



## Outcomes report Retailer engagement session 1 – 1 March 2023

# Retailers session 1 playback

What we've heard	How we have responded
<b>Principles of engagement:</b> retailers value positive and open communication, clarity, transparency and timely information sharing. They also favour using some online tools to gain feedback in-session, e.g. Menti.	<ul style="list-style-type: none"><li>• We will come back to these principles at each session and ensure we hold ourselves to these principles during our engagement with retailers. We expect the same principles from the retailers that engage with us throughout this process.</li></ul>
<b>Reference Service is meeting needs for most retailers, however some want it to continually evolve:</b> while 8 in 10 attendees agree or strongly agree that the current Reference Service meets their needs, a minority are unsure or neutral. Some felt the need for more information. Others felt the future of the energy system needs to be considered. Retailers expect Jemena to be continually evolving the Reference Service and engaging in an ongoing way.	<ul style="list-style-type: none"><li>• This feedback is noted and appreciated as we develop the Reference Service.</li><li>• We are scheduling 1:1s with all retailers so you can give detailed feedback and we can provide more information on the current Reference Service.</li><li>• We note that the future of energy, and uncertainty, is a key theme in our customer forums.</li></ul>
<b>Retailers want a variety of customer touchpoints for the Draft AA Engagement Program:</b> retailers had some suggestions on other customer groups including looking at affordability amongst vulnerable customers. Others felt that frequency of engagement, in addition to efficiency, matters too.	<ul style="list-style-type: none"><li>• We are looking at the overall engagement program and will take on this feedback in considering engagement with different groups.</li><li>• Within our customer forums, affordability is emerging as a major theme and we're giving some thought to how Jemena responds in this AA.</li></ul>

This section shows an overall summary of what we heard in the session.  
Any questions? Give us feedback at [GasNetworks2050@jemena.com.au](mailto:GasNetworks2050@jemena.com.au)

# Principles of engagement



# Retailer principles of engagement

In our first activity of the session, we highlighted the core principles of engagement adopted for the Access Arrangement, and retailers suggested these additional points they'd like us to follow throughout our process of engagement.

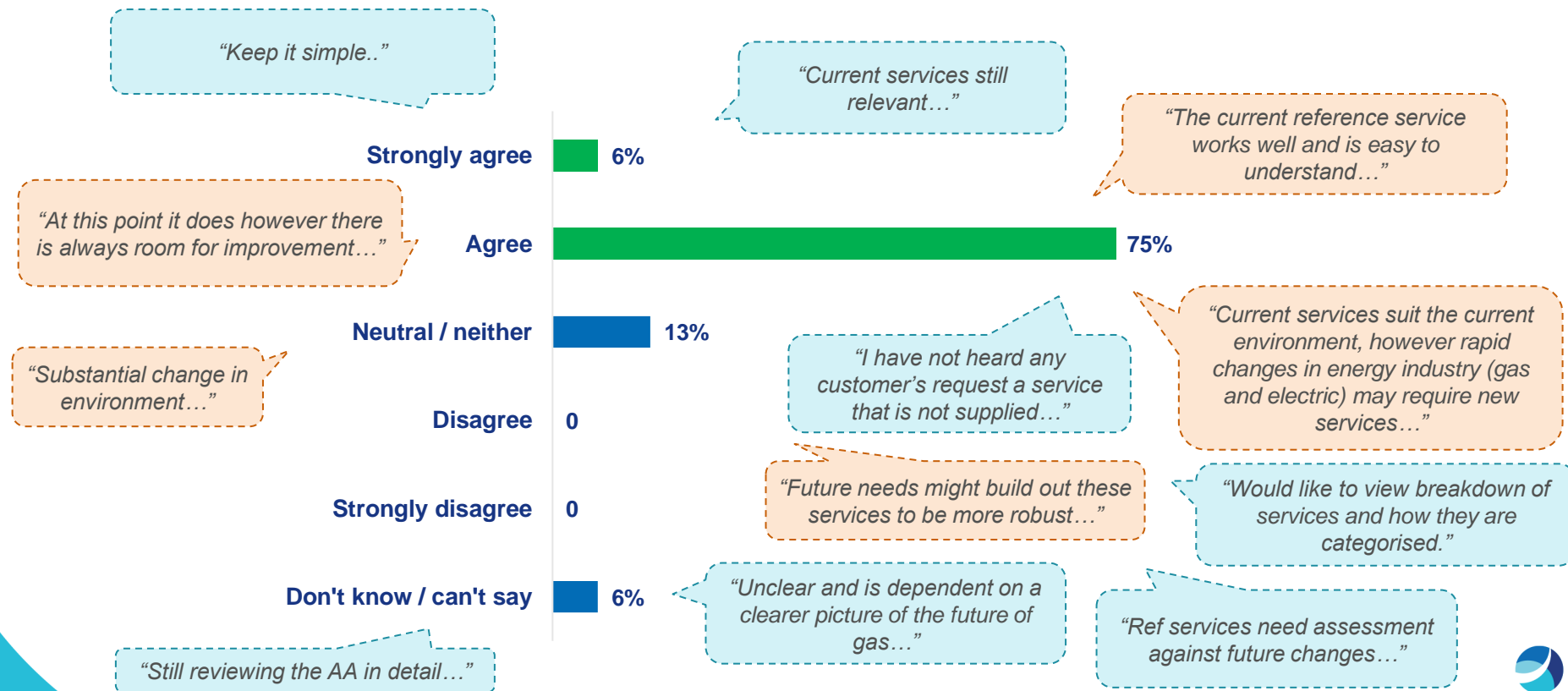
- **Positive and open communication:** retailers talked about genuine collaboration, consistent and timely sessions, and active participation.
- **Clarity:** retailers said no questions should be treated as stupid, that we need to be on the same page, and suggested paraphrasing in sessions by Jemena team to illustrate comprehension.
- **Transparency and information sharing:** retailers suggested that we could achieve this through SME workshops with internal teams, setting up meetings with an agenda, sharing information back quickly, following a due process, and that Retailers should understand the Access Arrangement comfortably by the time it's submitted.



# Initial feedback from retailers about the Reference Service and Draft AA Engagement Program



When it comes to our current reference services, 8 in 10 attendees\* agree or strongly agree that it meets their needs. 1 in 10 is neutral and 1 in 10 is not sure, for a variety of reasons included below.



Q3: Our current Reference Service is suitable to meet your needs during 2025-2030 Q4: Why did you think that? (N=16. Strongly agree - 1: Agree-12: Neutral - 2: Disagree - 0: Strongly disagree - 0. Don't know / can't say - 1 \*caution low base)

When asked about any change to the current Reference Service, some perceived it being dependent on what happens with the energy transition in future. Others expect ongoing engagement and that Jemena is continually evolving the Reference Service.



*"Agree with the view on hydrogen..."*



*"To keep relevant in the market and listening to our customers there will be changes..."*

*"Yes. Some services may need to change given the energy transition..."*

*"Unclear and is dependent on the clearer picture of the future of gas..."*

*"Jemena has evolved the RSA over previous reg periods, so expect this will continue with engagement / feedback sought..."*

*"Wondering how the introduction of hydrogen blending and distribution facilities will impact the Reference Services..."*



*"How hydrogen blending and gas smart meters will be placed..."*



When asked if there's anything missing from our draft engagement program for the AA, retailers had some suggestions of different customer groups they regularly work with.



## Retailer feedback on what's missing:

- Body corporate managers
- Builders and developers
- Cycle of engagement
- Changes – for example hydrogen
- Hardship customers
- Vulnerable customers
- Efficiency gains
- Retirement villages



# Session feedback



Retailers thought the positives of the session was the Menti tool with ease of login, with a clear presentation and clear objectives. Some participants also commented the session was engaging, enjoyable and fun.

*"It was way better than death by PowerPoint, way more engaging..."*

*"It was good to use, easy to login"*

*"Encouraging feedback through Menti..."*

*"The tools worked ok, and were easy to use..."*

*"Keep topics short and focussed..."*

*"It was a bit of fun..."*

*"The rephrasing of what Jemena (Merryn) has heard to clarify the feedback is very helpful..."*

*"Menti was great. I reckon incorporate for future forums."*

*"Clear presentation, good start to process..."*

*"Organised session, clear objectives..."*

*"Enjoyed Menti..."*

When asked how we can improve, retailers asked for pre-reading in advance, keeping sessions focused on one topic at a time, and asking for more specific information on the AA.

*"Circulate the slides and responses afterwards..."*

*"What the Vic businesses did is they sent out the slide pack at least a week in advance..."*

*"Would like to avoid using apps that require individual account creation and sign-in (e.g. Mural)"\**

*"Keep the sessions focused on one topic at a time..."*

*"The 101 session on Reference Services at the start of the session might be better replaced or made more specific to an overview of Jemena's AA..."*

Q8: What can we improve on? (N=5) \*\*note Mural account doesn't need a login to participate in-session, we gave an incorrect link at the start of the session that was rectified in-chat.

# Other feedback and comments related to the hardships retail customers are experiencing, looking into to the future, and considering the cycle of engagements with retailers.

*"Menti presentation useful – especially for large crowds, but may need to check with author for clarity..."*

*"Customers are finding it really hard to make a decision, do they pay their bill or put food on the table, due to the increase in prices..."*

*"Consider the cycle of engagement, frequency and timing of consultation with retailers..."*

*"With the energy transition going forward, there could be some issues around that"*

*"With these future changes, they may arrive towards the end of the next five year period, so you want have thought about it and be ready. So that we can transition through it more effectively rather than jumping in at the last minute..."*

*"Customers are exposed if they have to pay for non-reference services directly (...)"*

# Appendix





# Methodology: What we did in the session



## Objectives

Our objectives of the day was to get retailers initial thoughts and questions on Jemena Gas Networks Reference Service, and also to understand what they think of the proposed engagement process for the 2025-30 Access Arrangement review.



## Attendees

Invitations were sent to 50 attendees with 28 externals attending (see the breakdown on the following page)



## Format

The session ran for a total of 1 hour and 20 minutes over Microsoft Teams and divided into three sections. We used interactive online tools like Mural and Menti to solicit feedback from retailers within the session.



## Summary

### Section 1: Welcome and Engagement Principles

Our first section was dedicated to an official welcome, acknowledgement of who was in the virtual room, and an activity on Mural focusing on agreeing on the principles of engagement participants would like us to follow.



### Section 2: Context and Q&A

Our second section of the day covered Jemena Gas Networks, sharing the findings of the recent survey with retailers, draft timelines, and detailing what the Reference Service Proposal is and some of our early thinking on this and the engagement for the upcoming Access Arrangement. This information was followed up with a Q&A session where retailers gave their considered feedback via Menti.



### Section 3: Next steps

We rounded off the session with a reflection activity on Menti, where participants considered what went well in the session and what we can improve on for next time, ending with an official thank you and close.

# Who came? Retailer attendees

Attendee	Organisation
Ammar Aljuboori	Covau
Con Noutso	Red Energy & Lumo
Chen Fan	Globird Energy
Cheryle Mcleod	EnergyAustralia
Ella Wang	ActewAGL
Fiona Doherty	Alinta Energy
Joe Sweet	AGL
John Mccluskey	Globird Energy
Jordan Rigby	Red Energy & Lumo
Justin Dopierala	Powershop
Lynn Lau	AGL
Mario Iogha	Origin Energy
Melissa Sutherland	ActewAGL
Mark Koenig	Sumo
Mark Riley	AGL
Michael Cini	The Collective Energy

# Who came? Retailer attendees (ctd)

Attendee	Organisation
Nathan Halligan	Alinta Energy
Nick Aquilina	Energy Locals / Vocus
Peter Perla	Sumo
Patrick Whish-Wilson	AGL
Sean Greenup	Origin
Sean Jennings	Red Energy & Lumo
Shikha Patel	Sumo
Sunny Lee	Powow / Discover Energy
Steve Ford	Red Energy & Lumo
Troy Olcorn	EnergyAustralia
Travis Worsteling	Energy Australia
Randall Brown	Momentum Energy
Zinky Sharma	AGL

# Who couldn't come? Retailer apologies

Apology	Organisation
Addam Cao	Simply Energy
Brett Fulmer	Energy Locals
Christopher Plummer	Covau
Emily Watkins	ActewAGL
Jo Sullivan	EnergyAustralia
Hal Zo	Globird Energy
James Gerraty	Telstra Energy
Janice Lee	OVO Energy
Stefanie Monaco	Red Energy & Lumo

# Jemena attendees and AER observers

Attendee	Organisation
Alban Delpey	Jemena
Andre Kersting	Jemena
Brad Gee	Jemena
Catherine Marshall	Jemena
Emille Kueh	Jemena
Emma Wilson	Jemena
LayNa Lim	Jemena
Leonora Todesco	Jemena
Louise Baring	Jemena
Merryn Spencer	Jemena
Sandra Centofanti	Jemena
Shaun Reardon	Jemena
Rob Gannon	Australian Energy Regulator
Slavko Jovanoski	Australian Energy Regulator



Thank you!

