



bd infrastructure

Advisory Board Meeting

Jemena Tariff Consultation

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bd infrastructure Pty Ltd ABN 84 161 384 596 www.bdinfrastucture.com	Quality control Document: Advisory Board Version: V1.0 Date: 20 June 2023 File: JGN_Feedback_AB Meeting Summary JGN Tariffs 2023 V5
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Note that we are publishing this report consistent with the recommendation of the AER and the purpose of the document was to promote discussion and engagement.

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, [Review of gas distribution tariff structures](#) 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. In attendance was Jemena staff and Advisory Board members who had previously been involved with Jemena's price reset engagement processes and were available to provide advice on this topic. This report outlines the purpose of the meeting, the process and outcomes of discussion, as well as next steps.





Purpose

The purpose of meeting with the Advisory Board members was to outline:

- the AER issues paper purpose and process
- a deep dive on the tariff structures and price controls currently in place and those outlined in the issues paper
- pricing principles developed by Jemena
- the engagement process, purpose, timing and recruitment of participants
- **and importantly, to obtain feedback on framing the engagement content and questions.**

Key feedback themes

This meeting was purposely held in advance of customer engagement to consider the feedback from the Advisory Board. The key themes that emerged from the Advisory Board discussions included:

Key theme	Advisory Board feedback
 Impacts to different groups of customers	Advisory Board members asked that the Jemena team showed any impact on the entire bill not just the network component when presenting potential impacts to different groups of customers.
 Risk sharing between customers, Jemena and government	Advisory Board members asked that bd infrastructure and the Jemena team consider who bears the risk and what impact each option will have when it comes to setting tariffs.
 How we communicate and consult with customers about the content matter and the uncertainty	Advisory Board members asked Jemena to simplify the remit and consider clear and simple presentation of the content for non-specialist audiences.
Jemena's pricing principles	Advisory Board members generally supported Jemena developing its own pricing principles but suggested it was important to share these principles with participants involved in the engagement process.
 Recruiting people to participate in the engagement process	Advisory Board members asked that we consider a wide range of criteria when recruiting participants from across NSW to participate in the three online workshops as part of the engagement process.

Next steps

As agreed during the workshop, the following next steps will be taken:

- bd infrastructure will revise the preamble and remit for Customer Forum participants along with the recruitment criteria.
- Consideration is to be given to participants who will respond to increased prices/ tariffs by electrifying their appliances.
- Doug McCloskey, Andrew Richards, Victoria Jordan and Zubin Meher-Homji (an independent expert with extensive experience in regulation and economics) will be invited to participate in the Brains Trust Workshop on Tuesday 18 July 2023.
- Where possible, bd infrastructure and Jemena are to debrief Advisory Board members in writing following the Customer Forum and Brains Trust sessions.
- If possible, an additional online session with the Advisory Board members is to be scheduled to update them on activities undertaken, feedback from recruited community participants and next steps.
- Debrief sessions are to be held immediately following the two Customer Forum and one Advisory Board online workshops and are to involve bd infrastructure and Jemena staff.

2 Details

2.1 Attendees

The table below provides details of the Advisory Board meeting, who attended and in what capacity.

Advisory Board meeting details	
Date	Thursday 8 June 2023
Time	1:30pm to 4:30pm
Location	Online (Zoom)
Jemena	<ul style="list-style-type: none"> • Shaun Reardon, Executive General Manager – Jemena Networks • Andre Kersting, Regulation Manager • Merryn Spencer, Engagement Lead • Emma Wilson, Gas Networks Pricing Lead • Lay Na Lim, Senior Regulatory Advisor
bd infrastructure	<ul style="list-style-type: none"> • Lucy Cole-Edelstein, Facilitator • Anne-Marie Mitchell, Support • Ken Fullerton, Support
Advisory Board	<ul style="list-style-type: none"> • Gavin Dufty, Executive Manager Policy and Research, St Vincent de Paul Society • Douglas McCloskey, Program Director – Energy and Water, Public Interest Advocacy Centre (PIAC) • Tennant Reed, Director – Climate and Energy Director, Australian Industry Group • Mary Karras, Chief Executive Officer, Ethnic Communities Council (ECC) NSW • Victoria Jordan, customer representative • Natalie Thacker, customer representative
Observers	<ul style="list-style-type: none"> • Helen Bartley, Bartley Consulting and Australian Energy Regulator (AER) Consumer Advisory Panel member • Dale Johansen, Director of Network Pricing, AER • Anita Bryant, Assistant Director, AER
Apologies	<ul style="list-style-type: none"> • Rosemary Sinclair AM Chairperson Advisory Board, Gas Networks 2050 • Aidan Mullan, Sustainability Manager, Interface Australia and New Zealand • Prof Peta Ashworth OAM, Director, Curtin Institute for Energy Transition • Andrew Richards, Chief Executive Officer, Energy Users Association of Australia

2.2 Purpose and objectives

The purpose of meeting with the Advisory Board members was to outline:

- the AER issues paper purpose and process
- a deep dive on the tariff structures and price controls currently in place and those outlined in the issues paper
- pricing principles developed by Jemena
- the engagement process, purpose, timing and recruitment of participants
- **and importantly, to obtain feedback on framing the engagement content and questions.**

The objectives of the meeting were to:

- reconnect with the Advisory Board members who had previously been involved with Jemena's engagement and price reset engagement processes

- help the Advisory Board understand Jemena's current situation and why Jemena is required to conduct consultations on tariffs in line with the Australian Energy Regulator's Issues Paper
- gain advice and feedback on whether these are likely to be appropriate and effective given their diverse experiences of customer engagement
- discuss the project workshop and reporting timeframes to align with the Australian Energy Regulator's requirements of Jemena.

2.3 Context: AER Issues Paper

Prior to the meeting with the Advisory Board, the Australian Energy Regulator (AER) hosted an online 'Gas distribution network tariffs review 2023' consultation and information session. This followed the AER's release of their Issues Paper titled Review of gas distribution network reference tariff variation mechanism and declining block tariffs – issues paper for stakeholder feedback¹.

The engagement processes discussed during the Advisory Board meeting were prompted by the AER's Issues Paper and the different options it proposes for addressing some of the challenges and pressures currently being experienced by gas networks. These include short-, medium- and long-term pressures that are linked to current prices, changing customer and community views on the use of gas (and other fossil fuels) and alternative options available to individuals, residential households and businesses.

2.4 Structure

Following an Acknowledgement of Country and official welcome, the meeting focused on three areas including:

1. **Current pricing structures and AER Issues Paper**
2. **Pricing Principles**
3. **Framing of content for customers**
4. **Engagement overview**

The run sheet is contained in Appendix A, and a PowerPoint copy of the presentation slides are included in Appendix B. The feedback presented in this report captures the main points of the discussions that occurred which were lively, free-flowing, and open. Where relevant and possible, bd infrastructure and the project team are incorporating suggested amendments and updates to our engagement approach and activities. These are documented in Section 4 of this report.






¹ Australian Energy Regulator, *Review of gas distribution network reference tariff variation mechanism and declining block tariffs Issues paper for stakeholder feedback*, <https://www.aer.gov.au/system/files/Review%20of%20gas%20distribution%20network%20reference%20tariff%20variation%20mechanism%20and%20declining%20block%20tariffs.pdf>

3 Discussions

A robust discussion was held throughout the session, in between Jemena presenting on existing and potential pricing structures. This section outlines key feedback themes that have been summarised by bd infrastructure and Jemena. Below this are notes from the discussions under topic subheadings.

3.1 Key feedback themes

The key themes that emerged are summarised in the table below.

Key theme	Advisory Board feedback
 Impacts to different groups of customers	Advisory Board members asked that the Jemena team showed any impact on the entire bill not just the network component when presenting potential impacts to different groups of customers.
 Risk sharing between customers, Jemena and government	Advisory Board members asked that bd infrastructure and the Jemena team consider who bears the risk and what impact each option will have when it comes to setting tariffs.
 How we communicate and consult with customers about the content matter and the uncertainty	Advisory Board members asked Jemena to simplify the remit and consider clear and simple presentation of the content for non-specialist audiences.
 Jemena's pricing principles	Advisory Board members generally supported Jemena developing its own pricing principles but suggested it was important to share these principles with participants involved in the engagement process.
 Recruiting people to participate in the engagement process	Advisory Board members asked that we consider a wide range of criteria when recruiting participants from across NSW to participate in the three online workshops as part of the engagement process.

3.2 Feedback and comments

3.2.1 Current pricing structures – declining block tariff structure

- A conversation was held around the declining block tariff structure
 - It was noted, the majority of residential properties would be in the first few tariff blocks.
 - Some large households that use gas for multiple purposes (e.g., cooking, and heating) or have multiple appliances (e.g., gas stove and gas heaters) would fall into Block 4. Jemena confirmed this is the case.
 - The price differences in Blocks 1, 2 and 3 are not large, and it was questioned how material these are for customers. Would they even know the differences, and which Block they fall into?
 - More vulnerable households are likely to be in Blocks 1, 2 and 3 and they are always paying the highest rate with the current tariffs structure that Jemena has in place.

- As natural gas usage increases, customers pay a slightly lower rate for additional units of gas used as they move into the different blocks.
- A question was asked whether the same tariffs structure would apply to the use of hydrogen, but even this was questioned
 - For example, if electrification is the future rather than hydrogen use, it might depend on where the hydrogen is created.
 - It was noted that a similar argument for the use of biomethane could be made.
- For equity purposes, it's important to share the risks (and costs) across the different actors involved in the gas supply chain.
 - The level of risk is not clearly indicated in the current tariffs structure, and this should be considered further by Jemena and the AER.
- It was noted that the proposed tariffs are expected to remain relatively 'steady' over the next five years and there won't be too much fluctuation.
 - It's the 10–20-year outlook when the impacts of technology (gas and non-gas) will have far greater influence on demand forecasts, and it was questioned how this might relate to Jemena's future prices.

3.2.2 Engagement around risk associated with tariff structures

- In relation to how you explain and consult with the community about the level of risk and uncertainty they might face, it was suggested that Jemena should:
 - Be fully realistic about where the risks and uncertainties lie both now and into the future and be aware of the pressures associated with this.
 - Explain the different levels of risk as risks vary for different types of households who use gas and businesses.
 - Understand what happens if Jemena's forecast tariff projections are not entirely accurate – what happens if they are under or over forecasted?
 - Be clear around what we are seeking to hear about and learn from the community.

3.2.3 AER Issues Paper

- In the AER's report it was pointed out that Jemena made excess profits in its last five-year period, and it was asked if Jemena must repay some or all these excess profits in the upcoming five-year regulatory period.
 - Similarly, it was asked what happens if Jemena under-estimates its potential earnings in the next five-year regulatory period and whether it receives additional revenue to help close the gap to ensure it can still provide gas.
 - Jemena staff noted that if excess profits are made during a particular regulatory period, then tariffs would be lower in the following five-year period.

3.2.4 Jemena's role and the role of retailers

- Jemena's role in the supply chain was discussed, and it was noted that gas retailers also have an important role to play.
 - Participants questioned whether or how any cost changes get passed onto customers as regardless of who the distributors are, and what their costs are, retailers would need to pass on any cost savings to ensure a customer can save or reduce their bills.
 - It was also noted that costs are unclear at times and can be difficult to understand. For example, if a retailer charges a customer 71 cents per day as a network fee, it is difficult for the customer to know if this is a realistic and fair price. It's also difficult to know the total volume of natural gas provided/supplied.
 - The AER noted that it is currently doing some work with gas retailers, and this remains ongoing.

- The large and important role of retailers was noted.
 - Participants noted they are being asked to real world assumptions about what people do with the resources and finances they have, and this is very difficult.
 - Each retailer is different, and they don't all pass cost savings or increases onto the customer in the same way.
 - It was noted they don't tend to offer choice, and that choice even when it does exist is incredibly complicated.
 - Greater understanding of retailer decisions is required, in terms of their interactions, how retailers might respond to any pricing or tariff changes and what the impacts will be for customers.
 - A [website showing the NSW gas market retailer offers](#) was shared in the Zoom chat - .
 - It was asked if there was a move from a price cap to a revenue cap, would the tariff setting be a little different (in regard to fixed vs variable changes).

3.2.5 Price vs revenue cap

- In relation to a potential price cap approach, it was noted that this has implications on where the WPAC capital would wind up.
 - The gas network would have a greater risk, upside and downside, due to having a less certain outcome and it was asked whether this would result in a separate process around determining the cost of capital allowed or would businesses produce higher number to reflect that risk or do we have no idea.
 - A Jemena staff member noted this was a suggestion that could be considered by Jemena although, historically, it is not something the AER has historically considered.

3.2.6 Pricing principles

- It was noted that the principles should be shared and tested with customers and members of the community.
 - An Advisory Board member noted that Jemena's pricing models are designed to deal with risk, but the principles should be set with the community to help determine how the risk is shared.
 - Jemena noted that 'risk sharing' could be considered as an additional standalone principle.
- When asked if/ why it is important that Jemena has a set of principles, to help guide discussions with customers:
 - It was noted that customers who decide to make changes to reduce/ eliminate their use of natural gas face a higher level of risk than the network due to the costs of changing household appliances and wiring.
 - It is important that customers have options (including some low-lying fruit options) so they can avoid potential costs and charges.
 - As you start to progress along the gas consumption curve, it becomes increasingly expensive for consumers to replace and decommission big, fixed assets with alternatives.
 - It is important to ensure that the transition away from fossil fuels is an "orderly" one.
- It was noted that tariffs and the principles apply to both households and businesses.
 - If it's a one-sided equation, then the political nature of it will come into play given the resources available.

3.2.7 Purpose/intention of tariff structures

- Uncertainty around how to reduce the use of fossil fuels and policies related to this (both nationally and internationally) exacerbates the current situation.
 - It was noted that with Jemena's current pricing structure, it is not guaranteed that this will help reduce the overall use of gas.
 - It was questioned whether pricing structures should help encourage the transition to electrification.

- If electrification is being encouraged, other market drivers and policies encouraging the transition away from natural gas will be implemented by existing gas users and these need to be considered by Jemena.
- A 'driver of change' (or similar) principle should be considered by Jemena.
- What is the relationship between policy and prices and how it will play out in the transition, this needs to be recognised in the principles
- Consideration should be given to "sharpening" the declining block structure and consider reducing the costs in Block 1.
 - It was noted that it is relatively easier to replace a gas cooktop with an electric one to help reduce use of gas.
 - However, space heating is much more difficult to transition away from gas and consumers with larger appliances will pay more overall for gas.
 - If consumers decide not to use gas for heating, because they find it too expensive, this can result in negative health implications.
 - Customers need more awareness of how to understand sunk costs and what options they might have to transition away from gas should they choose to do so.
- It was further suggested that Jemena should focus on what pricing structures can do and how it can assist or encourage customers to make 'positive' changes.
 - Jemena should not try and cover everything in its principles as they will become meaningless.
 - Assuming that Jemena will do all the things it outlines in its principles, they should consider what they really need network tariffs to do and the principles that will clearly guide this.
 - It is important to understand this is how we are having these conversations with community. It was noted that simplicity is not particularly important, given we are pricing to retailers, this is not passed through so positive is it doesn't have to be simple. Retailers need to do what they need to do.
 - Consideration should be given to applicability and transaction costs. Price stability needs to be set by the community.
 - Revenue and fairness and equity need to be tested with the community to help work out how the business shares risk with the community.
 - These discussions with community need to be framed correctly.

3.2.8 Framing the content for customers

- A question was asked whether an additional 'Behavioural Impacts' principles should be included as the final tariffs/ pricing structure will influence the behaviours and choices made by people.
 - The principles can be used as framework to test the different pricing options with community.
- In relation to the principles, two questions need to be considered:
 - For whom do the principles apply?
 - What does Jemena need the tariffs to do?
 - Considering the above questions can help frame discussions with community within existing limitations and better understand how the tariffs can be tweaked to ensure that various needs are catered for.
- A question was asked about upcoming policy changes around emissions standards at both state and Federal levels.
 - Has this been considered and costed for in Jemena's proposed pricing structures?
 - Or are emissions just an externality which has never been costed?
- A question was asked about the pricing structure, and what part(s) of a consumer's bill they apply to.

- We need to make it clear that this is just the gas network/ distribution component and not the retailer's charge.
- As an example, participants were shown a slide illustrating different revenue impacts under different forms of price control (revenue cap and price cap) as shown in **Error! Reference source not found.**
- It was suggested that:
 - Overall bill impacts be presented to community members based on existing data and understanding.
 - Different scenarios can be considered depending on whether a retailer kept the same, decreased or increased their charges.
 - Consumers will more easily understand the full story and the overall change to their bill than just trying to work out the distribution component.
- It was noted that if the objective is to reduce greenhouse gas emissions, then retailers should not be allowed to continue bulk billing as this can encourage increased use of gas which leads to greater emissions.
- This is similar for time of use pricing and trying to encourage greater efficiency in the use of the network by customers and hope that everybody in the long term can be better off in the evolution of and behaviour of the network,
 - A challenge arises where you have immediate 'winners' and 'losers'.
 - The way that has panned out, winners and losers has led to slow approaches to demand time of day/ year tariffs.
 - In this context, there is a much looser hope that it will lead to behaviour change, but it's not necessarily the main thing.
 - Presentation in this way will prioritise immediate impacts over longer term impacts, but not sure in this context how much that short term wisdom will really matter.
- It was suggested that Jemena should not raise tariffs because they should not be focused on increasing their network over the next 20 years.
- When engaging with customers, consideration should be given to the current context around the use of natural gas.
 - They should be asked about complementary measures, what would support them, as there's only so much a gas network should do.
 - Currently there is a bit of a void of public policy which needs to be filled out. As such, it would be worthwhile asking them what would help this transition, what would help you and how do we manage that?
 - Government and its policies are a current topic of conversation. Customers should be asked about what they want and how it would help, and whatever tariffs what complementary measures might be needed to support transition.

3.2.9 Communication with CALD communities and other customers

- When considering culturally and linguistically diverse (CALD) customers, it's important to understand that this is a very difficult and technical topic.
 - When engaging CALD customers, diagrams and simple terms should be used wherever possible to help them better understand what a tariff is and pricing.
 - It was noted that Jemena, have previously been very good working with CALD communities and ensuring different cultural perspectives are heard and understood. Recognition of those cultural perspectives is important.
 - If unable to effectively engage with CALD communities in clear and simple ways, we are likely to lose the interest of around half the group.
- The structure of the conversation we have with community is very important.

- It doesn't have to be direct, but community can be asked about the best ways to handle the sharing of risk and uncertainty and relative costs. Must establish that first.
- Following that, we can step through what that looks like in terms of the decisions Jemena must make – it's starting from the first principles, values conversation before detail.
- Important for consumers to understand that there isn't an answer/ structure that has no impact on things, it's about choosing on how this can best be shared.
- It was noted that a risk of engagement with community is that sometimes it can be difficult and not lead to any decisions.
 - Even if we do have a perfect solution, at the end of the day, policy might change, AER might not change anything significant.
- It was also noted again that retailers are going to do their own thing and that the end customers might not see any difference, or they might end off worse.
 - Network vs retail tariff. Important to remember that most retailers do pass on network pricing. Some may not, but a large proportion of gas consumed is subject to the tariffs.
 - There is less regulation of retailers in NSW than there is of gas (and electricity) distributors. What the AER is doing is valuable, and there will be impacts on policy.

3.2.10 Engagement methodology, remit and recruitment

- A question was asked about the timeframe we are currently engaging on.
 - It was noted that while this regulatory reset process it was for the next five years (2024-2029), should we also be considering longer-term timeframes.
 - If we are talking about 2050, and there is no longer use of natural gas, then this will have implications on current pricing structures in terms of future investments in infrastructure and the number of customers.
 - A Jemena staff member noted that the long-term 2050 context should be given some consideration.
- It is important to consider the AER and things that relate to the conversation that might or might not influence consumer preferences around these concepts here, that are material in the longer-term conversation.
- A question was asked whether Jemena needs to consider charging entry and exit fees.
 - If exit fees are not currently being considered by Jemena, then it was suggested this is not a sensible way to account for potential future reductions in customer numbers. The remaining customers will bear unproportionately high costs to remain natural gas users and ensure a safe supply is maintained.
 - How can we control the engagement narrative and account for consumers who will ask how they can get off gas.
 - It was noted that the natural gas industry is a very expensive one to close down and a question asked how this could be done safely and effectively.
 - If exit fees are considered, this could impact the conversations had with community members and what they can and can't help shape through the engagement process.
- It was noted that on the gas side, the point of transition away from the use of gas has not yet been reached.
 - A question was asked if stakeholders and networks, are not imposed a charge on day 1, how can this be done in a fair manner over multiple years or access arrangement periods.
 - It was suggested that changes to the national gas law would be effective as it's a major driver contributing to gas usage.
- It was noted that the engagement preamble needs to be updated as it is currently too complex.
 - It should start with "the energy industry is transitioning into a low carbon future" and then flow from that.
 - Focus on the principles of problem being addressed.
 - Don't refer to AER just regulator.

- Be kept simple (using Plain English) and focused right down on what's the thing that's kicked this off and what's the problem.
- Once updated, it should be re-shared with the Advisory Board members.
- When engaging community members, we need to consider:
 - Considering who stakeholders might represent in terms of their organisation, local community, personal views on the use of gas.
 - Ways to ensure effective and ongoing online engagement and encouraging people to actively participate
 - Different features/ functionalities of Zoom (e.g. breakout rooms).
 - The limited timeframe (set by the AER) that Jemena has for this engagement piece of work
- In terms of the demographic breakdown of the customer group, it was noted that:
 - It is important to consider their use of different gas appliances.
 - Ensuring that a proportion of the group are from CALD communities and can provide their feedback
 - We should consider a criteria around concession card holders who qualify for government energy rebates.
 - 7% of non-binary participants is higher than the overall percentage of non-binary people in the population.
 - We should consider including small businesses in our cohort.
- In terms of effective engagement, questions were asked around:
 - How we can actively engage and get feedback from the 'quieter voices' in the online sessions.
 - What are the different roles and responsibilities of people in the room – what persona are they bringing to the table?
 - Not talking too technical and high-level which could risk 'losing' members of the group as they might not understand such terms and concepts. Important to make it clear and easy to understand.
 - Noting the differences between metro and regional areas. For example, households in regional areas might be larger and require more gas usage for heating purposes.
- In terms of the focus of the upcoming engagement it was noted that we should:
 - Make it clear that consumers are being invited to give direction on how Jemena should make the trade-offs and why.
 - It was suggested the clearest way to make it work is to demonstrate that there is no one option that is equal and fair to all.
 - There are multiple ways in which fairness can be considered when planning and taking decisions. For example, fairness to regional users who don't have much choice, etc.
 - Consider providing participants with comparison questions where trade-offs have been made and the cost impacts on customers have been modelled by Jemena to facilitate discussions and questions amongst participants.
 - Consider current cost of living pressures – although we are asking what is best for the community, people will consider their own individual circumstances and preferences and want to understand what is best for them in terms of any potential pricing impacts.
- When asked about the reasons for this engagement, the AER noted that they want Jemena to:
 - Form a view based on feedback received from community members.
 - Engage community members using approaches and methods that they can actively participate in and understand what is being asked of them and why they are important stakeholders in the process.
 - Present a proposal to the AER that is informed by various stakeholder views.
- When wrapping up, it was noted that:

- We should consider engaging with property developers to better understand what would change their views installing gas lines and appliances in new developments.
- Also engage with heavy industry users.
- We should avoid just one source of information.
- Include Victoria Jordan as an Advisory Board member on the Brains Trust.
- Re-share the updated Engagement Preamble and Remit once updated with Advisory Board members.
- We need to be wary of engagement participants hearing about increased costs/ tariffs and deciding to transition away from gas to electricity. We need to consider ways of avoiding this or responding to should such responses arise.

4 Next steps

The following next steps were agreed amongst the participants.

4.1 Engagement

- bd infrastructure are to revise the preamble and remit for Customer Forum participants to ensure it is presented in plain English and have it reviewed by members of the Advisory Board.
- bd infrastructure are to revise the recruitment criteria to reflect feedback provided by Advisory Board members.
- Consideration needs to be given to participants who will respond to increased prices/ tariffs by electrifying their appliances.
- Debrief sessions are to be held immediately following the three online customer workshops and are to involve bd infrastructure and Jemena staff.

4.2 Advisory Board involvement

- The Advisory Board agreed the following people are to be invited to the Brains Trust Workshop on Tuesday 18 July:
 - Doug McCloskey
 - Andrew Richards
 - Victoria Jordan
 - Zubin Meher-Homji (an independent expert with extensive experience in regulation and economics, has also been invited to participate in the Brains Trust workshop).
- Where possible, bd infrastructure and Jemena are to debrief Advisory Board members in writing following the Customer Forum and Brains Trust sessions.
- If possible, an additional online session with the Advisory Board members is to be scheduled to update them on activities undertaken, feedback from recruited community participants and next steps.

Appendix A – Advisory Board Workshop Runsheet

Date	Thursday 8 June	Time	13:30 to 16:30		
Venue	Aerial UTS Function Centre (Building 10, Level 7, 235 Jones Street, Sydney)				
Project team attendees	Jemena Ana Dijanosic Andre Kersting Shaun Reardon Lay Na Lim Merryn Spencer Emma Wilson		Advisory Board Victoria Jordan Mary Karras Natalie Thacker Andrew Richards Tenant Reed Doug McCloskey Gavin Dufty	Observers Dale Johansen Slavko Jovanoski Helen Bartley Jim Henley	bd infrastructure Lucy Cole-Edelstein Anne-Marie Mitchell Ken Fullerton
Purpose	This session is about Introducing the new process to test the options arising from the AER Issues Paper, and seeking their advice on how best to engage customers on them				
	Intro (15 mins) <ul style="list-style-type: none">Welcome by ShaunEstablish purposeIntroductions	Tariffs - learning and thoughts (90 mins) <ul style="list-style-type: none">Current tariff structuresAER issues paper – why we are herePricing principles - feedbackTariff options and impacts for customersAB feedback initial thoughts		Purpose of engagement (60 mins) <ul style="list-style-type: none">Customer Forum overviewNarrative and remit – feedbackContent framing – feedback	Wrap up (10 mins)
Prior reading	Pre reading <ul style="list-style-type: none">Slide pack on tariffs and background material				

Time	Engagement question	Type	Details / activities	Tools	Personnel
Welcome and introductions –15 mins The last time we met, you were part of a larger group, and we were discussing response options and our end customer engagement We've brought you back together today for this extraordinary session to help us with your expert advice on framing our customer engagement for Tariff and price control mechanisms We also would like your initial thoughts on the tariff options presented in the AER paper as they relate to JGN and the implications these might have for customers that you represent					
13:30	Welcome	Plenary	Welcome back! Acknowledgement of Country Housekeeping	Zoom Gallery	Lucy
13:32	Welcome from Shaun	Plenary	Shaun Reardon – purpose and welcome, importance and value of the AB role to JGN as it plans its future	Zoom Gallery	Shan Reardon
13:37	Introductions	Plenary	Introduce yourself and who you represent/role on project For AB members - What have you been thinking about since your last AB session?	Zoom Spotlight	Lucy
Tariffs – learning (90 mins) The next part of this session is about aligning our understanding of the current tariff and price control structure, an overview of the AER issues paper, as well as delving into the new tariff concepts We'll also be asking for your initial insights on a set of pricing principles we've come up with, as well as the tariff structures presented in the AER issues paper					
13:45	Deep dive on why we're here	Plenary	Context of uncertainty AER issues paper – why we are here Pricing controls	Presentation	Andre Kersting
14:00	Q&A	Plenary	Clarification questions on presentation Stop slide sharing Given your constituency, and what you know, what are your reflections around the AER paper, as we are interested in how you see it impacting us, and what you think is important for us to consider?	Q&A	Lucy
14:15	Planning Principles	Plenary	History and application of current tariff structures Important to build pricing principles	Presentation	Emma
14:20	Insights on principles	Plenary	Insights and initial thoughts on the pricing principles Initial thoughts? Have you seen examples of principles like this being applied elsewhere? Strengths/weaknesses? Do we need to do anything to these principles, in light of that?	Zoom Gallery	Lucy

Time	Engagement question	Type	Details / activities	Tools	Personnel
			Do you agree with the principles?		
14:30	<i>How we might start this conversation with customers</i>	Plenary	Tariff options and impacts for customers Early work we've done How we might start framing content for customers and demonstrate winners and losers	Presentation	Emma
14:50	Q&A	Plenary	Clarification questions on presentation	Q&A	Lucy
14:55	<i>Insights on tariff concepts</i>	Plenary	Insights and initial thoughts on the tariff concepts from organisational perspectives Are we on the right track? What will this mean for the people you represent? What are the challenges you foresee for them? Given your constituencies, what advice or feedback do you have for JGN on the tariffs and what they will mean for our customers?	Zoom Gallery	Lucy
15:15	Short break				
Purpose of engagement (60 mins) We are convening a new end customer engagement program, separate from the Regulatory Reset Customer Forum and engagement you were previously involved in For us to embark on this new engagement, we felt it your previous history and experience would be helpful to us as we work out how we need to be framing the challenge to Jemena and customers, and how we intend on presenting this very complex topic and content to customers					
15:20	<i>Engagement overview</i>	Plenary	Purpose of engagement Timing and methodology i.e., recruitment, forum, brains trust Narrative and remit	Presentation	Anne-Marie
15:40	<i>Insights</i>	Plenary	From your organisation perspective, what are your thoughts on: The group we will be convening and the process overall How we have framed the narrative, and the remit – what have we nailed, and what's missing for you?	Zoom Gallery	Anne-Marie and Lucy
16:00	<i>Content framing</i>	Plenary	With the engagement process in mind, and looking at the content... Are we on the right path? Could the content be framed in a better way? Is there content missing – gaps and omissions?	Zoom Gallery	Anne-Marie (facilitating) Lucy Andre

Time	Engagement question	Type	Details / activities	Tools	Personnel
			<p>What do you see as our biggest challenges?</p> <p>We have tried to make the Brains Trust a customer focussed tool, at their disposal to interrogate and help them understand complexities and competing issues. Do you think this mechanism will work? Suggestions for improvement?</p>		Emma
Wrap up (10 mins) Next steps and thank you					
16:20	<i>Wrap up and thank you</i>	Plenary	<p>Thank you for your input today, it has been most valuable for our upcoming engagement. In terms of future sessions, we don't have another advisory board session planned, what are your thoughts on this?</p> <p>We will update you on how we have incorporated your suggestions and ideas to the process and content, before we start our engagement process.</p>	Zoom Gallery	Lucy Andre

Appendix B – Advisory Board Meeting Slides