



# Jemena Gas Networks (NSW) Ltd

## 2020-25 Access Arrangement Proposal

Attachment 2.3

Engagement materials



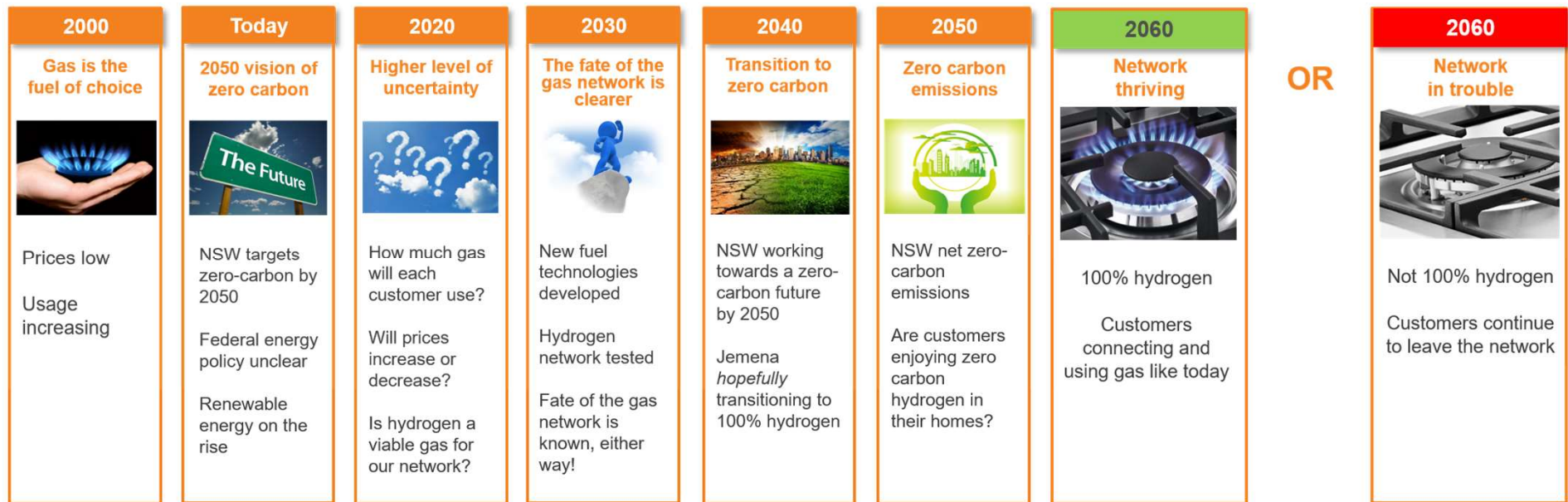
The background features a series of overlapping geometric shapes. A large, light blue curved shape on the left contains the text. To its right is a white curved shape, and further right is a dark blue triangular shape. At the bottom right, there is a bright cyan triangular shape. The overall design is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

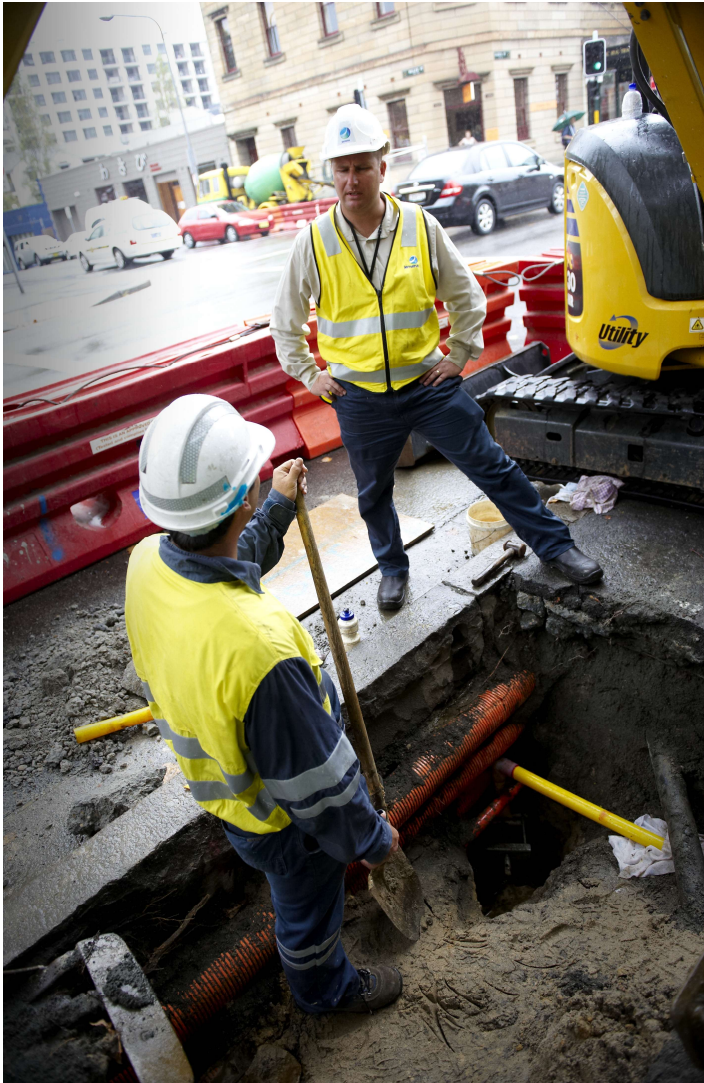
# Planning your future investments



**Welcome to the Jemena  
engineering team!**

# The future of gas for NSW households





There are two choices for 2020-2030

Big pipes



Small pipes



# Your bill today, in 2025, 2030.....and 2060

Today

2025

2030

2060

**AGL Energy Australia**  
 Privately Australian owned 1837

**Important numbers.**  
 Enquiries: agl.com.au or 131 248  
 Faults and emergencies: 131 809 (Jamaica Bay)

**Account details.**  
 Name: Sample Business  
 Account number: 0000 0000  
 Supply address: 1 Sample Street  
 Address: SAMPLETOWN NSW 2222  
 ABN: 00 000 000 000

**How much energy is your business using?**  
 Bill period: 13 Feb 2017 to 17 Mar 2017 (28 days)  
 Average daily cost, kWh usage

Usage	Cost
Average daily cost	\$91.45
Average daily usage	4,208.23MJ
Sample time use value	4,315.75MJ

**Bill overview.**  
 Balance brought forward: \$0.00  
 New charges: \$2,560.56  
**Total due: \$2,560.56**  
 Due date: 2 Apr 2017  
 In respect of the agreement for the 412 27, Jamaica Bay by the due date.  
 Thank you.

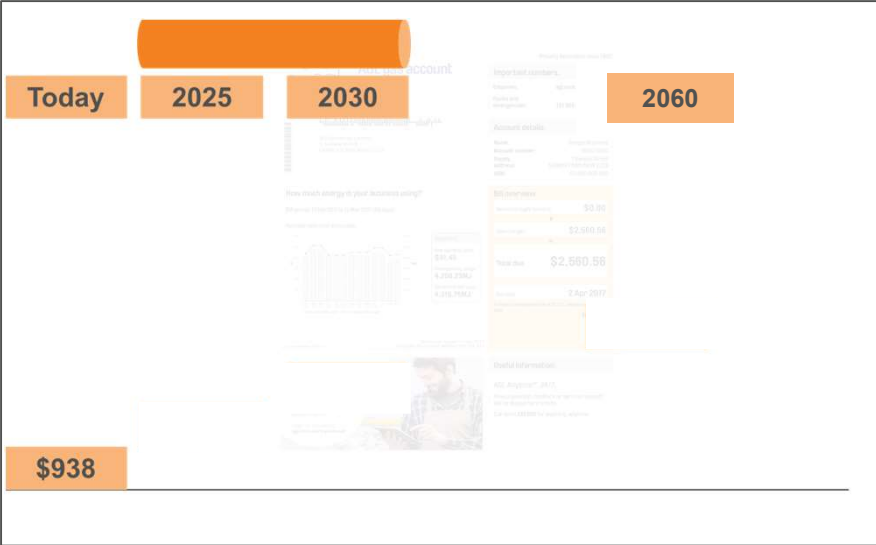
**Useful information.**  
 AGL Anytime™, 24/7.  
 Have a question, feedback or service request? We're always here to help.  
 Call us on 133 836 for anything, anytime.

**Be the boss of your energy.**  
 Take control of your business energy and spend. We manage the bills and manage your smart appliances.  
 Log in to register at agl.com.au/register

\$938

# Option 1: Big Pipes

## Big pipes



# Option 1: Big Pipes

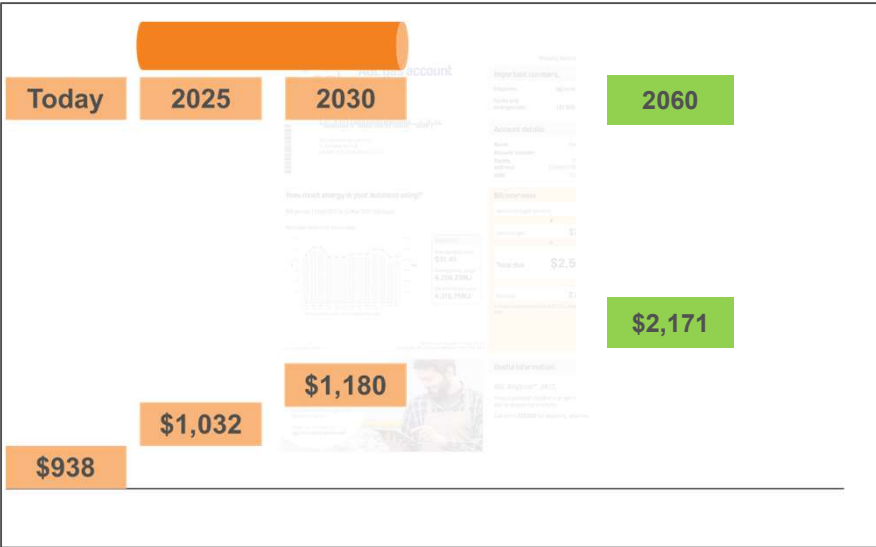
## 1. Big pipes





# Option 1: Big Pipes – scenario 1

## 1. Big pipes

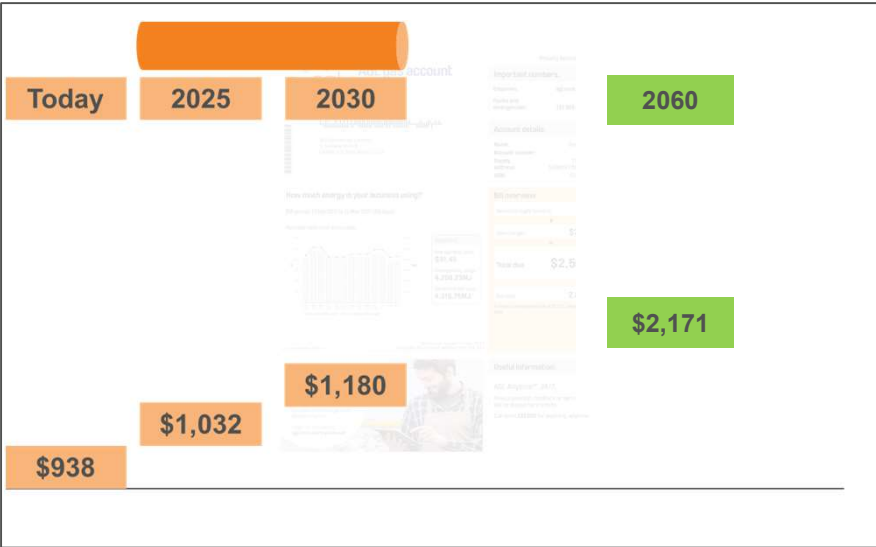


# Questions and comments



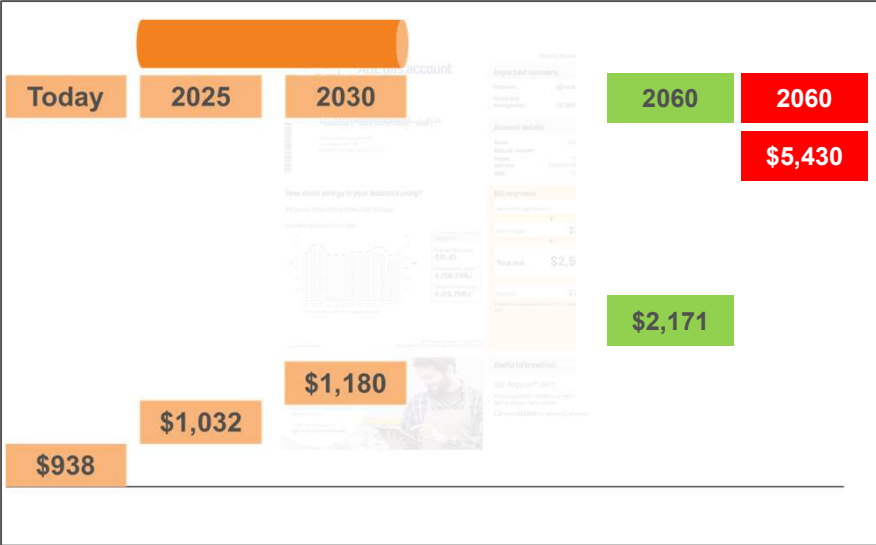
# Option 1: Big Pipes – scenario 1

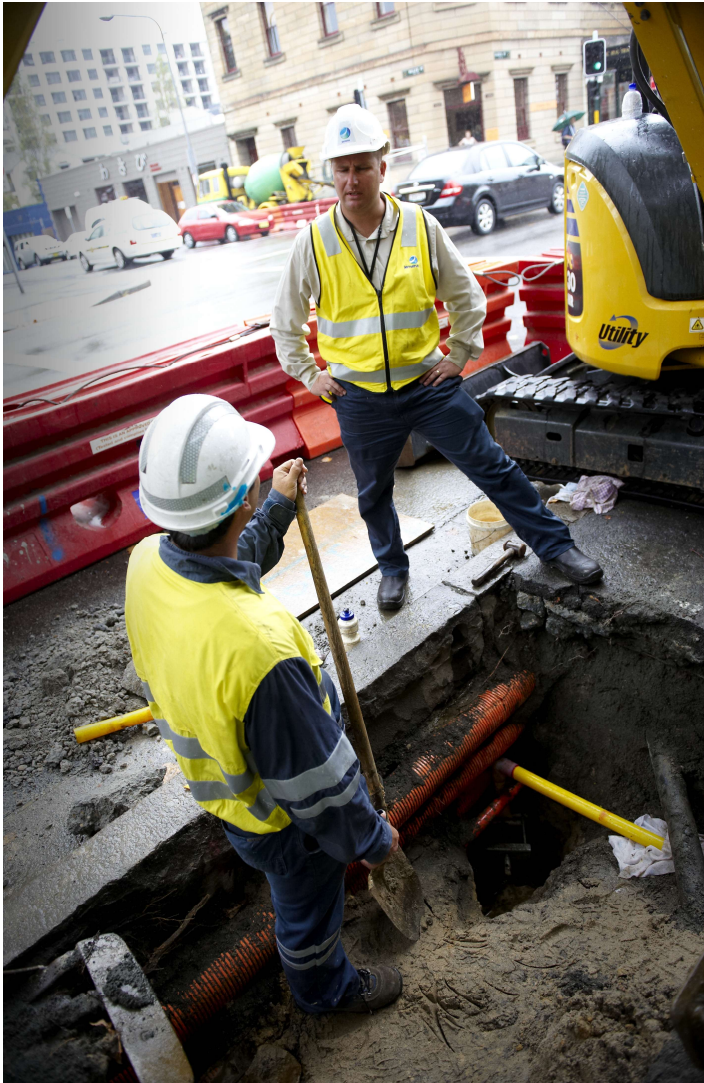
## Big pipes



# Option 1: Big Pipes – scenario 2

## Big pipes



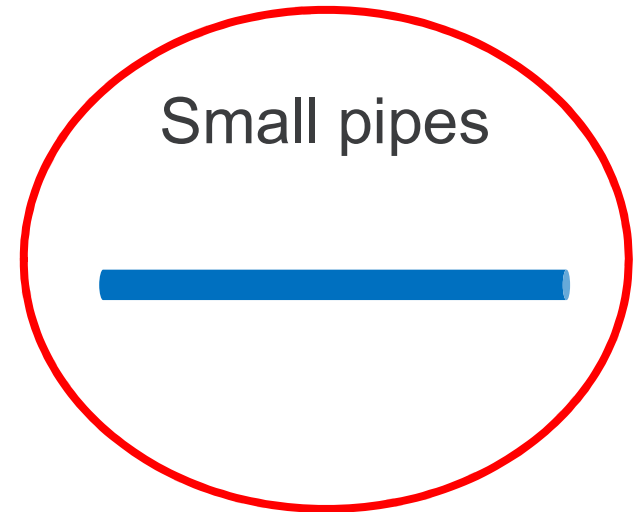


There are two choices for 2020-2030

Big pipes

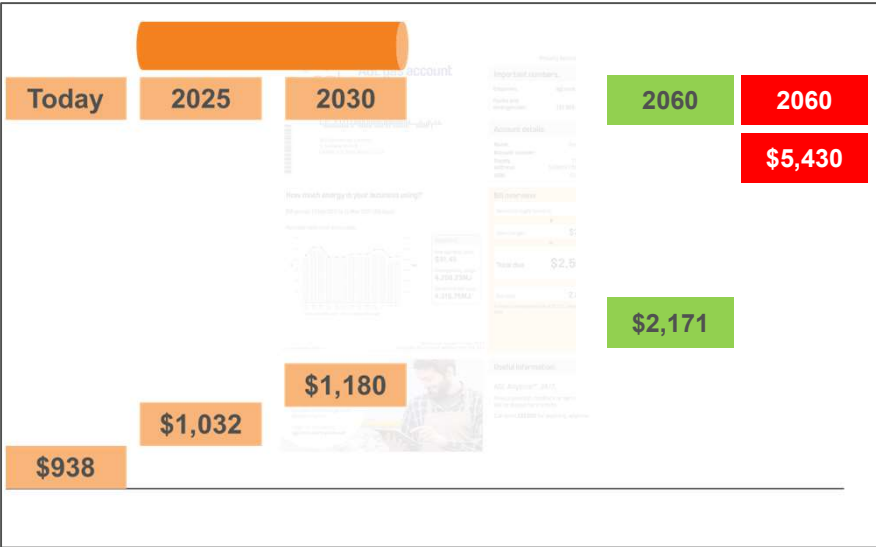


Small pipes

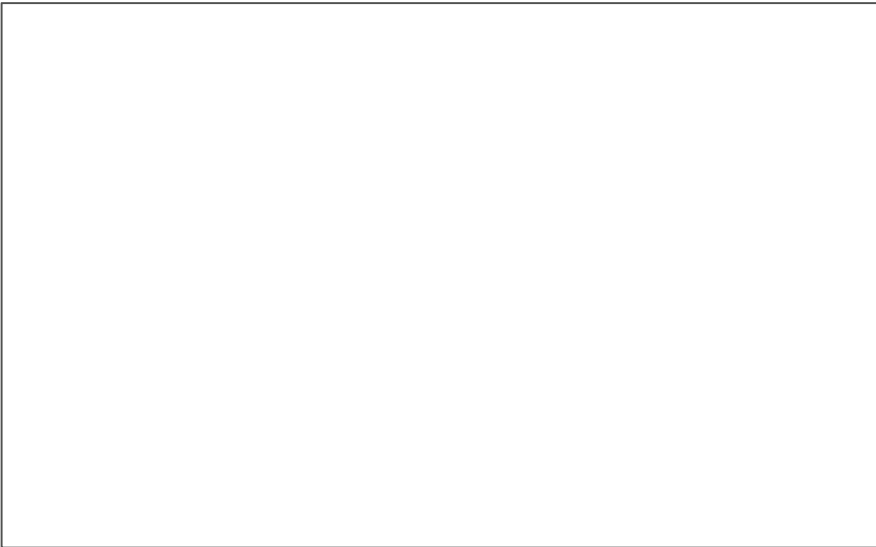


# Option 2: Small Pipes

## Big pipes



## Small pipes

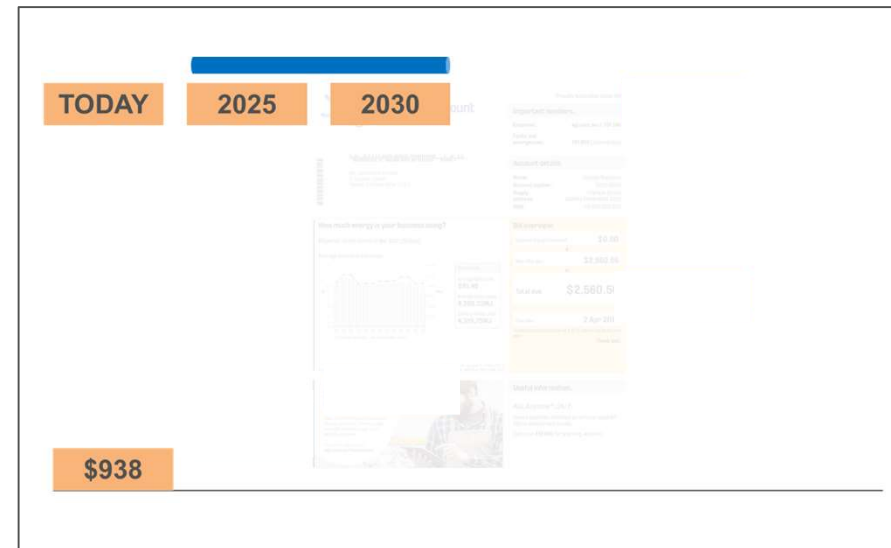


# Option 2: Small Pipes

## Big pipes

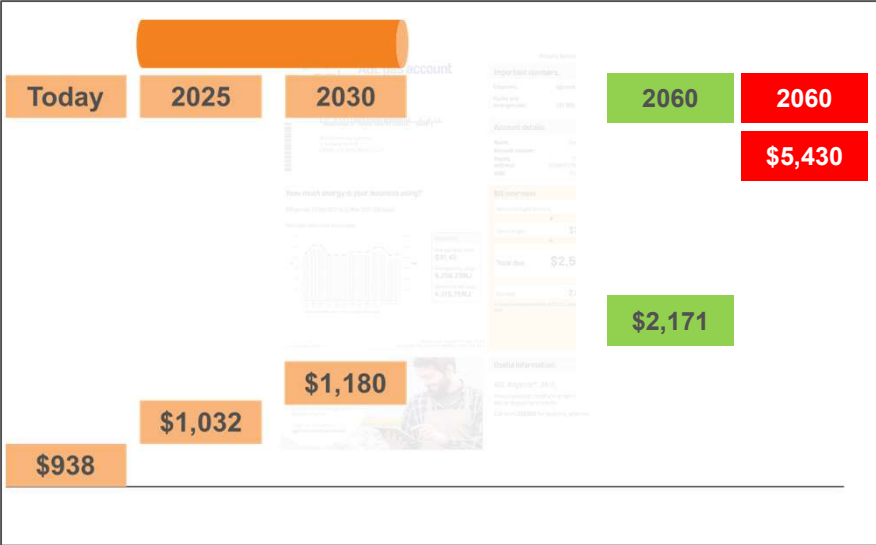


## Small pipes

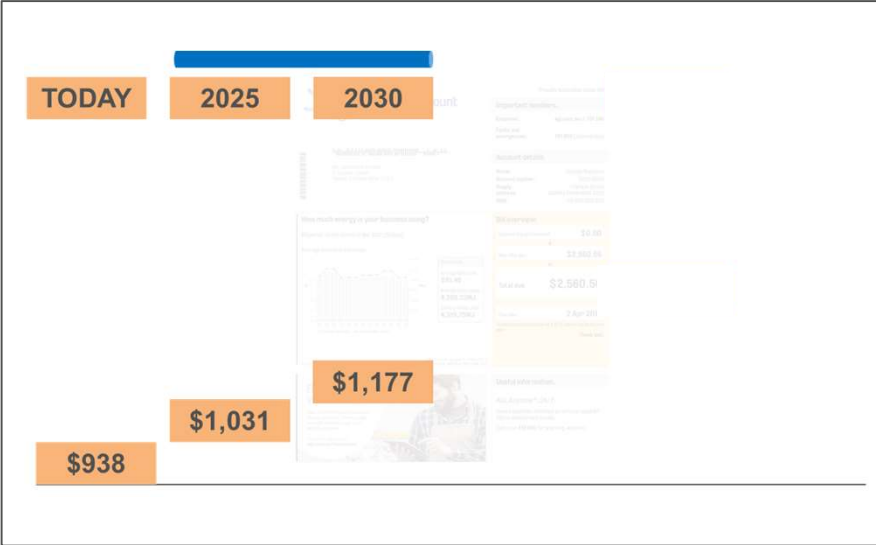


# Option 2: Small Pipes

## Big pipes



## Small pipes





# The impact of installing gas pipes on developed land

Oran park 2011

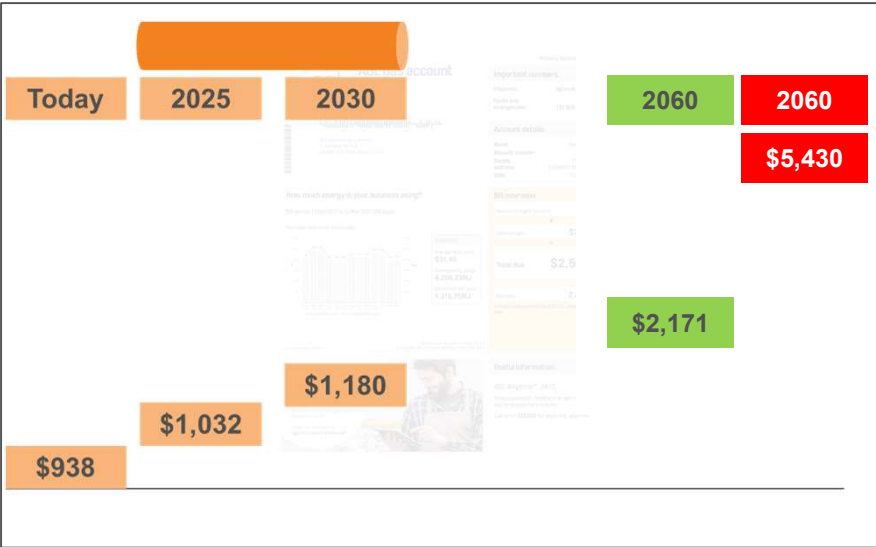


Oran park 2017



# Option 2: Small Pipes – scenario 1

## Big pipes

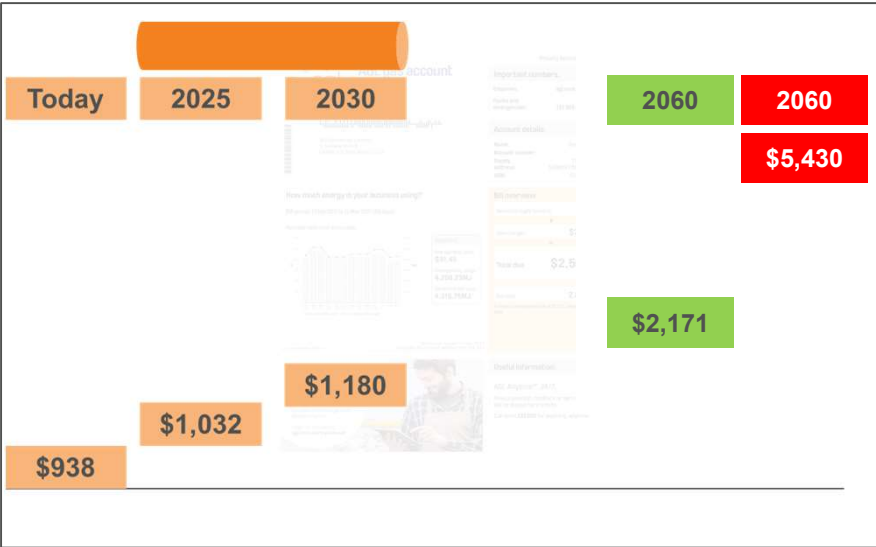


## Small pipes



# Option 2: Small Pipes – scenario 2

## Big pipes



## Small pipes



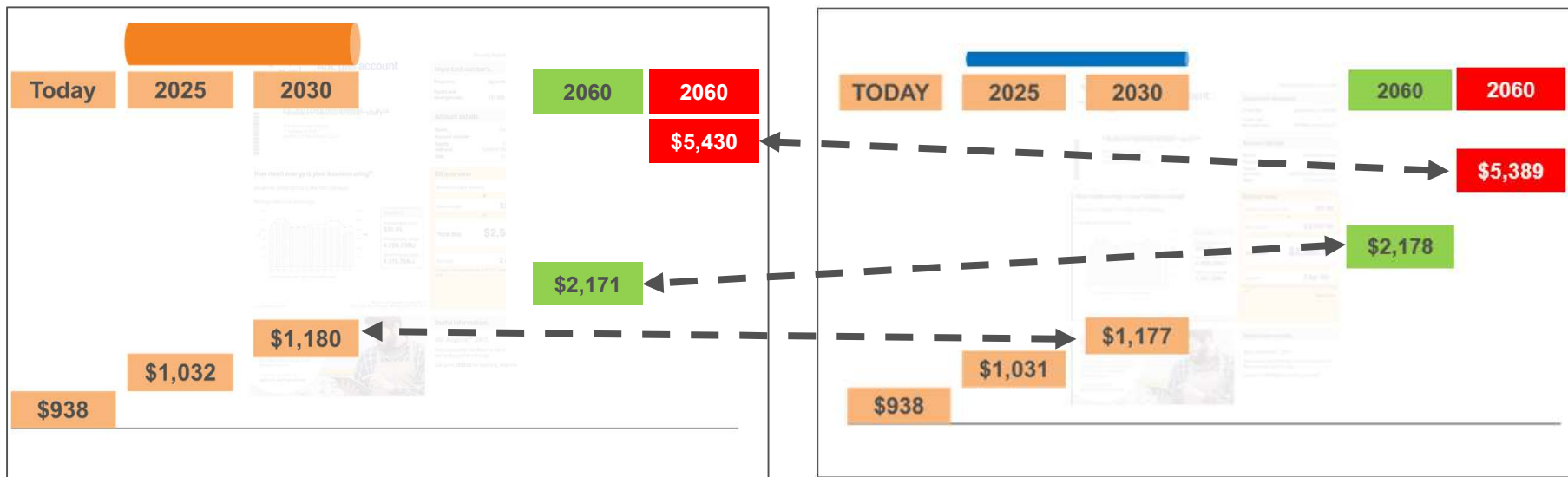
# Questions and comments



# There are two choices

## 1: Big pipes

## 2: Small pipes



Average gas bill over 40 years

**\$1,500** to **\$2,144**      **\$1,502** to **\$2,132**

There are two choices:

1: Big pipes



2: Small pipes



Average gas bill over 40 years

**\$1,500**

to

**\$2,144**

**\$1,502**

to

**\$2,132**

An abstract graphic design featuring several overlapping curved shapes. A large light blue shape on the left contains the word "Lunch" in white. To its right is a white shape, and below that is a bright cyan shape. The top and right edges are defined by dark blue and navy blue shapes.

Lunch

The image features a large, light blue curved shape on the left side, resembling a stylized 'C' or a path. To its right, there is a white curved shape that also resembles a path, curving downwards and to the right. The background is composed of several dark blue and teal shapes, including a dark blue triangle at the top right and a teal triangle at the bottom right. The text 'Bill Path' is written in white, sans-serif font on the light blue shape.

Bill Path



# Introduction

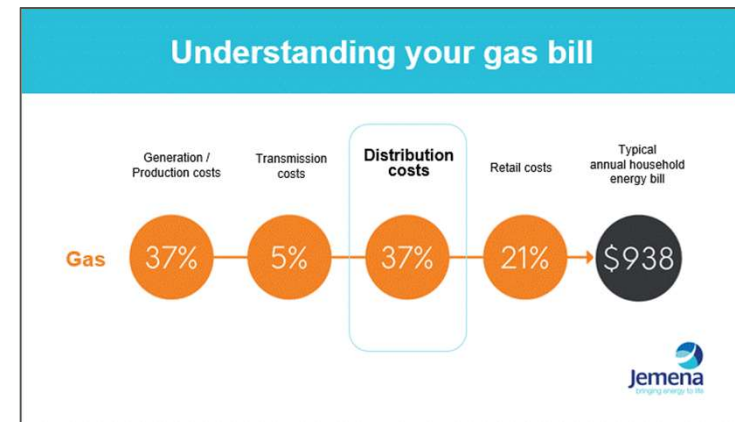
The regulator makes a decision on our price movements over our 5 year plan.

i.e. How much of the total revenue for 2020-2025 will be charged to you each year (and subsequent quarterly bill).

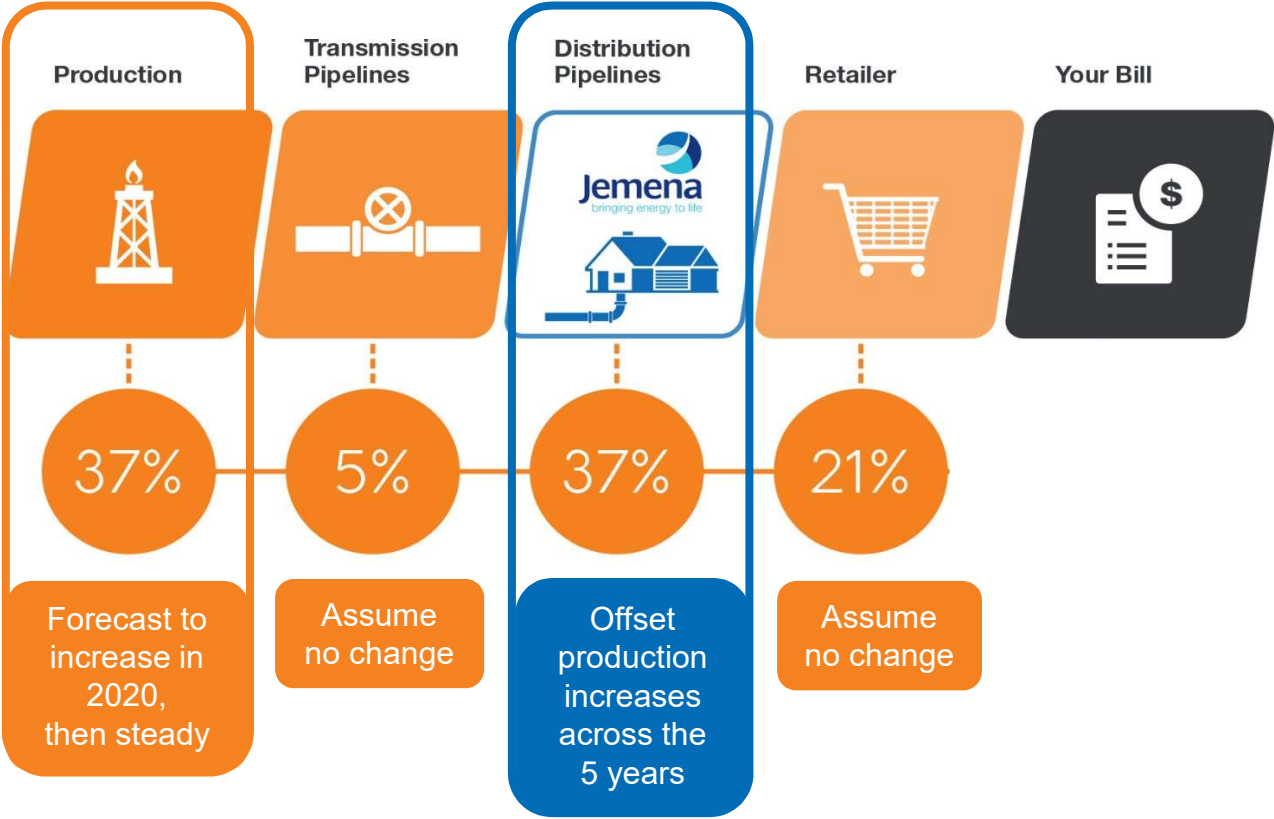
We want to understand your preference between two different scenarios:

1. Steady as you go
2. Pressure off early

We are neutral on our preference: when converted into today's dollars, we receive the same amount of revenue over the 5 year period under each scenario.



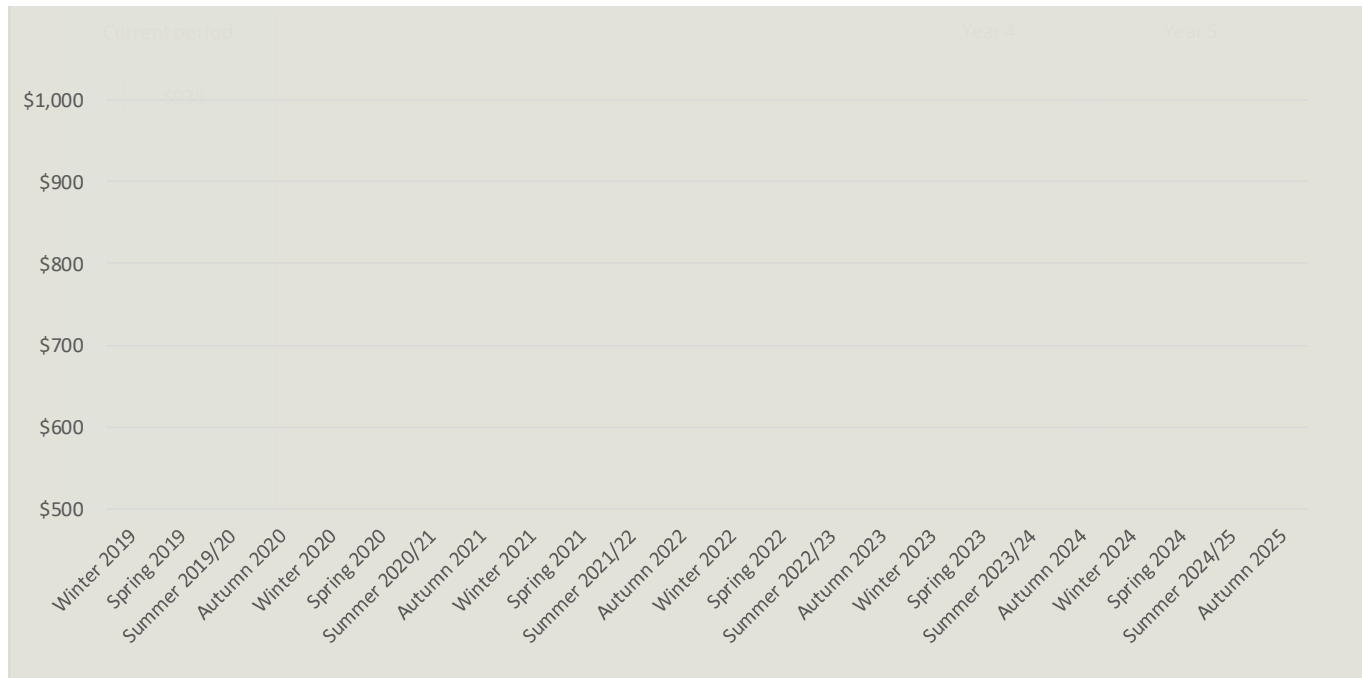
# Option 1: Steady as you go



# Option 1: Steady as you go

Example only

Gas bill over time



The bills presented here are indicative only for comparison of scenarios.  
All numbers are presented as what would be seen on the bill and paid in that year.

# Option 1: Steady as you go

Example only



Gas bill over time



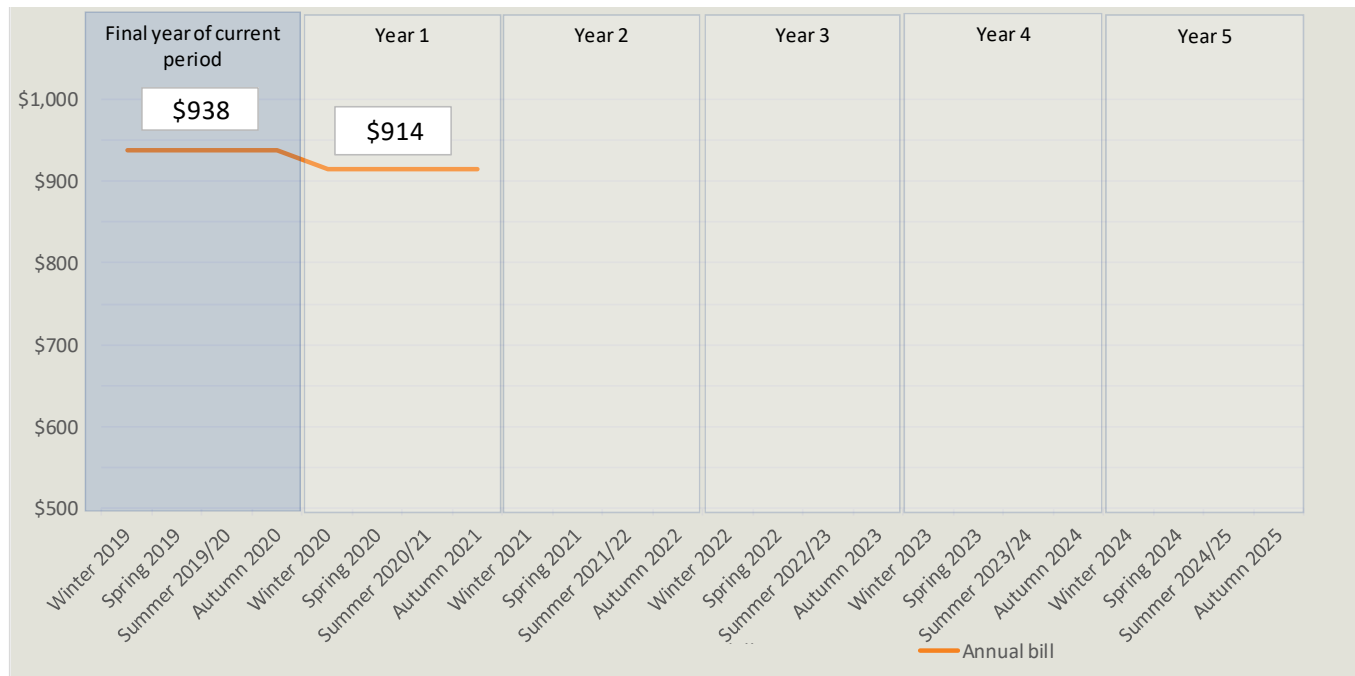
The bills presented here are indicative only for comparison of scenarios. All numbers are presented as what would be seen on the bill and paid in that year.

# Option 1: Steady as you go

Example only



Gas bill over time



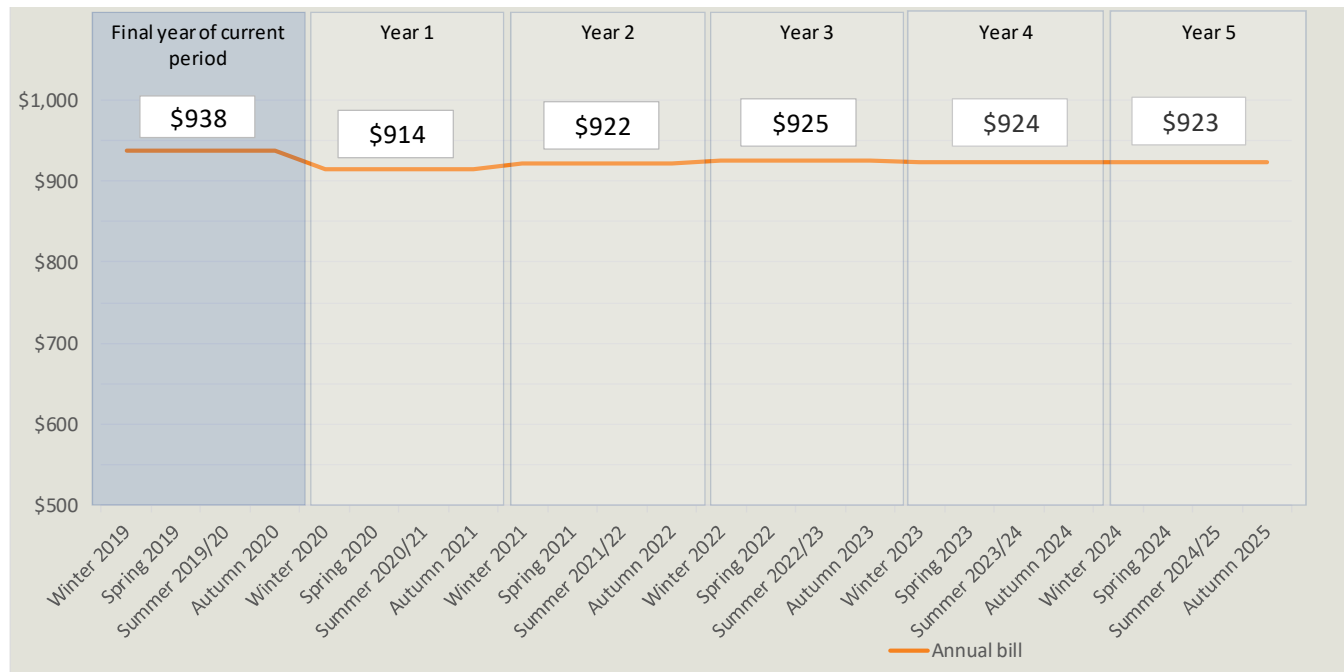
The bills presented here are indicative only for comparison of scenarios. All numbers are presented as what would be seen on the bill and paid in that year.

# Option 1: Steady as you go

Example only



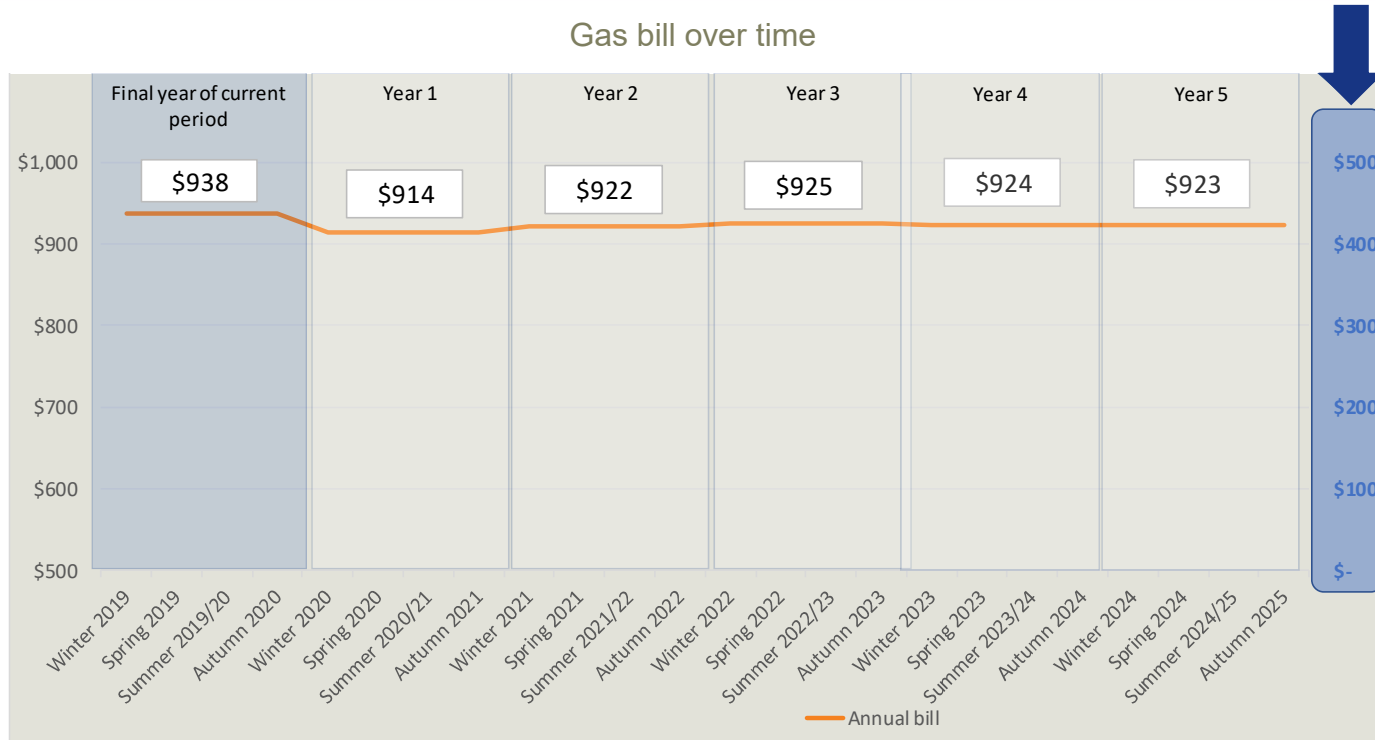
Gas bill over time



The bills presented here are indicative only for comparison of scenarios.  
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# Option 1: Steady as you go

Example only



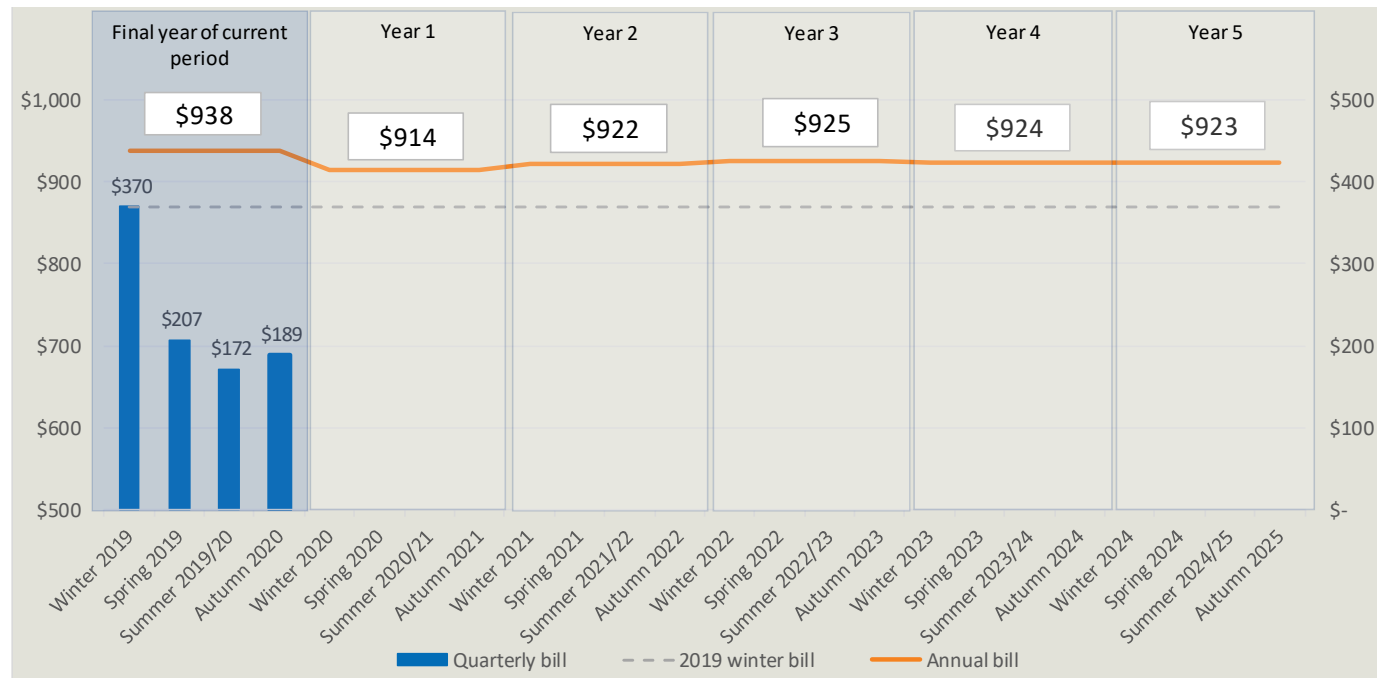
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# Option 1: Steady as you go

Example only



Gas bill over time



The bills presented here are indicative only for comparison of scenarios. All numbers are presented as what would be seen on the bill and paid in that year.

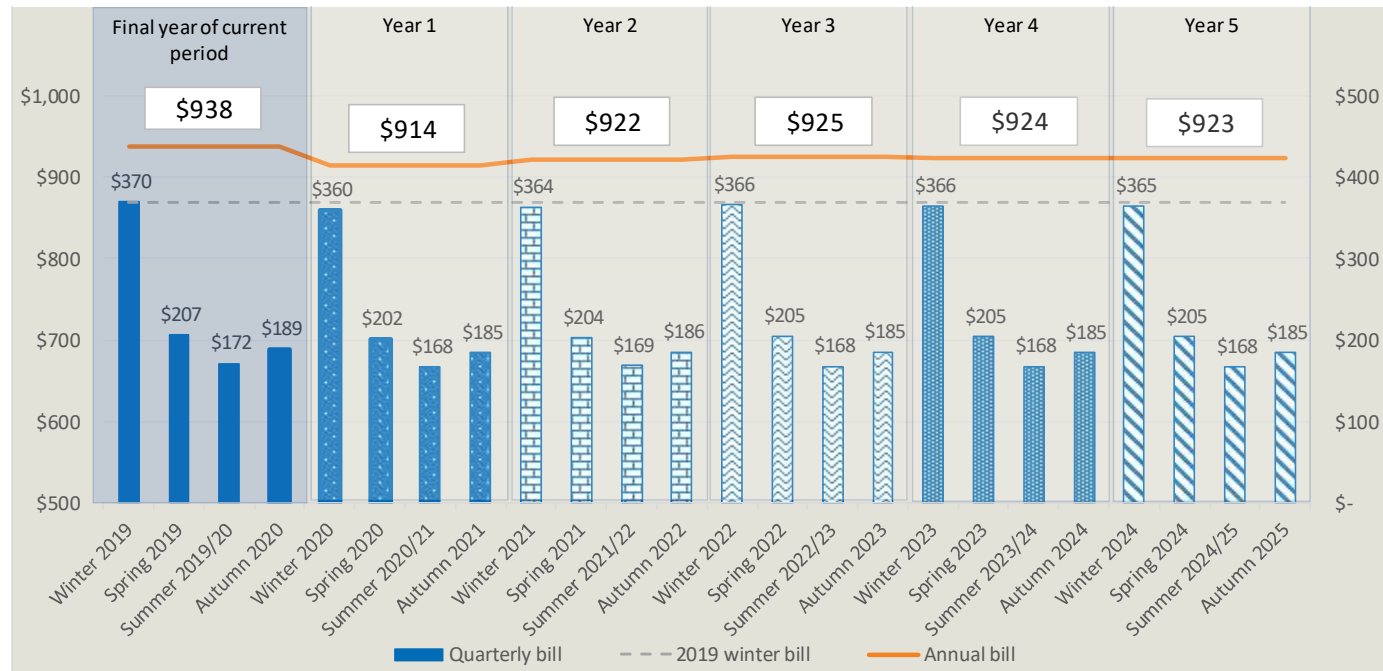


# Option 1: Steady as you go

Example only

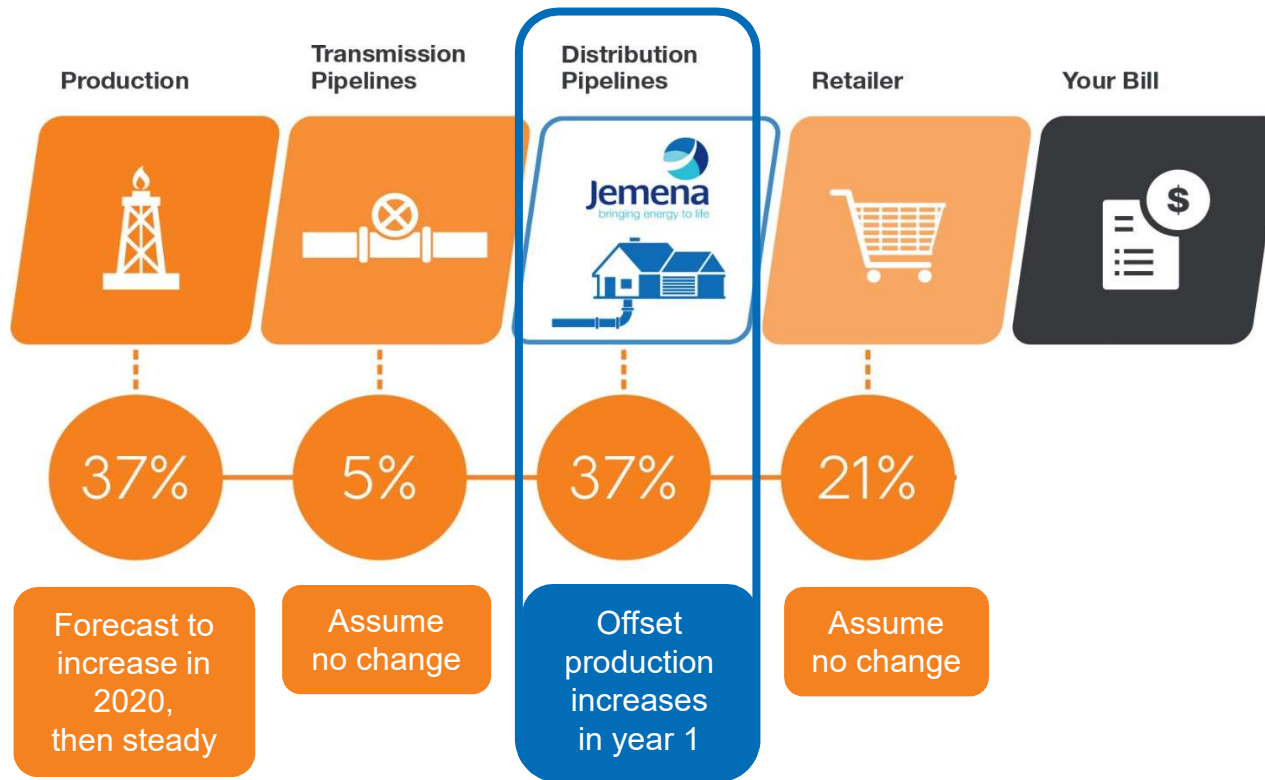


Gas bill over time



The bills presented here are indicative only for comparison of scenarios. All numbers are presented as what would be seen on the bill and paid in that year.

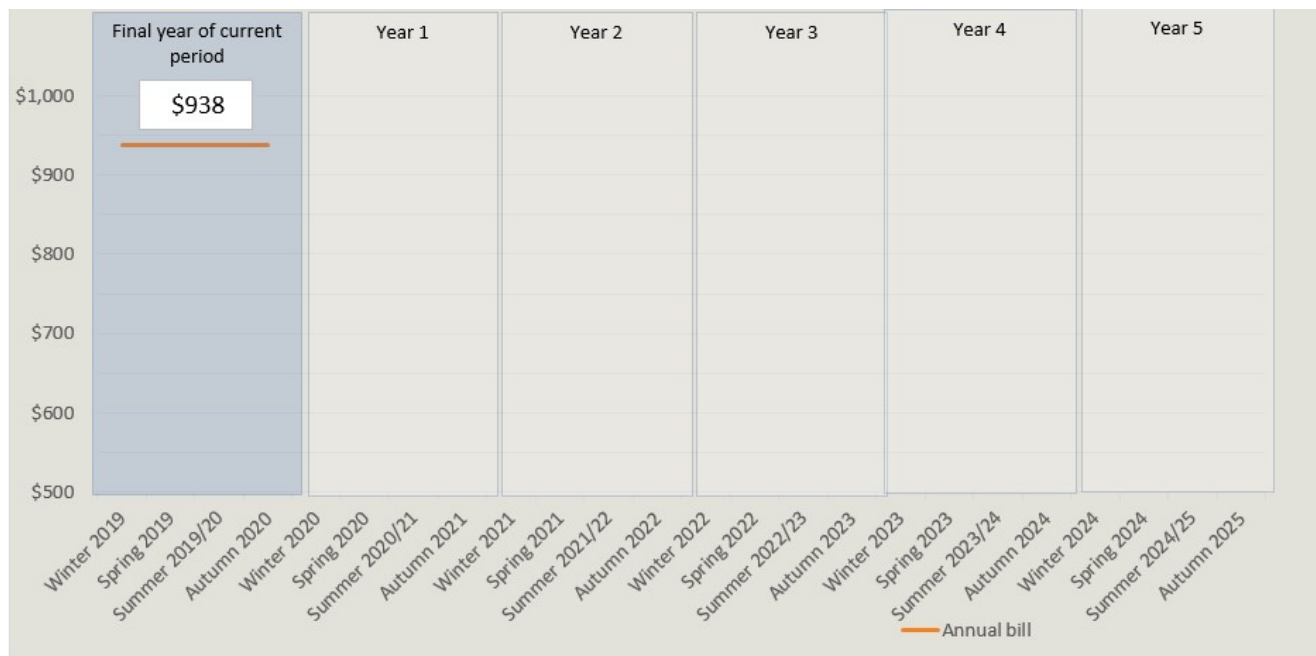
# Option 2: Pressure off early



# Option 2: Pressure off early

Example only

Gas bill over time



The bills presented here are indicative only for comparison of scenarios. All numbers are presented as what would be seen on the bill and paid in that year.

# Option 2: Pressure off early

Example only

Gas bill over time



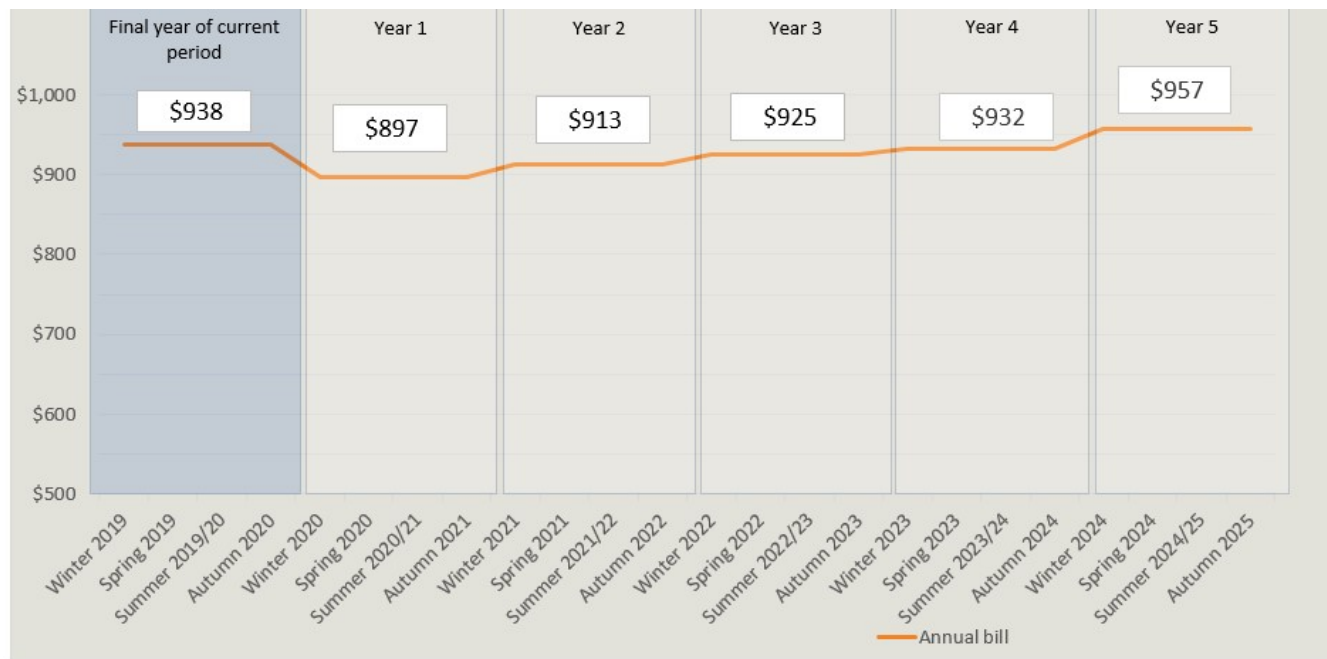
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# Option 2: Pressure off early

Example only



Gas bill over time



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# Option 2: Pressure off early

Example only



Gas bill over time



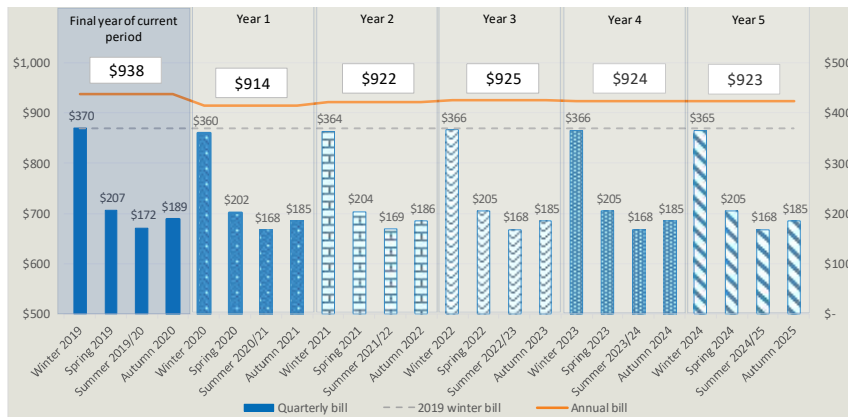
The bills presented here are indicative only for comparison of scenarios. All numbers are presented as what would be seen on the bill and paid in that year.

# Questions and comments

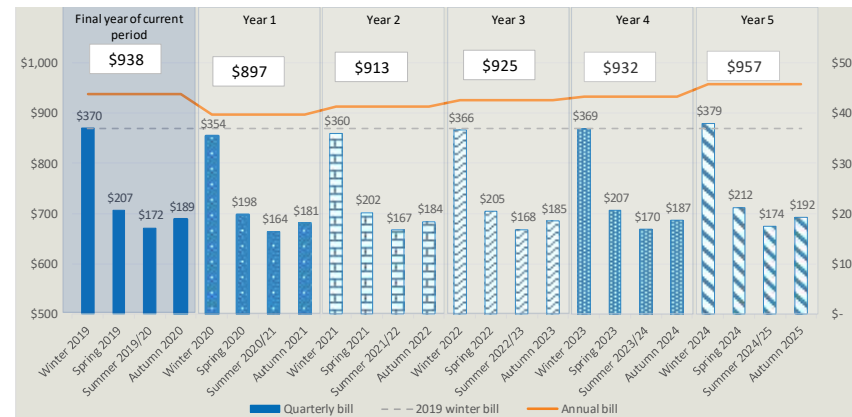


# Which option do you prefer?

## 1: Steady as you go



## 2: Pressure off early







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, medium, and light) and white. The shapes create a sense of movement and depth, with some areas appearing to be in front of others. On the left side of the graphic, the text 'Bringing your recommendations together' is written in a clean, white, sans-serif font. The text is arranged in three lines, with 'Bringing your' on the first line, 'recommendations' on the second, and 'together' on the third. The overall composition is modern and professional, likely intended for a business or educational presentation.


Bringing your  
recommendations  
together

# Are you comfortable with your overall recommendation?



There are two choices for 2020-2030

Big pipes	Small pipes
	



The Jemena logo, featuring a stylized blue and white circular icon above the text "Jemena" and the tagline "bringing energy to life" below it.

1

### 50 years, Big Pipes



**\$1,500** to **\$2,144**

2

### 30 years, Big Pipes



**\$1,502** to **\$2,123**

3

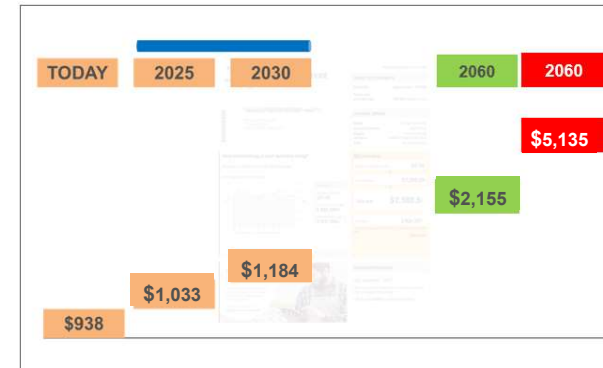
### 50 years, Small Pipes



**\$1,502** to **\$2,133**

4

### 30 years, Small Pipes



**\$1,504** to **\$2,113**

Are you comfortable with your overall recommendation?

**Some things to consider – what NSW has said so far:**

1. Price is top of mind
2. Long-term impacts are important
3. Fair outcomes are valued



# Afternoon Tea

## **Guiding Principles for our proposal:**

- Affordability*
- Reliability*
- Environment*
- Fairness*

### Questions:

*What's the most important thing you'd like to tell Jemena about this theme?*

*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?*

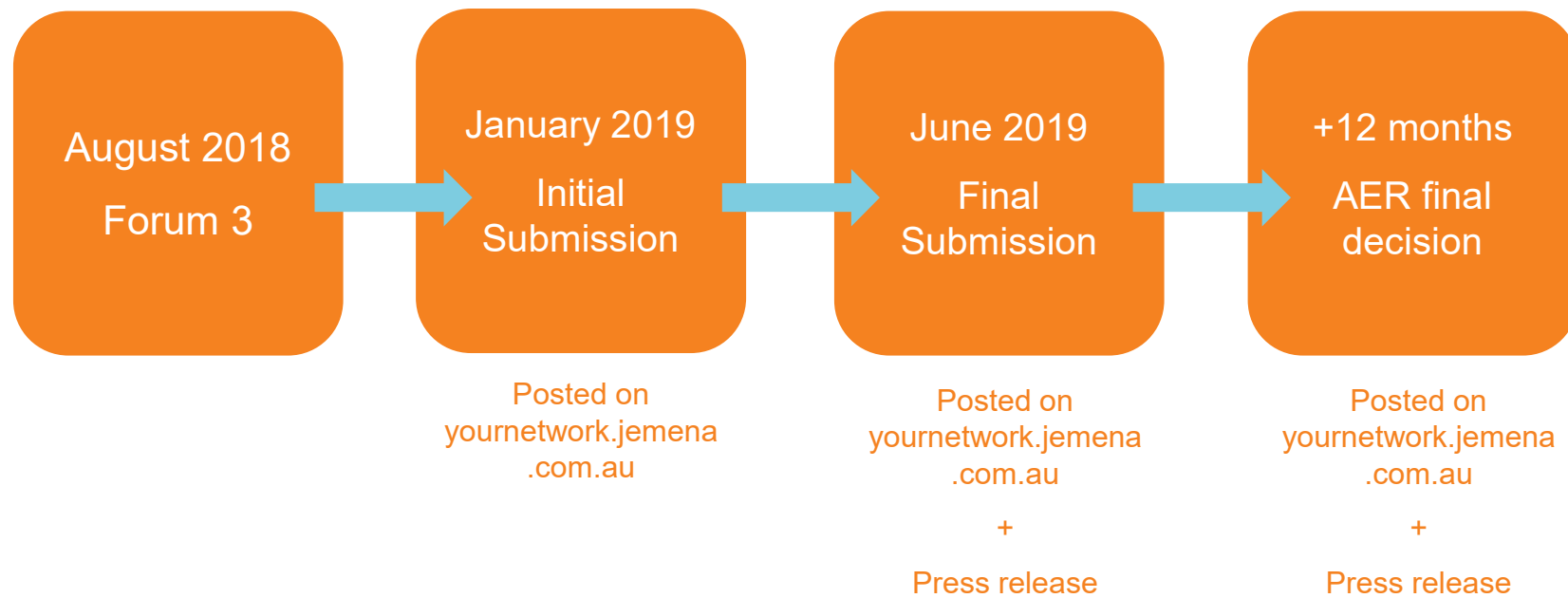
*How does this impact the future of the network?*

***Appoint two spokespeople from your group to present back to the room!***

The background features a complex geometric design. A large, light blue curved shape on the left contains the text. To its right, a white diagonal band cuts across the frame. Further right, there are teal and dark blue triangular and trapezoidal shapes. The overall aesthetic is clean and modern.

Where to from here?

# The road ahead





Thank you!



# There are two choices for 2020-2030

## 1. 50 year recovery



## 2. 30 year recovery



### Average gas bill over 40 years

**\$1,500**

to

**\$2,144**

**\$1,502**

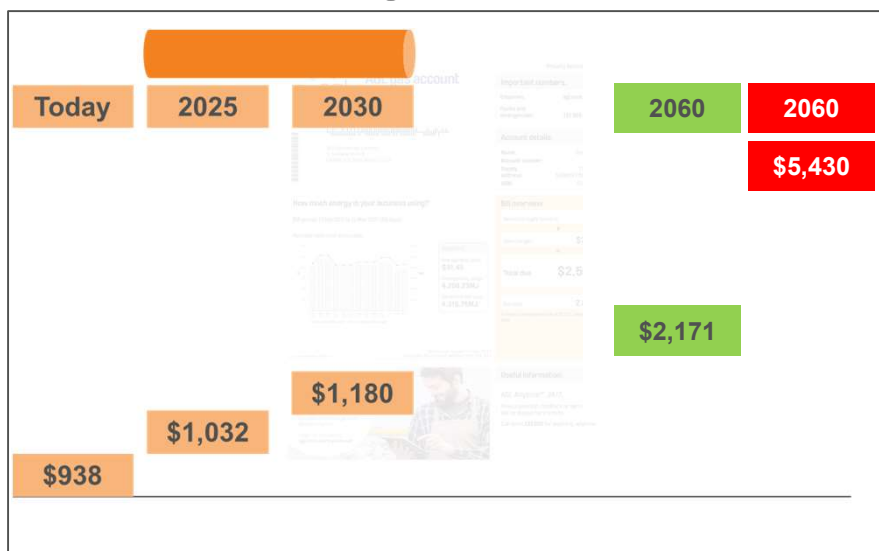
to

**\$2,123**

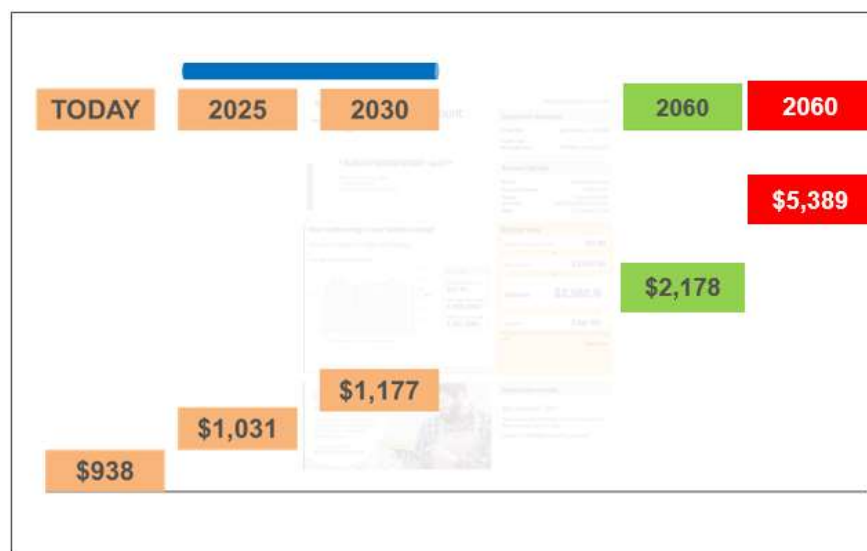


# There are two choices for 2020-2030

## 1. Big pipes



## 2. Small pipes



### Average gas bill over 40 years

**\$1,500**

to

**\$2,144**

**\$1,502**

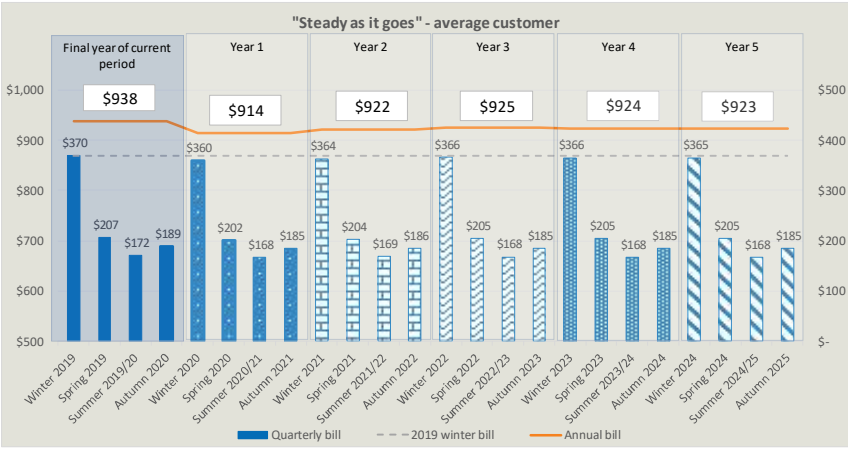
to

**\$2,132**

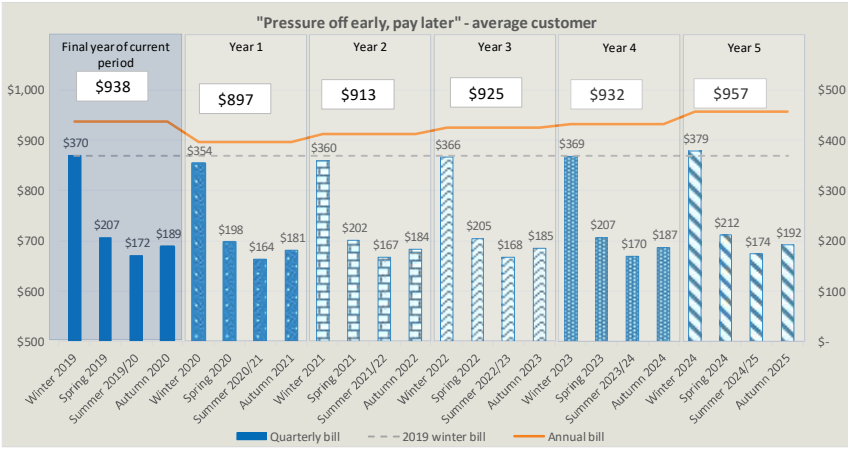


# Which option do you prefer?

## Option 1: Steady as you go



## Option 2: Pressure off early



1

### 50 years, Big Pipes



\$1,500

to

\$2,144

2

### 30 years, Big Pipes



\$1,502

to

\$2,123

3

### 50 years, Small Pipes



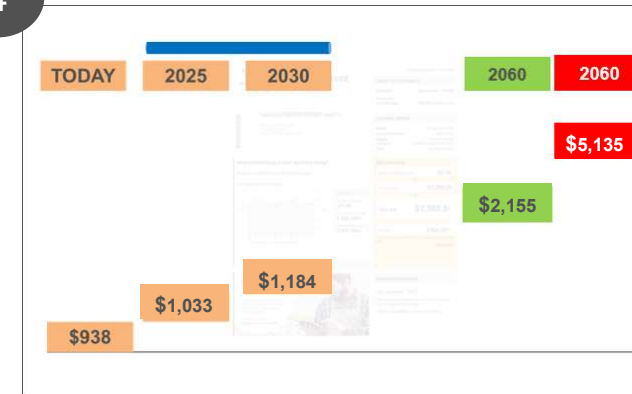
\$1,502

to

\$2,133

4

### 30 years, Small Pipes



\$1,504

to

\$2,113

**VOTING PAPER**

**RETHINKING OUR FUTURE INVESTMENTS**

	Tick to vote for your preferred option
<b>Option 1: Big Pipes</b>	
<b>Option 2: Small Pipes</b>	

**VOTING PAPER**

**A NEW APPROACH TO RECOVERING THE COST OF NEW GAS PIPES**

	Tick to vote for your preferred option
<b>Option 1: Maintain 50 years recovery</b>	
<b>Option 2: Speed up recovery over 30 years</b>	

**VOTING PAPER**

**BILL PATH**

	Tick to vote for your preferred option
<b>Option 1: Steady as you go</b>	
<b>Option 2: Pressure off early</b>	

**VOTING PAPER**

**BILL PATH**

	Tick to vote for your preferred option
<b>Option 1: Steady as you go</b>	
<b>Option 2: Pressure off early</b>	





**VOTING PAPER**

**OVERALL: are you still comfortable with your total recommendations for Rethinking our Future Investments and A New Approach?**

	Tick to vote for your preferred option
<b>YES!</b>	
<b>NO!</b>	

## RELIABILITY

### Questions:






-  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?

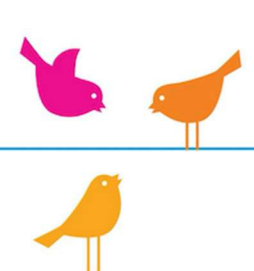
### Please write your ideas here:




# AFFORDABILITY





## Questions:

-  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?
-  **Please write your ideas here:**

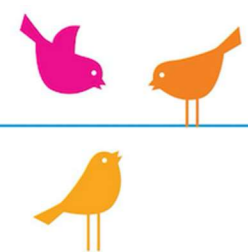



# THE ENVIRONMENT

## Questions:





-  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?

**Please write your answers here:**

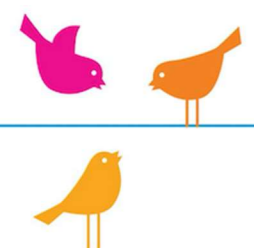



# FAIRNESS ACROSS OUR COMMUNITIES

## Questions:

-  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?

## Please write your answers here:

# EMBEDDED NETWORKS DISCUSSION GUIDE

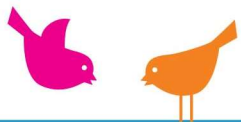
<b>Project:</b>	Jemena Gas Network - Phase 2 Engagement						
<b>Workshop:</b>	Embedded Networks - Retirement Communities - Discussion Guide						
<b>Details:</b>							
<b>Date:</b>	Wednesday 15 August, 10.30am-12.00pm	<b>Time:</b>	<table border="1"> <tr> <td>10am (set up)</td> <td rowspan="3"><b>Duration:</b> 2.5 hours (inc set up)</td> </tr> <tr> <td>10.30am-12.00pm (session)</td> </tr> <tr> <td>12.00pm-1pm (pack down)</td> </tr> </table>	10am (set up)	<b>Duration:</b> 2.5 hours (inc set up)	10.30am-12.00pm (session)	12.00pm-1pm (pack down)
10am (set up)	<b>Duration:</b> 2.5 hours (inc set up)						
10.30am-12.00pm (session)							
12.00pm-1pm (pack down)							
<b>Venue:</b>	The Graeme Delbridge Community Centre, Donald Robinson Village, 81 Flora Street, Kirrawee NSW 2232	<b>Team Members:</b>	<p>Lucy Cole Edelstein (Lead Facilitator, Senior Executive - Communications Straight Talk RPS Group),  Merryn Spencer (Senior Consultant - Communications RPS Group)  Kate Hawke (Customer Engagement Manager, Jemena)  Caroline McGeechan (Commercial Stream Lead, Jemena)  Greg Murphy, Retirement Living Manager (Anglicare)</p>				



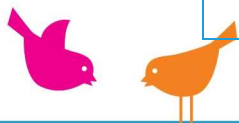
### Workshop purpose

- 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.
- Understand personal experiences of financial security and insecurity, understand motivations, barriers and challenges amongst retirement living communities in regard to gas and power costs (including embedded networks)
- Understand, plan for and adapt to rising power and gas costs.

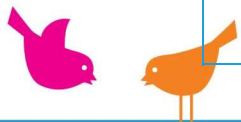
Time	Session	Activity	Content	Speaker	Equipment
10.00am	Bump in	Prepare room and materials			
10.00am-10.30am (30mins)	Participants arrive, sign in	<ul style="list-style-type: none"> <li>▪ Informal welcome and sign in</li> <li>▪ Participants take name tag</li> </ul>		Lead facilitator Lucy Cole-Edelstein	Name tags Sign in sheet Greg to arrange catering (if needed)
10.30am (5 mins)	Commence workshop Formal welcome	Acknowledgement of country Welcome! Introductions of team Expectations for workshop Housekeeping		Lead facilitator Lucy Cole-Edelstein	Notebooks for Jemena team
10.35am (5 mins)		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?  This is to assist Jemena to consult with the community and engage with customers effectively.		Lead facilitator Lucy Cole-Edelstein	Laptop for note taking - Merryn



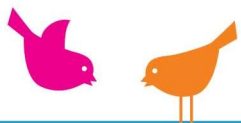
Time	Session	Activity	Content	Speaker	Equipment
			Participants are asked about their experiences with workshops, focus groups, committees to date. Do they have any initial thoughts or anxieties?		
10.35-45 (10mins)			Introduction to Jemena - who they are Play video - the pricing and services plan Why we are talking to you, and Jemena's commitment to shaping future plans and listening to you throughout this process.	Kate Hawke  Lead facilitator Lucy Cole-Edelstein	<b>Kate to speak about introduction to Jemena and about why we're here</b>  Your Network Your Say – have your say on the Jemena 2020-2025 Gas Pricing and Services Plan: <a href="https://youtu.be/wdEL6Mqiba0">https://youtu.be/wdEL6Mqiba0</a> <b>Also look at own gas bills - each participant would have brought this</b>
10.45-11.15am (30mins)	Your experience	<ul style="list-style-type: none"> <li>• Introduction from each participant</li> <li>• NB: What happens when you get a large bill?</li> <li>• We would like to hear about each person's experience.</li> <li>• What is your current source of information about gas, how could we make it easier for you to access information?</li> <li>• How sensitive are you to the price of gas, and what impact does a price increase / decrease have to your standard of living?</li> <li>• What information do you have / would you need to manage your energy costs?</li> </ul>		Lead facilitator Lucy Cole-Edelstein	Blank A4 Sheets Laptop for notetaking Textas Post-it notes
11.30am - 11.50am (20mins)	Your Retirement Living Experience	In this section we are asking you to reflect on your experience: <ul style="list-style-type: none"> <li>• Free flowing discussion - identify emerging themes</li> <li>• Where do you get your information from? (friends, family? The library?)</li> <li>• Was how you were going to be billed for these services a consideration when you selected your retirement living?</li> </ul>		Lead facilitator Lucy Cole-Edelstein	Textas Your bill explained - handout (if required)



Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>• Was what appliance you had choice over a decision when choosing your retirement living i.e. electricity only or combination of gas and electricity?</li> <li>• Did this change for you when you came to retirement living? How was it different to your previous experience of gas?</li> <li>• If you could choose, what appliances would you use gas for i.e. cooking, hot water, heating?</li> <li>• Would you prefer to have an individual bill or a single bill for the retirement living that is split between residents?</li> <li>• If Jemena was to move to only offering a single meter for the retirement living, so that there was only one bill, that the retirement living had to decide how to split - how should that bill be split? What's fair?</li> <li>• How are your gas/electricity charges calculated?</li> <li>• Do you get charged based on your usage, or is it a proportionate charge allocated to your unit?</li> <li>• Who do you receive this bill from?</li> <li>• Have you raised any issues or complaints with your electricity bill, and who they raised those issues with, and whether they were satisfied with the outcome?</li> <li>• Have you raised any issues or complaints with your gas bill, and who they raised those issues with, and whether they were satisfied with the outcome?</li> </ul>		
11.50-12 noon (10min)	VBM Feedback		<p>Jemena currently provides both VBM and Individualised metering solutions to developers when they build new retirement communities or apartment blocks.</p> <p>How do you feel about these solutions and should Jemena continue to offer both options?</p>	Lead facilitator Lucy Cole-Edelstein	<p><i>Notes from Greg:</i></p> <p><i>We understand that Gas (for hot water) is individually metered (using a Jemena water flow rate meter) and charged to each</i></p>



Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>• If Jemena was to move to only offering a single meter for the retirement living, so that there was only one bill, that the retirement living community had to decide how to split - would there be any requirements / restrictions you would want in place?</li> <li>• Did you have any expectation for how these services would be paid for? And has your experience met your expectations?</li> <li>• What are the benefits and disadvantages of having an individual bill?</li> </ul>		<p><i>apartment by the residents' chosen gas retailer.</i></p> <p><i>Given the difficulties with individual gas billing (and false estimated readings) we have explored having the Village pay for all gas usage and including these costs in recurrent charges (also known as resident levies – similar to strata fees).</i></p> <p><i>Unfortunately, as older retirees enjoy very competitive gas usage charges, it was not financial viable to make such a change.</i></p>
12.00-12.10 (10min)	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 or feedback for Jemena?</p> <p>Please take your stipend as you head home.</p>	Lead facilitator Lucy Cole-Edelstein	Feedback Forms Stipends Distributed

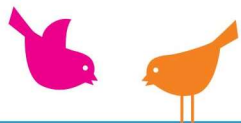




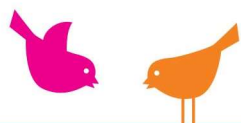
# RUNSHEET: LARGE USER FORUM

<b>Project:</b>	Jemena Large User forum				
<b>Workshop:</b>	45 min section of Large User forum			<b>Video session:</b>	No
<b>Details:</b>					
<b>Date:</b>	Friday 30th Nov 2018	<b>Time:</b>	Forum: 1:30pm – 2:15pm Entire program: 3 hours (Rachel to be there for the entire 3 hours)	<b>Duration:</b>	45 mins
<b>Venue:</b>	Four Season Hotel, 199 George Street, The Rocks , Sydney, NSW 2000	<b>Team Members:</b>	Rachel Fox, RPS Straight Talk (Lead Facilitator), Merryn Spencer (project support)  Gabrielle Sycamore, Jemena  Ana Dijanosic, Jemena	<b>Pre-Read:</b>	N/A

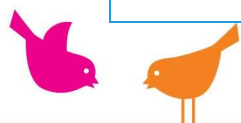
<b>Workshop purpose</b>	<p>Introduce our Large customers to some of the issues facing the gas network</p> <p>Solicit customer views on issues that affect the AA</p> <p>Seek feedback and input on changes to the energy market</p> <p>Talk to participants about big picture price change and considerations such as zero carbon and bill path, and how these are addressed in the proposal.</p>
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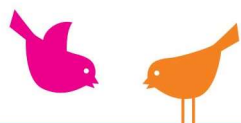
Time	Session	Content	Speaker	Stimulus
	Optional warm up	<p><i>Optional warm up – at your table introduce yourselves and</i></p> <ol style="list-style-type: none"> <li>1) <i>identify key issues you would like to hear about today from Jemena and</i></li> <li>2) <i>what you would like to get from sessions today</i></li> </ol>		<i>If Jemena person on each table can take notes</i>
1:30pm – 10am 5 mins)	Presentation  Large Customer Feedback for the AA 2020-2025	<p>Update on the AA process – where we are in the journey</p> <p>The external environment we are mindful of when developing our 2020-2025 proposal</p>	Gabby	Powerpoint
1:35pm – (5 mins)	Question 1: Large Customer Feedback	<p>When considering how we balance the needs of our customers and the short and long term we want to understand the priorities of our Large customers.</p> <p>We understand that you would like to be consulted on the key issues for the future of Jemena so this is your opportunity to have your say. We get that there is a need to consult with you at this opportune time. I'll be the first to point out I'm the least informed person in the room, so you're the experts, and we want to hear more from you.</p> <p>We'd like to know where you are placed so our large customer views are heard.</p> <p>Our questions for you are:</p> <p>Where should Jemena be on the following spectrum of short term and long term?</p> <p>Residential</p> <ul style="list-style-type: none"> <li>• Small business customers– demand market</li> <li>• Large customers – where is the greatest need</li> <li>• What about Price and Reliability?</li> </ul> <p>Please discuss at your tables and then write down your answers individually.</p>	Rachel Fox	<p>Presentation</p> <p>Posting of question</p> <p>Table Discussion</p> <p>Writing down in booklets / capture comments on feedback sheet</p>



Time	Session	Content	Speaker	Stimulus
1:40pm – (10 mins)	Exercise 1: The energy trilemma	<p>The NSW government target of being net zero carbon by 2050 has given us food for thought.</p> <p>This session is about discussion of how savvy businesses may adjust to these targets and how you would go about doing this.</p> <ul style="list-style-type: none"> <li>• In the next regulatory period 2020-2025, where do you think Jemena should focus?</li> <li>• Do you think that should change beyond 2025?</li> </ul> <p>Please discuss at your tables and then write down your answers individually.</p>	Lead Facilitator	<p>Presentation</p> <p>Posting of question</p> <p>Table Discussion</p> <p>Writing down in booklets / capture comments on feedback sheet</p>
1:50pm – (10 mins)	Exercise 2: Price Path	<p>Understanding the impact on your business of changes in price</p> <p>Which option do you prefer?</p> <p>(1) an equal amount each year</p> <p>(2) a less in early years, but more in later years</p> <p>Prompt: possible impacts on expansion / Productivity / reduced margin / increase prices</p> <p>How has your business responded in the past?</p> <p>Please discuss at your tables and then write down your answers individually.</p>	Rachel	<p>Presentation</p> <p>Posting of question</p> <p>Table Discussion</p> <p>Writing down in booklets / capture comments on feedback sheet</p>
1:55pm – (5 mins)	Presentation	<p>Price Impacts:</p> <p>Understanding how variations in your costs impact your business will help us get to the overall price and the price path right.... (see speaker notes)</p>	Gabby	Presentation
2:00pm – (10 mins)	Exercise 3: Price Impacts	<p>Thank you. The detail around this has given us much to think about.</p> <p>To reiterate, the discussion points are:</p> <ul style="list-style-type: none"> <li>• Describe how your business would respond if network charges increased 5%</li> <li>• And would there be any impact if network prices went down by 5%?</li> </ul> <p>Which bill path is your preference?</p> <p>Please discuss at your tables and then write down your answers individually.</p>	Rachel	<p>Presentation</p> <p>Posting of question</p> <p>Table Discussion</p> <p>Writing down in booklets / capture comments on feedback sheet</p>



Time	Session	Content	Speaker	Stimulus
Exercise 4: NSW 2050 Vision	Exercise 4: NSW 2050 Vision       Short and longer term price impacts	<p>We'd like to hear from you on 3 points:</p> <ul style="list-style-type: none"> <li>• Is your business responding to this target, and in what ways?</li> <li>• To what extent do you think Jemena has a role in achieving this target?</li> </ul> <p>Should we be proactively investing in a transition to Hydrogen – do you think government policy needs to lead the way and Jemena should be reactive to this – or do you think the target is unachievable or not relevant for informing business strategy?</p> <p>--</p> <p>In what circumstances would you support Jemena implementing changes that cause a network price increase between 2020 and 2025?</p> <ul style="list-style-type: none"> <li>• I would never support such changes</li> <li>• I would only support such changes if your total Jemena network price still reduced;</li> <li>• I would only support such changes if the AER also supported them;</li> <li>• Other.</li> </ul>	Gaby (intro)  Rachel      Gaby (intro) Rachel	<p>Presentation</p> <p>Posting of question</p> <p>Table Discussion</p> <p>Writing down in booklets / capture comments on feedback sheet</p>
2.10pm (5min)	Wrap up	<p>Thank you so much for your feedback today.</p> <p>We will collate the information from your booklets and formulate a summary of today's consultation for Jemena to feedback to you.</p> <p>We have a feedback form for you to complete to detail your thoughts on how today went.</p> <p>If you want to continue the conversation there is an opportunity to speak in person with the team here today</p> <p>You can also email us – <a href="mailto:talk@straight-talk.com.au">talk@straight-talk.com.au</a></p>		<p>Collect work books (MS)</p> <p>Feedback forms – distribute and return</p>



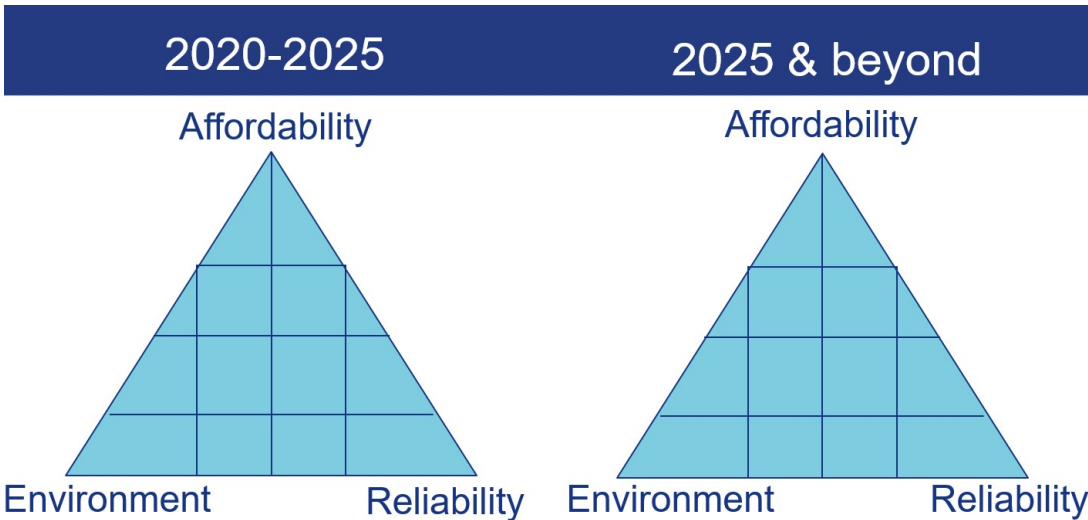


## **Jemena Workbook - Large User Forum**

## QUESTION 1: THE ENERGY TRILEMMA

**How do you think Jemena should balance affordability, reliability and the environment over the next five years and beyond?**

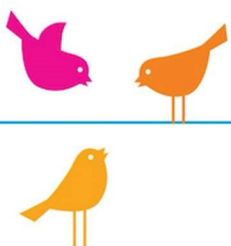
*Below are two triangles - the first symbolising the period 2020-2025 and the second symbolising 2025 and beyond. Mark where you think Jemena should be balancing affordability, reliability and the environment by colouring in one box in each of the triangles.*



*In the space below, please write down your thoughts and comments on how Jemena should balance affordability, reliability and the environment:*

*Between 2020 and 2025* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*2025 and beyond* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## QUESTION 2: FAIRNESS

We would like to know how you think Jemena should be responding to the question of "what is fair"?

### Affordability

Taking into consideration the impact on customers today, with the impact on those in the future, should Jemena prioritise addressing affordability in the short, medium or long term?

Please tick one circle

Short term

Medium term

Long Term

### Planning the network

Taking into consideration the impact on customers today, with the impact on those in the future, should Jemena prioritise addressing planning the network in the short, medium or long term?

Please tick one circle

Short term

Medium term

Long Term

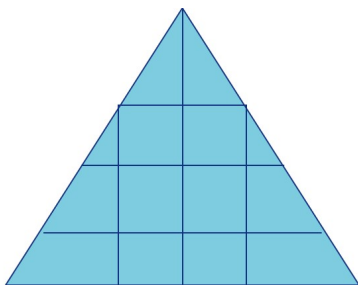
### Balancing customers

We would like to know how you think Jemena should be balancing the needs of residential, small business and large demand customers now and into the future?

Below are two triangles - the first symbolising the period 2020-2025 and the second symbolising 2025 and beyond. Mark where you think Jemena should be balancing residential, small business and large demand customers by colouring in one box in each of the triangles.

**2020-2025**

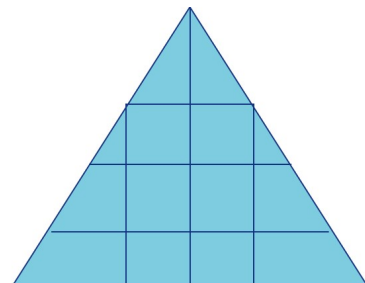
Large demand



Residential

**2025 and beyond**

Large demand



Small business

Residential

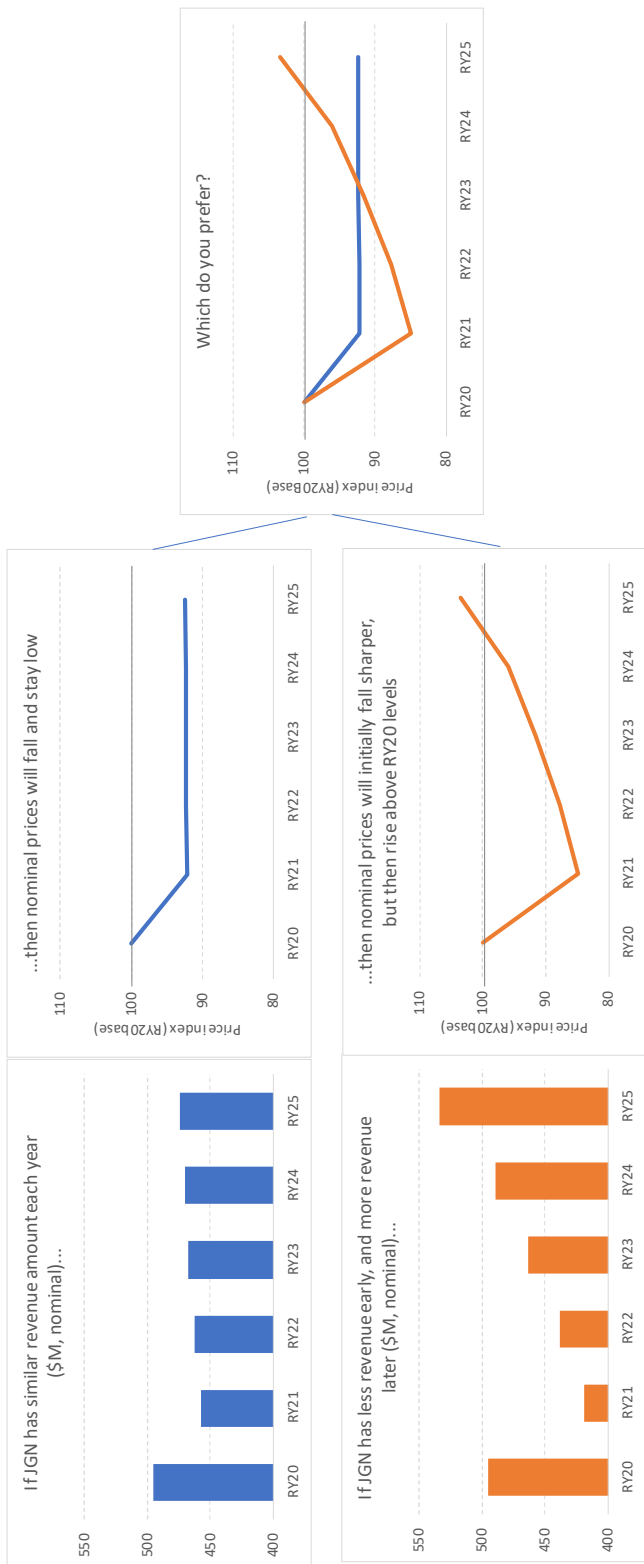
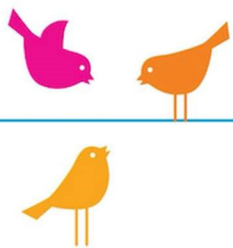


Small business









Left: price path options

## QUESTION 4: PRICE IMPACTS

**Understanding how variations in your costs impact your business will help us to get the overall price and the price path right. The information we gather from you will help us to make decisions in the long-term.**

**Describe how your business would respond if network charges increased 5%**

*You might want to consider how it might affect growth or expansion plans? Would you be able to pass the price on to your customers or would it impact margins? Would there be any productivity implications? Would it trigger changes to the fuel source or changes to equipment?*

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**And would there be any impact if network prices went down by 5%?**

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**Has your business triggered / or made any of these changes in the past in response to changes in your gas network price?**

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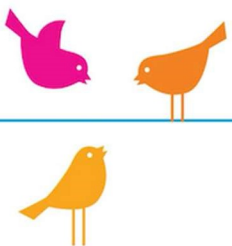
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**QUESTION 5: HYDROGEN AND THE 2050 VISION**

**One of the changes we have seen during the current regulatory period is the announcement of the NSW Climate Change Policy Framework by the NSW government in 2016. This sets a target for NSW to be net carbon zero by 2050.**

**Is your business responding to this target, and in what ways?**

*Write your thoughts below!*

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**Should we be proactively investing in a transition to Hydrogen – do you think government policy needs to lead the way and Jemena should be reactive to this? Or do you think the target is unachievable or not relevant for informing our business strategy?**

*Write your thoughts below!*

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**To what extent do you think Jemena has a role in achieving this target?**

*Write your thoughts below!*

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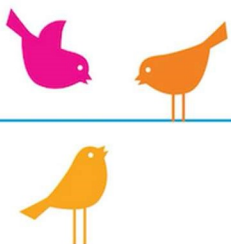
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## QUESTION 6: NSW 2050 VISION

**In what circumstances would you support Jemena implementing changes that cause a network price increase between 2020 and 2025?**

*Please indicate your preference by ticking your preferred option below. Please tick one option only.*

- I would never support such changes**
- I would only support such changes if your total Jemena network price still reduced**
- I would only support such changes if the AER also supported them**
- Other**

*Write your thoughts below!*

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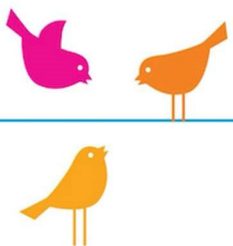
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# POST EVENT FEEDBACK FORM

<b>Event</b>	Jemena Gas Network - Phase 2 engagement - Large Customer Forum
<b>Date</b>	Friday 30 November 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?

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What did you value most about today's workshop?

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Do you have any other comments about the workshop, Jemena or gas pricing?

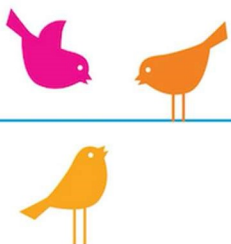
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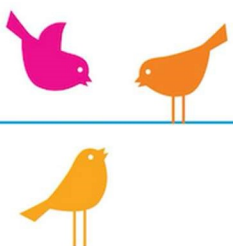


*Thank you so much for participating today, and for your considered and thoughtful feedback.*

*Please return your booklet to the team at the end of the session so we can ensure your thoughts are heard.*

*Thankyou,*

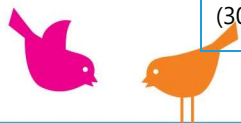
*RPS Straight Talk & Jemena*



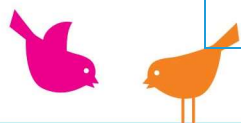
# FOCUS GROUP DISCUSSION GUIDE

<b>Project:</b>	Jemena Gas Network - Phase 2 Engagement		
<b>Workshop:</b>	Small Business Focus Group - Griffith and Riverina		
<b>Details:</b>			
<b>Date:</b>	Friday 24 August	<b>Time:</b>	5pm-5.30pm - set up 5.30pm-7.00pm 7pm - participants depart - debrief (if required)
<b>Venue:</b>	Quest Griffith 53 Railway Street Griffith 2680	<b>Team Members:</b>	Lucy Cole-Edelstein (Lead Facilitator) Sesilia Devine (Project Support) Alex McPherson, Asset Regulation and Strategy Manager (Jemena)
<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• Introduction to focus group process and concepts we will be covering</li> <li>• Overview of process - exploring key issues for businesses of pricing, fairness, business needs, and the role of gas as well as future projections and considerations</li> <li>• Build trust and work together and connect with each other as a group</li> <li>• Reflect on business and commercial needs for the Riverina</li> </ul>		

Time	Session	Content	Speaker	Equipment
5.00pm (30 min)	Room set up, participants arrive	Organise tables and chairs, check catering Snacks for arrival (organised by venue), sign ins, permission forms	Lead Facilitator	Sign in sheet Pens, paper

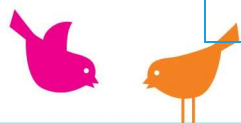


Time	Session	Content	Speaker	Equipment
		Participants arrive and team to welcome them as they arrive		
5.30pm-5.40pm	Welcome and introductions	<ul style="list-style-type: none"> <li>▪ Acknowledgement of Country</li> <li>▪ Thank you for coming! We're so excited you can be here today to speak with us!</li> <li>▪ State objectives - to find out perceptions and business needs, the role of gas as well as future projections and considerations.</li> <li>▪ Housekeeping - the session is being recorded and viewed.</li> <li>▪ Please switch off your mobile or put it on silent - put mobile phones away</li> <li>▪ People taking notes, help yourself to snacks, bathroom location.</li> <li>▪ In case of an emergency, please exit the building in an orderly fashion.</li> <li>▪ We also have a videographer here today who may be capturing images of the group and interviews. If you do not want to appear in any footage, please advise.</li> <li>▪ As we have a lot of people in the room, can I please remind everyone to respect each others point of view</li> <li>▪ Personal introductions: I would love to understand who is in the room today. Could everyone please briefly introduce themselves, your role and responsibilities?</li> </ul>		
5.40pm-5.50pm	The role of gas in your business  Understanding your business and the role of gas	<p>We're going to ask some questions to understand the role of gas in your business.</p> <p>(1:1 interviews - participants pair up and ask 5 questions of each other, or group discussion - depends on group)</p> <p>(5 questions x 2 mins each)</p> <ul style="list-style-type: none"> <li>- How you use gas in your business currently?</li> <li>- Who are the end users?</li> </ul>	Lead Facilitator	NA

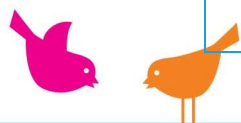




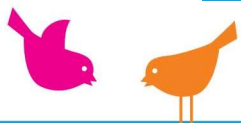
Time	Session	Content	Speaker	Equipment
		<ul style="list-style-type: none"> <li>- Who controls how the gas is used?</li> <li>- How is the gas distributed? What appliances are used?</li> <li>- Is your gas use generally fixed/stable? (Why or why not? Is your usage seasonal?)</li> </ul> Plenary and share answers, discussion of each		
5.50pm-6.00pm (10min)	Familiarisation and about Jemena	Jemena spokesperson to explain the role of Jemena, what we do, why we are speaking with you, and why what you say is important to us: Play videos - introduction to Jemena and the future of gas.	Alex McPherson	Laptop and projector (Sesi to operate) Introduction to Jemena: <a href="https://youtu.be/AOb1TfotNC8">https://youtu.be/AOb1TfotNC8</a> The Future of Gas: <a href="https://youtu.be/-6ZevrJwvyU">https://youtu.be/-6ZevrJwvyU</a>
6.00pm-6.10pm (10mins)	Loss of supply, pressure and gas usage over time	Plenary discussion <ul style="list-style-type: none"> <li>- Have you ever experienced a loss of gas supply? (What happened, how did this affect your business, when did it happen, what was the resolution, is this a continuous issue? Do you think the timeliness of notification or length / duration of outage has an impact?</li> <li>- What about a loss of pressure? (What happened, how did this affect your business, when did it happen, how did it get resolved, did it happen again?)</li> </ul> How has your gas used changed over time? <ul style="list-style-type: none"> <li>- Over the last 5 years</li> <li>- Over the last 10 years?</li> </ul> Thinking into the future to 2020-2025 do you think you will be using more or less gas? <ul style="list-style-type: none"> <li>- Why do you think this?</li> <li>- What other factors will affect your gas usage?</li> </ul>	Lead Facilitator	Notes taken on laptop (Sesi)



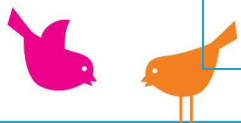
Time	Session	Content	Speaker	Equipment
		Plenary and group discussion about feedback		
6.10pm-6.20pm (10mins)	Gas price and impacts	<p>Thinking about the price you pay for gas, how much do you spend compared to other fixed costs?</p> <p>Individually, conduct prioritisation exercise on business budget - coins</p> <p>You have 20 coins - divide up spend on gas compared to other costs in pre-filled format eg staff wages, rent / mortgage, electricity, gas, telephone / internet, marketing, materials, plant and equipment, stock, other overheads.</p> <p>Mark where gas was 5 years ago.</p> <p>Come back to plenary and discuss results, other prompt questions:</p> <ul style="list-style-type: none"> <li>▪ What are the other main costs? Are there any not listed that you've included?</li> <li>▪ Where does gas sit in relation to these other costs?</li> <li>▪ How do you feel about that?</li> <li>▪ How has the price of gas changed for you over time? Do you expect to use more or less gas between now and 2025?</li> <li>▪ How do you think it compares now, to when you first started your business or first started with the business?</li> <li>▪ How does the price of gas affect your business?</li> <li>▪ How much affect do prices changes have on your customers?</li> <li>▪ How much do prices changes affect elements within your business?</li> <li>▪ How does that make you feel?</li> <li>▪ Do price changes affect other elements in your life?</li> <li>• Tell me about how your home gas use compares to your business gas use.</li> <li>• Is it lower, or higher, does it very more?</li> </ul>		<p>Coins - x 20</p> <p>Sheet with spend priorities (A3)</p> <p>Participants write number of coins at the end of each column for record keeping</p> <p>Sesi to collect sheets at end</p> <p>Collate answers (if time)</p>



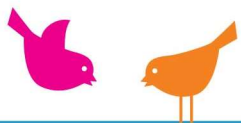
Time	Session	Content	Speaker	Equipment
6.20pm-6.30pm (10mins)	Future thinking	<p>Future thinking: Group discussion.</p> <ul style="list-style-type: none"> <li>Imagine it's 2025. Imagine by 2020-2025 the price of gas has decreased, what impact would this have on your business</li> <li>What elements of your business would be impacted?</li> <li>What are some positive impacts?</li> <li>What are some negative impacts?</li> <li>What overall impact do you think this would this have on you personally</li> <li>Imagine by 2020-2025 the price of gas has increased, what impact would this have on your business?</li> <li>What elements of your business would be impacted? <ul style="list-style-type: none"> <li>What are some positive impacts?</li> <li>What are some negative impacts?</li> <li>What overall impact do you think this would this have on you personally?</li> </ul> </li> </ul>	Lead Facilitator	Laptop for note taking
6.30pm-6.40pm (10mins)	Perceptions and use of alternative fuels - Plenary discussion	<p>Introduction - this section is about your perceptions of alternative fuels</p> <p>What are your initial perceptions of using alternative fuels</p> <p>Is it good or bad, or indifferent? What are some of the things you've heard?</p> <p>List some alternative fuels that you know of (group list on whiteboard / butchers paper)</p> <p>Group exercise – everyone to take dots or tick and indicate whether they have used them</p> <p>What are some of the reasons why people have used some of these fuels?</p> <p>What are some reasons why people have not used any of these?</p>	Lead Facilitator	Post it notes Textas



Time	Session	Content	Speaker	Equipment
		<p>Compared to these alternative fuels that we have just discussed; how do you think gas compares on its environmental impacts?</p> <p>Is it good or bad?</p> <p>Why/why not?</p> <p>Do you need more information on this?</p>		
6.40pm-6.50pm (10mins)	Alternative fuels - continued	<p>This section is about your general view on businesses moving towards more sustainable ways of working, the pros and cons.</p> <p>What are some positives?</p> <p>What are some negatives?</p> <p>Spectrum of continuum exercise - participants stand in a room and 0 represents not important, 10 represents important (or group discussion if easier)</p> <ul style="list-style-type: none"> <li>▪ How important is it for your business to move towards being more sustainable?</li> </ul> <p>- Discussion: For what reasons is it important vs not important?</p> <ul style="list-style-type: none"> <li>▪ What do you think about changing the mix of natural gas to include a bio gas or hydrogen</li> </ul> <ul style="list-style-type: none"> <li>- Would this impact your business?</li> <li>- How would this impact your business?</li> <li>- To what degree would the impact be noticeable?</li> </ul> <ul style="list-style-type: none"> <li>▪ In what ways could your business be more sustainable?</li> <li>▪ What do you think about being a zero-carbon business</li> </ul> <ul style="list-style-type: none"> <li>- Do you know what it means to be a zero-carbon business?</li> <li>▪ What do you think about Jemena investing in solutions to move towards a zero-carbon situation?</li> </ul> <p>Discussion</p> <ul style="list-style-type: none"> <li>- Would this change how you think of Jemena?</li> </ul>	Lead Facilitator	<p>Group discussion</p> <p>List on butchers paper, or sesi to take notes</p>



Time	Session	Content	Speaker	Equipment
		- How does this compare to how you thought of Jemena previously?		
6.50pm-7.00pm	A fair price for gas	<p>Q1: Do you ever think about what influences the price of gas (stand in room to indicate no / yes)</p> <p>- What do you think causes differences in price?</p> <p>- Do you think there should be any differences in price? (no / yes)</p> <p>- Why?</p> <p>Q3: Given the cost to deliver gas is higher in regional areas, do you think the cost of gas should be higher? (no / yes)</p> <p>- Why / why not?</p> <p>Extra question for discussion (if time):</p> <p>Delivering the same level of service (e.g. time to respond to an incident) to regional areas as compared to city areas could increase costs. This is because of the distances involved. What do you think about this? Is it important?</p> <p>What's more important, achieving the same level of service, or keeping costs down?</p>	Lead Facilitator	<p>Spectrum of continuum - standing in the room</p> <p>X in middle of room to mark line of continuum</p> <p>Or have as discussion (depending on the mood in the workshop)</p>
7.00pm	Thank you and close	<p>These are all the questions we have for you today.</p> <p>Does anyone have any final comments or questions?</p> <p>Distribute feedback forms - help us make our program better for next time.</p> <p>Hand out stipends!</p>	Lead Facilitator	<p>Stipends</p> <p>Feedback forms</p> <p>Participants sign for stipends - Sesi to arrange</p>



# GAS PRICES AND IMPACTS

You have 20 coins in total. Place your coins against each category to demonstrate the proportion of your operational budget against each of these different categories. Stock, Mortgage/Rent, Transport, Gas, Electricity, Education, Insurances, Staff Wages, Phone/Internet.

Any categories that are not there? Please add them in.

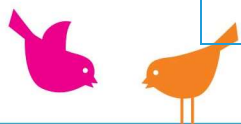
Where is your gas cost now compared to 5 years ago? Please indicate on your sheet.

<b>Category</b>	<b>Amount</b>	<b>Total</b>
<b>Office Rent / Mortgage</b>		
<b>Transport</b>		
<b>Gas</b>		
<b>Electricity</b>		
<b>Insurances</b>		
<b>Staff wages and benefits</b>		
<b>Phone / Internet</b>		
<b>Materials</b>		
<b>Stock</b>		
<b>Plant and Equipment</b>		
<b>Marketing / Promotions</b>		
<b>Venue hire</b>		

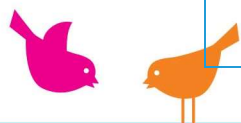
# FOCUS GROUP DISCUSSION GUIDE

<b>Project:</b>	Jemena Gas Network - Phase 2 Engagement			
<b>Workshop:</b>	Small business focus group			
<b>Details:</b>				
<b>Date:</b>	Thursday 31 May 6pm-8pm	<b>Time:</b>	4pm - set up (MS) 6pm-8pm (group) 8pm - debrief (if required)	<b>Duration:</b> 2 hours
<b>Venue:</b>	City Group Rooms - Level 4/85 George St, Parramatta NSW 2150	<b>Team Members:</b>	Merryn Spencer (group facilitator): 0401 021560 Kate Hawke, Customer Engagement Manager: Price Review: 0439 241495 Oliver Derum, Associate Director, Advocacy and Communications, ECA (CC)	
<b>Focus group purpose</b>	<ul style="list-style-type: none"> <li>• Introduction to focus group process and concepts we will be covering</li> <li>• Overview of process - working on key issues of pricing, fairness, business needs, and the role of gas as well as future projections and considerations</li> <li>• Build trust and work together and connect with each other as a group</li> <li>• Reflect on business and commercial needs</li> </ul>			

Time	Session	Content	Speaker	Equipment
5.30pm	Room set up	Organise tables and chairs, check catering Snacks for arrival registrations, sign ins, permission forms	Facilitator	Sign in sheet Pens, paper

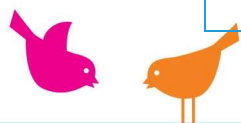


Time	Session	Content	Speaker	Equipment
6.00pm-6.10pm (5mins)	Welcome and introductions	<ul style="list-style-type: none"> <li>▪ Acknowledgement of Country</li> <li>▪ Thank you for coming! We're so excited you can be here today to speak with us!</li> <li>▪ State objectives - to find out perceptions and business needs, the role of gas as well as future projections and considerations.</li> <li>▪ Housekeeping - the session is being recorded and viewed.</li> <li>▪ Please switch off your mobile or put it on silent - put mobile phones away</li> <li>▪ People taking notes, help yourself to snacks, bathroom location.</li> <li>▪ In case of an emergency, please exit the building in an orderly fashion.</li> <li>▪ We also have a videographer here today who may be capturing images of the group and interviews. If you do not want to appear in any footage, please advise.</li> <li>▪ As we have a lot of people in the room, can I please remind everyone to respect each others point of view</li> <li>▪ Personal introductions: I would love to understand who is in the room today. Could everyone please briefly introduce themselves, your role and responsibilities?</li> </ul>		
6.10pm	<p>The role of gas in your business</p> <p>Understanding small business and the role of gas</p>	<p>We're going to do a pair interview activity.</p> <p>1:1 interviews - participants pair up and ask 5 questions of each other: (5 questions x 2 mins each)</p> <ul style="list-style-type: none"> <li>- How you use gas in your business currently?</li> <li>- Who are the end users?</li> <li>- Who controls how the gas is used?</li> <li>- How is the gas distributed? What appliances are used?</li> </ul>	Facilitator	NA

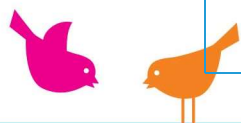




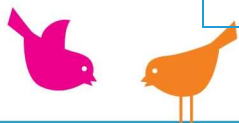
Time	Session	Content	Speaker	Equipment
		<ul style="list-style-type: none"> <li>- Is your gas use generally fixed/stable? (Why or why not? Is your usage seasonal?)</li> </ul> <p>Plenary and share answers, discussion of each</p>		
6.40pm	Loss of supply, pressure and gas usage over time	<p>Plenary discussion</p> <ul style="list-style-type: none"> <li>- Have you ever experienced a loss of gas supply?</li> </ul> <p>(What happened, how did this affect your business, when did it happen, what was the resolution, is this a continuous issue?</p> <p>Do you think the timeliness of notification or length / duration of outage has an impact?</p> <ul style="list-style-type: none"> <li>- What about a loss of pressure?</li> </ul> <p>(What happened, how did this affect your business, when did it happen, how did it get resolved, did it happen again?)</p> <p>How has your gas used changed over time?</p> <ul style="list-style-type: none"> <li>- Over the last 5 years</li> <li>- Over the last 10 years?</li> </ul> <p>Thinking into the future to 2020-2025 do you think you will be using more or less gas?</p> <ul style="list-style-type: none"> <li>- Why do you think this?</li> <li>- What other factors will affect your gas usage?</li> </ul> <p>Plenary and group discussion about feedback</p>	Facilitator	Notes
7pm-	Gas price and impacts	<p>Thinking about the price you pay for gas, how much do you spend compared to other fixed costs?</p> <p>Individually, conduct prioritisation exercise on business budget - coins</p> <p>\$1000 total - divide up spend on gas compared to other costs in pre-filled format eg staff wages, rent / mortgage, electricity, gas, telephone / internet, marketing, materials, plant and equipment, stock, other overheads.</p>		<p>Coins</p> <p>Sheet with spend priorities</p> <p>A4 sheet</p>



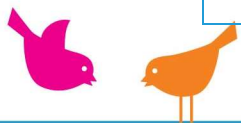
Time	Session	Content	Speaker	Equipment
		<p>Mark where gas was 5 years ago.</p> <ul style="list-style-type: none"> <li>▪ Come back to plenary and discuss results:</li> <li>▪ What are the other main costs? Are there any not listed that you've included?</li> <li>▪ Where does gas sit in relation to these other costs?</li> <li>▪ How do you feel about that?</li> <li>▪ How has the price of gas changed for you over time? Do you expect to use more or less gas between now and 2025?</li> <li>▪ How do you think it compares now, to when you first started your business or first started with the business?</li> <li>▪ How does the price of gas affect your business?</li> <li>▪ How much affect do prices changes have on your customers?</li> <li>▪ How much do prices changes affect elements within your business?</li> <li>▪ How does that make you feel?</li> <li>▪ Do price changes affect other elements in your life?</li> </ul>		
7.15pm	Future thinking	<p>Future thinking: Group discussion.</p> <ul style="list-style-type: none"> <li>▪ Imagine it's 2025. Imagine by 2020-2025 the price of gas has decreased, what impact would this have on your business</li> <li>▪ What elements of your business would be impacted?</li> <li>▪ What are some positive impacts?</li> <li>▪ What are some negative impacts?</li> <li>▪ What overall impact do you think this would this have on you personally</li> <li>▪ Imagine by 2020-2025 the price of gas has increased, what impact would this have on your business?</li> <li>▪ What elements of your business would be impacted?</li> </ul> <p>What are some positive impacts?</p>	Facilitator	



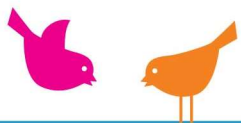
Time	Session	Content	Speaker	Equipment
		<p>What are some negative impacts?            What overall impact do you think this would this have on you personally?</p>		
7.25pm	Perceptions and use of alternative fuels - Plenary discussion	<p>Introduction - this section is about your perceptions of alternative fuels</p> <p>What are your initial perceptions of using alternative fuels</p> <p>Is it good or bad, or indifferent? What are some of the things you've heard?</p> <p>Group exercise – facilitator to list alternatives</p> <p>List some alternative fuels that you know of (group list)</p> <p>Group exercise – everyone to take dots and indicate whether they have used them</p> <p>What are some of the reasons why people have used some of these fuels</p> <p>What are some reasons why people have not used any of these?</p> <p>Compared to these alternative fuels that we have just discussed; how do you think gas compares on its environmental impacts?</p> <p>Is it good or bad?</p> <p>Why/why not?</p> <p>Do you need more information on this?</p>	Facilitator	<p>Butchers paper</p> <p>Textas</p> <p>Sticky dots</p>
7.35pm	Alternative fuels - continued	<p>This section is about your general view on businesses moving towards more sustainable ways of working, the pros and cons.</p> <p>What are some positives?</p> <p>What are some negatives?</p> <p>Spectrum of continuum exercise - participants stand in a room and 0 represents not important, 10 represents important</p> <p>How important is it for your business to move towards being more sustainable?</p> <p>- Discussion: For what reasons is it important vs not important?</p>	Facilitator	<p>Group discussion</p> <p>List on butchers paper</p>



Time	Session	Content	Speaker	Equipment
		<p>What do you think about changing the mix of natural gas to include a bio gas or hydrogen</p> <ul style="list-style-type: none"> <li>- Would this impact your business</li> <li>- How would this impact</li> <li>- To what degree would the impact be noticeable?</li> <li>▪ In what ways could your business be more sustainable?</li> <li>▪ What do you think about being a zero-carbon business</li> <li>- Do you know what it means to be a zero-carbon business?</li> <li>▪ What do you think about Jemena investing in solutions to move towards a zero-carbon situation?</li> </ul> <p>Discussion</p> <ul style="list-style-type: none"> <li>- Would this change how you think of Jemena?</li> <li>- How does this compare to how you thought of Jemena previously?</li> </ul>		
7.45pm	A fair price for gas	<ul style="list-style-type: none"> <li>• Tell me about how your home gas use compares to your business gas use. Is it lower, or higher, does it vary more?</li> </ul> <p>Q1: Do you ever think about what influences the price of gas (rate from 1 not at all, to 10, all the time)</p> <ul style="list-style-type: none"> <li>- What do you think causes differences in price?</li> </ul> <p>Q2: Do you think there should be any differences in price? (rate from 1 note at all to 10 yes definitely)</p> <ul style="list-style-type: none"> <li>- Why / why not?</li> </ul> <p>Q3: Given the cost to deliver gas is higher in regional areas, do you think the cost of gas should be higher? (rate from 1 - no to 10 - yes definitely)</p> <ul style="list-style-type: none"> <li>- Why / why not?</li> </ul>	Facilitator	<p>Spectrum of continuum - standing in the room</p> <p>Questions printed on cards (if needed)</p>



Time	Session	Content	Speaker	Equipment
		<p>Q4: Given the cost of delivering gas is less to regional areas, should the costs of gas be less in regional areas? (rate from 1 to 10)</p> <p>Q5: Delivering the same level of service (time to respond to an incident) to regional areas as city areas could increase costs (because of the distances) – what do you think is more important:            achieving the same level of service,            or keeping costs down? (rate from 1 to 10)</p>		
8.00pm	Thank you and close	<p>These are all the questions I have for you today.</p> <p>Does anyone have any final comments or questions?</p> <p>Distribute feedback forms - help us make our program better for next time.</p> <p>Hand out stipends!</p>	Facilitator	Stipends





## SPEED DATING QUESTIONS!

*Pair up and ask your partner these questions. Write down their answers and share with the group!*

Tell me about how you use gas in your business currently? Who are the end users, who controls how the gas is used? How is the gas distributed? What appliances are used?

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Have you ever experienced a loss of gas supply? What happened?

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What about a loss of pressure? What happened, how did this impact your business? When? Did it get resolved? Did it happen again?

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Is your gas use generally fixed or stable?

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Has your gas use changed over time? In the last 5 years? How about over the last 10 years?

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Thinking into the future to 2020-2025 do you think you will be using more or less gas? Why do you think this? What factors will affect your gas usage?

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