



# Jemena Gas Networks (NSW) Ltd

## 2020-25 Access Arrangement Proposal

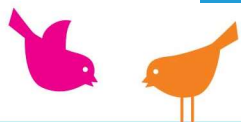
Attachment 2.3

Engagement materials

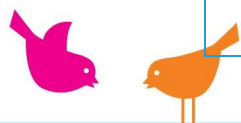


# STUDY CIRCLE DISCUSSION GUIDE

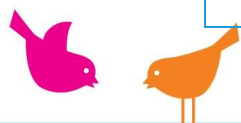
<b>Project:</b>	Jemena Gas Network - Phase 2 Engagement				
<b>Workshop:</b>	Study Circle Low Income / Over 55s				
<b>Details:</b>					
<b>Date:</b>	Wednesday 6 June, 5pm-7pm 2018	<b>Time:</b>	4pm - set up (MS) 5pm-7pm (group) 7pm - debrief (if required)	<b>Duration:</b>	2 hours
<b>Venue:</b>	Mantra Parramatta, Valentine Street, Parramatta	<b>Team Members:</b>	Merryn Spencer (Straight Talk) Tbc (Straight Talk) Kate Hawke, Customer Engagement Manager, Price Review Project Tbc, Jemena David Prinas, Consumer Challenge Panel		
<b>Focus group purpose</b>	<ul style="list-style-type: none"> <li>• Introduction to deliberative processes and the concepts of 'mini-public', deliberation, consensus</li> <li>• Agree ground rules, working together, build trust and connect with each other as a group</li> <li>• Introduce and explain who and what Jemena is</li> <li>• Overview of process - working on key issues of pricing, fairness and costs</li> <li>• Understand personal experiences of financial insecurity and what it means to face, plan for and adapt to rising power and gas costs</li> <li>• Identify what people need for next session</li> </ul>				



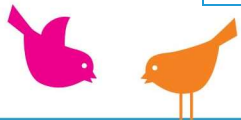
Time	Session	Content	Speaker	Equipment
4pm	Bump in	Prepare room and materials		
4.45pm (15mins)	Sign in	Informal welcome and sign in Participants take name tag	Lead facilitator	Name tags Sign in sheet
5pm	Formal welcome	Acknowledgement of country Welcome! Introductions and expectations Housekeeping Show of hands - who has bottled gas vs mains gas?	Lead facilitator and team	
5.10pm		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.  Participants are asked about their experiences with workshops, focus groups, committees to date. Do they have any initial thoughts or anxieties?	Lead facilitator	Laptop for note taking
5.20pm		Introduction to Jemena - who they are How gas gets into your house Play video - connecting your home with gas Why we are talking to you, and Jemena's commitment to shaping future plans and listening to you throughout this process	Kate Lead Facilitator	<b>Play video about Jemena</b> <b>1.1 – connecting your home with gas.mp4</b> <b>1.5 Your network your say</b>
5.30pm		We would like to hear about each person's experience.	Lead Facilitator	Laptop for notetaking Butcher's paper



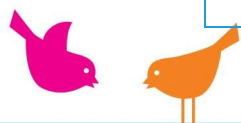
Time	Session	Content	Speaker	Equipment
		<p>How sensitive are you to the price of gas, and what impact does a price increase / decrease have to your standard of living?</p> <p>What does the gas bill mean in your family? How do you feel about it?</p> <p>Thought starters:</p> <ul style="list-style-type: none"> <li>▪ Family and lifestyle</li> <li>▪ Work and home situation</li> <li>▪ Any effect the gas bill has on key relationships</li> </ul>		<p>Blue tac</p> <p>Pens</p> <p>Textas</p>
5.40pm		<p>What do you do to plan or manage? Free flowing discussion - identify emerging themes</p> <p>Thought starters:</p> <ul style="list-style-type: none"> <li>▪ Personal or household systems to organise bills</li> <li>▪ Perceptions of bill planning</li> <li>▪ Perceptions of gas prices compared to electricity</li> <li>▪ Considerations towards switching appliances from gas to electric or vice versa</li> <li>▪ Large example bills – NSW (\$938) and Parramatta (\$827.92)</li> </ul>	Lead facilitator	<p>Laptop for notetaking</p> <p>Butcher's paper</p> <p>Blue tac</p> <p>Pens</p> <p>Textas</p> <p><i>1.7 Average gas bill – NSW and Parramatta</i></p>
5.50pm-6.30pm		<p>Now we are going to do a couple of activities which will help you explore these cost of living pressures.</p> <p>Rank your cost of living pressures. Where does gas sit in terms of running your household budget?</p> <ul style="list-style-type: none"> <li>• What appliances do you have in your home?</li> <li>• Have your gas consumption attitudes changed? Why?</li> </ul> <p>Exercise 1:</p>	Lead facilitator	<p>Sticker sets</p> <p>Priority Sheet</p> <p>House template</p>



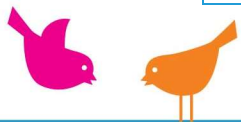
Time	Session	Content	Speaker	Equipment
		<p>Thinking about the major costs you have in your household (every household is different), what are your biggest costs - take the cost of living template and use the stickers to order your costs - if you have costs that don't appear feel free to write them in.</p> <p>Share with your table where gas is in your list - has it always been there, or is its position changing?</p> <p>Mark on the template where you think gas was 5 years ago. Hand sheets in.</p> <p>Plenary discussion to share findings.</p> <ul style="list-style-type: none"> <li>• What information do you have / would you need to manage your energy costs?</li> <li>• How sensitive are you to the price of electricity, and what impact does a price increase / decrease have to your standard of living?</li> <li>• When it comes to reducing your energy bills what are the barriers? i.e. what control do you have over your consumption, choice of appliances, energy efficiency, retailer etc?</li> <li>• Jemena currently provides both VBM and Individualised metering solutions to developers when they build high rises. How do you the customer feel about these solutions and should Jemena continue to offer both options?</li> </ul> <p>Exercise 2:</p> <p>Each of you uses gas but maybe not in the same way. Thinking about your appliances at home that use gas, choose the stickers of the appliances you have. Now find</p>		



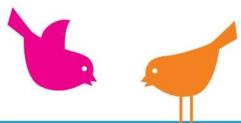
Time	Session	Content	Speaker	Equipment
		<p>other participants in the room who have the same appliance configuration as you.</p> <p>In your new groups, discuss and complete the worksheet at your table (identifies age of appliances, whether they chose gas or gas was in the house when they bought; what would influence their decision about replacement of appliances and whether to stay or leave gas)</p> <p>How was it for you? What else have you considered?</p> <p>Plenary discussion on what we found.</p>		
6.30pm		<ul style="list-style-type: none"> <li>• Now, we want to introduce the things that will be influencing our price review.</li> <li>• We are in a time of significant change – in many aspects of our lives technology is changing how we do things – and new technologies are changing the face of energy as well.</li> <li>• Raise your hands if you've heard of Elon Musk; raise your hands if you'd heard of him 5 years ago.</li> <li>• Elon Musk – entrepreneur, famous for wanting to land humans on Mars, and co-founder, CEO and product architect at Tesla.</li> <li>• Tesla has become a household name in a very short space of time, and that's one example of the pace of change. The thing about change though, is that not everyone always agrees, and there is often a period of time where people discuss different views on how they think the future will be.</li> <li>• In the future you might get your energy needs delivered to you in a very different way.</li> </ul>	Lead facilitator	<ol style="list-style-type: none"> <li>1. Elon Musk <a href="https://www.youtube.com/watch?v=yFPnT-DCBVs">https://www.youtube.com/watch?v=yFPnT-DCBVs</a></li> <li>2. Jemena <a href="https://www.youtube.com/watch?v=-6ZevrJwvyU">https://www.youtube.com/watch?v=-6ZevrJwvyU</a></li> <li>3. Australian Technology Association <a href="https://1drv.ms/v/s!Al08m3BYjwYOmB9oLEH8aUqDXWMK">https://1drv.ms/v/s!Al08m3BYjwYOmB9oLEH8aUqDXWMK</a> <i>Phoebe: above link does not work, use ATA Vox Pop on Gas Futures (for Jemena) on flash drive</i></li> <li>4. AEMO - the Australian Independent Energy Market Operator <a href="https://www.youtube.com/watch?v=FFa1jLHP-Fg">https://www.youtube.com/watch?v=FFa1jLHP-Fg</a></li> </ol>



Time	Session	Content	Speaker	Equipment
		<ul style="list-style-type: none"> <li>• No one knows what the future will look like for gas, but many people have different views, here are a few different opinions.</li> <li>• We're going to play these videos one after the other with no break in between, and I'll introduce them,</li> <li>• After we've seen all four, we'll then ask you to have a discussion at your tables about what you've seen, and any further information you need.</li> </ul> <ol style="list-style-type: none"> <li>1. First up, we will hear from Elon Musk on Hydrogen Fuel Cells.</li> <li>2. Next we will hear from Jemena, about what the future of energy could look like for you, and for Australia.</li> <li>3. We will now hear from Energy Policy Advocate Dean Lombard, from the Australian Technology Association.</li> <li>4. Finally, we will hear from David Jones, the Digital Editor, AEMO - the Independent Energy Market operator</li> </ol> <ul style="list-style-type: none"> <li>• Reflect on what you've heard.</li> <li>• Plenary: what was the key take out for you? (if no time, talk at tables)</li> <li>• What might this mean for Jemena?</li> <li>• Business needs to change in response to change.</li> <li>• Next week as we start to think about some of the options we have for the future.</li> <li>• We will need to keep in mind that the future isn't certain and that there are many different views on what and how the gas network should be used.</li> </ul> <p>This uncertainty might influence some of your decisions.</p>		



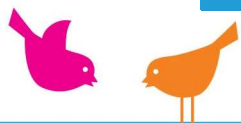
Time	Session	Content	Speaker	Equipment
6.50pm-7pm	Conclusion	<p>Thank you for coming</p> <p>Hand out stipends</p> <p>What did you think? How do you feel?</p> <p>Next session we want to give you some information about what Jemena understand is important to customers - We would like you to come with ideas and stories of what these issues mean for others too. Please talk to friends, neighbours, families, colleagues and see what they think and why.</p> <p>Thank you! We look forward to seeing you on the 16th for Session 2!</p>		



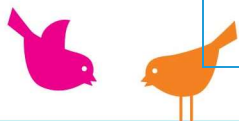


# STUDY CIRCLE DISCUSSION GUIDE

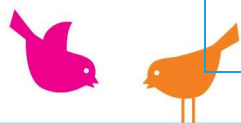
<b>Project:</b>	Jemena Gas Network - Phase 2 Engagement				
<b>Workshop:</b>	Study Circle Low Income / Over 55s - Workshop 2				
<b>Details:</b>					
<b>Date:</b>	Wednesday 13 June, 5pm-7pm 2018	<b>Time:</b>	4.30pm - set up (MS) 5pm-7pm (group) 7pm - debrief (if required)	<b>Duration:</b>	2 hours
<b>Venue:</b>	<b>Linden Room, Parramatta RSL 2 Macquarie Street Parramatta SNW 2150</b>	<b>Team Members:</b>	Lucy Cole-Edelstein (Lead Facilitator, Straight Talk) Merryn Spencer (Straight Talk) Kate Hawke, Customer Engagement Manager, Price Review Project Alex McPherson, Jemena Stephanie, Jemena Bridget Liedig Jemena PIAC Representative (TBC)		
<b>Focus group purpose</b>	<ul style="list-style-type: none"> <li>• Reintroduce the group to each other, check in since last session</li> <li>• Agree ground rules, working together, build trust and reconnect with each other as a group</li> <li>• Explore trade-offs of fairness</li> <li>• Explore the future of gas</li> <li>• Identify commitment or willingness to participate in session 3</li> </ul>				



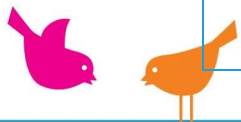
Time	Session	Content	Speaker	Equipment
4.30pm	Bump in	Prepare room and materials		Merryn
4.45pm (15mins)	Sign in	Informal welcome and sign in Participants take name tag and sign in Refreshments served	Support person	Name tags Sign in sheet Participants have arranged seating : Low income / Refugee communities / NGO / newer arrivals (table 1) over 55s (table 2)
5pm (10mins)	Formal welcome	Acknowledgement of country Welcome! Introductions of team present and expectations NB: introduce PIAC representative to those who work with refugees in NGOs and their role Housekeeping - bathrooms, emergency exits	Lead facilitator and team	Notebooks for Jemena team Powerpoint for session (MS to manage and drive)
5.10- 5.40pm (30mins)		Reintroduce study circles and what they are Reminder of why we are here. Remind this is to assist Jemena to consult with the community and engage with customers effectively. Reintroduce participants to each other and get reacquainted. How did you go with the homework from last week? Participants are asked to share about their experiences over the last week: What did you learn? What did you find out that was surprising to you? How do you feel about gas supply now? Speed dating around room (if time: find someone with your question and discuss)	Lead facilitator	Laptop for note taking Homework booklets - participants bring these back, collect at the end



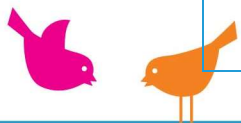
Time	Session	Content	Speaker	Equipment
5.40pm-5.55pm (15mins)		<p>Answer questions from last week</p> <p>Reintroduction to Jemena - who they are</p> <p>Play video - Your Say</p> <p>Why we are talking to you, and Jemena's commitment to shaping future plans and listening to you throughout this process.</p> <p>Answer questions from last week which were:</p> <ul style="list-style-type: none"> <li>▪ We would like to know about peak and off peak?</li> <li>▪ Rates at different times of the day?</li> <li>▪ Price comparison website e- energy made easy?</li> <li>▪ Why doesn't Jemena become a retailer?</li> <li>▪ What's the consumer engagement advocacy support network or referral I can use?</li> <li>▪ Any other questions from floor (plenary)</li> </ul>	Kate Lead Facilitator	<p><b>Kate to speak about introduction to Jemena and about why we're here</b></p> <p><b>Speaker notes</b></p> <p><b>Play video about Jemena - Your Say</b></p> <p><b>Support materials could include:</b></p> <p><b>Diagram - peak and off peak</b></p> <p><b>Handout - price comparison websites and further information</b></p> <p><b>Information about PIAC</b></p> <p><b>Annual consumption table</b></p>
5.55pm-6.00pm (5mins)		<p>Now we're going to ask you some questions around fairness - to help you prepare, we will play a video about bias.</p> <p>Introduction to unconscious bias - play video</p> <p>Do you have a bias? Discussion (could do signs around the room and discussion if time)</p>	Lead Facilitator	<p><b>Unconscious bias video - mind tools</b></p> <p><b><a href="https://youtu.be/tkbU8pNiwG4">https://youtu.be/tkbU8pNiwG4</a></b></p>
6.00pm-6.36pm (36mins)		<p>The following four questions are about fairness, and we're now going to ask you to think deeply about these topics. Keep in mind the theme of unconscious bias as you have these discussions at your tables.</p> <p>We are going to divide our two tables into four to address these four different questions.</p> <p>You will have 9 minutes per question to discuss. To get us started, here is a video from St Vincent De Paul.</p>	Lead facilitator	<p>Booklets for note taking - with the four questions written with space for notes</p> <p>Participants rotate tables (or facilitators rotate tables if mobility is a challenge for participants)</p> <p>Play video from St Vincent De Paul about fairness</p> <p>Equity diagram about fairness</p>



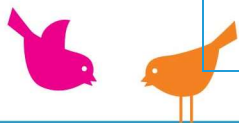
Time	Session	Content	Speaker	Equipment
		<p>Play video from St Vincent De Paul about fairness</p> <p><b>DEPRECIATION</b></p> <p>QUESTION 1: With the uncertainty about whether our pipes will actually be used beyond 2050, would it be fairer for current customers to pay more for new investments we make on the network relative to future customers?</p> <p>BACKGROUND: Many of our gas assets – particularly the gas pipes – won't deteriorate for around 50. They are made of long-lasting plastic. However, there is uncertainty about whether people will actually use gas in 50 years from now. Therefore, we are considering whether to recover the cost of new investment in gas pipes faster than we have in the past – for example 30 years instead of 50 years. This would mean that bills would rise over the next 30 years – around \$7 per annum on average over the next 30 years. The alternative is that we wait until some point in the future when we are clearer about whether the assets aren't going to be used if that turns out to be the case, and only then move to a faster recovery. This would prove to be the right decision where the pipes did end up being needed beyond 30 years, because we wouldn't need to move to that faster recovery charging the additional \$7. However, if they end up being not used, this might result in future customers receiving a more significant price increase as we move closer that time, because we need to rush the recovery into a shorter period. If this was 10 years, we estimate an additional increase of \$20 per annum over those 10 years to cover the catch-up. With the different impacts on current and future customers, thinking on behalf of the community and both current and future generations, what is fairest way of addressing this uncertainty in whether our pipes will be used into the future in terms of how we recover our investment costs?</p> <p>ANALOGY IF REQUIRED: To use an analogy, imagine you own a hotel and just spent \$30,000 on a new renovation. This is a major investment for you. To pay for this, you intend to increase the</p>	Alex	



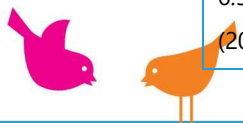
Time	Session	Content	Speaker	Equipment
		<p>price of a room by \$7 per night over the next 10 years. Doing your calculations, you think this should recover the cost of this \$30,000 investment. However imagine you suddenly receive information from the Government is considering introducing a new tax on hotels, 7 years from now, that might drive you out of business. Your calculations banked on your hotel business operating for at least 10 years. But that's now not clear anymore. What would you do? Hedge your bets by increasing the price of your rooms even more than \$7 to speed up the recovery of the \$30,000 investment over the next 7 years? This will impact current customers. Or would you not increase your prices by more than the \$7 for now, and wait until the Government had made a decision, one way or another. The risk is that if the Government did follow-through with the ban, you would have to act quickly and increase the cost of your rooms by an additional \$20 over a short period of time to ensure you recovered your \$30,000 investment. This would impact those future customers. What's fair?</p> <p>CAPITAL CONTRIBUTIONS</p> <p>QUESTION 2: Would it be fairer for all new customers to contribute to the cost of a new gas connection, when in the past most haven't had to contribute?</p> <p>BACKGROUND: Around 45,000 new customers connect to the gas network each year. They might be developers who have built new homes, or customers who had all electric appliances but now want gas because they want gas cooking, hot water or heating. This is a good thing for existing customers because it means the cost of our large fixed investments – the \$3 billion of pipes and other</p>	Kate	



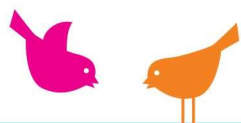
Time	Session	Content	Speaker	Equipment
		<p>equipment already installed – will then be shared amongst more customers in future. This means lower prices for everyone. However, in some cases, a customers can be quite expensive to connect because they might be in an isolated location. This might require us to install a longer more costly pipe, or use expensive excavation equipment to install the pipe. While this new customer would share in paying the cost of our large fixed investments – which is a good thing for all customers – this can be outweighed by the additional large cost they put on everyone else to connect them to the network. We ask them to pay the difference upfront to connect to the network.</p> <p>However, going forward, we are looking at changing our approach. We are looking at charging all new customers – not just the more costly ones – to connect to the network. This is because we are less confident about how long our customers will use the gas network. In the past, we were confident the gas connections would last over 30 years. Now, we are not so sure. So we want to recover the cost quicker. We may charge all customers an upfront connection fee. Is this fair?</p> <p><b>VULNERABLE CUSTOMERS</b></p> <p>QUESTION 3: Is it fair that everyone pays a little bit more to help fund programs led by Jemena to assist vulnerable gas customers?</p> <p>BACKGROUND: Currently, support for vulnerable gas customers (those having significant difficulty paying their gas bill) is generally limited to programs run by gas retailers and the NSW Government. All gas retailers in NSW have programs to help customers in financial difficulty manage their bills more effectively via hardship programs. Energy Accounts Payment Assistance (or EAPA) is a NSW Government Scheme designed to help people who are having trouble paying their gas bill because of a crisis or emergency situation. The Scheme is aimed at helping people in</p>	Bridget	



Time	Session	Content	Speaker	Equipment
		<p>these situations to stay connected. The \$50 EAPA vouchers are distributed to gas (and electricity) customers by a range of community welfare organisations such as St Vincents de Paul. If you are in financial hardship due to a crisis or emergency situation you can apply for EAPA voucher assistance. The question for Jemena is whether we – as your gas distributor – also have a role in helping customers manage their bills, beyond just keeping a close watch on our 37% of the bill. We don't currently invest in programs to specifically support vulnerable customers. However we could look at targeted ways to supplement what the retailers and Government do. This would come at a cost, and this cost would be recovered from all customers. Roughly, every \$1 million we put towards these sort of programs would add around \$1 to your annual gas bills.</p> <p>GAS PRESSURE</p> <p>QUESTION 4: Is it fair that the pressure in the network is lower in some areas than others meaning some customers can't use modern gas appliances (specifically instantaneous hot water)?</p> <p>BACKGROUND In some of the older parts of our network—like Kensington in Sydney and Goulburn in regional NSW—we can't supply gas at the same pressure as in the newer parts of the network. For customers in their older network areas, this means that many can't use modern gas appliances like instantaneous gas hot water systems. Is it fair that some customers do not receive the same level of service than other customers? We could upgrade older parts of the network to a more modern standard – but that would meant a slight increase in bills for everyone.</p>	Steph	
6.36pm-6.56pm (20mins)		Plenary discussion on what we found - each table to share questions and results	Lead facilitator and team	



Time	Session	Content	Speaker	Equipment
6.56pm-7pm (4mins)	Conclusion	<p>Check in - What did you think? How do you feel?</p> <p>Thank you for coming!</p> <p>Hand out stipends, feedback forms</p> <p>Did you like participating in this session? If so, we'd like to invite you back to session 3, which is Wednesday 15 August - here in the Linden Room</p> <p>Our partner Jetty Research (the number from coffs harbour, if they call you on your mobile phone) will be in touch</p>	Lead facilitator	<p>Stipends</p> <p>Feedback forms</p>







# Gathering feedback

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

Tonight, we discussed your understanding of gas and what the gas bill means for you. Next Wednesday we would like to talk about what these things mean for others, and give you some information about what Jemena understands is important to customers.

**We would really appreciate if you could collect feedback from your family, friends, neighbours or anyone else you comfortable having a chat with. This will help with next weeks discussions. This booklet is designed to help you.**

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

We don't need to know people's names or contact details – just what they think about gas!

Thank you!

Please tick

Friend \_\_\_\_\_

Family \_\_\_\_\_

Colleague \_\_\_\_\_

Other \_\_\_\_\_

Please tick

Male \_\_\_\_\_

Female \_\_\_\_\_

Other \_\_\_\_\_

**What do you understand about how gas gets from the ground to your house?**

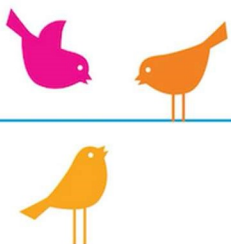
**How do you feel about paying your gas bill and why?**

- Does it feel like a struggle?

**How does it compare to your other household bills?**

**Do you understand the information on your gas bill?**

- Why/why not?



**Where would you go to get information about your gas bill?**

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*Please tick*

**Friend** \_\_\_\_

**Family** \_\_\_\_

**Colleague** \_\_\_\_

**Other** \_\_\_\_

*Please tick*

**Male** \_\_\_\_

**Female** \_\_\_\_

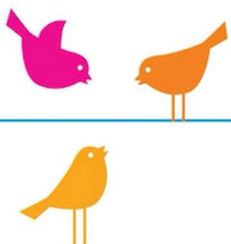
**Other** \_\_\_\_

**What do you understand about how gas gets from the ground to your house?**

**How do you feel about paying your gas bill and why?**

- Does it feel like a struggle?

**How does it compare to your other household bills?**



**Do you understand the information on your gas bill?**

- Why/why not?

**Where would you go to get information about your gas bill?**

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*Please tick*

**Friend** \_\_\_\_

**Family** \_\_\_\_

**Colleague** \_\_\_\_

**Other** \_\_\_\_

*Please tick*

**Male** \_\_\_\_

**Female** \_\_\_\_

**Other** \_\_\_\_

**What do you understand about how gas gets from the ground to your house?**

**How do you feel about paying your gas bill and why?**

- Does it feel like a struggle?



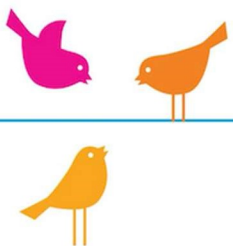
**How does it compare to your other household bills?**

**Do you understand the information on your gas bill?**

- Why/why not?

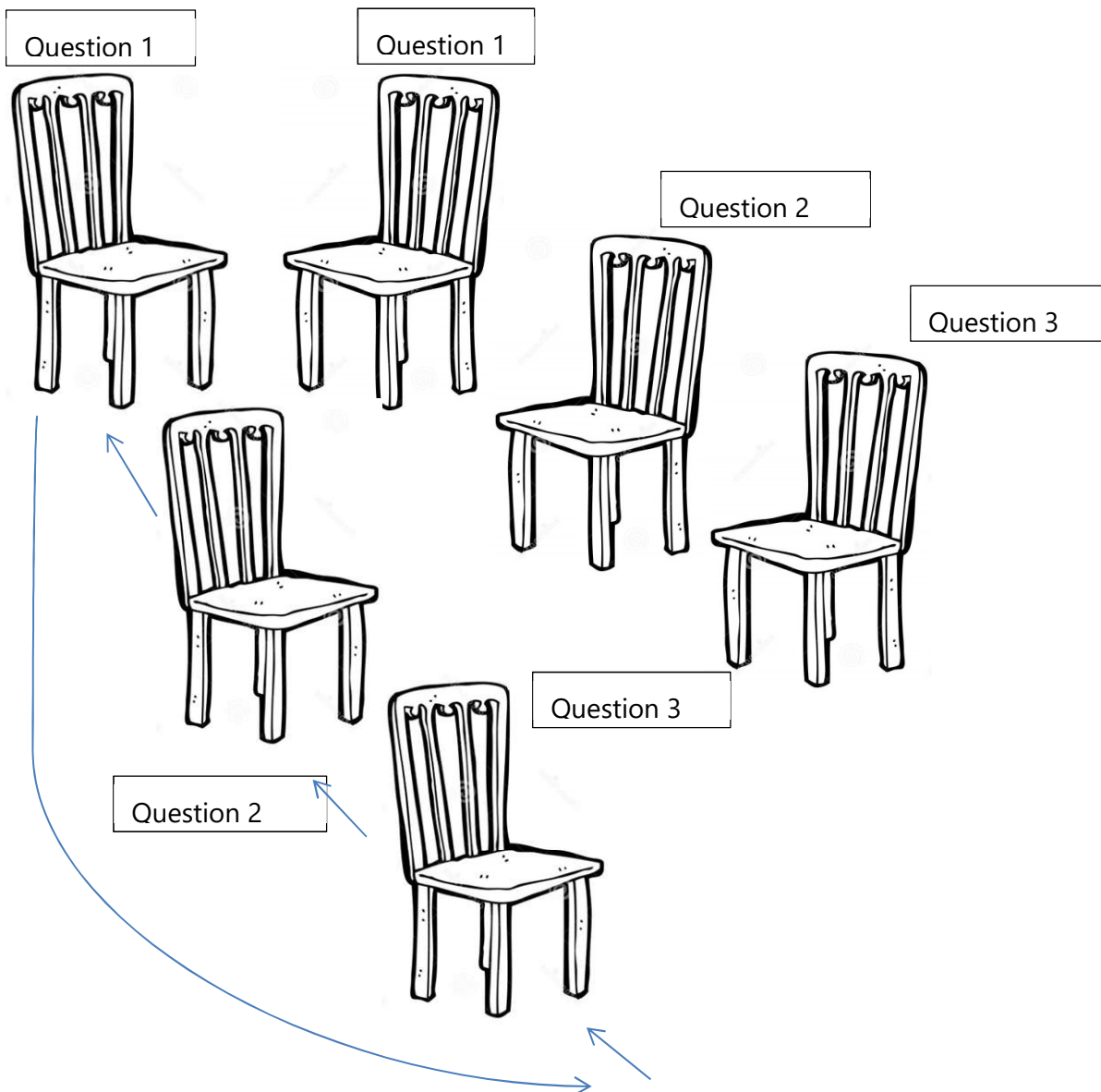
**Where would you go to get information about your gas bill?**

**THANK YOU AND SEE YOU AT THE NEXT SESSION!**





## Jemena Workbook - Forum 2



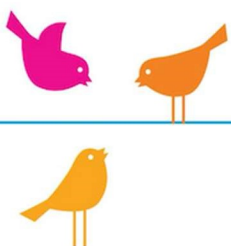
**Speed dating setup and directions:**

Participants interview each other – one side first, then after 1 or 2 minutes, they swap

One set of chairs stay where they are; those opposite move one place to either the right or left. One side asks their question of their opposite side and after 2 minutes they swap

After each person has answered each question, everyone on the moving side moves again

Participants take notes of their answers and, once everyone has rotated so they are back in their original seats, all the question 1's combine to synthesise what they heard that was the same, and what was different. They transcribe this onto butchers paper.



## SPEED DATING QUESTIONS!

### QUESTION 1: WHAT DID YOU LEARN?

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### QUESTION 2: WHAT DID YOU FIND OUT THAT WAS SURPRISING TO YOU?

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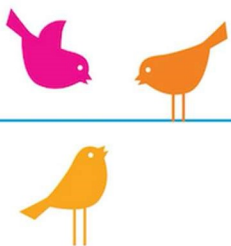
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### QUESTION 3: HOW DO YOU FEEL ABOUT GAS SUPPLY NOW?

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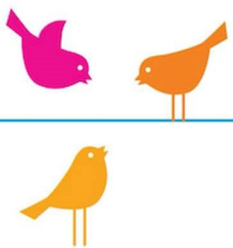
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**QUESTION 1: WITH THE UNCERTAINTY ABOUT WHETHER OUR PIPES WILL ACTUALLY BE USED BEYOND 2050, WOULD IT BE FAIRER FOR CURRENT CUSTOMERS TO PAY MORE FOR NEW INVESTMENTS WE MAKE ON THE NETWORK RELATIVE TO FUTURE CUSTOMERS?**

*BACKGROUND: Many of our gas assets – particularly the gas pipes – won't deteriorate for around 50 to 80 years. They are made of long-lasting plastic. However, there is uncertainty about whether people will actually use gas in 50, let alone 80, years from now. Therefore, we are considering whether to recover the cost of new investment in gas pipes faster than we have in the past – for example 30 years instead of 50 years. This would mean that bills would rise over the next 30 years – around \$7 per annum on average over the next 30 years. The alternative is that we wait until some point in the future when we are clearer about whether the assets aren't going to be used, if that turns out to be the case, and only then move to a faster recovery. This would prove to be the right decision where the pipes did end up being needed beyond 30 years, because we wouldn't need to move to that faster recovery. However, if they end up being not used, this might result in future customers receiving a more significant price increase as we move closer that time, because we need to rush the recovery and into a shorter period. If this was 10 years, we estimate an increase over those 10 years. With the different impacts on current and future customers, thinking on behalf of the community and both current and future generations, what is fairest way of addressing this uncertainty in whether our pipes will be used into the future in terms of how we recover our investment costs? Write your thoughts here:*

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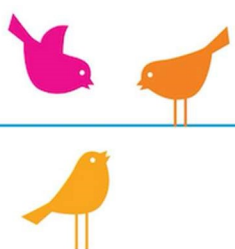
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## QUESTION 2: WOULD IT BE FAIRER FOR NEW CUSTOMERS TO CONTRIBUTE TO THE COST OF THEIR CONNECTION, WHEN IN THE PAST THEY HAVEN'T HAD TO CONTRIBUTE?

*BACKGROUND: Around 45,000 new customers connect to the gas network each year. They might be developers who have built new homes, or customers who had all electric appliances but now want gas because they want gas cooking, hot water or heating. This is a good thing for existing customers because it means the cost of our large fixed investments – the \$3 billion of pipes and other equipment already installed – will then be shared amongst more customers in future. This means lower prices for everyone. However, in some cases, a customer can be quite expensive to connect because they might be in an isolated location. This might require us to install a longer, more costly pipe, or use expensive excavation equipment to install the pipe. While this new customer would share in paying the cost of our large fixed investments – which is a good thing for all customers – this can be outweighed by the additional large cost they put on everyone else to connect them to the network. We ask them to pay the difference upfront to connect to the network.*

*However, going forward, we are looking at changing our approach. We are looking at charging all new customers – not just the more costly ones – to connect to the network. This is because we are less confident about how long our customers will use the gas network. In the past, we were confident the gas connections would last over 30 years. Now, we are not so sure. So we want to recover the cost quicker. We may charge all customers an upfront connection fee. Is this fair?*

*Write your thoughts here:*

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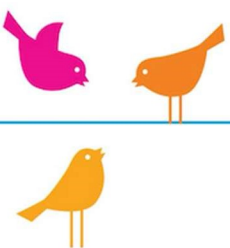
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**QUESTION 3: IS IT FAIR THAT EVERYONE PAYS A LITTLE BIT MORE TO HELP FUND PROGRAMS LED BY JEMENA TO ASSIST VULNERABLE GAS CUSTOMERS?**

*BACKGROUND: Currently, support for vulnerable gas customers (those having significant difficulty paying their gas bill) is generally limited to programs run by gas retailers and the NSW Government. All gas retailers in NSW have programs to help customers in financial difficulty manage their bills more effectively via hardship programs. Energy Accounts Payment Assistance (or EAPA) is a NSW Government Scheme designed to help people who are having trouble paying their gas bill because of a crisis or emergency situation. The Scheme is aimed at helping people in these situations to stay connected. The \$50 EAPA vouchers are distributed to gas (and electricity) customers by a range of community welfare organisations such as St Vincents de Paul. If you are in financial hardship due to a crisis or emergency situation you can apply for EAPA voucher assistance. The question for Jemena is whether we – as your gas distributor – also have a role in helping customers manage their bills, beyond just keeping a close watch on our 37% of the bill. We don’t currently invest in programs to specifically support vulnerable customers. However we could look at targeted ways to supplement what the retailers and Government do. This would come at a cost, and this cost would be recovered from all customers. Roughly, every \$1 million we put towards these sort of programs would add around \$1 to your annual gas bills. Write your thoughts here:*

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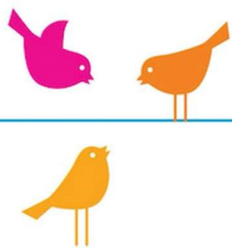
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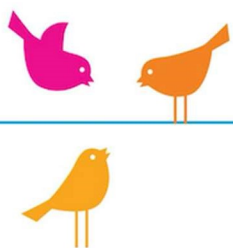
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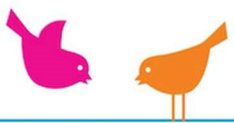
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Handwriting practice lines consisting of 25 horizontal lines.







# Study Circle

5-7pm, 6 June 2018

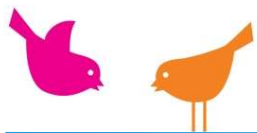




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**Straight Talk** hear every voice, know where you stand

Member of RPS Group Plc



AGL gas account.

Proudly Australian since 1837.



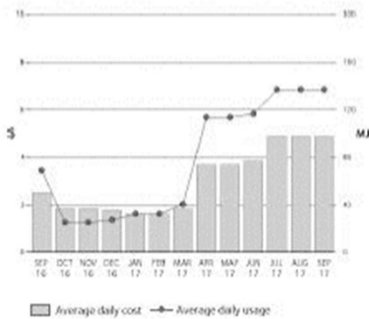
011/4294967197

# NSW average annual gas bill

## How much energy are you using?

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

Average daily cost and usage.



### Snapshot.

Average daily cost:  
**\$2.57**  
Average daily usage:  
**61.32**  
Same time last year:  
**MJ**

## Important numbers.

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

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

## Your account details.

Name:

Account number:  
Supply address:

## Your bill overview.

Balance brought forward **\$0.00**

New charges **\$938**

**Total due \$938**

Due date **16 Oct 2017**

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

Thank you.

### Cooling, hot water and heating needs?

Call us on 131 766 or visit [agl.com.au](http://agl.com.au) for sales, service, installation and repairs.

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

**73%  
USAGE CHARGES**  
= \$681.04  
\$1.87 / day  
(22,060MJ at 3.1¢ / MJ)

**27%  
FIXED CHARGES**  
= \$256.96  
70¢ / day



AGL gas account.

Proudly Australian since 1837.



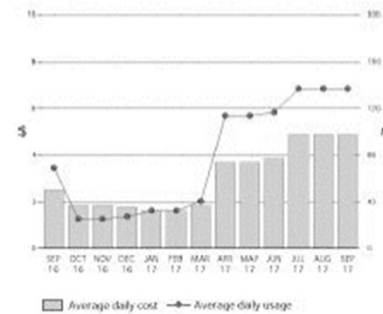
011/4294967197

# Parramatta average annual gas bill

## How much energy are you using?

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

Average daily cost and usage.



### Snapshot.

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

## Important numbers.

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

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

## Your account details.

Name:

Account number:  
Supply address:

## Your bill overview.

Balance brought forward **\$0.00**

New charges **\$827.92**

**Total due \$827.92**

Due date **16 Oct 2017**

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

Thank you.

### Cooling, hot water and heating needs?

Call us on 131 766 or visit [agl.com.au](http://agl.com.au) for sales, service, installation and repairs.

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

**69%  
USAGE CHARGES**  
= \$570.96  
\$1.57 / day  
(18,540 MJ at 3.1¢ / MJ)

**31%  
FIXED CHARGES**  
= \$256.96  
70¢ / day

# Jemena NSW Gas Network



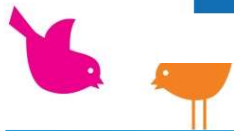
Country

Hunter

Illawara

Sydney North

Sydney South



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Member of RPS Group Plc

# Supply chain and your gas bill

## Production

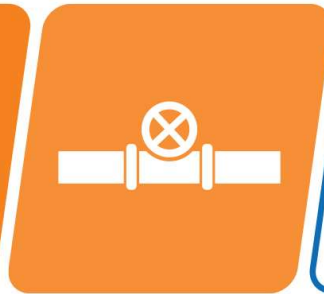
Gas supplied to consumers in NSW is sourced from domestic gas wells, primarily inter-state.



37%

## Transmission Pipelines

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



5%

## Distribution Pipelines

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



37%

## Retailer

Retailers organise these services and manage your account.



21%

## Your Bill

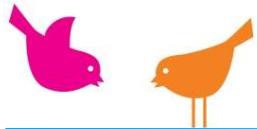
Your gas bill is made up of fixed supply charges and usage charges to recover these costs.



\$938

Typical annual household gas bill\*

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



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# YOUR COST OF LIVING CONCERNS

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

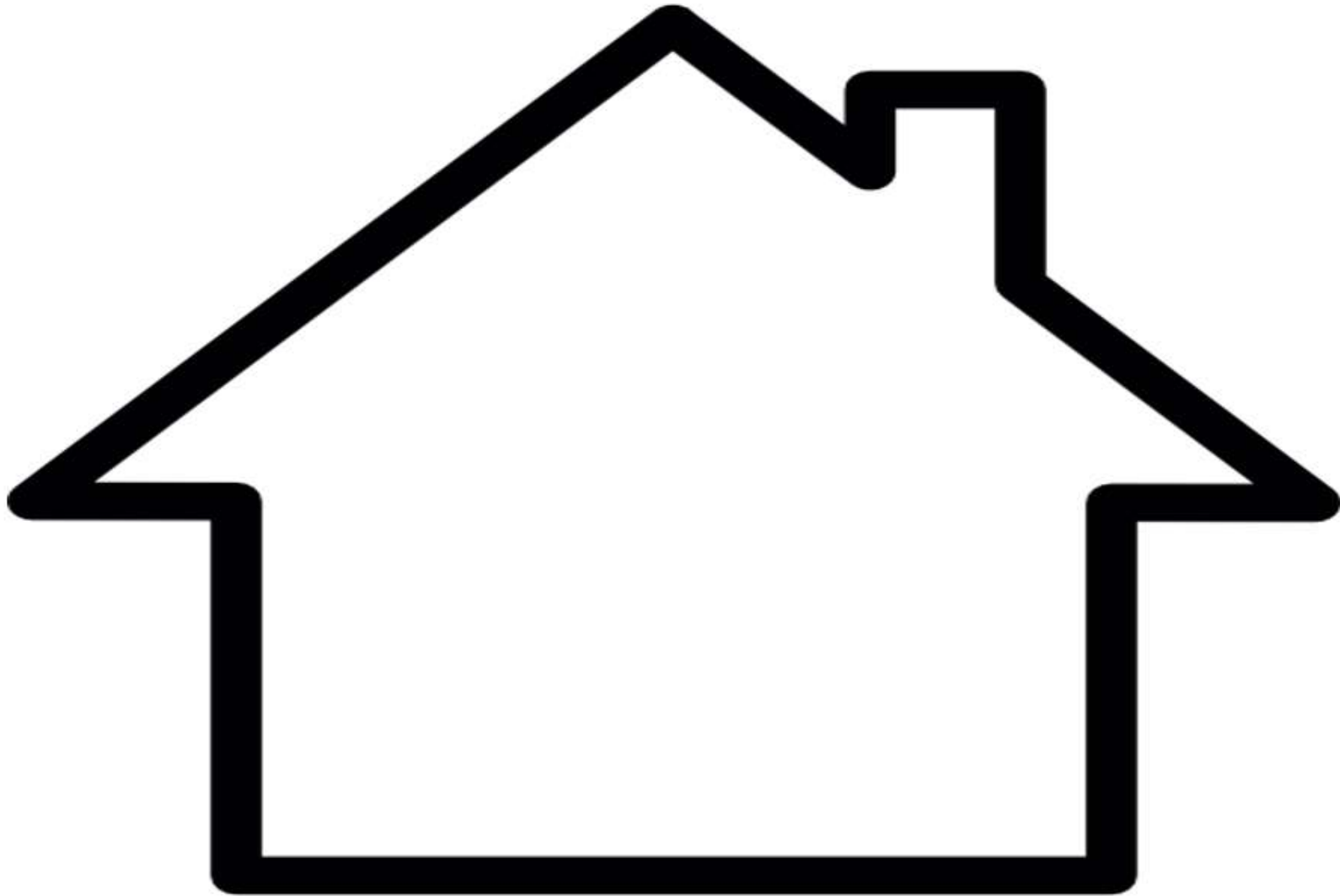
1 = your biggest cost of living concern

8 = your smallest cost of living concern

1	
2	
3	
4	
5	
6	
7	
8	

# YOUR GAS APPLIANCES

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





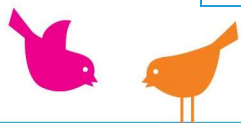


**Jemena**  
bringing energy to life

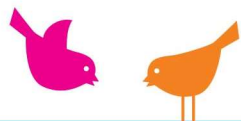
# CUSTOMER CALL DISCUSSION GUIDE

<b>Project:</b>	Jemena Gas Network - Phase 2 Engagement				
<b>Workshop:</b>	Customer Call discussion guide to test / workshop questions				
<b>Details:</b>					
<b>Date:</b>	Tuesday 7 August	<b>Time:</b>	6.30pm-7.30pm	<b>Duration:</b>	1 hour
<b>Venue</b>	<a href="https://bluejeans.com/447373324">https://bluejeans.com/447373324</a>				
<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• Agree ground rules, working together, build trust and connect with each other as a group</li> <li>• Reconnect with each other, overview of process - working on key issues of fairness and costs</li> <li>• Understand results, build on experiences by sharing with</li> </ul>				

Time	Session	Activity	Content	Speaker	Equipment
6.20pm		Merryn to login, set up call			
6.30pm (10mins)	Welcome	Participant welcome - hello and thank you for your time! We are very excited that you're here - we have 8 great people with us from across 5 communities, and one hour of your precious time so thank you for being here. Introduce the Jemena team. Everyone on the call please introduce yourself and where you're from.		Lead facilitator	



Time	Session	Activity	Content	Speaker	Equipment
			Before you start, please pull out your phone, take a selfie of yourself on the phone to us and email to <a href="mailto:merryn@straight-talk.com.au">merryn@straight-talk.com.au</a> - thank you!		
6.40pm-6.55pm (15mins)	Results		Share results of sessions 1 and 2 Provided in advance, so participants can read through prior Seek feedback on results: Some starters – is this what you thought, is the intention clear?	Lead facilitator and team	Merryn to take verbatim notes on laptop
6.55pm-7.20pm (25 mins)	Statements of priorities for customers		Thinking back to the workshops, we have prepared some statements, geared across increases, which we believe reflected what you said around each of the themes and priorities. Which statement best describes your priority on the day? Are there any other ways you would word this? Would you draft any other options on this theme? If we don't get to a resolution on the call that's okay. We could use that as a basis for drafting a few options and circulate via email, and vote on, so we don't need to land on a single agreed sentence Is it too leading? How would you ask this question?		
7.20pm-7.30pm (10min)	Thank you		Thank you and close Stipends will be posted out to you via registered post so please stay tuned! Please provide your mailing address to Merryn via email.		



# MEMO: CUSTOMER CALL

<b>Subject</b>	Outline of Customer Call for Testing
<b>From</b>	Straight Talk as a division of RPS Group
<b>To</b>	Alex McPherson, Kate Hawke
<b>Date</b>	Customer Call, conducted 7 August 2018 at 6.30pm-7.30pm

## INTRODUCTION

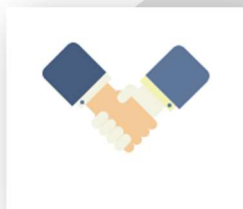
Straight Talk conducted a focus group via videoconference in August with seven participants from five communities to specifically test the following options:

- 👉 Seek feedback on the write-up from the first two sessions and whether this was an accurate representation of what we heard
- 👉 Seek feedback on the draft customer priorities and the wording of these
- 👉 Seek feedback for the options to be tested at forum three and how this might work.

This document is a summary of the themes discussed and the feedback gleaned.

## MAJOR THEMES

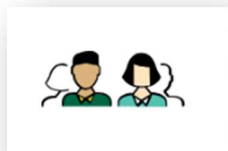
### BUILDING TRUST



Participants felt that Jemena had taken major steps to address customer needs by hosting the forums and also that they had a responsibility to the people of NSW as the infrastructure providers.

- 👉 *"Jemena is in a trust position for the NSW people as a regulated body. You are entrusted with our infrastructure – it belongs to everybody."*
- 👉 *"If only more companies did this."*

### FOCUS ON THE IMPACT ON COMMUNITIES

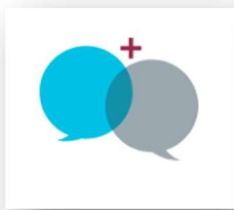


When considering what was to be covered in forum three in terms of impact on the bill, in terms of incremental amounts proposed, for example \$2 or \$7 annually, participants felt as long as they had an idea of the broader impact not just on their household, but on the community, over many years, then this would a way of making the conversation relatable and receiving meaningful feedback about future bill pricing. They felt the activities in forum three should reflect this and

be communicated in a way that talked about impact in a broader way, over a long period of time.

- 👉 *"As long as there's transparency, it's clearly...that's what you're aiming for, so, then we've decided to do this, and why...if you come to me with those figures I would say, no big deal."*
- 👉 *"However, ultimately it has the same impact on me, as an individual, than it does on as a community as a whole, and I think, for me it needs to be presented in a way for people where they see the individual impact, and the impact on a community as a whole"*
- 👉 *"Maybe put forward that it is only \$2 per person, then that as a whole it's hundreds of millions of dollars..."*

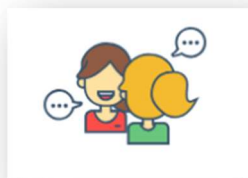
## AUTHENTICITY AND TRANSPARENCY



Participants appreciated the level of honesty, openness and transparency throughout the process and really thought this to be hugely impactful. Most agreed that increasing awareness about gas and the education of how the gas supply chain works has been really important in their own personal customer journey.

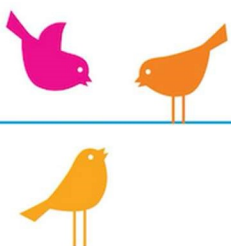
- 👉 *"I think that by having those statements and the forums that you guys are doing, it ensures that the community and the people that are there but also the Jemena are making those decisions based on their customers' needs. (...) I think that what it does, it's almost an assurance that you guys have made those decisions based on what the customers are telling are important, not just on your own business model, and what's important to the business and to the growth and the profit or whatever it might be."*
- 👉 *"I think in terms of being transparent, I think it's really important."*
- 👉 *"Well, honestly? I had never thought about the future of gas until I turned up to this forum."*

## USING SIMPLE LANGUAGE THAT IS UNDERSTOOD



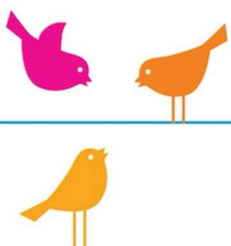
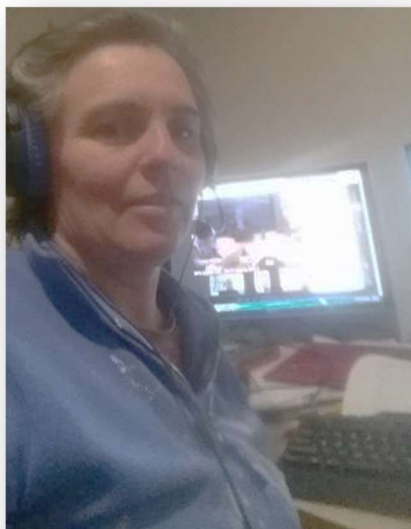
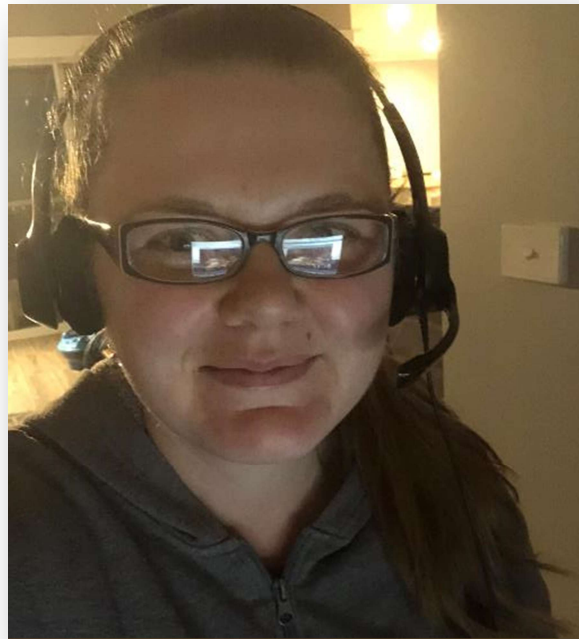
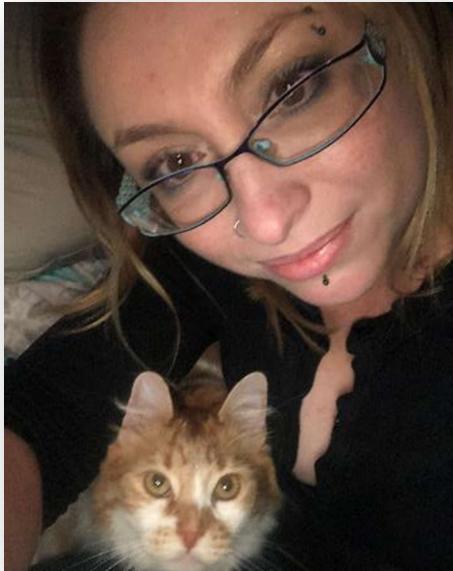
Participants agreed that the customer priorities tested at this session needed to be revised to accurately reflect what customer said. Some went as far as suggesting they used customer language and making sure this is reflected back.

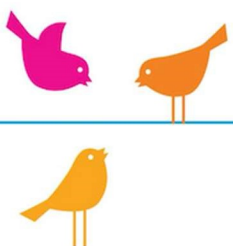
- 👉 *"If you change the language from what it is now, I don't think it will represent the way customers talk. I think it's written in the views of what I've heard."*
- 👉 *"I think the language or accuracy needs to be rewritten so it reflects what we said"*

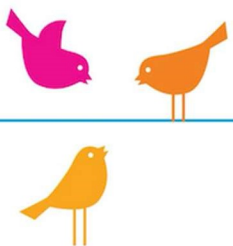


👉 "This is ensuring the future of Jemena as well. If you provide a product without giving any consideration to your customers, then you are ultimately over time you'll lose them because they're not front and centre and what we've talked about in all the forums"

**A transcript of the customer call will be available in the appendix. The following includes images from the call.**









## PRE READING - JEMENA PHONE CALL

<b>What statement best describes the views of customers?</b> <i>(There are some spaces for you to fill in your own)</i>			
	<b>OPTION 1</b>	<b>OPTION 2</b>	<b>OPTION 3</b>
<b>SAFETY</b>	Safety is a non-negotiable but it should be managed cost effectively	Safety is important no matter the cost	I would never want Jemena to compromise on safety, but they should keep costs as low as reasonable
<b>PRICE</b>	Keeping price down is priority No1 but not at the expense of reliability		
<b>RELIABILITY</b>	We expect a reliable gas service and standards should be the same across the network, where possible		
<b>SERVICE</b>	We value good Australian based service and expect to deal with knowledgeable staff who are responsive [meter reading / connections / faults and emergencies]		
<b>INFORMATION</b>	Transparency of information is key, when things change customers should be able to find out why (if not proactively communicated to)		
<b>ENVIRONMENT</b>	I expect Jemena to be working towards being zero carbon NSW by 2050		
<b>ACCURACY</b>	Billing accuracy is important to me - I am prepared to pay more if it means I am only paying for what I use		
<b>FUTURE</b>	While the future of gas		

## PHASE 3 CONSULTATION MATERIALS

# RUNSHEET FORUM FOUR WORKSHOP

Workshop:	Jemena Gas Network	Phase 3 Engagement – Workshop 4
<b>Details</b>		<b>Duration: 6 hours</b>
Date: Saturday 2 March 2019	<ul style="list-style-type: none"> <li>• Bump in / set up: 8.30-9.10am. Room set up: 5 tables cabaret style. 7 chairs for participants, 3 chairs for scribe, special expert and 1 VIP / stakeholder (9 total). Other chairs around room and couch (optional) at front</li> <li>• Team briefing: 9.15am</li> <li>• Participants walk up from hotel in groups: 9.00am-9.50am (team to meet Usman, Mark, Danielle, Steph, Kate)</li> <li>• Sign in and welcome participants: 9.30am-10.00am</li> <li>• Forum: 10.00am-4.30pm</li> <li>• Pack down / pack up notes: 4.30pm-4.45p</li> <li>• Debrief: 4.45pm</li> <li>• Dinner: 6pm, The Greens North Sydney, 50 Ridge St, North Sydney</li> </ul>	
Venue: 99 Walker Street North Sydney	Team:	<p><b>RPS Team:</b> Rachel Fox (Lead Facilitator), Merryn Spencer / Sesi Devine (Support)</p> <p><b>Jemena Team:</b> Shaun Reardon, Usman Saadat, Kate Hawke, Ana Dijanosic, Gabrielle Sycamore, Mark Dragar, James T, Stephanie O, Danielle, Boris, Peter Harcus, Chris Stewart, Ailie Thomas, Syed, Matt Patterson, Catherine Marshall.</p> <p><b>Jemena VIPS:</b> The Hon Nick Greiner AC (Board), Albert Tse (Board), Frank Tudor (Managing Director), Mr Ruan (Board – AFTERNOON ONLY)</p> <p><b>Stakeholders:</b> Miyuru Ediriweera (Public Interest Advocacy Centre), Sue Reid (Council of the Ageing), Shelley Ashe (Energy Consumers Australia), Steven Mouzakis.</p>
		<b>Video / Stills:</b> Toby (O'Neill Photographics) 0452 600 034 <b>Keepad Interactive:</b> Anthony Roach 0430 139 831
Workshop purpose:	<ul style="list-style-type: none"> <li>• Reintroduction to the team, board and stakeholders</li> <li>• Reintroduce ground rules, working together, building on trust created and reconnecting with each other</li> <li>• Feedback on the proposal – what you said, did we get it right?</li> <li>• Communicate and seek feedback on key issues in the draft proposal across affordability, fairness, reliability, price path and the future</li> <li>• Deliberation on the application of your direction, on three proposed investment areas.</li> </ul>	

Time	Duration	Session	Content	Speaker	Equipment
08.30-09.15	45 mins	Bump In	<ul style="list-style-type: none"> <li>• Check – gifts on tables/ water / cups</li> </ul>		
09.15-09.30	15 mins	Team briefing	<ul style="list-style-type: none"> <li>• Team to run through materials, lead facilitator to explain activities, talk through what may come up</li> <li>• Team to ask any final questions</li> <li>• Jemena team members to collect customers from Rydges</li> </ul>	Rachel Fox	<ul style="list-style-type: none"> <li>• Laptop</li> <li>• Projector</li> <li>• Facilitator Packs</li> <li>• Station Packs</li> </ul>
9.30-10.00	30 mins	Participants arrive	<ul style="list-style-type: none"> <li>• Morning tea on arrival</li> <li>• Participants to collect name tags</li> <li>• Sign for photograph / video permissions and dot name tags</li> <li>• Usher to tables – no arranged seating (please note participants may arrive early)</li> </ul>		Some participants to 'walk' from hotel with Jemena team
10.00-10.05	5 mins	Welcome and commence	<ul style="list-style-type: none"> <li>• Acknowledgement of country</li> <li>• Welcome back! We're all very excited to see you! You've all spent 15 hours with us so far and by the time this finishes we will have had 22 hours with Jemena in total!</li> <li>• Today, you'll be hearing what we've done with your feedback and deliberating on application to some real-life capital works programs</li> <li>• Who's in the room? Raise your hand if you're from... (one by one) Bathurst / Griffith / Newcastle / Sydney / Goulburn?</li> <li>• Introduce who's in the room (Jemena / RPS team raise hands)</li> <li>• Get special VIP guests up / stakeholders and introduce them as observers. This is important, they're very interested in hearing your feedback today.</li> <li>• Note videographer Toby and team who will be recording, photographing and doing some interviews today.</li> <li>• We have an action-packed agenda today including dinner tonight. Jemena have been very generous and paid for you and partners to come to Sydney. All expenses paid by Jemena, you may be thinking – what do they want from me?</li> <li>• The thinking is – now Jemena have been to your backyard, in 2018, and now they want to show you their backyard.</li> <li>• Also, when we did the business case, it's actually more cost effective to bring everyone to Sydney rather than take the team back out to the regions</li> </ul>	Rachel Fox	

Time	Duration	Session	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>• They want to make it easy for you to participate, and to check back what they have done with your feedback.</li> <li>• Ground rules – housekeeping – you'll need to grab a Jemena person with a pass to the bathroom</li> </ul>		
10.05-10.15	10 mins	Quick fire: Getting to know you	<ul style="list-style-type: none"> <li>• You told us hearing from other people was important to you. So, we're going to do a little get-to-know-you exercise. Please find someone you don't recognise and ask them 2 questions - <ul style="list-style-type: none"> <li>– Name and where they are from</li> <li>– Something they learned last time.</li> </ul> </li> <li>• Now please pick up all your things and sit yourself next to someone you haven't sat next to before.</li> </ul>	Rachel Fox	Booklets
10.15-10.40	25 mins	Hearing from Jemena	<ul style="list-style-type: none"> <li>• Recap – Jemena, what we do, supply chain, percentage of actual and overall bill,</li> <li>• Recap on what we did and the engagement</li> <li>• Feedback on the proposal</li> <li>• What we asked</li> <li>• What you told us</li> <li>• What we included.</li> </ul>	Shaun Reardon Usman Saadat	Booklets Video Overall reduction poster to go up after this session
10.40-11.05	25 mins	Q&A Couch	<ul style="list-style-type: none"> <li>• Now is your opportunity to ask questions of the team about the Draft Proposal</li> <li>• We had the opportunity to pre-register questions, so we will start with those. <ul style="list-style-type: none"> <li>– Ask the submitters of the pre-submitted questions to read them out</li> <li>– Direct to a panel member</li> <li>– Check back with questioner that the question has been answered.</li> </ul> </li> </ul>	Usman Peter Gabrielle S Shaun Ana	Couch Q&A Notes Floor mike (if needed)
11.05-11.15	10 mins	Morning break	Catering, morning tea Escort participants to bathrooms / restrooms – they will need a pass		Team set up 5 stations format for next session
11:15-12:05	50 mins	5 Stations: Feedback Around the Room	<ul style="list-style-type: none"> <li>• Lead facilitator to introduce this session and give instructions.</li> <li>• Now we're going to discuss the five key themes of the proposal in detail. As there is a lot of information to take in, we're going to split you up in to groups, which will rotate round five stations. At each station, a member of Jemena team will take you through a quick summary of what is contained in the proposal for that theme and how we've applied the customer feedback we heard.</li> <li>• The five stations are as follows:</li> </ul>		Props, Information A1 Poster at each station Tables and Chairs x 5 stations

Time	Duration	Session	Content	Speaker	Equipment
			<ol style="list-style-type: none"> <li>1. Affordability: Usman (speaking) / Matt (scribe)</li> <li>2. Price Path: Chris (speaking) / Kathryn (scribe)</li> <li>3. Reliability: James (speaking) / Steph (scribe)</li> <li>4. Fairness: Ana (speaking) / Mark (scribe)</li> <li>5. The Future: Danielle (speaking) Kate (scribe)</li> </ol> <ul style="list-style-type: none"> <li>• Each station host will speak for about 3-4 minutes and you will then have about 4-5 minutes to ask question. Jemena scribes will write down the issues and questions you raise.</li> <li>• <i>Break workshop participants into groups of 6 or 7.</i></li> <li>• <i>Spend 10 minutes at each station.</i> <ul style="list-style-type: none"> <li>– <i>3-4 minutes to present information</i></li> <li>– <i>4-5 minutes for questions</i></li> <li>– <i>Sound bell at 8 minutes to move people on.</i></li> </ul> </li> </ul>		Bell for movement between stations Booklets
12.05-12.20	15 mins	Quiet reflection and voting	<ul style="list-style-type: none"> <li>• <i>Participants go back to tables.</i></li> <li>• We would like you to spend 10 minutes reflecting on what you've heard and filling the section 'the balance' in the booklet. This section asks you to: <ul style="list-style-type: none"> <li>– rate, on a scale of 1-5, how well we heard customer feedback on the themes above</li> <li>– provide some qualitative feedback on anything think is missing or are still unsure about on each of the themes</li> </ul> </li> <li>• Now we'd like to conduct one of a few polls for the day. Using the keypad in front of you, and thinking - as a whole - about the information the Jemena team has just outlined, how well do you think you've been heard? <ul style="list-style-type: none"> <li>– Key in 1 if you think you've not been heard at all, 5 if we've heard you very well, or pick a number in between.</li> </ul> </li> </ul>	Rachel Fox	Booklets
12.20-12.55	35 mins	Lunch	Catering, lunch Escort participants to bathrooms / restrooms – they will need a pass		Keypads team to check AV set up
12.55pm-1.10pm	15 mins	Introduction to Applying customer Feedback	<ul style="list-style-type: none"> <li>• Please gather your things, stand up and find a new table and sit down next to someone you don't know before we commence this next session.</li> <li>• The previous session was aimed at gauging how well we have heard the feedback from our previous rounds of engagement.</li> </ul>	Rachel Fox	Booklets

Time	Duration	Session	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>We now want to take you through how we have applied that feedback on some of the proposed major investments in our proposal. We want to understand whether we are applying this guidance correctly, and whether there's anything we've missed.</li> <li>We are mindful we have many regional people here today. Many of our biggest investments will be in Metro Sydney which has the largest population and is experiencing the biggest growth. In a moment, you will deliberate on these projects, and may ask yourself: what have they got to do with me? I live in Dubbo / Newcastle / Griffiths.</li> <li>We all have different hats we wear in life. You might be a parent, a daughter or son, a volunteer in your community, but you are also a customer. The decisions you make today impact on millions of customers. This is why we're asking you to think like a customer when you deliberate on these choices, rather than a representative of your own community. Think like a Jemena customer and ask yourself, will the benefits of this investment be shared among all customers.</li> <li>Positioning wording for Rachel</li> </ul>		
1:10pm-1:20pm	10 mins	Applying customer feedback – Proposed Investment Areas	<ul style="list-style-type: none"> <li>Allow for introduction to participants background</li> <li>This presentation provides 3 options as to how we have applied your direction of big pipes small pipes that we came to at the end of session 3 last year.</li> <li>Please note we have changed the language a bit in response to your feedback – the reference to pipes was confusing for you. In this we mean, medium term is small pipes, and long term is big pipes.</li> <li>This presentation provides an overview of the billing impacts and implications for investing in the long or medium term. We will also recap on which option you preferred and why. We will review the key messages and takeaways from our forums and set the scene to why we are reviewing three proposed Investment Areas.</li> <li>Reiterate about the impact of a cup of coffee or bill impacts – all these things add up.</li> </ul>	Stephanie O	
1:20pm – 1:30pm	10 mins	Western Sydney Aerotropolis - introduction	<ul style="list-style-type: none"> <li>In this real-life example, we're looking at three sites from across Western Sydney Airport.</li> <li>It is made up of 3 precincts: Sydney Western Airport, Science Park and Agricultural Precinct. Western Sydney airport is going ahead and makes up a significant portion of Sydney. Jemena has already been approached to supply gas to the airport and the surrounding areas. The area around the proposed new airport is predominately green fields. Inputting gas pipes now and to the correct size makes up the choice between medium (small pipes) and long term (big pipes) planning. The airport is expected to be</li> </ul>	Boris	Booklets Keypads

Time	Duration	Session	Content	Speaker	Equipment
			<p>operational by 2026. The amount and size of infrastructure we install is a decision we need to make now.</p> <ul style="list-style-type: none"> <li>Each area has two planning options – a medium or long-term approach.</li> <li>This changes the size of main and cost of the project.</li> <li>We could go long and spend \$x or bring all 3 to medium and save \$y, implications are: rework in future or unused network.</li> </ul>		
1:30pm – 1:50pm	20 mins	Western Sydney Aerotropolis - discussion	<ul style="list-style-type: none"> <li>You heard from Jemena about a real life actual investment project.</li> <li>At your tables discuss for 10 minutes: <ul style="list-style-type: none"> <li>How well have we applied customers' direction to the aerotropolis project?</li> <li>Is there anything else Jemena should do or consider?</li> </ul> </li> <li>Now vote using your keepads <ul style="list-style-type: none"> <li>Should we stick with this proposal as it has been outlined in our Draft Plan?</li> <li>Options are: <ul style="list-style-type: none"> <li>Plan all elements of the Aerotropolis for the medium term</li> <li>Stick with the Proposal in the Draft Plan</li> <li>Plan all elements of the Aerotropolis for the long term</li> </ul> </li> </ul> </li> </ul>	<b>Experts:</b> <ul style="list-style-type: none"> <li>Steph O</li> <li>James T</li> <li>Mark D</li> <li>Boris</li> <li>Peter H</li> </ul> <b>Scribes:</b> <ul style="list-style-type: none"> <li>Kate Hawke</li> <li>Ana Dijanosic</li> <li>Catherine Marshall</li> <li>Chris Stewart</li> <li>Gabby</li> </ul>	
1.50pm- 2.05pm	15 mins	Mains Replacement Program Introduction	<p><i>Please gather your things, stand up and find a new table and sit down next to someone you don't know before we commence this next session.</i></p> <ul style="list-style-type: none"> <li>Our next topic is the Mains Replacement program as a whole. Our current Draft 2020 Plan includes capital expenditure to replace half of the cast iron mains left on in our network. This is based on our current approach which aims to get as much use as possible before we replace them. We only replace mains when the performance has deteriorated to a level where the costs and risks exceed the replacement costs. This has resulted in a staggered program.</li> <li>Alternatively, we have considered accelerating the replacement and removing all cast iron mains in the 2020 to 2025 period. This would bring forward the benefits of newer materials.</li> <li>We have chosen a medium-term investment as it is not clear that the benefits exceed the additional costs when accelerating the program.</li> </ul>	James T	Booklets  A3 sheets



Time	Duration	Session	Content	Speaker	Equipment
2.05pm-2.25pm	20 mins	Discussion and Voting	<ul style="list-style-type: none"> <li>At your tables discuss for 10 minutes:               <ul style="list-style-type: none"> <li>How well have we applied customers' direction on the Mains Replacement Program?</li> <li>Is there anything else Jemena should do or consider?</li> </ul> </li> <li>Now vote using your keypad:               <ul style="list-style-type: none"> <li>Should we stay with this project as it is outlined in the Draft Plan or accelerate?</li> <li>Options are:                   <ul style="list-style-type: none"> <li>Stay as-is</li> <li>Accelerate</li> </ul> </li> </ul> </li> </ul>		Booklets Keypads
2.25-2.30	5 mins		<i>Short break (optional)</i>		
2.30pm-2.45pm	15 mins	Northern Sydney Supply - introduction	<ul style="list-style-type: none"> <li>Please gather your things, stand up and find a new table and sit down next to someone you don't know before we commence this next session.</li> <li>This next challenge is about the Northern Beaches gas supply.</li> <li>Pink pipe is at higher pressure and then moves into lower pressure pipelines to then be distributed to customer homes</li> <li>The pipe is made of steel and is protected with corrosion using an electrical current. If the pipe is adequately protected it can remain in perfect condition forever however, as the pipe is near things such as trainlines, construction work with machines the electrical protection can be compromised.</li> <li>The Northern Sydney supply is about managing cost and risk against the short and long term investment options. In this example we have two investment options. One to convert a section of primary gas main into a piggable pipeline and two, to downgrade the section by installing two secondary gas mains. Both options manage risk but have different cost implications both now and in the future.</li> <li>Balloon – Higher Pressure Demonstration (2 balloons per table)</li> <li>Option 1 – medium term approach (make section piggable, install 2 gas mains)</li> <li>Option 2 – long term approach (install 2 gas mains, downgrade Lane Cove to Willoughby)</li> <li>You said long term, we went long term. We could go short and save you money.</li> <li>Implications are purely monetary – pay now, pay later. Did we get this right/ wrong and why?</li> <li>We believe it is highly likely that the secondary mains will be required in the 2030s.</li> </ul>	Mark Dragar (Presenter 2)	Booklets Keypads x 2 balloons for the table (Jemena team to supply)

Time	Duration	Session	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>We have selected the long-term view as it avoids the additional cost for inserting the tool into the pipe. Balancing affordability and planning for the future.</li> </ul>		
2.45pm-3.05pm	20 mins	Discussion and Voting	<ul style="list-style-type: none"> <li>At your tables discuss for 15 minutes: <ul style="list-style-type: none"> <li>How well have we applied customers' direction in for the Northern Sydney Supply Project?</li> <li>Is there anything else Jemena should do or consider?</li> </ul> </li> <li>Now vote using your keypad: <ul style="list-style-type: none"> <li>In our Draft Plan we have prioritised reducing overall costs over short-term affordability, should we stay with this project as it is outlined in the Draft Plan, or prioritise short term affordability?</li> </ul> </li> </ul>		
3.05pm-3.15pm	10 mins		Afternoon tea break – participants will need passes to access the bathrooms		
3.15pm-3.20pm	5 mins	Long term customer interests - introduction	<ul style="list-style-type: none"> <li>3 minute Farewell from Mr Ruan and Frank at the start of this session or start of the afternoon tea break (see speaker notes).</li> <li>We've now reached the final stretch of today. We've asked you how well Jemena has responded to customer feedback on five major themes, and we've asked you about the application of that feedback or guidance on some major investment areas.</li> <li>We now would like you to consider the core question of this price proposal: <b>is it in the long term interests of Jemena's customers?</b></li> <li>There are no people better placed to answer this question than you. You have been on an extraordinary journey over the past few months. You have been given volumes of information. You have had extremely high-level discussions on complex issues; and you have become, in effect, experts in the gas market.</li> <li>So, we're going to leave you alone now, to ponder that key question.</li> <li>The Jemena team will leave room now and let you decipher this question on your own. You have the information – though if you have a particular question you'd like a response to that's fine.</li> <li>I will stay along with Merryn and Sesi to help you have the discussion, and our observers will also stay but not contribute, as they are interested in the process we are going through.</li> <li>We will ask you to divide into 5 groups based on your home location and elect a spokesperson. The spokesperson, needs to guide a discussion on the key question: <ul style="list-style-type: none"> <li>You may want to have one group discussion on everything you've heard</li> <li>You may want to spend 5 minutes going through each of the five themes.</li> </ul> </li> </ul>	Frank Mr Ruan Rachel Fox	Booklets  Feedback forms

Time	Duration	Session	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>– You may want to go round the group and get everyone to provide a response and a reason.</li> <li>– It's up to you</li> <li>• You have 25 minutes to have this discussion, guided by the chair. It's ok to disagree so long as we're clear on what we disagree on.</li> <li>• Merryn and Sesi will write down the key points of the discussion – including the disagreements</li> <li>• We'd then like the two spokespeople to make a 3-minute presentation each on what they heard, using Merryn and Sesi's notes.</li> <li>• I'll then facilitate a group discussion to bring these two group outputs together. We want to identify the issues where we have agreement, and the issues where there are divergent or alternative views – the minority report.</li> <li>• I'll then ask one spokesperson to present the aligned position of you all, and another to present the minority report.</li> </ul>		
3.20pm-4.10pm	50 mins	Long-term customer interests – deliberation	<ul style="list-style-type: none"> <li>• 20 mins in two groups</li> <li>• 10 mins report back to one another</li> <li>• 20 mins consolidation of main feedback and minority report</li> </ul>	Rachel Fox	
4.10pm-4.25pm	15 mins	Long term interests – feedback and vote	<ul style="list-style-type: none"> <li>• Jemena team come back in</li> <li>• Elected spokespersons give 5 minute presentations on the main conclusions and the minority report.</li> <li>• Keypad vote on the question:               <ul style="list-style-type: none"> <li>– To what extent do you agree that the Jemena Gas Networks Draft 2020 Plan is in the long term interests of customers?</li> <li>– Strongly disagree</li> <li>– Moderately disagree</li> <li>– Neither agree nor disagree</li> <li>– Moderately disagree</li> <li>– Strongly disagree</li> </ul> </li> </ul>	Participants	Butchers paper  Keypad voting
4.25pm-4.28pm	3 mins	Thank you from board	<ul style="list-style-type: none"> <li>• A thank from Shaun</li> <li>• Thank you for giving up your time, especially on a weekend.</li> <li>• We loved hearing from you</li> <li>• Wrap up and close.</li> </ul>	Shaun	

Time	Duration	Session	Content	Speaker	Equipment
4.28pm	2 min	Concluding remark	<ul style="list-style-type: none"> <li>• Thank you everyone for such a great day</li> <li>• We began today by introducing ourselves to someone we hadn't met from a different part of the state.</li> <li>• I'd now like you get up and go over to someone – a fellow customer – who really made you think differently. Because that is the power of deliberation.</li> <li>• Instructions for dinner tonight (those who are attending) Meet at 6pm, The Greens North Sydney, 50 Ridge St, North Sydney, dress code is smart casual!</li> <li>• Distribute and participants sign for stipends (see Sesi and Merryn on the way out the door)</li> <li>• Participants depart</li> <li>• Team debrief</li> </ul>	Rachel Fox Lead Facilitator -	Stipends Collect booklets (including feedback forms)
			<p>Questions for videographer interviews (breaks and at end of day)</p> <ul style="list-style-type: none"> <li>• <i>Please state your name and where you're from.</i></li> <li>• <i>What was your experience today?</i></li> <li>• <i>What's Jemena doing that is in your interest?</i></li> <li>• <i>Do you have any other feedback for Jemena?</i></li> </ul>		



# PARTICIPANT AND FACILITATOR NOTES BOOKLET

Jemena Gas Networks  
Draft 2020 Plan – Deliberative Forum  
Saturday 2 March 2019  
99 Walker Street, North Sydney

Name:

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Location:

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# WELCOME BACK!

## We're very excited to see you all!

Please use this booklet to write down your thoughts during the day, and answer our questions.

Return it at the end of the session.  
Thank you!

Your scribes will also use this booklet to write down notes from the discussions.





# HEARING FROM JEMENA

**Your notes:**

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# HEARING CUSTOMER FEEDBACK

**Affordability**

Have we missed out or misheard anything?

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## Price path

Have we missed out or misheard anything?

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## Reliability

Have we missed out or misheard anything?

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## Fairness

Have we missed out or misheard anything?

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## The future

Have we missed out or misheard anything?

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# KEEPAD QUESTIONS

On a scale of 1-5, where 1 is not well at all, and 5 is extremely well;

How well do you think Jemena has responded to customer feedback on the issue of affordability?

- 1** Not at all       **2** Moderately well       **3** Neutral       **4** Quite well       **5** Very well

How well do you think Jemena has responded to customer feedback on the issue of the price path?

- 1** Not at all       **2** Moderately well       **3** Neutral       **4** Quite well       **5** Very well

How well do you think Jemena has responded to customer feedback on the issue of reliability?

- 1** Not at all       **2** Moderately well       **3** Neutral       **4** Quite well       **5** Very well

How well do you think Jemena has responded to customer feedback on the issue of fairness?

- 1** Not at all       **2** Moderately well       **3** Neutral       **4** Quite well       **5** Very well

How well do you think Jemena has responded to customer feedback on the issue of the future?

- 1** Not at all       **2** Moderately well       **3** Neutral       **4** Quite well       **5** Very well

# APPLYING CUSTOMER FEEDBACK

## Aerotropolis

On a scale of 1-5, where 1 is not well at all, and 5 is extremely well;

**How well have we applied customers' direction to the Aerotropolis project?**

**1**  
Not at all

**2**  
Somewhat well

**3**  
Neutral

**4**  
Quite well

**5**  
Very well

Write your comments here:

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Is there anything else Jemena should do or consider?

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## KEEPAD QUESTION

Should we stick with this proposal as it has been outlined in our Draft Plan?

- Plan all elements of the Aerotropolis for the medium term
- Stick with the proposal in the Draft Plan
- Plan all elements of the Aerotropolis for the long term

## Mains Replacement Program

On a scale of 1-5, where 1 is not well at all, and 5 is extremely well;

**How well have we applied customers' direction on the Mains Replacement Program?**

**1**  
Not at all

**2**  
Somewhat well

**3**  
Neutral

**4**  
Quite well

**5**  
Very well

Write your comments here:

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Is there anything else Jemena should do or consider?

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# KEEPAD QUESTION

Should we stay with this project as it is outlined in the Draft Plan or accelerate?

Stay as is     Accelerate

## Northern Sydney Supply

On a scale of 1-5, where 1 is not well at all, and 5 is extremely well;

**How well have we applied customers' direction for the North Sydney Supply Project?**

**1**

Not at all

**2**

Somewhat well

**3**

Neutral

**4**

Quite well

**5**

Very well

Write your comments here:

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Is there anything else Jemena should do or consider?

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## KEEPAD QUESTION

In our Draft Plan we have prioritised reducing overall costs over short term affordability. Should we stay with this project as it is outlined in the Draft Plan, or prioritise short term affordability?

Stay as is

Prioritise short term affordability

## Long term customer interest

Your notes

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**KEEPAD QUESTION**

To what extent do you agree that the Jemena Gas Networks Draft 2020 Plan is in the long term interests of customers?

<input type="radio"/> <b>1</b> strongly disagree	<input type="radio"/> <b>3</b> neither agree nor disagree
<input type="radio"/> <b>2</b> moderately disagree	<input type="radio"/> <b>4</b> moderately agree
<input type="radio"/> <b>5</b> strongly agree	

# FEEDBACK FORM

Please give us your feedback on the form so we can improve for next time!

**Event: Jemena Gas Networks –  
Deliberative Forum**  
**Date: Saturday 2 March 2019**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The workshop timing was appropriate	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The venue was appropriate	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 3	<input checked="" type="radio"/> 4	<input checked="" type="radio"/> 5
The workshop objectives were clearly stated	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The facilitator presented clearly and logically	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 3	<input checked="" type="radio"/> 4	<input checked="" type="radio"/> 5
The workshop content was interesting	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The facilitator allowed me and others to have a say	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 3	<input checked="" type="radio"/> 4	<input checked="" type="radio"/> 5
There were opportunities for me to participate in an engaging and appropriate way	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Jemena has been open to my feedback	<input checked="" type="radio"/> 1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 3	<input checked="" type="radio"/> 4	<input checked="" type="radio"/> 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?

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