

# Runsheet

## Jemena Gas Network Retailer workshop tariffs

December 2023



<b>Client:</b>	Jemena Gas Networks
<b>Details:</b>	Runsheet for Retailer workshop on Tariffs
<b>Time and date:</b>	Online, 9.30am-11.30am, Tuesday 5 December 2023
<b>Project team attendees:</b>	Andre Kersting (Gas Networks Regulation Manager), Emma Wilson (Gas Networks Pricing Lead), Lay Na Lim (Senior Regulatory Advisor – Regulation), Merryn Spencer (Engagement Lead JGN), Catherine Marshall (Key Accounts Manager), Louise Baring (Customer Engagement Lead JEN), Emille Kueh (Relationship Lead Energy Retail), Jerrie Li (Senior Regulatory Advisor – Regulatory Analysis and Strategy).
<b>Observers:</b>	Dale Johansen –Director Network Pricing, Australian Energy Regulator.
<b>Venue:</b>	Zoom.
<b>Other tools:</b>	Mural and Menti.
<b>Purpose:</b>	<ul style="list-style-type: none"> <li>• Refamiliarise the group with the project team</li> <li>• Explore immediate questions</li> <li>• Consider pricing principles</li> <li>• Consider and vote for tariff options and pricing mechanisms that are in the interests of all customers</li> </ul>
<b>Pre reading for participants:</b>	Circulated Friday 1 December 2023 – <a href="#">Pre reading for Retailers Tariffs Consultation.pdf</a>
<b>Security:</b>	Public

Time	Item	Detail	Material	Who
5.50	Bump in set up Login 10 minutes before the session commencement	<ul style="list-style-type: none"> <li>• All team login early to ensure everything is working</li> <li>• Check sound</li> <li>• Check slide pack</li> </ul>	Slide pack	Merryn
<b>Introduction and about Jemena – 30min</b>				
9.30am	Welcome	<ul style="list-style-type: none"> <li>• Acknowledge country</li> </ul>	Gallery	Merryn

Time	Item	Detail	Material	Who
(10min)	And set up	<ul style="list-style-type: none"> <li>• Acknowledge observers</li> <li>• Good morning everyone, and welcome back!</li> <li>• Thank you for returning to talk about tariffs with us</li> <li>• Today is being recorded so we can accurately report back on what you say.</li> <li>• My role as facilitator today</li> <li>• Round robin introduction of the Jemena team – some you know from other work with us (Andre, Catherine, Emille and Merryn), also some new faces (Louise, Jerrie, Emma and Lay Na)</li> <li>• Recap retailer principles of engagement</li> </ul>		
9.40am (10min)	Plenary Reintroduce the group to each other	<ul style="list-style-type: none"> <li>• Great to see everyone here, and let's get to know each other</li> <li>• I'd like you to introduce via the chat function to the group. Find a GIF that best describes your role. And while you're at it, share why you're here today.</li> <li>• Look for common experiences and reasons why; ask for people to share if they have a particular expectation.</li> </ul>	Zoom gallery Chat	Merryn
9.50-51am (1min)	Introduction to Q&A	<ul style="list-style-type: none"> <li>• We've sent you some pre-reading to assist with our early thinking about gas pricing and how prices are readjusted on an annual basis and where the regulator landed on this issue.</li> <li>• The challenges are for both Jemena and customers, in the near future, as the long term impacts of net zero are being worked out.</li> <li>• This session is to explore your questions.</li> <li>• Also to provide advice to Jemena on what you think the best tariff and sharing risk options for all customers would be.</li> <li>• 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.</li> <li>• Please listen, ask questions, and challenge us today.</li> <li>• Think about your point of view not only from yourself as a retailer, but also from all customers perspectives.</li> </ul>	Zoom gallery	Merryn
9.51am-10.05am (10-14min)	Initial burning questions	<ul style="list-style-type: none"> <li>• Any questions arising from the pre-reading</li> <li>• Clarify anything that is ambiguous</li> </ul>	Plenary Zoom gallery	Andre to answer questions  Merryn to traffic manage questions

Time	Item	Detail	Material	Who
				Louise to monitor the chat box
<b>Gas pricing, understand concepts and ask questions of Jemena (50min)</b>				
10.05am-10.35am (30min)	Presentation	<ul style="list-style-type: none"> <li>You've been given a challenging task. The team is here to help!</li> <li>Recap on Jemena and the regulated environment (as per background materials).</li> <li>Set the scene – the reasons for the tariffs consultation, tariffs 101 recap (a reminder from your pre-reading).</li> <li>Principles.</li> <li>We're working on some tariff options, applying what we heard from customers and from you, our retailers, earlier in the year.</li> <li>What the options are.</li> <li>Reasons for applying these options.</li> </ul>	Slide pack	<p>Andre Kersting Lay Na Lim Emma Wilson</p> <p>Merryn to traffic manage questions</p> <p>Louise to take notes in plenary and drive slide pack if needed</p>
10.35am-10.50am (15min)	Breakout Q&A	<ul style="list-style-type: none"> <li>Divide into four groups – there are 16 of you so four groups, with 4 people per group.</li> <li>There are two questions for you in your breakout:</li> <li>What are your initial thoughts on what you've heard? What other questions do you have for Jemena?</li> <li>Please note we are not looking for specific operational feedback, that will come later – we understand you want to see the detail! This is about the philosophy overall and feedback on that.</li> <li>Opportunity to quiz the team in a more personal environment.</li> <li>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?</li> </ul>	<p>Mural board <a href="https://app.mural.co/t/jemena9120/m/jemena9120/1701239249272/ef2eb6006f642491e99b10ade47aa022f886e0c6?sender=ua373aaab289e77173aac8964">https://app.mural.co/t/jemena9120/m/jemena9120/1701239249272/ef2eb6006f642491e99b10ade47aa022f886e0c6?sender=ua373aaab289e77173aac8964</a></p> <p>Zoom breakouts</p>	<p>Group 1 : Andre Group 2 : Emma Group 3: Lay Na + Catherine Group 4: Emille + Jerrie</p> <p><i>Note: will consolidate rooms if less participants</i></p> <p>Merryn floating facilitator</p> <p>Louise tech support/floating facilitator</p>
10.50am-11.05am (15min)	Report back	<ul style="list-style-type: none"> <li>Come back to plenary each group to report back (3min each).</li> <li>Feedback on your discussion, advice and feedback for Jemena.</li> </ul>	Zoom gallery MURAL board to flash up	Elect a representative from each group (preferably a participant rather than Jemena)

Time	Item	Detail	Material	Who
				Louise to take notes in plenary
<b>Short break (5-10min)</b>				
<b>Voting feedback (15min)</b>				
11.10am-11.25am (15min)	Let's hear from you!	<ul style="list-style-type: none"> <li>• Open up menti voting and let's hear from you on the tariff options and the pricing principles.</li> <li>• There are six (6) questions and the scale for each is Loathe – Love scale voting for each: <ul style="list-style-type: none"> <li>– To what extent do you think Jemena should reduce the number of tariff blocks? (ie 6 to 4)</li> <li>– To what extent do you think Jemena should change to a residential/commercial tariff split?</li> <li>– To what extent do you think risk sharing should be through hybrid option 1?</li> <li>– To what extent do you think risk sharing should be through hybrid option 2?</li> <li>– To what extent do you think risk sharing should be through hybrid option 3?</li> <li>– To what extent do you agree with the pricing principles?</li> </ul> </li> <li>• 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</li> <li>• 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.</li> </ul>	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 / Jerrie / Emma / Lay Na to answer questions as we go.
11.25-11.30am	Final reflections and wrap up and thank you	<ul style="list-style-type: none"> <li>• Thank you for being with us today!</li> <li>• We recognise that this topic is complex and appreciate you staying with us.</li> <li>• What are your final thoughts?</li> <li>• We will check back with you when the Draft 2025 Plan is finalised in February 2024. Would you be open to that?</li> </ul>	Discuss  or type in the chat	Merryn