



UDIA engagement session

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



Agenda for today

Topics we will cover

Section 1: Welcome

2. Context and background

About the Access Arrangement and regulatory framework

About the AA engagement and timeline, background to our project so far

Gas Networks 2050 – what we're hearing so far from stakeholders and customers

Q&A discussion – hearing from you!

3. Next Steps, thank you and close

Duration

5 total

50 total

5

5

10

30

5 total

In order to...

- 01** Get your initial thoughts and questions.
- 02** Understand what you think of the proposed engagement process for the 2025-30 Access Arrangement review.

***Reminder: This session is
being recorded***

Welcome!

Our purpose today is to:

- Provide an overview of the process to review and update of the 2025-30 Access Arrangement period
- Get your inputs to help shape our approach to engagement for JGN's 2025-30 Access Arrangement review.



Context



The Access Arrangement

Every 5 years, JGN has to submit an Access Arrangement to the Australian Energy Regulator (AER).

The Access Arrangement will set out:

- the activities and investments that we will undertake
- the distribution network charges that customers will pay

for the next regulatory period (1 July 2025 to 30 June 2030).

For the forthcoming Access Arrangement period, JGN has to submit a proposal document to the AER in June 2024 for consideration:

- The AER will review JGN's proposed activities and investments, before approving it.
- The Access Arrangement will come into effect on 1 July 2025.

Access arrangement

JGN's NSW gas distribution network

1 July 2020 – 30 June 2025



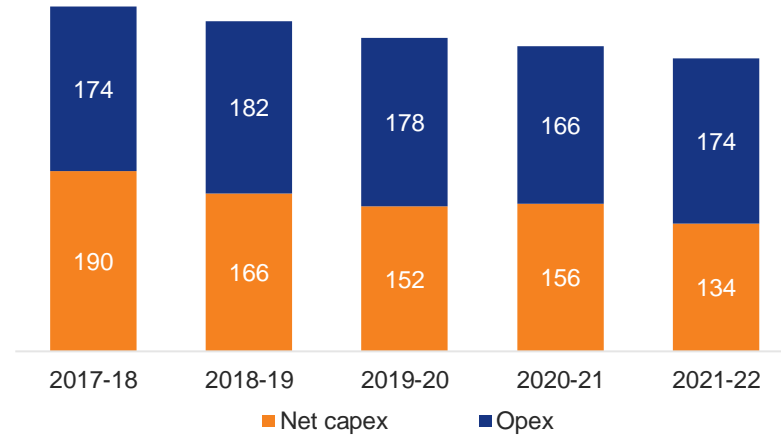
Click [here](#) for JGN's Access Arrangement for the current period (1 July 2020 to 30 Jun 2025)

Jemena Gas Network's activities and investments

Our network distribution charges enable us to recover the costs required to operate the network.

Most of this investment goes into connections, renewing meters and pipelines, upgrading facilities, as well as day-to-day operations of the network such as repairs, gas replacement, and software & IT support services

Net capex and opex from 2017-18 to 2021-22 (\$M)



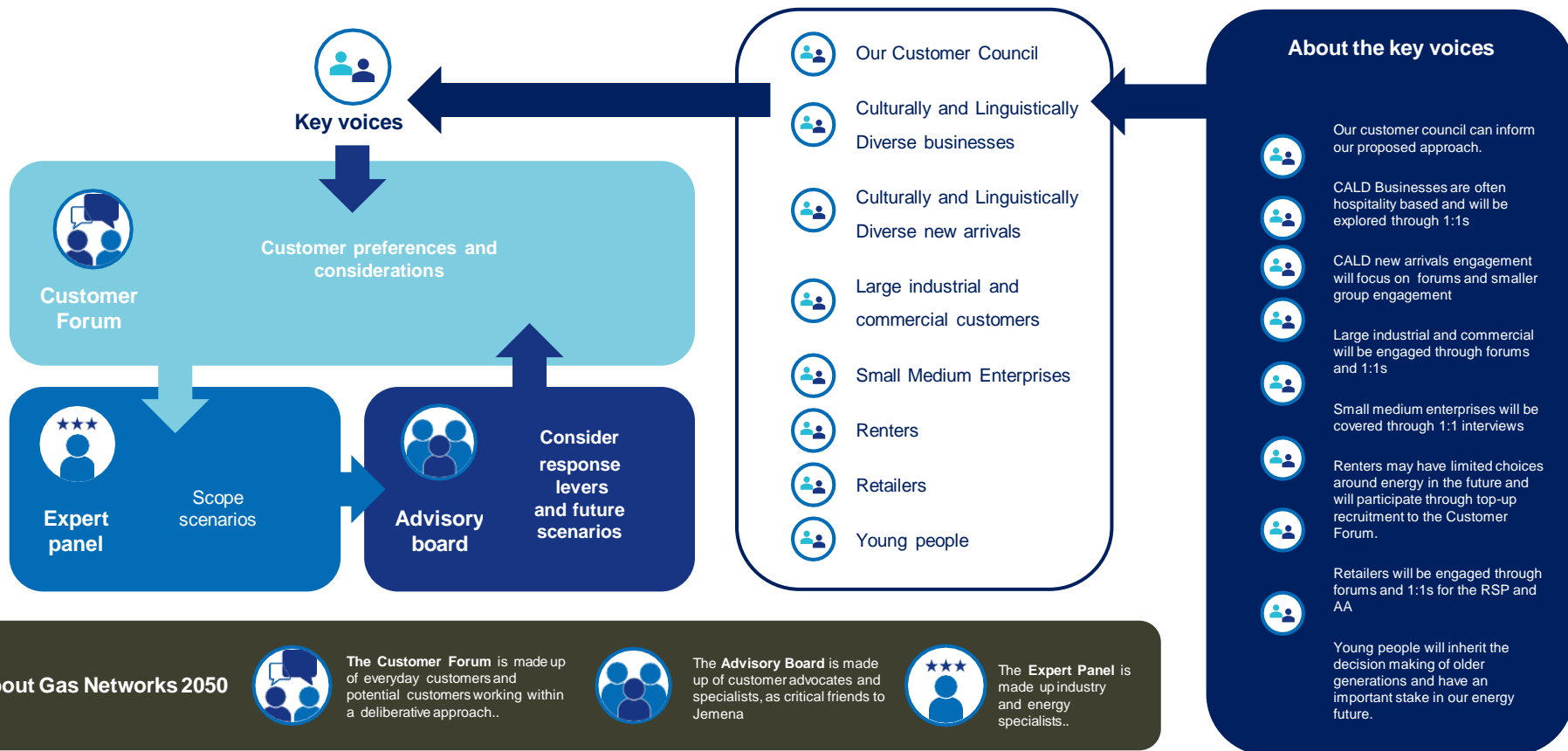
Over the last 5 years, total costs associated with our reference service averaged \$334M per year (nominal terms).

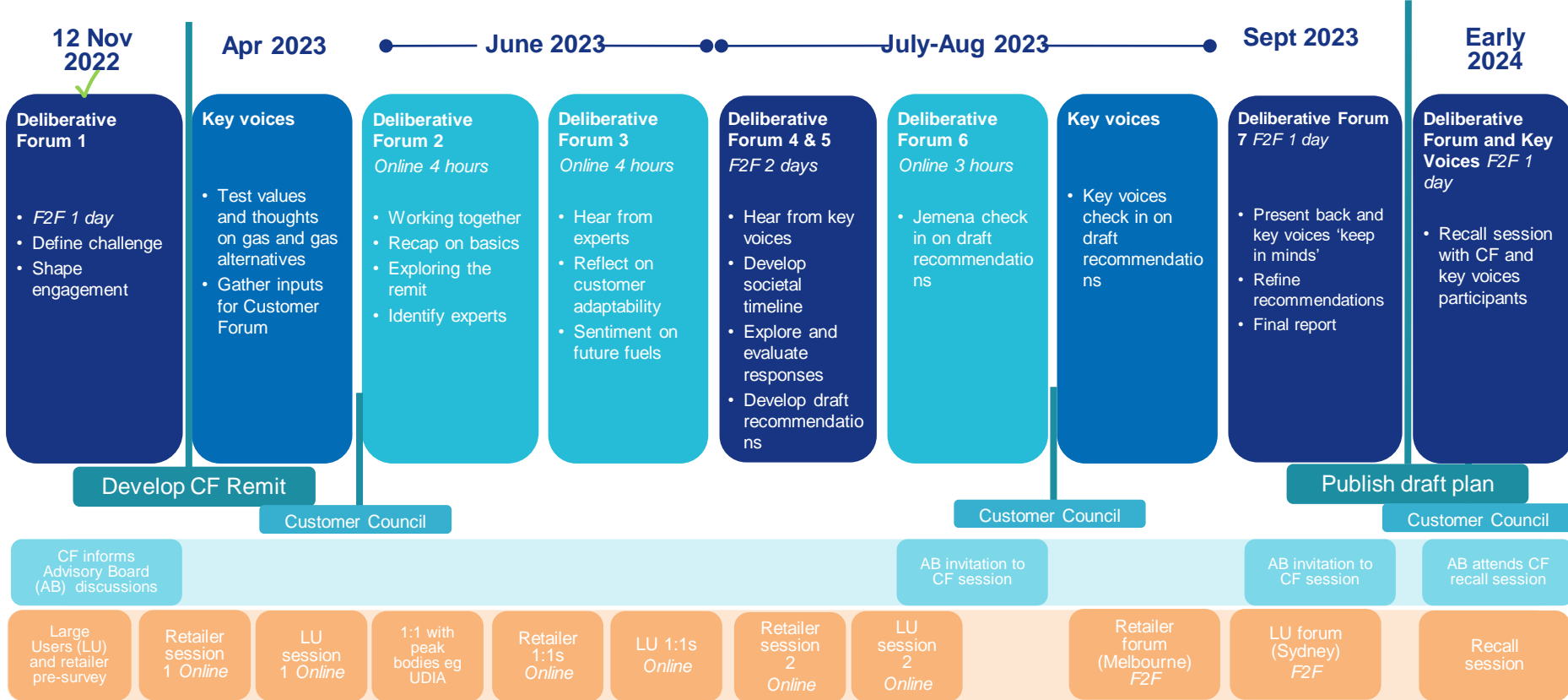
Timeline



Engagement for Access Arrangement (AA) 2025-2030

Engagement for Jemena's access arrangement will be authentic, and rich to really listen to the diverse needs of our customers.





What we've heard from customers so far:

- Choice of gas
- Vulnerable customer initiatives
- Connections
- Willingness to pay for renewable gas and innovation
- Expectations of access into the future

Note HIA declined opportunity for consultation

- Reliability and security of supply
- Dealing with uncertainty (across the four demand scenarios) through accelerated depreciation and charging for connections
- Tariff reform options and fairness.



Households
in city and
regional areas



Households with
different combinations
of gas appliances and
therefore gas usage



Households
from different
climates



Households
with different
socio-economic
status



Households
on older and
newer parts of the
network



Households
with vulnerable
customers
(including the
over 55s)



Households with
different housing
types: low, medium
and high density



Culturally diverse
households



Households
that are renters
and some home
owners



Small businesses



Culturally diverse
small businesses



Large
businesses



Households with
young people

Principles of engagement

1

Let our **customers** and **stakeholders** views shape our regulatory proposal



2

Build **trust** and **collaborate** with customers in our regulatory proposals



3

Continue to support growth of Jemena's customer focused **culture**



What does good engagement look like to you?

What principles of engagement would you like us to follow?



Update: Gas Networks 2050

Gas Networks 2050: Advisory Board and Expert Panel update



Gas Networks 2050 is Jemena's response to the energy transition, and uncertainty for the future role of gas networks. That's why Jemena is meaningfully collaborating with a range of stakeholders.

As we gear up for our next Jemena Gas Networks Price Reset for 2025-2030, we continue our high standard of consultation and engagement and consider the significant role our customers and stakeholders will play, as we face into the challenges ahead on this this journey, together.

Gas Networks 2050: what we're hearing from our customers



So the biggest thing that I heard from customers was just fantastic.

Gas Networks 2050: what we're hearing from our stakeholders



...what is happening in the energy sector right now is massive change.

Rosemary Givens
Chairman, Gas Networks

How does this align with, or is different to, what you're hearing from customers?

What might be the challenges and opportunities when engaging with customers and stakeholders in the Access Arrangement?

Thank you!

Did you feel heard today?

Please contact us if something comes up, if you didn't get a chance to raise an opportunity or issue, or if you want to discuss

further: Gasnetworks2050@jemena.com.au

or visit yournetwork.jemena.com.au