

Jemena Gas Networks 2050

Tariffs Customer Forum Workshop 1 Snapshot Report

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).




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






Workshop 1 details

		
Wednesday 5 July 2023	5:30pm to 8:30pm	Zoom – online session
6 Jemena representatives	3 bd infrastructure representatives	2 Observers
		32 Customers

Engagement process

		
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

Workshop objectives and customer 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> <ul style="list-style-type: none"> • What do you understand? <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 • What don't you understand? <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) • What 'why' questions do you have? <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> <ul style="list-style-type: none"> • The group: be inclusive, stay on point/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.