



Outcomes report Retailer engagement session 2 –28 April 2023

Acknowledgement of Country

We acknowledge the Traditional Owners of the lands upon which we operate and recognise their continuing connection to land, waters, and culture.

We pay our respects to their Elders past, present, and emerging.

Pictured: artwork by Aboriginal artist Chern'ee Sutton from Mount Isa for our Group's Reflect Reconciliation Action Plan



Retailers session 2 playback

What we've heard

Retailers gave the feedback around their principles of engagement summarised below – they are:

- **Positive and open communication:** genuine collaboration.
- **Clarity:** we all need to be on the same page.
- **Transparency:** sharing information back quickly.

Attendees generally agreed these principles of engagement are consistent with what was said last time and is an accurate and good summary.

We asked about any additional views on the Reference Service Proposal.

Participants agreed that what was presented is an accurate and good reflection and confirmed there were no additional views. They were very interested in the Reference Service Proposal / AA and how it will evolve over time. Generally, retailers stated there is no view change, and some want more information on hydrogen and renewable gas as it becomes available.

Gas Networks 2050 and Access Arrangement customer engagement. Digital meters

Retailer feedback on digital meters covered a broad range of opinions. Many retailers = felt it was a good idea and would provide a level of additional safety for meter readers, and remote disconnection and reconnection capabilities would be beneficial.

One retailer questioned whether digital meters made sense for gas in the current environment of uncertainty.

Other feedback

Some felt it was hard to ask customers to have a view on possibilities of the future gas, given the current uncertainty and where the energy transition is at.

Others asked about catering for opposing views within the consultation.

How we have responded

- We will continue positive and open communication, clarity and transparency and information sharing.
- We are committing to regular sessions with you (both group and 1:1s), and timely written documentation as we progress through the Access Arrangement, prompt reporting back and engagement techniques in line with both the International Association for Public Participation (IAP2) and the [AER Better Resets Handbook](#).
- We note retailer feedback along the way as we've developed the Reference Service Proposal.
- We'll circulate the draft Reference Service to retailers and major users to review w/c 8 May 2023, and ask for feedback by Friday 19 May 2023.
- We'll then incorporate the feedback by Friday 26 May
- We'll commence engagement on the Access Arrangement in the following months noting topics of interest for retailer consultation.
- We'll take these insights and feedback on board as we finalise the Gas Networks 2050 project and share the output report with retailers as we start the 2025-2030 Access Arrangement customer engagement and consultation, especially for topics of interest.
- We'll invite interested retailers to attend the customer consultation as observers especially for topics of interest.
- We'll also continue to share our customer engagement findings as we progress.

Any questions? Give us feedback at GasNetworks2050@jemena.com.au

Reflections from retailers on the record of the Reference Service consultation and whether there were any changes, participants noted that it was accurate, there were no additional views, their feedback still relevant and more information on hydrogen or renewable gas.

"This reflects what we discussed last time accurately..."

"No, the feedback's still relevant and current issues..."

"No view change..."

"Thank you..."

"Is accurate and good reflection..."

"Yes, accurate..."

"Nothing further to add from me..."

"You've encapsulated this perfectly, happy with the summary..."

"No, feedback's still relevant and current..."

"No additional views. Think much is talked about how the RSP / AA will evolve – so interested today on your thoughts on this..."

"Great summary..."

"More info on hydrogen / renewable gas..."

Q1: Do you have any questions? Did we miss anything? Q2: What are your reflections of our session? Is this an accurate summary? Q3: Anything else you'd like to add? Q4: Has your view changed since the previous session?

Insights and feedback from retailers about Gas Networks 2050 project included questions about the purpose of any proposed digital meters consultation, and that customer feedback so far echoes what retailers are hearing from customers. They highlighted the need for Jemena to listen carefully to customers to ensure understanding.

"By that they want remote re-energisation (reconnection) and de-energisation (disconnection)..."

"Agree re smart meters for gas..."

"When talking to customers keep it simple and how it will relate to them..."

"Customers want the same technology for gas meters as they currently have for electricity..."

"Aligns closely – affordability is big..."

"This would support a changing energy landscape..."

"Keep field offers safe from dogs etc..."

"Thank you..."

"Must listen carefully to their needs and ensure they understand all of the challenges and issues you face when consulting..."

"Given the rapid change happening, I think it's very hard to have customers have a view on possibilities..."

"Catering for opposing views – customers wanting net zero vs customers wanting to keep gas..."

"Have you started talking to customers regarding gas smart meters in these engagement sessions?"

"Definitely aligning with what customers are stating. Would be interested in the recommendations report..."

Q5: How does this align with, or is different to, what you're hearing from customers? Q6: What might be the challenges and opportunities when engaging with customers and stakeholders in the Access Arrangement?

Session feedback: what retailers thought we did well.



"Mentimeter..."

"Great work..."

*"Jemena's engagement
sessions are top class, keep
up the great work..."*

Q7: What did we do well today? Q8: What can we improve on for next time? Q9: Any other feedback or comments?



Appendix

Methodology: session two overview



Objectives

Our objectives of the session were firstly to update on how Jemena's incorporated retailer feedback and Jemena's progress on the Reference Service. Secondly, to check our understand of what's been said and how it's been incorporated so far, and finally to provide an update on a topic of interest retailers wanted to know more about: the future of the gas networks.



Attendees

Invitations were sent to 45 attendees with 14 internals and externals attending (see the breakdown on the following page)



Format

The session ran for a total of one hour over Microsoft Teams and was divided into three sections. Retailers gave feedback through menti during the session and also asked questions directly of the Jemena team at the end of the session.



Summary

Section 1: Welcome and Engagement Principles

Our first section was dedicated to an official welcome, acknowledgement of country, feedback on the joint engagement principles and reflecting back on what was heard in session one.



Section 2: Update on the Reference Service

Our second section detailed about Jemena's progress on the Reference Service, what had been heard so far from retailers and where this feedback is proposed to take us.



Section 3: Engagement update on Gas Networks 2050

As retailers had requested to hear about our plans for the future of gas, we shared details on our Gas Networks 2050 project with feedback from stakeholders and customers, and checked in with retailers about whether this resonated with what they are hearing.



Section 4: Next steps

We finished the session with a timeline about when the retailers would hear from the Jemena team emailing the consultation draft of the Reference Service to the retailers, and a reflection on today's session so we can improve for future sessions.

Who came? Retailer attendees

Attendee	Position	Organisation
Ammar Aljuboori	General Manager Retail Business	Covau
Bree Shaw	Network and Industry Lead	Origin Energy
Con Noutso	Regulatory Manager Retail	Red Energy & Lumo
Cheryle Mcleod	Network and industry Advisor	EnergyAustralia
Joe Sweet	Network and Metering Manager	AGL
Justin Dopierala	Meter Delivery Lead	Powershop
Mario Iogha	Market Data Manager	Origin Energy
Nathan Halligan	Commercial Analyst	Alinta Energy
Patrick Whish-Wilson	Senior Regulatory Economist	AGL
Rachel Dean	Metering Operations and Network Lead	Alinta Energy
Steve Ford	Pricing Analyst	Red Energy & Lumo
Troy Olcorn	Industry and Networks Advisor	EnergyAustralia
Zinky Sharma	Energy Distribution & Metering Manager	AGL

Who couldn't come? Retailer apologies

Apology	Position	Organisation
John Mccluskey	Executive Manager Sales and Marketing	Globird Energy
Mark Riley	Senior Industry Advisor	AGL
Jordan Rigby	Team Manager Customer Initialisation New Connections	Red Energy & Lumo
Sean Jennings	Regulatory Manager	Red Energy & Lumo
Sean Greenup	Group Manager Regulatory Policy	Origin

Jemena attendees and AER observers

Attendee	Position	Organisation
Ana Dijanosic	General Manager Regulation	Jemena
Andre Kersting	Gas Networks Regulation Manager	Jemena
Catherine Marshall	Evoenergy & Key Accounts Manager	Jemena
Emille Kueh	Relationship Lead – Energy Retail Customer and Commercial	Jemena
LayNa Lim	Senior Regulatory Adviser – Jemena Gas Networks	Jemena
Leonora Todesco	Relationship Manager – Energy Retail	Jemena
Merryn Spencer	Engagement Lead – Jemena Gas Networks	Jemena
Rob Gannon (partial)	Assistant Director	Australian Energy Regulator
Slavko Jovanoski	Director, Reset Coordination, Network Regulation	Australian Energy Regulator

An aerial photograph of a river with vibrant turquoise water, characterized by white rapids and foam, as it flows through a rugged landscape of dark, layered rock formations. The surrounding terrain is sparsely covered with dry, yellowish-brown vegetation.

Thank you!

Questions or comments?

Email: GasNetworks2050@jemen.com.au