

Draft Runsheet

Jemena Gas Networks Small Business Focus Group Tariffs

November 2023



Client:	Jemena Gas Networks
Details:	Runsheet for Small Business Focus Group on Tariffs
Time and date:	Online, 6pm-8pm, 30 November 2023
Project team attendees:	Andre Kersting (Gas Networks Regulation Manager), Emma Wilson (Gas Pricing Lead), Lay Na Lim (Senior Regulatory Advisor), Merryn Spencer (Engagement Lead), Jennifer Hardman (Engagement and Communications Support Lead)
Observers:	None
Venue:	Zoom
Other tools	Mural Menti
Purpose	<ul style="list-style-type: none">• Refamiliarise the group with the project team• Explore immediate questions• Consider pricing principles• Consider and vote for tariff options and pricing mechanisms that are in the interests of all customers
Pre reading	Pre reading for Small Business Customers, Circulated a few weeks prior to session

Choose an item.

Time	Item	Detail	Material	Who
5.50	Bump in set up Login 10 minutes before the session commencement	<ul style="list-style-type: none">• Team login early to ensure everything is working• Login on the phone to monitor chat• Check sound	Slide pack Menti	Merryn

Time	Item	Detail	Material	Who
Introduction and about Jemena – 30min				
6-6.10 pm (10min)	Welcome And set up	<ul style="list-style-type: none"> • Acknowledge country • Acknowledge observers • Good evening, everyone, and welcome back! • Thank you for returning to talk about tariffs with us • Tonight is being recorded so we can accurately report back on what you say. • Round robin introduction of the Jemena team – some you know from last time (Andre and Merryn), also some new faces (Emma and Lay Na). 	Gallery	Merryn
6.10- 6.25 pm (15min)	Plenary Reintroduce the group to each other	<ul style="list-style-type: none"> • Great to see everyone back and let's get to know each other • You're made up of two different focus groups we held in October and November, that have opted to come back. • Nearly everyone (11 of 13 of you) opted to come back that we think is a good indicator of how much you enjoyed the last workshops. • And that's ok if it's show me the money! • Go around one at a time and in 30seconds, Introduce yourself to the group and share why you decided to come back • Look for common experiences and reasons why; ask for people to share if they have a particular expectation. 	Zoom gallery Chat	Merryn
6.25-6.26 pm (1min)	Introduction to Q&A	<ul style="list-style-type: none"> • We've sent you some pre reading to assist with your learning about gas pricing and how prices are readjusted on an annual basis • The challenges for both Jemena and customers in the near future as the long term impacts of net zero are being worked out. • This session is to explore your questions • Also to provide advice to Jemena on what you think the best tariff and sharing risk options for all customers would be 	Merryn	

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		<ul style="list-style-type: none"> • So a lot of information and 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 years. • Please listen, ask questions, and challenge us tonight. • Think about your point of view not only from yourself as a customer but also from all customers perspectives. 		
6.25pm-6.35pm (10min)	Initial Q&A or burning questions	<ul style="list-style-type: none"> • Any questions arising from the pre reading • Clarify anything that is ambiguous 	Plenary Zoom gallery	Andre + Emma to answer questions Merryn to traffic manage questions
Gas pricing, understand concepts and ask questions of Jemena (50min)				
6.35pm – 7.05pm (30min)	Presentation	<ul style="list-style-type: none"> • You've been set a challenging task and not expected to understand everything the team is here to help! • Also consider this is complex material, and it's hard work. Unlike the last sessions with you, where we had bill impacts, quite a lot of the concepts we'll be presenting today are conceptual, and we're going to make you work. • But on the flip side on one of the positives you shared with us from the last session, we're coming to you while it's really early thinking! • Recap on Jemena and the regulated environment (as per background materials) • Set the scene – the reasons for the tariffs consultation, tariffs 101 recap (a reminder from your pre-reading) • Principles • We're working on some tariff options, applying what we heard from customers earlier in the year • What the options are • Reasons for applying these options. 	Presentation pack	Andre Kersting Lay Na Lim Emma Wilson

Time	Item	Detail	Material	Who
7.05-7.20pm (15min)	Breakout Q&A	<ul style="list-style-type: none"> Divide into three groups – there are 11 participants so two groups of four, one group of three. There are two questions for you in your breakout: What are your initial thoughts on what you've heard? What other questions do you have for Jemena? Opportunity to quiz the team in a more personal environment What one piece of advice do you have for Jemena about how to ensure their tariff options meet the best long-term interest of customers? 	Mural board Zoom breakouts	Group 1 : Andre / Group 2 : Emma Group 3: Lay Na Merryn floating facilitator Jenny tech support/floater
7.20m-7.30pm (10min)	Report back	<ul style="list-style-type: none"> Come back to plenary each group to report back (3min each) Feedback on your discussion, advice and feedback for Jemena 	Zoom gallery	Elect a representative from each group (preferably a participant rather than Jemena)
Short break (5-10min)				
Voting feedback (20min)				
7.35pm-7.55pm (20min)	Let's hear from you!	<ul style="list-style-type: none"> Open up Menti voting and let's hear from you on the tariff options and the pricing principles (the principles, the inclining, declining or flat structures, the three different forms of hybrid and plus the proposed changes to the household / business tariffs from coastal country) Reshare slides if needed There are five (6) questions, and the scale for each. Loathe – Love scale voting for each: <ul style="list-style-type: none"> To what extent do you think Jemena should reduce the number of tariff blocks? To what extent do you think Jemena should change to a residential/commercial tariff split? To what extent do you agree with the pricing principles? 	Menti If some can't vote on Menti type in their votes Collate votes Collect qualitative feedback too Discuss votes Reflect on what you said	Merryn Andre / Emma to answer questions as we go.

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		<ul style="list-style-type: none"> - To what extent do you think risk sharing should be through hybrid option 1? - To what extent do you think risk sharing should be through hybrid option 2? - To what extent do you think risk sharing should be through hybrid option 3? • It's not only voting but include the reasons why you've voted the way you have • Point out major differences in voting if any • Note, that there will be conflicting views as part of the transition and we will also consider how we respond to these different views in our Draft 2025 Plan. 		
Final check-in (5min)				
7.55pm-8.00pm	Final reflections and wrap up and thank you	<ul style="list-style-type: none"> • Thank you for being with us tonight! • We recognise this topic is complex and we appreciate you staying with us. • What are your final thoughts? • We will check back with you when the Draft 2025 Plan is finalised. 	Discuss or type in the chat	Merryn