



Jemena Gas Networks (NSW) Ltd

2020-25 Access Arrangement Proposal

Attachment 2.3

Engagement materials

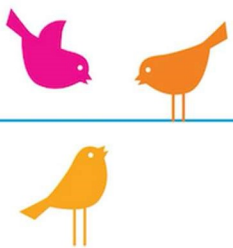




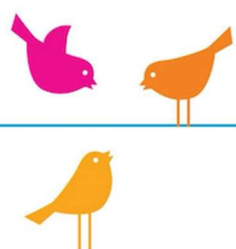
Jemena Workbook - Forum 1

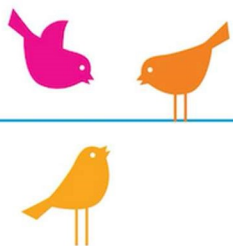
INTRODUCTIONS

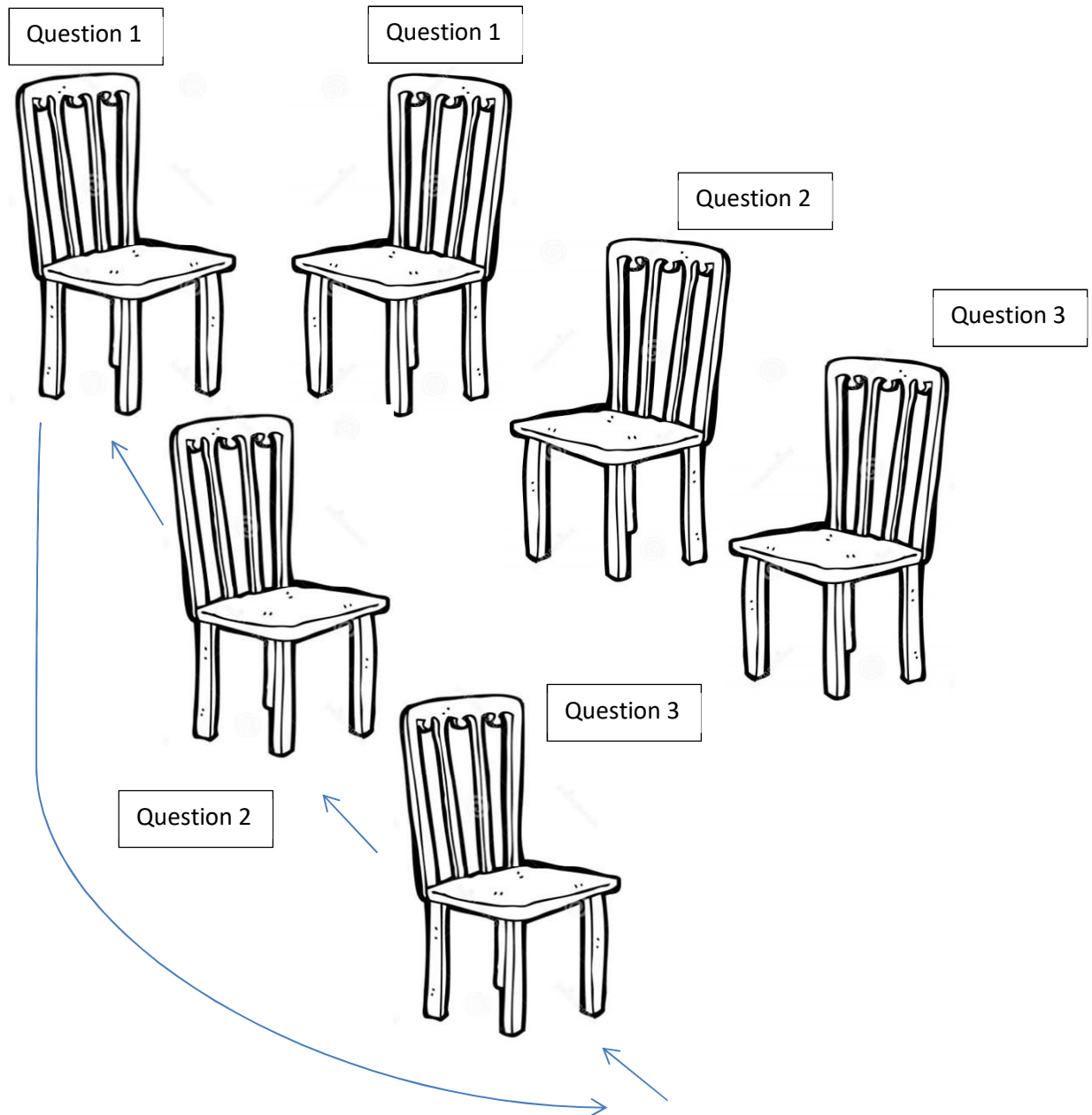
COST OF LIVING EXERCISE



EXPLORE THE THEME OF 'BILL SHOCK'







Speed dating setup and directions

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

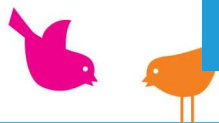
One set of chairs stay where they are; those opposite move one place to either the right or left. One side asks their question of their opposite side and after 2 minutes they swap

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

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

WORKSHOP RUNSHEET

Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	Goulburn deliberative forum 2: household customers				
Details:					
Date:	Saturday 19 May 2018	Time:	10:30am - 3:30pm Debrief: 3.40pm	Duration:	5 hours
Venue:	Belmore Room Goulburn Soldiers Club, 15/17 Market St Goulburn 02 4821 3300	Team Member:	Nicola, Straight Talk (Lead Facilitator) Merryn Spencer, Straight Talk Kate Hawke, Jemena Catherine Marshall, Jemena Caroline Wykamp, Jemena Dallas Smith, Jemena John van Weel, Jemena Sandeep Kumar, Jemena Chris Fitz-Nead - Customer Challenge Panel member		
Workshop purpose	<p>Reconnect with each other</p> <p>Refresh about deliberation, mini public and group consensus decision making</p> <p>Confirm there is a third forum and participants willingness to participate</p> <p>Provide answers to customer questions from Forum 1</p> <p>Provide more information about the four key areas of focus</p>				

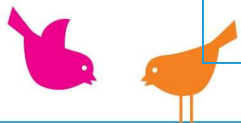


Inform customers about the choices that materially impact the Access Arrangement

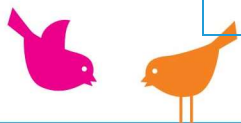
Explain the choices that need to be made under the themes price and reliability, price path, fairness and the future of gas

Agree priorities for engagement in forum 3

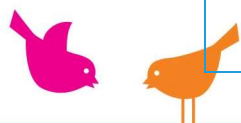
Time	Session	Content	Speaker	Equipment & Stimulus
10.00am-10.30am (30 mins)	Room set up Morning tea on arrival	Organise tables and chairs, set up, check catering Orientation for table facilitators 9.30am	N/A	Video Chairs tables Sign in sheet
10.30am	Welcome and introductions	Acknowledgement of Country Introduce each member of the team and their roles/responsibilities	Nicola and team	N/A
10.40am	Why we are here?	Welcome the participants back Recap on forum 1 and the rules of engagement Confirm we would like to come back, on AUGUST 25, to explore some options for how Jemena could action the feedback that they have been giving. Please consider your willingness to participate in this forum - \$175 each - as we are finding real value in developing expertise within a small group of people and working deeply with them. Nicola to reference 4 extra people joining us in Goulburn	Nicola	N/A
10.40am-11.00am	What did you learn?	Did you talk to people since last time, what did they think of Jemena and gas? Or perhaps you looked at the videos and resources we suggested? Pair up in two rows facing each other. Each participant 'speed dates' and answers the following questions.	Nicola	Notebooks Pens Pre written booklet - questions with instructions and space for notes.



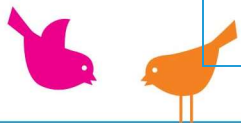
Time	Session	Content	Speaker	Equipment & Stimulus
	<p>Speed dating exercise</p> <p>Groups to theme, clump and sort</p> <p>Plenary discussion</p>	<p>After each question - 4 minutes each, one row rotates to the next person.</p> <p>Question:</p> <p>What have you learnt, either last week or from the resources, that seems important to you?</p> <p>What do other people think about gas, gas pricing and the future of gas?</p> <p>Today we are going to explore fairness, the future of gas, pricing and reliability and the price path - which of these is most important to you? Why?</p> <p>Group reports back on each question</p>		<p>Butchers paper (if needed)</p> <p>Post-it notes (if needed)</p> <p>Instructions for speed dating with the questions (ST)</p> <p>Ensure the questions and instructions are included</p> <p>1.1 Participant Workshop Booklet Forum 2 v2.00</p> <p>1.2 Speed dating description</p>
11am-11.20am	<p>Answering questions (that don't relate to themes below)</p>	<p>Last time you asked a number of questions, some of which we will answer now, and others which we will cover off in later sessions.</p> <p>We have combined the questions from both forums - Goulburn and Goulburn - so you all have the same information, but also so you can benefit from the great ideas of each other!</p> <p>Please note the question on the sustainability and the future of gas will be answered in the future of energy session.</p> <p>Estimated meter readings</p> <p>Our investment in R&D, our investment generally, and passing on savings to customers</p> <p>The role of retailers</p> <p>Educating customers on the use of gas</p> <p>Costs and impacts of costs</p>	Kate	<p>2.1 Frequently Asked Questions Goulburn and Griffith</p> <p>Will make sure it matches Q&A</p> <p>Bill explanation sheets - see speaker notes</p> <p>2.2 Attachment 1_A Gas bill demystified</p> <p>2.3 Bench marketing graph</p> <p>2.4 Our costs</p> <p>2.5 Gas usage</p> <p>Lead facilitator to facilitate questions if needed.</p>



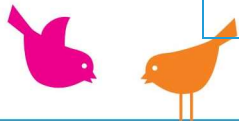
Time	Session	Content	Speaker	Equipment & Stimulus
		Jemena's call centre		
11.20am-11.40am (20 minutes)	Recap on what you prioritised	Review of forum 1 prioritisations. What you told us last time was that for Goulburn, price, fairness and reliability were important but for Goulburn it was price, environment and customer service? Neither group thought aesthetics were important. We talked about the pressures of the cost of living and some of you identified that gas and electricity were significant and others less so; we also talked a lot about fairness and you identified that you wanted to talk about this in different ways, which we will do today. - is this reflective of what you said? (Plenary)	Nicola Kate	3.1 Priorities Goulburn and Goulburn v2.00
11.40am-12 noon	The regulatory environment Jemena operates in	Overview of the rules under which Jemena must operate, and how these impact on some decisions and approaches Questions of clarification	Catherine	
12 noon - 12.10pm	Explore the theme of Fairness - introduction	The aim of this session is to provide information that customers asked for that relates to fairness. Many of the decisions we make affect how fair things are, particularly around issues of who pays and how. There are many regulatory rules which tell us what we can and can't do. We'd like you to help us understand what you believe is fair. What does this group believe is fair? We know from last week that this question is too big, so we have split it into four different ways to look at fairness. You also asked last week for some examples of fairness - on your table there is a diagram showing three kids at a sports game.	Nicola	Picture of kids at sport Social justice model 3.2 Models for fairness



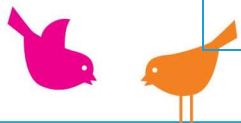
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>The diagram shows that EQUALITY - treating everyone the same - doesn't necessarily mean FAIR: EQUITY is about making sure everyone has access and that may mean different things for different people. We also have a table which tries to demonstrate a Market Justice versus Social Justice model</p> <p>We want you to think about what fair means for customers of Jemena, customers using gas.</p> <p>We are going to divide into 4 tables, and each table will get a question to answer. There is also some background provided to the question.</p> <p>After the groups spend 10 minutes on one question, the group then move to the next table.</p> <p>Note: if less participants, divide into pairs or threes and discuss answers together</p> <p>Then each group will nominate a spokesperson (or the facilitator) to present back to the room the group's views.</p>		
12.10pm-12.20pm		<p>DEPRECIATION</p> <p>QUESTION 1: With the uncertainty about whether our pipes will actually be used beyond 2050, would it be fairer for current customers to pay more for new investments we make on the network relative to future customers?</p> <p>BACKGROUND: Many of our gas assets – particularly the gas pipes – won't deteriorate for around 50. They are made of long-lasting plastic. However, there is uncertainty about whether people will actually use gas in 50 years from now. Therefore, we are considering whether to recover the cost of new investment in gas pipes faster than we have in the past – for example 30 years instead of 50 years. This would mean that bills</p>	Kate	<p>Pre-written questions - booklet - p 3</p> <p>1.1 Participant Workshop Booklet Forum 2 v2.00</p> <p>Each question has a space for table facilitator and participants to write their responses.</p> <p>Rotating tables</p> <p>Textas</p> <p>Butchers paper (if needed)</p> <p>Report back</p>



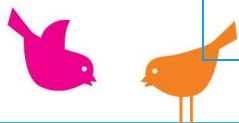
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>would rise over the next 30 years – around \$7 per annum on average over the next 30 years. The alternative is that we wait until some point in the future when we are clearer about whether the assets aren't going to be used if that turns out to be the case, and only then move to a faster recovery. This would prove to be the right decision where the pipes did end up being needed beyond 30 years, because we wouldn't need to move to that faster recovery charging the additional \$7. However, if they end up being not used, this might result in future customers receiving a more significant price increase as we move closer that time, because we need to rush the recovery into a shorter period. If this was 10 years, we estimate an additional increase of \$20 per annum over those 10 years to cover the catch-up. With the different impacts on current and future customers, thinking on behalf of the community and both current and future generations, what is fairest way of addressing this uncertainty in whether our pipes will be used into the future in terms of how we recover our investment costs?</p> <p>ANALOGY IF REQUIRED: To use an analogy, imagine you own a hotel and just spent \$30,000 on a new renovation. This is a major investment for you. To pay for this, you intend to increase the price of a room by \$7 per night over the next 10 years. Doing your calculations, you think this should recover the cost of this \$30,000 investment. However imagine you suddenly receive information from the Government is considering introducing a new tax on hotels, 7 years from now, that might drive you out of business. Your calculations banked on your hotel business operating for at least 10 years. But that's now not clear anymore. What would you do? Hedge your bets by increasing</p>		



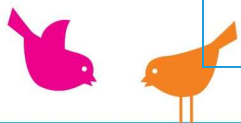
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>the price of your rooms even more than \$7 to speed up the recovery of the \$30,000 investment over the next 7 years? This will impact current customers. Or would you not increase your prices by more than the \$7 for now, and wait until the Government had made a decision, one way or another. The risk is that if the Government did follow-through with the ban, you would have to act quickly and increase the cost of your rooms by an additional \$20 over a short period of time to ensure you recovered your \$30,000 investment. This would impact those future customers. What's fair?</p>		
12.20pm-12.30pm		<p>CAPITAL CONTRIBUTIONS</p> <p>QUESTION 2: Would it be fairer for all new customers to contribute to the cost of a new gas connection, when in the past most haven't had to contribute?</p> <p>BACKGROUND: Around 45,000 new customers connect to the gas network each year. They might be developers who have built new homes, or customers who had all electric appliances but now want gas because they want gas cooking, hot water or heating. This is a good thing for existing customers because it means the cost of our large fixed investments – the \$3 billion of pipes and other equipment already installed – will then be shared amongst more customers in future. This means lower prices for everyone. However, in some cases, a customers can be quite expensive to connect because they might be in an isolated location. This might require us to install a longer more costly pipe, or use expensive excavation equipment to install the pipe. While this new customer would share in paying the cost of our large fixed investments – which is a good thing for all customers – this can be outweighed by the additional large cost they put on everyone else to connect them to the network. We ask</p>	Caroline	1.1 Participant Workshop Booklet Forum 2 v2.00



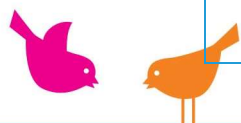
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>them to pay the difference upfront to connect to the network.</p> <p>However, going forward, we are looking at changing our approach. We are looking at charging all new customers – not just the more costly ones – to connect to the network. This is because we are less confident about how long our customers will use the gas network. In the past, we were confident the gas connections would last over 30 years. Now, we are not so sure. So we want to recover the cost quicker. We may charge all customers an upfront connection fee. Is this fair?</p>		
12.30 - 1pm	LUNCH			
1pm-1.10pm		<p>VULNERABLE CUSTOMERS</p> <p>QUESTION 3: Is it fair that everyone pays a little bit more to help fund programs led by Jemena to assist vulnerable gas customers?</p> <p>BACKGROUND: Currently, support for vulnerable gas customers (those having significant difficulty paying their gas bill) is generally limited to programs run by gas retailers and the NSW Government. All gas retailers in NSW have programs to help customers in financial difficulty manage their bills more effectively via hardship programs. Energy Accounts Payment Assistance (or EAPA) is a NSW Government Scheme designed to help people who are having trouble paying their gas bill because of a crisis or emergency situation. The Scheme is aimed at helping people in these situations to stay connected. The \$50 EAPA vouchers are distributed to gas (and electricity) customers by a range of community welfare organisations such as St Vincents de Paul. If you are in financial hardship due to a crisis or emergency</p>	Sandeep	1.1 Participant Workshop Booklet Forum 2 v2.00



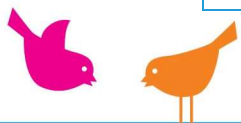
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>situation you can apply for EAPA voucher assistance. The question for Jemena is whether we – as your gas distributor – also have a role in helping customers manage their bills, beyond just keeping a close watch on our 37% of the bill. We don't currently invest in programs to specifically support vulnerable customers. However we could look at targeted ways to supplement what the retailers and Government do. This would come at a cost, and this cost would be recovered from all customers. Roughly, every \$1 million we put towards these sort of programs would add around \$1 to your annual gas bills.</p>		
1.10 -1.20pm		<p>GAS PRESSURE</p> <p>QUESTION 4: Is it fair that the pressure in the network is lower in some areas than others meaning some customers can't use modern gas appliances (specifically instantaneous hot water)?</p> <p>BACKGROUND In some of the older parts of our network—like Kensington in Sydney and Goulburn in regional NSW—we can't supply gas at the same pressure as in the newer parts of the network. For customers in their older network areas, this means that many can't use modern gas appliances like instantaneous gas hot water systems. Is it fair that some customers do not receive the same level of service than other customers? We could upgrade older parts of the network to a more modern standard – but that would mean a slight increase in bills for everyone.</p> <p>ANALOGY: Our approach to managing the gas pressure is a bit like travelling with your children in the car. Dad turns down the aircon on a hot day because it costs more in petrol. Previously he would adjust the air con to provide 23 degrees in the car, but he now</p>	Dallas	1.1 Participant Workshop Booklet Forum 2 v2.00



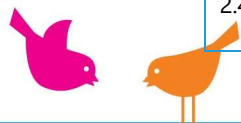
Time	Session	Content	Speaker	Equipment & Stimulus
		increases the air con at 25 degrees. Dad knows that around 28 degrees the kids become irritable and will start to complain. He also knows there are added risks as it might take longer for the car to cool at 25 degrees. To avoid this he continually monitors the car temperature gauge. We also want to reduce our costs to lower bills, we have effectively increased the car temperature as it is similar to how we monitor pressure in the network. We don't think there will be impact on customers but we don't know because we've never changed the temperature to risk the potential impact. However, we have now started to do this. What do you think about this?		
1.20pm-1.40pm		Plenary - present back - what did you learn? (allow 4 min per group) What more information do you think you need in order to answer fairness questions better?		
1.50 pm	Explore the theme of Future of the Gas Network	<p>QUESTIONS FROM LAST WEEK</p> <p>We are in a time of significant change – in many aspects of our lives technology is changing how we do things – and new technologies are changing the face of energy as well. RAISE YOUR HANDS IF YOU'VE HEARD OF ELON MUSK; RAISE YOUR HANDS IF YOU'D HEARD OF HIM 5 YEARS AGO.</p> <p>Tesla has become a household name in a very short space of time, and that's one example of the pace of change. The thing about change though, is that not everyone always agrees, and there is often a period of time where people discuss different views on how they think the future will be.</p> <p>In the future you might get your energy needs delivered to you in a very different way.</p>	Nicola	<p>Questions from last week</p> <p>4.1 Speaker Notes - Forum 2</p> <p>Hydrogen video: https://www.youtube.com/watch?v=e3xKfyc_iEU</p> <p>4.2 videos</p> <p>1. Elon Musk https://www.youtube.com/watch?v=yFPnT-DCBV8</p> <p>2. Jemena https://www.youtube.com/watch?v=-6ZevrJwvyU</p> <p>3. ATA</p>



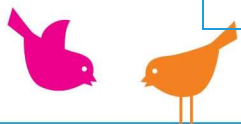
Time	Session	Content	Speaker	Equipment & Stimulus
2.20pm		<p>No one knows what the future will look like for gas, but many people have different views, here are a few different opinions:</p> <ol style="list-style-type: none"> 1. Elon Musk 2. Jemena 3. ATA 4. AEMO - the independent energy market operator <p>Group discussion with butchers paper and post it notes</p> <p>Last week we looked at customer priorities for their energy supply, we thought about whether or not price was more important than safety and reliability and so on.</p> <p>As we start to delve into these themes a bit further we want to look at what customer priorities are for the longer term, let's say 2050</p> <p>Not all of the things we are prioritising for the future are trade-offs – many of these things might be possible, but if we understand what customer preferences are we can make better decisions</p> <p>What are your priorities for the future?</p> <p>Reducing the cost of energy for all customers - It's often hard to know whether changes will increase or decrease prices. We have talked to you a little about ways we can reduce costs, by delaying maintenance and renewals, for example. What we want to understand is how important for customers – as a whole, for everyone – that the cost of energy is reduced?</p>		<p>https://1drv.ms/v/s!Al08m3BYjwYOmB9oLEH8aUqDXWMK</p> <p>4. AEMO - the independent energy market operator</p> <p>https://www.youtube.com/watch?v=FFa1jLHP-Fg</p> <p>4.3 Priorities for the future template</p> <p>Use chip tokens to prioritise in groups each priority for the future</p> <p>A3 sheet - 7 priorities per sheet</p> <p>Coins - 10 per group</p> <p>IF there is time, ask the group to move to one side of the room for one position and the other for the opposing position, and facilitate a for/against discussion (light heartedly)</p> <p>If no time, continuum line</p>



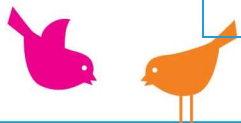
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>Zero Carbon energy for all of Australia - The government promised to reduce emissions by between 26 and 28 per cent by 2030 as part of the Paris climate change accord agreed in November last year. Jemena, like every other business, needs to do its bit to achieve this goal. Do you agree this is an important priority for Australia?</p> <p>Individuals meeting their own energy needs - Do you think that people becoming more self-sufficient and meeting their own energy needs is the way of the future? Like solar and batteries or even at home bio-gas solutions?</p> <p>Reducing our need for energy (energy efficiency) - The cleanest energy of all is the energy you don't have to produce or deliver. Should reducing our energy consumption be a priority for the future?</p> <p>Having multiple sources of fuel in your house - If you went all electric and had no gas, then an electricity outage would affect all your appliances. If you had gas, you could still have cooking, heating and hot water. Is this important to you?</p> <p>Come back to plenary for discussion around why you've prioritised these.</p> <p>Finally on this issue - if you had to choose between reducing the cost of energy for all customers and encouraging self-sufficiency (which will increase costs for those left on the network), what would be your preference?</p> <p>What other information would help you understand the future of the gas network?</p>		
2.40pm	Explore the theme of	Many of the decisions we make are a trade-off between price and reliability. Given the uncertainty	Veronica & Kate	5.1 Price and reliability

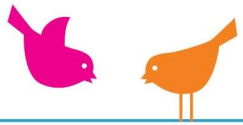


Time	Session	Content	Speaker	Equipment & Stimulus
	Price and Reliability	<p>over the future we have been reviewing our current practices to make sure we get the balance right between keeping costs down and ensure we meet the needs of the future.</p> <p>Here are a couple of changes we are proposing, explain each one and the consequences, which of these do you think we should do more of or less of:</p> <p>Reduce the pressure in the network (costs and reliability goes down): eg so your pasta doesn't cook as fast, but your bills are less</p> <p>Defer upgrade works (costs and reliability go down), for example, your bills are less, but the gas is not as reliable.</p> <p>Upgrade works effect everybody. Is it fair that everyone's costs go down, but some people (on the edge of the network) wear the impact of loss of reliability?</p> <p>Discussion: Are there other things you think Jemena should be doing more of or less of?</p> <p>What additional information would help you to answer questions about the trade offs of price and reliability?</p>	Nicola	<p>Table activity:</p> <p>Templates with scale for each table to identify where they think the priorities are - A3 as a table.</p> <p>Whole group activity:</p> <p>Plenary discussion on each issue, using a continuum line, with group standing to establish a group view (once each group has presented their perspective and a discussion has been held).</p> <p>Prompt questions, for example - why do you think that? Explore each</p>
2.55pm	Afternoon tea	Working afternoon tea		
3.00pm	Explore the theme of Bill Shock	<p>Over the course of 2020-2025 we need to cover the costs of maintaining and building the network - there are a number of ways we could do that, we would like our customers to steer our decision making.</p> <p>We know that unexpected increases in bills are really difficult for some people. We are looking at ways in which we can better manage this, and we want to</p>	Nicola	<p>6.1 Bill Shock</p> <p>Small group discussion</p> <p>Agreement as a group - template</p>



Time	Session	Content	Speaker	Equipment & Stimulus
		<p>understand, from you, what you think about the impact of unexpected increases in your gas bill.</p> <p>At what point does the gas bill prompt you to change your lifestyle? When it is: \$20, \$50, \$80, \$100, \$120, \$140 higher?</p> <p>What additional information would help you with questions like this?</p>		
3.20pm	Prioritisation of engagement	<p>Of all the topics discussed today, what do you think are the most important for customers? We want to come back and work on practical examples of how we can reflect customer priorities - what should we focus on?</p> <p>At your table, discuss</p> <p>Plenary discussion - identify key themes.</p>	Nicola	7.1 Prioritisation of engagement laminates
3.30pm	Wrap up and close	<p>Thank you</p> <p>We would really love it if a couple of you, if you are interested, would agree to work with us on preparing materials for the next session? It would involve reviewing written materials and probably a couple of phone calls? Would anyone be interested in that?</p> <p>Look ahead to next session and what will be covered</p> <p>Stipends to be paid at the end of session 2</p> <p>Discuss and ask if they are prepared to come back on the 25 August. Is there anyone who is not able to attend?</p> <p>Participants depart</p>	Nicola	<p>3 Brochures from Jemena to give out - gas vision. Energy networks</p> <p>TA gas pre for Jeme5.ppx</p> <p>Feedback forms</p> <p>Sign in sheets for Stipend collection - participants will need to sign to receive</p> <p>Yes, I'm available to come back - indicate on sign in sheet.</p> <p>Collate feedback forms</p>
3.40pm	Team to stay behind	Debrief		

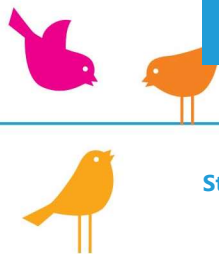




WORKSHOP RUNSHEET

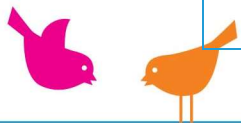
Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	Griffith deliberative forum 2: household customers				
Details:					
Date:	Saturday 19 May 2018	Time:	11:30am - 4:30pm Debrief: 4.40pm	Duration:	5 hours
Venue:	Riverina Room, Quest Griffith, 53 Railway Street, Griffith	Team Members:	Lucy Cole-Edelstein, Straight Talk (Lead Facilitator) Sesilia Devine, Straight Talk Gabrielle Sycamore, General Manager: Gas Markets Alex McPherson, Asset Regulation & Strategy Manager Danielle Beinart, Product Manager: Gas Markets Aaron Greaves, Network Development Manager I & C Veronica Wieckowski, Capacity Planning Manager Conrad Guimaraes, Policy & Engagement Coordinator		

Workshop purpose	<ul style="list-style-type: none"> • Reconnect with each other • Refresh about deliberation, mini public and group consensus decision making • Confirm there is a third forum and participants willingness to participate • Provide answers to customer questions from Forum 1 • Provide more information about the four key areas of focus
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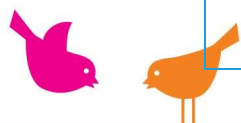


- Inform customers about the choices that materially impact the Access Arrangement
- Explain the choices that need to be made under the themes price and reliability, price path, fairness and the future of gas
- Agree priorities for engagement in forum 3

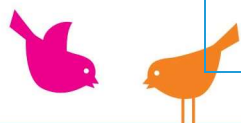
Time	Session	Content	Speaker	Equipment & Stimulus
10:30am-11:30am (30 mins)	Room set up Morning tea on arrival	Organise tables and chairs, set up, check catering Orientation for table facilitators 9.30am	N/A	Video Chairs tables Sign in sheet
11.30am	Welcome and introductions	Acknowledgement of Country Introduce each member of the team and their roles/responsibilities	Lucy and team	N/A
11.40am	Why we are here?	Welcome the participants back Recap on forum 1 and the rules of engagement Confirm we would like to come back, on AUGUST 25, to explore some options for how Jemena could action the feedback that they have been giving. Please consider your willingness to participate in this forum - \$175 each - as we are finding real value in developing expertise within a small group of people and working deeply with them. Nicola to reference 4 extra people joining us in Goulburn	Lucy	N/A
11.40am-12noon	What did you learn?	Did you talk to people since last time, what did they think of Jemena and gas? Or perhaps you looked at the videos and resources we suggested?	Lucy	Notebooks Pens



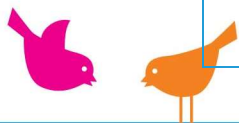
Time	Session	Content	Speaker	Equipment & Stimulus
	<p>Speed dating exercise</p> <p>Groups to theme, clump and sort</p> <p>Plenary discussion</p>	<p>Pair up in two rows facing each other. Each participant 'speed dates' and answers the following questions. After each question - 4 minutes each, one row rotates to the next person.</p> <p>Question:</p> <p>What have you learnt, either last week or from the resources, that seems important to you?</p> <p>What do other people think about gas, gas pricing and the future of gas?</p> <p>Today we are going to explore fairness, the future of gas, pricing and reliability and the price path - which of these is most important to you? Why?</p> <p>Group reports back on each question</p>		<p>Pre written booklet - questions with instructions and space for notes.</p> <p>Butchers paper (if needed)</p> <p>Post-it notes (if needed)</p> <p>Instructions for speed dating with the questions (ST)</p> <p>Ensure the questions and instructions are included</p> <p>1.1 Participant Workshop Booklet Forum 2 v2.00</p> <p>1.2 Speed dating description</p>
12noon-12.20pm	<p>Answering questions (that don't relate to themes below)</p>	<p>Last time you asked a number of questions, some of which we will answer now, and others which we will cover off in later sessions.</p> <p>We have combined the questions from both forums - Goulburn and Goulburn - so you all have the same information, but also so you can benefit from the great ideas of each other!</p> <p>Please note the question on the sustainability and the future of gas will be answered in the future of energy session.</p> <p>Estimated meter readings</p> <p>Our investment in R&D, our investment generally, and passing on savings to customers</p> <p>The role of retailers</p> <p>Educating customers on the use of gas</p> <p>Costs and impacts of costs</p>	<p>Lucy</p> <p>Gabby</p>	<p>2.1 Frequently Asked Questions Goulburn and Griffith</p> <p>Will make sure it matches Q&A</p> <p>Bill explanation sheets - see speaker notes</p> <p>2.2 Attachment 1_A Gas bill demystified</p> <p>2.3 Bench marketing graph</p> <p>2.4 Our costs</p> <p>2.5 Gas usage</p> <p>Lead facilitator to facilitate questions if needed.</p>



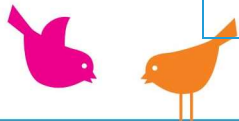
Time	Session	Content	Speaker	Equipment & Stimulus
		Jemena's call centre		
12.20pm-12.40pm	Recap on what you prioritised	Review of forum 1 prioritisations. What you told us last time was that for Goulburn, price, fairness and reliability were important but for Goulburn it was price, environment and customer service? Neither group thought aesthetics were important. We talked about the pressures of the cost of living and some of you identified that gas and electricity were significant and others less so; we also talked a lot about fairness and you identified that you wanted to talk about this in different ways, which we will do today. - is this reflective of what you said? (Plenary)	Lucy Gabby	3.1 Priorities Goulburn and Goulburn v2.00
12.40pm-1.00pm	The regulatory environment Jemena operates in	Overview of the rules under which Jemena must operate, and how these impact on some decisions and approaches Questions of clarification	Alex	
1.00pm-1.10pm	Explore the theme of Fairness - introduction	The aim of this session is to provide information that customers asked for that relates to fairness. Many of the decisions we make affect how fair things are, particularly around issues of who pays and how. There are many regulatory rules which tell us what we can and can't do. We'd like you to help us understand what you believe is fair. What does this group believe is fair? We know from last week that this question is too big, so we have split it into four different ways to look at fairness. You also asked last week for some examples of fairness - on your table there is a diagram showing three kids at a sports game.	Lucy	Picture of kids at sport Social justice model 3.2 Models for fairness



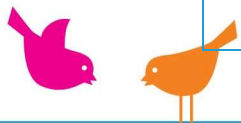
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>The diagram shows that EQUALITY - treating everyone the same - doesn't necessarily mean FAIR: EQUITY is about making sure everyone has access and that may mean different things for different people. We also have a table which tries to demonstrate a Market Justice versus Social Justice model</p> <p>We want you to think about what fair means for customers of Jemena, customers using gas.</p> <p>We are going to divide into 4 tables, and each table will get a question to answer. There is also some background provided to the question.</p> <p>After the groups spend 10 minutes on one question, the group then move to the next table.</p> <p>Note: if less participants, divide into pairs or threes and discuss answers together</p> <p>Then each group will nominate a spokesperson (or the facilitator) to present back to the room the group's views.</p>		
1.10pm-1.20pm		<p>DEPRECIATION</p> <p>QUESTION 1: With the uncertainty about whether our pipes will actually be used beyond 2050, would it be fairer for current customers to pay more for new investments we make on the network relative to future customers?</p> <p>BACKGROUND: Many of our gas assets – particularly the gas pipes – won't deteriorate for around 50. They are made of long-lasting plastic. However, there is uncertainty about whether people will actually use gas in 50 years from now. Therefore, we are considering whether to recover the cost of new investment in gas pipes faster than we have in the past – for example 30 years instead of 50 years. This would mean that bills</p>	Alex	<p>Pre-written questions - booklet - p 3</p> <p>1.1 Participant Workshop Booklet Forum 2 v2.00</p> <p>Each question has a space for table facilitator and participants to write their responses.</p> <p>Rotating tables</p> <p>Textas</p> <p>Butchers paper (if needed)</p> <p>Report back</p>



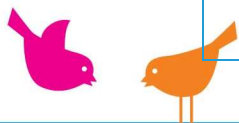
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>would rise over the next 30 years – around \$7 per annum on average over the next 30 years. The alternative is that we wait until some point in the future when we are clearer about whether the assets aren't going to be used if that turns out to be the case, and only then move to a faster recovery. This would prove to be the right decision where the pipes did end up being needed beyond 30 years, because we wouldn't need to move to that faster recovery charging the additional \$7. However, if they end up being not used, this might result in future customers receiving a more significant price increase as we move closer that time, because we need to rush the recovery into a shorter period. If this was 10 years, we estimate an additional increase of \$20 per annum over those 10 years to cover the catch-up. With the different impacts on current and future customers, thinking on behalf of the community and both current and future generations, what is fairest way of addressing this uncertainty in whether our pipes will be used into the future in terms of how we recover our investment costs?</p> <p>ANALOGY IF REQUIRED: To use an analogy, imagine you own a hotel and just spent \$30,000 on a new renovation. This is a major investment for you. To pay for this, you intend to increase the price of a room by \$7 per night over the next 10 years. Doing your calculations, you think this should recover the cost of this \$30,000 investment. However imagine you suddenly receive information from the Government is considering introducing a new tax on hotels, 7 years from now, that might drive you out of business. Your calculations banked on your hotel business operating for at least 10 years. But that's now not clear anymore. What would you do? Hedge your bets by increasing</p>		



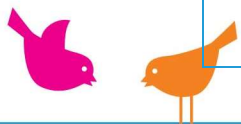
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>the price of your rooms even more than \$7 to speed up the recovery of the \$30,000 investment over the next 7 years? This will impact current customers. Or would you not increase your prices by more than the \$7 for now, and wait until the Government had made a decision, one way or another. The risk is that if the Government did follow-through with the ban, you would have to act quickly and increase the cost of your rooms by an additional \$20 over a short period of time to ensure you recovered your \$30,000 investment. This would impact those future customers. What's fair?</p>		
1.20pm-1.30pm		<p>CAPITAL CONTRIBUTIONS</p> <p>QUESTION 2: Would it be fairer for all new customers to contribute to the cost of a new gas connection, when in the past most haven't had to contribute?</p> <p>BACKGROUND: Around 45,000 new customers connect to the gas network each year. They might be developers who have built new homes, or customers who had all electric appliances but now want gas because they want gas cooking, hot water or heating. This is a good thing for existing customers because it means the cost of our large fixed investments – the \$3 billion of pipes and other equipment already installed – will then be shared amongst more customers in future. This means lower prices for everyone. However, in some cases, a customers can be quite expensive to connect because they might be in an isolated location. This might require us to install a longer more costly pipe, or use expensive excavation equipment to install the pipe. While this new customer would share in paying the cost of our large fixed investments – which is a good thing for all customers – this can be outweighed by the additional large cost they put on everyone else to connect them to the network. We ask</p>	Danielle	1.1 Participant Workshop Booklet Forum 2 v2.00



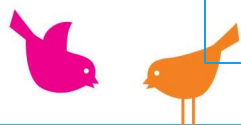
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>them to pay the difference upfront to connect to the network.</p> <p>However, going forward, we are looking at changing our approach. We are looking at charging all new customers – not just the more costly ones – to connect to the network. This is because we are less confident about how long our customers will use the gas network. In the past, we were confident the gas connections would last over 30 years. Now, we are not so sure. So we want to recover the cost quicker. We may charge all customers an upfront connection fee. Is this fair?</p>		
1.30 - 2pm	LUNCH			
2.pm-2.10pm		<p>VULNERABLE CUSTOMERS</p> <p>QUESTION 3: Is it fair that everyone pays a little bit more to help fund programs led by Jemena to assist vulnerable gas customers?</p> <p>BACKGROUND: Currently, support for vulnerable gas customers (those having significant difficulty paying their gas bill) is generally limited to programs run by gas retailers and the NSW Government. All gas retailers in NSW have programs to help customers in financial difficulty manage their bills more effectively via hardship programs. Energy Accounts Payment Assistance (or EAPA) is a NSW Government Scheme designed to help people who are having trouble paying their gas bill because of a crisis or emergency situation. The Scheme is aimed at helping people in these situations to stay connected. The \$50 EAPA vouchers are distributed to gas (and electricity) customers by a range of community welfare organisations such as St Vincents de Paul. If you are in financial hardship due to a crisis or emergency</p>	Aaron	1.1 Participant Workshop Booklet Forum 2 v2.00



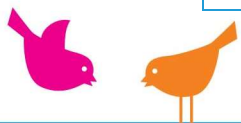
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>situation you can apply for EAPA voucher assistance. The question for Jemena is whether we – as your gas distributor – also have a role in helping customers manage their bills, beyond just keeping a close watch on our 37% of the bill. We don't currently invest in programs to specifically support vulnerable customers. However we could look at targeted ways to supplement what the retailers and Government do. This would come at a cost, and this cost would be recovered from all customers. Roughly, every \$1 million we put towards these sort of programs would add around \$1 to your annual gas bills.</p>		
2.10 -2.20pm		<p>GAS PRESSURE</p> <p>QUESTION 4: Is it fair that the pressure in the network is lower in some areas than others meaning some customers can't use modern gas appliances (specifically instantaneous hot water)?</p> <p>BACKGROUND In some of the older parts of our network—like Kensington in Sydney and Goulburn in regional NSW—we can't supply gas at the same pressure as in the newer parts of the network. For customers in their older network areas, this means that many can't use modern gas appliances like instantaneous gas hot water systems. Is it fair that some customers do not receive the same level of service than other customers? We could upgrade older parts of the network to a more modern standard – but that would mean a slight increase in bills for everyone.</p> <p>ANALOGY: Our approach to managing the gas pressure is a bit like travelling with your children in the car. Dad turns down the aircon on a hot day because it costs more in petrol. Previously he would adjust the air con to provide 23 degrees in the car, but he now</p>	Veronica	1.1 Participant Workshop Booklet Forum 2 v2.00



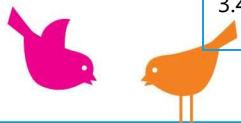
Time	Session	Content	Speaker	Equipment & Stimulus
		increases the air con at 25 degrees. Dad knows that around 28 degrees the kids become irritable and will start to complain. He also knows there are added risks as it might take longer for the car to cool at 25 degrees. To avoid this he continually monitors the car temperature gauge. We also want to reduce our costs to lower bills, we have effectively increased the car temperature as it is similar to how we monitor pressure in the network. We don't think there will be impact on customers but we don't know because we've never changed the temperature to risk the potential impact. However, we have now started to do this. What do you think about this?		
2.20pm-2.40pm		Plenary - present back - what did you learn? (allow 4 min per group) What more information do you think you need in order to answer fairness questions better?		
2.50 pm	Explore the theme of Future of the Gas Network	<p>QUESTIONS FROM LAST WEEK</p> <p>We are in a time of significant change – in many aspects of our lives technology is changing how we do things – and new technologies are changing the face of energy as well. RAISE YOUR HANDS IF YOU'VE HEARD OF ELON MUSK; RAISE YOUR HANDS IF YOU'D HEARD OF HIM 5 YEARS AGO.</p> <p>Tesla has become a household name in a very short space of time, and that's one example of the pace of change. The thing about change though, is that not everyone always agrees, and there is often a period of time where people discuss different views on how they think the future will be.</p> <p>In the future you might get your energy needs delivered to you in a very different way.</p>	Gabby Lucy	<p>Questions from last week</p> <p>4.1 Speaker Notes - Forum 2</p> <p>Hydrogen video: https://www.youtube.com/watch?v=e3xKfyc_iEU</p> <p>4.2 videos</p> <p>1. Elon Musk https://www.youtube.com/watch?v=yFPnT-DCBV8</p> <p>2. Jemena https://www.youtube.com/watch?v=-6ZevrJwvyU</p> <p>3. ATA</p>



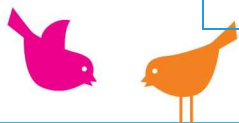
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>No one knows what the future will look like for gas, but many people have different views, here are a few different opinions:</p> <ol style="list-style-type: none"> 1. Elon Musk 2. Jemena 3. ATA 4. AEMO - the independent energy market operator <p>Group discussion with butchers paper and post it notes</p> <p>Last week we looked at customer priorities for their energy supply, we thought about whether or not price was more important than safety and reliability and so on.</p> <p>As we start to delve into these themes a bit further we want to look at what customer priorities are for the longer term, let's say 2050</p> <p>Not all of the things we are prioritising for the future are trade-offs – many of these things might be possible, but if we understand what customer preferences are we can make better decisions</p> <p>What are your priorities for the future?</p> <p>Reducing the cost of energy for all customers - It's often hard to know whether changes will increase or decrease prices. We have talked to you a little about ways we can reduce costs, by delaying maintenance and renewals, for example. What we want to understand is how important for customers – as a whole, for everyone – that the cost of energy is reduced?</p>		<p>https://1drv.ms/v/s!Al08m3BYjwYOmB9oLEH8aUqDXWMK</p> <p>4. AEMO - the independent energy market operator</p> <p>https://www.youtube.com/watch?v=FFa1jLHP-Fg</p> <p>4.3 Priorities for the future template</p> <p>Use chip tokens to prioritise in groups each priority for the future</p> <p>A3 sheet - 7 priorities per sheet</p> <p>Coins - 10 per group</p> <p>IF there is time, ask the group to move to one side of the room for one position and the other for the opposing position, and facilitate a for/against discussion (light heartedly)</p> <p>If no time, continuum line</p>



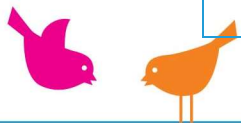
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>Zero Carbon energy for all of Australia - The government promised to reduce emissions by between 26 and 28 per cent by 2030 as part of the Paris climate change accord agreed in November last year. Jemena, like every other business, needs to do its bit to achieve this goal. Do you agree this is an important priority for Australia?</p> <p>Individuals meeting their own energy needs - Do you think that people becoming more self-sufficient and meeting their own energy needs is the way of the future? Like solar and batteries or even at home bio-gas solutions?</p> <p>Reducing our need for energy (energy efficiency) - The cleanest energy of all is the energy you don't have to produce or deliver. Should reducing our energy consumption be a priority for the future?</p> <p>Having multiple sources of fuel in your house - If you went all electric and had no gas, then an electricity outage would affect all your appliances. If you had gas, you could still have cooking, heating and hot water. Is this important to you?</p> <p>Come back to plenary for discussion around why you've prioritised these.</p> <p>Finally on this issue - if you had to choose between reducing the cost of energy for all customers and encouraging self-sufficiency (which will increase costs for those left on the network), what would be your preference?</p> <p>What other information would help you understand the future of the gas network?</p>		
3.40pm	Explore the theme of	Many of the decisions we make are a trade-off between price and reliability. Given the uncertainty	Alex	5.1 Price and reliability

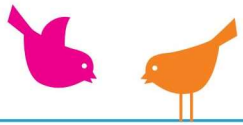


Time	Session	Content	Speaker	Equipment & Stimulus
	Price and Reliability	<p>over the future we have been reviewing our current practices to make sure we get the balance right between keeping costs down and ensure we meet the needs of the future.</p> <p>Here are a couple of changes we are proposing, explain each one and the consequences, which of these do you think we should do more of or less of:</p> <p>Reduce the pressure in the network (costs and reliability goes down): eg so your pasta doesn't cook as fast, but your bills are less</p> <p>Defer upgrade works (costs and reliability go down), for example, your bills are less, but the gas is not as reliable.</p> <p>Upgrade works effect everybody. Is it fair that everyone's costs go down, but some people (on the edge of the network) wear the impact of loss of reliability?</p> <p>Discussion: Are there other things you think Jemena should be doing more of or less of?</p> <p>What additional information would help you to answer questions about the trade offs of price and reliability?</p>	Lucy	<p>Table activity:</p> <p>Templates with scale for each table to identify where they think the priorities are - A3 as a table.</p> <p>Whole group activity:</p> <p>Plenary discussion on each issue, using a continuum line, with group standing to establish a group view (once each group has presented their perspective and a discussion has been held).</p> <p>Prompt questions, for example - why do you think that? Explore each</p>
3.55pm	Afternoon tea	Working afternoon tea		
4 pm	Explore the theme of Bill Shock	<p>Over the course of 2020-2025 we need to cover the costs of maintaining and building the network - there are a number of ways we could do that, we would like our customers to steer our decision making.</p> <p>We know that unexpected increases in bills are really difficult for some people. We are looking at ways in which we can better manage this, and we want to</p>	Conrad	<p>6.1 Bill Shock</p> <p>Small group discussion</p> <p>Agreement as a group - template</p>



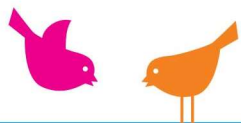
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>understand, from you, what you think about the impact of unexpected increases in your gas bill.</p> <p>At what point does the gas bill prompt you to change your lifestyle? When it is: \$20, \$50, \$80, \$100, \$120, \$140 higher?</p> <p>What additional information would help you with questions like this?</p>		
4.20pm	Prioritisation of engagement	<p>Of all the topics discussed today, what do you think are the most important for customers? We want to come back and work on practical examples of how we can reflect customer priorities - what should we focus on?</p> <p>At your table, discuss</p> <p>Plenary discussion - identify key themes.</p>	Lucy	7.1 Prioritisation of engagement laminates
4.30pm	Wrap up and close	<p>Thank you</p> <p>We would really love it if a couple of you, if you are interested, would agree to work with us on preparing materials for the next session? It would involve reviewing written materials and probably a couple of phone calls? Would anyone be interested in that?</p> <p>Look ahead to next session and what will be covered</p> <p>Stipends to be paid at the end of session 2</p> <p>Discuss and ask if they are prepared to come back on the 25 August. Is there anyone who is not able to attend?</p> <p>Participants depart</p>	Lucy	<p>3 Brochures from Jemena to give out - gas vision. Energy networks</p> <p>TA gas pre for Jeme5.ppx</p> <p>Feedback forms</p> <p>Sign in sheets for Stipend collection - participants will need to sign to receive</p> <p>Yes, I'm available to come back - indicate on sign in sheet.</p> <p>Collate feedback forms</p>
4.40pm	Team to stay behind	Debrief		





RUNSHEET: FORUM 2

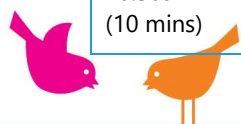
Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	Newcastle deliberative forum 2: household customers				
Details:					
Date:	Saturday 30 th June 2018	Time:	9.30am-10am – briefing 10:30am - 3:30pm Debrief: 3.40pm – 4pm	Duration:	5 hours
Venue:	The King Street Room, NEX – Newcastle Exhibition and Convention Centre 309 King St, Newcastle West	Team Member:	Rachel Fox, Straight Talk (Lead Facilitator) Sesi Divine, Straight Talk Kate Hawke, Customer Engagement Manager, Jemena Shaun Reardon, Executive General Manager, Strategy Regulation and Markets, Jemena Chris Stewart, Senior Regulatory Advisor, Jemena Caroline McGeechan, Access Arrangement, Commercial Stream Lead, Gas Markets, Jemena Jasmine Wu, Senior Asset Investment Engineer, Jemena Stephen Angel, Manager Network Connections, Jemena Jacqueline Nalder, Marketing and Communications Advisor, Jemena Craig Memery, Policy Team Leader, Energy + Water Consumers’ Advocacy Program, Public Interest Advocacy Centre (CC)		



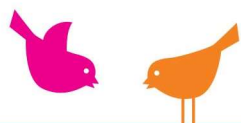
Workshop purpose

- Reconnect with each other
- Refresh about deliberation, mini public and group consensus decision making
- Confirm there is a third forum and participants willingness to participate
- Provide answers to customer questions from Forum 1
- Provide more information about the four key areas of focus
- Inform customers about the choices that materially impact the Access Arrangement
- Explain the choices that need to be made under the themes price and reliability, price path, fairness and the future of gas
- Agree priorities for engagement in forum 3

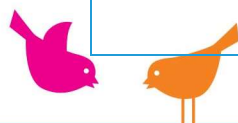
Time	Session	Content	Speaker	Equipment & Stimulus
9:30am-10am (30 mins)	Room set up	Organise tables and chairs, set up, check catering Orientation for table facilitators 9.30am	N/A	Video Chairs tables Sign in sheet
10am – 10:30am (30 mins)	Welcome and introductions	Team briefing Introduce each member of the team and their roles / responsibilities	Lead Facilitator	Runsheet Speaker Notes Notepads + Pens
10:30am – 10:40am (10 mins)	Morning Tea on arrival	Welcome the participants back Acknowledgement of Country Housekeeping Who is in the room? Morning Tea	Lead Facilitator Team	N/A
10:40am – 10:50am (10 mins)	Why we are here?	Recap on forum 1 and the rules of engagement, respect for each other Have you enjoyed this process?	Lead Facilitator	N/A



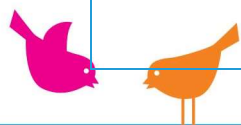
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>Confirm we would like to come back, on SEPTEMBER 22, to explore some options for how Jemena could action the feedback that they have been giving.</p> <p>Please consider your willingness to participate in this forum - \$175 each - as we are finding real value in developing expertise within a small group of people and working deeply with them.</p>		
10:50am – 11:05am (15 mins)	<p>What did you learn?</p> <p>Small Group exercise</p>	<p>Did you talk to people since last time, what did they think of Jemena and gas? Or perhaps you looked at the videos and resources we suggested?</p> <p>Split into 3 groups, and change the groups for each question</p> <p>After each question - 4 minutes each, one row rotates to the next person.</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. What have you learnt, either last week or from the resources, that seems important to you? 2. What do other people think about gas, gas pricing and the future of gas? 3. Today we are going to explore fairness, the future of gas, pricing and reliability and the price path - which of these is most important to you? Why? <p>Group reports back on each question (plenary discussion)</p>	Lead Facilitator	<p>Notebooks & Pens</p> <p>Participant Workshop Booklet Forum 2 v2.00</p>
11:05am – 11:15am (10 mins)	<p>Answering questions (that don't relate to themes below)</p>	<p>Last time you asked a number of questions, some of which we will answer now, and others which we will cover off in later sessions.</p> <p>We have collected the top 5 questions from Forum 1.</p> <p>Please note the question on the sustainability and the future of gas will be answered in the future of energy session.</p>	<p>Chris</p> <p>Lead Facilitator</p>	<p>FAQs Newcastle: Top 5 questions</p> <p>Handout: All Questions</p> <p>Bill explanation sheets - see speaker notes</p> <p>Attachment 1_A Gas bill demystified</p> <p>Bench marketing graph</p> <p>Our costs</p> <p>Gas usage</p>



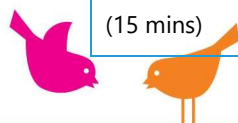
Time	Session	Content	Speaker	Equipment & Stimulus
11:20am – 11:40am (15 mins)	Recap on what you prioritised	<p>Review of forum 1 prioritisations. What you told us last time was that price and reliability were important.</p> <p>We also talked about safety, the environment and fairness.</p> <p>Is this reflective of what you said?</p> <p>We also have the results here from Goulburn, Griffith and Western Sydney forums. These are the similarities and differences between these communities.</p> <p>(Plenary discussion)</p>	Lead Facilitator	<p>Priorities Newcastle</p> <p>Includes priorities from other – Western Sydney, Griffith, Goulburn)</p>
11:35am – 11:45am (10 mins)	The regulatory environment Jemena operates in	<p>Overview of the rules under which Jemena must operate, and how these impact on some decisions and approaches.</p> <p>Questions of clarification from participants</p>	Chris	Speaker notes
11:45am – 12:15pm (30 mins)	Future of the Gas Network	<p>Now we're going to hear from different people around different opinions. It's not a clear future. We want to understand these different responses – so it will help Jemena in the future.</p> <p>Let's start thinking about this future...Last week we introduced the topic of what the future may have in store...</p> <p>QUESTIONS FROM LAST WEEK - we did have some questions about hydrogen. Here we will learn about the hydrogen process. This first video is from Colruyt Group – about Hydrogen being the fuel of the future.</p> <p>We are in a time of significant change – in many aspects of our lives technology is changing how we do things – and new technologies are changing the face of energy as well. RAISE YOUR HANDS IF YOU'VE HEARD OF ELON MUSK; RAISE YOUR HANDS IF YOU'D HEARD OF HIM 10 YEARS AGO.</p> <p>Tesla has become a household name in a very short space of time, and that's one example of the pace of change. The thing about change though, is that not everyone always agrees, and there is often a period of time where people discuss different views on how they think the future will be.</p> <p>In the future you might get your energy needs delivered to you in a very different way.</p>	Lead Facilitator	<p>Video: Future of Gas</p> <p>Newcastle: Questions from last week</p> <p>Colruyt Group - hydrogen video – the fuel of the future: https://www.youtube.com/watch?v=e3xKfyc_iEU</p> <p>Elon Musk (why he thinks hydrogen is not a good idea): https://www.youtube.com/watch?v=yFPnT-DCBVs</p> <p>Australian Technology Association (talking about Solar) https://1drv.ms/v/s!AI08m3BYjwYOmB9oLEH8aUqDXWMK</p>



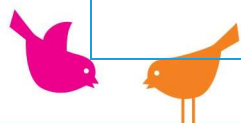
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>No one knows what the future will look like for gas, but many people have different views, here are a few different perspectives:</p> <ol style="list-style-type: none"> 1. Elon Musk (why he thinks hydrogen is not a good idea): 2. Australian Technology Association (talking about Solar) 3. AEMO - the independent energy market operator – investigating Hydrogen fuel cell powered cars. <p>What do you think of these? Have a discussion at your tables about this. Any questions? What did your discussion reveal?</p>		<p>AEMO - the independent energy market operator – investigating Hydrogen fuel cell powered cars.</p> <p>https://www.youtube.com/watch?v=FFa1jLHP-Fg</p>
12:15pm – 12:35pm (20 mins)	Prioritisation of Future	<p>Group discussion with priorities for the future template and textas.</p> <p>Last week we looked at customer priorities for their energy supply, we thought about whether or not price was more important than safety and reliability and so on.</p> <p>As we start to delve into these themes a bit further we want to look at what customer priorities are for the longer term, let's say 2050.</p> <p>Not all of the things we are prioritising for the future are trade-offs – many of these things might be possible, but if we understand what customer preferences are we can make better decisions</p> <p>What are your priorities for the future?</p> <ol style="list-style-type: none"> 1. Reducing the cost of energy for all customers - It's often hard to know whether changes will increase or decrease prices. We have talked to you a little about ways we can reduce costs, by delaying maintenance and renewals, for example. What we want to understand is how important for customers – as a whole, for everyone – that the cost of energy is reduced? 2. Zero Carbon energy for all of Australia - The government promised to reduce emissions by between 26 and 28 per cent by 2030 as part of the Paris climate change accord agreed in November last year. Jemena, like every other business, needs to do its bit to achieve this goal. Do you agree this is an important priority for Australia? 3. Individuals meeting their own energy needs - Do you think that people becoming more self-sufficient and meeting their own energy needs is the way of the future? Like solar and batteries or even at home bio-gas solutions? 	Lead Facilitator	<p>Priorities for the future template</p> <p>A3 sheet - 4 priorities per sheet.</p> <p>Group ranks priorities 1 to 4 on the laminated sheet.</p> <p>If there is time, ask the group to move to one side of the room for one position and the other for the opposing position, and facilitate a for/against discussion (light heartedly)</p>



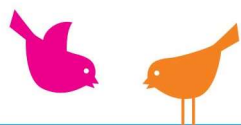
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>4. Reducing our need for energy (energy efficiency) - The cleanest energy of all is the energy you don't have to produce or deliver. Should reducing our energy consumption be a priority for the future?</p> <p>Group discussion:</p> <p>Having multiple sources of fuel in your house - If you went all electric and had no gas, then an electricity outage would affect all your appliances. If you had gas, you could still have cooking, heating and hot water. Is this important to you?</p> <p>Come back to plenary for discussion around why you've prioritised these.</p> <p>What other information would help you understand the future of the gas network?</p>		
12:35pm – 1:05pm (30 mins)	Lunch	Catering supplied by the venue		
1:05pm – 1:15pm (10 mins)	Fairness	<p>We briefly talked about the topic of Fairness in Forum 1. Do you recall the discussion around Equality and Equity? Refer to templates on the tables.</p> <p>Play Video – from St Vincent de Paul</p> <p>We are going to divide into 6 tables and each table will get a question to answer. As there are 6 tables, the same question will be asked on 2 tables each – 3 questions in total.</p> <p>There is also some background provided to the question. These questions are about fairness and we're asking you to think deeply about these topics at your tables. Please write your thoughts in your booklets, or your table facilitator will also be capturing the discussion.</p> <p>After the groups spend 15 minutes on one question, the group then move to the next table.</p> <p>Note: if less participants, divide into pairs or threes and discuss answers together</p> <p>Then each group will nominate a spokesperson (or the facilitator) to present back to the room the group's views.</p>	Lead Facilitator	<p>Note group will have participant booklets</p> <p>Participant Booklets - each question has a space for table facilitator and participants to write their responses.</p> <p>Rotating tables</p> <p>Pens</p> <p>Video: Fairness (from St Vincent De Paul speaker)</p>
1:15pm – 1:30pm (15 mins)	Fairness – Round 1	DEPRECIATION	Chris Stewart & Jacqueline Nalder	<p>Pre-written questions - booklet</p> <p>Participant Workshop Booklet Forum 2 v2.00</p>



Time	Session	Content	Speaker	Equipment & Stimulus
		<p>QUESTION: With the uncertainty about whether our pipes will actually be used beyond 2050, would it be fairer for current customers to pay more for new investments we make on the network relative to future customers?</p> <p>Scribe to capture tally of yes, no, unsure responses for each group</p>		Report back
1:30pm – 1:45pm (15 mins)	Fairness – Round 2	<p>CAPITAL CONTRIBUTIONS</p> <p>QUESTION: Would it be fairer for all new customers to contribute to the cost of a new gas connection, when in the past most haven't had to contribute?</p> <p>Scribe to capture tally of yes, no, unsure responses for each group</p>	Caroline McGeechan & Stephen Angel	Participant Workshop Booklet Forum 2 v2.00 Report back
1:45pm – 2pm (15 mins)	Fairness – Round 3	<p>GAS PRESSURE</p> <p>QUESTION: Is it fair that the pressure in the network is lower in some areas than others meaning some customers can't use modern gas appliances (specifically instantaneous hot water)?</p> <p>Scribe to capture tally of yes, no, unsure responses for each group</p>	Kate Hawke & Jasmin Wu	Participant Workshop Booklet Forum 2 v2.00 Report back
2pm – 2:30pm (30 mins)	Group consensus	<p>Plenary discussion - present back results from tallies</p> <p>What did you learn? (allow 6 min per group)</p> <p>Group prioritisation – attempt to get group agreement on prioritisation of these topics</p> <p>If group cannot agree, this is okay</p> <p>What more information do you think you need in order to answer fairness questions better?</p>	Team	
2:30pm – 2:45pm (15 mins)	Afternoon tea	Working afternoon tea		
2:45pm – 3:15pm (30 mins)	Network	<p>Explanation of the Jemena Gas Network, explaining gas pressure (refer to speaker notes)</p> <p>Present the A3 network map of Newcastle to the area. This map represents the age of the gas network pipes and the different colours represents the different ages of the network. Jemena representative to talk through what each of the parts of the map means, and what the different colours mean</p>	<p>Kate to talk through network</p> <p>Lead Facilitator to facilitate questions</p>	<p>Network map of Newcastle</p> <p>Sticky dots</p> <p>Group discussion and reflection</p>

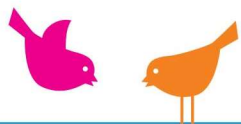


Time	Session	Content	Speaker	Equipment & Stimulus
		Place your dot on the map – the dot represents where you live. Turn to the person next to you and discuss – then share back as a group. Where does your house sit on the map? What does it mean for you?		
3.15pm – 3:25pm (10 mins)	Wrap up and close	Thank you We would really love it if a couple of you, if you are interested, would agree to work with us on preparing materials for the next session? It would involve reviewing written materials and probably a couple of phone calls? Would anyone be interested in that? Look ahead to next session and what will be covered Stipends to be paid at the end of session 2 Discuss and ask if they are prepared to come back on the 25 August. Is there anyone who is not able to attend? Participants depart	Lead Facilitator	3 Brochures from Jemena to give out - gas vision. Energy networks TA gas pre for Jeme5.ppx Feedback forms Sign in sheets for Stipend collection - participants will need to sign to receive Yes, I'm available to come back - indicate on sign in sheet. Collate feedback forms
3.30pm – 4pm (30 mins)	Team to stay behind	Debrief		



RUNSHEET: FORUM 2

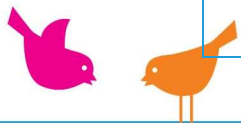
Project:	Jemena Gas Network - Phase 2 engagement		
Workshop:	Western Sydney deliberative forum 2: household customers	Video:	YES
Details:			
Date:	Saturday 2 nd June 2018	Time:	Session: 10:30am - 3:30pm Debrief: 3.30pm – 4:15pm
Venue:	Linden Room, Parramatta RSL Club, Cnr of O'Connell St & Macquarie St, PARRAMATTA (02) 8865 5100	Team Members:	Nicola Wass, Straight Talk (Lead Facilitator) Phoebe Schumacher, RPS Group (Project support) Kate Hawke, Customer Engagement Manager: Price Review, Jemena Ana Dijanosic, Projects Manager: Regulatory & Commercial, Jemena Alan Hume, Network IT Regulatory Submission Manager, Jemena Kristy Yip, Gas Connections Manager, Jemena Jan Peric, GM Pipeline Markets, Jemena Cameron Dorse, EGM IT, Jemena Kat Thornton, Customer Operations Manager, Jemena Usman Saadat, General Manager: Regulation, Jemena Thea Bray, Public Interest Advocacy Centre
Guests:	The Hon Nick Greiner, Member of the Board of SGSPAA Albert Tse, Member of the Board of SGSPAA		



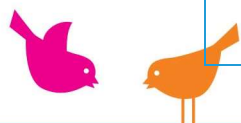
Workshop purpose

- Reconnect with each other
- Refresh about deliberation, mini public and group consensus decision making
- Confirm there is a third forum and participants willingness to participate
- Provide answers to customer questions from Forum 1
- Provide more information about the four key areas of focus
- Inform customers about the choices that materially impact the Access Arrangement
- Explain the choices that need to be made under the themes price and reliability, price path, fairness and the future of gas
- Agree priorities for engagement in forum 3

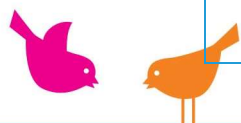
Time	Session	Content	Speaker	Equipment & Stimulus
9:00am-10:30am (30 mins)	Room set up Morning tea on arrival	Organise tables and chairs, set up, check catering Orientation for table facilitators 9.30am	N/A	Video and television Laptop Chairs tables Sign in sheet
10.30am	Welcome and introductions	Acknowledgement of Country Introduce each member of the team and their roles/responsibilities Our second meeting. Re introduce the ground rules	Lead Facilitator + team	N/A
10.40am	Why we are here?	Welcome the participants back Show personal bias video - Recap on forum 1 and the rules of engagement. Debrief – what have you learned? - Lots of changes since last time.	Lead Facilitator – Nicola Wass	Personal bias video – MindTools (see link below) Show confirmation bias video (optional) https://youtu.be/tkbU8pNiwG4



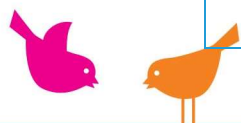
Time	Session	Content	Speaker	Equipment & Stimulus
		<ul style="list-style-type: none"> Note for Nicola: Softer introduction to next session commitment. <p>Have you enjoyed this process? If so, we would love you to come back, on Saturday SEPTEMBER 8, to explore some options for how Jemena could action the feedback that they have been giving.</p> <p>Please consider your willingness to participate in this forum - and receive another incentive of \$175.</p> <p>We are finding real value in developing expertise within a small group of people and working deeply with them.</p> <p>This is an interactive process, will need to test the outcomes of this session, welcome to participants, welcome to participants in September.</p>		
10:40am – 10:45am	Trust	<p>Do you trust Jemena?</p> <p>On a scale of 1-5, write down on a post-it your degree of trust in Jemena, with 1 being 'not at all' and 5 being 'absolutely.'</p> <p>Is there a difference from before? Y/N.</p>	Lead Facilitator – Nicola Wass	<p>Post-its</p> <p>Pens</p> <p>Scribes to set up speed dating chairs whilst this is happening</p>
10.45am-11.15am	<p>What did you learn?</p> <p>Speed dating exercise</p> <p>Groups to theme, clump and sort</p>	<p>Did you talk to people since last time, what did they think of Jemena and gas? Or perhaps you looked at the videos and resources we suggested?</p> <p>Pair up in two rows facing each other. Each participant 'speed dates' and answers the following questions. After each question - 4 minutes each, one row rotates to the next person.</p> <ul style="list-style-type: none"> Interview 3 other people. Be interviewed by 3 others Assigned a question. Answer all 3 questions yourself. <p>Question:</p>	Lead Facilitator – Nicola Wass	<p>Notebooks</p> <p>Pens</p> <p>Pre written booklet - questions with instructions and space for notes.</p> <p>Butchers paper (if needed)</p> <p>Post-it notes (if needed)</p> <p>Instructions for speed dating with the questions (ST)</p> <p>Ensure the questions and instructions are included</p>



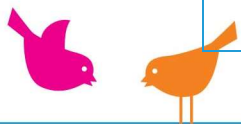
Time	Session	Content	Speaker	Equipment & Stimulus
12 mins 4 mins – collect 4 mins - plenary	Plenary discussion	<p>1. What have you learnt, either last week or from the resources, that seems important to you?</p> <p>2. What do other people think about gas, gas pricing and the future of gas?</p> <p>3. Today we are going to explore fairness, the future of gas, pricing and reliability and the price path - which of these is most important to you? Why?</p> <p>Group reports back on each question</p>		<p>2.0 Participant Workshop Booklet – Forum 2</p> <p>2.1 Speed dating description</p> <p>Price path – bill smoothing</p>
11.15am-11.30am	Answering questions (that don't relate to themes below)	<p>Last time you asked a number of questions, some of which we will answer now, and others which we will cover off in later sessions.</p> <p>Please note that any questions on 'sustainability' and 'the future of gas' will be answered in the future of energy session.</p> <p>Estimated meter readings</p> <p>Our investment in R&D, our investment generally, and passing on savings to customers</p> <p>The role of retailers</p> <p>Educating customers on the use of gas</p> <p>Costs and impacts of costs</p> <p>Jemena's call centre</p>	<p>Ana to cover speaking to this content</p> <p>Lead facilitator to facilitate questions if needed.</p>	<p>2.2 Frequently Asked Questions - Western Sydney</p> <p>Speaker notes</p> <p>2.3 Attachment 1_A Gas bill demystified</p> <p>2.4 Benchmarking graphic</p> <p>2.6 Gas usage</p> <p>Images: Our assets, annual gas forecast over the short term, residential retail gas price</p> <p>Lead facilitator to facilitate questions if needed.</p>
11.30am-11.40am	Recap on what you prioritised	<p>Review of forum 1 prioritisations.</p> <p>What you told us last time was that for price, safety and reliability were important?</p> <p>What have you reflected on about this?</p> <p>We talked about the pressures of the cost of living and some of you identified that gas and electricity were significant and others less so. For example, last week, 2 tables said price was important,</p>	Lead Facilitator	<p>2.7 Priorities all v.200</p> <p><i>Western Sydney: 2 tables said price was important</i></p> <p><i>2 tables said safety was important</i></p> <p><i>Reliability receive less votes across the tables but was still important (eg, the votes were 2, 3, 1, 2)</i></p>



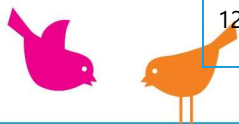
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>and 2 tables said safety was important Are these priorities reflective of what you said?</p> <p>If we did this exercise again, how would your priorities be different?</p> <p>(Plenary)</p>		<p><i>WE didn't come to an agreement on this, lots of inconsistencies across the group. All agreed that aesthetics wasn't important.</i></p> <p><i>See how this compares with Goulburn and Griffith. for example fairness was slightly higher in Griffith.</i></p>
11.40am - 12noon	The regulatory environment Jemena operates in	<p>The purpose of this session is to provide an overview of the rules under which Jemena must operate, and how these impact on some decisions and approaches</p> <p>Questions of clarification</p>	Usman	<p>Speaker notes</p> <p>Discussion</p>
12 noon- 12.10pm	Explore the theme of Fairness - introduction	<p>This afternoon, we want to talk to you about the topic of FAIRNESS.</p> <p>The aim of this session is to provide information that customers asked for that relates to fairness.</p> <p>Many of the decisions we make affect how fair things are, particularly around issues of who pays and how.</p> <p>There are many regulatory rules which tell us what we can and can't do.</p> <p>We'd like you to help us understand what you believe is fair. What does this group believe is fair? We know from last week that this question is too big, so we have split it into four different ways to look at fairness.</p> <p>You also asked last week for some examples of fairness - on your table there is a diagram showing three kids at a sports game.</p> <p>The diagram shows that EQUALITY - treating everyone the same - doesn't necessarily mean FAIR: EQUITY is about making sure everyone has access and that may mean different things for different people. We also have a table which tries to demonstrate a Market Justice versus Social Justice model.</p>	Lead Facilitator	<p>2.8 Models for fairness (picture of kids at sport, market justice vs social justice)</p> <p>2.9 Video: Fairness</p> <p>(Gavin Duffy, speaking from St Vincent De Paul)</p>



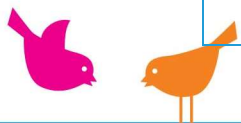
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>We want you to think about what fair means for customers of Jemena, customers using gas.</p> <p>We are starting to consider 4 different topic areas and what they mean.</p> <p>We are going to divide into 4 tables, and each table will get a question to answer. There is also some background provided to the question.</p> <p>After the groups spend 10 minutes on one question, the group then move to the next table.</p> <p>Note: if less participants, divide into pairs or threes and discuss answers together.</p> <p>Then each group will nominate a spokesperson (or the facilitator) to present back to the room the group's views.</p> <p>Introduce questions and topic areas.</p>		
12.10pm-12.20pm		<p>DEPRECIATION</p> <p>QUESTION 1: With the uncertainty about whether our pipes will actually be used beyond 2050, would it be fairer for current customers to pay more for new investments we make on the network relative to future customers?</p> <p>BACKGROUND: Many of our gas assets – particularly the gas pipes – won't deteriorate for around 50. They are made of long-lasting plastic. However, there is uncertainty about whether people will actually use gas in 50 years from now. Therefore, we are considering whether to recover the cost of new investment in gas pipes faster than we have in the past – for example 30 years instead of 50 years. This would mean that bills would rise over the next 30 years – around \$7 per annum on average over the next 30 years. The alternative is that we wait until some point in the future when we are clearer about whether the assets aren't going to be used if that turns out to be the case, and only then move to a faster recovery. This would prove to be the right decision where</p>	Usman	<p>Pre-written questions - booklet - p 3</p> <p>2.0 Participant Workshop Booklet – Forum 2</p> <p>2.1 Questions only for screen</p> <p>Each question has a space for table facilitator and participants to write their responses.</p> <p>Rotating tables</p> <p>Textas</p> <p>Butchers paper (if needed)</p> <p>Report back</p>



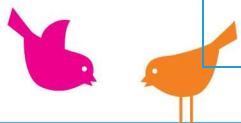
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>the pipes did end up being needed beyond 30 years, because we wouldn't need to move to that faster recovery charging the additional \$7. However, if they end up being not used, this might result in future customers receiving a more significant price increase as we move closer that time, because we need to rush the recovery into a shorter period. If this was 10 years, we estimate an additional increase of \$20 per annum over those 10 years to cover the catch-up. With the different impacts on current and future customers, thinking on behalf of the community and both current and future generations, what is fairest way of addressing this uncertainty in whether our pipes will be used into the future in terms of how we recover our investment costs?</p> <p>ANALOGY IF REQUIRED: To use an analogy, imagine you own a hotel and just spent \$30,000 on a new renovation. This is a major investment for you. To pay for this, you intend to increase the price of a room by \$7 per night over the next 10 years. Doing your calculations, you think this should recover the cost of this \$30,000 investment. However imagine you suddenly receive information from the Government is considering introducing a new tax on hotels, 7 years from now, that might drive you out of business. Your calculations banked on your hotel business operating for at least 10 years. But that's now not clear anymore. What would you do? Hedge your bets by increasing the price of your rooms even more than \$7 to speed up the recovery of the \$30,000 investment over the next 7 years? This will impact current customers. Or would you not increase your prices by more than the \$7 for now, and wait until the Government had made a decision, one way or another. The risk is that if the Government did follow-through with the ban, you would have to act quickly and increase the cost of your rooms by an additional \$20 over a short period of time to ensure you recovered your \$30,000 investment. This would impact those future customers. What's fair?</p>		
12.20pm-12.30pm		CAPITAL CONTRIBUTIONS	Kate	2.0 Participant Workshop Booklet – Forum 2



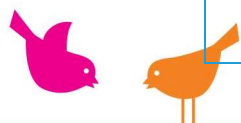
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>QUESTION 2: Would it be fairer for all new customers to contribute to the cost of a new gas connection, when in the past most haven't had to contribute?</p> <p>BACKGROUND: Around 45,000 new customers connect to the gas network each year. They might be developers who have built new homes, or customers who had all electric appliances but now want gas because they want gas cooking, hot water or heating. This is a good thing for existing customers because it means the cost of our large fixed investments – the \$3 billion of pipes and other equipment already installed – will then be shared amongst more customers in future. This means lower prices for everyone. However, in some cases, a customers can be quite expensive to connect because they might be in an isolated location. This might require us to install a longer more costly pipe, or use expensive excavation equipment to install the pipe. While this new customer would share in paying the cost of our large fixed investments – which is a good thing for all customers – this can be outweighed by the additional large cost they put on everyone else to connect them to the network. We ask them to pay the difference upfront to connect to the network.</p> <p>However, going forward, we are looking at changing our approach. We are looking at charging all new customers – not just the more costly ones – to connect to the network. This is because we are less confident about how long our customers will use the gas network. In the past, we were confident the gas connections would last over 30 years. Now, we are not so sure. So we want to recover the cost quicker. We may charge all customers an upfront connection fee. Is this fair?</p>		
12.30 – 1.00pm	LUNCH			
1pm-1.10pm		VULNERABLE CUSTOMERS	Alan	2.0 Participant Workshop Booklet – Forum 2



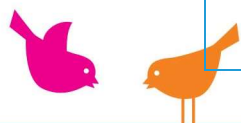
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>QUESTION 3: Is it fair that everyone pays a little bit more to help fund programs led by Jemena to assist vulnerable gas customers?</p> <p>BACKGROUND: Currently, support for vulnerable gas customers (those having significant difficulty paying their gas bill) is generally limited to programs run by gas retailers and the NSW Government. All gas retailers in NSW have programs to help customers in financial difficulty manage their bills more effectively via hardship programs. Energy Accounts Payment Assistance (or EAPA) is a NSW Government Scheme designed to help people who are having trouble paying their gas bill because of a crisis or emergency situation. The Scheme is aimed at helping people in these situations to stay connected. The \$50 EAPA vouchers are distributed to gas (and electricity) customers by a range of community welfare organisations such as St Vincent's de Paul. If you are in financial hardship due to a crisis or emergency situation you can apply for EAPA voucher assistance. The question for Jemena is whether we – as your gas distributor – also have a role in helping customers manage their bills, beyond just keeping a close watch on our 37% of the bill. We don't currently invest in programs to specifically support vulnerable customers. However we could look at targeted ways to supplement what the retailers and Government do. This would come at a cost, and this cost would be recovered from all customers. Roughly, every \$1 million we put towards these sort of programs would add around \$1 to your annual gas bills.</p>		
1.10 -1.20pm		<p>GAS PRESSURE</p> <p>QUESTION 4: Is it fair that the pressure in the network is lower in some areas than others meaning some customers can't use modern gas appliances (specifically instantaneous hot water)?</p> <p>BACKGROUND In some of the older parts of our network—like Kensington in Sydney and Goulburn in regional NSW—we can't supply gas at the same pressure as in the newer parts of the network. For customers in their older network areas, this means that many can't use modern gas appliances like instantaneous gas</p>	Ana	2.0 Participant Workshop Booklet – Forum 2



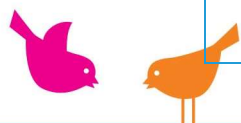
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>hot water systems. Is it fair that some customers do not receive the same level of service than other customers? We could upgrade older parts of the network to a more modern standard – but that would mean a slight increase in bills for everyone.</p> <p>ANALOGY: Our approach to managing the gas pressure is a bit like travelling with your children in the car. Dad turns down the aircon on a hot day because it costs more in petrol. Previously he would adjust the air con to provide 23 degrees in the car, but he now increases the air con at 25 degrees. Dad knows that around 28 degrees the kids become irritable and will start to complain. He also knows there are added risks as it might take longer for the car to cool at 25 degrees. To avoid this he continually monitors the car temperature gauge. We also want to reduce our costs to lower bills, we have effectively increased the car temperature as it is similar to how we monitor pressure in the network. We don't think there will be impact on customers but we don't know because we've never changed the temperature to risk the potential impact. However, we have now started to do this. What do you think about this?</p>		
1.20pm-1.40pm (10mins)		<p>Plenary - present back - what did you learn? (allow 4 min per group)</p> <p>What more information do you think you need in order to answer fairness questions better?</p>	<p>Facilitators to present back</p> <p>Lead facilitator</p>	Phoebe to take notes on laptop
1:40pm – 1.50pm (10mins)	Explore the theme of Future of the Gas Network	<p>We introduced hydrogen last week and started talking about it. We'd like to give you some more information on this.</p> <p>QUESTIONS FROM LAST FORUM + PLAY HYDROGEN VIDEO</p> <p>Kate to discuss questions from last week.</p> <p>In the future you might get your energy needs delivered to you in a very different way. No one knows what the future will look like for gas, but many people have different views.</p>	Lead Facilitator	<p>Video: Hydrogen: the fuel of the future (Colruyt Group)</p> <p>https://www.youtube.com/watch?v=e3xKfyc_iEU</p> <p>2.10 Priorities for the future template</p>



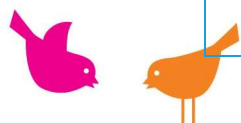
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>Last week we saw very different views from Elon Musk of Tesla, Dean Lombard from ATA, AEMO and Jemena. Here is another viewpoint:</p> <p>Play Video: The Future of Energy</p> <p>Reflect on what you heard</p> <p>Plenary – key take outs.</p> <p>What might this mean for Jemena?</p>		<p>2.11 Video: Future of Energy (Andrew Dillon – Energy Networks Association)</p>
1.50-2.30pm (40mins)		<p>Last week we also looked at customer priorities for their energy supply, we thought about whether or not price was more important than safety and reliability and so on.</p> <p>As we start to delve into these themes a bit further we want to look at what customer priorities are for the longer term, let's say 2050</p> <p>Not all of the things we are prioritising for the future are trade-offs – many of these things might be possible, but if we understand what customer preferences are we can make better decisions</p> <p>What are your priorities for the future?</p> <p>1. Reducing the cost of energy for all customers - It's often hard to know whether changes will increase or decrease prices. We have talked to you a little about ways we can reduce costs, by delaying maintenance and renewals, for example. What we want to understand is how important for customers – as a whole, for everyone – that the cost of energy is reduced?</p> <p>2. Zero Carbon energy for all of Australia - The government promised to reduce emissions by between 26 and 28 per cent by 2030 as part of the Paris climate change accord agreed in November last year. Jemena, like every other business, needs to do its bit to achieve this goal. Do you agree this is an important priority for Australia?</p>	Lead facilitator	<p>As a table - number the priorities from 1 to 4 on the A3 sheet using a marker.</p> <p>Discuss – must prioritise.</p> <p>If there is time, ask the group to move to one side of the room for one position and the other for the opposing position, and facilitate a for/against discussion (light heartedly)</p> <p>2.12 Priorities for the future template</p>



Time	Session	Content	Speaker	Equipment & Stimulus
		<p>3. Individuals meeting their own energy needs - Do you think that people becoming more self-sufficient and meeting their own energy needs is the way of the future? Like solar and batteries or even at home bio-gas solutions?</p> <p>4. Self sufficiency – Taking care of your own energy needs and reducing the need for large scale infrastructure, this could be solar and batteries or even your own bio gas.</p> <ul style="list-style-type: none"> • Come back to plenary for discussion around why you've prioritised these. • FINAL QUESTION: Having multiple sources of fuel in your house – if you went all electric and had no gas, then an electricity outage would affect all your appliances. If you had gas, you could still have cooking, heating and hot water. Is this important to you? <p>What other information would help you understand the future of the gas network? This will help us for forum three</p>		<p>Discuss</p> <p>Discuss</p>
2.30pm - 2.50pm (suggest 20mins)	Explore the theme of Price and Reliability	<p>Play video and introduce</p> <p>Many of the decisions we make are a trade-off between price and reliability. Given the uncertainty over the future we have been reviewing our current practices to make sure we get the balance right between keeping costs down and ensure we meet the needs of the future.</p> <p>Here are a couple of changes we are proposing, explain each one and the consequences, which of these do you think we should do more of or less of:</p> <ul style="list-style-type: none"> • Reduce the pressure in the network (costs and reliability goes down): e.g. so your pasta doesn't cook as fast, but your bills are less • Defer upgrade works (costs and reliability go down), for example, your bills are less, but the gas is not as reliable. 	<p>Kate to introduce topic</p> <p>Lead Facilitator to facilitate activity and questions</p>	<p>2.12 Price and reliability template</p> <p>2.13 Video: Price and reliability (Oliver Derum – Energy Consumers Australia)</p> <p>Table activity:</p> <p>Templates with scale for each table to identify where they think the priorities are - A3 as a table.</p> <p>Whole group activity:</p> <p>Plenary discussion on each issue</p> <p>Prompt questions, for example - why do you think that? Explore each.</p>



Time	Session	Content	Speaker	Equipment & Stimulus
		<ul style="list-style-type: none"> Upgrade works effect everybody. Is it fair that everyone's costs go down, but some people (on the edge of the network) wear the impact of loss of reliability? <p>Discussion: Are there other things you think Jemena should be doing more of or less of?</p> <p>What additional information would help you to answer questions about the trade-offs of price and reliability? This information will help us for session 3.</p>		Laptop- phoebe to take notes
2:50 – 3pm	Afternoon tea	Working afternoon tea		
3pm-3.20pm	Prioritisation of engagement	<p>Of all the topics discussed today, what do you think are the most important for customers? We want to come back and work on practical examples of how we can reflect customer priorities - what should we focus on?</p> <p>If no time, write your number one priority on a post it note and Straight Talk will collect.</p> <p>At your table, discuss.</p> <p>Plenary discussion - identify key themes.</p> <p>This will help inform us for session 3.</p>	Lead Facilitator	<p>2.14 Prioritisation of engagement laminates</p> <p>Post it notes</p>
3.20pm – 3:30pm	Wrap up and close	<p>Thank you</p> <p>We would really love it if a couple of you, if you are interested, would agree to work with us on preparing materials for the next session? It would involve reviewing written materials and probably a couple of phone calls? Would anyone be interested in that?</p> <p>Look ahead to next session and what will be covered</p> <p>Stipends to be paid at the end of session 2 – participants to sign for stipend.</p>	Lead Facilitator	<p>3 Brochures from Jemena</p> <p>Energy networks</p> <p>Feedback forms</p> <p>Sign in sheets for Stipend collection - participants will need to sign to receive</p> <p>Yes, I'm available to come back - indicate on sign in sheet.</p> <p>Collate feedback forms</p>



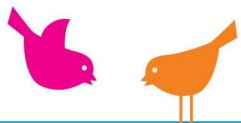
Time	Session	Content	Speaker	Equipment & Stimulus
		Discuss, and ask if they are prepared to come back on the 8 September. Is there anyone who is not able to attend? Participants depart		
3.30pm – 4:15pm	Team to stay behind	Debrief	Team	

Video questions (for Phoebe – interviews at lunch break and end of day, with Marcus):

What have you found out about gas that you didn't know before?

What have you found interesting?

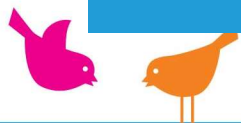
What have you learnt?



RUNSHEET: FORUM 2

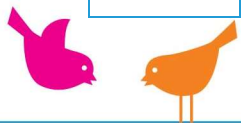
Project:	Jemena Gas Network - Phase 2 engagement				
Workshop:	Bathurst deliberative forum 2: household customers				
Details:					
Date:	Saturday 30 th June 2018	Time:	9.30am-10am – briefing 10:30am - 3:30pm Debrief: 3.40pm – 4pm	Duration:	5 hours
Venue:	The Rydges, Mt Panorama, 1 Conrod Straight, Bathurst x 4 tables total (3 for discussion activities)	Team Member:	Lucy Cole-Edelstein, Straight Talk (Lead Facilitator) Merryn Spencer, Straight Talk (support) Usman Saadat, General Manager Regulation, Jemena Matt Patterson, Business Services Manager, Jemena James Turnley, Jemena Syed Karim, Price Reviews Project Manager, Jemena Sandeep Kumar, Manager Regulatory Analysis and Strategy, Jemena Jacqueline Nalder, Marketing and Communications Advisor, Jemena Douglas McLoskey, Public Interest Advocacy Centre		

Workshop purpose	<ul style="list-style-type: none"> • Reconnect with each other • Refresh about deliberation, mini public and group consensus decision making
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- Confirm there is a third forum and participants willingness to participate
- Provide answers to customer questions from Forum 1
- Provide more information about the four key areas of focus
- Inform customers about the choices that materially impact the Access Arrangement
- Explain the choices that need to be made under the themes price and reliability, price path, fairness and the future of gas
- Agree priorities for engagement in forum 3

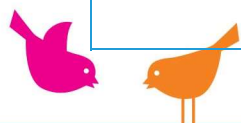
Time	Session	Content	Speaker	Equipment & Stimulus
9:30am-10am (30 mins)	Room set up	Organise tables and chairs, set up, check catering Orientation for table facilitators 9.30am	N/A	Video Chairs tables Sign in sheet
10am – 10:30am (30 mins)	Morning Tea on arrival	Team briefing Introduce each member of the team and their roles / responsibilities Morning Tea	Lead Facilitator	Runsheet Speaker Notes Notepads + Pens
10:30am – 10:40am (10 mins)	Welcome and introductions	Welcome the participants back Acknowledgement of Country Housekeeping Who is in the room?	Lead Facilitator Team	N/A
10:40am – 10:50am (10 mins)	Why we are here?	Recap on forum 1 and the rules of engagement, respect for each other Have you enjoyed this process? Confirm we would like to come back, on SEPTEMBER 22 , to explore some options for how Jemena could action the feedback that they have been giving.	Lead Facilitator	N/A



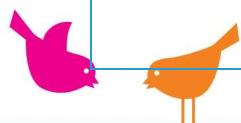
Time	Session	Content	Speaker	Equipment & Stimulus
		Please consider your willingness to participate in this forum - \$175 each - as we are finding real value in developing expertise within a small group of people and working deeply with them.		
10:50am – 11:05am (15 mins)	What did you learn? Small Group exercise	Did you talk to people since last time, what did they think of Jemena and gas? Or perhaps you looked at the videos and resources we suggested? Split into 3 groups, and change the groups for each question Questions: 1. What have you learnt, either last week or from the resources, that seems important to you? 2. What do other people think about gas, gas pricing and the future of gas? 3. Today we are going to explore fairness, the future of gas, pricing and reliability and the price path - which of these is most important to you? Why? Group reports back on each question (plenary discussion)	Lead Facilitator	Notebooks & Pens Participant Workshop Booklet Forum 2 Bathurst
11:05am – 11:20am (15 mins)	Answering questions (that don't relate to themes below)	Last time you asked a number of questions, some of which we will answer now, and others which we will cover off in later sessions. We have collected the top 5 questions from Forum 1. Please note the question on the future of gas will be answered in the future of energy session.	Usman Lead Facilitator	FAQs Bathurst: Top 5 questions Handout: All Questions Bill explanation sheets - see speaker notes Attachment 1_A Gas bill demystified Bench marking graph Our costs Gas usage
11:20am – 11:40am (10 mins)	Recap on what you prioritised	Review of forum 1 prioritisations. What you told us last time was that Price and reliability were important. Next most important on the list are fairness and safety .	Lead Facilitator	Priorities Bathurst Includes priorities from other – Western Sydney, Griffith,



Time	Session	Content	Speaker	Equipment & Stimulus
		<p>No one rated aesthetics as important. We also discussed environment and customer service, but these were also down the list of priorities.</p> <p>Is this reflective of what you said?</p> <p>We also have the results here from Goulburn, Griffith, Western Sydney and Newcastle forums. These are the similarities and differences between these communities – for example pricing was agreed as a priority for all.</p> <p>(Plenary discussion)</p>		<p>Goulburn, West Syd, Newcastle)</p> <p>Show votes on screen if needed – on excel spreadsheet</p>
11:35am – 11:45am (10 mins)	The regulatory environment Jemena operates in	<p>Overview of the rules under which Jemena must operate, and how these impact on some decisions and approaches.</p> <p>Questions of clarification from participants</p>	Usman	Speaker notes
11:45am – 12:15pm (30 mins)	Your local gas network	<p>Explanation of the Jemena Gas Network, explaining gas pressure (refer to speaker notes)</p> <p>Present the A3 network map of Bathurst to the area. This map represents the age of the gas network pipes and the different colours represents the different ages of the network. Jemena representative to talk through what each of the parts of the map means, and what the different colours mean</p> <p>Place your dot on the map – the dot represents where you live.</p> <p>Turn to the person next to you and discuss – then share back as a group. Where does your house sit on the map? What does it mean for you?</p>	James Lead Facilitator to facilitate questions	<p>Network map of Bathurst</p> <p>Sticky dots</p> <p>Group discussion and reflection</p>
12:15pm – 12:20pm (5 mins)	Quick break – if needed			
12:20pm – 12:50pm (30 mins)	Future of the Gas Network	<p>Now we're going to hear from different people around different opinions. It's not a clear future. We want to understand these different responses – so it will help Jemena in the future.</p> <p>Let's start thinking about this future...Last week we introduced the topic of what the future may have in store...</p>	Lead Facilitator	<p>Video: Future of Gas</p> <p>Bathurst: Questions from last week</p> <p>Colruyt Group - hydrogen video – the fuel of the future:</p>



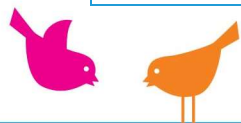
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>QUESTIONS FROM LAST WEEK -- we did have some questions about hydrogen. Here we will learn about the hydrogen process. This first video is from Colruyt Group – about Hydrogen being the fuel of the future.</p> <p>We are in a time of significant change – in many aspects of our lives technology is changing how we do things – and new technologies are changing the face of energy as well. RAISE YOUR HANDS IF YOU'VE HEARD OF ELON MUSK; RAISE YOUR HANDS IF YOU'D HEARD OF HIM 10 YEARS AGO.</p> <p>Tesla has become a household name in a very short space of time, and that's one example of the pace of change. The thing about change though, is that not everyone always agrees, and there is often a period of time where people discuss different views on how they think the future will be.</p> <p>In the future you might get your energy needs delivered to you in a very different way.</p> <p>No one knows what the future will look like for gas, but many people have different views, here are a few different perspectives:</p> <ol style="list-style-type: none"> 1. Elon Musk (why he thinks hydrogen is not a good idea): 2. Australian Technology Association (talking about Solar) 3. AEMO - the independent energy market operator – investigating Hydrogen fuel cell powered cars. <p>What do you think of these? Have a discussion at your tables about this. Any questions? What did your discussion reveal?</p>		<p>https://www.youtube.com/watch?v=e3xKfyc_iEU</p> <p>Elon Musk (why he thinks hydrogen is not a good idea):</p> <p>https://www.youtube.com/watch?v=yFPnT-DCBV8</p> <p>Australian Technology Association (talking about Solar)</p> <p>https://1drv.ms/v/s!AI08m3BYjwYOmB9oLEH8aUqDXWMK</p> <p>AEMO - the independent energy market operator – investigating Hydrogen fuel cell powered cars.</p> <p>https://www.youtube.com/watch?v=FFa1jLHP-Fg</p>
12:50pm – 1:10pm (20 mins)	Prioritisation of Future	<p>Group discussion with priorities for the future template and textas.</p> <p>Last week we looked at customer priorities for their energy supply, we thought about whether or not price was more important than safety and reliability and so on.</p> <p>As we start to delve into these themes a bit further we want to look at what customer priorities are for the longer term, let's say 2050.</p>	Lead Facilitator	<p>Priorities for the future template</p> <p>A3 sheet - 4 priorities per sheet.</p> <p>Group ranks priorities 1 to 4 on the laminated sheet.</p> <p>IF there is time, ask the group to move to one side of the room for one position and the</p>



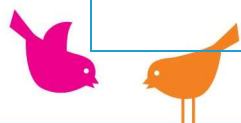
Time	Session	Content	Speaker	Equipment & Stimulus
		<p>Not all of the things we are prioritising for the future are trade-offs – many of these things might be possible, but if we understand what customer preferences are we can make better decisions</p> <p>What are your priorities for the future?</p> <ol style="list-style-type: none"> 1. Reducing the cost of energy for all customers - It's often hard to know whether changes will increase or decrease prices. We have talked to you a little about ways we can reduce costs, by delaying maintenance and renewals, for example. What we want to understand is how important for customers – as a whole, for everyone – that the cost of energy is reduced? 2. Zero Carbon energy for all of Australia - The government promised to reduce emissions by between 26 and 28 per cent by 2030 as part of the Paris climate change accord agreed in November last year. Jemena, like every other business, needs to do its bit to achieve this goal. Do you agree this is an important priority for Australia? 3. Individuals meeting their own energy needs - Do you think that people becoming more self-sufficient and meeting their own energy needs is the way of the future? Like solar and batteries or even at home bio-gas solutions? 4. Reducing our need for energy (energy efficiency) - The cleanest energy of all is the energy you don't have to produce or deliver. Should reducing our energy consumption be a priority for the future? <p>Group discussion:</p> <p>Having multiple sources of fuel in your house - If you went all electric and had no gas, then an electricity outage would affect all your appliances. If you had gas, you could still have cooking, heating and hot water. Is this important to you?</p> <p>Come back to plenary for discussion around why you've prioritised these.</p> <p>What other information would help you understand the future of the gas network?</p>		<p>other for the opposing position, and facilitate a for/against discussion (light heartedly)</p> <p>If no time, continuum line.</p>
1:10pm – 1:35pm (25 mins)	Lunch	Catering supplied by the venue		



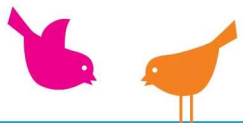
Time	Session	Content	Speaker	Equipment & Stimulus
1:35pm – 1:45pm (10 mins)	Fairness	<p>We briefly talked about the topic of Fairness in Forum 1. Do you recall the discussion around Equality and Equity? Refer to templates on the tables.</p> <p>Play Video – from St Vincent de Paul</p> <p>We are going to divide into 6 tables and each table will get a question to answer. As there are 6 tables, the same question will be asked on 2 tables each – 3 questions in total.</p> <p>There is also some background provided to the question. These questions are about fairness and we're asking you to think deeply about these topics at your tables. Please write your thoughts in your booklets, or your table facilitator will also be capturing the discussion.</p> <p>After the groups spend 15 minutes on one question, the group then move to the next table.</p> <p>Note: if less participants, divide into pairs or threes and discuss answers together</p> <p>Then each group will nominate a spokesperson (or the facilitator) to present back to the room the group's views.</p>	Lead Facilitator	<p>Participant Workshop Booklet Forum 2 Bathurst</p> <p>Rotating tables</p> <p>Pens</p> <p>Video: Fairness (from St Vincent De Paul speaker)</p>
1:45pm – 2pm (15 mins)	Fairness – Round 1	<p>DEPRECIATION</p> <p>QUESTION: With the uncertainty about whether our pipes will actually be used beyond 2050, would it be fairer for current customers to pay more for new investments we make on the network relative to future customers?</p> <p>Refer to Speaker Notes</p> <p>Scribe to capture tally of yes, no, unsure responses for each group</p>	Sandeep & Usman	<p>Pre-written questions - booklet</p> <p>Participant Workshop Booklet Forum 2 Bathurst</p> <p>Report back</p>
2pm – 2:15pm (15 mins)	Fairness – Round 2	<p>CAPITAL CONTRIBUTIONS</p> <p>QUESTION: Would it be fairer for all new customers to contribute to the cost of a new gas connection, when in the past most haven't had to contribute?</p> <p>Refer to Speaker Notes</p> <p>Scribe to capture tally of yes, no, unsure responses for each group</p>	Matt & Jacqueline	<p>Participant Workshop Booklet Forum 2 Bathurst</p> <p>Report back</p>



Time	Session	Content	Speaker	Equipment & Stimulus
2:15pm – 2:30pm (15 mins)	Fairness – Round 3	GAS PRESSURE QUESTION: Is it fair that the pressure in the network is lower in some areas than others meaning some customers can't use modern gas appliances (specifically instantaneous hot water)? Refer to Speaker Notes Scribe to capture tally of yes, no, unsure responses for each group	James & Syed	Participant Workshop Booklet Forum 2 Bathurst Report back
2:30pm – 3pm (30 mins)	Group consensus	Plenary discussion - present back results from tallies What did you learn? (allow 6 min per group) Group prioritisation – attempt to get group agreement on prioritisation of these topics If group cannot agree, this is okay What more information do you think you need in order to answer fairness questions better?	Team	
3pm – 3:15pm (15 mins)	Afternoon tea	Working afternoon tea		
3:15pm – 3:25pm (10 mins)	Wrap up and close	Thank you We would really love it if a couple of you, if you are interested, would agree to work with us on preparing materials for the next session? It would involve reviewing written materials and probably a couple of phone calls? Would anyone be interested in that? Look ahead to next session and what will be covered Stipends to be paid at the end of session 2 Discuss and ask if they are prepared to come back on the 25 August. Is there anyone who is not able to attend? Participants depart	Lead Facilitator	3 Brochures from Jemena to give out - gas vision. Energy networks ATA gas pre for Jeme5.ppx Feedback forms Sign in sheets for Stipend collection - participants will need to sign to receive Yes, I'm available to come back - indicate on sign in sheet. Collate feedback forms

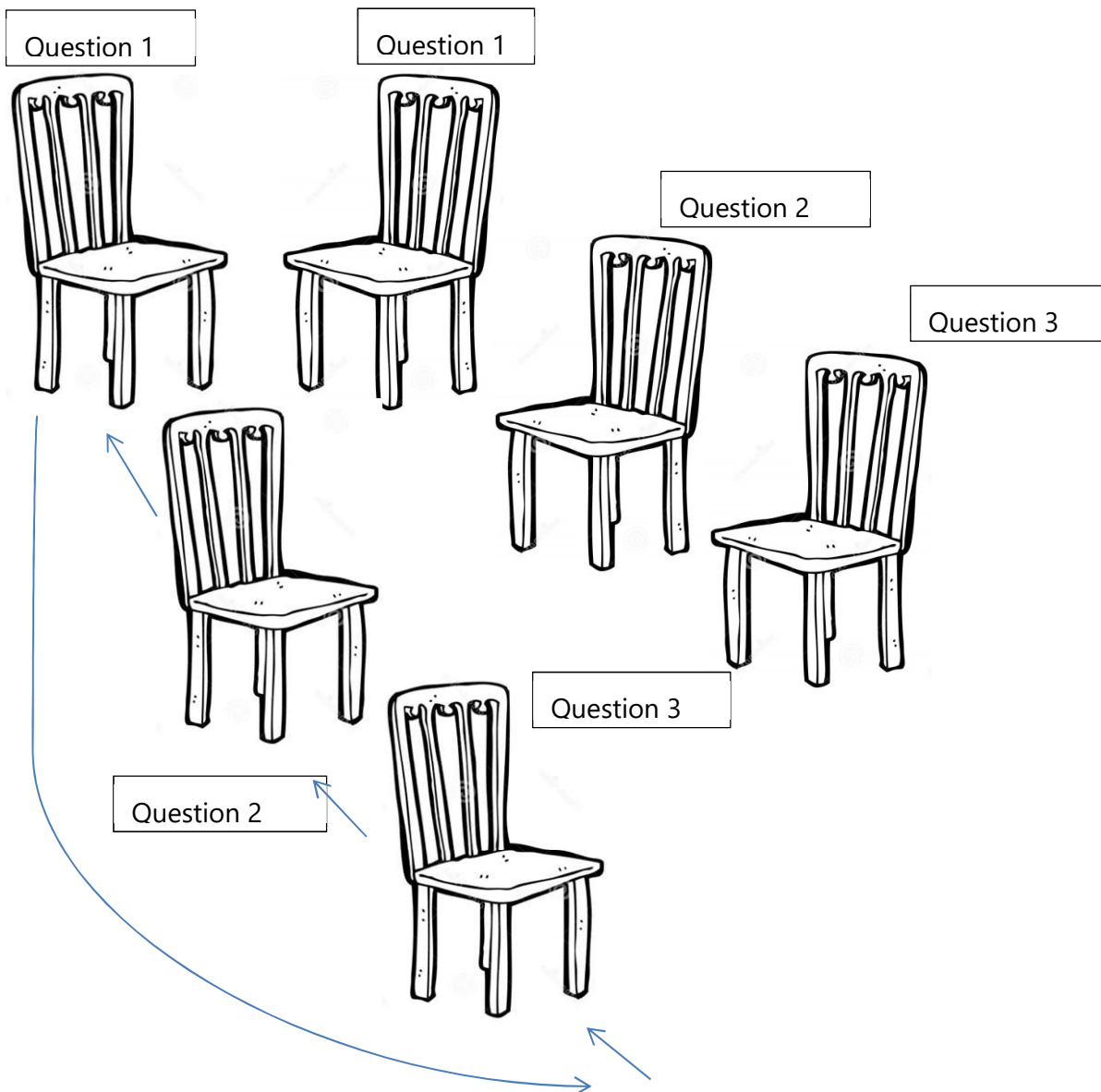


Time	Session	Content	Speaker	Equipment & Stimulus
3.30pm – 4pm (30 mins)	Team to stay behind	Debrief		





Jemena Workbook - Forum 2



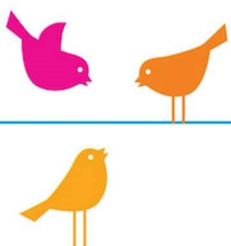
Speed dating setup and directions:

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

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

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

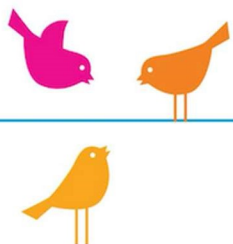
Participants take notes of their answers and, once everyone has rotated so they are back in their original seats, all the question 1's combine to synthesise what they heard that was the same, and what was different. They transcribe this onto butchers paper.



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

BACKGROUND: Many of our gas assets – particularly the gas pipes – won’t deteriorate for around 50 to 80 years. They are made of long-lasting plastic. However, there is uncertainty about whether people will actually use gas in 50, let alone 80, years from now. Therefore, we are considering whether to recover the cost of new investment in gas pipes faster than we have in the past – for example 30 years instead of 50 years. This would mean that bills would rise over the next 30 years – around \$7 per annum on average over the next 30 years. The alternative is that we wait until some point in the future when we are clearer about whether the assets aren’t going to be used, if that turns out to be the case, and only then move to a faster recovery. This would prove to be the right decision where the pipes did end up being needed beyond 30 years, because we wouldn’t need to move to that faster recovery.

However, if they end up being not used, this might result in future customers receiving a more significant price increase as we move closer that time, because we need to rush the recovery and into a shorter period. If this was 10 years, we estimate an increase over those 10 years. With the different impacts on current and future customers, thinking on behalf of the community and both current and future generations, what is fairest way of addressing this uncertainty in whether our pipes will be used into the future in terms of how we recover our investment costs?



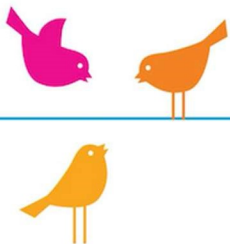
QUESTION 2: WOULD IT BE FAIRER FOR NEW CUSTOMERS TO CONTRIBUTE TO THE COST OF THEIR CONNECTION, WHEN IN THE PAST THEY HAVEN'T HAD TO CONTRIBUTE?

BACKGROUND: Around 45,000 new customers connect to the gas network each year. They might be developers who have built new homes, or customers who had all electric appliances but now want gas because they want gas cooking, hot water or heating. This is a good thing for existing customers because it means the cost of our large fixed investments – the \$3 billion of pipes and other equipment already installed – will then be shared amongst more customers in future. This means lower prices for everyone. However, in some cases, a customer can be quite expensive to connect because they might be in an isolated location.

This might require us to install a longer, more costly pipe, or use expensive excavation equipment to install the pipe. While this new customer would share in paying the cost of our large fixed investments – which is a good thing for all customers – this can be outweighed by the additional large cost they put on everyone else to connect them to the network. We ask them to pay the difference upfront to connect to the network.

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

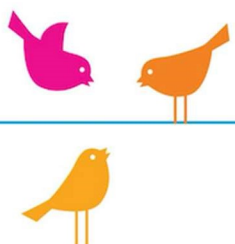
Write your thoughts here:

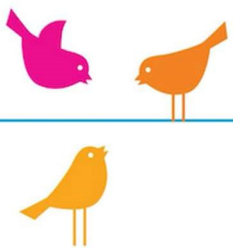


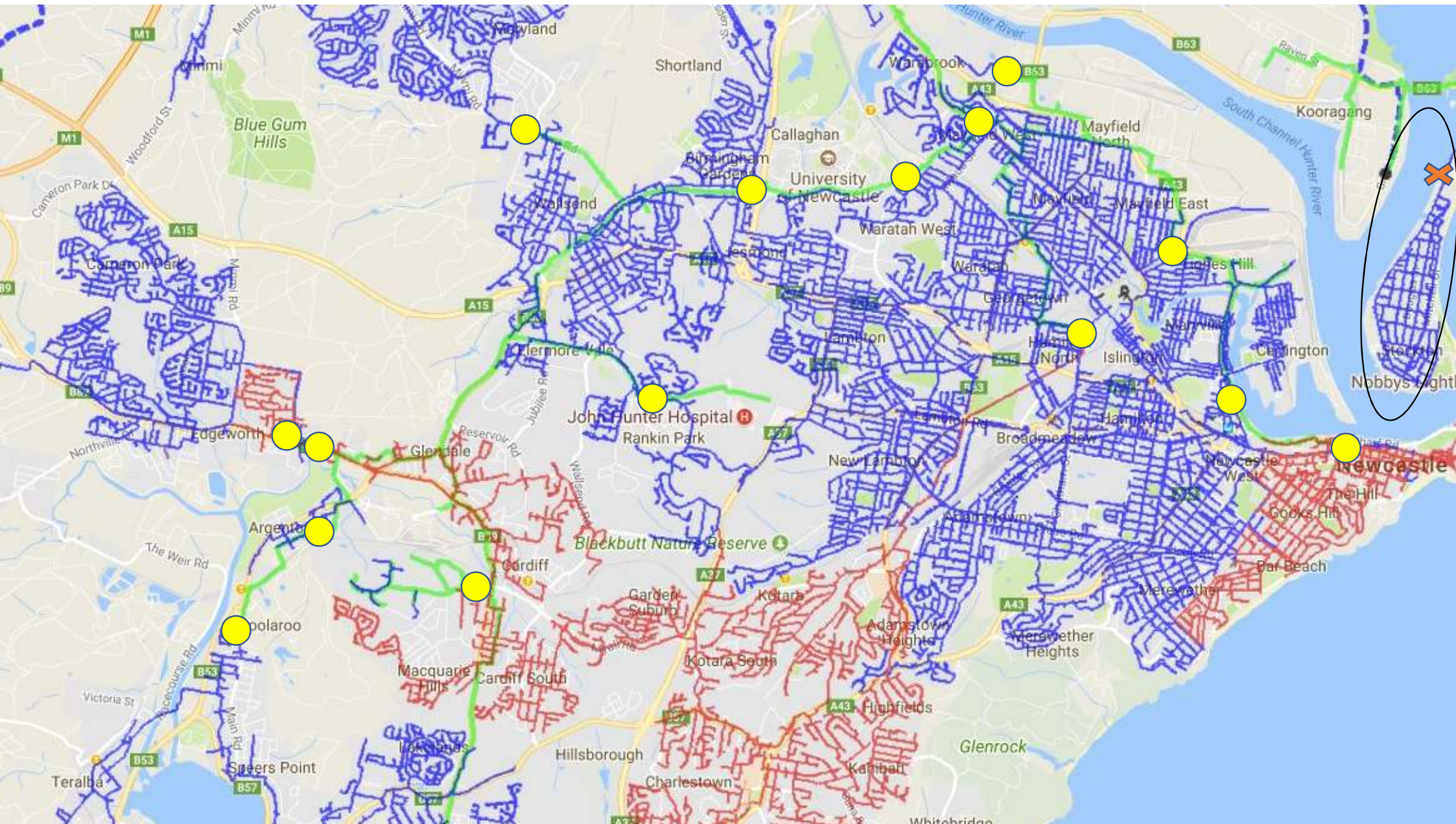
QUESTION 4: IS IT FAIR THAT THE PRESSURE IN THE NETWORK IS LOWER IN SOME AREAS THAN OTHERS MEANING SOME CUSTOMERS CAN'T USE MODERN GAS APPLIANCES (SPECIFICALLY INSTANTANEOUS HOT WATER)?

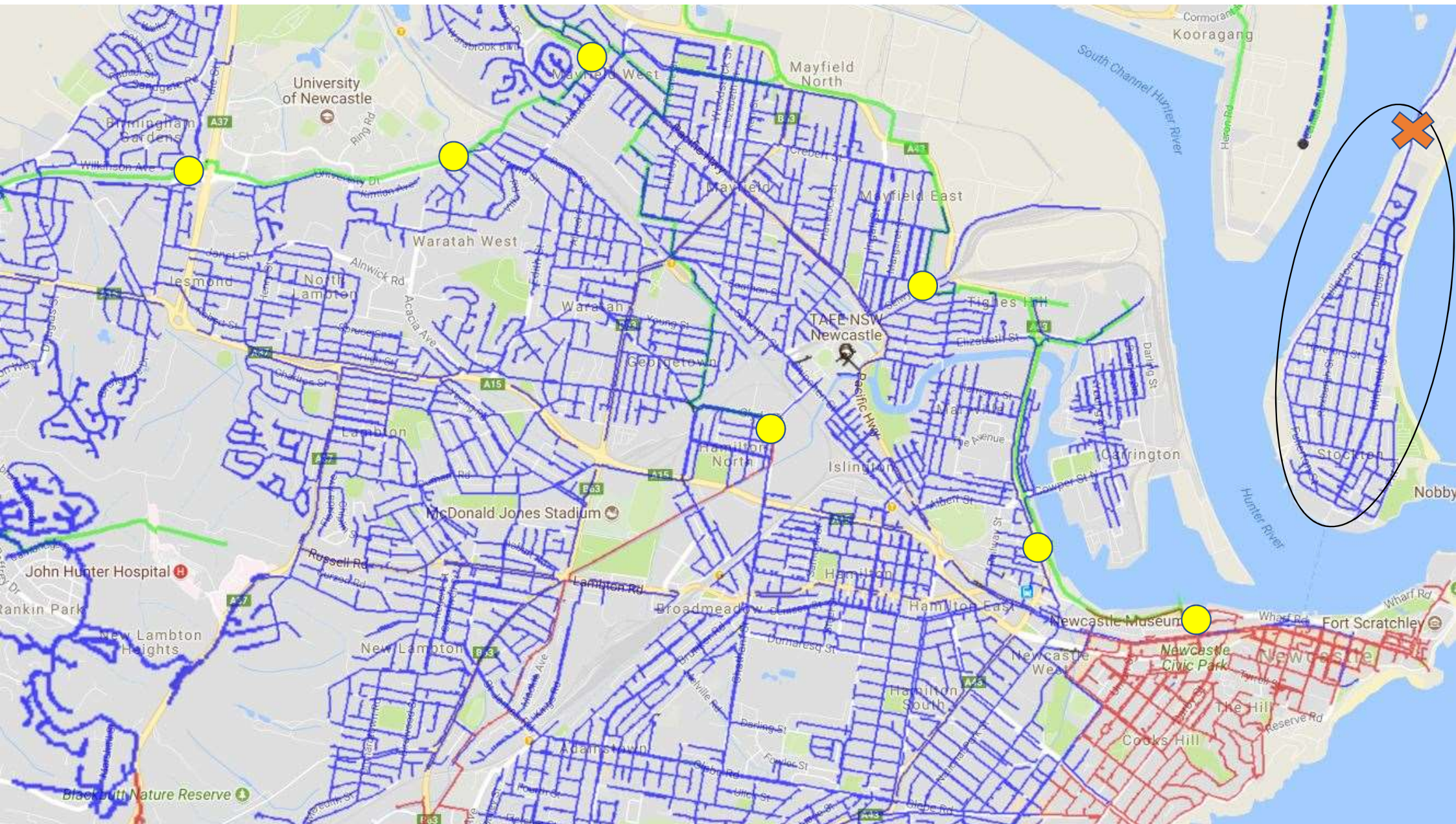
BACKGROUND In some of the older parts of our network—like Kensington in Sydney and Goulburn in regional NSW—we can't supply gas at the same pressure as in the newer parts of the network. For customers in their older network areas, this means that many can't use modern gas appliances like instantaneous gas hot water systems. Is it fair that some customers do not receive the same level of service than other customers? We could upgrade older parts of the network to a more modern standard – but that would mean a slight increase in bills for everyone.

Write your thoughts here:





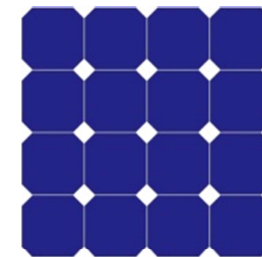






The future of gas networks

Some thoughts from the Alternative Technology Association



Household Fuel Choice



Technological changes in heating, hot water, and cooking appliances mean that consumers' understanding of the economics of different fuels may be out of date.

Increasing fuel prices make the cost outcomes more significant.

Accurate information on the economics of gas and electricity as household fuels for new appliances will help consumers make informed decisions about appliance replacement, and inform public policy.

The household fuel choice project was funded by Energy Consumers Australia as part of its grants process for consumer advocacy projects and research projects for the benefit of consumers of electricity and natural gas. The views expressed in this presentation do not necessarily reflect the views of ECA.



Which fuel is cheapest?

When replacing an end-of-life gas appliance (heater, hot water, stove/cooker), what's the economic benefit (or cost) of:

- choosing electric rather than gas?
- also replacing other gas appliances with electric equivalents?
- and how does having (or installing) solar PV help?

reverse-cycle aircon vs. gas wall furnace + portables (or ducted)

heat pump hot water vs. gas instantaneous (or storage)

induction cooktop/elec. oven vs. gas cooktop/gas oven

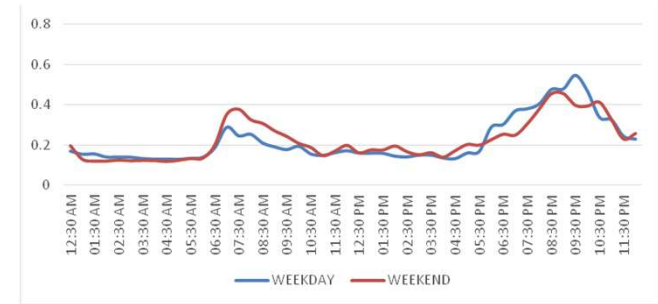
The Methodology



5 different household types:

1. *Couple, frugal, small house*
2. *Medium family, consistent daytime usage, medium house*
3. *Medium family, low daytime usage, medium house*
4. *Large family, large house*
5. *Large family, large new (6-star) house*

Based on detailed usage profiles



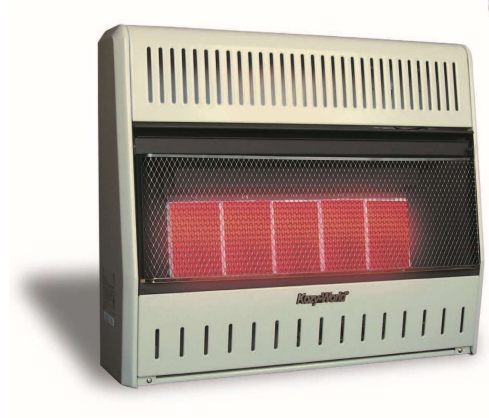
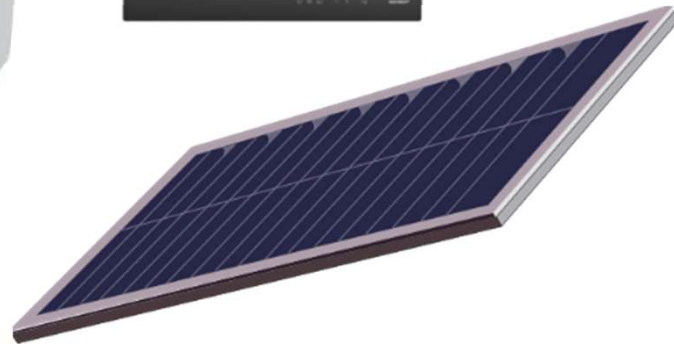
16 locations in ACT, NSW, Qld, SA, Tas, Vic



Purchase, installation, maintenance and running costs all considered

Detailed heating, cooling, appliance load, and solar generation models

The results

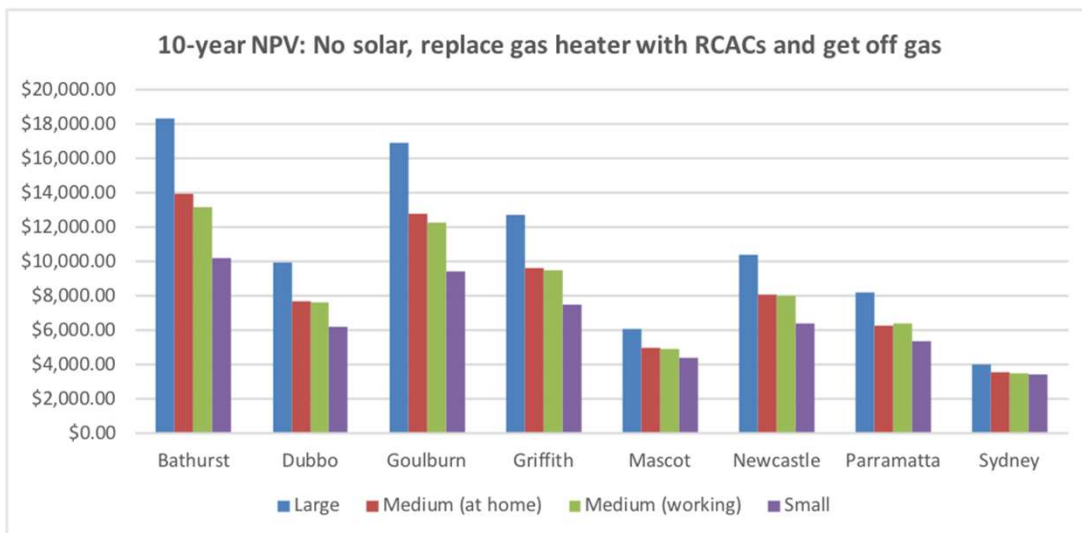
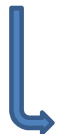


Alternative Technology Association

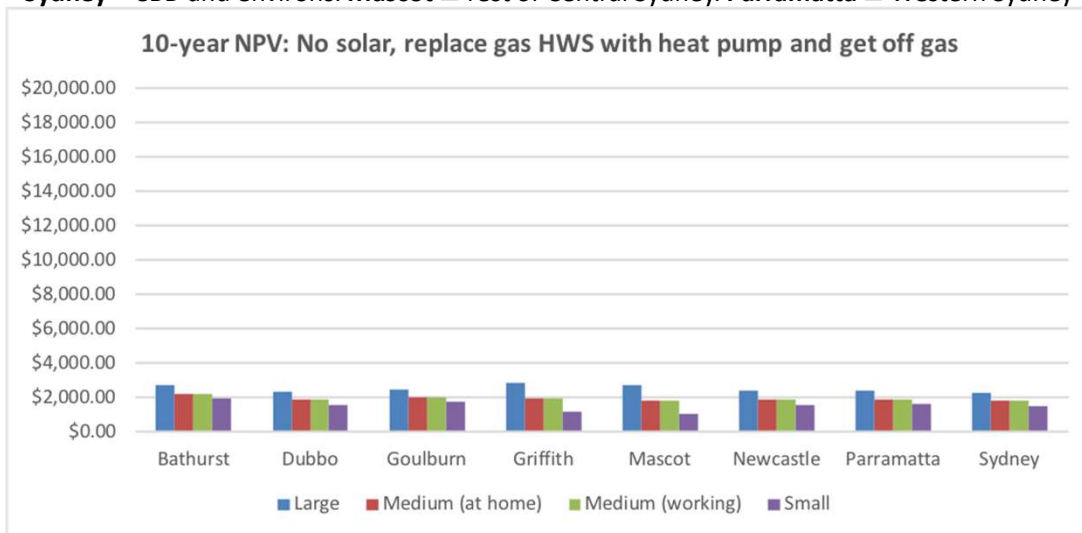


Homes with only one gas appliance

This is the financial benefit over ten years of switching from gas to electric



Sydney = CBD and environs. **Mascot** \cong rest of Central Sydney. **Parramatta** \cong Western Sydney



Heating -> electric

Between \$3,500 and \$14,000 better off over ten years for medium-sized households

ONE GAS APPLIANCE

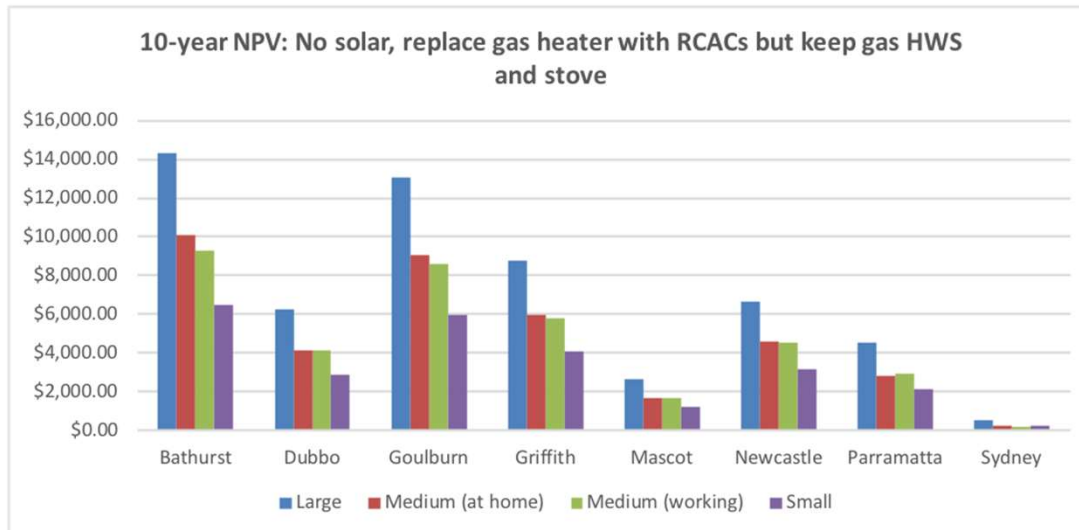
Always worth switching to electric and end the gas fixed charge.



Hot water -> electric

Between \$1,000 and \$2,500 better off over ten years

Homes with three gas appliances

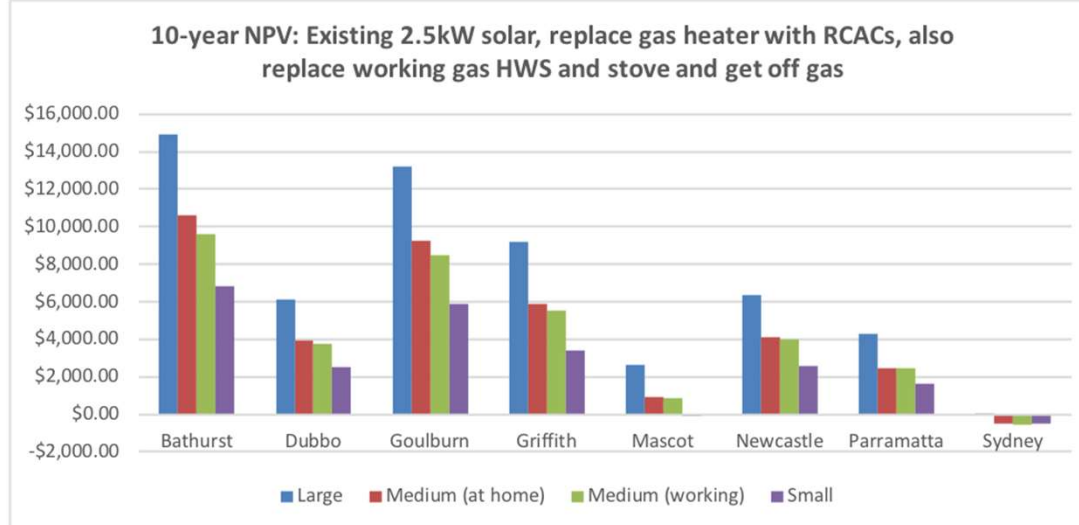


HEATING when you have other gas appliances

- Usually worth switching to electric (RCACs) even if you keep other gas appliances
(barely worth it in inner Sydney)
- If you *also* switch other gas appliances, still a good outcome (marginally better or worse depending where you are; not worth it in inner Sydney)

A BIT BETTER IF YOU HAVE SOLAR

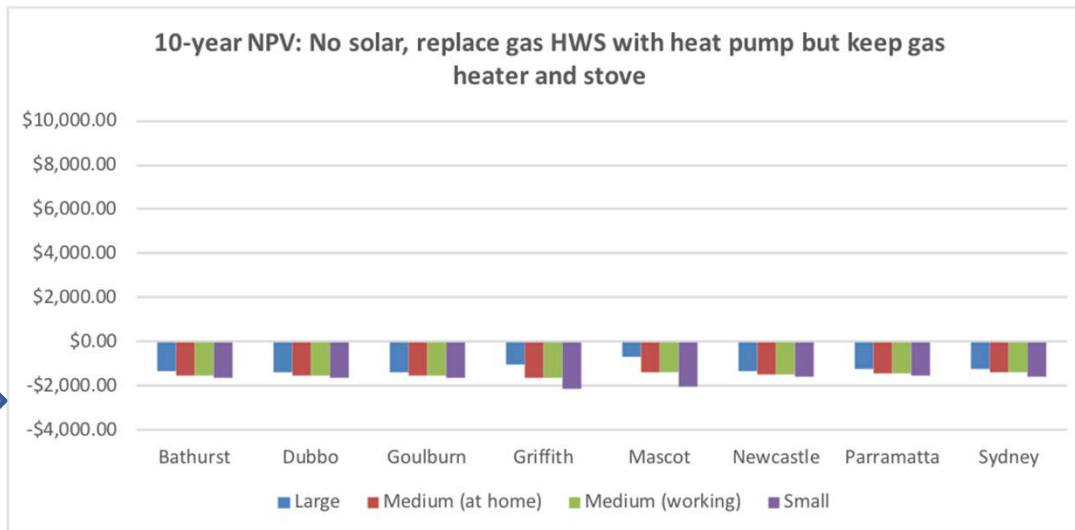
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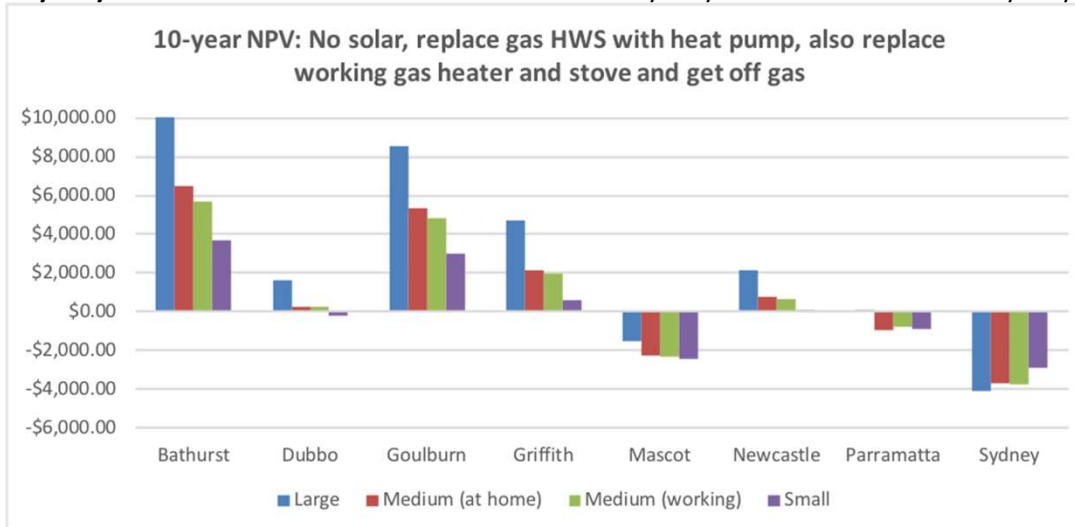


Homes with three gas appliances

Negative \$ means it will cost more over ten years if you switch from gas to electric



Sydney = CBD and environs. Mascot \cong rest of Central Sydney. Parramatta \cong Western Sydney

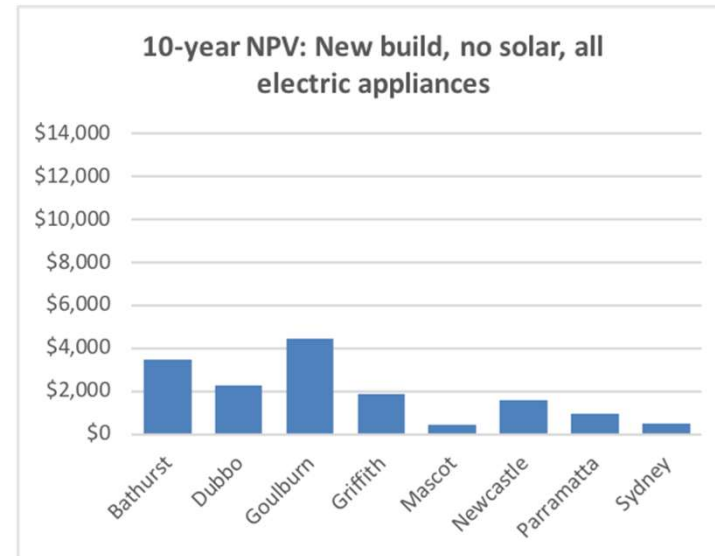
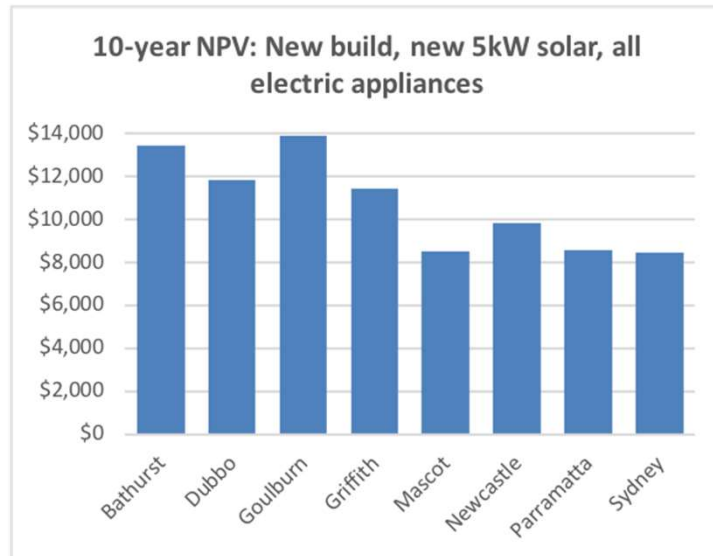


HOT WATER when you have other gas appliances

- Not worth switching to electric if you keep other gas appliances (unless you also install a large solar system)
- But if you *also* switch other gas appliances and go all-electric, it's worth it in some places (Bathurst, Goulburn, Griffith, Newcastle, large households in Dubbo) but still not in others (Sydney, smaller households in Dubbo)

A BIT BETTER IF YOU HAVE SOLAR

New homes



With solar

It's a no-brainer to go all-electric



Without solar

Why?!? But still a better choice to go all-electric in most places (less so in central Sydney)

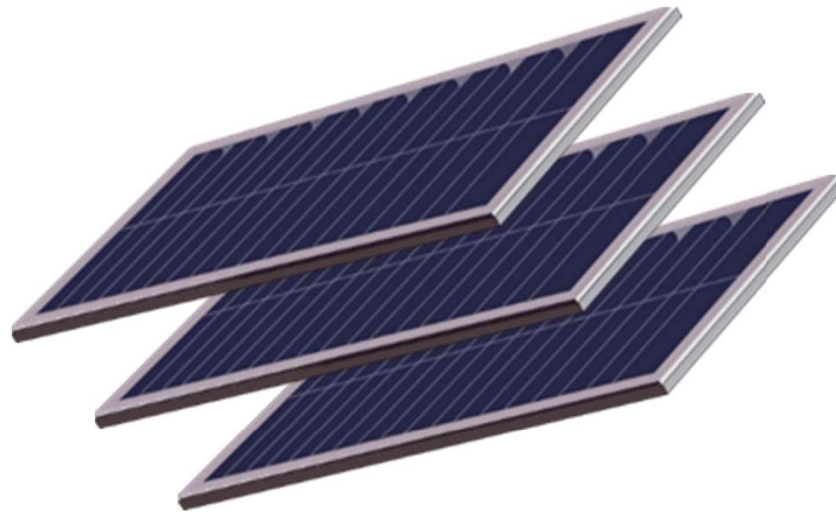


Other details



SOLAR: Having solar increases the benefit of switching to electric, especially HWS (improves value across the board).

Putting a new solar system on at the same time as appliance replacement always makes a switch to all-electric worth it.



COOKERS: Makes little difference unless switching allows you to disconnect from gas and avoid the fixed charge. (So if a stove is your only gas appliance, it's always worth switching to an electric induction stove (with electric oven).)

What does it mean?



For households:

- Increasingly, RCACs will replace gas heating for most people
- Environmentally conscious people will switch off gas earlier than others
- For the rest, the shift to electric hot water and cooking more likely to accompany big solar installations or major renovations
 - Bottled gas may be used for cooking in some households
- Gas will probably remain a luxury fuel for a few

For the energy system:

- Many industrial processes can be served by electricity rather than gas, and this will be cheaper as industry installs on-site generation
- Some processes require combustion, still needing natural gas or an alternative combustible fuel (e.g. hydrogen)
- Mains gas networks may remain to mostly serve these industries and (at higher prices) households prepared to pay a significant premium for gas

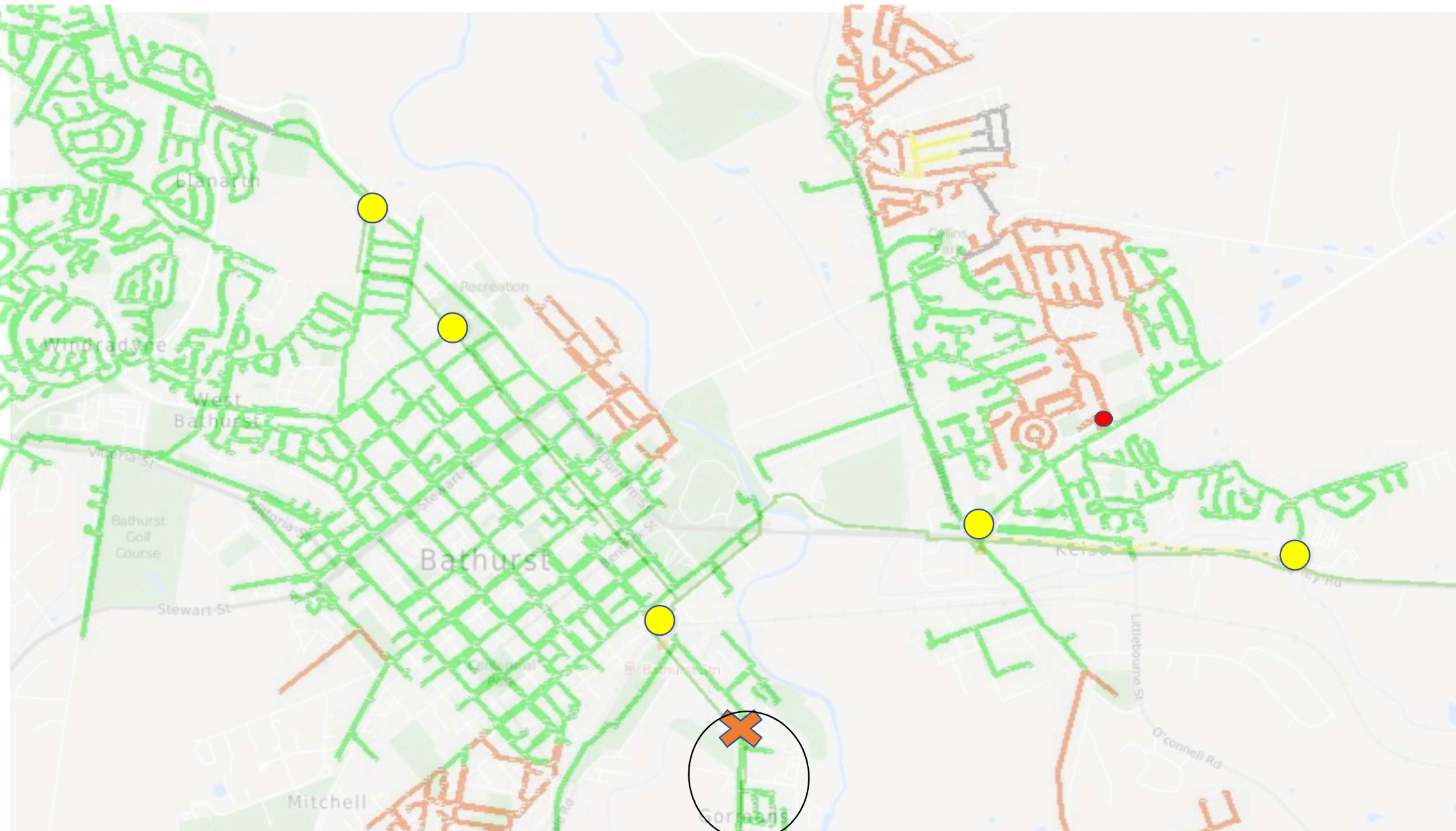


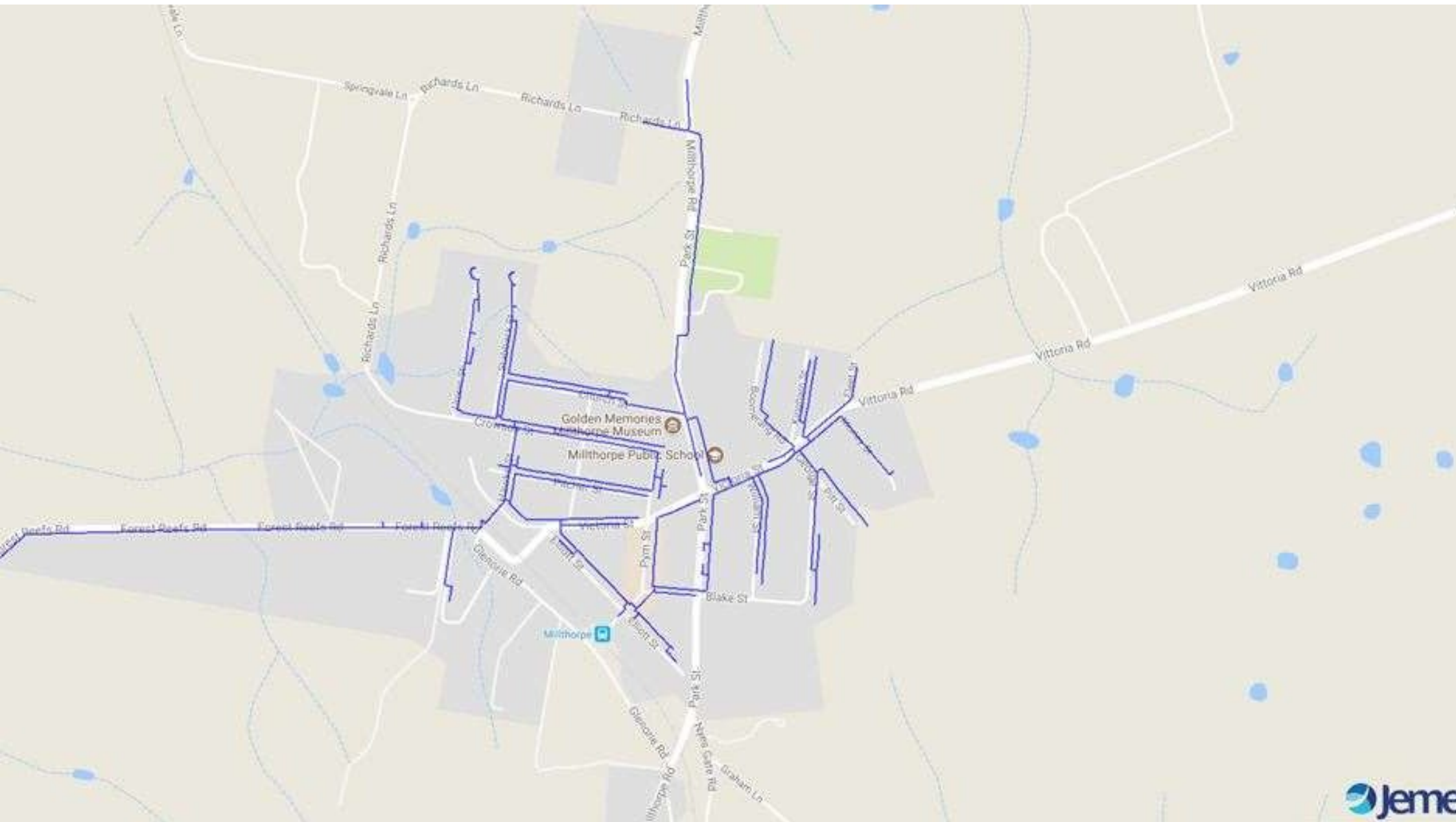
Thanks

THE ALTERNATIVE TECHNOLOGY ASSOCIATION

Helping Australians live sustainably in their homes and communities since 1980

www.ata.org.au







POST EVENT FEEDBACK FORM

Event	Deliberative Forum Newcastle
Date	Saturday 23 June
Venue	The King Street Room, NEX – Newcastle Exhibition and Convention Centre 309 King St, Newcastle West NSW 2302
Time	10.30am-3.30pm

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The workshop timing was appropriate	1	2	3	4	5
The venue was appropriate	1	2	3	4	5
The workshop objectives were clearly stated	1	2	3	4	5
The facilitator presented clearly and logically	1	2	3	4	5
The workshop content was interesting	1	2	3	4	5
The facilitator allowed me and others to have a say	1	2	3	4	5
There were opportunities for me to participate in an engaging and appropriate way	1	2	3	4	5

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

What did you value most about today's workshop?

Do you have any other comments about Jemena and household gas?
