



Jemena Gas Networks (NSW) Ltd

2020-25 Access Arrangement Proposal

Attachment 2.3

Engagement materials



Customer Engagement – Forum 4

The future of gas for NSW households

2000

Gas is the fuel of choice



Prices low

Usage increasing

Today

2050 vision of zero carbon



NSW targets zero-carbon by 2050

Federal energy policy unclear

Renewable energy on the rise

2020

Higher level of uncertainty



How much gas will each customer use?

Will prices increase or decrease?

Is hydrogen a viable gas for our network?

2030

The fate of the gas network is clearer



New fuel technologies developed

Hydrogen network tested

Fate of the gas network is known, either way!

2040

Transition to zero carbon



NSW working towards a zero-carbon future by 2050

Jemena *hopefully* transitioning to 100% hydrogen

2050

Zero carbon emissions



NSW net zero-carbon emissions

Are customers enjoying zero carbon hydrogen in their homes?

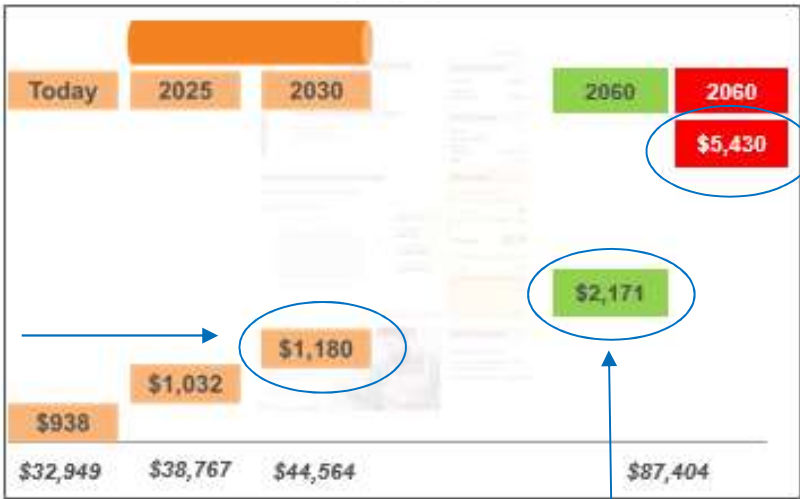
What can we do about this uncertainty?

Review our investments options

Continue to invest how we have always done

Invest for the long term

We invest more now as we assume the current levels of growth and use of the network will continue



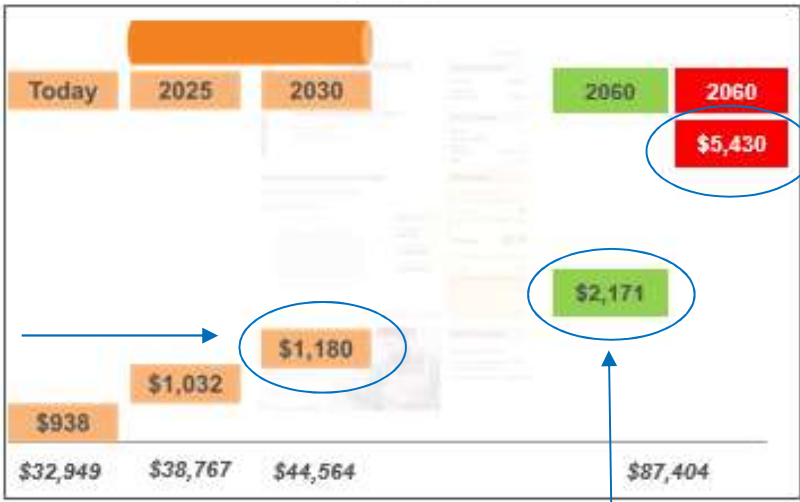
The risk being we build infrastructure that isn't required in the future if consumers transition away from gas

We build infrastructure that delivers the lowest cost over the long-term.

Continue to invest how we have always done

Invest for the long term

We invest more now as we assume the current levels of growth and use of the network will continue



The risk being we build infrastructure that isn't required in the future if consumers transition away from gas

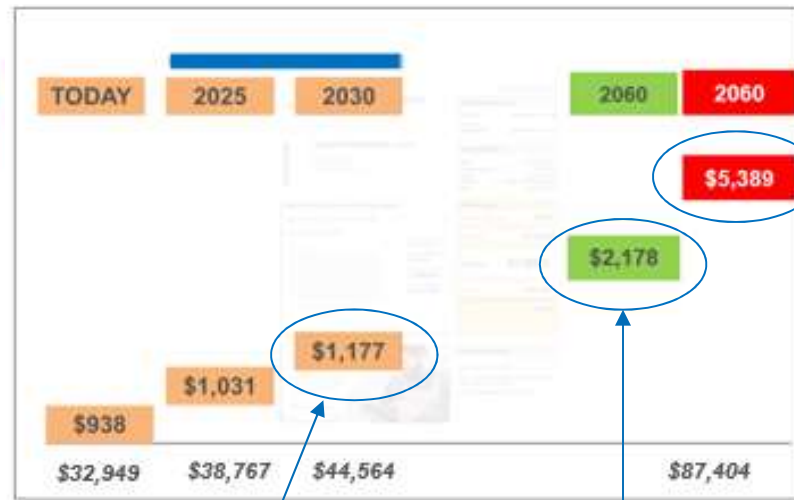
We build infrastructure that delivers the lowest cost over the long-term.

Change our investment approach

Invest for the long term



Invest for the medium term



We avoid building infrastructure that might not be required beyond 2050. If customers transition away from gas this will be the correct decision

Taking a risk based approach to future levels of growth and usage.

However, if current levels of growth and utilisation continue we will have to make additional upgrades at a time when it is more expensive

Your considerations ...



Location	Long term	Medium term
Goulburn	75%	25%
Griffith	64%	36%
Western Sydney	82%	18%
Bathurst	49%	61%
Newcastle	100%	0%
Average	72%	28%

Your considerations...

Invest for the long term 72%

Invest for the medium term 28%

Most customers reacted strongly against rework saying it was considered wasteful

Some customers asked us to prioritize the lowest-cost option, above all else.

Customers were concerned that vulnerable customers would be left on the network

Customers said there was value in avoiding restoration

Some customers saw significant uncertainty and competition from new technologies, such as solar

Customers considered avoiding cost impacts and disruption was more important than the value gained by taking a medium term approach

Your considerations...

Invest for the long term 72%

Invest for the medium term 28%

Most customers reacted strongly against rework saying it was considered wasteful

Some customers asked us to prioritise the lowest-cost option, above all else.

Customers said there was value in avoiding restoration

Customers were concerned that vulnerable customers would be left on the network

Some customers saw significant uncertainty and competition from new technologies, such as solar

Customers considered avoiding cost impacts and disruption was more important than the value gained by taking a medium term approach



Continued from page 1

Key take away's....

1. Limit rework while maintaining affordability
2. Make the most of stalling infrastructure in green field areas while maintaining affordability by ensuring the mains will be utilised
3. Balance cost and disruption impacts

SIGNATURE _____ DATE _____ Continued to page

DISCLOSED TO AND UNDERSTOOD BY _____ DATE _____

Shaping our proposal



1. Northern Sydney primary gas main

2. Aerotropolis

3. Mains replacement program

The graphic features a large, light blue curved shape on the left side, which contains the text. To the right, there are several overlapping geometric shapes in various shades of blue (dark, medium, and light) and white, creating a dynamic, abstract composition.

Aerotropolis

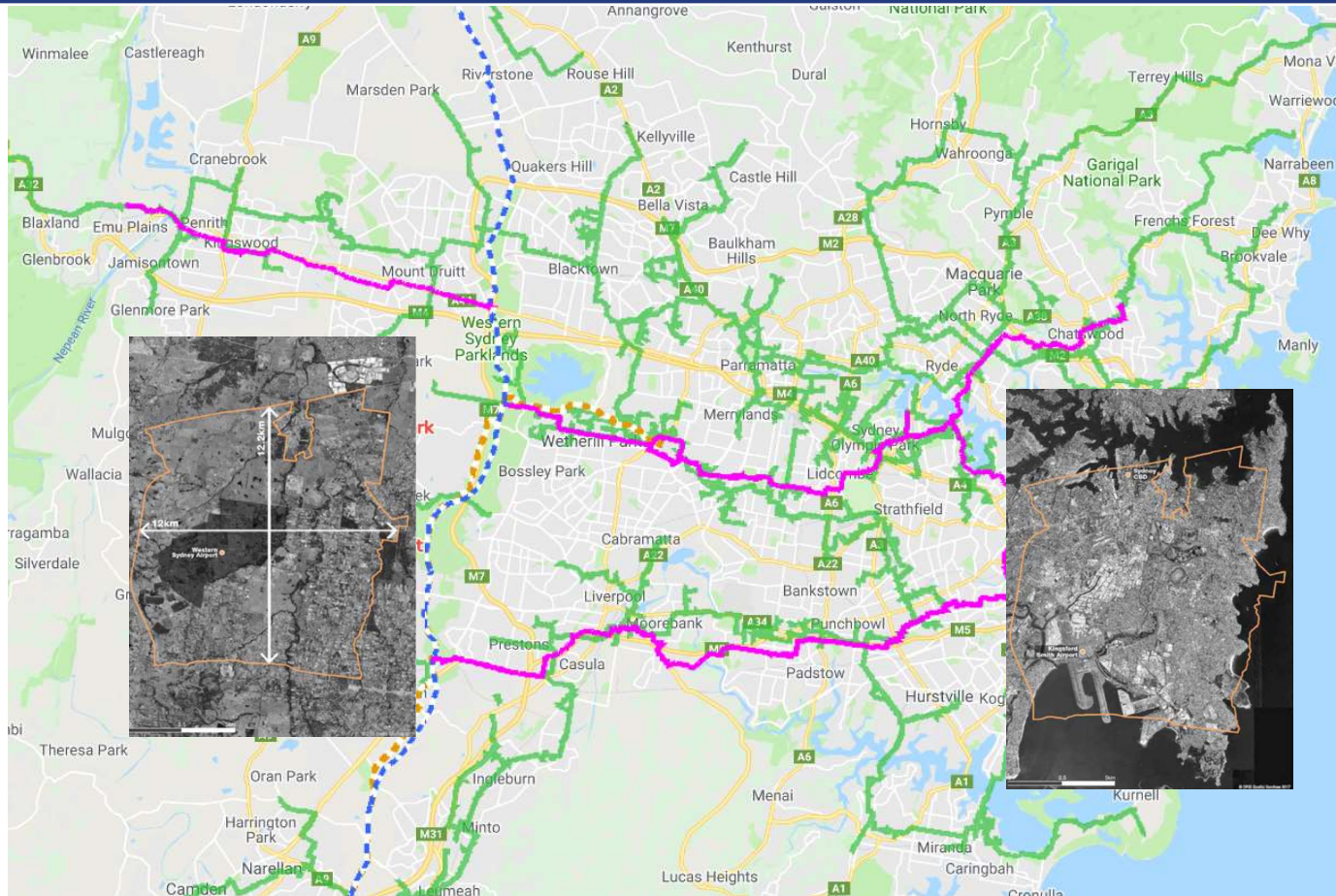
Sydney Western Airport,
Science Park and
Agricultural Precinct

Aerotropolis

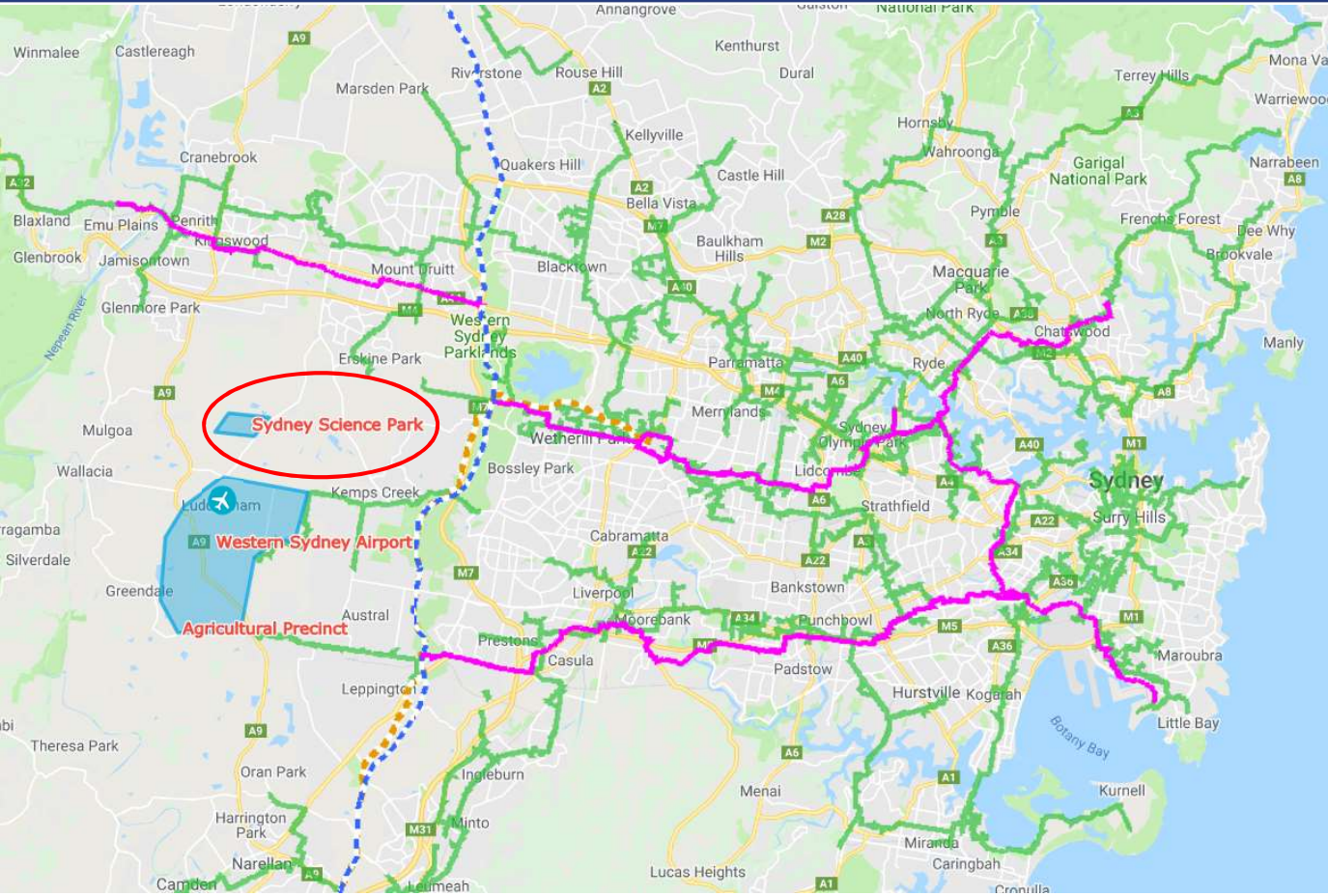
Operational by 2026



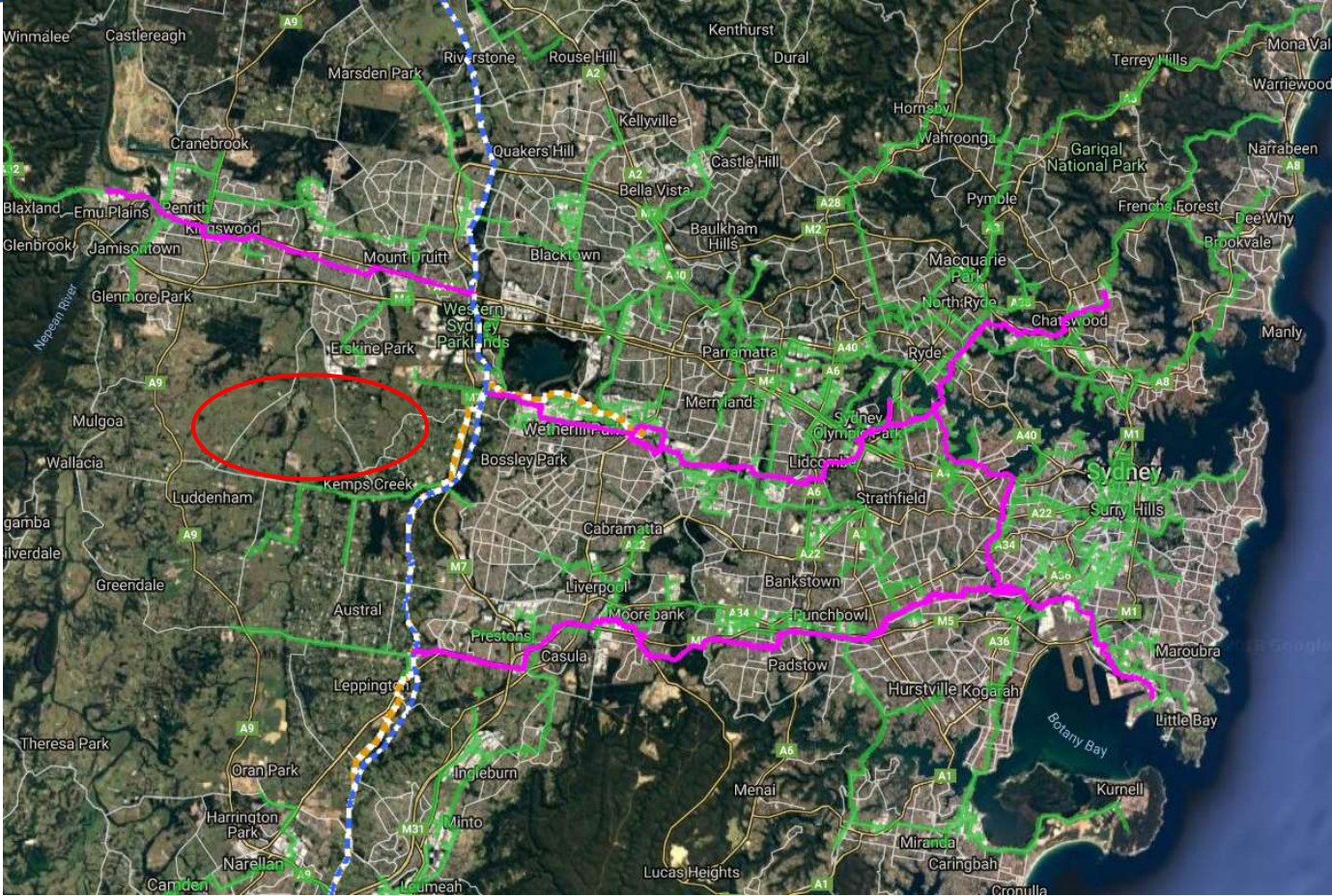
Aerotropolis



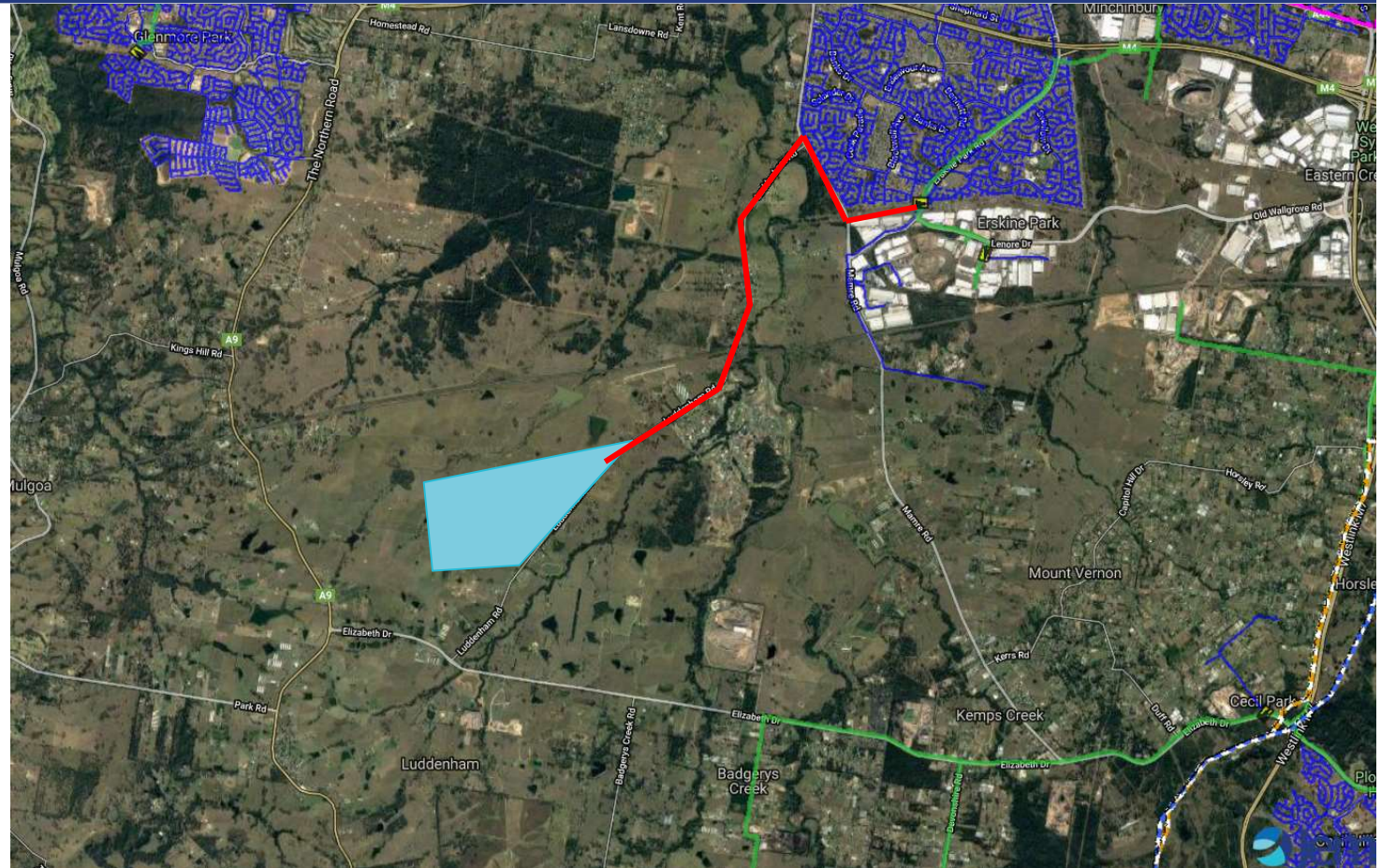
Science Park



Science Park



Science Park



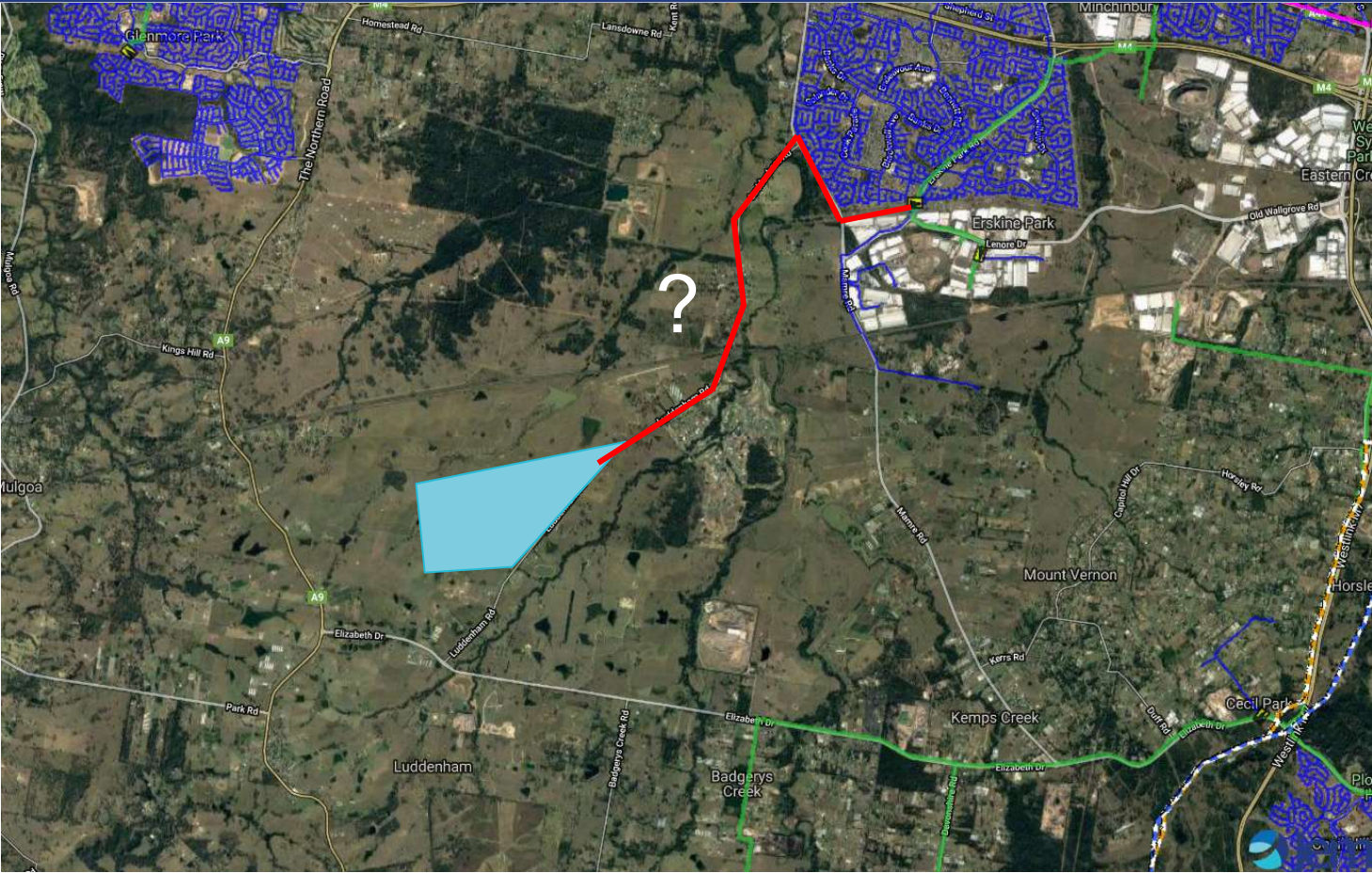
Science Park

Medium term

Pipe size 150mm
Steel

Long term

Pipe size 250mm
Steel



Considerations between medium and long term

 What is currently in the area?

Science Park

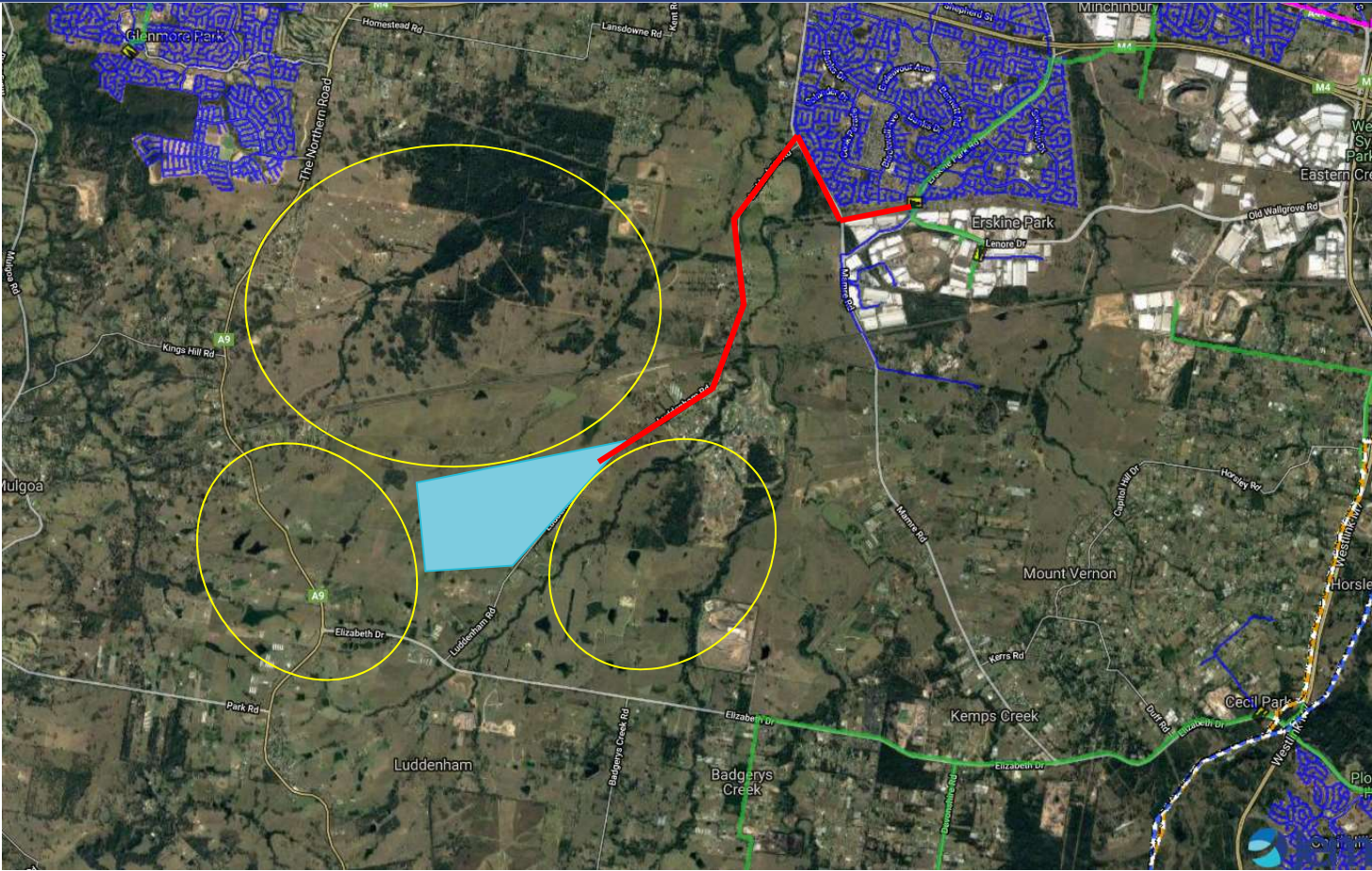
Medium term

Pipe size 150mm
Steel

Long term

Pipe size 250mm
Steel

What is currently in the area?



Science Park

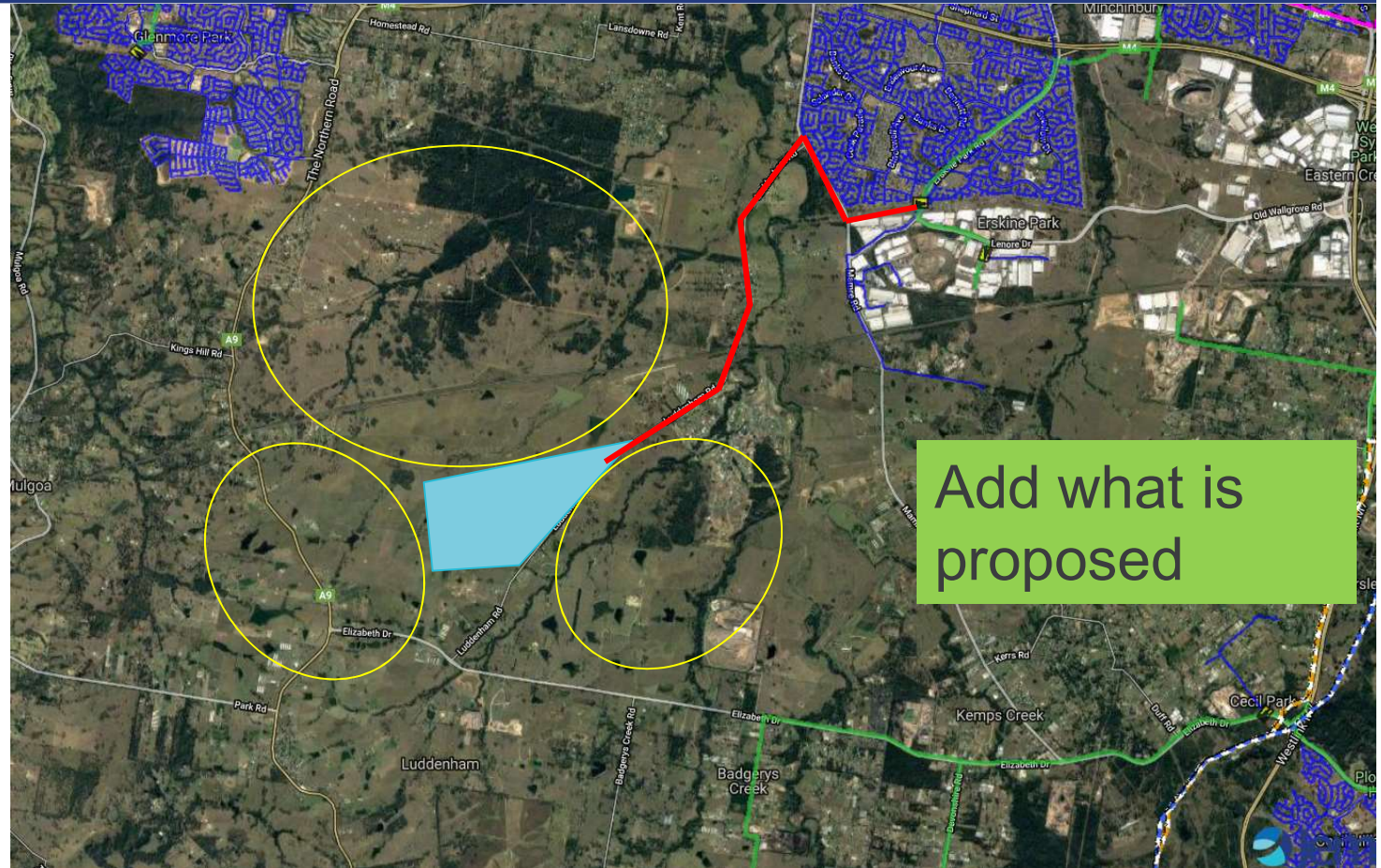
Medium term

Pipe size 150mm
Steel

Long term

Pipe size 250mm
Steel

What is currently in the area?



Science Park

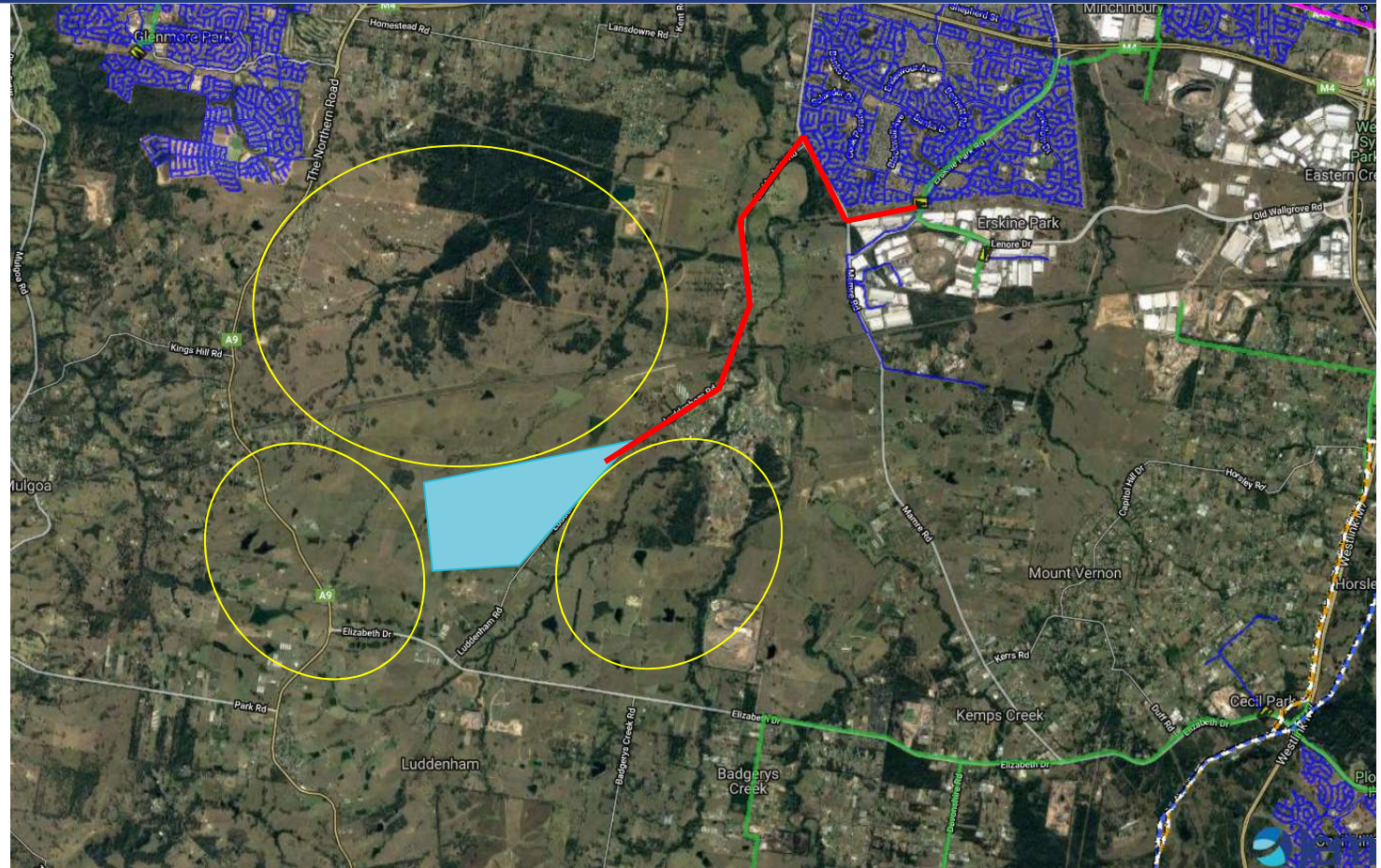
Medium term

Pipe size 150mm
Steel \$11.5 M

Long term

Pipe size 250mm
Steel \$14.3 M

- What is currently in the area?
- What is proposed in the area?



Science Park

Medium term

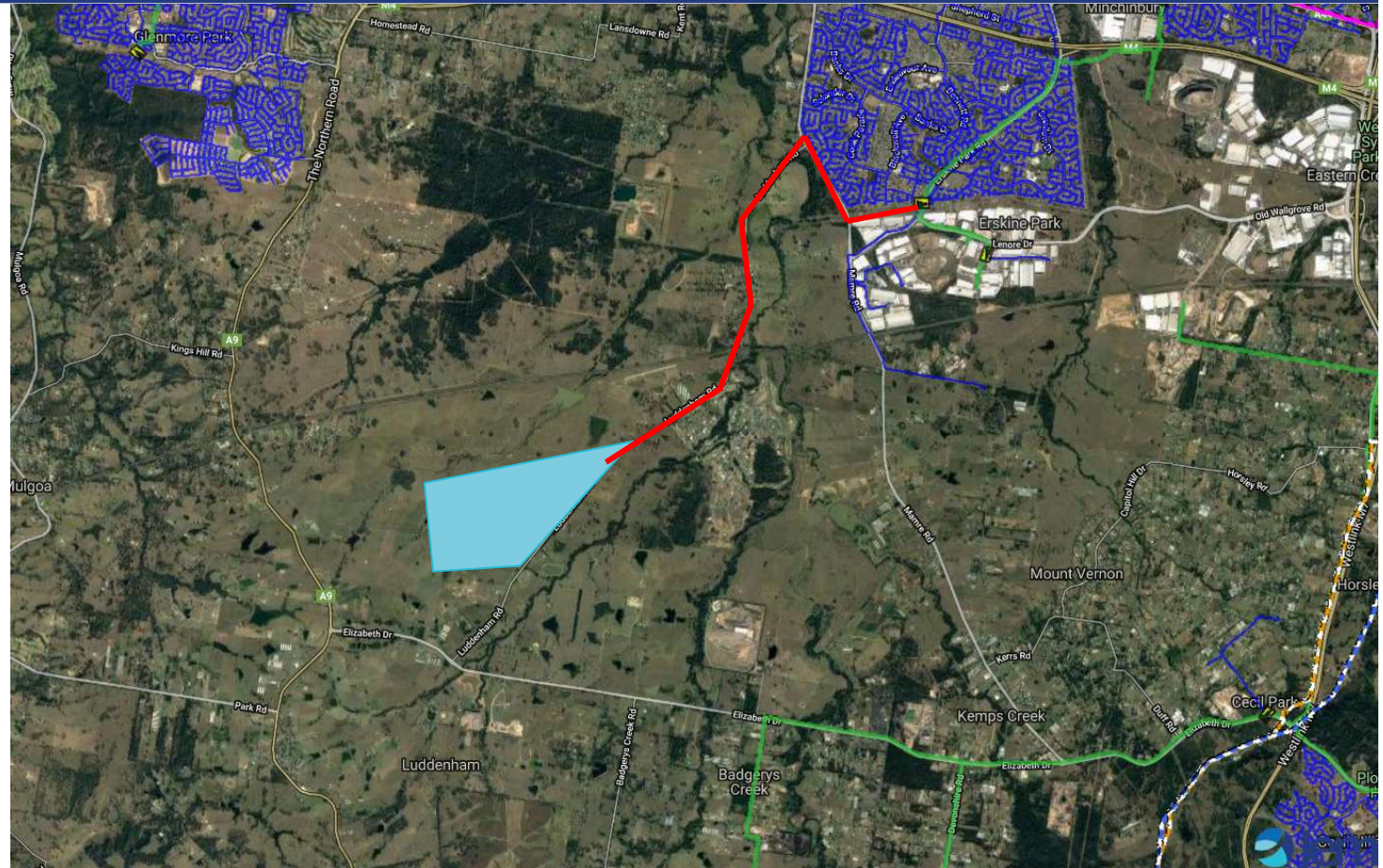
Pipe size 150mm
Steel \$11.5 M

Pipe size 150mm
Steel \$5 M

Long term

Pipe size 250mm
Steel \$14.3 M

- What is currently in the area?
- What is proposed in the area?
- Cost of long and medium term options



Science Park

Medium term

Pipe size 150mm
Steel \$11.5 M

Pipe size 150mm
Steel \$5 M

Long term

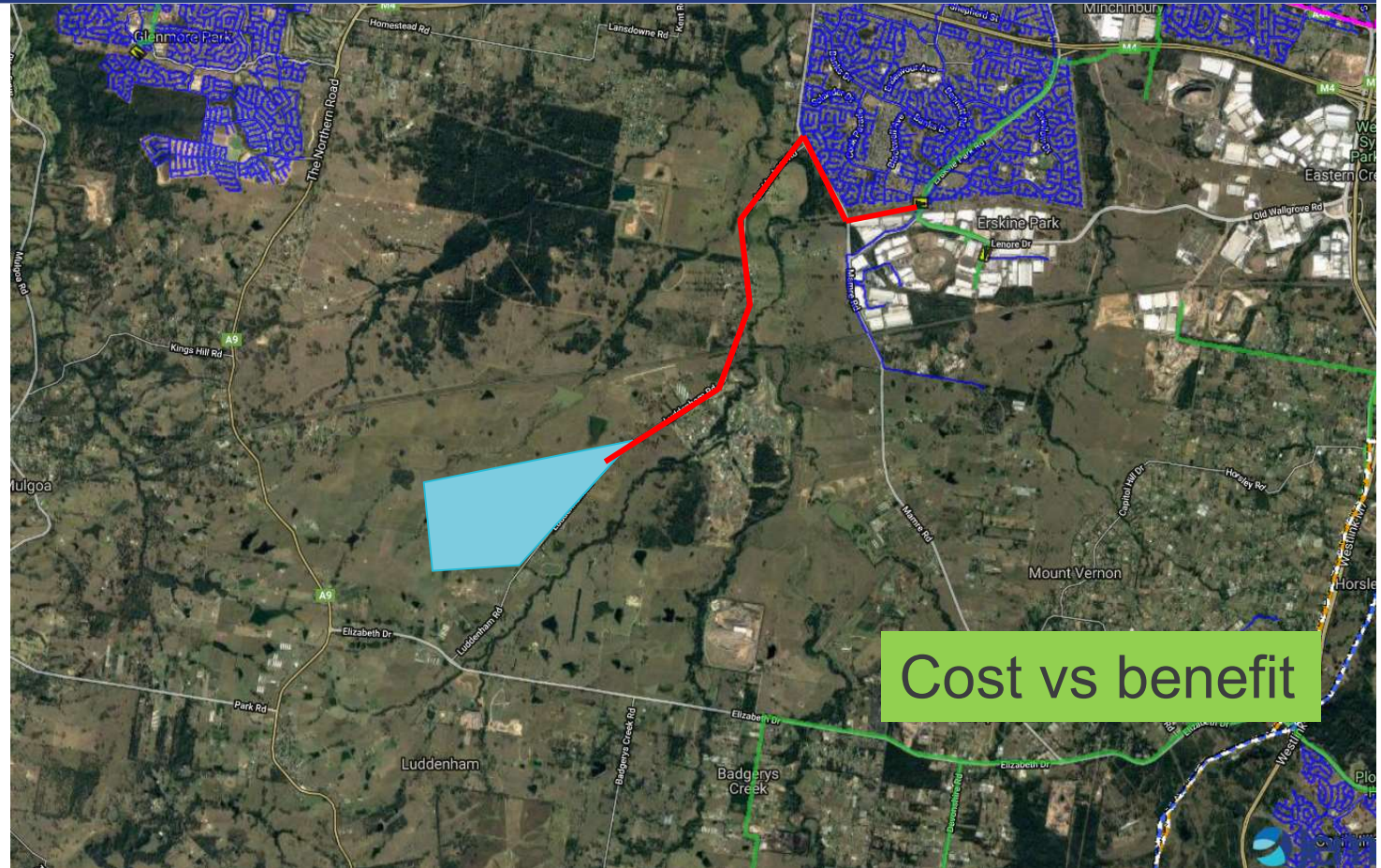
Pipe size 250mm
Steel \$14.3 M

What is currently in the area?

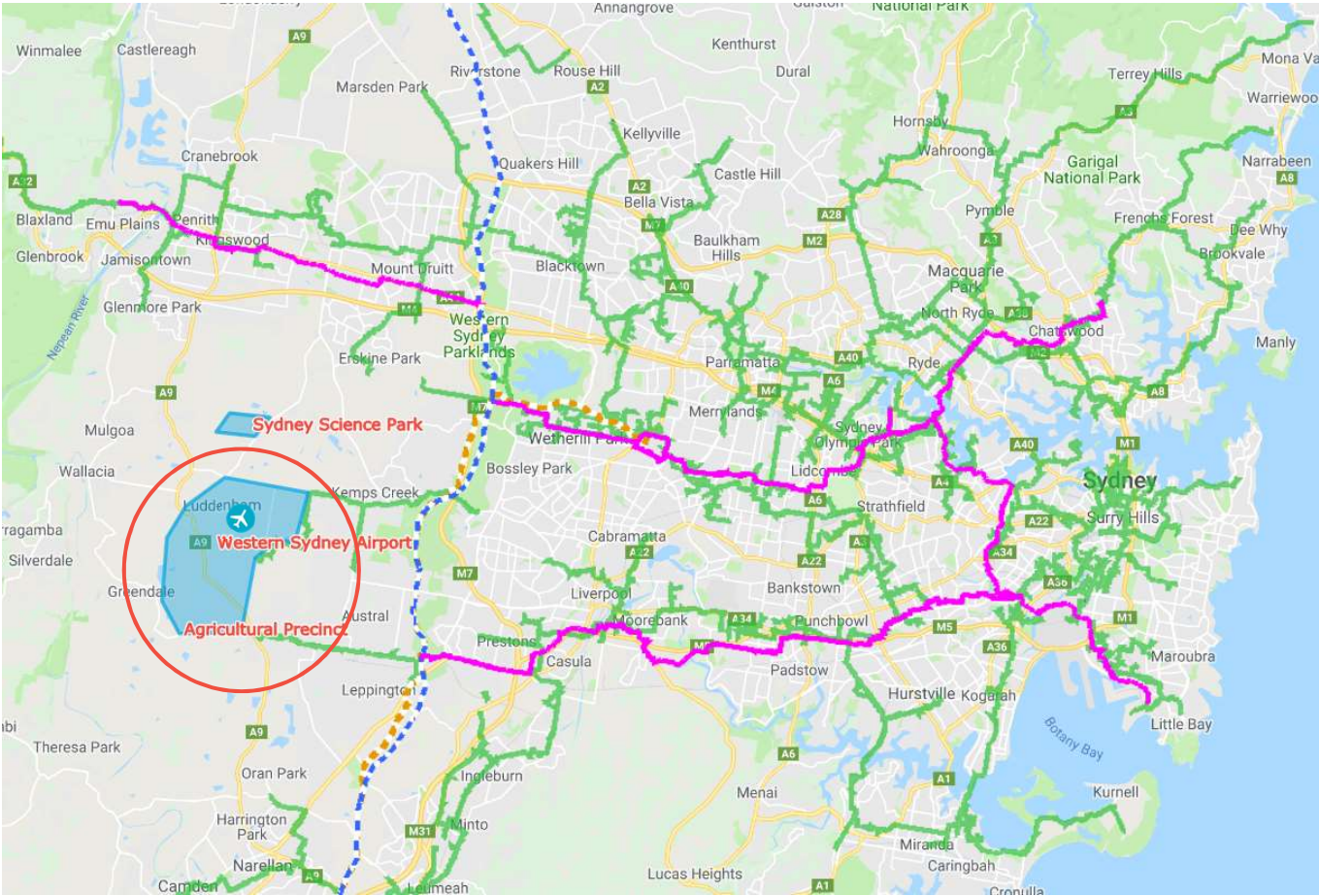
What is proposed in the area?

Cost of long and medium term options

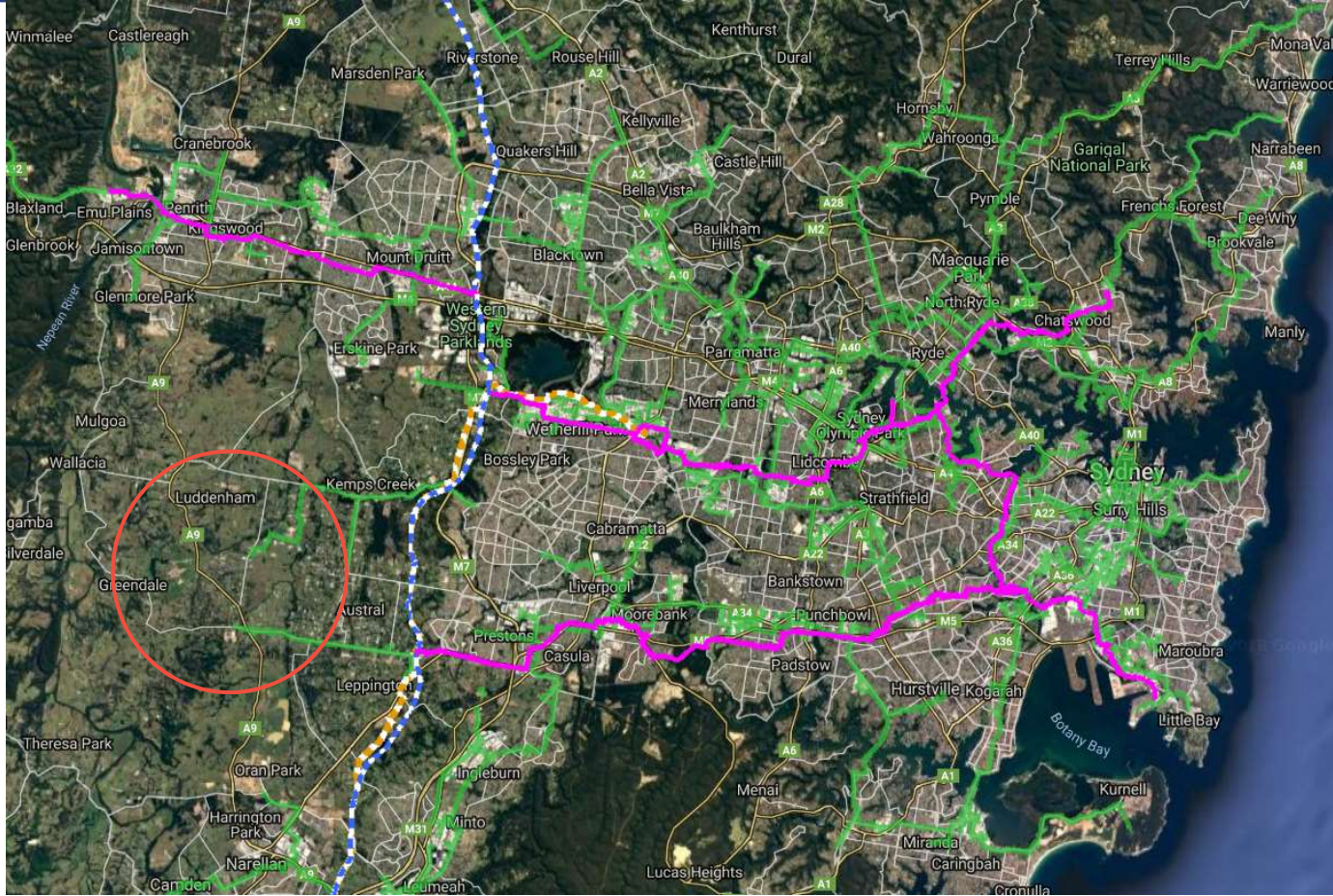
Risk of long and medium term options



Western Sydney Airport and the Agricultural Precinct



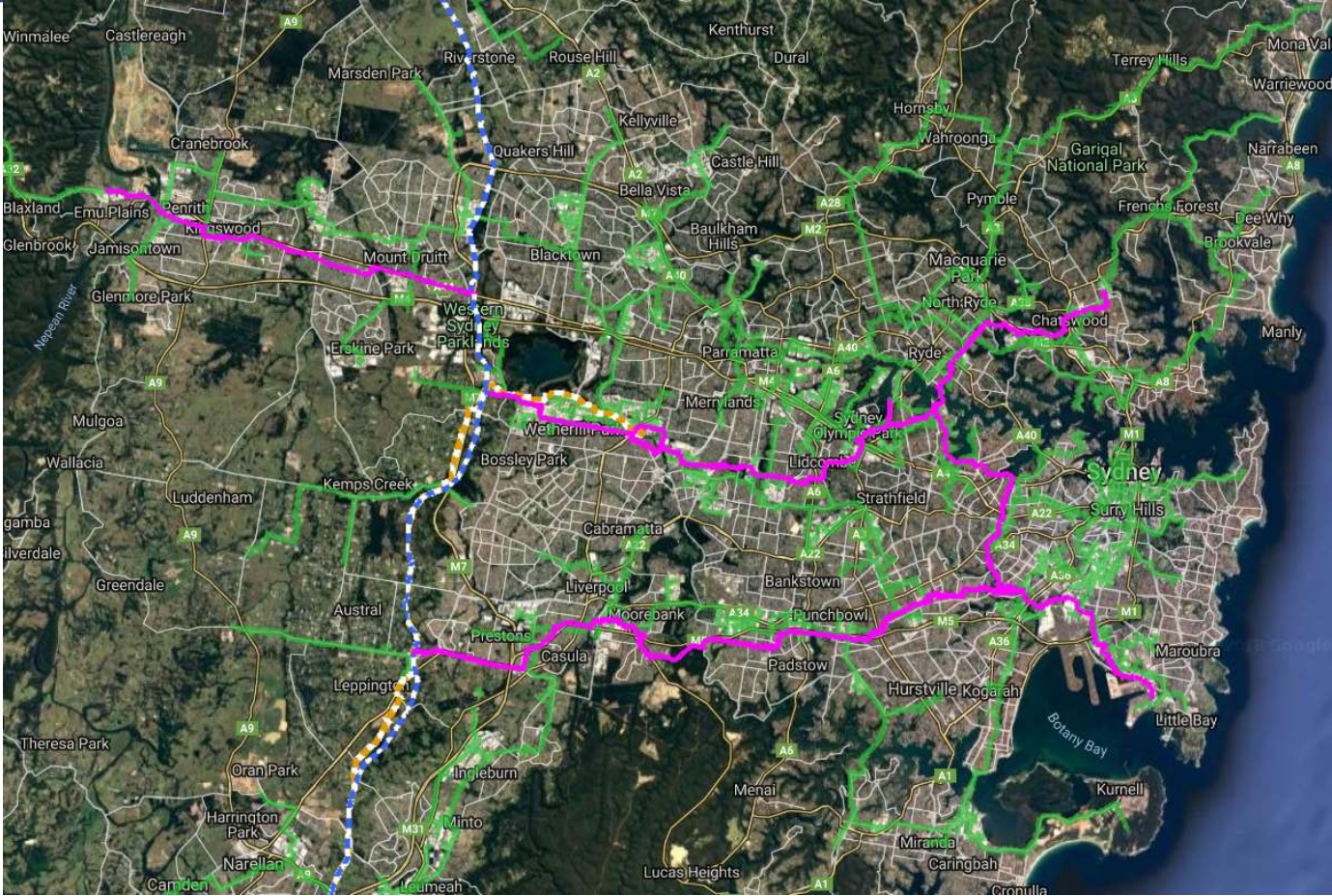
Western Sydney Airport



The graphic features a large, light blue curved shape on the left side, resembling a stylized gas pipe or a section of a main. To its right, a white diagonal band cuts across the frame. The background is composed of several geometric shapes in various shades of blue: a dark blue top-left corner, a medium blue top-right area, a light blue bottom-left area, and a bright cyan bottom-right area. The text "Northern Sydney Gas Main" is centered within the light blue curved shape.

Northern Sydney Gas Main

Northern Sydney primary gas main



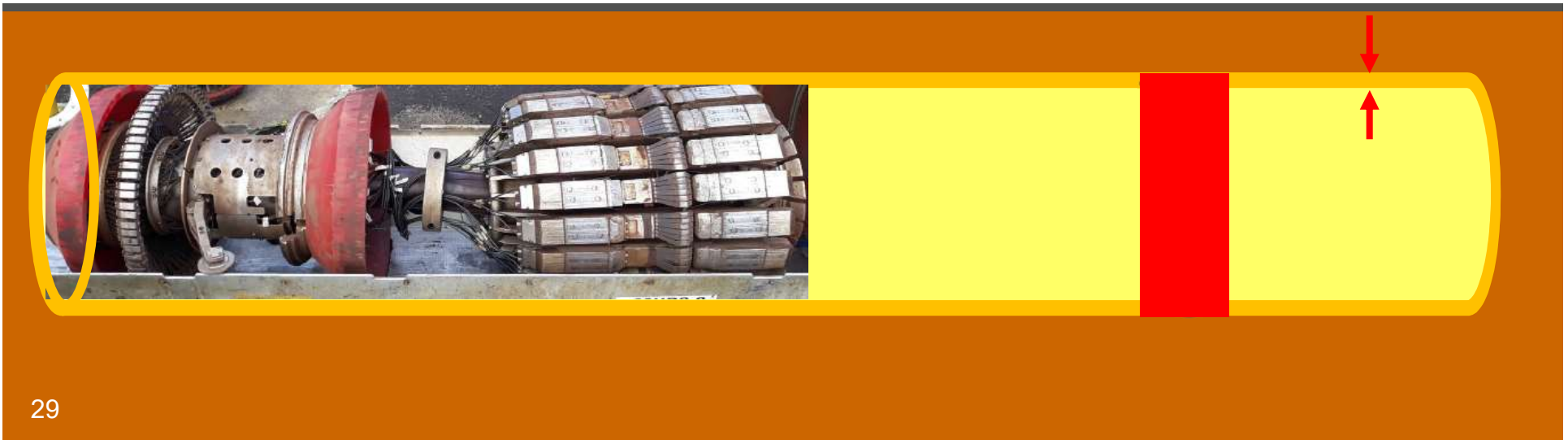
Threats to the pipeline

1. Corrosion
2. Third party hit



Threats to the pipeline

1. Corrosion

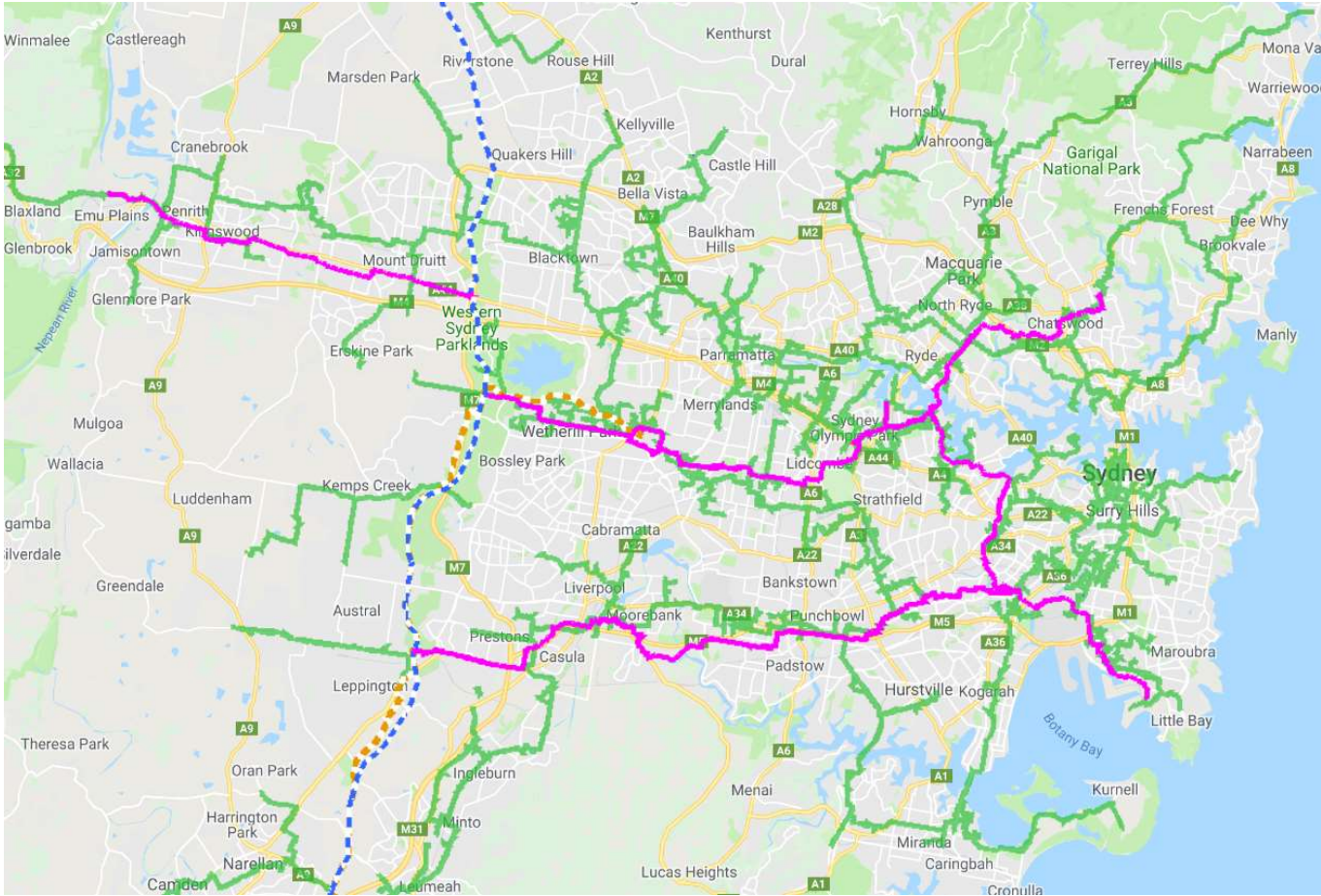


Threats to the pipeline

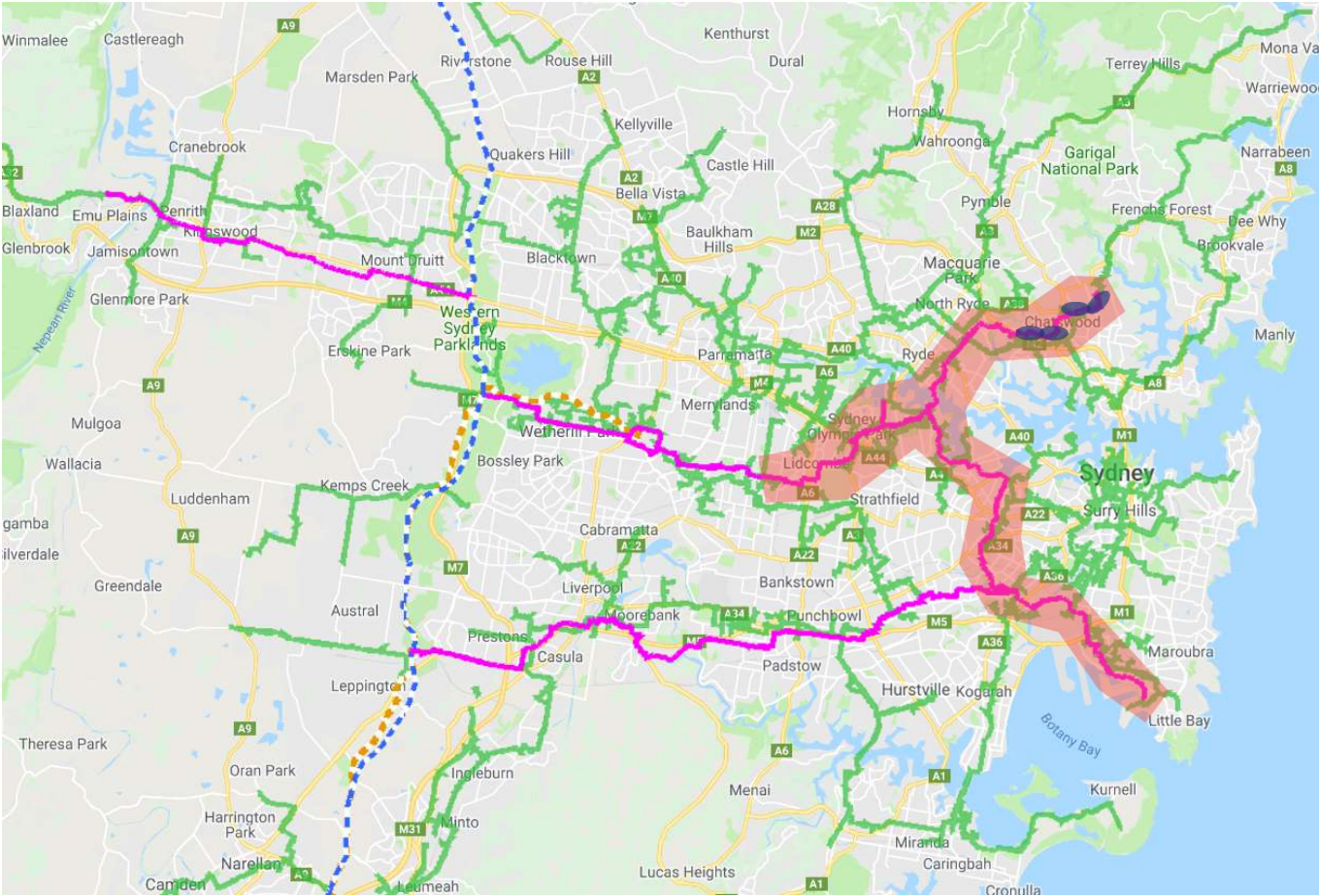
2. Third party hit



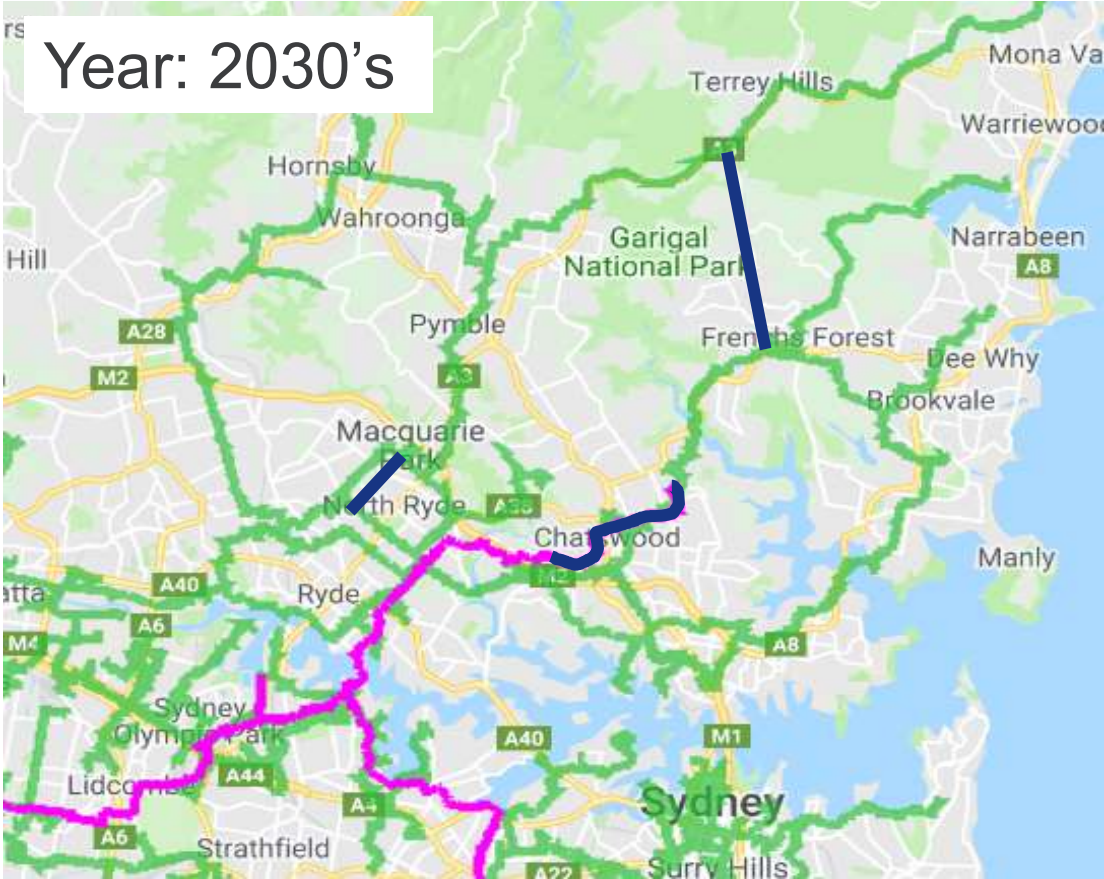
Third party hits - picture



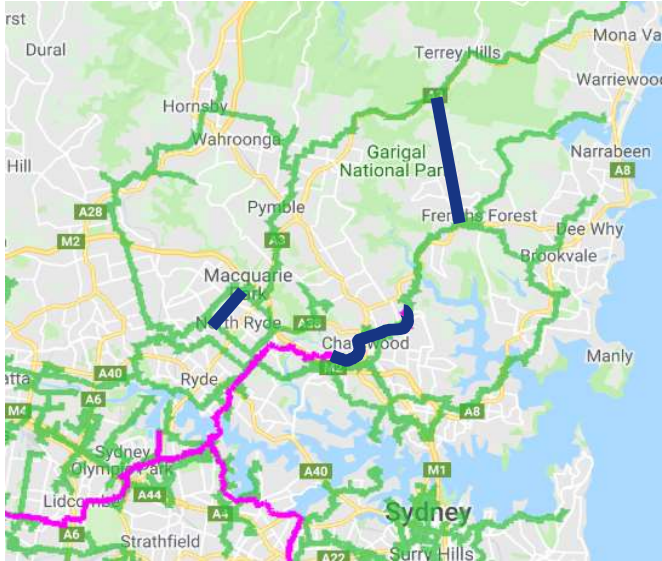
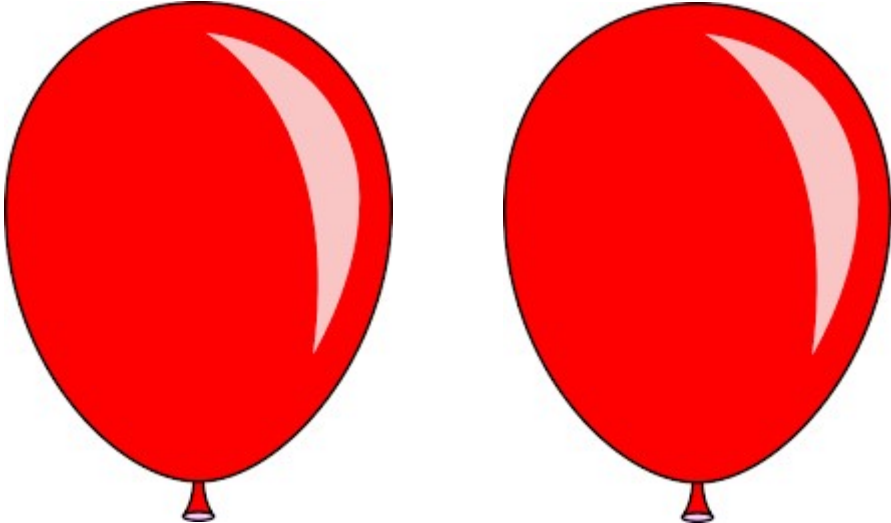
Sydney Primary gas main



Third party hits - picture



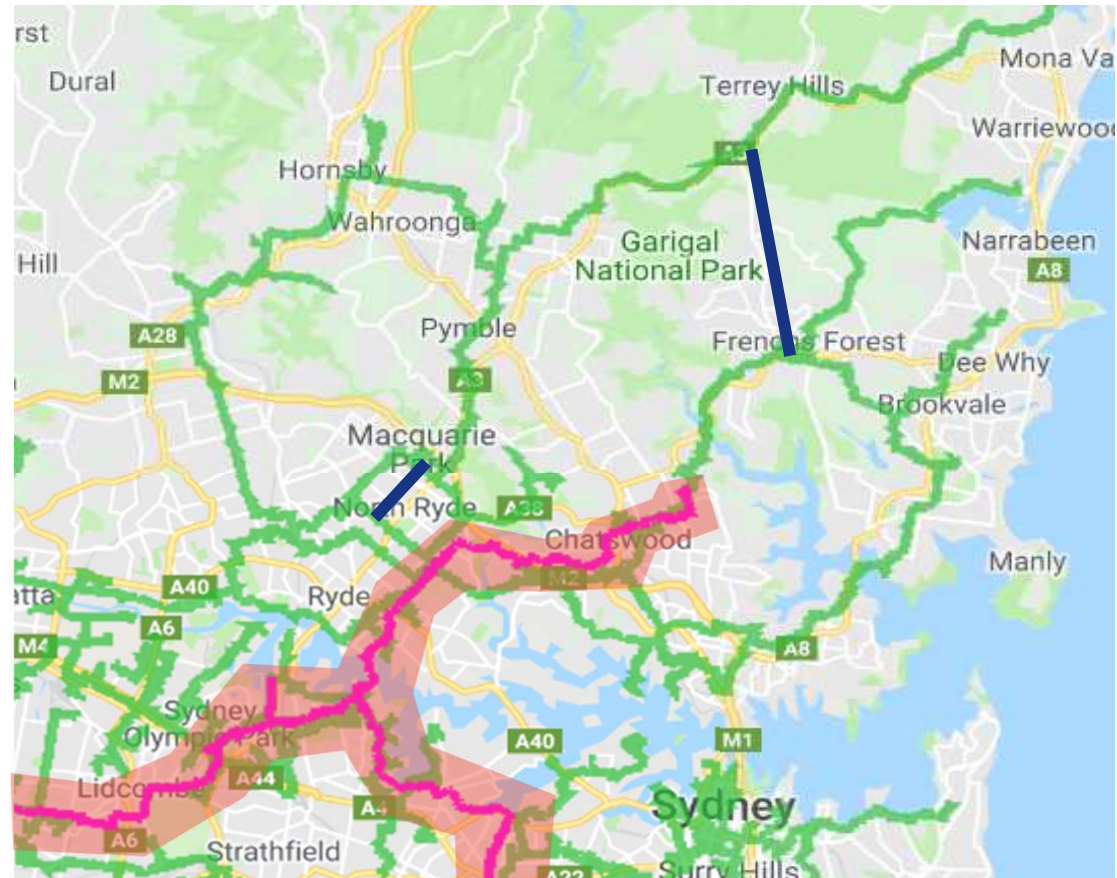
Pressure reduction demonstration - balloon



Option 1 – Medium term approach

Make this section
piggable

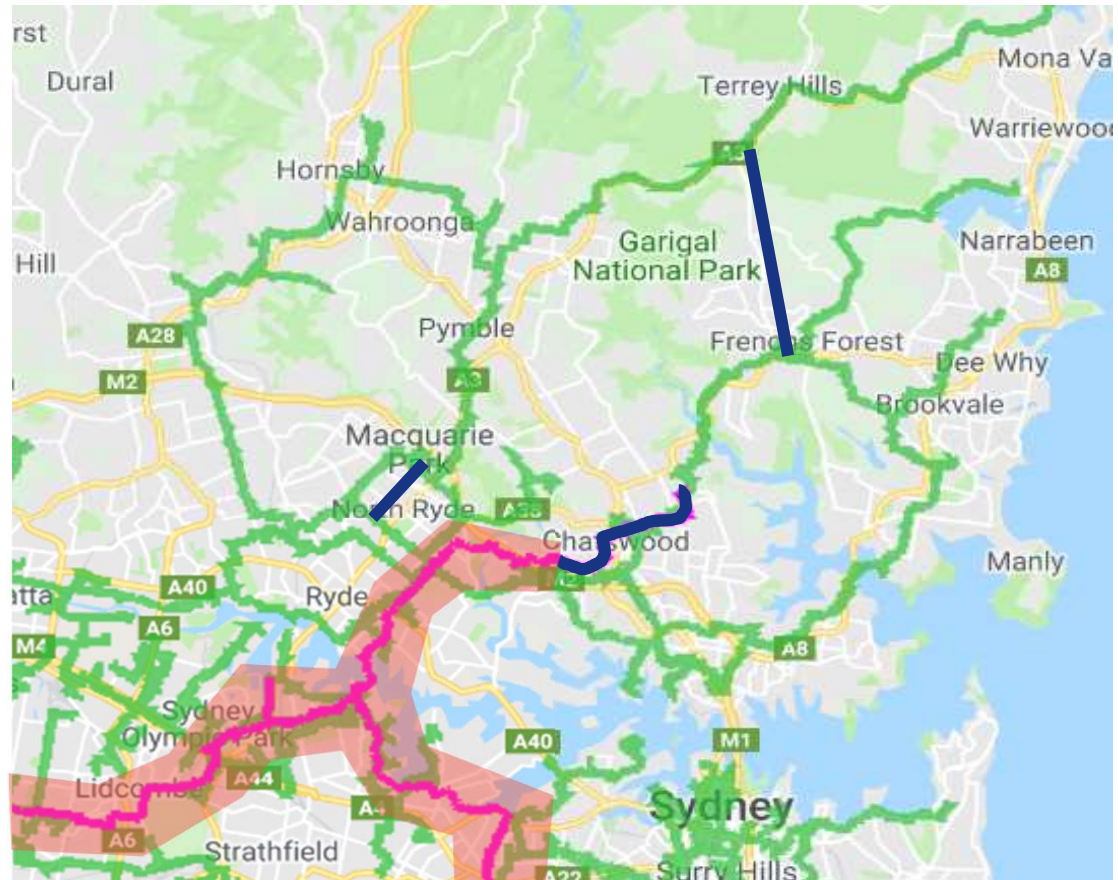
Install two gas mains
in 2030



Option 2 – Long term approach

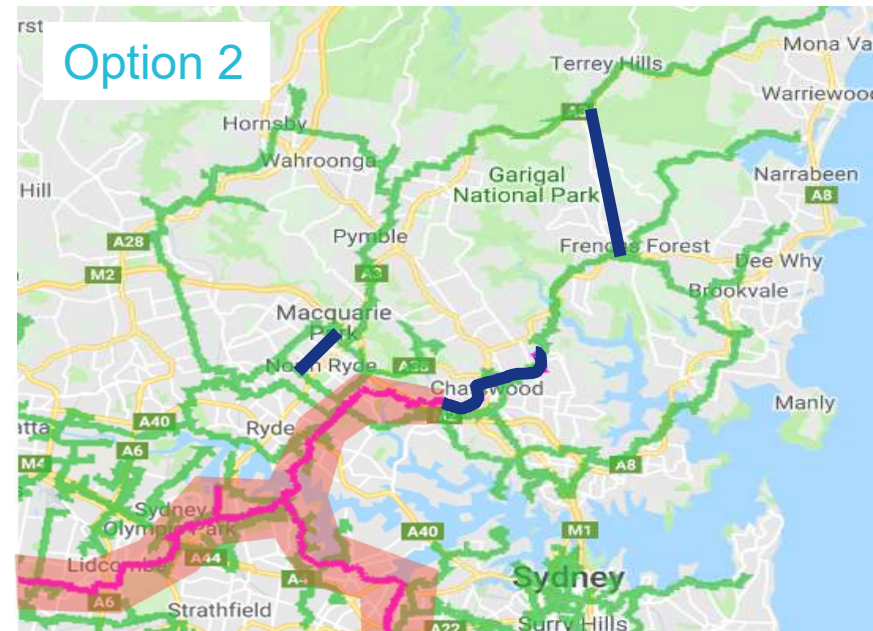
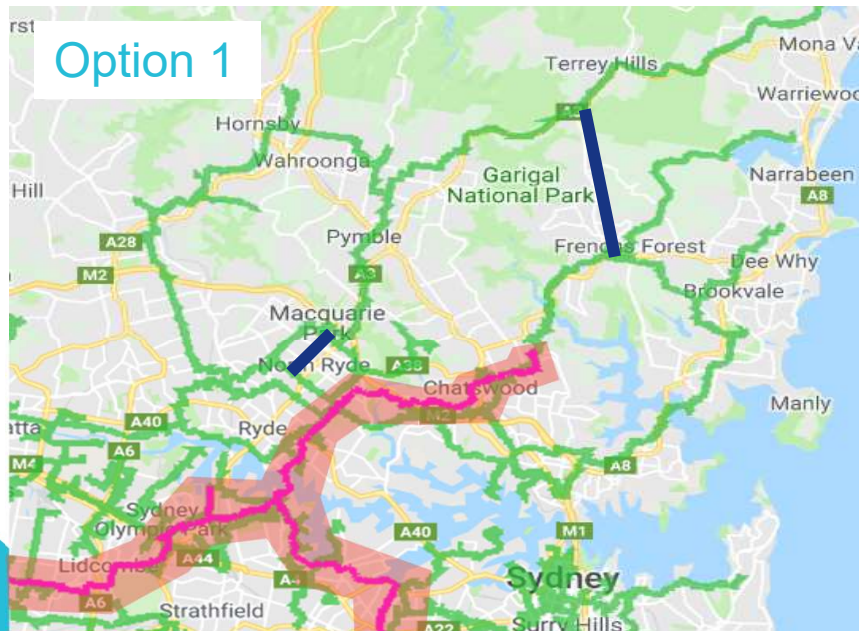
Install two gas mains

Downgrade Lane
Cove to Willoughby



Medium vs Long term solutions

	2020	2025	2030
1. Medium term	\$10M		\$30M
2. Long term	\$30M		



2. Northern Sydney Secondary

	2020	2025	2030
Medium term	\$10M		\$30M

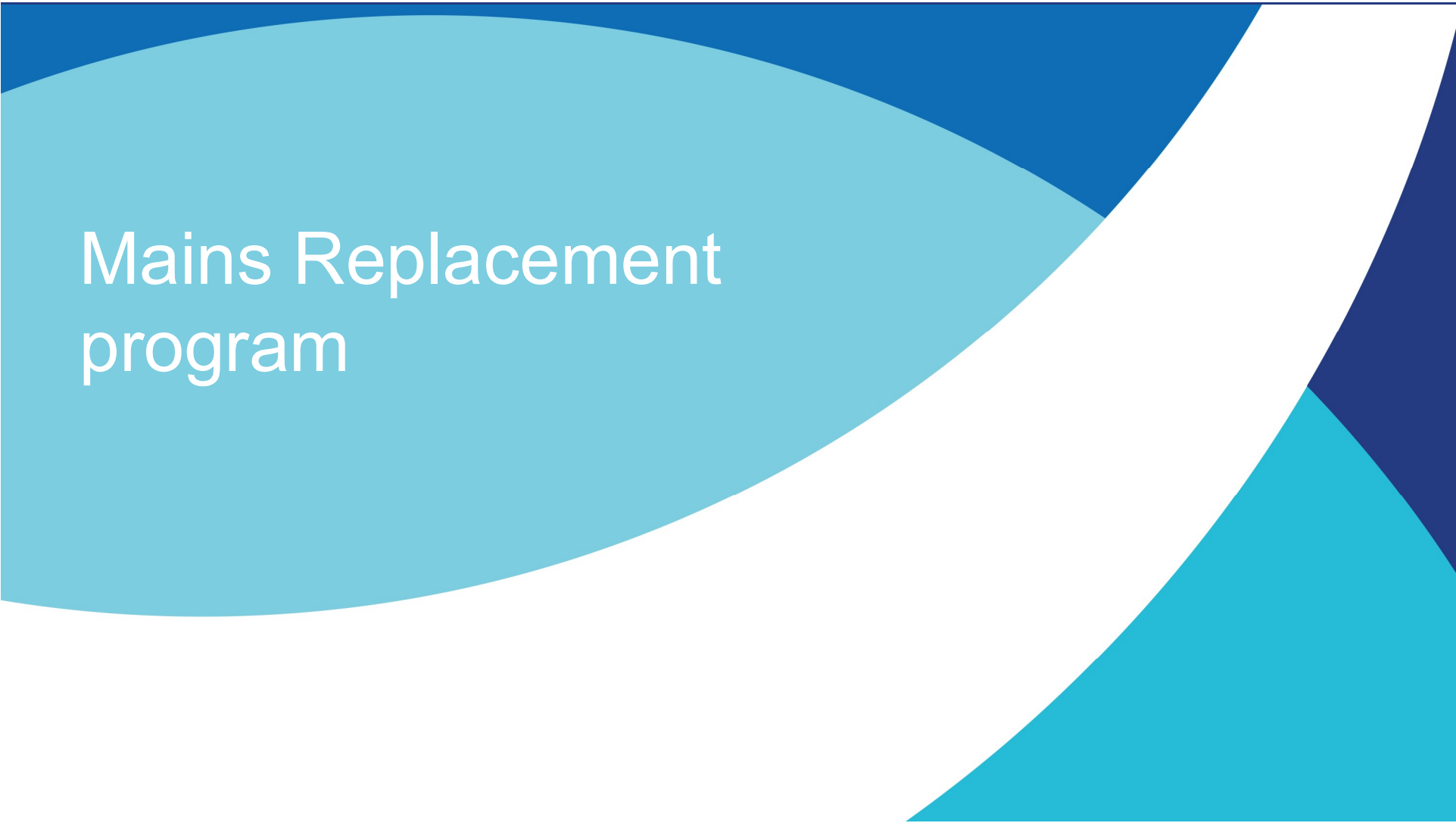
Long term	\$30M		
-----------	-------	--	--

- We believe it is highly likely that the secondary mains will be required in the 2030s

- 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



An abstract graphic design featuring several overlapping curved shapes in various shades of blue (dark, medium, light) and white. The shapes are arranged in a way that creates a sense of depth and movement, with some shapes appearing to be layered on top of others. The overall composition is clean and modern.

Mains Replacement program

Mains Replacement



Cast iron

Older plastics

Steel

Newer plastics

Mains Replacement



Cast iron

Older plastics

Steel

Newer plastics

Mains Replacement

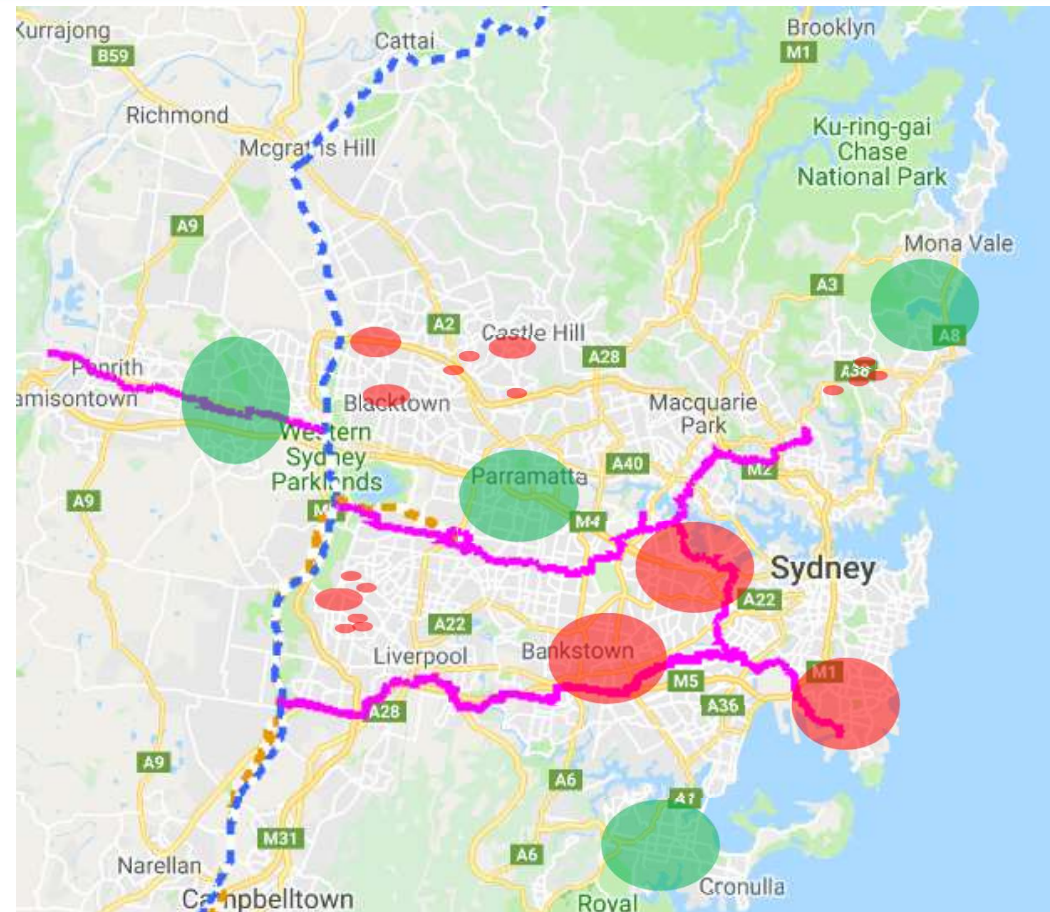


Mains Replacement

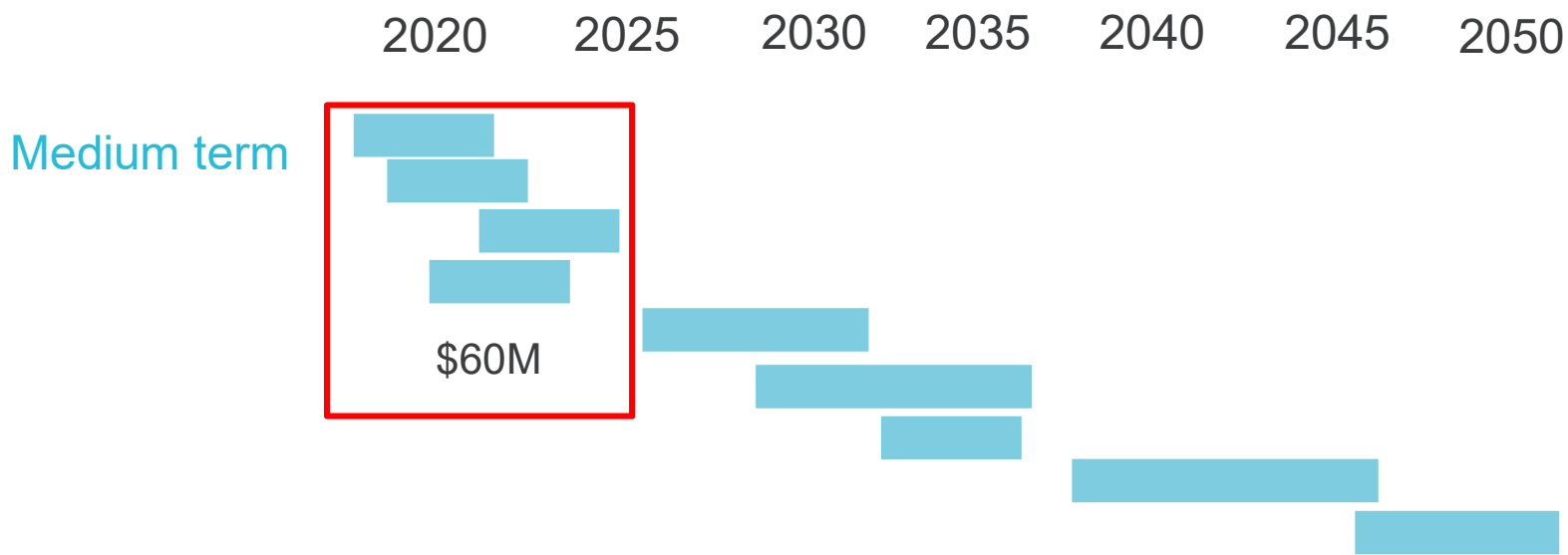


Mains Replacement

- Large mains replacement program in the 1990's
- Some areas still remain with cast iron and older plastic materials
- It is predicted the larger rehabilitation areas will require replacement in the 2020 – 2025 period
- Smaller pocks still remain

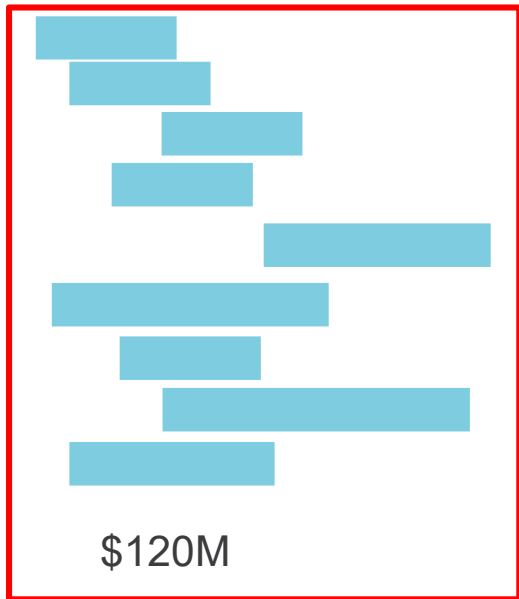


3. Mains replacement



3. Mains replacement

2020 2025 2030 2035 2040 2045 2050



What benefit does this bring to the customer?
- Areas at higher risk of repairs are renewed.
There is less likely for disruption on the street after project

Why is this long term planning?
-

Long term

Confirmation from Richard of the medium vs long term program

Key takeaways from our customers

- ✓ Keep gas affordable
- ✓ Invest for the future
- ✓ Limit the amount of rework
- ???

Archive

v1.1



Key takeaways from our customers

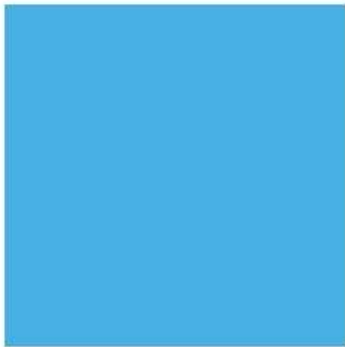
Continued from page 1

- Limit rework while maintaining affordability
- Make the most of stalling infrastructure in green field areas while maintaining affordability by ensuring the mains will be utilised
- Balance cost and disruption impacts against new future technologies

SIGNATURE _____ DATE _____ Continued to page

DISCLOSED TO AND UNDERSTOOD BY _____ DATE _____





CMYK 63 13 0 0
RGB 73 177 228
4AB1E4



CMYK 63 0 45 0
RGB 87 193 165
57C1A5



CMYK 0 61 100 0
RGB 245 128 32
F58020

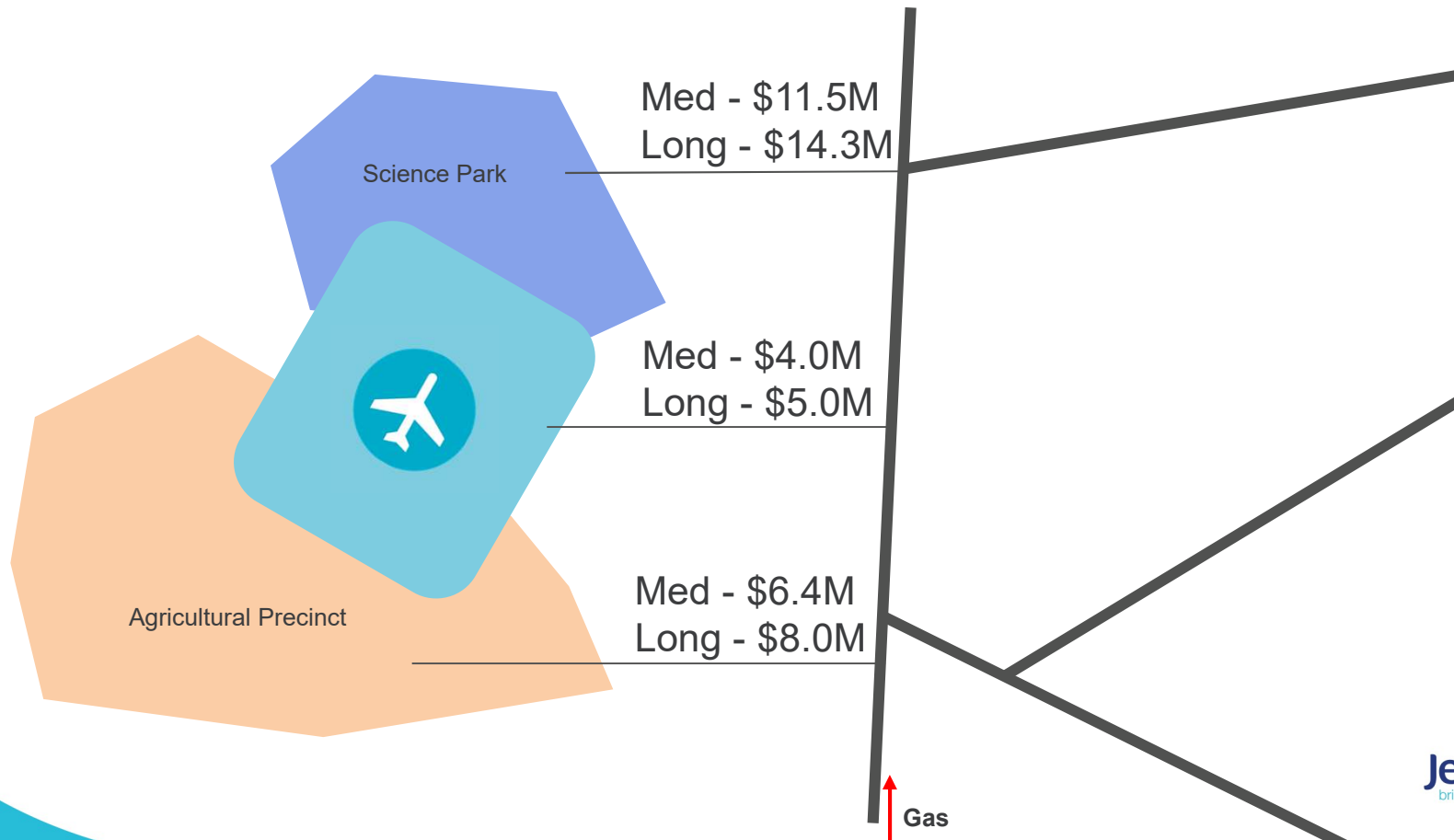


CMYK 0 85 80 0
RGB 240 78 62
F04E3E

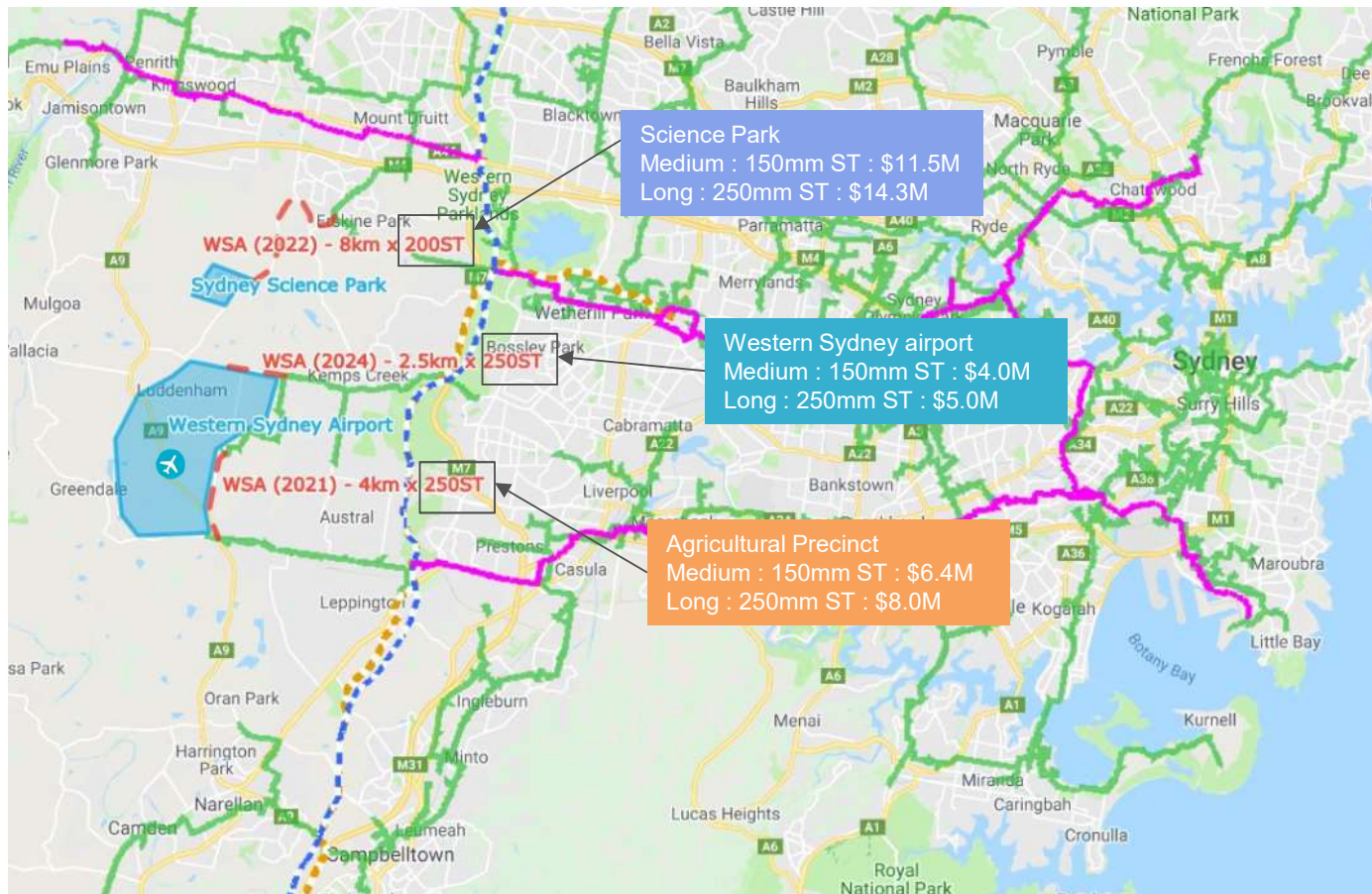


CMYK 0 29 100 0
RGB 253 186 18
FDBA12


1. Aerotropolis – Remove slide



1. Aerotropolis



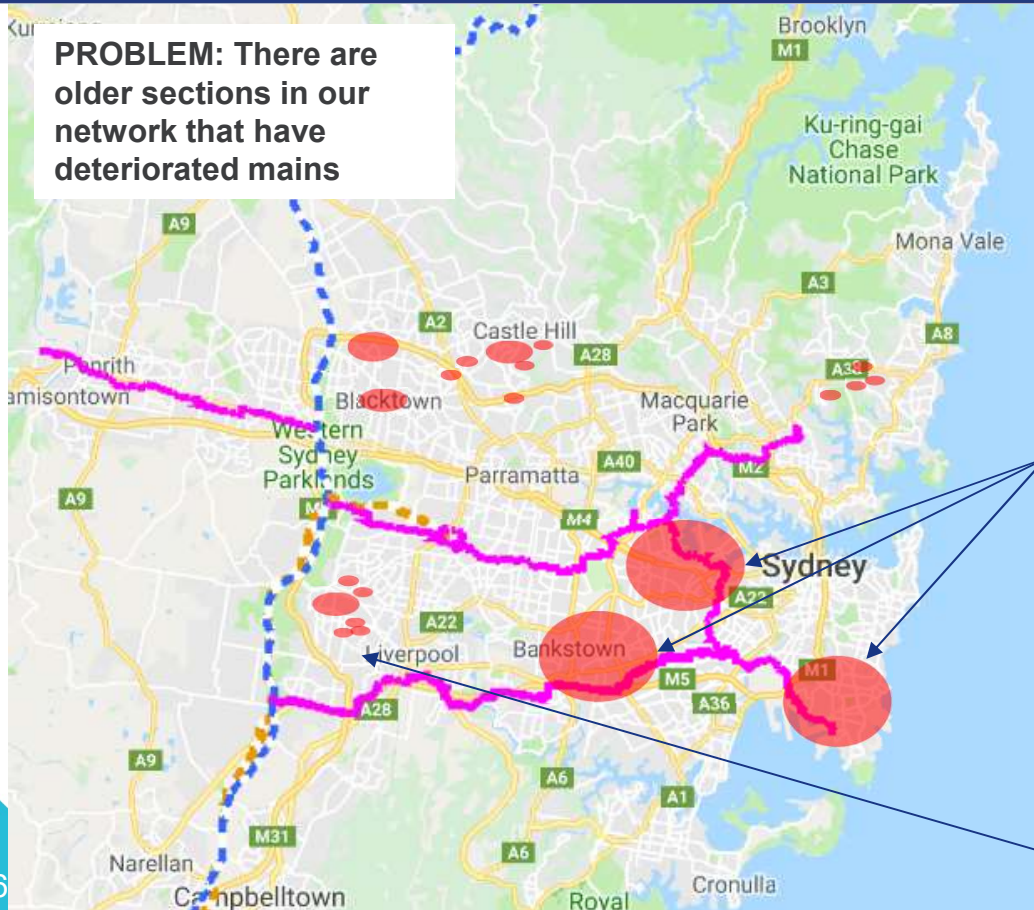
1. Aerotropolis

	Medium term	Further growth	Long term
Science Park	\$11.5M		\$14.3M
	\$4.0M		\$5.0M
Agricultural Precinct	\$6.4M	\$XXM	\$8.0M

- We have chosen a medium term option for projects that we are less confident about the gas loads.
- For areas of where we have selected a long term view, we believe there is high probability that the additional capacity will be used.

Mains Replacement

PROBLEM: There are older sections in our network that have deteriorated mains



Areas are monitored by our Engineers

- Once the operating cost (usually from repairs) exceeds a certain threshold we will look to rehabilitate the area
- Usually these areas are older and the gas main consists of previously used materials such as cast iron, old plastics and unprotected steel.
- We completed a large proportion of our cast iron replacement program during the 1990's focusing on the higher risk areas.
- Today we still have areas that are on our radar for rehabilitation and we have assessed how we approach these areas based on medium and long term planning

Option 1: Medium term approach

- Stagger cast iron replacement program
- Replace major sections of cast iron

Option 2: Long term approach

- Accelerate cast iron program

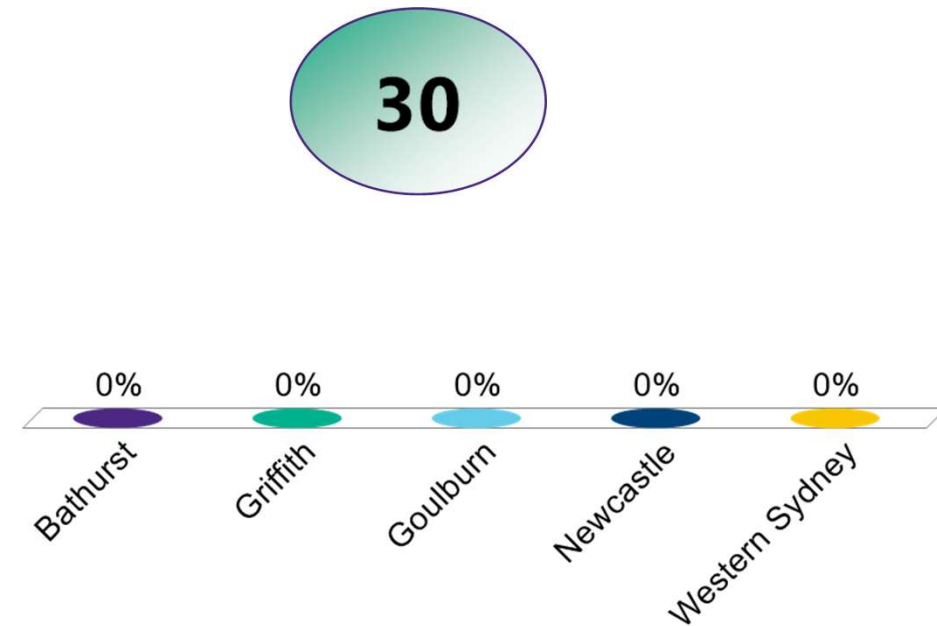


JEMENA GAS NETWORKS DRAFT 2020 PLAN – DELIBERATIVE FORUM

Saturday 2 March 2019, 10.00am-4.00pm

WHICH COMMUNITY ARE YOU FROM?

1. Bathurst
2. Griffith
3. Goulburn
4. Newcastle
5. Western Sydney

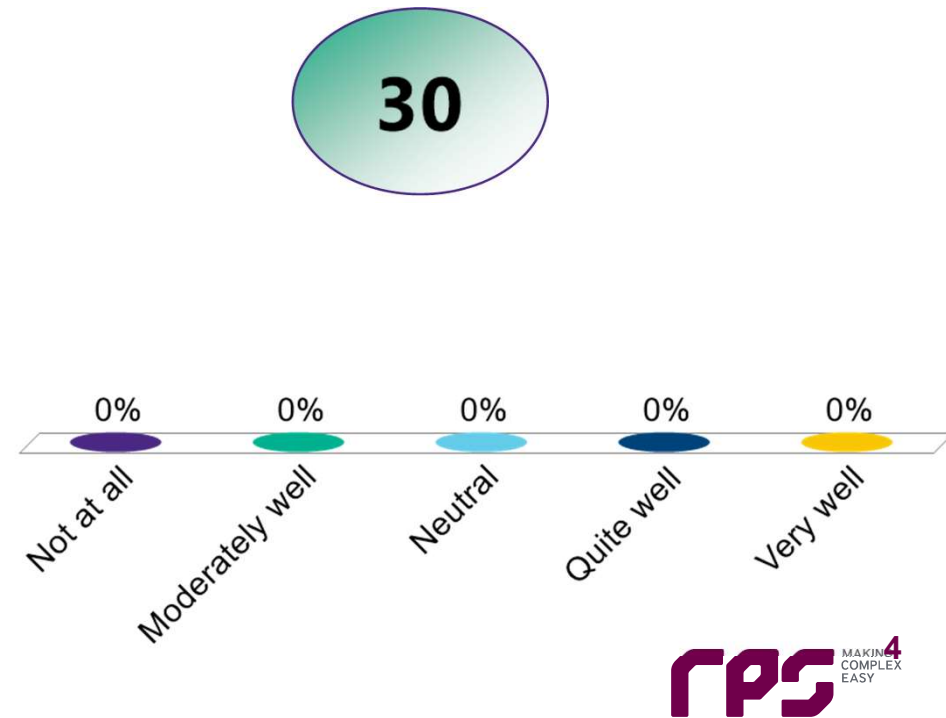


ON A SCALE OF 1-5, WHERE 1 IS NOT WELL AT ALL, AND 5 IS EXTREMELY WELL, HOW WELL DO YOU THINK JEMENA HAS RESPONDED TO CUSTOMER FEEDBACK ON THE ISSUE OF AFFORDABILITY?

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

Mean =

rpsgroup.com

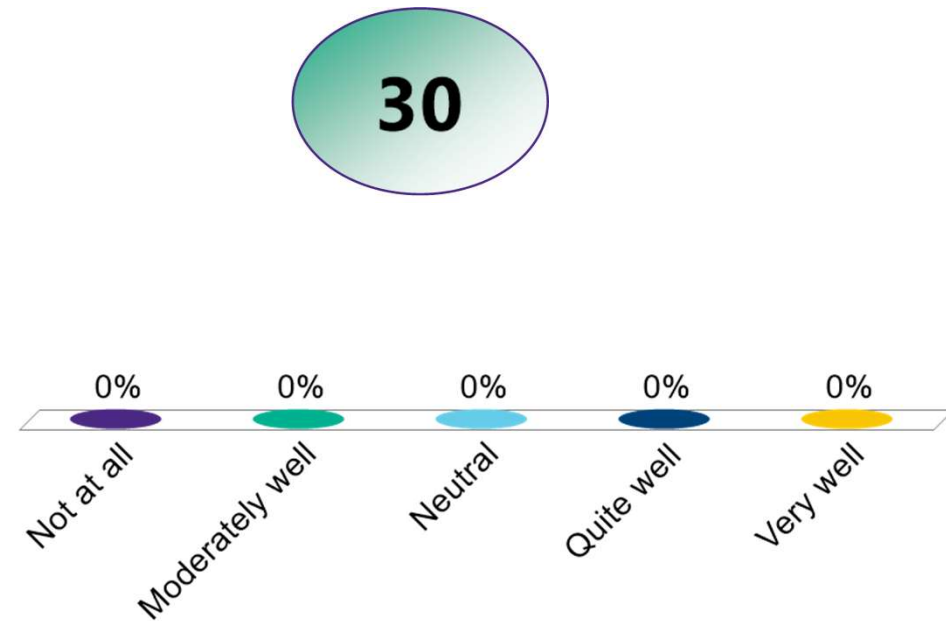


ON A SCALE OF 1-5, WHERE 1 IS NOT WELL AT ALL, AND 5 IS EXTREMELY WELL, HOW WELL DO YOU THINK JEMENA HAS RESPONDED TO CUSTOMER FEEDBACK ON THE ISSUE OF THE PRICE PATH?

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

Mean =

rpsgroup.com

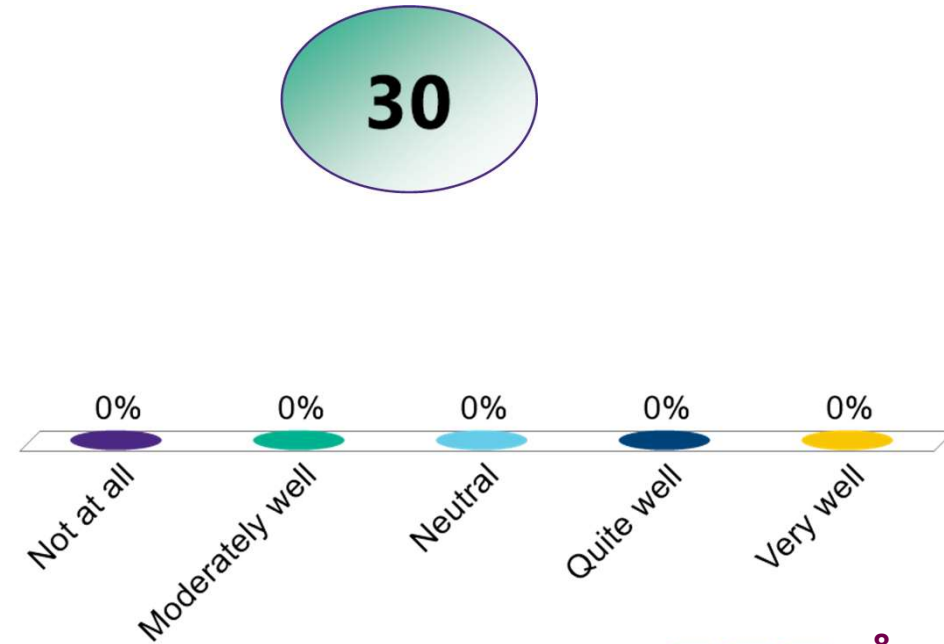


ON A SCALE OF 1-5, WHERE 1 IS NOT WELL AT ALL, AND 5 IS EXTREMELY WELL, HOW WELL DO YOU THINK JEMENA HAS RESPONDED TO CUSTOMER FEEDBACK ON THE ISSUE OF RELIABILITY?

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

Mean =

rpsgroup.com

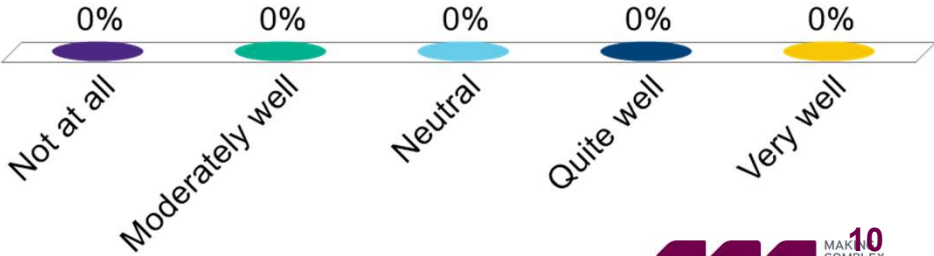
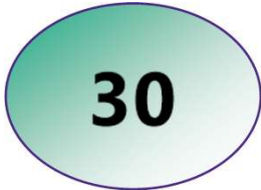


ON A SCALE OF 1-5, WHERE 1 IS NOT WELL AT ALL, AND 5 IS EXTREMELY WELL, HOW WELL DO YOU THINK JEMENA HAS RESPONDED TO CUSTOMER FEEDBACK ON THE ISSUE OF FAIRNESS?

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

Mean =

rpsgroup.com

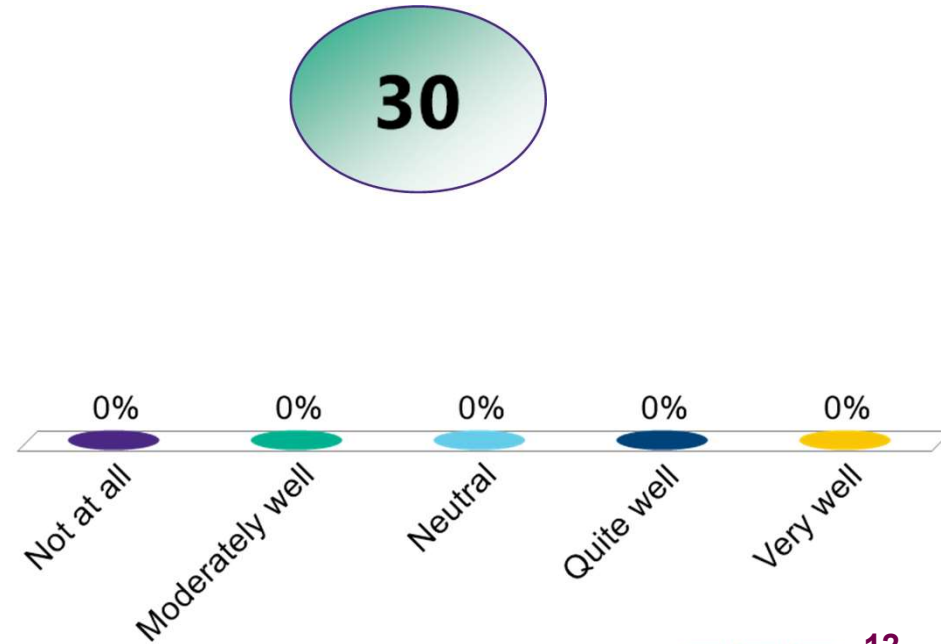


ON A SCALE OF 1-5, WHERE 1 IS NOT WELL AT ALL, AND 5 IS EXTREMELY WELL, HOW WELL DO YOU THINK JEMENA HAS RESPONDED TO CUSTOMER FEEDBACK ON THE ISSUE OF THE FUTURE?

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

Mean =

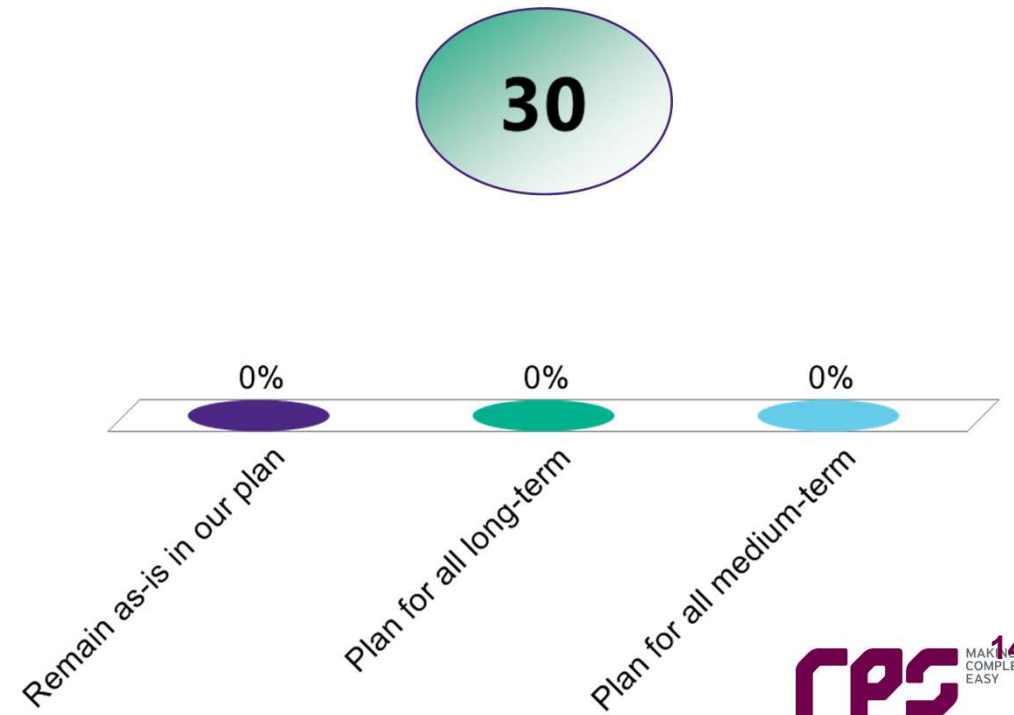
rpsgroup.com



AEROTROPOLIS

SHOULD WE STICK WITH THIS PROPOSAL AS IT HAS BEEN OUTLINED IN OUR DRAFT PLAN?

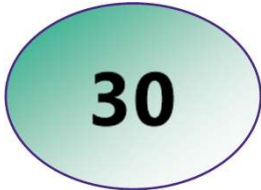
1. Plan all elements of the Aerotropolis for the medium term
2. Stick with the Proposal in the Draft Plan
3. Plan all elements of the Aerotropolis for the long term



MAINS REPLACEMENT PROGRAM

SHOULD WE STAY WITH THIS PROJECT AS IT IS OUTLINED IN THE DRAFT PLAN OR ACCELERATE?

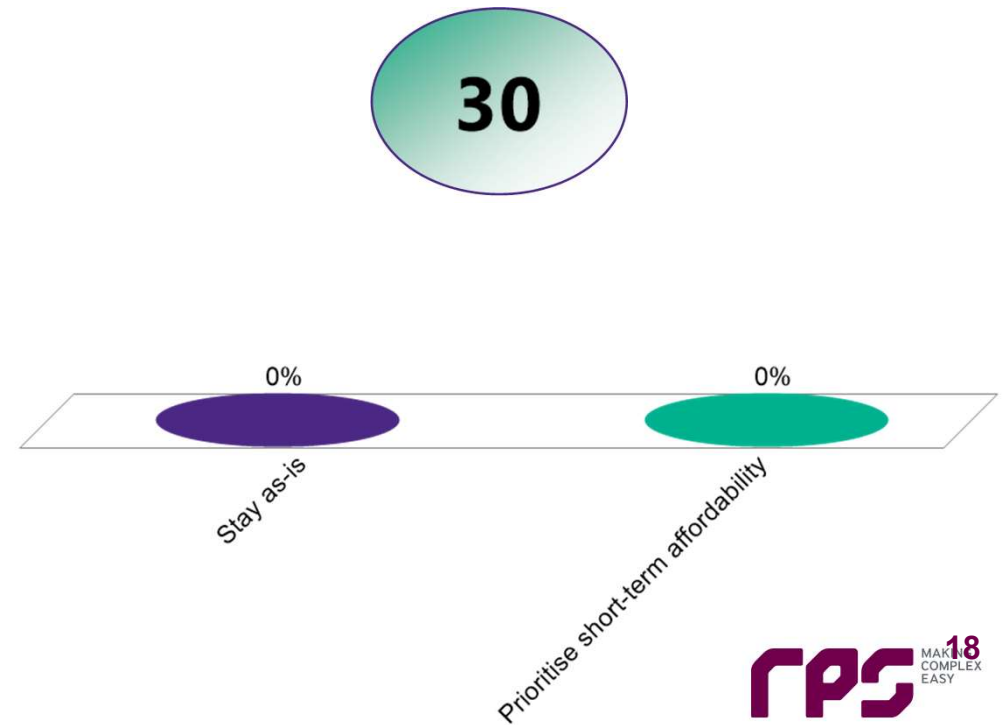
- 1. Stay as is
- 2. Accelerate



NORTHERN SYDNEY SUPPLY

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?

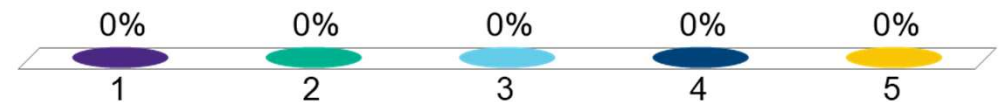
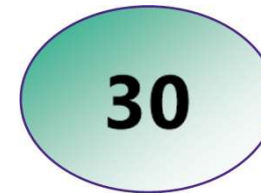
1. Stay as-is
2. Prioritise short-term affordability



TO WHAT EXTENT DO YOU AGREE THAT THE JEMENA GAS NETWORKS DRAFT 2020 PLAN IS IN THE LONG TERM INTERESTS OF CUSTOMERS?

1. Strongly disagree
2. Moderately disagree
3. Neither agree nor disagree
4. Moderately agree
5. Strongly agree

Mean =



THANK YOU!

RUNSHEET ARABIC LANGUAGE WORKSHOP

Workshop:	Jemena Gas Network	Phase 3 Engagement – CALD Workshop
Details		Duration: 2 hours (workshop) 3 hours (inc set up, pack down)
Date: Thursday 7 March 2019		<p>Timings: Bump in / set up: 9.00am-9.30am 2 tables cabaret style with 9 seats around. 4 chairs for scribe / Jemena team / facilitators 2 observer chairs for stakeholders off to side or at back Team briefing: 9.15am Sign in and welcome participants: 9.30am-10.00am Workshop: 10.00am-12.00noon Pack down / pack up: 12noon Debrief: 12.15pm</p>
Venue: Lost in Books, 2/40 Harris Street Fairfield	Team:	<p>ECC Team: Mariette and George</p> <p>RPS Team: Merryn Spencer (0401 021560)</p> <p>Jemena Team: Kate Hawke (0439241495) Ana Dijanosic, Ailie Thomas, Rasha, Bardia, Alhoush</p>
Workshop purpose:		<p>Still Photography (O'Neill Photographics): Ryan (0402 333 003)</p> <ul style="list-style-type: none"> • Reintroduction to the team and stakeholders • Reintroduce ground rules, working together, building on trust created and reconnecting with each other • Feedback on the proposal – what you said, did we get it right? • Communicate and seek feedback on key issues in the draft proposal across affordability, price path and the future / environment

Time		Session	Content	Speaker	Equipment
9.00am-9.30am	30 mins	Bump In	Check – gifts on tables / water / cups		
9.15am-9.30am	15 mins	Team briefing	Team to run through materials, lead facilitator to explain activities, talk through what may come up Team to ask any final questions	Lead facilitator - Mariette	Laptop Projector Facilitator Packs
9.30am-10.00am	30 mins	Participants arrive	Morning tea on arrival Participants to collect name tags Sign for photograph / video permissions and dot name tags Usher to tables – no arranged seating (please note participants may arrive early)		
10.00am-10.10am	10 mins	Welcome and commence	<ul style="list-style-type: none"> Welcome back! We're all very excited to see you! You've all spent 4 hours with us last year, so far and by the time this finishes we will have 6 hours with Jemena in total! Acknowledgement of country Ground rules – housekeeping Introduce who's in the room (Jemena / RPS team raise hands) Get special Jemena team / stakeholders up and introduce them as observers. This is important, they're very interested in hearing your feedback today. Note Chris who will be photographing today – if you don't want your picture taken, please let us know. Who's in the room? Today, you'll be hearing what we've done with your feedback and have the opportunity to ask questions about what Jemena has done with your feedback! 	Lead facilitator - Mariette	
10.10-10.20am	10 mins	Quick fire: Getting to know you	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 turn to the person next to you and ask them 2 questions - - Name and where they are from - Something they learned last time	Lead facilitator - Mariette	
10.20am-10.40am (20min)	20 mins	Hearing from Jemena	<ul style="list-style-type: none"> Recap—Jemena, what we do, supply chain, percentage of actual and overall bill Recap – Show video from last year, hand out script translated into Arabic. Recap on what we did and the engagement 	Kate to present	Booklets for note taking

		<ul style="list-style-type: none"> • Feedback on the proposal • What we asked • What you told us • What we included. 	Mariette / George to Translate as required	Script of video in Arabic	
10.40am-11.40am	60 mins 20 min per session, plus 10 min for Q&A	3 Topics: Feedback	<p>Lead facilitator to introduce this session and give instructions. (e.g.) 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 the themes – this is what we said, did we get that right, show how we've applied it, and you have the opportunity to ask questions in more depth. We're going to explain as a role play to demonstrate the concepts.</p> <p>1. Price Path (20mins) Bardia</p> <p>Under the regulation that Jemena is subject to, there is some flexibility about when we receive our allowed revenue, so we sought customers' views on how they would prefer to receive any price decrease across 2020-25.</p> <p>Remind them of the chart we showed them (blue and orange alternatives) on the poster At our deliberative forums across five NSW locations, we offered participants the option of two scenarios:</p> <ul style="list-style-type: none"> • Steady as it goes—where our network tariffs are balanced across the five years to counter expected movements in other areas of the supply chain, with the goal of achieving a smooth retail bill. • Pressure off early—where our network tariffs are aimed at maximising the year 1 price decrease. <p>Conduct water skit We use a jug of water and 5 glasses and demonstrate that you could fill the glasses up evenly, or we could put less in the 1st cup and more in later cups – the amount of water is the same</p> <p>Price path:</p> <ul style="list-style-type: none"> • 1 jug water • 5 cups – with stickers to indicate 2 water levels • Pour the water evenly to the 1st set of stickers – • Tip water back into the jug 	Bardia Rusha Alhoush	<p>Jemena team roleplay</p> <p>Props Information Poster for each topic in Arabic</p> <p>Note take in booklets</p>

- Pour water to the 2nd set of stickers

The response from all five deliberative-forum locations, independently of each other, was an overwhelming preference for a 'steady as it goes' price path.

- Show them their results and other on the poster

Participants said this scenario provided:

- Greater certainty over prices and long-term affordability, which was desirable
- An 'insurance' against the potential for future price increases, at a time when other household bills could be increasing
- Greater buying power for those households who will see salary and wage increases over the 5 years, but also helps those more vulnerable households who may not.

We tested the same proposition with our large (demand) customers at a November 2018 forum.

Large customers have different drivers to residential customers, and often from each other. Seventy-five per cent of large businesses attending our forum preferred that we recovered our revenue evenly. However, the remaining customers indicated initial price relief was preferred in the short term.

We consider that we can balance the contrasting positions by a price path that:

is targeted to deliver the 'steady as it goes' scenario for residential customers—aiming to keep

retail bills steady by offsetting expected wholesale gas price changes to the extent possible

We have traditionally recovered around 10% of revenue from our large business (demand) customers and 90% of our revenue from our residential and commercial customers (volume) customers. Our approach would maintain this split over the five years of our Draft 2020 Plan, but create some year-on-year variance from this to best meet customers' preferences.

2. Affordability (20mins) **Alhoush**

In all our conversations with customers and stakeholders, it has been clear that affordability is a key priority.

Therefore, when considering our prices—which generate the revenue we require to invest in, and

operate our network—for the next regulatory period, we have prioritised sustainable price reductions.

Despite the challenges facing gas in NSW—we have been reducing network prices since 2015. We propose to continue that trend over the next regulatory period. In isolation, our Draft 2020 Plan will result in bill decreases, excluding the impact of inflation, of 12% over the 2020-25 period. This 5-year decrease could be delivered by a 3.13% price decrease in 2020-21 and 2.42% decreases in each subsequent year. In addition, we will return some revenue we were allowed to recover in the current period.

We can flip back to the price reduction slide

This will result in an estimated bill decrease of 19% over the 2020-25 period, which could be delivered by a 10.48% decrease in 2020-21 followed by 2.42% decreases in each subsequent year of the period.

Our Draft 2020 Plan will deliver real reductions in our network price, which will improve the cost competitiveness of gas by:

- connecting approximately 135,000 new customers to our network, which means we can spread our costs across a larger customer base;

- Cake exercise

But that's just 1 of the things we do to get the balance right – some things add cost and other lower it, let start with some of the things we know we'll need

- Set up scales with 'price' on one side of the scales and maintenance, 3 staff, 2 borrowing costs and 1 IT on the other side.

- Add on new new pipes

So by adding new customers we increase costs, but we share the costs across more people, but what can help to reduce the costs

- implementing a transformation program to reduce our operating cost base and challenging ourselves to deliver additional operating cost productivity improvements of 0.5% each year;

- Add an IT and remove 2 staff

- reducing the growth in our asset base, which will help to keep prices down over the longer term;
- Remove a pipe
- implementing the AER's rate of return guideline; which sets the amount we pay back our shareholders for their investment and the amount we pay back banks for the loans we have taken out
- Remove 1 of the borrowing costs
- So some of the things we are doing to prepare for the future add to costs in the short term, but by looking at other ways to reduce prices we have been able to offer real price reductions.

Sharing costs:

- 2 cakes
- 4 flags marked '\$20'
- 8 flags marked '\$10'
- Cut 1 cake in 4 and put a '\$20' flag in each piece
- Cut other cake in 8 and put a '\$10' flag in each slice

Balancing costs:

- Set of scales
- Boxes marked 'price' 'new pipes' 'staff'x3, 'maintenance' 'IT'x2 'borrowing costs'x2
- Boxes should be weighted so that price = 1 new pipes + 1 staff + maintenance + 2 IT + 1 borrowing costs
- Start with 'price' on one side of the scales and maintenance, 3 staff, 2 borrowing costs and 1 IT on the other side.
- Add on the new pipes – and the price goes up
- Add an IT and take off 2 staff – price goes down
- Remove a new pipes – price goes down
- Remove 1 borrowing costs – price goes down

3. Fairness (20min) **Rasha**

- We are developing this 2020 Plan during a period of unprecedented change in the Australian energy market. Many of these changes have important implications for our customers, and for our business, both in the short and longer term.
- In recent years, we have seen significant growth of the Queensland Liquefied Natural Gas (LNG) export market. In addition, onshore gas development bans. Together, these have put upwards
- pressure on east-coast gas supplies and resulted in a step-change in domestic wholesale gas prices.
- These factors, amongst others, have contributed to a reduction in the affordability of energy, which in turn has become a key issue for our customers, politicians and policy makers.
- We know from our discussions with customers—of all types—that they do not believe the energy market is working with their long-term interests in mind. They expect energy companies to be more transparent and inclusive about their plans.
- Throughout our engagement program, our customers told us that they expect us to balance outcomes fairly for customers across generations, customer types (household and business) and locations (city and country).
- Given the uncertainty of the use of the gas network in the future we are proposing reducing.
- So we want to take appropriate actions now to respond to uncertainty around the long-term future of the gas network, so that future customers are not unfairly impacted. This includes a proposals to speed up the recovery of our new investments.
- Remind them of the cake exercise – if people leave the network it becomes more expensive for those left on it
- This is just 1 initiative in a set of initiatives, but you might remember talking about it, we talked about 30 years vs 50 years.
- Show them how customer voted on the poster
- You agreed with this as well, your views were that 30 years was fairer.
- We have taken on that direction – for new assets only.
- It's not as simple as making it 30 years for everything however, as not all pipes last for the same amount of time, so what we have done is tried to match the recovery period with the useful life of network.

			<ul style="list-style-type: none"> This does still means that some of the larger pipes will have costs recovered well into the future.. <p>Ask: have we missed out or misheard anything?</p>		
11.50am-12noon	10 mins	Feedback for Jemena	<p>General discussion:</p> <ul style="list-style-type: none"> Now is the last opportunity to reflect on your journey with Jemena, as this is the end of our last session together. What's your primary feedback for Jemena? How would you expect them to communicate in future? What happens now? Should we keep talking to customers? What does that look like? Coming back to you every six months, or sending out a survey? Please also fill in your feedback forms to give feedback to Jemena. <i>Note take in booklets: How well do they think we've reflected their feedback in the draft plan?</i> 	Lead facilitator Mariette	Booklets Dotmocracy Feedback forms
12noon			<p>Catering / lunch is served</p> <p>Thank you everyone</p> <p>Distribute and participants sign for stipends (see RPS team on the way out the door)</p> <p>Participants depart</p>	Lead facilitator - Mariette	Participants to sign for Stipends Collect booklets
12.15pm	15 mins		Team debrief		

Jemena Gas Networks Workshop

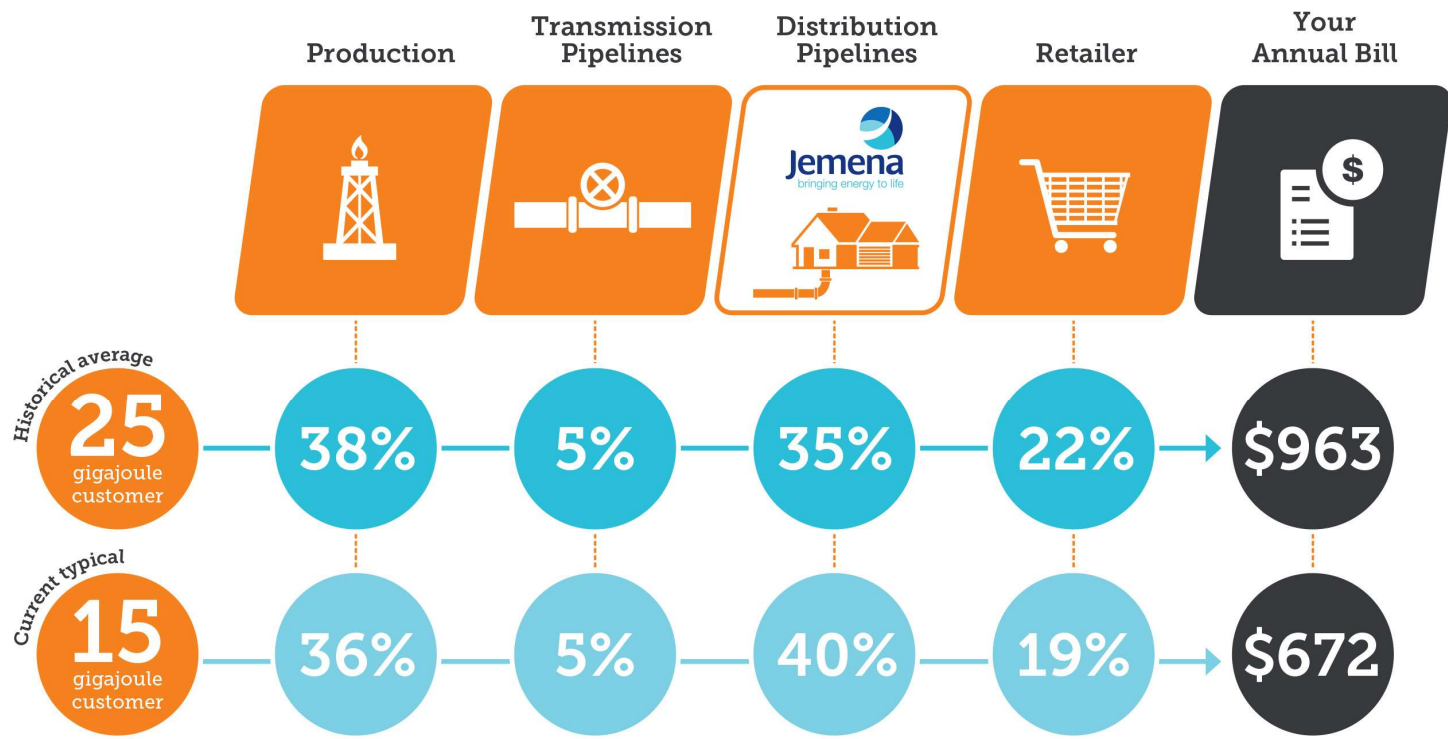


v1.1

Welcome – who's in the room



The energy supply chain

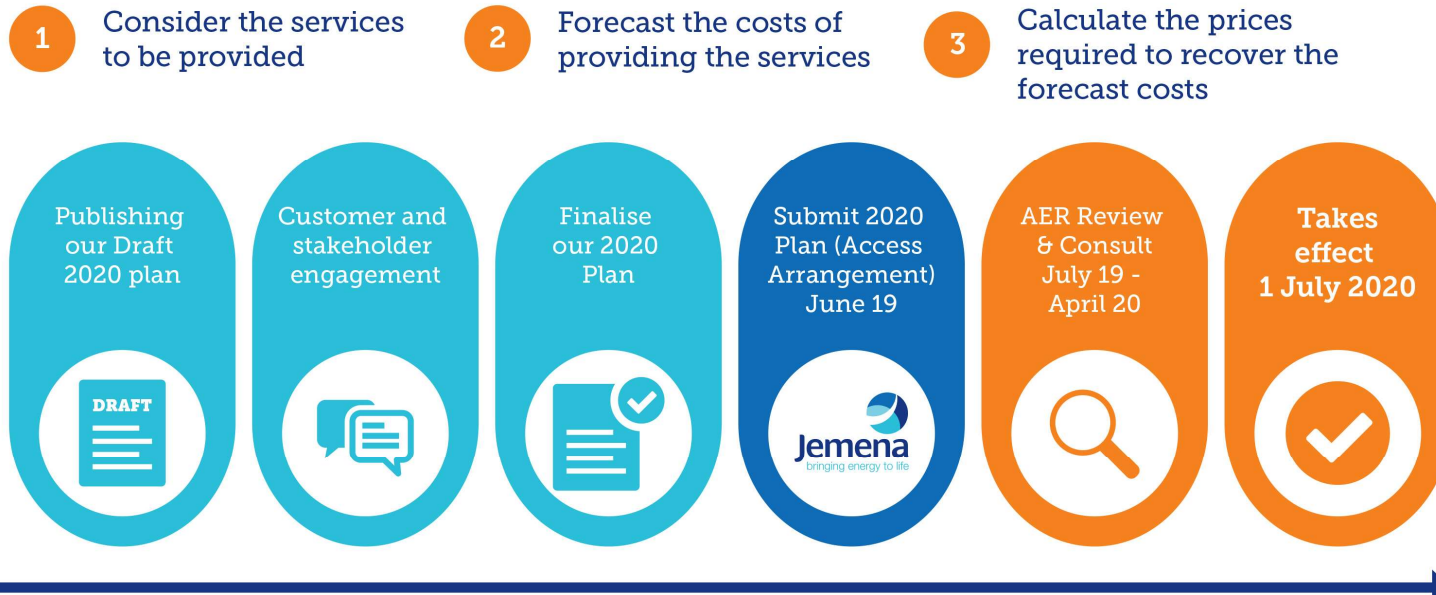


* Annual bill is for 2018-19 year

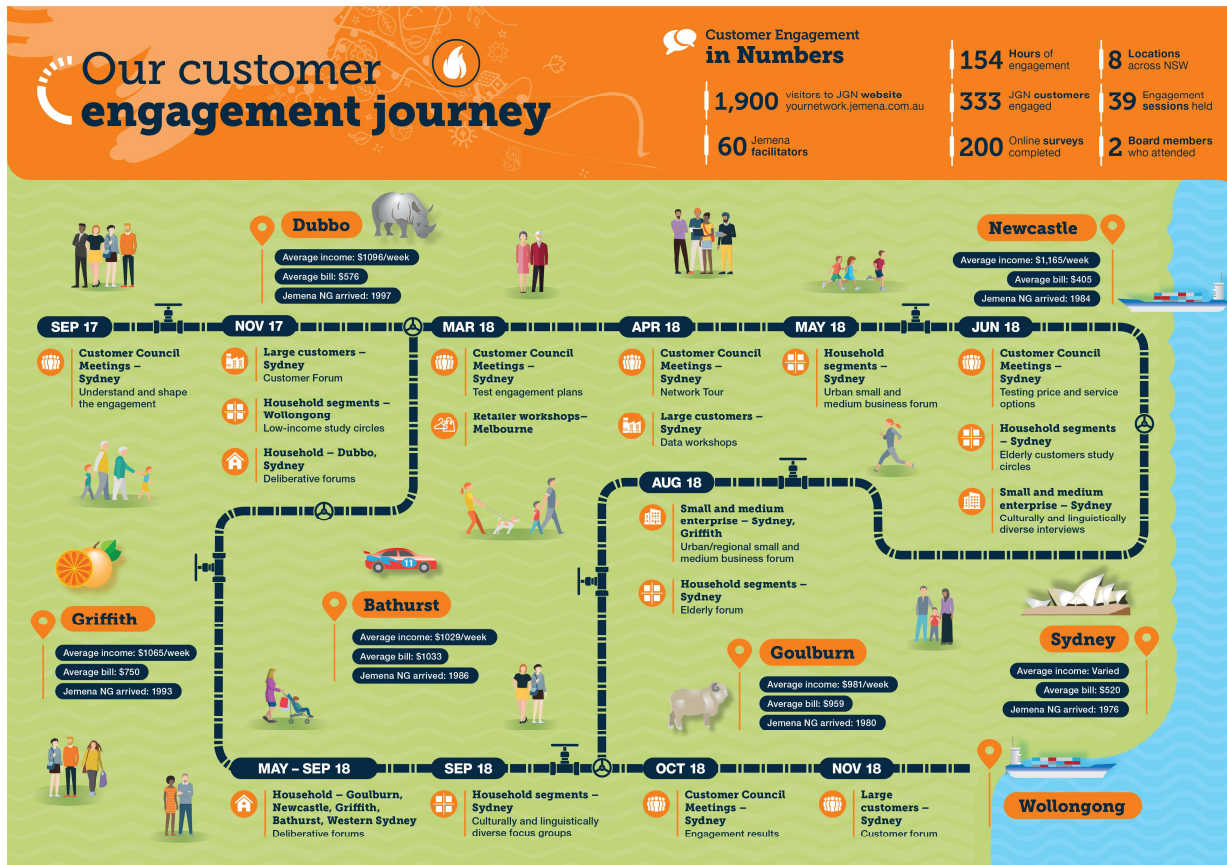


The regulatory process

Customer & Stakeholder Engagement



The journey so far...



The customer journey



What customers told us



We have heard that affordability is a key issue



Our customers told us that they value and expect a safe and reliable gas service



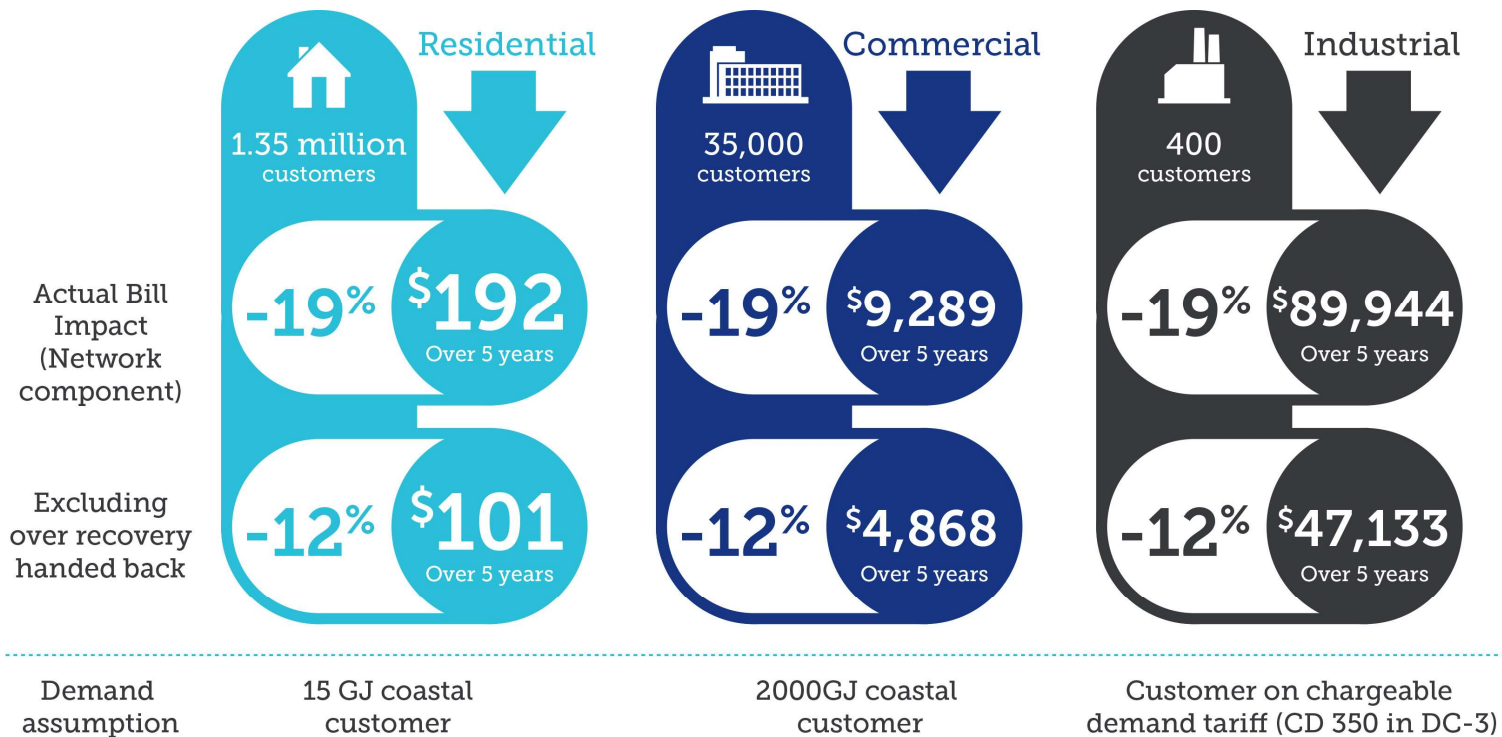
Our customers want us to consider fairness in the context of:

- our existing and future customers;
- the service levels that they receive; and
- the different needs of our diverse customers from across the state.



Our customers told us that they expect us, and other parts of the energy industry, to innovate and plan for the future

The punch line



What's in the Draft Plan

Deliver network price reductions to our residential, commercial and industrial customers



Connect 135,000 homes and businesses across NSW



Replacing almost **390,000 meters** so consumers receive accurate bills and avoid supply interruptions



Renew **238 km of old mains** to avoid costly leaks and maintain the safety and reliability of our network



Lay the first mains to **supply the Western Sydney Aerotropolis**, Sydney's third city



Strengthen the backbone of our network to supply new estates and high-rise developments



Maintain the safety and reliability of our network



Streamline customer experiences when requesting services or information from us



Enhance the security of critical IT systems



Improve our ability to **inspect and keep safe** our aging high-pressure pipelines



Welcome



v1.1

Supply chain and your gas bill

Production

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



37%

Transmission Pipelines

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



5%

Distribution Pipelines

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



37%

Retailer

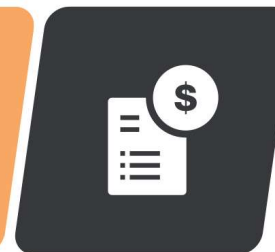
Retailers organise these services and manage your account.



21%

Your Bill

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

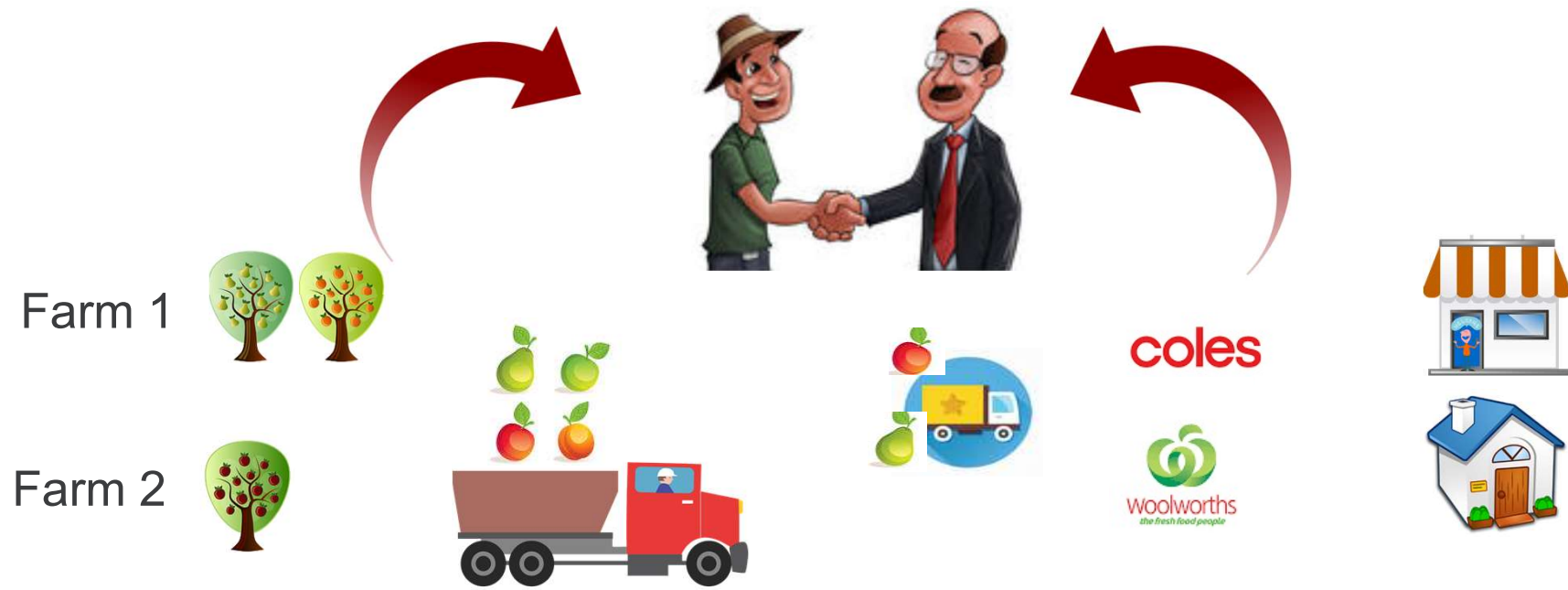


\$938

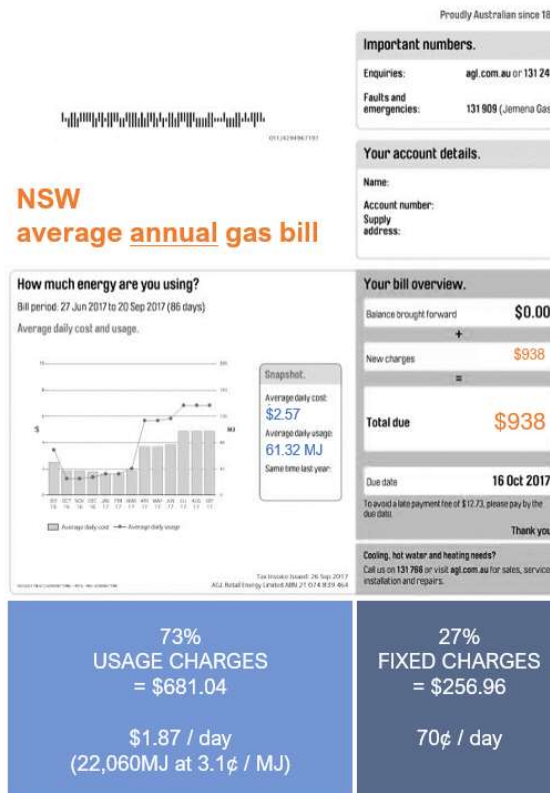
Typical annual household gas bill*

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

It's the same as buying fruit

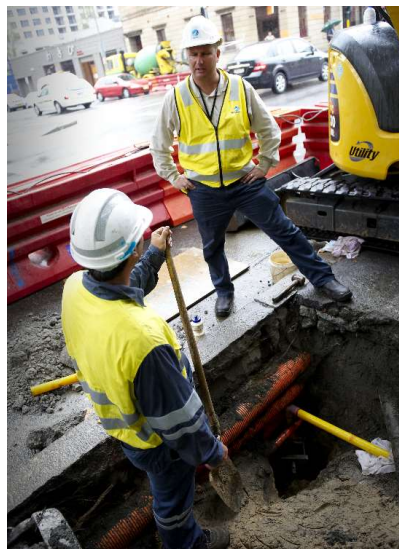
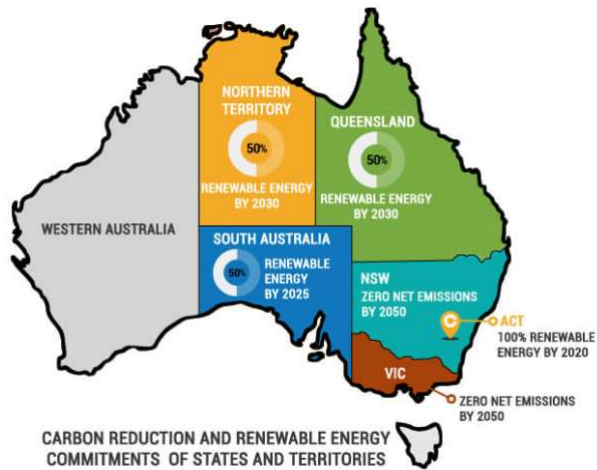


Understanding the bill



Paying for the Network

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



\$7

50-80 years

Vulnerable customers

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

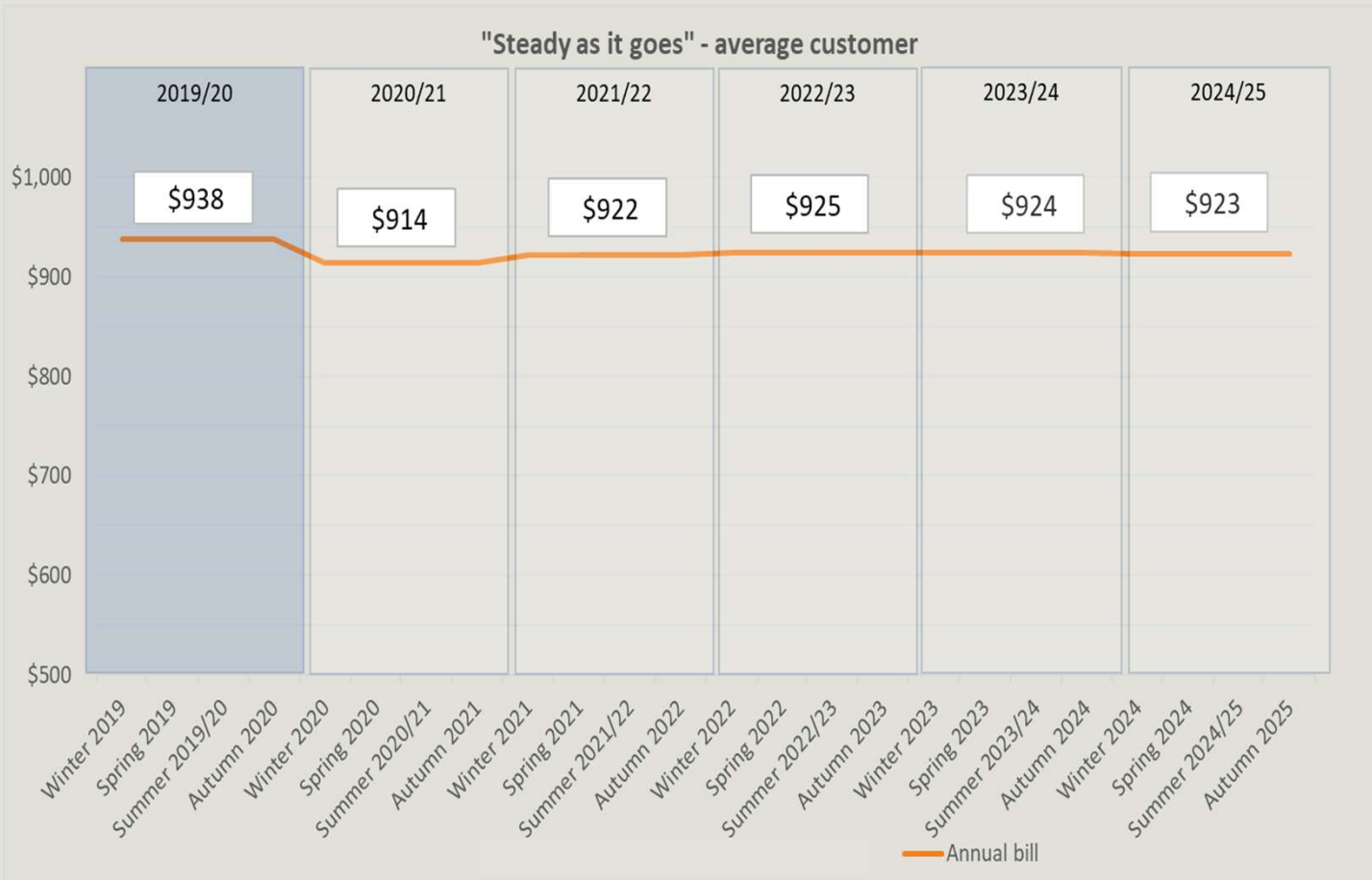


\$50

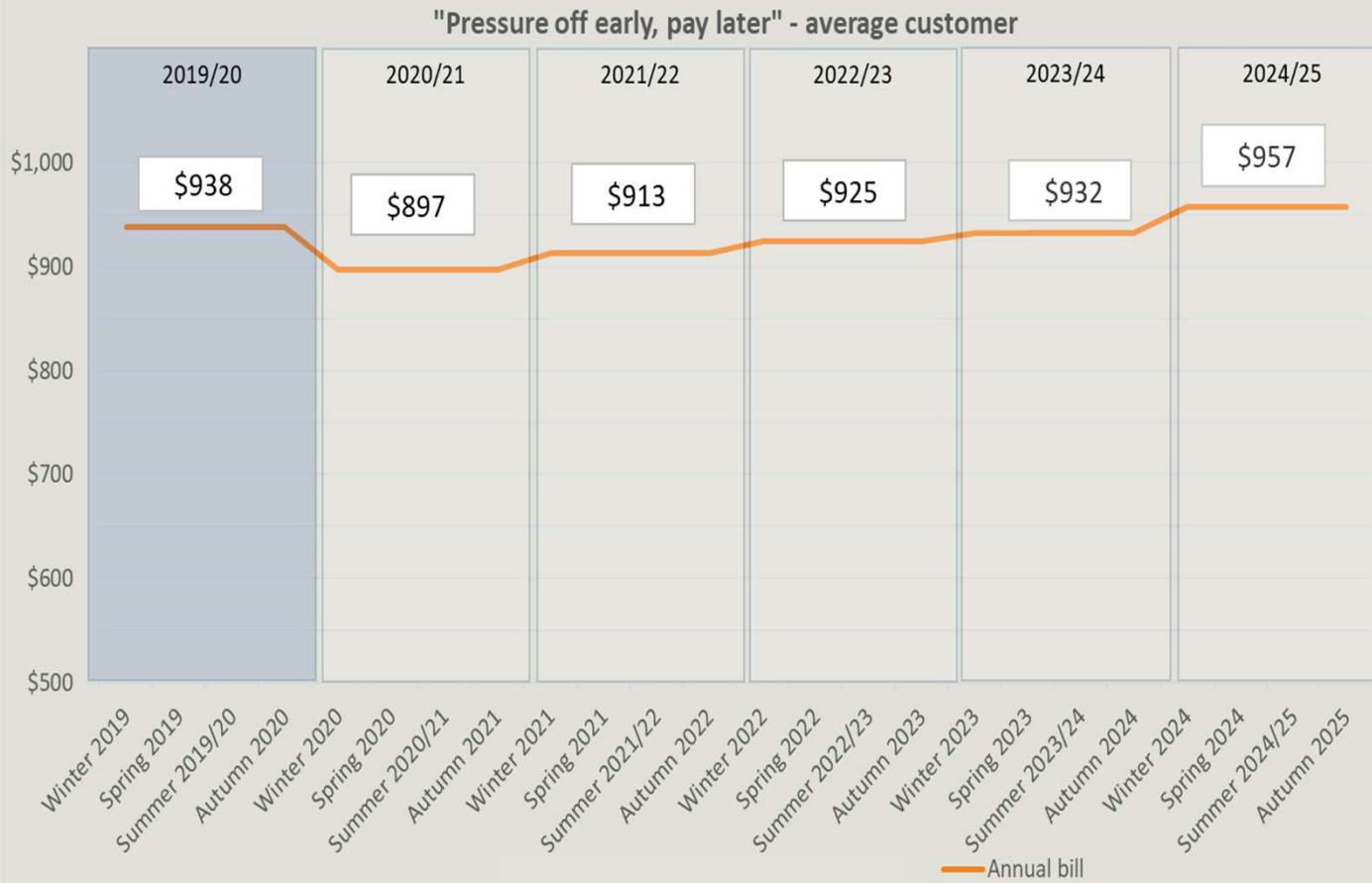


\$1

Your annual gas bills – Option 1



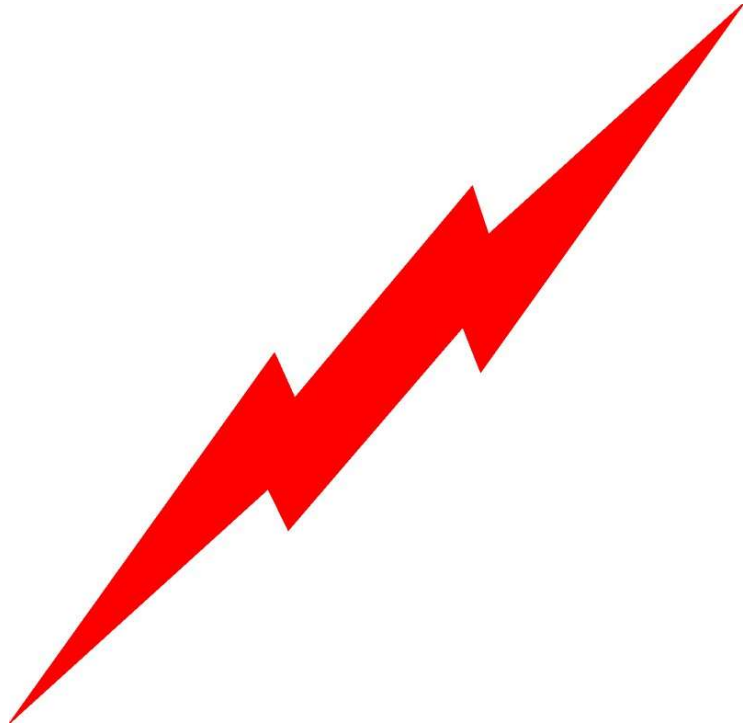
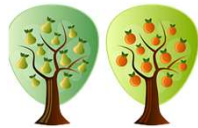
Your annual gas bills – Option 2



Delivery skit

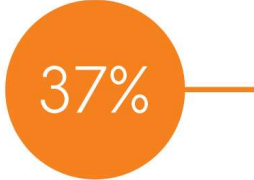
10

Alex the farmer



Production

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

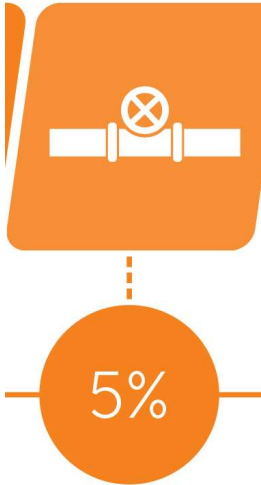


Ahmed the truck driver

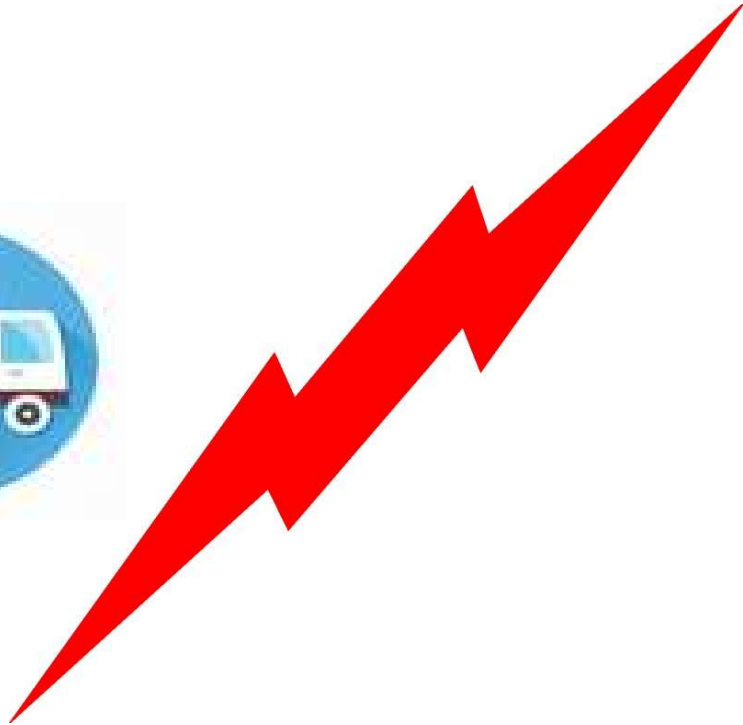


Transmission Pipelines

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

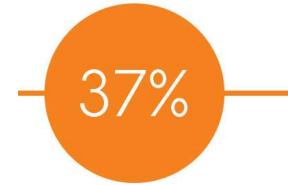


Syed the deliver van man



Distribution Pipelines

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



Although the store owner

coles



Retailer

Retailers organise these services and manage your account.









PARTICIPANT AND FACILITATOR NOTES BOOKLET

Jemena Gas Networks
Draft 2020 Plan – Arabic Workshop
7 March 2019
Lost in Books Fairfield

Name:

Location:

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:

HEARING CUSTOMER FEEDBACK

Price Path

Have we missed out or misheard anything?

Affordability

Have we missed out or misheard anything?

Fairness

Have we missed out or misheard anything?

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 price path?

- 1 Not at all 2 Somewhat 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 affordability?

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



لقد سمعنا أن المقدرة على تحمل التكاليف هي مشكلة رئيسية لعملائنا ، وأن شركات الشبكات لها دور أساسي في الحفاظ على انخفاض الأسعار

ستوفر مسودة الخطة 2020 تخفيضات حقيقية في أسعار الشبكات من خلال:

* ربط ما يقرب من 135,000 زبون جديد بشبكتنا، وهو ما يعني أنه يمكننا توزيع تكاليفنا على قاعدة أكبر من الزبائن.

* تنفيذ برنامج التحول لتقليل تكلفة التشغيل لدينا وتحدي أنفسنا لتقديم تحسينات إضافية في إنتاجية تكاليف التشغيل بنسبة 0.5% كل عام ؛

* تنفيذ المبدأ التوجيهي لمعدل العائد الصادر عن (AER).

*تقليل النمو في قاعدة أصولنا ، مما سيساعد على إبقاء الأسعار منخفضة على المدى الطويل.

بخصوص المقدرة

ركز المشاركون على توخي الحذر في الاستثمار في المستقبل ، وضمان العدالة في جميع المجالات ، والعمل الذكي والتحقيق في الابتكار للحفاظ على أسعار معقولة. بعض التعليقات التي تدعم هذا تم تضمينها أدناه:

- المقدرة على تحمل التكاليف تحفز النمو المستقبلي.
- الادراك بأن بعض العملاء يصارعون حقاً لدفع الفواتير، المستأجرين أو الأشخاص الذين لا يستطيعون التغيير.
- ليس دور الموزع وضع آليات للعملاء المحتاجين - تجار التجزئة والحكومة في وضع أفضل لتحديد من المحتاج. الحكومة وتجار التجزئة يجب بذل المزيد من الجهد لفعل ذلك.
- التقشف اليوم سيكلف أكثر على المدى الطويل - ولكن بدون وضوح أفضل عن المستقبل، لا نتخذ قرارات كبيرة بعد.
- الشفافية بين جيمنا والعملاء. لا لاجندة خفية- عدالة للجميع.
- العمل على بدائل أكثر ذكاءً - بحث / بحث - بمعنى أن مواد الأنابيب تجهز الخ للحفاظ عليها بتكلفة معقولة

الشركات الصغرى والمتوسطة

حساسية السعر:

كان هناك نقاش عام حول كيفية تأثير الزيادة في الأسعار على أعمالهم وعمالهم. شعر بعض المشاركين أن الناس بدأوا في ملاحظة الفرق، والبعض الآخر تمسك به لأنه من الاتساق وشعر آخرون ارتفاع التكاليف تتداخل مع هامش الربح الخاص بهم لتصدير منتجاتها. بعض من مجموعة من التعليقات ترد أدناه:

- بدأ الناس يقولون أنه لا يوجد الكثير من الادخار بالغاز. الناس سيستخدمه للأساسيات

الأولوية - الآن	Griffith	Goulburn	Western Sydney	Newcastle	Bathurst	المجموع	NSW	CALD	الأولوية
السعر	8	9	12	11	11	51	1	1	السعر
الموثوقية	5	7	8	9	10	39	2	4	الموثوقية
سلامة	4	7	8	9	5	33	3	2	سلامة
عدل	5	3	5	4	6	23	5	6	عدل
بيئة	4	7	3.5	5	4	23.5	4	3	بيئة
خدمة العملاء	2	7	3.5	2	3	17.5	6	5	خدمة العملاء
جماليات	2	0	0	0	0	2	7	6	جماليات

الضرورة الاستراتيجية	منطقة التركيز	المبادرات الإستراتيجية ضمن مشروع خطة 2020
تحسين القدرة التنافسية من حيث التكلفة بحلول عام 2025	النفقات الرأسمالية	• أفق تخطيط أقصر لخفض النفقات الرأسمالية ، عند الاقتضاء • خفض النفقات الرأسمالية من خلال استراتيجية قياس حجم الحدود • الاستمرار في توصيل زبائن جدد لتوزيع تكاليفنا على قاعدة أكبر من الزبائن
	نفقات التشغيل	تقديم برنامج التحول والتحسينات المستمرة في الإنتاجية
	ارباح المساهمين	قبول قرار AER لعودة أقل للمساهمين
	الضريبة	الإبقاء على النهج الحالي الذي يؤدي إلى انخفاض العبء الضريبي على العملاء مقارنة بالنهج الأخرى





عملاؤنا يريدوننا التفكير في العدل في سياق الاتي:

- * عملائنا الحاليين والمستقبليين
- * مستويات الخدمة التي يتلقونها
- * الاحتياجات المختلفة لعملائنا المتنوعة الاعراق من جميع أنحاء الدولة.

هذا يعني أننا سنقوم بما يلي:

- * توفير مستويات الحد الأدنى من الخدمة المشتركة لجميع العملاء في جميع أنحاء نيو ساوث ويلز.
- * لإبقاء على نهجنا الحالي لتسعير المدينة / البلد ، لذلك فقط العملاء الذين يستفيدون من جذع سيدني سيدفعون ثمن ذلك.
- * اتخاذ الإجراءات المناسبة الآن للرد على عدم اليقين بشأن مستقبل شبكة الغاز على المدى الطويل ، حتى لا يتأثر العملاء المستقبليين بصورة غير عادلة. يتضمن هذا مقترحات لتسريع استرداد استثمار اتنا الجديدة.

بخصوص العدل

ركز المشاركون في المنتدى على أن تكون جمانة كشركة عادلة من الناحية المالية ، وترعى الفئات المحرومة والتعريفات المختلفة للعدالة ، وتحافظ على استقرار وسلاسة الفواتير. بعض التعليقات التي تشير إلى ذلك أدناه :

- يستطيع بعض الناس تحمل تكلفتها ، وبعض الناس لا يستطيعون
- سعيًا بالدفع الآن ما دامت الأجيال القادمة ستحصل على نتائج أفضل - الشيء المحزن هو أن الجميع في الوقت الحالي.
- "السعر العادل بغض النظر عن الموقع"
- "الأرباح العادلة"
- "ينبغي على جيمنا أن تفهم أن العدالة تعني أشياء مختلفة لأناس مختلفين"
- "اجعلها متاحة للأشخاص الذين يريدونها"
- "فكر في دعم بعضنا البعض - على سبيل المثال ، المتقاعدين / المحرومين"
- "حافظ على الأشياء متوقعة وثابتة".

أكثر من 55

س1: مع عدم اليقين ما إذا كان سيتم استخدام الأتابيب لدينا بالفعل بعد عام 2050 ، هل سيكون من الإنصاف للعملاء الحاليين دفع المزيد مقابل الاستثمارات الجديدة التي تجريها على الشبكة بالنسبة للعملاء في المستقبل؟

تقريبا جميع المشاركين أشاروا إلى نعم - سيكون أكثر عدلا. تتعلق بعض التعليقات الأخرى بطلب المزيد من المعلومات والحوافز والعرض والمراقبة والاتصالات أو الشفافية حول هذا الموضوع. لم يشر أي مشارك إلى هذا السؤال. بعض الأمثلة على ردود الفعل هي:

- "ادفع أكثر الآن لمساعدة الأجيال القادمة"
- "اجعلها شفافة"

س4: هل من العدل أن يكون الضغط في الشبكة أقل في بعض المناطق من البعض الآخر مما يعني أن بعض العملاء لا يمكنهم استخدام أجهزة الغاز الحديثة ، وخاصة المياه الساخنة الآتية؟

يعتقد المشاركون في المنتدى أن هذا سؤال معقد وهناك حاجة لمزيد من التعليم والمعلومات والشفافية حول هذا الموضوع. بعد المناقشة ، وافق كثيرون على أنه لا ، لم يكن عادلاً. كان هناك بعض التعليقات حول الاتصالات إلى تلك الموجودة في مناطق الضغط المنخفض. كان هناك أيضا رأي أنه من العدل أن يتم تزويد الجميع بالضروريات الأساسية ، إذا كان الغاز ضرورة.

الضرورة الاستراتيجية	منطقة التركيز	المبادرات الاستراتيجية ضمن مشروع خطة 2020
تحقيق نتائج العملاء في الوقت الحالي وفي المستقبل	المساواة بين الأجيال	<ul style="list-style-type: none">• تغيير حياة الأصول للاستثمار الجديد لضمان استرداد التكاليف من العملاء بشكل عادل.• خفض النمو في قاعدة أصولنا للمساعدة على ضمان تنافسية أسعار الغاز على المدى الطويل.
التسعير ومستويات الخدمة		<ul style="list-style-type: none">• توفير مستويات أدنى من الخدمة المشتركة لجميع العملاء في جميع أنحاء نيو ساوث ويلز• الإبقاء على النهج الحالي لتسعير البلد / المدينة ، بحيث يستفيد العملاء فقط من الأجر الرئيسي لجذع سيدني لذلك.• قَدِّم العملاء الكبار على الطلب القابل للتنزيل (CD) الفرصة لإعادة ضبط القرص المضغوط في بداية فترة خطة 2020.

المعدل الاجمالي	Bathurst	Newcastle	Western Sydney	Goulburn	Griffith	نهج جديد لاسترداد تكلفة أتابيب الغاز
81%	94%	83%	82%	64%	75%	الخيار 2: تسريع الانتعاش على مدى 30 عاما
19%	6%	17%	18%	36%	25%	الخيار 1: الحفاظ على استرداد 50 عاما





مسار السعر



وكان الرد من جميع مواقع المنتديات التداولية الخمسة ، بشكل مستقل عن بعضها البعض ، بمثابة تفضيل ساحق لمسار السعر "الثابت كما هو الحال".

اعتبر المشاركون هذا السيناريو المقدم:

- زيادة اليقين على الأسعار والقدرة على تحمل التكاليف على المدى الطويل ، وهو أمر مرغوب فيه.
- تأمين "ضد احتمال زيادة الأسعار في المستقبل ، في الوقت الذي يمكن فيه زيادة فواتير المنازل الأخرى.
- زيادة القوة الشرائية لتلك الأسر التي سترى المرتبات والأجور يزيد على مدى 5 سنوات ، ولكن أيضا مساعدة الأسر الأكثر ضعفاً.

يجب أن تقوم JGN بتطوير أسعارها لتحقيق مسار سلس ممكن للبيع بالتجزئة العملاء بين 2025-2020

	Griffith	Goulburn	Western Sydney	Newcastle	Bathurst	Total Average
مسار الفاتورة						
الخيار 1: ثابت كما تذهب	100%	100%	100%	94%	89%	96%
الخيار 2: الضغط في وقت مبكر	0%	0%	0%	6%	11%	4%

تصويت DOT-MOCRACY (المنتدى العربي)

مسار بيل

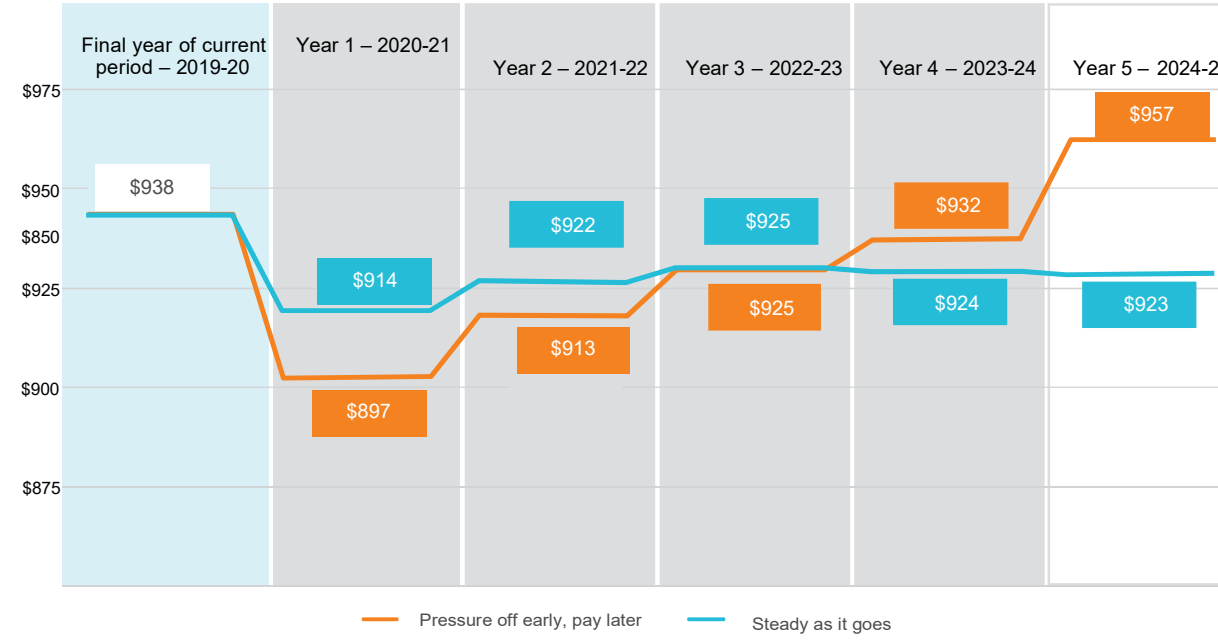
ما هو الخيار الذي تفضله؟

احسب (ضع نقطتك هنا)

الخيار 1: ثابت كما تذهب

الخيار 2: الضغط في وقت مبكر

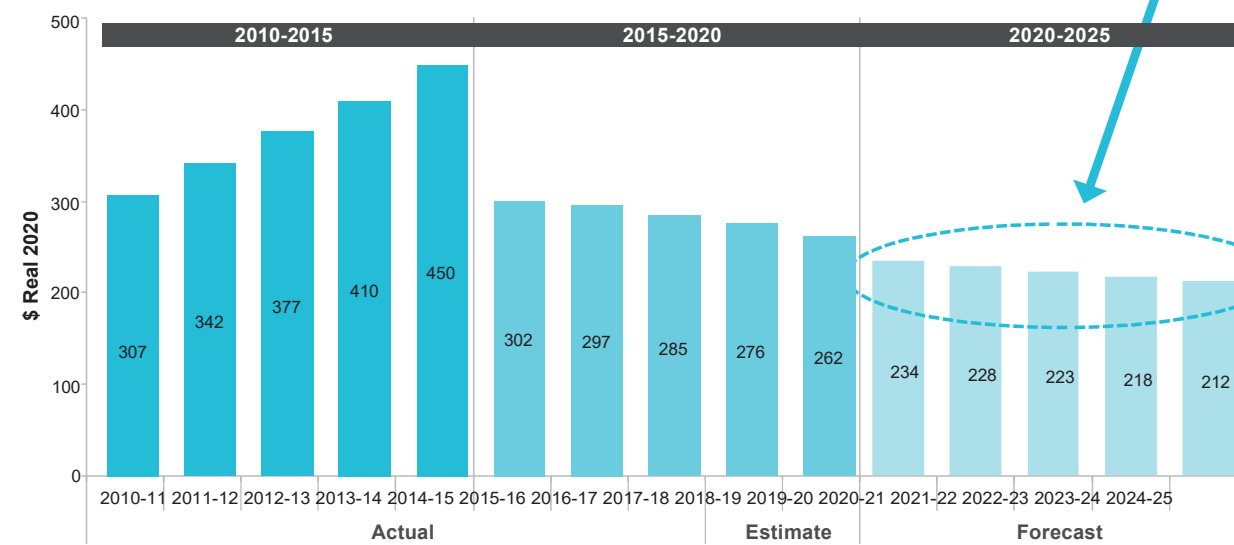
الخيارات التي قدمناها لك (فاتورة التجزئة)



نعتقد أن مسار فاتورة الشبكة ...

... من المرجح أن يؤدي إلى ارتفاع سعر التجزئة هذا.

ما وضعناه في مسودة خطتنا (فاتورة الشبكة)



• ما الذي لا يزال يتغير؟

• نظرة أفضل على 2025-30 - نريد أن يكون مسار الفاتورة قادراً على عكس تفضيلاتك للفواتير الثابتة في المستقبل.

• ما هي السنوات التي سنعيد فيها الأرباح مرة أخرى خلال عام 2020-25.

• منظمنا يتخذ القرار النهائي

CALD speaker notes

Each session is 20 minutes – plan for 10 minutes talking including ‘skit / activity’ and 10 minutes q&a

Price Path - Bardia:

Under the regulation that Jemena is subject to, there is some flexibility about when we receive our allowed revenue, so we sought customers’ views on how they would prefer to receive any price decrease across 2020-25.

بموجب القواعد التي تخضع لها Jemena ، هناك بعض المرونة حول موعد استلامنا العائد المسموح به ، لذلك سعيينا للحصول على آراء العملاء حول الطريقة التي يفضلون بها تلقي أي انخفاض في الأسعار خلال الفترة 2020 - 2025 .

- **Remind them of the chart we showed them (blue and orange alternatives) on the poster**
- انظر إلى الخيارات الزرقاء والبرتقالية

At our deliberative forums across five NSW locations, we offered participants the option of two scenarios:

في المنتديات التداولية في خمسة مواقع في نيو ساوث ويلز ، قدمنا للمشاركين خيار سيناريوهين:

— Steady as it goes—where our network tariffs are balanced across the five years to counter expected movements in other areas of the supply chain, with the goal of achieving a smooth retail bill.

ثابت كما هو الحال - حيث يتم موازنة تعريفات شبكة لدينا على مدى السنوات الخمس لمواجهة المتوقع الحركات في مناطق أخرى من سلسلة التوريد ، بهدف تحقيق فاتورة البيع بالتجزئة السلسة .

— Pressure off early—where our network tariffs are aimed at maximising the year 1 price decrease.

الضغط في وقت مبكر - حيث تهدف تعريفات الشبكة لدينا إلى تعظيم الانخفاض في سعر العام الأول .

Conduct water skit

The response from all five deliberative-forum locations, independently of each other, was an overwhelming preference for a ‘steady as it goes’ price path.

وكان الرد من جميع مواقع المنتديات التداولية الخمسة ، بشكل مستقل عن بعضها البعض ، بمثابة تفضيل ساحق لمسار السعر "الثابت كما هو الحال" .

- Show them their results and other on the poster

Participants said this scenario provided:

قال المشاركون إن هذا السيناريو يوفر:

— Greater certainty over prices and long-term affordability, which was desirable

مزيد من اليقين على الأسعار والقدرة على تحمل التكاليف على المدى الطويل ، وهو أمر مرغوب فيه

— An 'insurance' against the potential for future price increases, at a time when other household bills could be increasing

"تأمين" ضد احتمال زيادة الأسعار في المستقبل ، في الوقت الذي يمكن فيه زيادة فواتير المنازل الأخرى

— Greater buying power for those households who will see salary and wage increases over the 5 years, but also helps those more vulnerable households who may not.

زيادة القوة الشرائية لتلك الأسر التي سترى المرتبات والأجور يزيد على مدى 5 سنوات ، ولكن أيضا مساعدة الأسر الأكثر ضعفا الذين قد لا.

We tested the same proposition with our large (demand) customers at a November 2018 forum. Large customers have different drivers to residential customers, and often from each other. Seventy-five per cent of large businesses attending our forum preferred that we recovered our revenue evenly. However, the remaining customers indicated initial price relief was preferred in the short term.

اختبرنا نفس الاقتراح مع عملائنا (الطلب) الكبار في منتدى نوفمبر 2018. العملاء الكبار لديهم برامج تشغيل مختلفة لعملاء السكن ، وغالبا ما يكونون من بعضهم البعض. فضلت خمسة وسبعون في المائة من الشركات الكبيرة التي تحضر منتدىنا أن نستعيد إيراداتنا بالتساوي. ومع ذلك ، أشار بقية العملاء إلى أن التخفيضات الأولية في الأسعار كانت مفضلة على المدى القصير.

We consider that we can balance the contrasting positions by a price path that:

نعتبر أنه يمكننا موازنة المواقف المتناقضة من خلال مسار السعر الذي:

— is targeted to deliver the 'steady as it goes' scenario for residential customers—aiming to keep retail bills steady by offsetting expected wholesale gas price changes to the extent possible

يهدف إلى تقديم سيناريو "ثابت كما هو الحال" للعملاء السكنيين - بهدف الحفاظ عليه فواتير التجزئة ثابتة عن طريق تعويض التغيرات في أسعار الغاز بالجملة المتوقعة إلى أقصى حد ممكن

We have traditionally recovered around 10% of revenue from our large business (demand) customers and 90% of our revenue from our residential and commercial customers (volume) customers. Our approach would maintain this split over the five years of our Draft 2020 Plan, but create some year-on-year variance from this to best meet customers' preferences.

لقد استردنا تقليديًا حوالي 10% من العائدات من عملاء الشركات الكبيرة (الطلب) و 90% من عائدات عملائنا من العملاء (العملاء) التجاريين والسكنيين. سيحافظ منهجنا على هذا الانقسام على مدار خمس سنوات من خطة مسودة 2020 ، ولكنه سينتج بعض التباين على أساس سنوي من أجل تحقيق أفضل تفضيلات العملاء.

Affordability – Alhoush:

In all our conversations with customers and stakeholders, it has been clear that affordability is a key priority.

Therefore, when considering our prices—which generate the revenue we require to invest in, and operate our network—for the next regulatory period, we have prioritised sustainable price reductions.

Despite the challenges facing gas in NSW—we have been reducing network prices since 2015. We propose to continue that trend over the next regulatory period. In isolation, our Draft 2020 Plan will result in bill decreases, excluding the impact of inflation, of 12% over the 2020-25 period. This 5-year decrease could be delivered by a 3.13% price decrease in 2020-21 and 2.42% decreases in each subsequent year. In addition, we will return some revenue we were allowed to recover in the current period.

- We can flip back to the price reduction slide

This will result in an estimated bill decrease of 19% over the 2020-25 period, which could be delivered by a 10.48% decrease in 2020-21 followed by 2.42% decreases in each subsequent year of the period.

Our Draft 2020 Plan will deliver real reductions in our network price, which will improve the cost competitiveness of gas by:

- connecting approximately 135,000 new customers to our network, which means we can spread our costs across a larger customer base;

- Cake exercise

But that's just 1 of the things we do to get the balance right – some things add cost and other lower it, let start with some of the things we know we'll need

- Set up scales with 'price' on one side of the scales and maintenance, 3 staff, 2 borrowing costs and 1 IT on the other side.

- Add on new new pipes

So by adding new customers we increase costs, but we share the costs across more people, but what can help to reduce the costs

- implementing a transformation program to reduce our operating cost base and challenging ourselves to deliver additional operating cost productivity improvements of 0.5% each year;

- Add an IT and remove 2 staff

- reducing the growth in our asset base, which will help to keep prices down over the longer term;

- Remove a pipe

-

- implementing the AER's rate of return guideline; which sets the amount we pay back our shareholders for their investment and the amount we pay back banks for the loans we have taken out

- Remove 1 of the borrowing costs

So some of the things we are doing to prepare for the future add to costs in the short term, but by looking at other ways to reduce prices we have been able to offer real price reductions.

Fairness - Rasha:

We are developing this 2020 Plan during a period of unprecedented change in the Australian energy market. Many of these changes have important implications for our customers, and for our business, both in the short and longer term.

In recent years, we have seen significant growth of the Queensland Liquefied Natural Gas (LNG) export market. In addition, onshore gas development bans. Together, these have put upwards pressure on east-coast gas supplies and resulted in a step-change in domestic wholesale gas prices.

These factors, amongst others, have contributed to a reduction in the affordability of energy, which in turn has become a key issue for our customers, politicians and policy makers.

We know from our discussions with customers—of all types—that they do not believe the energy market is working with their long-term interests in mind. They expect energy companies to be more transparent and inclusive about their plans.

Throughout our engagement program, our customers told us that they expect us to balance outcomes fairly for customers across generations, customer types (household and business) and locations (city and country).

Given the uncertainty of the use of the gas network in the future we are proposing reducing

So we want to take appropriate actions now to respond to uncertainty around the long-term future of the gas network, so that future customers are not unfairly impacted. This includes a proposals to speed up the recovery of our new investments.

- Remind them of the cake exercise – if people leave the network it becomes more expensive for those left on it

This is just 1 initiative in a set of initiatives, but you might remember talking about it, we talked about 30 years vs 50 years.

- Show them how customer voted on the poster

You agreed with this as well, your views were that 30 years was fairer.

We have taken on that direction – for new assets only.

It's not as simple as making it 30 years for everything however, as not all pipes last for the same amount of time, so what we have done is tried to match the recovery period with the useful life of network.

This does still means that some of the larger pipes will have costs recovered well into the future.

النص: جلب الطاقة إلى الحياة

أشركم جزيل الشكر على موافقتكم على المشاركة في هذه المحادثة الهامة حقاً ، حول الأولويات المستقبلية لعملاء "جيمينا". من المهم جداً حقاً أن يسمع Jemena مباشرةً من العملاء عن أولوياتهم ، لإبلاغ قراراته التي من المحتمل أن تؤثر فعلاً على العملاء على المدى الطويل.

النص: بين نوفمبر / تشرين الثاني 2017 وسبتمبر / أيلول 2018 ، اجتمعت الأسر من جميع أنحاء نيو ساوث ويلز لتمثيل عملاء شبكات الغاز في جيمينا. في كثير من الأحيان ، نعتقد أن الكثير من القرارات تحدث دون استشارة مجتمعية ، أو أن لدينا القليل من الكلام في كيفية حدوث الأشياء ، أو التكاليف التي تؤثر علينا ، أو أي شيء من هذا القبيل ، وبهذه الطريقة نشعر لدينا رأي وأنهم يستمعون إلينا كأصحاب مصلحة. النص: كنا أول شركة طاقة تقوم بتنظيم ورشات عمل باللغة العربية مع مجتمعاتنا التي لا تتحدث الإنجليزية في فيرفيلد ، سيدني

ما أدهشني أكثر من أي وقت مضى هو ، ما هي أفكار الآخرين ، وما هو مهم بالنسبة لهم ، كمستهلك ، من الواضح أن الجميع لديهم قيم مختلفة ، ومن الواضح أن الإجابات على بعض الأسئلة مختلفة جداً ، لذلك تعلمت أن الجميع مختلف. لقد وجدت أنه مثير للاهتمام للغاية ، ومستوى الالتزام الذي تظهره جيمينا في الحصول على الرأي العام ، لم أدرك أن الهيئة التنظيمية في صناعة الغاز تتطلب هذا النوع من المدخلات. كنت أعتقد أنه كان كما كان تاريخياً ، حيث قدمت الهيئة التنظيمية تلك المدخلات للجمهور. لم أكن أفهم أن هناك قدرًا هائلًا من الأبحاث ، وأظن أنه حساب في معرفة ما يريده الناس فعلاً. من اللطيف معرفة ذلك. أنا متحمس جداً لأن أكون جزءاً من ذلك ، في الواقع!

النص: أخبرنا العملاء أننا بحاجة إلى إبقاء الأسعار في المتناول.

القدرة على تحمل التكاليف ، هذا هو رقم واحد. هناك الكثير من الجدل في أستراليا في السنوات القليلة الماضية حول الكيفية التي لا تكون بها طاقتنا في المتناول ، والأسعار مستمرة في الارتفاع ، لذا من المهم جداً أن تبحث جيمينا عن القدرة على تحمل التكاليف بصفتها الشريك الأول. لا نريد أن ترتفع فواتير الغاز إلى مستويات عالية جداً. نريد أن نحافظ عليه بسعر يمكن للجميع الحصول عليه. أفكر فقط ، كما تعلمون ، أنهم بحاجة إلى النظر إلى التكنولوجيا بغض النظر عن ، وربما نحتاج إلى دفع المزيد ، لكننا لن نفهم ذلك. نأمل أن نحافظ عليه بسعر معقول. بالنسبة لأشخاص مختلفين ، مثل كمية الغاز مختلفة تمامًا ، من حيث ما يشعرون بالقلق حيال الاضطراب إلى دفعه ، لذلك تختلف ظروف كل منهم عن كل شخص. بالنسبة لي ، لا أشعر بالقلق الشديد بشأن مقدار فاتورة الغاز ومقدارها ، ولكن بالنسبة للآخرين ، فهي في أعلى أولوياتهم لما يجب عليهم تخصيصه. النص: بينما نعمل نحو مستقبل كربون صفر تُعد البيئة مهمة جداً بالنسبة لي ، ولأجيالنا المستقبلية ، ولدي أطفال ، والتأكد من أن هذا شيء لن يؤثر على كوكبنا بطريقة سلبية ويجعله مفيداً لأجيالنا المستقبلية.

أود من Jemena أن تضع في اعتبارك ، أنه في الواقع مهم جدًا بالنسبة إلى الأشخاص ، وليس مجرد هدف ، فالناس كانوا متحمسين تمامًا لذلك ، والناس مستعدون لدفع أكثر من ذلك بقليل ، أو أن تذهب الصناعة في اتجاه مختلف ، لتحقيق نتيجة أفضل.

النص: والحفاظ على السلامة والخدمة والموثوقية التي يتوقعها الناس مرة أخرى ، يجب أن تكون لديهم الثقة في منتجهم ، والتأكد من أنهم يواصلون الترقية ويقومون بأفضل الترقيات.

بالنسبة إلينا ، تعني الموثوقية أنه يجب أن يكون هناك تدفق جيد للغاز ، في جميع الأوقات ، عندما نريد ذلك.

النص: يتوقعون منا الاستجابة لحالة عدم اليقين المستقبلية

إذا كانت عملية استرداد لمدة 30 عامًا ، إذا كان هذا خيارًا يزنه الرجال ، في ما يتعلق بقليل من الأمان لك ولعملائك ، فأنا سعيدًا ...

لنص: يريد العملاء منا مواصلة التفاعل

أعتقد أنه من المهم بالتأكيد أن يفهم الأسترالي العادي الانهيار ، ليس فقط من إمدادات الغاز وكيفية صياغته ، ولكن كيفية تقسيم التكاليف أيضًا.

وجهة نظري فيما يتعلق بما يمكن أن تغيره Jemena لتلبية احتياجات العملاء ، هو التواصل أكثر حول ما يدخل في أسعارها ، والدور الذي تلعبه في سوق غير منظم. لا يفهم معظم الناس ذلك ، فهم يقدرّون الخدمة التي يقدمونها ، لكنهم على الأرجح لا يفهمون عندما يحصلون على فاتورة غاز من بائع تجزئة ، والدور الذي تلعبه جيمينا في ذلك ، وربما يرون بائع التجزئة ، شخص.

النص: جيمينا: جلب الطاقة إلى الحياة

<https://youtu.be/1qPf4MmM8Z8>

FEEDBACK FORM

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

Event: Jemena Gas Networks – Arabic Workshop Date: Thursday 7 March 2019	Disagree	Don't know	Agree
The workshop timing was appropriate	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
The venue was appropriate	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
The workshop objectives were clearly stated	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
The facilitator presented clearly and logically	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
The workshop content was interesting	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
The facilitator allowed me and others to have a say	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
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
Jemena has been open to my feedback	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

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

What did you value most about today's workshop?

Do you have any other comments?
