
Energy Charter

Feedback Summary Report

2022

Our Engagement Approach

AGIG owns and operates infrastructure that delivers gas to more than two million Australian homes and businesses. As a founding signatory of the Energy Charter, we are committed to working together in partnership to deliver energy for a better Australia.

In 2022 we made good progress to deliver on what's important to our customers and stakeholders including through our low carbon initiatives and providing assistance to customers experiencing vulnerability.

As a business we are committed to actively engaging with our customers and stakeholders to gather feedback on our performance and shape our future plans. The below principles guide how we engage with customers and stakeholders at AGIG:

Genuine and committed

- We listen and respond to the needs of our customers and stakeholders, driving a culture of delivering value for our customers
- Engagement is lead from the top
- Stakeholder Engagement is embedded in our business planning
- We look to continually improve

Integrated

- We will be responsive by integrating customer and stakeholder feedback into all aspects of this work
- Clear evidence that we have listened and responded to customer and stakeholder feedback in our plans

Clear, timely and accurate communication

- We provide information that is clear, accurate, relevant and timely

Measurable

- We measure the success, or otherwise, of our engagement activities
- Seek stakeholder feedback at all key stages of our engagement
- Report on feedback
- Identify ways to improve our approach

Transparent

- We clearly identify and explain the role of customers and stakeholders in the engagement process, and consult with customers and stakeholders on information and feedback processes
 - Publication and consultation of our proposed engagement approach
 - Online public reporting
 - We publish and consult on our reports
 - We report how we used stakeholder insights to inform plan
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In line with the Energy Charter's new accountability process, we consulted with our South Australian Reference Group (SARG) on our 2022 Disclosure Statement and the Energy Charter strategic review's recommendations to move to a decentralised governance model. We also shared a draft version of our 2022 Disclosure Statement with a sub-set of our Victorian Gas Networks Stakeholder Roundtable (VGNSR) for comment.

Our SARG and VGNSR comprise of a range of customers and other stakeholder advocates representing a wide range of end user-gas customers. See a list of members in the tables below:

SARG membership

- Reeva Brice, COTA
 - Kevin Kaeding, SAFFRA Inc.
 - Helena Kyriazopoulos, MCCSA
 - Glenn Hordacre, UDIA
 - Rebecca Law, SACOSS
 - Amber Miller, ESCOSA
 - Kate Fox, SAFCA
 - Jodie van Deventer, Ai Group
 - Andrew McKenna, Business SA
 - Lea Bacon, LGA SA
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VGNSR sub-set group

- Mark Grenning, EUAA
 - Jon Onley, Ai Group
 - Ross Jamison, GAMMA
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We also shared details of our draft 2022 Disclosure Statement and maturity model assessment at our scheduled Board meetings in August. Our 2022 Disclosure Report has been endorsed by the Boards of Australian Gas Networks (AGN), Multinet Gas Networks (MGN) and the Dampier Bunbury Pipeline.

Summary of Feedback

Stakeholder feedback	Our response
<ul style="list-style-type: none">• General observation: Stakeholders encouraged AGIG to focus on the positive stories that we are receiving from customers through our reporting and self-assessment, and not just focussing on customer complaints and areas of improvement.	<ul style="list-style-type: none">• We sought a balance of both positive initiatives and initiatives that needed improvement to showcase in our 2022 Disclosure Report.
<ul style="list-style-type: none">• Principles 1 and 2: Stakeholders had no specific feedback on the initiatives showcased under principles 1 and 2 and supported our maturity model assessment across both.	<ul style="list-style-type: none">• We will continue to update stakeholders on our progress against principles 1 and 2 through our regular meetings.
<ul style="list-style-type: none">• Principle 3: The importance of communicating about the renewable gas was to customers was noted by some stakeholders. They encouraged us to actively engage the community through periods of energy transition. Stakeholders echoed the importance of the private sector in leading the way with renewables and reaching net-zero targets.	<ul style="list-style-type: none">• We are committed to communicating with, and educating, customers and stakeholders about our HyP projects and renewable pathway.
<ul style="list-style-type: none">• Principle 4: Stakeholders had no specific feedback on the initiatives showcased under principle 4 and supported our maturity model assessment.	<ul style="list-style-type: none">• We will continue to update stakeholders on our progress against principle 4 through our regular meetings.
<ul style="list-style-type: none">• Principle 5: Stakeholders provided positive feedback on the name of our Priority Services Program to reduce the stigma of customers requiring additional support who are often labelled as 'vulnerable'.	<ul style="list-style-type: none">• We will continue to progress our Priority Services Program in SA with the welfare of our customers experiencing vulnerability in mind.
<ul style="list-style-type: none">• Maturity Model Assessment: Stakeholders agreed with our maturity model self-assessment and approach.• The process of advancement through the model was compared as being similar to community development work, highlighting that it can take two to three years to be able to make a substantial impact on the sector.• We received overwhelming advice that AGIG needs to take its time to ensure the sustainability and longevity of our initiatives and that the right outcomes are being prioritised.	<ul style="list-style-type: none">• We appreciate this feedback and will continue to implement our initiatives with their sustainability and longevity in mind.• We agree that initiatives should be continually reviewed to ensure that the right customer outcomes are being prioritised.

Next Steps

In 2023 AGIG is proposing to undertake a review of its national engagement program including the structure and role of the SARG and VGNSR. How we continue to engage on the Energy Charter as part of the new accountability process will be considered.