Outcomes report
Urban Development Institute of Australia (UDIA) NSW
Engagement session 1 – 11 May 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

UDIA Session 1 playback

What we've heard	How we will respond
UDIA NSW participants gave feedback around engagement process so far - **Sense of frustration:** UDIA NSW had several meetings with Jemena leadership via Stephen Angel (Network Development Manager) last year about the challenges ahead and felt it didn't go anywhere. This frustration could be leading to missed opportunities in terms of including gas reticulation in future developments? - **Authentic and genuine engagement:** Want engagement that is honest with members, not marketing-driven. - **For some members, the decisions are already made:** UDIA NSW stated members are moving away from gas because it's an expensive cost and there are significant green credential requirements. They want energy transition electrification plans upfront. - **Clear communication:** They want effective communication strategies on technical briefings and information.	• We propose to continue to build positive and open communication, clarity and transparency and information sharing thorough the Access Arrangement. • Committing to regular sessions with you (both group and 1:1s), and timely written documentation as we progress through the Access Arrangement. • Engagement techniques in line with both the International Association for Public Participation (IAP2) and the AER Better Resets Handbook. • Where appropriate, we will take the opportunity to partner with you for 'ground truthing' through a targeted survey to members – being honest about the challenges Jemena is facing. • Where appropriate, we will appear on UDIA TV on topics of interest relevant to developers – being honest and pragmatic about the challenges and opportunities.
Additional views on topics around Gas Networks 2050 and the Access Arrangement customer engagement. • **Renewable Gas:** Members want in-depth information on the future of renewable gas and an understanding of upcoming projects that Jemena has planned. • **Proposed changes to Jemena's cost model:** concerned about proposed changes to connection charges, noting UDIA NSW believe developers will move away given the additional cost. • **Gas decline:** Developers are preferring to moving away from gas as it's easier and less expensive. Some demographic groups for example Indian demography in Western Sydney are interested in gas. **Other feedback** • **Planning restrictions in Council's conditions of consent:** Some Councils treat gas as an essential service, and ask developers to install it, however some developers have renegotiated on this.	• We note UDIA NSW feedback along the way as we're developing the Access Arrangement for 2025-2030. • We'll commence engagement on the Access Arrangement in the following months noting topics of interest for stakeholder consultation.
Other feedback • UDIA NSW felt household customers were not equipped or able to answer complex questions about the future of gas or for the Access Arrangement. They believe Jemena needs to be asking the UDIA NSW membership and developers these questions. • UDIA NSW appreciate a conversation as part of this overall process, and being considered a key stakeholder to engage with.	• We'll take these insights and feedback on board as we finalise the Gas Networks 2050 project and share the output reports with you as we start the 2025-2030 Access Arrangement customer engagement and consultation, especially for topics of interest. • The Expert Panel and Advisory Board reports are on our engagement website here. • 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 UDIA NSW participants was around keenness for detailed information on renewable gas supply, concerns about connection charges, and reflecting the views of the membership of an electrification future. They want a genuine conversation with industry about what's ahead, and where we're at.

"It just appeared that we don't have our heads around that and despite all the talk about green gas and hydrogen, there's nothing really to put on the table…"

"Don't see a huge demand for it, [gas] easier for me and less expensive for me to not include it. And so those are I think a lot of the decisions that are being taken…"

"Members are dropping gas left, right and centre and we recognise that's where things are at..."

"We're trying to understand if we're missing an opportunity to get the pipes in the ground because there might be long term opportunities…"

"A dwindling business in residential without a game changer, the game changer is not coming. And then of course rightly you as a business of trying to work out how you recoup and hence we're having to pay for some of it. It's really ugly situation…"

"I think that's all good stuff. I guess the rubber hits the road in terms of potentially having that deeper engagement with industry where potentially our messages could help where we're saying crikey, we don't know what to do…"

Session feedback: What UDIA NSW thought we did well and what we can improve on included ensuring developers are well informed, looking towards the electrification future, and focusing on deeper engagement with developers on the issues they're most concerned about rather than household customers.

"Looking to be the conduit and make sure that developers are well informed…work through all these massive change ahead."

"We'd be tangentially interested. I think you'd need to convince me around the content you'd be communicating…"

"We appreciate that we are stakeholder that you view as important. So, thank you for reaching out to us…"

"Having a deeper engagement with industry…potentially the message as you need to bring to your regulator and the government more broadly that industry doesn't know that to do and the potential initiatives aren't ready.

"It looks like a corporate messages coming from your customers as opposed to us being that customer…where we are in that journey and how can you inform us?"

"UDIA TV is a much more facilitated approach with members, but it's a bit harder to call [with Jemena] because I think you'll find there are a bunch that are switched off on the issue."

"Why are you putting it on customers? (…) How's the customer meant to know?"

Appendix

Methodology: session two overview

Objectives

Our objectives of the session were firstly to update on Jemena's Access Arrangement for 2025-2030. Secondly, to check our understand UDIA NSW concerns, what's been discussed so far with other teams, and finally to provide an update on a topic of interest some stakeholders wanted to know more about: the future of the gas networks.

Attendees

Invitations were sent to 3 attendees with 5 internals and externals attending (see the breakdown on the following page)

Format

The session ran for a total of fifty minutes over Microsoft Teams and was divided into three sections. UDIA NSW gave feedback verbally throughout the session.

Summary

Section 1: Welcome and Engagement Principles

Our first section was dedicated to an official welcome, acknowledgement of country, feedback on principles, reflecting back on what these mean and introductions.

Section 2: Update on the Reference Service

Our second section detailed on Jemena's Access Arrangement, the timelines and different engagement streams.

Section 3: Engagement update on Gas Networks 2050

As some stakeholders wanted 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 UDIA NSW about whether this resonated with what they are hearing from their members.

Section 4: Next steps

We finished the session with a timeline about when UDIA NSW would hear next from Jemena in this engagement process, and a reflection on today's session so we can improve for future and potentially collaborate on research with members.

Who came? Attendees and apologies

Attendee	Position	Organisation
Steve Mann	Chief Executive Officer	UDIA NSW
Elizabeth York	Regional Manager – Hunter and Central Coast	UDIA NSW
Michael Murrell (partial)	A/General Manager Policy, Research and Corporate Affairs	UDIA NSW

Attendee	Position	Organisation
Andre Kersting	Gas Networks Regulation Manager	Jemena
Merryn Spencer	Engagement Lead – Jemena Gas Networks	Jemena

Thank you!

Questions or comments?

Email: Gas Networks2050@jemena.com.au