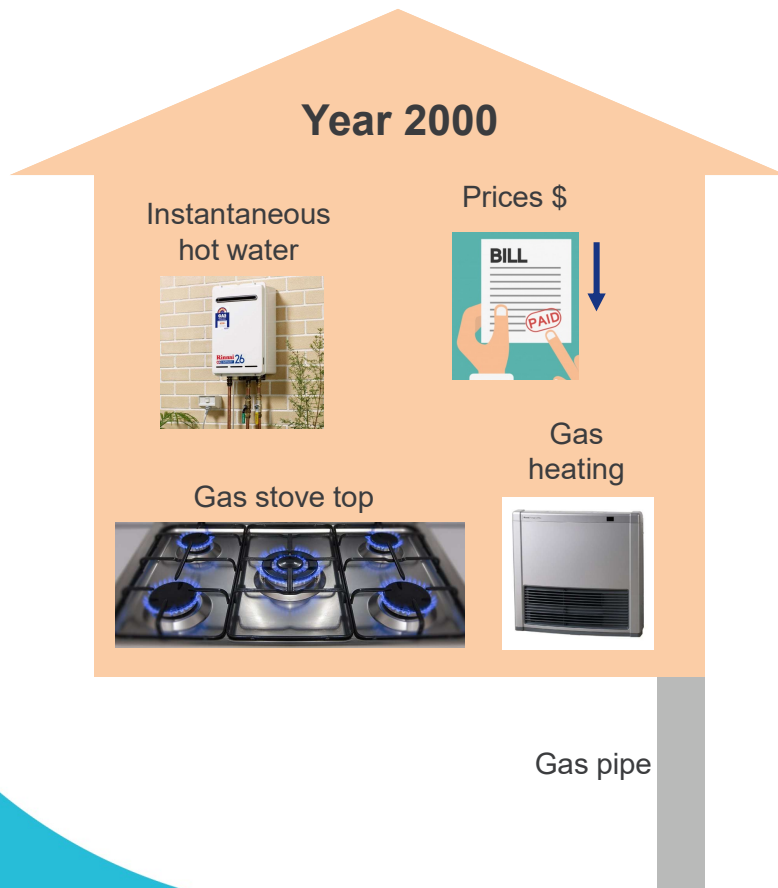
The image features a white background with a large, abstract graphic on the right side. This graphic is composed of several overlapping, curved shapes in various shades of blue (dark blue, medium blue, light blue, and teal) and white. The shapes create a sense of movement and depth, resembling a stylized flag or a modern architectural element. The text is positioned on the left side of the image, within a light blue curved area that is part of the graphic.

Your Gas Network:
Yesterday, today
and tomorrow

Gas yesterday



Gas today



The future of gas for NSW households

2000

Gas is the fuel of choice



Prices low

Usage increasing

Today

2050 vision of zero carbon



NSW targets zero-carbon by 2050

Federal energy policy unclear

Renewable energy on the rise

2020

Higher level of uncertainty



How much gas will each customer use?

Will prices increase or decrease?

Is hydrogen a viable gas for our network?

2030

The fate of the gas network is clearer



New fuel technologies developed

Hydrogen network tested

Fate of the gas network is known, either way!

2040

Transition to zero carbon



NSW working towards a zero-carbon future by 2050

Jemena *hopefully* transitioning to 100% hydrogen

2050

Zero carbon emissions



NSW net zero-carbon emissions

Are customers enjoying zero carbon hydrogen in their homes?

The future of gas for NSW households

2060

Network thriving



100% hydrogen

Customers connecting and using gas like today

OR

2060

Network in trouble



Not 100% hydrogen

Customers continue to leave the network

Questions and comments



Two perspectives:

Finance Team



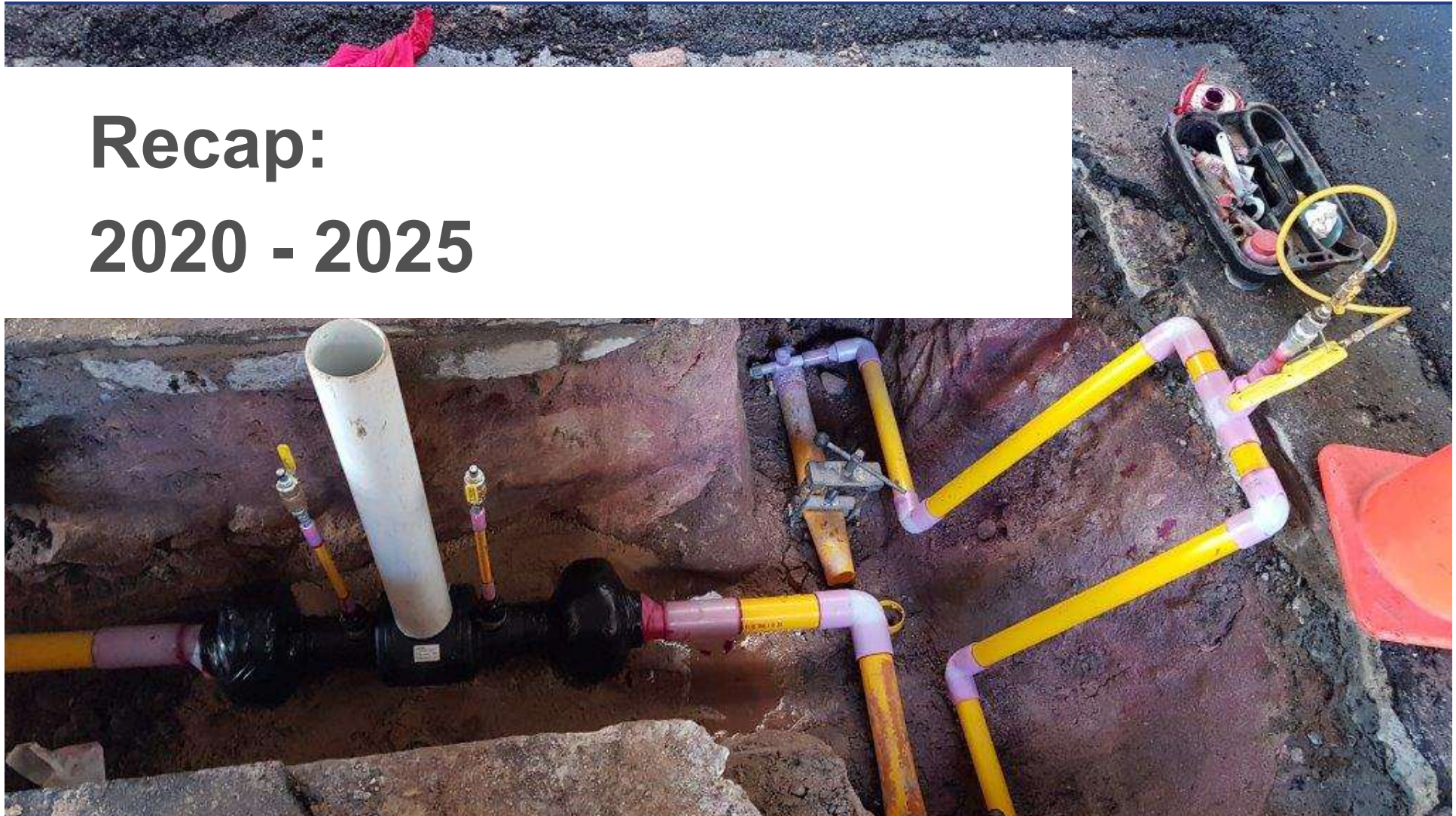
Engineering Team



The background features a series of overlapping geometric shapes. A large, light blue curved shape on the left contains the text. To its right is a white curved shape, and further right is a dark blue triangular shape. At the bottom right, there is a bright cyan triangular shape. The overall design is clean and modern.

A new approach for
recovering the cost
of gas pipes

Recap: 2020 - 2025





**Welcome to the Jemena
finance team!**

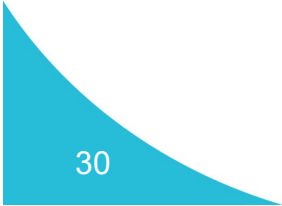
Recovering the cost of new gas pipes

Example only

2020-2025	2025-2030	2030-2035	2035-2040	2040-2045	2045-2050	2050-2055	2055-2060	2060-2065	2065-2070	2070-2075	2075-2080	2080-2085	2085-2090	2090-2095	2095-2100
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Recovering the cost of new gas pipes

Example only



NOT TO SCALE

Recovering the cost of new gas pipes

Example only



NOT TO SCALE

Recovering the cost of new gas pipes

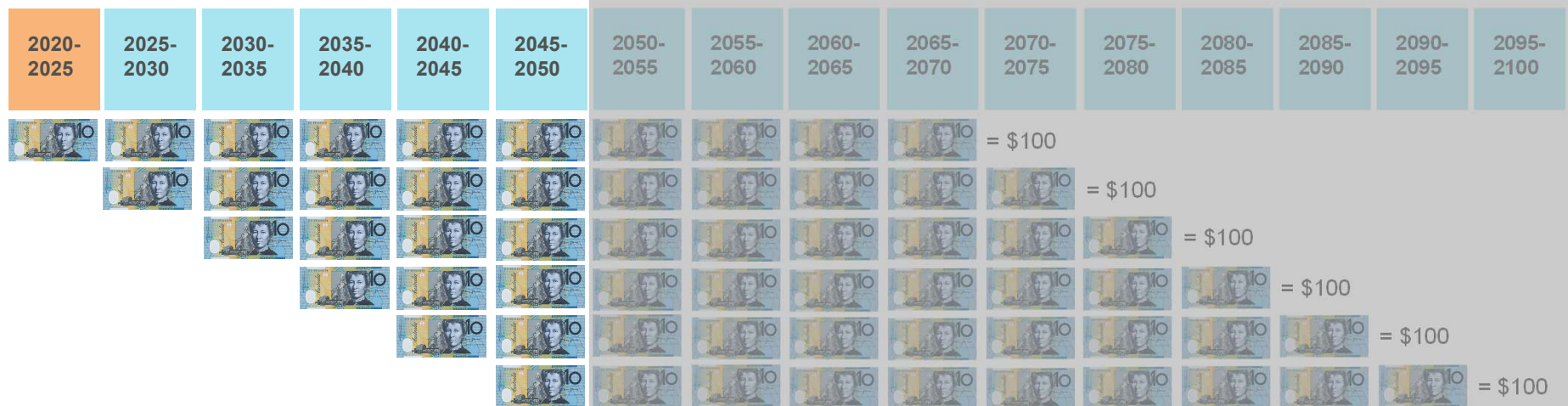
Example only



NOT TO SCALE

Recovering the cost of new gas pipes

Example only



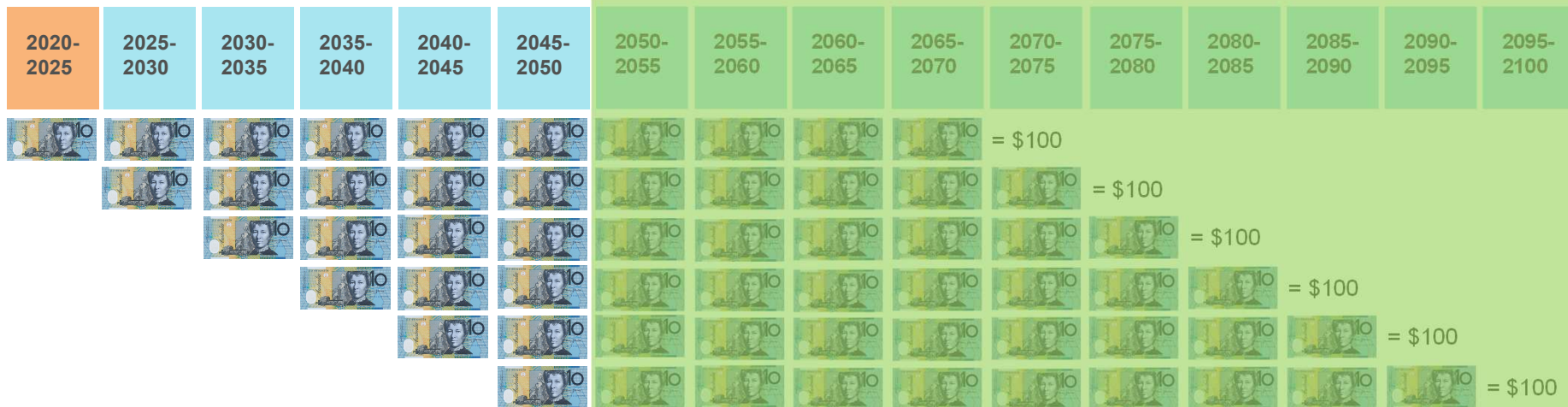


50
YEARS

30
YEARS

Option 1 – Maintain 50 years

Example only



Projected gas bill with 50 year recovery

50 years recovery



Projected gas bill with 50 year recovery: scenario 1

50 year recovery



Why has the cost grown so much?

Inflation

The minimum wage (after tax) is currently \$32,949.

By 2060, it will be \$87,404, with no change to lifestyle.

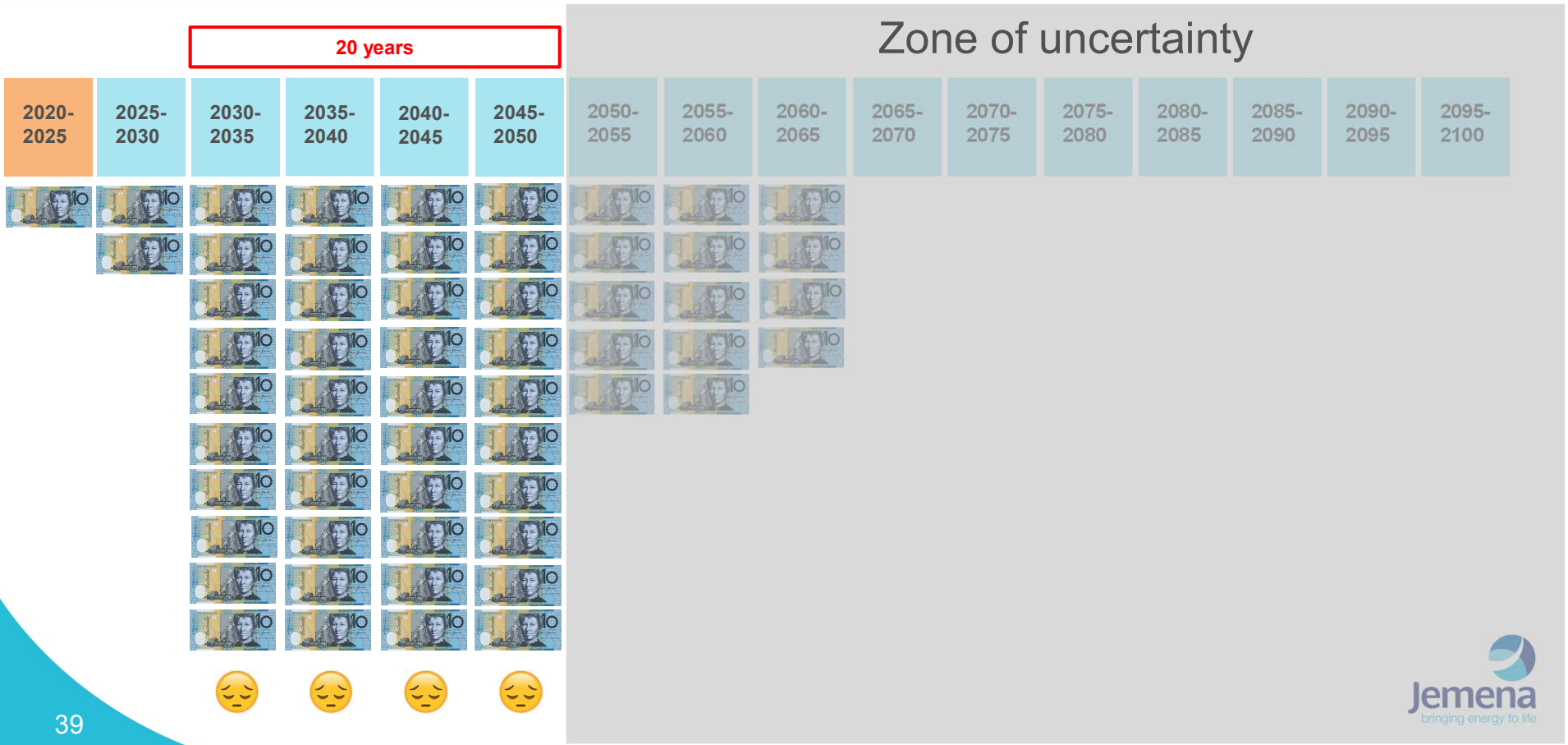
Maintain 50 year recovery: scenario 2

Example only



Maintain 50 years recovery: scenario 2

Example only



Projected gas bill with 50 year recovery: scenario 2

50 year recovery





50
YEARS

30
YEARS

Option 2 – speed up recovery over 30 years

Example only

2020-2025	2025-2030	2030-2035	2035-2040	2040-2045	2045-2050	2050-2055	2055-2060	2060-2065	2065-2070	2070-2075	2075-2080	2080-2085	2085-2090	2090-2095	2095-2100
-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------

Option 2 – speed up recovery over 30 years

Example only

2020-2025	2025-2030	2030-2035	2035-2040	2040-2045	2045-2050	2050-2055	2055-2060	2060-2065	2065-2070	2070-2075	2075-2080	2080-2085	2085-2090	2090-2095	2095-2100
\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66										

= \$100

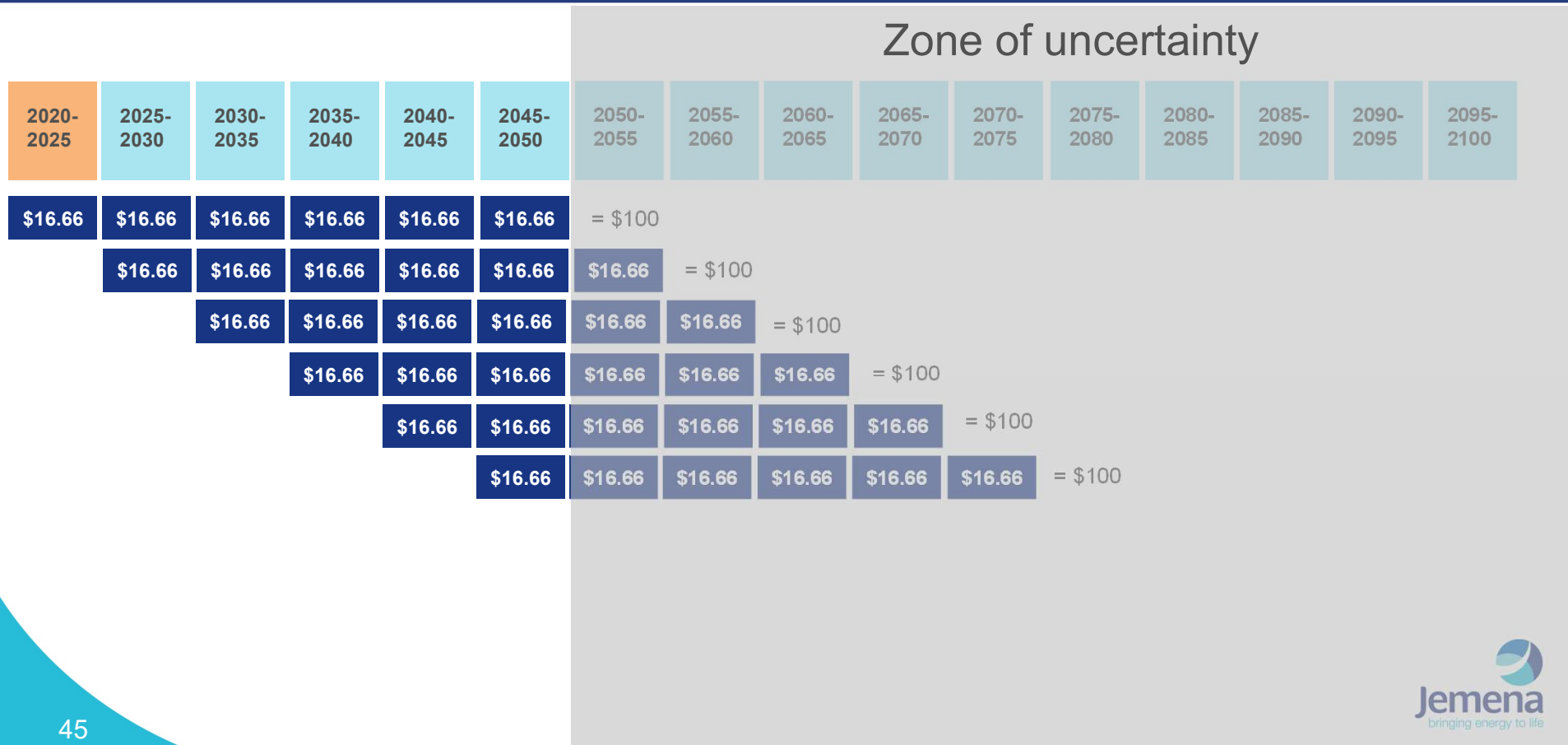
Option 2 – speed up recovery to 30 years

Example only

2020-2025	2025-2030	2030-2035	2035-2040	2040-2045	2045-2050	2050-2055	2055-2060	2060-2065	2065-2070	2070-2075	2075-2080	2080-2085	2085-2090	2090-2095	2095-2100
\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	= \$100									
	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	= \$100								
		\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	= \$100							
			\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	= \$100						
				\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	= \$100					
					\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	\$16.66	= \$100				

Option 2 – speed up recovery over 30 years

Example only

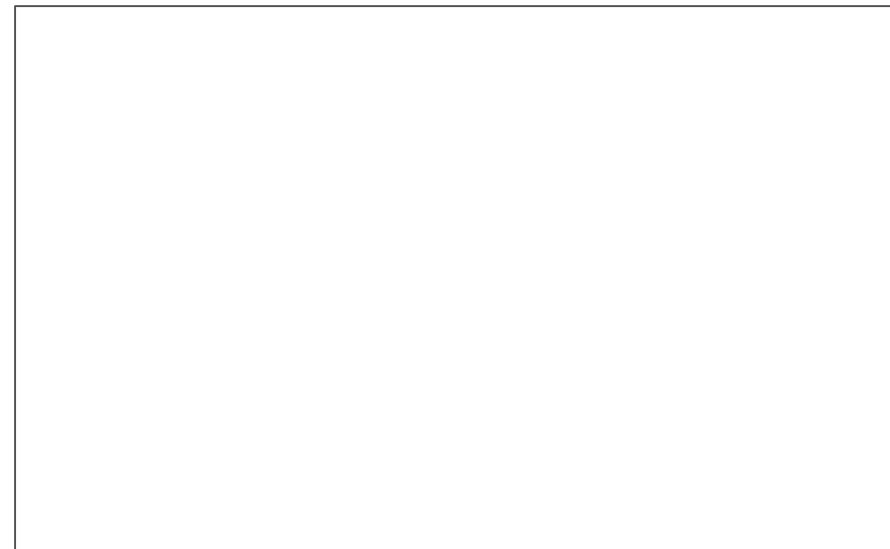


There are two choices for 2020-2030

1: 50 year recovery



2: 30 year recovery

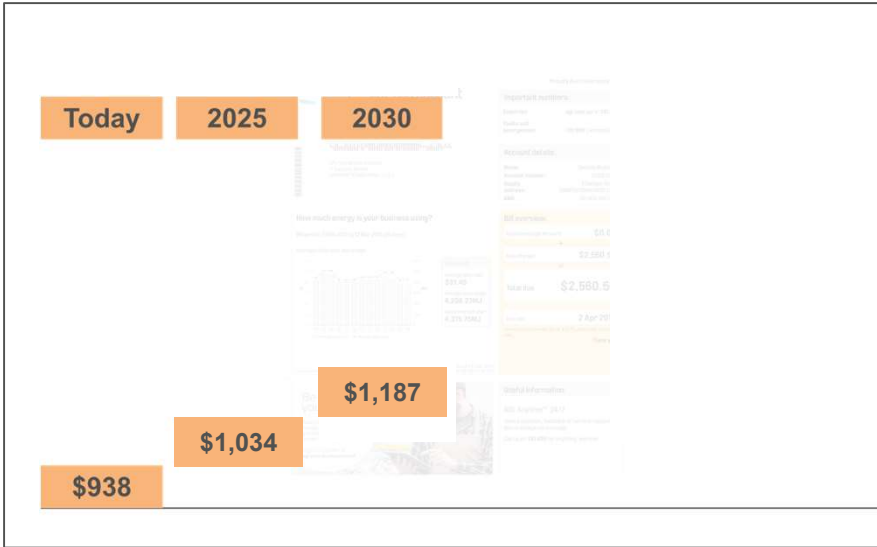


Projected gas bill with 30 year recovery

1: 50 year recovery

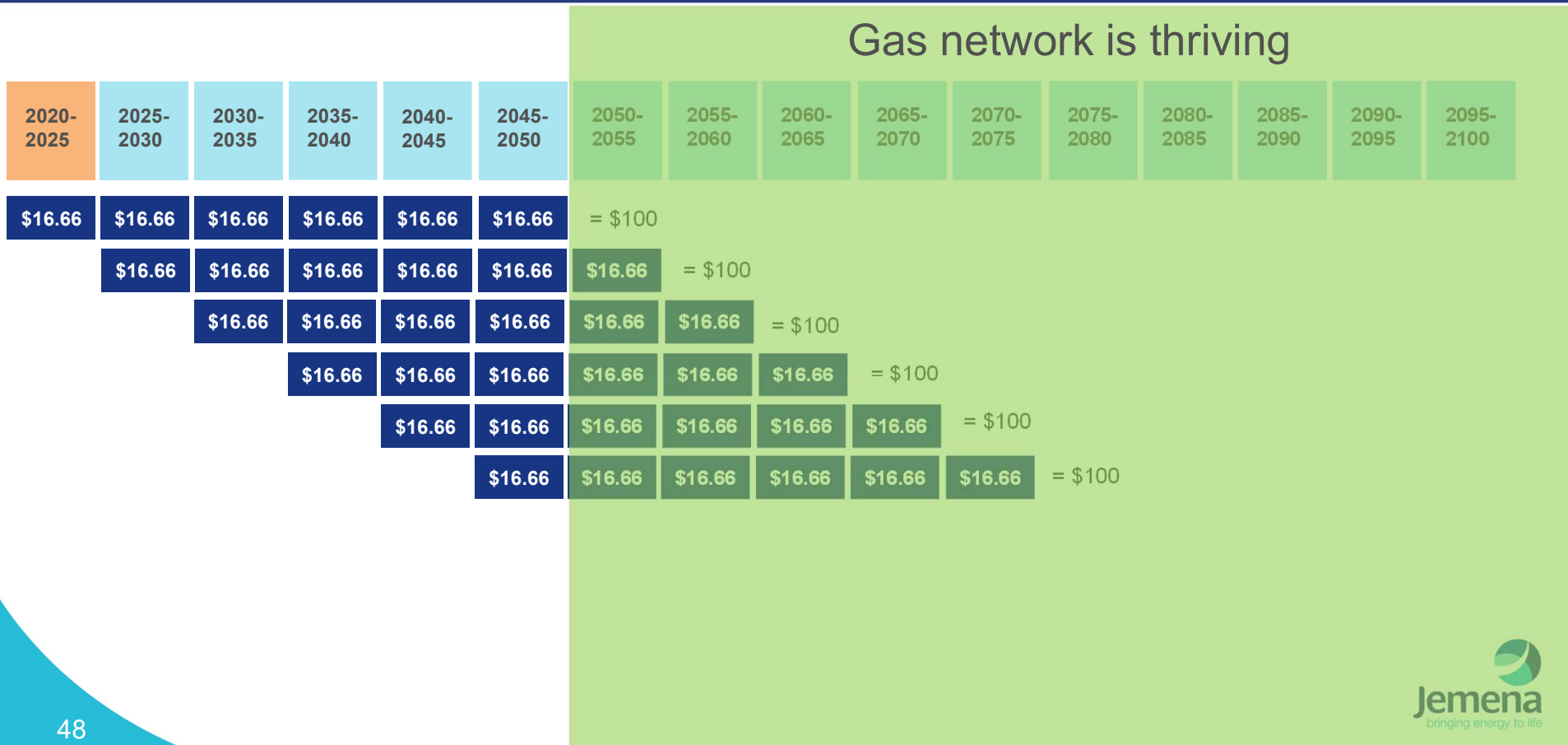


2: 30 year recovery



Option 2 – speed up recovery over 30 years

Example only

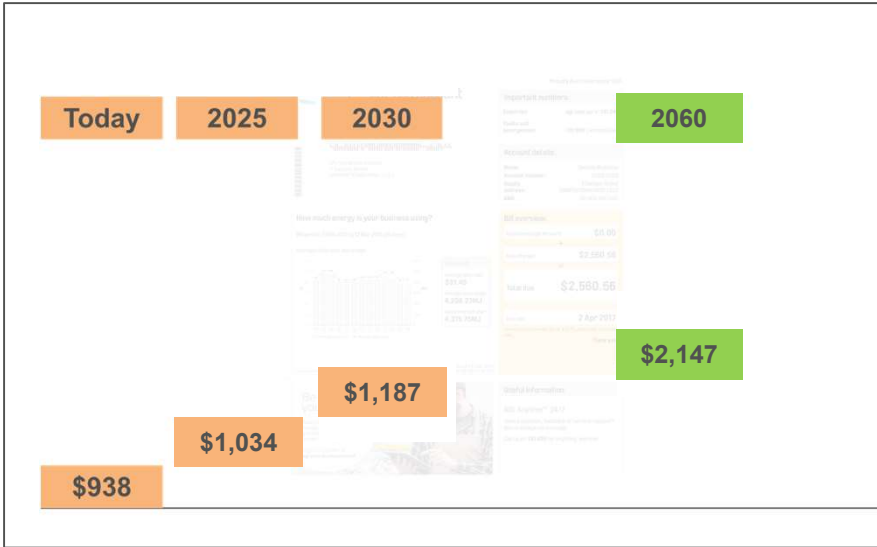


Projected gas bill with 30 year recovery: scenario 1

1: 50 year recovery



2: 30 year recovery



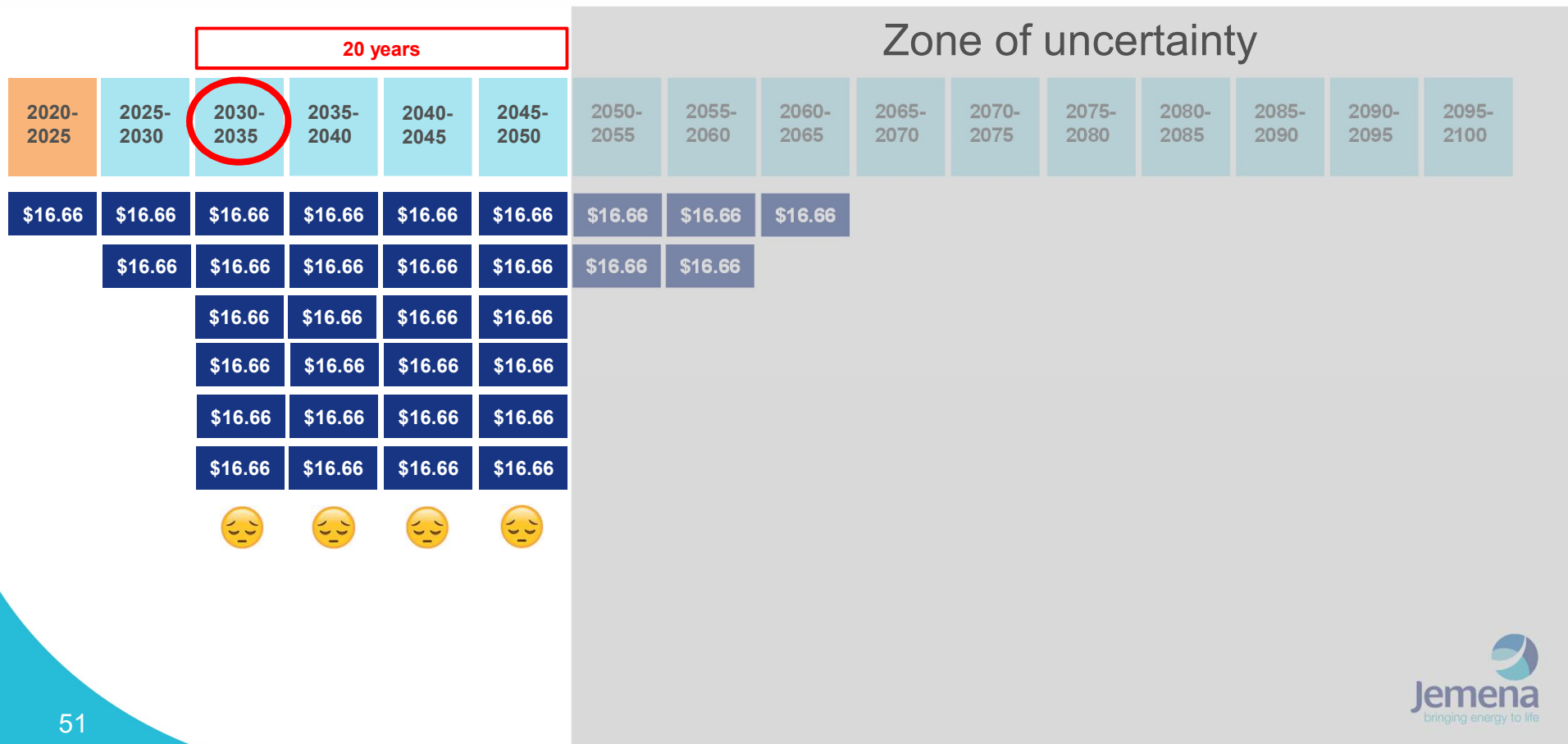
Option 2 – speed up recovery over 30 years

Example only



Option 2 – speed up recovery over 30 years

Example only

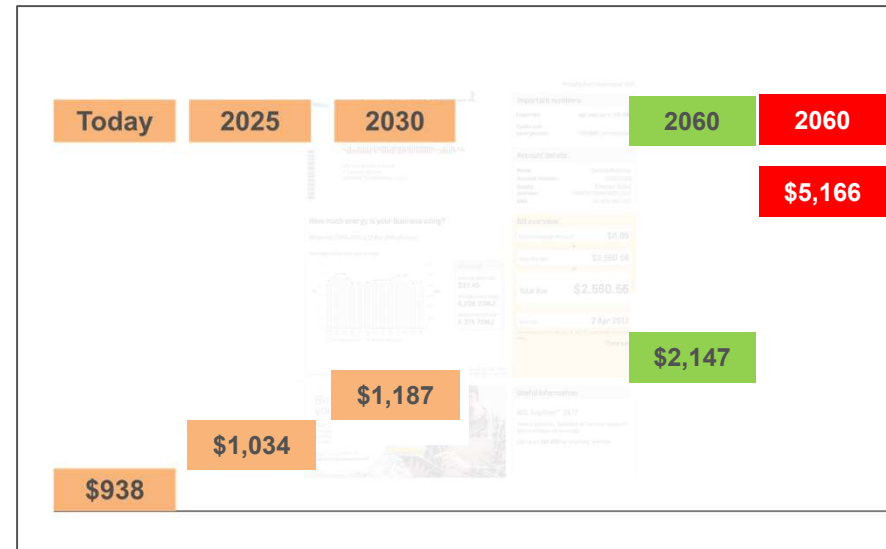


Projected gas bill with 30 year recovery: scenario 2

1: 50 year recovery



2: 30 year recovery

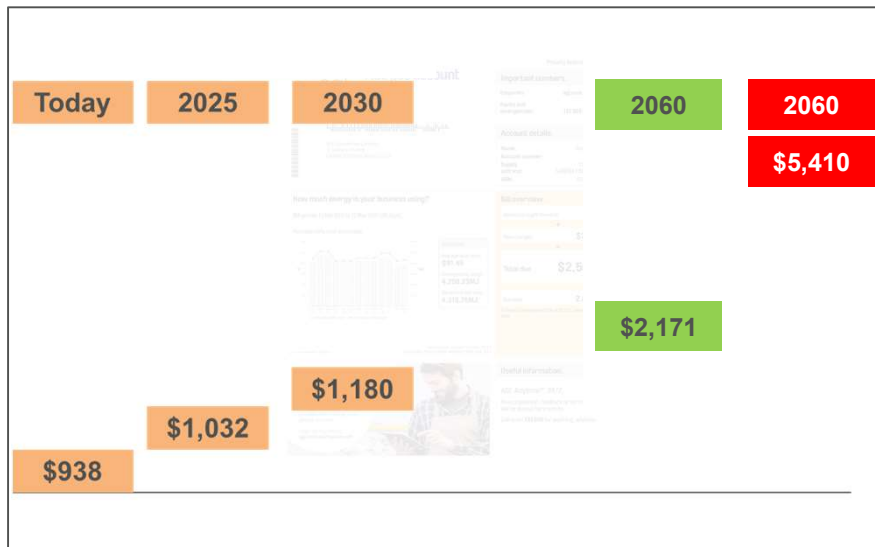


Questions and comments



There are two choices:

1: 50 year recovery



2: 30 year recovery



Average gas bill over 40 years

\$1,500

to

\$2,144

\$1,502

to

\$2,123