

bdi tender number

Jemena Gas Networks

Tariffs Customer Forum 1
Summary Report

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Note that we are publishing this report consistent with the recommendation of the AER.

1 Overview

Jemena Gas Networks (Jemena or JGN) engaged bd infrastructure to deliver a series of customer engagement workshops to support a pricing method review for the 2025-2030 regulatory period. This engagement process was established following the release of an issues paper and associated consultation process by the Australian Energy Regulator (AER), related to pricing methods (including forms of control and tariffs).




This engagement was designed and facilitated by bd infrastructure with Jemena subject matter experts.

The engagement process involves a group of randomly selected gas customers from within Jemena's network area, that broadly matches the demographics of their customer base.

There are three sessions planned, with the first being the subject of this outcome's summary report. The first session involved introducing and explaining key concepts and topics. The three sessions are shown in the diagram below.






At present, two other workshops are currently scheduled as part of bd infrastructure's engagement process. The details and purpose of all sessions are outlined in the figure below.

		
Workshop 1	Workshop 2	Workshop 3
Building blocks	Learning	Recommendations
<ul style="list-style-type: none">• About JGN• About Tariffs• Deliberative process• Remit• Introduce tariff concepts and price controls (overview only)	<ul style="list-style-type: none">• Brains trust workshop• Deep dive into tariff options and price controls• How they impact different customers	<ul style="list-style-type: none">• Deliberation• Recommendations on what is in the best interest of customers
Wednesday 5 July 5:30pm to 8:30pm	Tuesday 18 July 6pm to 8pm	Wednesday 2 August 5:30pm to 8:30pm

This report summarises the process taken and the feedback from the activities in the workshop. Table 1-1 below summarises the objectives/ components of the workshop and the feedback received.

Table 1-1: Summary of workshop 1 feedback

Workshop objective	Customer feedback
 <p>Customer expectations The customers were asked to share their expectations for the process.</p>	<p>Customers shared their expectations which we have categorised under the following themes:</p> <ul style="list-style-type: none"> Wanting to learn more in general and learn about the engagement process Wanting to have a better understanding of gas Learn about pricing, tariffs and affordability Understand the future of gas Clarify the role of the regulator
 <p>Brains Trust Identifying key areas of exploration for the brains trust</p>	<p>The group was asked what they understood, didn't understand, and what 'why' questions they had. These are summarised into categories below.</p> <p>What do you understand?</p> <ul style="list-style-type: none"> That the consultation is complex Achieving net zero is non-negotiable Price of gas is going up Gas supply chain and where Jemena sits Jemena's existing tariff structure needs to change Transition to renewable gas or electricity is an option <p>What don't you understand?</p> <ul style="list-style-type: none"> Forms of control Tariff structures Customer base impacts Government policy Future of gas (renewables) Reducing gas consumption and leaving gas network (timing) <p>What 'why' questions do you have?</p> <ul style="list-style-type: none"> What are the impacts on household customer base? What are the impacts on larger customers? What are the ideas for reducing costs to households? What are the impacts on Jemena? What is the future of gas? What is happening with government policy and the economy? What is involved in the engagement process? What are the tariff structure options?
 <p>Ways of working The group was asked to create rules and tips to help the group work effectively.</p>	<p>Group rules were broadly about:</p> <p>The group: be inclusive, stay on point/topic, using the zoom functions to support the conversation, show respect to your group mates.</p> <p>bd infrastructure and Jemena: support the group by giving clear instructions, more time on activities, and outline the role of the group and each activity.</p>

2 Details

Table 2-1 below provides the details of the Customer Forum 1 Workshop.

Table 2-1: Customer Forum 1 workshop details

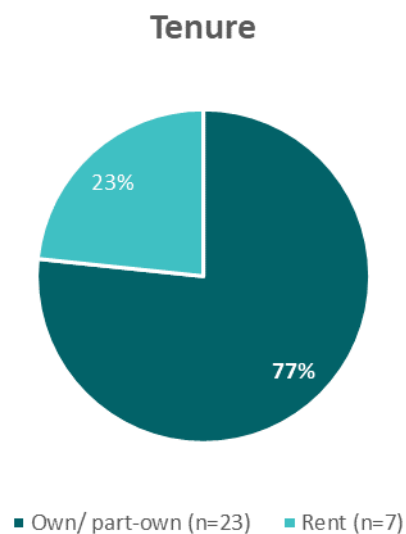
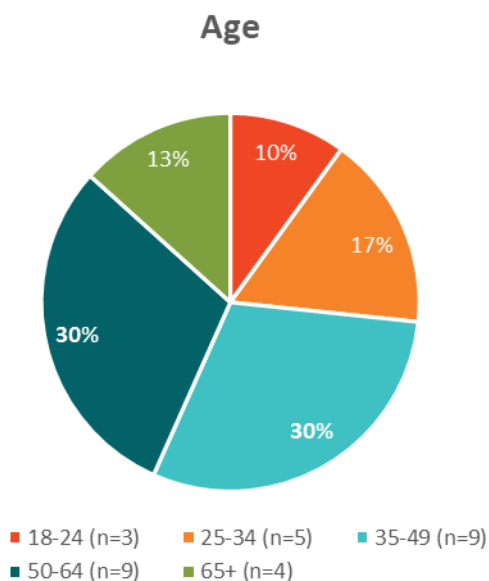
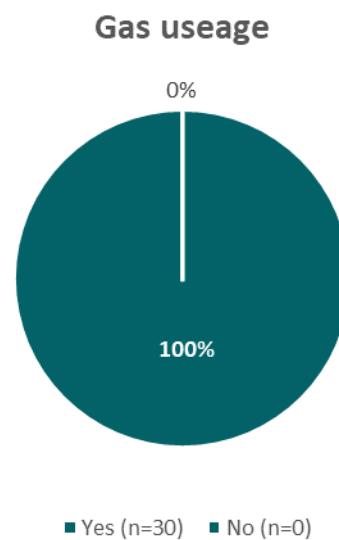
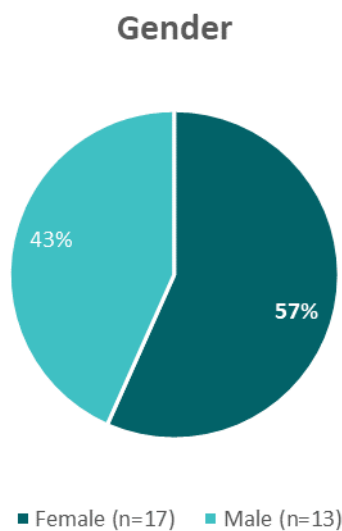
Workshop details	
Date	Wednesday 5 July 2023
Time	17:30 – 20:30
Location	Zoom (online)
Customer Forum attendees	<p>30 participants attended</p> <p>Participants were recruited through an independent recruitment process undertaken by Taverner Research Group.¹ Any recruited participants who are participating in the Jemena Gas Networks Pricing and Services Plan consultation process have been excluded from also participating in this consultation process.</p>
bd infrastructure attendees	<p>Lucy Cole-Edelstein (Facilitator)</p> <p>Anne-Marie Mitchell (Facilitator support)</p> <p>Ken Fullerton (Technical support)</p>
Jemena representatives	<p>Frank Tudor – Managing Director</p> <p>Andre Kersting – Manager, Gas Regulation</p> <p>Merryn Spencer – Engagement Lead</p> <p>Lay Na Lim – Senior Regulatory Advisor</p> <p>Jennifer Hardman – Engagement and Communications Support Lead</p> <p>Emma Wilson – Gas Pricing Lead</p> <p>Breakout facilitation was supported by Andre, Merryn, Lay Na, Jennifer and Emma.</p>
Observers	<p>Mark Henley – Energy Advocate and Customer Challenge Panel</p> <p>Gus Mandigora – Australian Energy Regulator</p>

A copy of the workshop's run sheet is provided in Appendix A and a copy of the workshop presentation is provided in Appendix B.

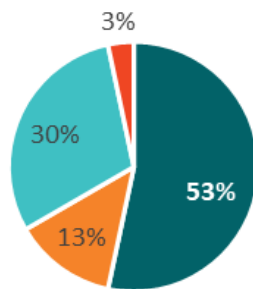
¹ Taverner Market Research, <https://taverner.com.au/>

3 Customer Forum demographics

A Customer Forum of 30 participants was recruited through Taverner Research and the final group for workshop 1 have demographics as per the below charts. These demographics are broadly reflective of Jemena's customer base (end users). The exception to this is the categories of primary language spoken at home, dwelling type and tenure, which aim to bring in a variety of social and economic backgrounds to ensure we incorporate more potentially vulnerable voices into the conversation.

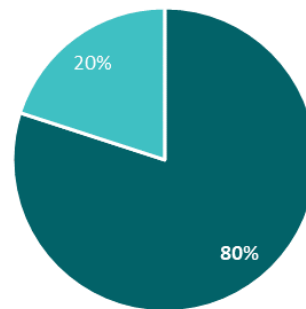


Dwelling type



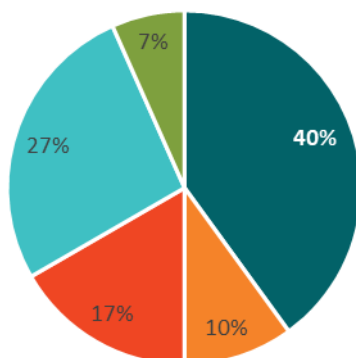
- Detached or semi-detached house (n=16)
- Villa, Terrace or townhouse (n=14)
- Apartment or unit (n=9)
- Other (specify) (n=1)

Primary language(s) spoken at home



- English only (n=24)
- Language(s) other than English (n=6)

Geography



- Greater Sydney (n=12)
- Hunter/ Central Coast (n=3)
- Illawarra (n=5)
- Regional 1 (Goulburn, Bathurst, Yass, Cowra) (n=8)
- Regional 2 (Griffith, Forbes, Dubbo) (n=2)

4 Process and outcomes

Section 1: Why we are here

Welcome address

The welcome and introductory remarks were led by the main facilitator Lucy Cole-Edelstein from bd infrastructure with an Acknowledgement of Country and welcome address delivered by Frank Tudor, Managing Director of Jemena.

Setting expectations

Participants were then broken up into seven small groups, placed into breakout rooms and provided with an opportunity to introduce themselves to each other and share their expectations of the process using MURAL (online collaboration tool).

Expectations of the engagement process as set out by Customer Forum participants have been thematically analysed and presented in Table 4-1 below.

Table 4-1: Customer Forum participant expectations by theme

Categories	Expectations (verbatim from MURAL)
Wanting to learn more (general and about engagement process)	To learn new information Learn as much as I can, payment at the end of it What is the agenda for these forums? What's happening when? All from different backgrounds, understand and then deciding different views To help make a change for the better as well as learn more about the process
Better understanding of gas	To have a better understanding of gas connection and distribution in NSW in general Wants to learn more about gas. Passionate about the environment. Understand more about gas. As a consumer what is best for an individual. On supply gas customer combined bill
Pricing, tariffs and affordability	What are the current challenges and our future plans. Will gas be more affordable in the future? Here to learn information about gas and pricing and tariffs (in process of moving to electric – advice from builders/trades), incentives What's driving prices every five years? Why's it increasing so much? What's driving prices? What's happening next? Mindful of cost of living. Understand how pricing works Gas and electricity user, will prices come back down ever?

Categories	Expectations (verbatim from MURAL)
	<p>Struggling now, concerned about future</p> <p>Not sure what to expect, concerned about pricing going through roof</p> <p>About pricing and different aspect of gas</p> <p>Understand the driving factors behind the increase in gas prices</p> <p>Learn more about gas and consider options for the future</p>
The future of gas	<p>What is the future of gas</p> <p>Where are things heading? Electricity is expensive, when should we do it?</p> <p>Saw that the government wants to get rid of gas in homes. Wondering how that will work.</p> <p>Not sure. Have to overhaul something.</p>
The role of the regulator	<p>As a gas customer, interested in what the AER is doing – how are they reviewing prices?</p> <p>How do we work with the regulator to determine prices?</p> <p>Learn how government and private industry operate.</p>
Other	<p>Too early to say</p>

Figure 4-1: Setting your expectations Mural board

Group 1

Jessie - to have a better understanding of gas connection and distribution in NSW in general, and what are the current challenges and our future plans. Will gas be more affordable in the future.

Peter Wyatt - here to learn information about gas and pricing and tariffs. (in process of moving to electric - advice from builders / trades), incentives

Fatema -
too early to say!

Peter - to learn new information

My name is Fatema

Group 2

Clear vision - what's the agenda for these forums? What's happening when?

How do we determine prices every five years? Why's it increasing so much? What's driving prices? What's happening next?

How do we work with the regulator to determine prices?

Group 3

Bruce - wants to learn more about gas. Passion on environment

Chris - understand more about gas. As a consumer what is best for an individual

Samantha - Learn how government and private industry operate. Mindful of cost of living

Ryan - understand how pricing works. What is the future of gas

Doug - Where are things heading. Converting to electricity is expensive when should we do it

Group 4

Lyn - as a gas customer, interested in what the AER is doing - how they are reviewing prices

Dan - gas and electricity user, will prices come back down ever?

mum of 3. saw that the government wants to get rid of gas in homes. wondering how that will work

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Group 5

Not sure - have to overhaul something

consuplly gas customer combined bill

struggling now concerned about future

Not sure what to expect - concerned about pricing going through the roof

about pricing and different aspect of gas

Learn as much as I can
Payment at the end of It

all from different backgrounds, understand and then deciding with different views

Group 7

Simon - To help make a change for the better as well as learn more about the process

Carrie - to understand the driving factors behind the increase in gas prices

Sarah - learn more about gas and consider options for the future

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The engagement process

Facilitated by bd infrastructure, it was noted that participants will be:

Learning about gas and in particular gas pricing and how prices are readjusted on an annual basis – and the challenges for both Jemena and customers in the near future as the long-term impacts of Net Zero targets are being finalised.

Working as a group – as a ‘mini customer’ group – to consider together not just what price changes will mean for each of you, but for all customers, including those not in the room.

Given some tools to help you with this such as pre-reading handbook, Mural workbooks and technical support where required

Participating in an engagement process that consists of three workshops:

Workshop 1 will help get participants settled in with the issues, questions and each other

A session with a brains trust – a group of experts from across the gas, customer and economics area who can help you make sense of what the options mean and how they can impact different customers and different customer groups

The final session where you will provide advice to Jemena on what you think the best options for all customers would be

Section 2: Gas, challenges and pricing – learning

The second section was all about learning about the basics, including:

An overview of gas and Jemena’s role in gas supply

Challenges for gas in the future, the uncertainty around gas, and Jemena’s response

What the uncertainty means for pricing

Understanding of the AER’s issues paper and associated consultation process

This session elicited many questions, and some of the questions included:

Question themes	Verbatim questions
The future of gas	Will gas still exist in the future – rumour is it will go to electricity Why is the war in Ukraine influencing gas prices here?
Engagement process and purpose	Price only one element, – if we’re only looking at price, isn’t that a skewed segment, second part is if the price is too cheap, you don’t invest in maintenance, evident in electricity segment. These reviews happen every 5 years so why we’re here – makes me feel a bit useless – and like it doesn’t mean much if things haven’t changed for 20 years. Will things change as a result of this process?
Pricing elements	Who charges us for sourcing actual gas what companies charge for that? Why doesn’t gas have a discount for pensioners? Who sets the prices of the tariffs – if cost of gas is increasing – is it block one increasing the most or distributed evenly? Could customers register with Jemena how many gas products they use and that somehow changes supply and tariff charges? [amended for clarity] Has anyone done any work what the net effect on society would be if the electricity and gas costs became input taxed? i.e., Jemena can’t claim back GST and you wouldn’t charge it – that would reduce costs to consumers Business point of view – for hot water heating - am I profit making consumer or a loss-making consumer?
Jemena’s role	Does Jemena have ownership in manufacturing side of things?

Question themes	Verbatim questions
	Where does gas come from?

Section 3: Identifying what you need to do the work

This section was about providing the Customer Forum with more information from Jemena on the parts of the remit. The remit was presented again, and the content included a very brief overview of:

Net zero carbon target by 2050

Uncertainty in the energy sector

Regulation and gas pricing mechanisms

Winners and losers as well as trade-offs between customer groups and Jemena.

There were two activities in this section, firstly to determine key areas of exploration for the Brains Trust, a group of external experts who will speak to the group in Workshop 2, and secondly an activity about how to work best as a group.

Identifying key areas for exploration with the Brains Trust

Participants were placed into breakout rooms in seven small groups with observers and a bd infrastructure or Jemena facilitator to assist with guiding the discussion and noting the feedback of participants on the MURAL board. The key questions participants focused on included:

What do you understand?

What don't you understand?

What 'why' questions do you have?

Key themes and points that participants are noted in the table below.

Table 4-2: What do you understand?

Question	Theme	Key points (verbatim from MURAL board)
What do you understand?	Complexity of the consultation	Interesting. I like gas! It's not a simple problem. Very complex It's a complex subject. Plain English. Difficult to understand.
	Achieving net zero is non negotiable	We may have to reduce and change our gas usage as a society to meet the 2050 net zero goals Jemena seem focused on conservation and net zero focused
	Price of gas is going up	Gas prices have to go up just like everything else is There is more to price than price Doesn't feel fair, extra pressure. Only use gas for hot water even for people already on a subsidy still going up. No matter the way I look at it, I feel like I'm at a disadvantage due to being a single person and increases overall.
	Gas supply chain and where Jemena sits	Jemena are just the pipes and still a commercial company with profits. Different types of companies out there and many are putting their prices up. Gas companies want to give their CEOs a bigger pay rise each year
	Jemena's existing tariff structure needs to change	How much will change bill using declining block vs [other structures]? Has to be a new pricing structure
	Transition to renewable gas or electricity is an option	Possibility for other gas sources in the future We are thinking of going solar when our hot water [fails]. Our hot water system is about 16 years once that goes, we will transition.

Key themes and points that participants indicated they did not understand were noted and are summarised in Table 4-3 below.

Table 4-3: What don't you understand?

Question	Theme	Key points (verbatim from MURAL board)
What don't you understand?	Forms of control	Revenue cap and price cap hard to understand Further information on price cap and revenue cap
	Tariff structures	What does it mean to be a certain block? Seems like it's a fixed price tariff plus a block tariff combination already
	Customer base impacts	What will you do with the small users? Also, apartment dwelling. Understanding why people would leave gas? There's more to price than price. Export vs using domestic gas. What's Jemena's philosophy or position? What's Jemena's position? A whole of society approach or just the big producers.
	Government policy	Empty politicians and promises Why are governments moving us away from gas?
	Future of gas (renewables)	Wants to know more about future (i.e., renewable gas) What if renewable gas sources catch up with is the best-case scenario? Question mark over the gas role in the future
	Reducing gas consumption and leaving gas network (timing)	Cost of items to buy to switch over to electricity Should we move everything to electricity Why discounts aren't already in place as a reward to people who use less gas? What's more efficient for customers? Electric hot water or gas hot water? Is there a website that gives this information?

'Why' questions raised by participants were noted on the Mural board and are summarised in Table 4-4 below.

Table 4-4: 'What 'why' questions do you have?

Breakout room question	Theme	Key points
What 'why' questions do you have?	Impacts on household customer base	<p>How do JGN strike a balance as residential customer that could easily switch over and someone else would have to take over the customer base to pay for the people leaving?</p> <p>Forecasting on declining customer bases?</p> <p>What would be the impact of a mass exodus of smaller residential consumers on bigger consumers and bigger businesses?</p> <p>Impact of increasing costs for industrial customers that might come back to us as household customers through other ways</p> <p>How do you retain smaller customers that might go off network as they only have small usage and can easily switch to electricity?</p> <p>I'm apprehensive about readings because electricity has skyrocketed. Is gas going to go up too?</p> <p>What are we paying for? Reliability? Reasonability?</p> <p>Understanding the pie from customers and businesses [perspective]</p> <p>Is there something gas companies can do to keep customers on gas (like solar power schemes)?</p>
	Ideas for reducing costs to households	<p>How do we minimise the daily supply charge and make it fairer?</p> <p>Is it possible to do community billing? E.g., solar or strata, using smart meters with customers as a co-op buying gas at a cheaper rate?</p> <p>Encourage customers to invest in gas efficient appliances?</p>
	Impacts on larger customers	<p>How industrial customers are impacted with any changes including light to medium manufacturing industries that use gas?</p>
	Impacts on Jemena	<p>Could you make more profit by cutting costs?</p> <p>Under the price caps if you are forecasting/make a loss do you make up that loss over the 5-year period?</p>
	Future of gas	<p>Electricity and gas – long term equation are we even going to have gas in the future? Govt wants us to keep electricity going.</p> <p>Hydrogen doesn't seem like a viable option with the amount of power required</p> <p>Why should I keep using gas?</p> <p>Why is gas phasing out?</p> <p>Why are we not investing into this? Maybe an induction cooktop could cook fried rice.</p> <p>Question about cost components for expansion. Are you intending to put new infrastructure in?</p> <p>Making decisions for long term confidence in future of gas</p>
	Government policy and economy	<p>Inflation and economy</p> <p>Why are governments moving us away from gas?</p> <p>Can we lobby the government to make change?</p>
	Engagement process	<p>Why is this being tasked by everyday folks instead of experts, everyday people have valid opinions but may not be economic experts</p>
	Tariff structures	<p>Why can't we give customers more or less tariff options?</p>

Ways of working as a group

Participants were placed into breakout rooms in seven small groups with observers, but without any bd infrastructure or Jemena facilitators, and asked to discuss:

What has worked well?

What is difficult about working as a group?

What sort of rules or tips will help the entire group work effectively, be fun and reflective of all voices?

Rank the top two rules from the group

A spokesperson from each group was then asked to report back to the wider group. In summary, the group rules were about:

The group: be inclusive, stay on point or topic, using the zoom functions to support the conversation, show respect to your group mates.

bd infrastructure and Jemena: support the group by giving clear instructions, more time on activities, and outline the role of the group and each activity.

The final list of group rules is as follows:

Category	Group rules (verbatim)
Inclusivity	Give everyone a go and actively invite those who aren't speaking up. Only a small group so this should be possible Listen to one another/give each other time to speak and show respect for one another's opinion even if it differs
Staying on point	Have an understanding of the question and the role otherwise seek clarity Actively invite quiet people to speak and for those that are foghorn leghorn somebody can be timekeeper using stopwatch to keep somebody's ramblings to a reasonable time limit Stay on point and think when I say this is it contributing to the discussion Stay on topic and keep short and direct to ensure we are not wasting time
Zoom functions	Don't talk over the top of one another, use mute function if needed Use emojis thumbs up and down, tick etc
Break out groups	We should write down our outcomes as we agree them More time to discuss and timer to keep things on track Not enough time in break out rooms
Showing respect	Try not to interrupt each other – one person talking at a time Respect other people's opinions – you can disagree, but you need to be respectful Be supportive, building on each other's opinions Be respectful and monitor the time – everyone has an opportunity to voice opinion Be respectful in the full gambit of the term Listen, no overtalking, be respectful If I tell someone they are taking a bit too long, people won't get offended
Whole of group participation	Don't be afraid to ask questions Have a spokesperson and everyone else on mute and their role for everyone else to have a fair say
Instructions	More direction to the group for MURAL tasks Participants perceived less direction from Jemena for the breakout groups. It may have been one of the reasons why they felt they needed more time. Need clarity on things that can't be changed

Appendix A – Customer Forum Tariffs Runsheet

Date	5 July 2023	Time: 5.30pm to 8.30pm		
Venue	Via Zoom			
Project team attendees	Jemena Andre Kersting Lay Na Lim Merryn Spencer Emma Wilson Frank Tudor	Customer Forum	Observers Helen Bartley Gus Mandigora (AER)	bd infrastructure Lucy Cole-Edelstein Anne-Marie Mitchell Ken Fullerton
Purpose	<ul style="list-style-type: none">• Create a group that can consider and advise on pricing options and the ways we can adjust annual prices that are in the best interests of all customers• Introduce the group to each other, the project team, the task at hand and the proposed process for engagement• Provide context around regulation, gas delivery, the challenges and the options as identified in the AER Discussion Paper• Explore immediate questions and provide information to familiarise group with issues• Identify key questions and areas of interrogation for the Brains Trust to answer at the next session.			
	Purpose and context (45 mins) <ul style="list-style-type: none">• Welcome• Establish purpose• Introductions	Gas challenges and prices - learning & thoughts (60 mins) <ul style="list-style-type: none">• Overview of gas and Jemena’s role• Challenges for gas and Jemena’s response• What this will mean in terms of pricing• AER issues paper Short break (5 mins)	Identifying what you need to do the work (60 mins) <ul style="list-style-type: none">• Understanding the options• Understanding the remit• What do you need to do?• Role of the Brains Trust• Working as a group	Wrap up (15 mins)
Prior reading	Pre reading <ul style="list-style-type: none">• Participant pack with background material			

Time	Engagement question	Type	Positioning	Details / activities	Tools	Personnel
Why we are here (45 mins) <ul style="list-style-type: none"> Purpose and context 						
17:30	Welcome	Plenary	Active and warm welcome to put people at ease. Overview of the session and Zoom Room	<ul style="list-style-type: none"> Hello and welcome Housekeeping (including noting that the meeting will be recorded) 	Zoom Gallery	Lucy/ Anne-Marie
17:35	Overview	Plenary	Opening words from Jemena, stating importance of group to Jemena	<ul style="list-style-type: none"> Acknowledgement of Country Thank you for coming Your role and its importance Big picture – setting the scene, uncertainty and drivers, as well as challenges for Jemena 	Zoom Gallery	Frank Tudor
17:40	Introduction's part 1	Plenary	Great to finally meet the Forum and welcome you to the start of this process. Let's get to know each other.	<ul style="list-style-type: none"> Round robin introduction of Jemena and bdi team 	Zoom Gallery	Anne-Marie
17:45	MURAL testing	Plenary	Let's get comfortable with our online tool MURAL, which we will all be using over the next sessions.	<ul style="list-style-type: none"> Before we get to know you, we'd love to split you into small groups so you can introduce yourselves to each other and really get to know the group! I want to check everyone can get into the online MURAL we've set up for this, here is the link, please click through Instructions on how to use 	Zoom Gallery	Anne-Marie

Time	Engagement question	Type	Positioning	Details / activities	Tools	Personnel
				<ul style="list-style-type: none"> Quick play around 		
17:50	Introduction's part 2	Plenary Breakout rooms	Great to finally meet the Forum and welcome you to the start of this process. Let's get to know each other.	<ul style="list-style-type: none"> Participants are then put into small groups of four, to introduce themselves to each other and share their expectations about the process What are your expectations for this process? Plenary each group introduces themselves to others and shared expectations are put on Mural board 	Zoom Gallery Breakout rooms Mural board	Anne-Marie
18:00	Report back	Plenary		<ul style="list-style-type: none"> Look for common shared expectations, ask for people to share if they had a particular expectation 	Plenary	Anne-Marie
18:05	What is it that we are doing?	Plenary	This is the first of three sessions, and we will be working through how gas is priced, as well as how to work as a group to provide feedback to Jemena. Please listen, ask questions and challenge.	<ul style="list-style-type: none"> Participants will be learning about gas and in particular gas pricing and how prices are readjusted on an annual basis – and the challenges for both Jemena and customers in the near future as the long-term impacts of net zero targets are being worked out At the same time, we are asking participants to work as a group – as a 'mini customer' group, considering not just what price changes will mean for each of you, but for all customers, including those not in the room. We will give you some tools to help you with this! Three sessions – this one, to get you settled in with the issues, questions and each other 	Zoom Spotlight Presentation	Lucy

Time	Engagement question	Type	Positioning	Details / activities	Tools	Personnel
				<ul style="list-style-type: none"> A session with a brains trust – a group of experts from across the gas, customer and economics area who can help you make sense of what the options mean and how they can impact different customers and different customer groups The final session where you will provide advice to Jemena on what you think the best options for all customers would be So, a lot of information and some hard work ahead – but important work and work that will help shape not just Jemena's approach but the national approach to gas pricing over the coming few years. 		
18:15	Q&A	Plenary		<ul style="list-style-type: none"> Questions so far on the process Clarify anything that is ambiguous 	Plenary	Lucy
Gas, challenges and pricing - learning (60 mins) <ul style="list-style-type: none"> Overview of gas distribution and Jemena's role – recap of background material already provided Challenges for gas and how Jemena may respond What this will mean in terms of pricing – AER Discussion Paper and presentation of options Opportunities for questions at the end of each session. 						
18:20	<i>Gas and Jemena's role</i>	Plenary	Challenges to the gas networks as they face a future of uncertainty. To respond to these challenges, pricing mechanisms may need to change so	<ul style="list-style-type: none"> Who Jemena is (very brief) Setting the scene – the uncertainty and drivers for this tariff's consultation Brief explanation on the regulation environment, AER discussion paper, pricing controls etc Summarise the remit and explain briefly – the question we'd like you to answer. 	Presentation Q&A Video: https://youtu.be/5j2JEo_wNoY (2min)	Andre Kersting LayNa Lim Emma Wilson

Time	Engagement question	Type	Positioning	Details / activities	Tools	Personnel
			that customers nor networks are unfairly penalised. Pricing for gas is complex, but important as it can impact customers and Jemena so we'd like you to look at how customers would prefer to pay for gas distribution services.			
18:40	Q&A	Plenary		<ul style="list-style-type: none"> Clarification questions on presentation 	Q&A	Lucy
Identifying what you need to do the work (70 mins) <ul style="list-style-type: none"> Understanding the options Understanding the remit What do you need to do? Role of the Brains Trust Working as a group. 						
18:55	<i>The remit</i>	Plenary	<p>Every deliberative process starts with a Remit - which is a task.</p> <p>Before you start to tackle your task, you need to unpack and understand it.</p>	<ul style="list-style-type: none"> Present the remit again – what is a remit and how did we arrive at this one? Unpacking the Remit (brief overview of the following) <ul style="list-style-type: none"> Net zero carbon by 2050 Uncertainty in the energy sector 	Presentation	Andre Kersting

Time	Engagement question	Type	Positioning	Details / activities	Tools	Personnel
				(electrification / timeframes) <ul style="list-style-type: none"> Regulation and gas pricing mechanisms Winners and losers There will be trade-offs between customer groups and Jemena 		
19:15	Q&A	Plenary		<ul style="list-style-type: none"> Questions so far before we break into small groups 	Plenary	Lucy to facilitate
19:25	Short break					
19:30	<i>What is challenging for customers</i>	Small group breakouts	In small groups, let's think about what you've heard so far and how this might be challenging for customers / for you.	<ul style="list-style-type: none"> Participants in groups of four will discuss what they have heard and focus on the options <i>What do they understand?</i> <i>What don't they understand?</i> <i>What 'why?' questions do they have?</i> 	Breakout groups Mural Board	Lucy
19:45	<i>Report back</i>	Plenary		<ul style="list-style-type: none"> Nominate spokesperson per group to report back Build on each group 	MURAL board	Lucy
19:55	<i>Identifying key areas for exploration with Brains Trust</i>	Plenary	You've heard a lot this evening, but you will need to hear more to be able to respond to the remit. We've put together a brains trust for	<ul style="list-style-type: none"> Explain the brains trust concept again, and who is part of this and what they might cover Revisit the feedback from what is challenging for customers and ask for spokespeople from each group on: <i>What they identified they needed more information about</i> 	Presentation About the brains trust slide MURAL	Anne-Marie

Time	Engagement question	Type	Positioning	Details / activities	Tools	Personnel
			you to gain a range of perspectives.	<ul style="list-style-type: none"> These are sorted and clumped into two groups – Brains Trust and post session reading/information Voting – on prioritising where to focus attention during Brains Trust 		
20:15	Working as a group	Plenary Small group breakouts	Our last activity of a jam-packed night...let's start thinking about how we can best work as a group to tackle the task you've been given.	<ul style="list-style-type: none"> In the final small group breakout, with new people, participants will discuss What has worked well What is difficult about working in a group What sort of rules or tips could they as a group abide by to make the group work more effectively, be more fun, and reflective of all voices? Create a long list of rules, then rank the top 2 of each group Pull the top two into a final list – of group rules 	Break out groups	Anne-Marie and Lucy
Wrap up and next steps (5 mins)						
20:30	Thank you and goodbye	Plenary		<ul style="list-style-type: none"> Reminder of Customer Forum 2 date and time (Wednesday 2 August 2023, 17:30 – 20:30) Update on processing participant digital gift cards via email within the next 24 hours 	Zoom Gallery	Anne-Marie (facilitating) Lucy Andre Emma

Appendix B – Customer Forum 1 Workshop Slides