



# Jemena Gas Networks (NSW) Ltd

## 2020-25 Access Arrangement Proposal

Attachment 2.3

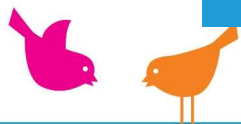
Engagement materials



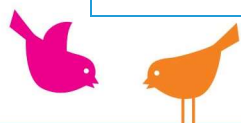
# WORKSHOP RUNSHEET

<b>Project:</b>	Jemena Gas Networks Engagement				
<b>Event:</b>	Deliberative forum 1: Household customers				
<b>Details:</b>					
<b>Date:</b>	Saturday, 11 Nov 2017	<b>Time:</b>	10.30am-3.30pm	<b>Duration:</b>	5 hours
<b>Venue:</b>	North Sydney: Jemena Office - 99 Walker St Dubbo: International Quality Inn - 165 Whylandra St	<b>Team Members:</b>	N.Syd - Nicola Wass, Straight Talk (Lead facilitator) N.Syd - Jessica Stapleton, Straight Talk Dubbo - Lucy Cole-Edelstein, Straight Talk (Lead facilitator) Dubbo - Asloeg Schytter Andersen, Straight Talk		

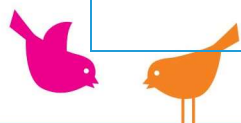
<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• Introduction to deliberative processes and the concept of working as a 'mini public'</li> <li>• Agree on the ground rules for working together</li> <li>• Connect with each other and build trust in the group</li> <li>• Explain what Jemena does, and understand what customers think Jemena does</li> <li>• Critically analyse the different aspects of the gas network and understand the roles of regulator, network provider and retailer and the need for consumer participation in identifying long-term interests to guide strategic business decisions and next revenue proposal</li> <li>• Determine how the group will determine long-term interests and what Jemena should engage on</li> <li>• Explore topics for engagement during the next 18 months for the revenue proposal</li> <li>• Suggest further information for the second session</li> </ul>
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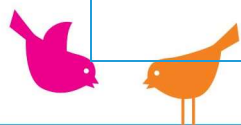
Time	Session	Activity	Content	Speaker	Equipment
8.30-9.00am (30 mins)	Bump in	Room set-up	Organise tables and chairs, set up, check catering	N/a	N/a
9.00-9.30am (30 mins)	Briefing	Table scribe introduction and initial briefing	Introduce each member of the team Step through key points on the tip sheets Talk through the table notebooks Discuss difficult situations, having objective conversations, the purpose of the day Table scribe Q & A	Lead facilitator	Table scribe tip sheet (ST)
9.30-10.30am (1 hour)	Meet and greet	Welcome (morning tea on arrival)	Guide participants into the venue (North Sydney) Sign in, parking refund, provide name labels, direct to tables and catering Ask participants to complete pre-process survey Provide release form and stickers (filming)	N/a	Catering Sign in sheets (ST) Cash for parking refund (ST) Name labels (ST) Pens (ST) Pre-process survey (ST) Release form + stickers (Dubbo)
10.30-10.40am (10 mins)	Introduction	Address	Formal welcome Acknowledgement of country Toilets, exits, sign offs: media releases and confidentiality, the broad agenda Explain the venue space and areas off limits Introduce the facilitator/s, the project team and the Public Interest Advocacy Centre member	Lead facilitator	N/a



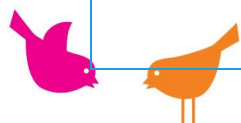
Time	Session	Activity	Content	Speaker	Equipment
			<p><u>Dubbo</u>: Introduce videographer - he will be filming the process and doing Vox pops with some of you today</p> <p><u>N Sydney</u>: As the recruiter has told you, there will be a videographer present next week capturing the workshop process. He would also like to do Vox pops with some of you (questions about what you think of the process and Jemena). Please have a think about whether you would like to do a Vox pop next week.</p>		
10.40-10.55am (15 mins)	Official welcome	Address	<p>Brief background and context (Who is Jemena, where we operate, who owns us, our 2020-25 plan)</p> <p>Describing the process as important and valued</p> <p>Not another workshop - A purposeful open process dedicated to giving participants information, support and time to explore topics and provide considered advice</p>	Ian Israelsohn - Sydney Alf Rapisarda - Dubbo	Laptop for notetaking (ST)
11.00-11.01am (1 min)	Remembrance Day	Tribute	1 minute silence	Lead facilitator	
11.01-11.10am (9 mins)	Overview of the deliberative process	How we will work together	<p>Outline:</p> <ul style="list-style-type: none"> <li>• Why you? How you were chosen and why you are the right people in the right place at the right time</li> <li>• Deliberative processes; why they are different, what they produce; mini-public; high degree of control in a process that is ultimately theirs</li> <li>• Role of the facilitator is to ensure the process works for them, for Jemena, that we run to time and have fun!</li> </ul>	Lead facilitator	N/a
11.10-11.30am (20 mins)	Getting to know each other	DOPE test	<p>Invite participants to individually complete personality profile</p> <p>- Reflect on the diversity of the group and the different personality types. Understand what this means for working effectively within the</p>	Lead facilitator	DOPE test + results (ST) DOPE stickers (ST) Pens (ST)



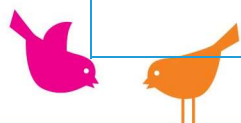
Time	Session	Activity	Content	Speaker	Equipment
			<p>group; being aware of each other's needs, complimentary skills and ways of working</p> <ul style="list-style-type: none"> <li>- Not branding people. Different personalities have different aspects, tendencies and preferences.</li> </ul> <p>Everyone goes the corner of the room which has their bird - those with more than one position themselves in between. Quick introductions - hello only - and lead into next discussion:</p> <ul style="list-style-type: none"> <li>- Discuss the process of group dynamics. Convergent vs divergent thinking, forming, storming, norming and performing</li> <li>- Needing to bring consensus through the group process by bringing together different views. Does not require everyone to agree on everything all the time. It does require a common goal and willingness to work together to shape recommendations that everyone is comfortable with - what is consensus?</li> <li>• Discussion and agreement on 'what you can live with'</li> </ul>		<p>A4 Bird labels for each corner of the room (ST)</p> <p>Blu tac (ST)</p>
11.30-11.40am (10 mins)	Comfort break			N/a	N/a
11.40-12.30pm (50 mins)	How much do people know about gas	Different group discussions <i>Open forum discussion</i>	<p>In each corner are different labels - go to the corner which best describes the gas you use in your home (methane, carbon dioxide, hydrogen, nitrogen).</p> <ul style="list-style-type: none"> <li>• Plenary discussion about gas - what people think it is and what it actually is</li> </ul> <p>Cost of living pressures - go to the label which best describes the biggest concern for you (electricity; gas; rent/mortgage; petrol/tolls/fares; groceries; education)</p> <ul style="list-style-type: none"> <li>• How does your gas bill fit in with the other expenses in the house?</li> <li>• Plenary discussion about all bill pressures, do they expect this to change?</li> </ul>	Lead facilitator	<p>A4 gas labels for each corner of the room (ST)</p> <p>A4 cost of living pressures for each corner of the room (ST)</p> <p>Butchers paper (ST)</p> <p>Textas (ST)</p> <p>Post its (ST)</p>



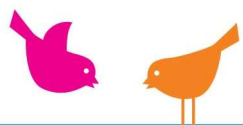
Time	Session	Activity	Content	Speaker	Equipment
			<p>Everyone to draw their version of the gas supply chain</p> <p>Everyone to stand on a scale of 0 (least) -10 (most knowledgeable), including Jemena staff attending</p> <ul style="list-style-type: none"> <li>How much do you know about how gas gets to your home?</li> </ul> <p>Each participant to indicate why they are standing where they are, and showing their drawing</p> <p>Jemena representatives to contribute to small table discussion to provide information where needed (refer to notebook with diagram of how gas gets to customers)</p>		Blank A4 paper for drawings (ST)
12.30-1.00pm (30 mins)	Lunch			N/a	Catering
1.00-1.30pm (30 mins)	The gas bill	Demystifying the bill <i>Table notebooks</i>	<p>Giant bill for presentation to the group</p> <p>Discuss at your tables:</p> <ul style="list-style-type: none"> <li>What is the information on the bill that is most important to you? Using sticky dots numbered 1,2, 3, and 4, each person sticks dots on the bill elements in their priority order. 1 = first priority, 4 = last priority. Discuss why you have made these choices</li> <li>If you had a choice, do you think you would prefer monthly or quarterly billing?</li> </ul> <p>Presentation on the breakdown of bill costs from a Jemena perspective</p>	<p>Lead facilitator</p> <p>Sydney: Alyssa Jane Dubbo: Alex McPherson</p>	<p>A standard bill (all three pages) in large size print. 8xA3 (for each table) (J) Numbered sticky dots (ST)</p>
1.30-2.00pm (30 mins)	Understanding Jemena	Introduction to gas and the Jemena business <i>Table notebooks</i>	<p>Explanation of:</p> <ul style="list-style-type: none"> <li>The supply chain and our role* (refer to diagram)</li> <li>Our key strategic pillars</li> <li>Our regulatory requirements:</li> <li>Brief overview of requirements for engagement through AER, the need to demonstrate that the long-term interests of consumers have been taken into account</li> </ul>	<p>Sydney: Usman Saadat Dubbo: Craig Farrugia</p>	Supply chain diagram (J)



Time	Session	Activity	Content	Speaker	Equipment
2.00-2.10pm (10 mins)	Afternoon tea			N/a	Catering
2.10-2.30pm (20 mins)	Initial perceptions	Group discussions <i>Table notebooks</i>	In small groups (of up to 6 participants depending on the group) each to discuss how their perceptions of Jemena differed from the information they just received <ul style="list-style-type: none"> <li>• Did they understand the different elements of the gas supply network?</li> <li>• What did they understand about Jemena's role?</li> </ul> Consider the following and stick post it note responses up on the walls: <ul style="list-style-type: none"> <li>• For what reasons would people trust or not trust Jemena?</li> </ul> Plenary report back	Small group work with Jemena staff managing discussions and taking notes	Table notebooks (ST) Butchers paper (ST) Post it notes (ST) Textas (ST) Pens (ST)
2.30-3.10pm (40 mins)	Consumer priorities for the next 5 years	Jemena's engagement <i>Table notebooks</i>	<b>The national gas objective, as stated in the national gas law is to promote efficient investment and operation of natural gas services with respect of price, quality, safety, reliability and security natural gas.</b>  Introduction: As a mini-public, a microcosm of the wider consumers using gas in NSW, how will you determine the long-term interests of consumers? <ul style="list-style-type: none"> <li>• Consider what should be prioritised for gas customers over the next 5 years</li> <li>• What does Jemena need to take into account when they engage with their customers</li> </ul> Discuss at your tables	Lead facilitator	Table notebooks (ST) Pens (ST)
3.10-3.25pm (15 mins)	Required information	What do we need for next week <i>Open forum discussion</i>	The session is not coming to a close, we will be addressing some of the key themes next week in more detail to ensure we understand what is important for customers and how to get them involved.	Lead facilitator	Butchers paper (ST) Textas (ST)



Time	Session	Activity	Content	Speaker	Equipment
			<p>Before we talk about some of the materials and information we need for next week, are there any unanswered questions from today about anything we have spoken about?</p> <ul style="list-style-type: none"> <li>• What questions do you have at the moment?</li> <li>• We will provide you information on each of these topics, but are there other things that you want to understand?</li> </ul>		
3.25-3.30pm (5 mins)	Next steps	Close	<p>Broad agenda for next week: Working together and making recommendations</p>	Lead facilitator	N/a





# Pre-Workshop Survey

## Getting a snapshot before we start

The following questions are designed to get an overall picture of your opinions before we start sharing information and talking with each other. There are no right or wrong answers here, just be honest. We will have another set of questions at the end of the second sessions to compare your original thoughts and see how your perceptions may have changed over the whole process.

**Why did you decide to participate today?**

**How much do you understand about the natural gas supply chain (if, so give a brief outline)?**

**When thinking about the natural gas industry, what aspect or issue concerns you most?**

**Who is Jemena and what do they do?**

**Do you feel you have a good understanding of the purpose of community engagement?**

# Post-Workshop Survey

## Reflecting on what has happened

Thank you for participating over the last two sessions.

The following questions are designed to get an overall picture of how much or whether you learned anything useful or interesting during your time with us over the last two weeks.

There are no right or wrong answers.

**Do you feel that your participation over the last two weeks was worthwhile? Why or why not?**

**Do you feel you now have a better understanding of the natural gas industry?**

**Do you understand what Jemena does? If not, what could have been better explained?**

**How has your understanding of community engagement changed since the start of the first session?**

**What kind of incentives, aside from cash, do you think would encourage participation in future engagement events?**



## Questions - Vox pops

Participants will be identified by first name

### **11 Nov - Dubbo**

#### Participants

- Which of today's discussions or exercises have you found most interesting? Why?
- Have you learned anything new? What?
- Being a part of the workshop today, what are your initial thoughts on Jemena? Has your perception of Jemena changed? How?
- The fact that people from Jemena have been here today, listening to what you have to say - what does that mean for you? Does it have any value?
- Do you trust Jemena?
- What do you think about working as a 'mini-public'?

#### Jemena staff

Before workshop start

- Introduction to Jemena's customer engagement - why are we here today and next Saturday?
- What are you looking forward to get out of today's workshop?

End of workshop

- Which of today's discussions or exercises have you found most interesting? Why?
- Have you learned anything new today? What?

### **18 Nov - Sydney**

#### Participants

- Which of today's discussions or exercises have you found most interesting? Why?
- Have you learned anything new? What?
- Being a part of the two workshops, what are your thoughts on Jemena? Has your perception of Jemena changed? How?
- The fact that people from Jemena have been here today, listening to what you have to say - what does that mean for you? Does it have any value?
- Do you trust Jemena?
- What do you think about working as a 'mini-public'?

- Would you recommend others to get engaged with Jemena around the issues we have been discussing today? For example, by participating in a workshop or another type of activity? Why?

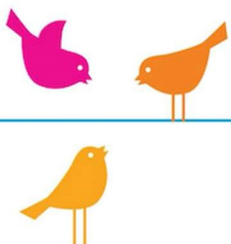
Jemena staff

Before workshop start

- What are you looking forward to get out of today's workshop?

End of workshop

- Which of today's discussions or exercises have you found most interesting? Why?
- Have you learned anything new today? What?
- Feedback on the deliberative process - how did it go?





## Welcome to the Jemena Deliberative Forum

*First session*

### **Table notebook**

This booklet has been designed to help you organise and record the discussions at your table

## Agenda

Please note times are indicative and may change due to the specific discussion and circumstances during the session

10.30am      Formal welcome - session commencement

10.40am      Background and context about Jemena

11.00am      Remembrance Day: 1-minute silence

11.01am      The deliberative process

11.10am      DOPE test

**11.30am      10-minute comfort break**

11.40am      Open forum discussion- What do you know about gas?

**12.30pm      Lunch (30 mins)**

1.00pm      Table discussions – demystifying the gas bill

1.30pm      Table discussions – understanding Jemena

**2.00pm      Afternoon tea (10 mins)**

2.10pm      Table discussions – initial perceptions

2.30pm      Table discussions – customer priorities for the next 5-years

3.10pm      Open forum discussion- required information

3.30pm      Session close

**11.40am Open forum discussion- What do you know about gas?**

*(General comments)*

## **1.00pm Table discussions – demystifying the gas bill**

Each person gets 4 sticky dots (1 = most important, 4 = least important) and sticks each on the bill elements in order of their individual priorities.

Thought starters:

- Why did you make the choices you did?

- Consider positive reasons

- Consider more negative reasons



**If you had a choice, do you think you would prefer monthly or quarterly billing?**

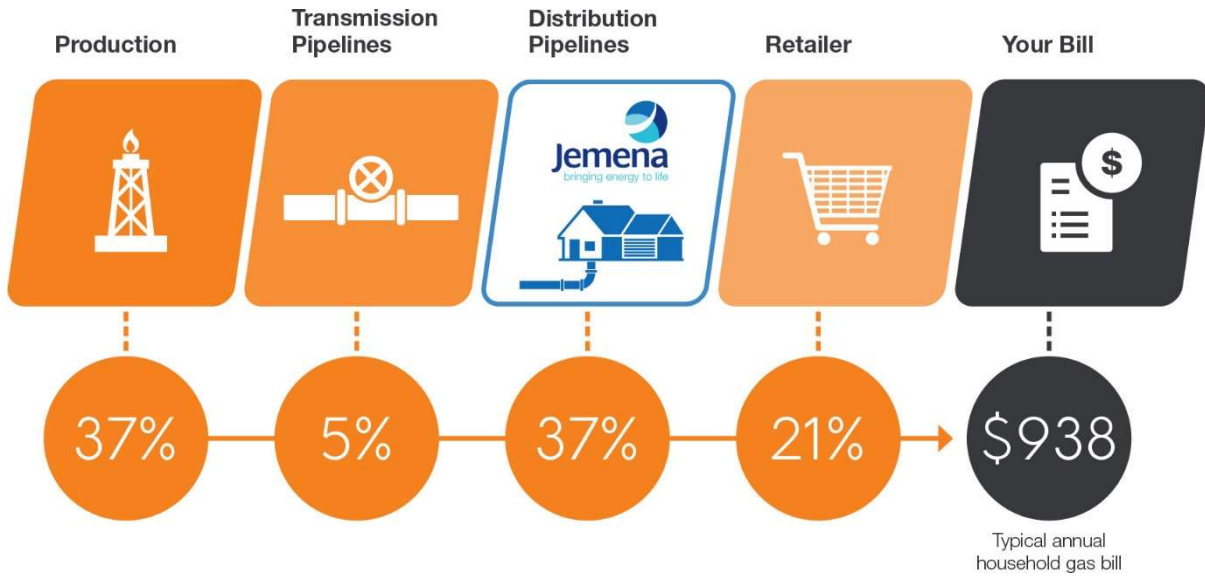
Why?

Why not?

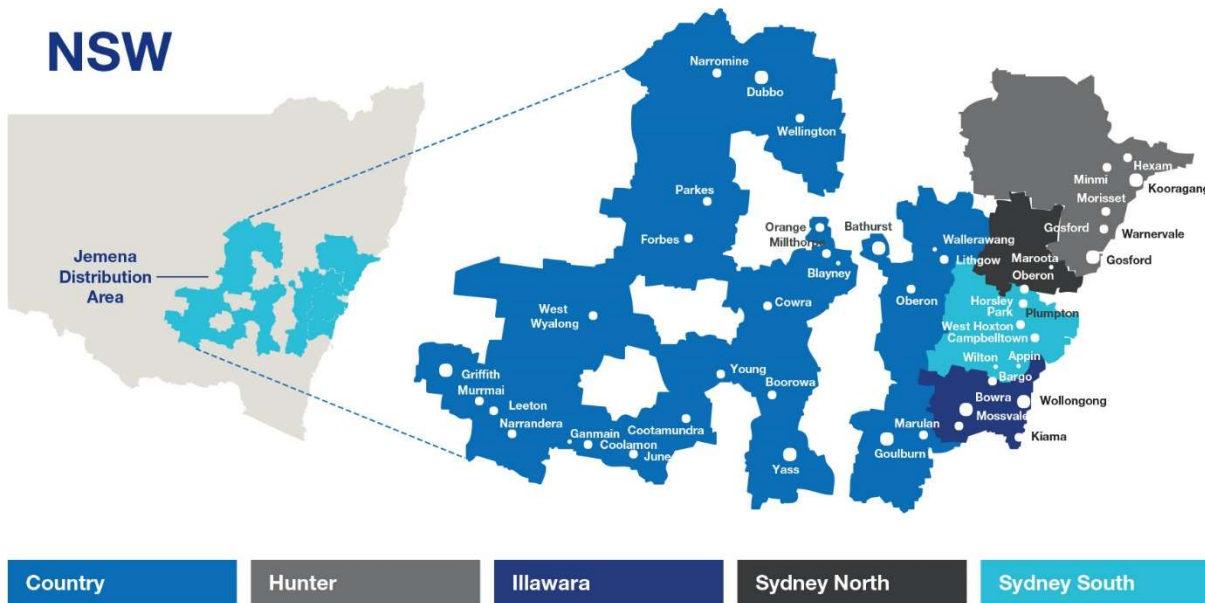
## **1.30pm Table discussions – understanding Jemena**

*(General comments)*

# The natural gas supply chain



# The NSW gas network map



## **2.10pm Table discussions – initial perceptions**

Discuss how your perceptions of Jemena differed from the information which was just presented

Thought starters; (Over the page)

- What was the same?
- What was different?
- Do you understand the different elements of the gas supply network?
- What is clear?
- What is unclear?

- What is interesting?

- What do you understand about Jemena's role?

- What would you like to know more about?

## **2.30pm Customer priorities over the next 5 years**

**The national gas objective, as stated in the national gas law is to promote efficient investment and operation of natural gas services with respect of price, quality, safety, reliability and security natural gas.**

As a mini-public, a microcosm of the wider consumers using gas in NSW, how will you determine the long-term interests of consumers?

Thought starters; (Over the page)

- What do you think should be prioritised for gas customers over the next 5-years?

- For what reasons?

- What does Jemena need to take into account when they engage with their customers?

- Why is this important?

- What kind of things are less important?

### **3.10pm Open forum discussion- required information**

*(General comments)*



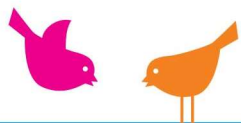
*(Spare pages)*



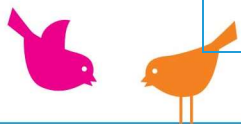
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<b>Venue:</b>	North Sydney: Jemena Office - 99 Walker St Dubbo: International Quality Inn - 165 Whylandra St	<b>Team Members:</b>	N.Syd - Nicola Wass, Straight Talk (Lead facilitator) N.Syd - Jessica Stapleton, Straight Talk Dubbo - Lucy Cole-Edelstein, Straight Talk (Lead facilitator) Dubbo - Asloeg Schytter Andersen, Straight Talk		

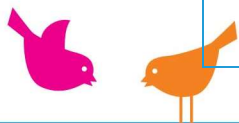
<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• Recap on Jemena, participation and deliberative approaches</li> <li>• Explore detailed questions about Jemena's contribution to the community, gas pricing, where your money goes, and the future of the gas market</li> <li>• Explore customers' views on gas service, and information about gas</li> <li>• Identify what 'long term interests of consumers' means for Jemena and how they forward plan their business</li> <li>• Understand what information resonates with customers to inform engagement over next 18 months</li> <li>• Understand how customers would like to be engaged</li> </ul>
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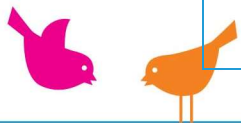
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9.30-10.30am (1 hour)	Meet and greet	Welcome (morning tea on arrival)	Guide participants into the venue (North Sydney) Sign in, sign release form, parking refund, provide name labels, direct to tables and catering	N/a	Catering Sign in sheets (ST) Cash for parking refund (Sydney) (ST) Name labels with numbers 1-4 (ST) Pens (ST) Release form + stickers (Sydney) Privacy statement (ST)
10.30-10.40am (10 min)	Introduction	Address	Welcome back! Acknowledgement of country Toilets, exits, sign offs: media releases and confidentiality, the broad agenda Introduce the facilitator/s, the project team and the Public Interest Advocacy Centre member	Lead facilitator	N/a



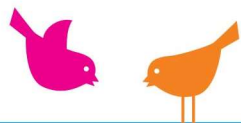
Time	Session	Activity	Content	Speaker	Equipment
			Sydney: Introduce videographer - he will be filming the process and doing Vox pops with some of you today		
10.40-10.45am (5 mins)	Official welcome	Address	<ul style="list-style-type: none"> <li>Welcome back! Thank you for your time and commitment to helping us understand our customers better and more deeply.</li> <li>We have a new group of Jemena people in the room today because we want as many of us as possible to meet and talk to customers. Another reason is that we want you to meet people from different departments within Jemena since they have different specialities and therefore different information and experiences to share with you</li> <li>Looking forward to working with you all today!</li> </ul>	Shaun Reardon (North Sydney) Alex McPherson (Dubbo)	N/a
10.45-10.50 (5 mins)	Learnings from last week	Address	<ul style="list-style-type: none"> <li>As you know, we ran the same forum with a group in Dubbo/Sydney last week. You raised some of the same issue but there were also differences between the two groups. Key insights: SYDNEY</li> <li>Bill stress is concerning. Uncertainty about the next big gas or energy bill creates worry, particularly for families with children</li> <li>There is a notable level of distrust around bill estimation. Some participants say that estimated bills result in fees that are unacceptably high. Like one woman who said she went on holidays for 3 months and the gas bill was the same amount when she got back Face to face engagement creates trust. Most participants said they trusted Jemena more once they had a chance to speak to someone in person, like this workshop process</li> <li>There are low levels of knowledge around Jemena. Who they are and what they do exactly- How they use their monopoly status for good and not evil</li> </ul>	Lead facilitator	Key insights from last week (ST)



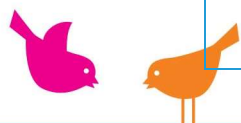
Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>Many participants questioned why a monopoly business would bother engaging with their customers</li> </ul> <p>DUBBO</p> <ul style="list-style-type: none"> <li>There are low levels of knowledge around what Jemena is and do</li> <li>Low levels of trust - only eight people said they trust Jemena. What would make them trust Jemena is more transparency around the company's values and what they do, Jemena acting as good corporate citizens, and that Jemena acts on what comes out of this and further engagement</li> <li>There is concern around foreign ownership</li> <li>There is concern about the bush being forgotten and therefore participants valued that the workshop is happening in Dubbo</li> <li>Many participants are struggling with paying day to day expenses such as rent, gas, and groceries, and a couple of participants are struggling further due to health issues and related expenses such as travel to hospital in Sydney and medicine</li> </ul>		
10.50 -11.00am (10 mins)	Check in	Reflections <i>Table notebooks</i>	<ul style="list-style-type: none"> <li>In pairs, spend a few minutes sharing what you thought of last week's session and what questions, ideas or issues have come up for you as a result. Then, discuss as a group.</li> </ul>	Lead facilitator	Table notebooks (ST) Pens (ST)
11.00-12.30am (1 hr 30 mins)	Understanding the network business	Presentation by Jemena staff on four key topics and those requested at last week's session	<ul style="list-style-type: none"> <li>There are four key topics we want to explore with you today, so you will need to be concentrating and working hard!</li> <li>We thought we would start with a short panel presentation on each of the issues you identified last week as wanting to understand more about. Each speaker will present for a couple of minutes, and then at the end of all the presentations, they will go, one to a table, where you can ask</li> </ul>	Lead facilitator 1. Jemena's contribution to the community (Shaun Reardon, (Sydney), Alex	Post it notes (ST) Table notebooks (ST) Pens (ST) Textas (ST)



Time	Session	Activity	Content	Speaker	Equipment
		20 minutes of presentation 4x 12 minutes of rotating table discussions 10 minutes plenary report <i>Table notebooks</i>	them whatever you like in order to understand better. There are post it notes on your tables if you need to write down your questions. <ul style="list-style-type: none"> <li>Speakers will rotate around the tables, one by one, so everyone gets the chance to directly ask questions and understand.</li> <li>Each of the speakers will also provide some context about the four key topics - Jemena's contribution to the community, gas pricing, where your money goes, future of the gas market - so that we can spend some time interrogating these.</li> <li>Do two rotates and then have a 5-minute comfort break (11.50pm)</li> </ul> Plenary report back	McPherson (Dubbo) 2. Gas pricing (Chris Stewart (Sydney), James Harding (Dubbo)) 3. Where your money goes (our 37%) (Ana Dijanosic (Sydney), Renae Liang (Dubbo)) 4. Future of the gas market (Benjy Lee, (Sydney), Kate Hawke (Dubbo))	Butchers paper (ST) Notepads (ST)
12.30-1.00pm (30 mins)	Lunch		Opportunity for Vox pops in Sydney Customer to change table when they return	N/a	Catering
1.00-1.15pm (15 mins)	Safety	Presentation of Jemena's commitment to safety <i>Open forum discussion</i> <i>Table notebooks</i>	Present Jemena's current safety principles <ul style="list-style-type: none"> <li>Open Q &amp; A about initial thoughts or gaps</li> <li>How important is safety to customers? What do you want to know about?</li> </ul>	Peter Harcus (Sydney), Veronica Wieckowski (Dubbo)	Table notebooks (ST) Pens (ST)

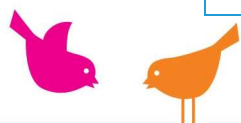


Time	Session	Activity	Content	Speaker	Equipment
1.15-1.35 (20 mins)	Getting the right information to manage your gas bill	Exploration of how customers can be supported in managing their bill  <i>Table notebooks</i>	<ul style="list-style-type: none"> <li>Last week some of you expressed that you would like your bill to be easier to read. We want to understand this issue better, and we want to hear your suggestions for how Jemena can give you the information you need.</li> </ul> <p>At their tables, customers to discuss:</p> <ul style="list-style-type: none"> <li>How do you manage your gas use?</li> <li>What information would be useful to support you in managing your gas use?</li> <li>How would you like to receive information about your bill?</li> <li>How often would you like to receive information about your bill and usage?</li> </ul>	Lead facilitator	Table notebooks (ST)  Pens (ST)
1.35 - 2.15pm (40 mins)	Gas service	Exploration of customers' perception of gas service  4x 7 minutes of table discussion  10 minutes plenary report  <i>Table notebooks</i>  <i>Open forum discussion</i>	<p>Presentation about gas service standards and defining the quality of service in relation to gas</p> <p>At their tables, customers to discuss:</p> <ol style="list-style-type: none"> <li>Thinking about quality of service, what does that mean to you and how could that be measured? Consider whether everyone should receive the same level of service even if some customers are more expensive to supply</li> <li>When you think about good customer service, what does this mean to you? E.g. quality of meter reading; call centre telephone answering.</li> <li>Thinking about reliability of supply, what does that mean to you?</li> <li>What experience do you have with good and/or bad customer service?</li> </ol> <p>Plenary discussion about reliability and security, and comparison to water and electricity:</p> <ul style="list-style-type: none"> <li>What is more important to you when it comes to gas service?</li> </ul>	Lead facilitator  Peter Harcus (Sydney), Veronica Wieckowski (Dubbo)	Table notebooks (ST)  Pens (ST)  Butchers paper (ST)

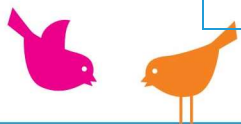




Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>What do you think is most reliable? - gas, water or electricity supply? Why?</li> </ul>		
2.15-2.20pm (5 mins)	Afternoon tea		<p>Opportunity for Vox pops</p> <p>Customer to change table when they return</p>	N/a	Catering
2.20-2.50pm (30 mins)	Future engagement	<p>Exploration of which issues customers want to be engaged on and how they want to be engaged</p> <p><i>Open forum discussion</i></p> <p><i>Table notebooks</i></p>	<ul style="list-style-type: none"> <li>Customers don't necessarily want to be engaged on all issues concerning gas. We want to explore what issues/topics you want to be engaged on and how you want to be engaged.</li> </ul> <p>Internal staff at Jemena were asked what they would like to talk to customers about. They came up with six categories with a number of questions under each. We would like to know more about what categories of information you would like to be engaged on in future discussions.</p> <p>Voting exercise (10 mins) - participants to vote about whether they agree with the statements (strong agreement, agreement, neutral, disagreement, strong disagreement, not sure + optional comments) using the six feedback frames.</p> <p>The six categories to be shown to participants are:</p> <ol style="list-style-type: none"> <li><b>SUSTAINABILITY:</b> Developing and creating an environmentally sustainable network by exploring options for greener gas</li> <li><b>INNOVATION:</b> General innovation and technology solutions like gas smart meters or mobile apps to help customers manage their gas use</li> <li><b>SERVICE AND RELIABILITY:</b> Managing service reliability across the whole network, improving response times for leaks and increasing the frequency of actual meter reads</li> <li><b>PRICING:</b> Understanding how customers want to pay for their gas use, for example fixed charges vs usage charges</li> </ol>	Lead facilitator	<p>Butchers paper (ST)</p> <p>Post it notes (ST)</p> <p>Pens (ST)</p> <p>Textas (ST)</p> <p>Sticky dots (ST)</p> <p>6 feedback frames (ST)</p> <p>Extra table</p>

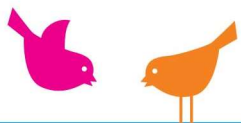


Time	Session	Activity	Content	Speaker	Equipment
			<p>5. SUPPORTING VULNERABLE CUSTOMERS: Helping customers who have difficulty managing their energy needs and their gas bill due to difficult circumstances</p> <p>6. GUARANTEED SERVICE LEVEL SCHEME: Compensation for customers where service falls below levels specified by the regulator</p> <p>Plenary report back - show how people have voted</p> <ul style="list-style-type: none"> <li>What issues and topics are the most important for you to be engaged about?</li> </ul> <p>Lead facilitator to note take on butcher's paper.</p> <p>Plenary discussion:</p> <ul style="list-style-type: none"> <li>How do you want to be engaged?</li> <li>What makes you feel like engagement is worthwhile?</li> </ul> <p>Lead facilitator to note take on butcher's paper.</p>		
2.50-3.15pm (25 mins)	Long-term interests	<p>What are the long-term interests of customers?</p> <p><i>Table notebooks</i></p> <p><i>Open forum discussion</i></p>	<ul style="list-style-type: none"> <li>What do you think are the long-term interests of customers? Discuss at your tables. <ul style="list-style-type: none"> <li>What is most important to you right now?</li> </ul> </li> </ul> <p><b><i>The national gas objective, as stated in the national gas law is to promote efficient investment and operation of natural gas services with respect of price, quality, safety, reliability and security natural gas.</i></b></p> <ul style="list-style-type: none"> <li>What do you think when you hear the word 'long-term'? How long is this?</li> <li>What is most important thinking about the next 30-50 years? For you, your friends, family and social networks</li> </ul> <p>Plenary discussion to pull together a list of long-term interests that the group agrees on</p>	Lead facilitator	<p>Table notebooks (ST)</p> <p>Pens (ST)</p>



Time	Session	Activity	Content	Speaker	Equipment
3.15-3.18 (3 mins)	Involvement next year	<i>Open forum discussion</i>	<ul style="list-style-type: none"> <li>As part of the pricing review, Jemena will continue engaging with their customers. You've been a part of the initial phase of the engagement. Would you like to be involved again next year?</li> </ul> <p>Table scribes to capture names</p>	Lead facilitator	Table notebooks (ST) Pens (ST)
3.18-3.30pm (12 mins)	Wrap up and close		<p>Post-process survey Feedback forms Stipends</p> <ul style="list-style-type: none"> <li>Thank you so much for participating and contributing</li> <li>Follow up: We will email you the engagement outcomes report and send you a link to the website</li> </ul>	Lead facilitator	Pens (ST) Feedback forms (ST) Stipends (ST) Post-process survey (ST)

DRAFT





## **Welcome to the Jemena Deliberative Forum**

*Second session*

### **Table notebook**

This booklet has been designed to help you organise and record the discussions at your table

## Agenda

Please note times are indicative and may change due to the specific discussion and circumstances during the session

10.30am      Formal welcome - session commencement

10.45am      Reflections on last week

11.00am      Understanding the network business – rotating table discussions

**12.30am      Lunch (30 mins)**

1.15pm      Table discussions – information to manage your gas bill

1.35pm      Table discussions – exploring perceptions of gas services

**2.15pm      Afternoon tea (5 mins)**

2.20pm      Open forum – future engagement

2.50pm      Table discussions – the long-term interests of customers

3.15pm      Next year

3.18pm      Wrap up and session close

**11.00am Understanding the gas network business**

TOPIC 1 \_\_\_\_\_

TOPIC 2

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TOPIC 3

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## TOPIC 4

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## **1.00pm Safety – Jemena’s current safety principles**

Thought starters:

- What are your initial thoughts?
- Are there any gaps?
- What other things would you like to know about?

### **1.35pm Information to manage your gas bill**

Thought starters: (Over the page)

- How do you manage your gas bill?

- What information would be useful to help you manage your gas bill?

- How would you like to receive information about your gas bill?

- How often would you like to receive information about your bill and usage?

### **1.35pm Exploring perceptions of gas services**

Topic 1 – QUALITY (7 minute discussion)

- What does quality of service mean for you, in relation to gas?
- How could quality of service be measured?
- Should everyone receive the same level of service, even if some customers are more expensive to supply?

Topic 2 – GOOD CUSTOMER SERVICE (7 minute discussion)

- What does good customer service generally mean for you? Consider the quality of meter reading or call centre telephone answering

- What is the most important thing?

Topic 3 – RELIABILITY (7 minute discussion)

- Think about reliability of supply. What does that mean to you?

Topic 4 – PERSONAL EXPERIENCES OF CUSTOMER SERVICE (7 minute discussion)

- Describe some good experiences

- Describe some bad experiences



## **2.20pm Future engagement**

- How do you want to be engaged?

## **2.50pm Long term interests**

- What are the long-term interests of customers? (Over the page)

Consider:

Price, quality, safety, reliability, security

- What does long-term mean to you? What do you think when you hear the word long-term?

- What kind of things are important to you now? In relation to being a gas customer.

- What do you think will be important to you in the next 30-50 years? In relation to gas customers, which could include you, your friends and family and those in your social networks.

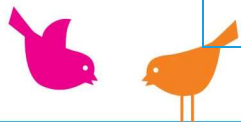
*(Spare page)*

# WORKSHOP RUNSHEET

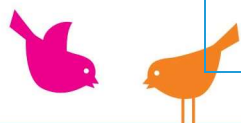
<b>Project:</b>	Jemena Gas Networks Engagement				
<b>Event:</b>	Internal Scoping Workshop				
<b>Details:</b>					
<b>Date:</b>	Thursday, 9 Nov 2017	<b>Time:</b>	12.30-4.30pm	<b>Duration:</b>	4 hours
<b>Venue:</b>	Jemena, 99 Walker St, North Sydney	<b>Team Members:</b>	Lucy Cole-Edelstein (Lead facilitator), Straight Talk Asloeg Schytter Andersen, Straight Talk Ana Dijanosic, Jemena		

<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>Bring all internal stakeholders together to explore JGNs's regulatory review customer engagement program</li> <li>To identify what other parts of the business would like to know from customers through engagement</li> <li>Discuss barriers to engaging customers in our decision-making process and how we might address these.</li> </ul>
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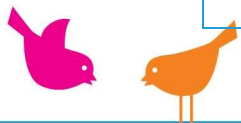
Time	Session	Activity	Content	Speaker	Equipment
12.00-12.30pm	Bump in	Room set-up	Organise tables and chairs, check audio visual equipment and set up, check catering		All materials Catering
12.30-1.00pm	Meet and greet & lunch	Welcome	Sign in, provide name labels, direct to tables (everyone to have assigned seats initially - 5 tables, grouped broadly by management level - one table to focus on business/retail customers)	Asloeg Ana	Catering Sign in sheets Name labels



Time	Session	Activity	Content	Speaker	Equipment
					Table plan
1.00-1.05pm	Introduction	Address	<p><u>Gabby Sycamore:</u></p> <p>Formal welcome (Values Moment) and overview of Jemena's commitment to engagement (reflect on business plan, values, cultural anchors etc) Define customer!</p> <p>Introduce the project team</p> <p><b>Workshop purpose:</b> To bring together the Jemena team to discuss and define how Jemena will undertake engagement for the next regulatory proposal and to identify what other parts of the business might benefit from hearing directly from customers on</p> <p><u>LCE:</u></p> <p><b>Ground rules:</b> Phones off, one person talking at a time, respecting each other's views - hearing and acknowledging the opinions from a broad range of people</p> <p>Acknowledge that the concepts of engagement will have different meanings for different parts of the business and one of the aims of today is to start a conversation with a view to developing a unified, aligned view of 'engagement' that will help, over time, to embed a customer-focus across all parts of the business</p>	Gabby Sycamore LCE	
1.05-1.15pm	Defining engagement	What does engagement mean - small group work	<p>Thinking about what engagement means to you, turn to the person next to you and explain what you think it means.</p> <ul style="list-style-type: none"> <li>• Are your thoughts the same? What is different? Do these differences resonate with you - how?</li> </ul> <p>Plenary discussion</p> <ul style="list-style-type: none"> <li>• At each table discuss the elements that make up good engagement and write these down</li> <li>• Report back to the broader group</li> </ul> <p>Asloeg to note take.</p>	LCE	Pens Textas Post its Butchers paper

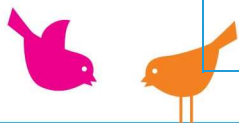


Time	Session	Activity	Content	Speaker	Equipment
1.15 - 1.30	Regulatory proposal engagement	Overview of regulators requirements	<p>Jemena is required by the AER to engage with customers as we develop our next revenue proposal</p> <p>There is an increasing emphasis for us to engage directly with end-users and to demonstrate that not only understand what is important for them, but that we have developed our proposal taking these issues into account</p> <p>For the next revenue proposal we have engaged Straight Talk, a leading engagement consultancy, to help us design and implement our program</p> <p>We are in the early stages and have started by working with customers directly to help us design both the information they will need in order to engage and to provide some feedback on how we engage with them. We have run a short, deliberative process with a group of people who have met three times over the past month or so, and we have conducted focus groups with people who are culturally and linguistically diverse on the same products. They have told us to keep it simple; to use clear language and graphics and that we have to get better at explaining who we are and how we fit in with the energy environment. They struggle to understand why we are engaging with them and we need to get better at helping them to understand this.</p> <p>We will be holding two intense, day-long customer processes in November where we will bring together 24 customers, in Dubbo and Sydney, who will meet twice to provide feedback to help us develop our JGN regulatory proposal. We are using a deliberative approach, where we provide the group with the information that they think they need, and they as a group develop feedback, taking into consideration that they are representing the wider community of gas users. We want to know from them:</p>	Usman Saadat/Ana Dijanosic	

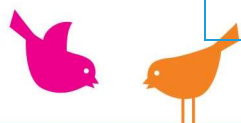




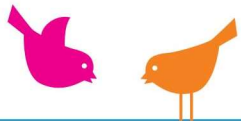
Time	Session	Activity	Content	Speaker	Equipment
			<p>What is important to them about gas, how it is provided and how they use it</p> <p>What we can do to help them understand what we do and how we do it better</p> <p>How we can engage with customers in a range of ways to inform our business and what they would need in order to be able to do that.</p> <p>Today we want to understand what you think about engagement and how Jemena can undertake it and what if anything your part of the business would benefit from hearing from customers directly on. We will use this in the work we do soon, with customers; but we can also incorporate activities that address these things in the 18 month program we are starting to design now.</p>		
1.30-2.00pm	Engagement in Jemena	<p>Is engagement important to Jemena?</p> <p>Small group work</p>	<ul style="list-style-type: none"> <li>Imagine you are addressing your division, teams or parts of the organisation, and you are telling them that Jemena wants to be a customer focussed organisation with real and direct links to customers helping us to shape the organisation. What would be the response?</li> </ul> <p>Plenary discussion on what people raise.</p> <p>Asloeg to note take.</p>	LCE to capture key points and facilitate discussion	Whiteboard Pens Textas Post its Butchers paper
2.00 - 2.15	Break				Catering
2.15 - 3.15	Questions for customers	Small group work	<p>At your tables, identify what you think the business would benefit from knowing if you were to talk to customers</p> <p>Potential prompts:</p> <ul style="list-style-type: none"> <li>The future role of gas in NSW</li> <li>Individual metering for gas and hot water</li> <li>New products</li> </ul>	LCE	Pens Textas Butchers paper



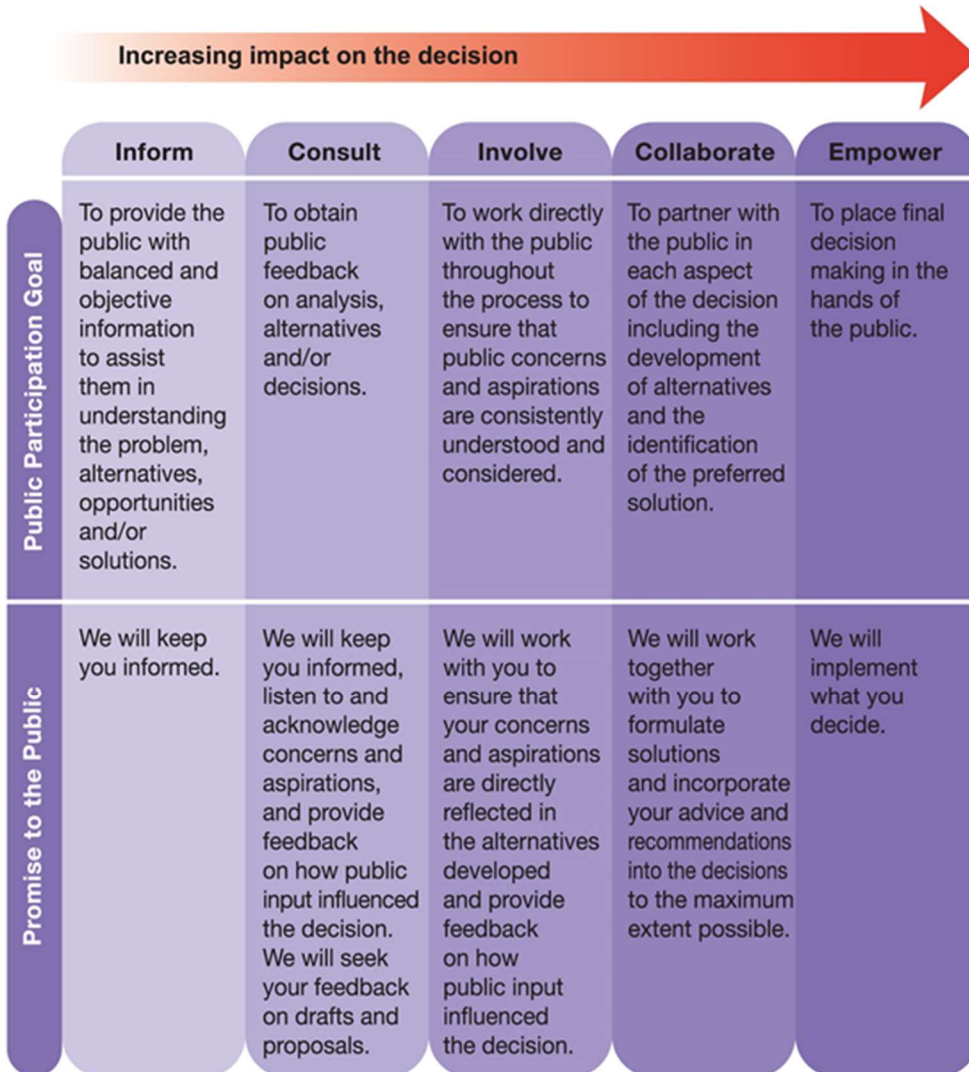
Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li>• Pricing structures (e.g. fixed vs variable charges)</li> <li>• Major gas network projects</li> <li>• Willingness to pay for vulnerable customer initiatives</li> <li>• Service performance (outages, gas leakages (amenity), emergency response)</li> <li>• Billing frequency</li> <li>• Expectations for connection process</li> <li>• What is happening in your part of the business that would benefit from customer input?</li> <li>• Major challenges - retailers</li> <li>• Self-contracting users</li> <li>• Demand market customers</li> </ul>		
3.15-3.40pm	Best practice engagement	Plenary and small group work	Principles of good engagement - IAP2 Spectrum, Core Values and Model of Engagement	LCE	Handout - IAP2 Spectrum and Core Values
3.40-4.10pm	Risk assessment	Individual work	<p>I want you to imagine we have developed a participation framework. It introduces engagement to every part of the business and you are the champion for engagement for your part of the business.</p> <ul style="list-style-type: none"> <li>• One a post it note, I want you to write whether you think we will be successful in changing how people think and approach engagement with customers. Just write Yes or No and this is a totally anonymous exercise.</li> </ul> <p>LCE will clump and sort and lead a discussion on what the risks or barriers to successful implementation are likely to be.</p> <ul style="list-style-type: none"> <li>• What will you need in order to be a champion for engagement?</li> </ul>	LCE	Whiteboard Pens Textas Post its



Time	Session	Activity	Content	Speaker	Equipment
			Asloeg to note take.		
4.10 -4.30	Reflections, Thank you and close	Plenary	Talk about the 18 month plan, project commencement, and remaining in touch.	Alex McPherson LCE	



### IAP2 Spectrum of Public Participation



## List of tables for the JGN Internal Scoping Workshop

<b>Table 1 (GMs)</b>	<b>Table 2 (L4s)</b>
Ian Israelsohn	Troy Kooloos
Usman Saadat	Kate Hawke
Peter Harcus	Mark Dragar
Sean Ward	Danielle Beinart
Kiera Poustie	Alex McPherson
<b>Table 3 (Business focus)</b>	<b>Table 4 (GMs/L4s)</b>
Felicity Stening	Mark Briglia
Caroline McGeechan	David Speairs
Neale Hilton	Phil Colvin
Brad Gee	Gabrielle Sycamore
Caroline Wykamp	Suzie Jakobovits
Ana Dijanosic	Chris Stewart
<b>Table 5</b>	<b>Unconfirmed attendees</b>
Katerina Thornton	Benjy Lee
Matoula Minas	Andrew Davis
David Vaughn	
Amit Batra (for Sue Jackman)	
Elena Markova ?	



# IAP2 CORE VALUES

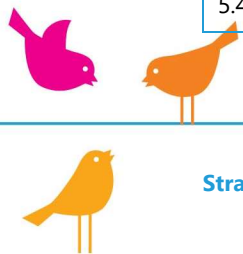
1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

# RUNSHEET

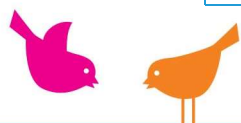
<b>Workshop:</b>	Study circle - session 1 (How can Jemena engage with customers effectively?)				
<b>Details:</b>					
<b>Date:</b>	Wednesday 8 November 2017	<b>Time:</b>	6.00-8.00pm	<b>Duration:</b>	2 hours
<b>Venue:</b>	Wollongong Town Hall (Ocean Room), Crown St & Kembla St, Wollongong, NSW, 2500	<b>Team Members:</b>	Lucy Cole-Edelstein, Straight Talk Asloeg Schytter Andersen, Straight Talk (notetaker for the session)		

<b>Workshop purpose</b>	<ul style="list-style-type: none"> <li>• Introduce and have all participants feel welcomed and comfortable</li> <li>• Introduce concept of study circles and the task at hand - to help Jemena design a process for understanding and engaging with price-sensitive customers</li> <li>• Introduce Jemena, engagement and gas</li> <li>• Understand personal experiences of financial insecurity and what it means to face, plan for and adapt to rising power costs</li> </ul>
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Time	Session	Activity	Content	Speaker	Equipment
5.15 (30 min)	Bump in	Prepare room and materials	Set up room, sign in desk and catering		All materials Catering
5.45	Sign in	Welcome	Informal welcome and sign in	Lucy	Sign in sheets

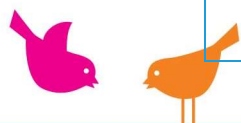


Time	Session	Activity	Content	Speaker	Equipment
(15 min)			Participants take a name tag and receive transport/parking reimbursement	Asloeg	Name tags Pens Textas Transport/parking reimbursement (\$10/person)
6.00 (10 min)	Formal welcome	Plenary	Acknowledgement of country Welcome! Introductions and expectations	Lucy	
6.10 (10 min)	What are study circles?	Plenary	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? And the third session is about developing options and solutions - in this case suggestions and ideas for Jemena to include in its engagement approach next year <ul style="list-style-type: none"> <li>Participant are asked about their experiences with workshops, focus groups, committees to date. Do they have any initial thoughts or anxieties?</li> </ul>	Lucy	Laptop for notetaking
6.20 (10 min)	Jemena and the question	Plenary	Short introduction to Jemena. Jemena transports gas to 1.3 million homes and businesses in NSW. They contribute around 37% of a typical household's annual gas bill. Jemena and the need to engage; price-sensitive customers. The question for the study circle to answer is - <b>How can Jemena engage with customers effectively? (focus on cost)</b> We want to start by understanding how rising energy costs, in particular gas costs, affect you in your everyday life. <ul style="list-style-type: none"> <li>Does anyone have any initial thoughts on the hand out?</li> </ul>	Lucy	Laptop for notetaking Hand out - Gas supply chain

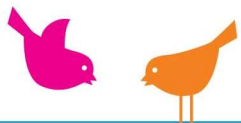




Time	Session	Activity	Content	Speaker	Equipment
6.30 (30 min)	Personal experiences	Plenary	<p>We would like to hear about each person's experience.</p> <ul style="list-style-type: none"> <li>• What does the gas bill mean in your family? How do you feel about it?</li> </ul> <p>Thought starters:</p> <ul 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>	Lucy	Laptop for notetaking Butcher's paper Blue tac Pens Textas
7.00 (30 min)	Common themes	Plenary	<ul style="list-style-type: none"> <li>• What do you do to plan or manage? Free flowing discussion - identify emerging themes</li> </ul> <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> </ul>	Lucy	Laptop for notetaking Butcher's paper Blue tac Pens Textas
7.30 (20 min)	Understanding the why	Plenary	<ul style="list-style-type: none"> <li>• What do you understand about gas - how it is delivered, why costs change? Where/how do you get your information about gas and your bill?</li> </ul> <p>Thought starters:</p> <p>Initial perceptions</p> <ul style="list-style-type: none"> <li>▪ Understanding of how it is delivered</li> <li>▪ Understanding about why costs might change</li> </ul>	Lucy	Laptop for notetaking Butcher's paper Blue tac Pens Textas
7.50 (10 min)	Check in and close	Plenary	<ul style="list-style-type: none"> <li>• What did you think? How do you feel?</li> </ul> <p>Next session we want to give you some information about what Jemena understand is important to customers - <b>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.</b></p>	Lucy	Homework tip sheet for notes from discussions with friends and family - (Tip sheet: How do



Time	Session	Activity	Content	Speaker	Equipment
			<ul style="list-style-type: none"> <li data-bbox="772 209 1384 236">• Thank you! We look forward to seeing you next week!</li> </ul>		<p data-bbox="1821 209 2056 421">others get information? Do people understand their gas bill? How do they manage paying their bill?)</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.

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

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

Please tick

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

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

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

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

Please tick

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

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

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

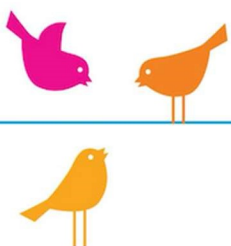
**What do you understand about how gas gets from the ground to your house?**

**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 do you seek information?



Please tick

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

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

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

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

Please tick

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

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

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

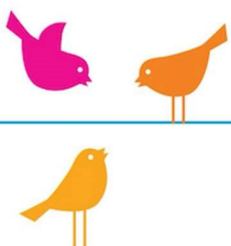
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**Colleague** \_\_\_\_

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

Please tick

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

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

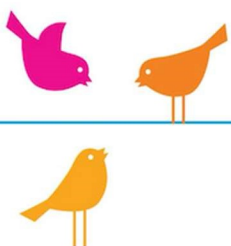
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**Friend** \_\_\_\_

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

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

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

Please tick

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

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

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

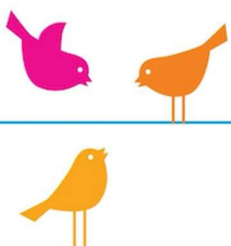
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**Friend** \_\_\_\_

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

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

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

Please tick

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

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

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

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