

Customer Forum 2

Jemena tariffs consultation

18 July 2023



Acknowledgement of Country

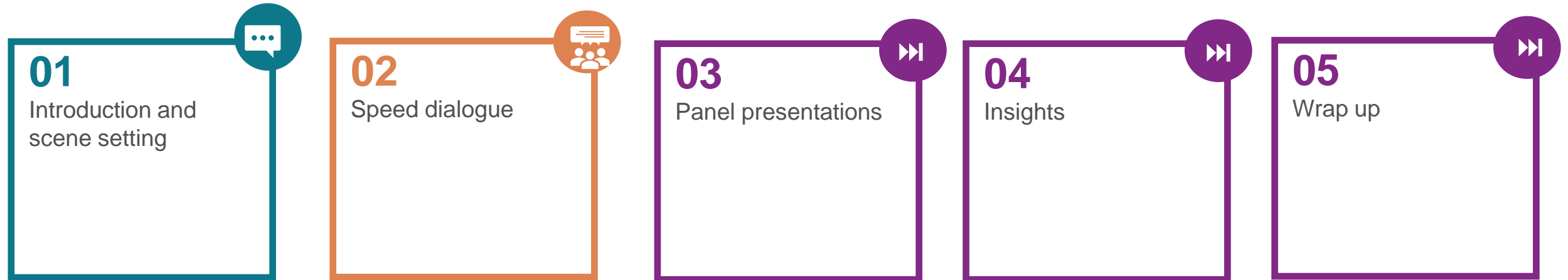
We acknowledge the Traditional Owners of the lands upon which we operate and recognise their continuing connection to land, waters, and culture.

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



Welcome!



Your facilitators



Lucy Cole-Edelstein
Facilitator and Strategy Engagement
BD Infrastructure



Anne-Marie Mitchell
Principal, Engagement and social impact
BD Infrastructure



Ken Fullerton
Project support
BD Infrastructure

The Brains Trust



Doug McCloskey
Public Interest Advocacy
Centre



Victoria Jordan
Customer and Advisory Board
Member



Zubin Meher-Homji
Economist



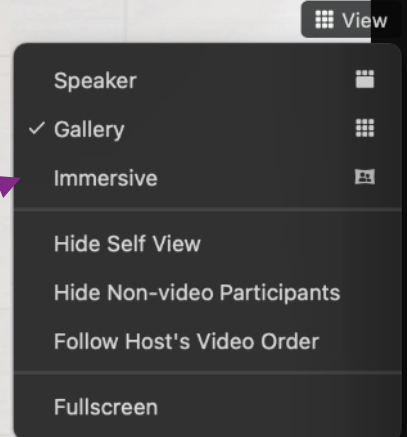
Dr Matt Pearce
Energy Expert

Navigating the Zoom Room

Keep your camera on.

In video settings click the option to see 49 participants in gallery view

Chose 'Gallery' view



Keep yourself on mute - unless you want to speak!!

Select a Camera

✓ FaceTime HD Camera

Blur My Background

Choose Virtual Background...

Choose Video Filter...

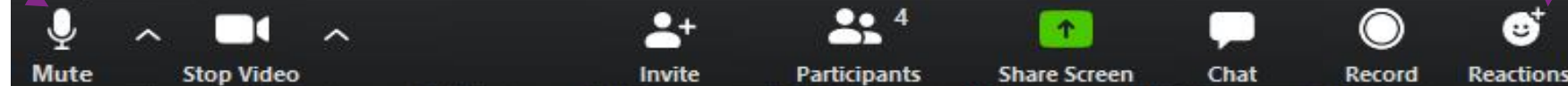
Video Settings...

Feel free to use the chat!

Use the emojis to tell us what you think!

If you leave the meeting you can rejoin anytime using the original link.

Leave Meeting



The remit – customer challenge



Net zero 2050 is causing uncertainty and change for the energy sector.



Jemena and its regulator are reviewing how gas is priced for customers.



Different pricing methods will affect how much customers pay, in different ways, with some winners and some losers.

Jemena wants you to answer:

Which type of pricing method is in the best interest of customers?



The Brains Trust – speaker overview



Doug McCloskey
Public Interest Advocacy
Centre



Victoria Jordan
Customer and Advisory Board
Member



Zubin Meher-Homji
Economist



Dr Matt Pearce
Energy Expert

As well as...



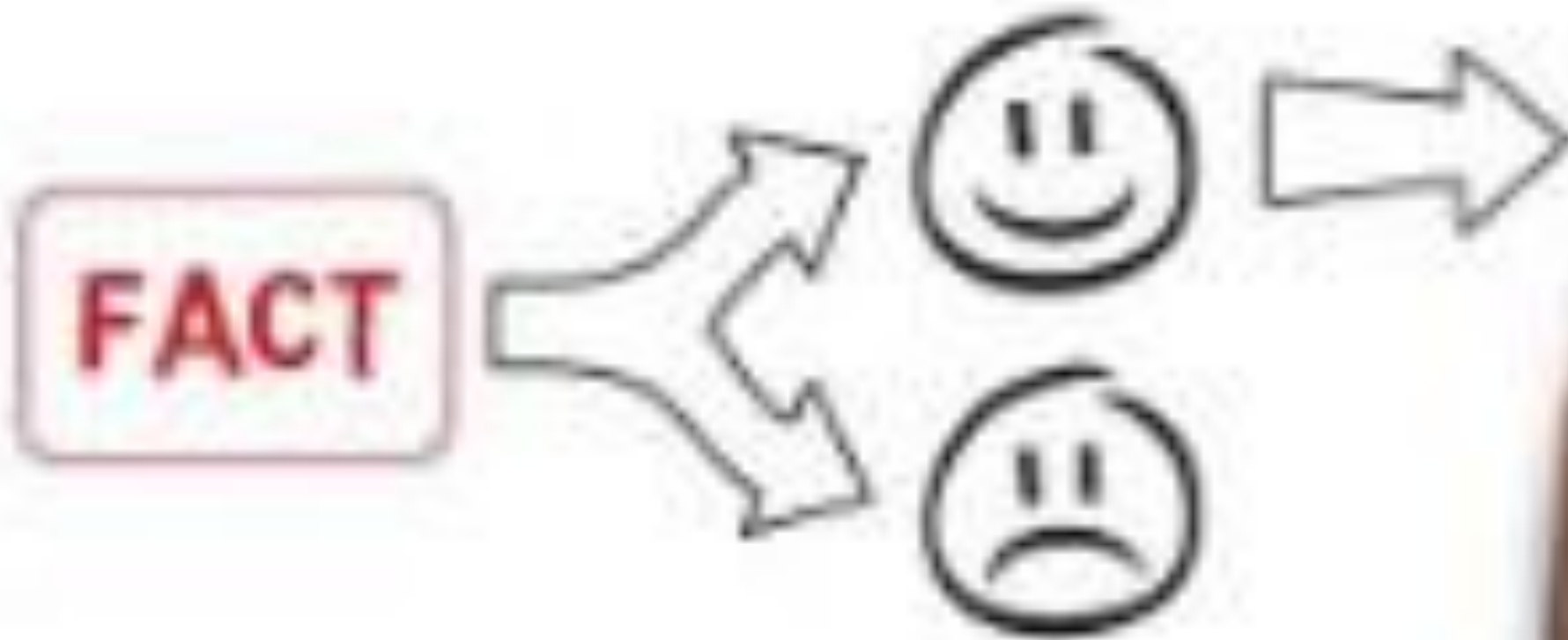
Andre Kersting
Jemena's Gas Networks
Regulation Manager



Preparation for the speed dialogue



4. CONFIRMATION BIAS



Video on Critical Thinking

'SLOW' THINKING, OR CRITICAL THINKING



Speed dialogue



Short break



Panel presentation



Customer insights

Let's reflect on how you are feeling about the process so far...

Break into small groups to discuss:

Reflecting on what you've heard so far, do you feel you have enough information, and you're prepared to answer these questions?

1. *Who should bear the risk of the uncertain environment? Jemena (through a price cap) or the customer (through a revenue cap)?*
2. *Is it appropriate, given the environment of net zero targets, for Jemena's pricing model to encourage customers to use more gas? Should this be changed?*

Nominate a spokesperson from each group to report back.

Voting

Everyone click on this QR code or go to slido.com
and enter the number below

Join at
slido.com
#2862 519



Thank you and next steps!

Reminder of next Customer Forum date and time

(Wednesday 2 August 2023, 17:30 – 20:30)

Update on processing participant digital gift cards via email within the next 24-48 hours

Feedback?

E: GasNetworks2050@jemena.com.au

Web: yournetwork.jemena.com.au