



Energy Charter Disclosure

2022-23

Message from the Chairman and Managing Director

Events in 2022-23 have led Jemena to deepen our focus on how we engage with our customers – to stop and think about how we support, interact and communicate – including whether we have the right systems in place to empower our people to provide the best service we can. It's been a year of successes, as well as challenges, set against a backdrop of cost-of-living pressures, global events impacting the energy sector, and the full picture of the scale and associated costs of Australia's transition to a low-carbon energy system starting to emerge.

In our fifth *Energy Charter Disclosure* report, we are proud to highlight our excellent, customer-centred work in addressing one of the most significant outage events impacting our gas network – when flooding damaged APA's Young-Lithgow pipeline in November 2022. In response, team members from across our business worked closely together, and with stakeholders and community groups in the towns of Bathurst, Lithgow, Oberon and Wallerawang to keep communities informed and to understand local challenges, concerns and priorities. Simultaneously, our technical and engineering staff worked tirelessly to restore gas as quickly as possible to our 20,000 customers in the region, in an unseasonably chilly spring, supported by local emergency services workers and businesses.

We also acknowledge we have some work to do in relation to how we engage with customers, especially our life-support customers, about planned network outages, following some instances where we did not meet our customer notification obligations. To this end, we are reviewing systems and processes across the Group to build on work already under way which aims to provide the best possible service for customers.

Engaging with Customers and Stakeholders

We're continuing to engage closely with both our electricity customers in Victoria and gas customers in New South Wales, as well as our key stakeholder groups to plan the future of our networks. Our Gas Networks 2050 engagement program, which will inform our 2025-30 business plan started in October 2022, while consultations for Jemena Electricity Networks' Price Reset project commenced in May 2023. We've had some fantastic insights so far, helping us build our business and network plans for the future.

Supporting the Energy Transition

In 2022-23, we launched our Malabar Biomethane Injection Plant which is now injecting gas produced from wastewater into our NSW gas distribution network. We believe there is tremendous potential for biomethane in New South Wales and have identified more than 30 PJs of potential biomethane sources in proximity to our gas network. To place this in context, it is enough gas to meet demand from our current residential customers, and we see great opportunity to develop a viable biomethane industry across New South Wales. Our customers continue to tell us they love to use gas for their cooking, heating, and hot water, and that they also want to lower their carbon footprint. Through

projects like Malabar and our Western Sydney Green Hydrogen Hub, we're working towards giving our customers these choices, while also helping to reduce Australia's overall emissions profile.

Improving our services for customers

A critical behind-the-scenes initiative helping our people provide better services for our customers took some great strides this past year. Through our CX (or customer experience) Uplift program, we've made considerable improvements to employee-facing systems and databases for storing customer data, so our people can more easily find all information that relates to a particular customer, rather than needing to access multiple databases. The next stage of the program focuses on improving our customer-facing systems.

In evaluating our progress against the five principles of the Energy Charter, we have reached 'Evolved' status against each, with demonstrated year-on-year progress. This shows the principles are well-understood in our business, that they are becoming embedded in our culture, and that we are developing and delivering initiatives, products and services in alignment with the Energy Charter's aims. While we have room for growth, the initiatives we have in place to improve how we deliver for customers in a sustainable and affordable way – supported by our values: *Think Like a Customer* and *We Care* – have us on the right trajectory to achieve our aspirations of reaching 'Empowered' ratings or higher in the coming years.

Welcome to our *Energy Charter Disclosure 2022-23*.



David Gillespie
Acting Managing Director



Jiang Longhua
Chair of the Board



Our Customers and Our Communities

Jemena Electricity Network (JEN)	Customers	Total Consumption (GWh)
Residential Heating and cooling, appliances, lighting	344,692	1,428.52
Commercial Heating and cooling, lighting, equipment operation	29,004	627.44
Industrial Manufacturing, large infrastructure facilities, data centres	1,496	2,179.07
Total	375,192	4,235.03
Life Support Customers	6,269	
Speak a Language Other Than English at Home	~92,000 ¹	
Solar Customers	58,559 (Residential) 2,572 (Commercial and Industrial)	
Solar Capacity (MW)	253.1 (Residential) 64.6 (Commercial and Industrial)	

Jemena Gas Network (JGN)	Customers	Total Consumption (TJ)
Residential Heating, hot water and cooking	1,478,499	29,222
Commercial Space heating (e.g., offices, shopping centres), hot water, commercial cooking	35,922	12,348
Industrial Chemical production, manufacturing, electricity generation	382	49,569
Total	1,514,803	91,139
Life Support Customers	6,286	
Speak a Language Other than English at Home²	~393,000	

Jemena Pipelines	Customers	Volume Per Year (PJ)
Retailer Aggregate demand from millions of households and businesses	12*	110
Industrial Use gas as a feedstock because of its chemical properties or because it can cheaply and rapidly heat to very high temperatures required for many industries	14	57
LNG Exporters	1	149
Producers Seek a route to market for their product	8	91
Broker Assist third parties in managing their gas supply, demand and trading requirements	2	4
Generators Gas is used to generate electricity in all states in Australia to meet peak demand, provide baseload power, and deliver system strength and security	2*	224

*Note: We have listed one customer twice, under both Retailer and Gas-Fired Generation.



Acknowledgement of Country

We acknowledge the Traditional Owners of the lands upon which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past and present.

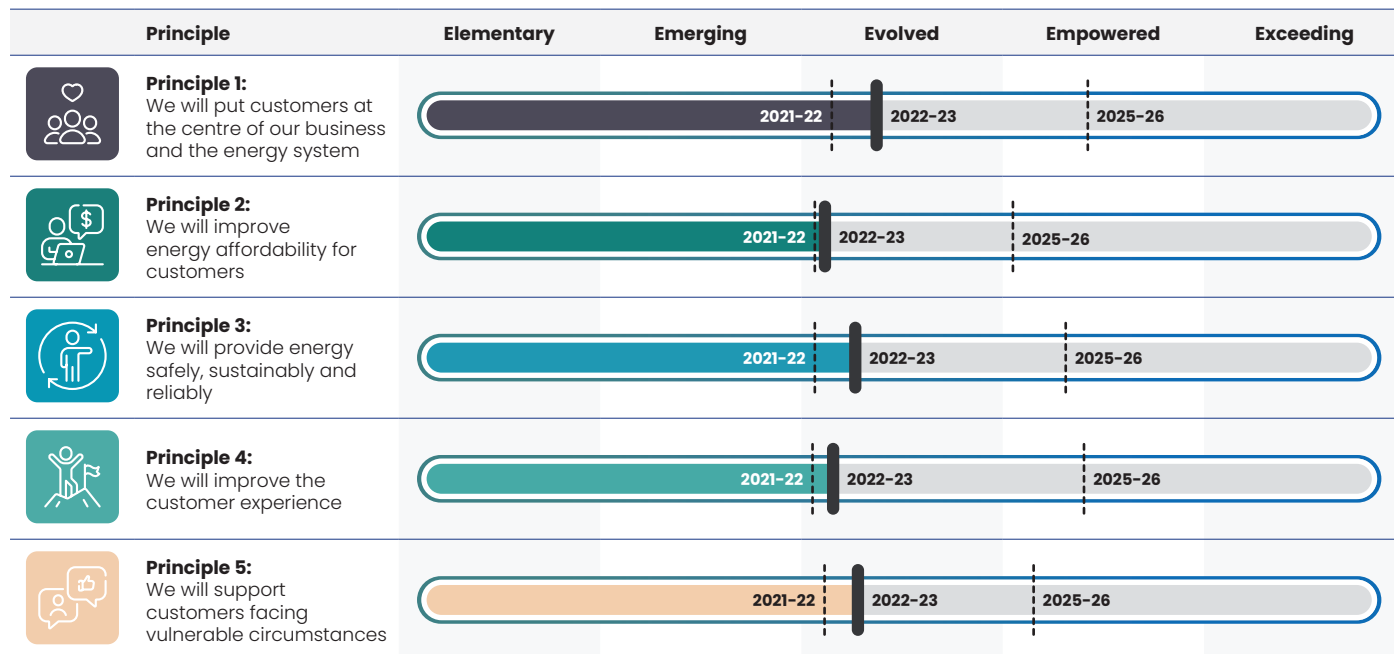
Artwork prepared by Aboriginal artist Chern'ee Sutton from Mount Isa for our Reflect Reconciliation Action Plan

¹ Based on ABS census data for Vic

² Based on ABS census data for NSW

Customer and Community Highlights

Our Maturity Self-Assessment



Case Study

Supporting Our Customers Through Challenging Circumstances

During an unseasonably cold spring, where parts of regional New South Wales recorded snowfall, a fault on the APA-owned Young-to-Lithgow gas pipeline in early November 2022 saw more than 20,000 of our customers across Bathurst, Lithgow, Wallerawang, and Oberon left without gas supply. As the owner of the local gas distribution network, Jemena was responsible for working with local stakeholders to reconnect each customer to the gas network.



Our engineering and technical experts worked with their counterparts at APA, with energy sector contacts across the country, and local emergency services personnel and local businesses to restore gas as quickly as possible. This involved visiting the great majority of affected homes twice, first to make the premises safe, then later to restore gas. Through their efforts, we were able to get the communities back on supply ahead of our initial estimated timeframe.

Just as important was establishing relationships on the ground, and engaging with our customers, communities and their elected representatives, both to keep them informed about progress towards restoring gas supply, and to understand and respond to local priorities and concerns. Through our engagement with local councils, community groups and through social media and our customer contact centre, we were able to identify vulnerable customers who may experience barriers to accessing services – including people from CALD backgrounds, the elderly and single parents. Through this engagement we were able to help many of our customers access community support, ranging from extra blankets and heaters to hot meals, as well as prioritise their reconnection to the network when gas was flowing again.

We were humbled by the level of community patience and goodwill, and also proud of the tireless efforts of our people going the extra mile to support our customers through this three-week period. Despite the scale of the outage and inconvenience, alongside questions and concerns raised by community members, we were very pleased to receive letters and cards from community members thanking our teams for their hard work.



Principle 1 Highlight: We're Putting Our Young Customers at the Heart of the Energy System

In 2022–23, Jemena started in-depth consultation programs with both our electricity and gas customers about the future of the networks, and their expectations of a future energy system. Our Gas Networks 2050 program, through which we are developing our next five-year business plan for our gas distribution network to submit to the Australian Energy Regulator, has for the first time brought together a reference group of people aged 18–24, alongside our other customer groups.

This recognises that our youngest customers will be the ones to inherit the consequences of decisions made now about Australia's future energy system, as projects and initiatives are put in place to reach the country's net-zero by 2050 target. This group of young people represents New South Wales' diversity, with people from regional and metropolitan locations, as well as with a wide range of experiences and backgrounds – it includes First Nations, CALD and LGBTQIA+ representatives, young people with a disability and young people who've grown up doing it tough. The first session took place on 5 June and the message they wanted Jemena and other major energy companies to understand was summed up best by one young representative: "Everyone has to move towards renewables, but the people at the bottom shouldn't have to suffer with that transition."



Principle 2 Highlight: We Introduced New Technology to Help Manage Network Emissions and Costs

Jemena has piloted industry-leading gas leakage detection technology this year, using two new gas leakage survey vehicles equipped with technology that not only monitors methane levels, but also uploads the information directly to our systems, which will save time and enable us to resolve leaks more quickly.

Team members have been trained to drive the new Picarro vehicles, which were selected after extensive testing on our network in Dubbo in 2022–23, with leakage surveys conducted in 15 suburbs starting in June 2023. The benefits of the new technology will include more efficient and cost-effective collection of data to meet our National Greenhouse and Energy Reporting Scheme (NGERS) obligations, helping us towards our emissions reduction targets, and supporting a more proactive and targeted approach to managing the integrity of our network – helping us better manage network costs, and in turn costs for our customers.



Principle 3 Highlight: We're Building A Future Flush With Renewable Gas

A major step towards a future where our customers can use renewable gas in their homes and businesses was taken in June 2023. This was when the first biomethane-to-gas-network project in Australia started injecting renewable gas produced from wastewater into the Jemena Gas Network. The Malabar Biomethane Injection Plant is a joint project for Jemena and Sydney Water, turning biogas produced on site at the Malabar Wastewater Resource Recovery Facility to a gas that can be used interchangeably with natural gas, by removing water, carbon dioxide and other contaminants.

Our Malabar facility (co-funded by Jemena and the Australian Renewable Energy Agency) is an important early step in establishing a biomethane sector for Australia. Jemena sees huge potential for biomethane as a viable 'here-and-now' way for Australia to reduce its emissions. Jemena has identified enough potential sources of biomethane – agricultural waste, landfill and wastewater – that if put to use, would produce about the same amount of gas that our current residential customers in NSW use in a year.

Often when people discuss Australia's future energy network and renewable energy, conversations focus on solar and wind. However, continuing to use the country's extensive gas infrastructure to

transport increasing volumes of renewable gases like biomethane and green hydrogen (generated using water and renewable electricity) to complement renewable electricity, could be a more efficient and cost-effective way to reach net zero by 2050. Projections by Frontier Economics³ indicate that from 2050, Australian energy consumers can save anywhere between \$12 to \$14 billion per annum by using existing gas infrastructure to transport renewable gases, compared to an electrification only policy.



Principle 4 Highlight: We Put Our Customers at the Centre of Our Systems

To meet our customers' expectations of good service – including keeping our customers better informed and making it easier to do business with us – Jemena identified it needed to change how it was working. To support our people to help our customers quickly, easily and with confidence, through our CX (or customer experience) Uplift program, we have introduced new technology and simpler processes, and consolidated systems into a 'single source of truth'.

Previously, our systems and processes centred on the premises to which electricity or gas is supplied. Through the CX Uplift program, we have transformed our data and systems to focus on our customers, rather than the National Meter Identifier (NMI) for electricity or Meter Identification Reference Number (MIRN) for gas at their property.

In the foundation stage of the program, delivered in 2022–23, improvements have meant our customer service team members now have a more complete view of a customer's interactions and history with us in one system, rather than having to check multiple databases and systems. Our CX Uplift program has also driven improvements for customers by simplifying and digitising claims, enquiries and approvals forms, and providing automatic status updates, together with an improved response time to enquiries. Planning is now under way for the next stage of the program – transformation – which will lead to further improvements in customer-facing systems from 2023 to 2025 and beyond.

³ Frontier Economics, *The Benefits of Gas Infrastructure to Decarbonise Australia*, 17 September 2020

Case Study

Stopping and Thinking for Our Customers

Giving our customers – particularly our life support and other vulnerable customers – notice about planned interruptions is critical so that people can make alternative plans, or advise us of special circumstances. This means clear, timely, and accurate information is critical and planned interruption notifications are some of the most important communications we have with people in our network areas. Understanding this, senior team members from across Jemena and our sister company, engineering and services management company Zinfra, have been brought together in our Stop and Think For Customer Project – to examine how we can best ensure our customers have the information they need about planned maintenance work, when they need it.

Commencing in May 2023, the program has already identified a range of improvements around how we notify customers of planned maintenance works. The next phase of the project will expand its focus to consider how we support our customers through the disconnection process.



Principle 5 Highlight: We're Measuring Our Impact for Vulnerable Customers

Often, understanding the impact we have on our customers and the communities in which we operate through our community programs and vulnerable customer initiatives can be a challenge.

In 2022-23, we partnered for the first time with the Australian Social Value Bank (ASVB) – an Australian social impact measurement tool. The ASVB uses Australian social sector data and globally endorsed best-practice methodologies to calculate the net benefits a program creates. This includes both the benefits individuals receive from the program – for example, a reduction in their power bills – as well as broader societal impacts.

This year we benchmarked our major community programs to understand the value of our work – we were pleased to see positive results. These insights will serve as a guide to our future community investments and help us target our efforts to achieve the greatest impact.

Program	Total social benefits / value delivered ⁴	Net social benefits / value delivered ⁵	Cost benefit ratio ⁶
Pipeline to Success Program	\$1.65 million	\$0.82 million	1.99
Uniting Energy Assist Program	\$0.73 million	\$0.63 million	7.25
Voices for Power Program	\$2.05 million	\$1.83 million	9.32
Total	\$4.43 million	\$3.28 million	6.18 (average)

⁴ Represents the total benefits or value created for society as a result of the program, in dollar terms.

⁵ Represents total program value created, minus all associated program delivery costs.

⁶ Represents the ratio of program benefits to costs. A ratio of >1 means that the program creates more value than it costs to deliver.



Principle 1: We will put customers at the centre of our business and the energy system

Rating:



Our 2021–22 Commitments

We are progressing a multi-year program to enhance our customer systems architecture and digital capabilities to be able to respond to evolving customer needs and expectations, providing a better experience for all of our customers. Our approach will elevate a customer-centric culture throughout our business.

We will consult with our customers and stakeholders on the future of gas distribution through the Gas Networks 2050 initiative to identify key actions required for gas to transition to net-zero emissions and ensure no customer is left behind.

We will continue our emphasis on Diversity and Inclusion activities and awareness across the group to enhance Employee Engagement. As an energy infrastructure and utility services business, we are committed to making progress in developing an engaged, diverse, and inclusive place to work. Our approach focuses on embracing the many different views, experiences, and backgrounds our people bring to work each day to help foster innovation and ultimately deliver better outcomes for our people and our customers.

Our 2022–23 Achievements and Progress

We've delivered the first stage of our CX Uplift program – putting customers at the heart of our systems and processes.

See page 6 for more information.

We're consulting with our customers and stakeholders to inform our planning for the future of both our gas and electricity networks.

More details about the Gas Networks 2050 consultation program, together with the JEN price reset consultations under way are on page 5, as well as in Appendix 1.

We're implementing strategies to make our people feel like they can bring their whole selves to work – and deliver better outcomes for our customers. Jemena's Diversity, Inclusion and Belonging (DIB) Council was formed in mid-2022, made up of a diverse range of people representing every part of our business. During the past year, the Council has led the development of the business's new Diversity, Inclusion and Belonging Roadmap, and supported establishing three employee networks – allyra, a Pride Employee Network for LGBTQIA+ employees and allies, our Indigenous Employee Network and our Disability Network.

Our 2023–24 Plans

- We will continue to implement our CX Uplift program, with the next stage in the program – focused on improving our customer-facing systems – commencing in 2024.
- We will continue to consult with our gas and electricity customers and stakeholders through our Gas Networks 2050 initiative, and our Energy Distribution Price Reset consultation program and use these insights to inform our future business plans.
- Following our Diversity, Inclusion and Belonging Roadmap, we are implementing targets and clear actions to address the gender balance in our organisation, maintain gender pay equity and build pathways to leadership for diverse talent, as well as initiatives to foster a safe and respectful workplace for all, and to embed diversity and inclusion principles in our policies and processes.

Key Metrics

Corporate Reputation Score			
2019	2020	2021	2022
75.5	77.3	80.5	78.7

Research conducted by leading reputation data and insights company Reptrak, providing an insight into what our key external stakeholders think and feel about our group and our performance. More insight into our Reptrak score is available on page 78 of our [2022 Sustainability Report](#).

Employee Engagement Score			
2019	2020	2021	2022
60%	66%	65%	68%

Corporate Partnership Giving			
2020	2021	2022	2023*
\$640,000	\$550,000	\$700,000	\$750,000

*This is direct and donations only, and excludes in-kind volunteering, program management and overheads.



Principle 2: We will improve energy affordability for customers

Rating:

Evolved

Our 2021-22 Commitments

We are aiming to ensure our distribution charges - which account for around 34 to 39 per cent of a typical household's energy bill - remain steady for our customers

We will implement a Dynamic Voltage Management trial to control voltages at the zone substation level. This will prepare our electricity network to manage the voltage impacts of increased rooftop solar and electric vehicles, ensuring our network remains reliable and affordable for our customers as the electricity system transitions to a distributed (customer-centred) energy future.

We will continue to drive our efficiency improvement projects to reduce costs and drive sustainable solutions across our planning and delivery of services, ensuring we can continue to provide affordable services to our gas and electricity network customers.

Our 2022-23 Achievements and Progress

We met our commitment for charges to remain steady for our customers. For JEN, our typical network bill was approximately 37 per cent of an average Victorian household's electricity bill. For JGN, our typical network bill was approximately 34 per cent of an average NSW household's electricity bill.

We're getting our network ready for rooftop solar to double in Victoria between now and 2030. Managing this will be a challenge, as it could lead to: (i) customers being restricted either in installing solar or being able to export their excess solar to the network; (ii) increased investment in the network; and (iii) issues with managing voltage impacts. In 2022-23, we started trialling Volt-Var Control (VVC) at two JEN substations, to validate its technical capability, as well as costs and benefits to the business. We expect the trial to finish in February 2024, with the development of the business case and potential roll-out across the network late in 2024.

We improved how we delivered services from end-to-end. Our E2E (or End-to-End) Project concluded in November 2022 - delivering initiatives that helped make our processes for managing our electricity and gas assets simpler and more efficient. E2E delivered significant benefits to our business, including productivity improvements and better ways of working together across our asset chain.

Our 2023-24 Plans

- We will continue aiming for our distribution charges to remain steady for our customers - they account for around 34 to 39 per cent of a typical household's energy bill.
- We will continue our VVC trial until February 2024. We plan to develop a business case to support the roll-out of the technology across the network once the trial is successfully concluded.
- Following the successful completion of our E2E program, our Integrated Business Improvement program, will continue implementation of existing business improvement initiatives, and develop new efficiency improvement initiatives to help us improve our operational efficiency while managing the safety of our assets and people.

Key Metrics

Typical Residential Customer Network and Metering Charges - JGN

	2020-21	2021-22	2022-23	2023-24
Nominal	\$222	\$232	\$228	\$265
Real (2020)	\$222	\$230	\$219	\$235
Real (2024)	\$222	\$232	\$228	\$246

Typical Residential Customer Network and Metering Charges - JEN

	2020-21	2021-22	2022-23	2023-24
Nominal	\$451 ⁷	\$423 ⁸	\$430 ⁹	\$454
Real (2020)	\$451	\$414	\$407	\$401
Real (2024)	\$451	\$423	\$430	\$421

Firm Forward Haulage Tariff (nominal)

	2020		2021		2022		2023	
	Nominal	Real (2020)	Nominal	Real (2020)	Nominal	Real (2020)	Nominal	Real (2020)
QGP	\$1.0397	\$1.0397	\$1.0469	\$1.0397	\$1.0784	\$1.0397	\$1.1568	\$1.0397
DDPI34	\$0.2177	\$0.2177	\$0.2195	\$0.2176	\$0.2272	\$0.2272	\$0.2450	\$0.2177
EGP	\$1.3204	\$1.3204	\$1.3318	\$1.3204	\$1.3784	\$1.3204	\$1.4863	\$1.3204
NGP ¹⁰	\$1.5261	\$1.5261	\$1.5392	\$1.5261	\$1.5931	\$1.5261	\$1.7178	\$1.5261
Vichub	\$0.0737	\$0.0737	\$0.0743	\$0.0737	\$0.0769	\$0.0737	\$0.0830	\$0.0737

⁷ Figure is for calendar year 2020. The Victorian Government announced changes in April 2019 that brought Victoria into alignment with the other NEM jurisdictions to operate on a financial year, rather than calendar year, basis.

⁸ The difference between 2020 and 2021-22 bills was driven by previous revenue under-recovery (the operation of our revenue cap), CPI and x-factor impacts.

⁹ The increase is due to an increase in metering charges for 2022-23.

¹⁰ NGP tariff relates to transportation only and excludes nitrogen processing.



Principle 3: We will provide energy safely, sustainably and reliably

Rating:



Our 2021-22 Commitments

We will share with the industry how managed residential electric vehicle charging can be affordably and safely integrated into the electricity grid through the results of our EV Grid trial.

We will further improve the reliability of our electricity network by rolling out an additional 130 remote controlled switches towards the end of 2022 to expand the reach of our FLISR system to 75% of our customers.

We will further drive our sustainability agenda by actively promoting the role of gas distribution in a net-zero carbon future, increasing the volume of renewable gas injected into our network, such as carbon-neutral gas from our Malabar Biomethane facility.

We will continue to develop a multi-faceted emissions reduction roadmap with actions to be implemented over the short, medium, and long-term.

Our 2022-23 Achievements and Progress

We shared insights about customers' EV charging behaviours and the potential for managed vehicle charging to balance demand on the network. Our EV Grid Trial, in collaboration with Ausnet Services, United Energy, TasNetworks and EvoEnergy and technology partner JetCharge, concluded in April 2023, and demonstrated that managed vehicle charging could help balance extra demand and help soak up excess solar produced during the day. The [final report](#), sharing outcomes based on the experiences of 170 EV owners across Victoria, Tasmania, and the ACT is available on ARENA's website.

We deployed technology to reduce outage times for our customers. By the end of 2022, we rolled out an additional 134 remote controlled switches to our customers. This met our commitment to expand our Fault, Location, Isolation and Service Restoration (FLISR) system to more of our customers – this innovative technology is a first step towards a 'self-healing' network, which can automatically restore power to customers, depending on the cause of an outage.

We started injecting biomethane, produced from the organic waste in wastewater, into our NSW gas network.

See our Principle 3 Highlight. Building a Future Flush With Renewable Gas on page 6.

We're advancing our plans to reduce emissions.

We have determined the key elements of our Emissions Reduction Plan to reduce our scope one and two emissions.


More details about our Emissions Reduction Roadmap, together with other aspects of our environment, social and governance strategy, is available on Jemena's Sustainability website – www.sustainability.jemena.com.au – and in our 2022 Sustainability Report, both released in May 2023.



We will deploy REFCLs (Rapid Earth Fault Current Limiters) on the Jemena Electricity Network to reduce the risk of bushfire ignition. We will communicate the benefits of the investment in REFCL technology to all impacted customers.

We deployed technology to reduce the risk of powerline-related bushfires in our communities. REFCLs are state-of-the-art electronic equipment designed to detect when one line out of a three-phase powerline has fallen to the ground and reduce line voltage on the fallen line. The technology simultaneously boosts the voltage on the remaining overhead powerlines in service, ensuring that power can be maintained to homes and businesses while reducing the risk of a fire igniting. These have been installed in Jemena network areas at heightened risk of bushfires.

We collaborated across the energy sector to improve how we support our customers through disaster. Jemena has contributed to the development of a disaster response 'playbook', outlining how energy businesses can help build our resilience in preparing for and responding to emergencies and disasters impacting our customers and the communities in which we operate, including how we work with emergency response agencies. We collaborated on the #bettertogether Network Resilience initiative playbook with project lead Ausgrid, together with AGIG, Energy Queensland, Powershop, AGL, Energy Australia, Endeavour and Essential Energy.

 **A #BetterTogether Initiative**

Our 2023-24 Plans

- We will use the outcomes of our EV Grid Trial to inform the development of an EV Readiness Plan for our network.
- We anticipate being in position to provide more detailed information about our emissions reduction targets and how they will be delivered in 2023-24.
- We will complete the installation of four new community batteries in our electricity network to store rooftop solar power in 2024, following consultations with local councils to confirm specific locations in Alphington, Bellfield, Coburg and Flemington.
- We are closely monitoring our Total Recordable Injury Frequency Rate (TRIFR) performance, focusing on reviewing lessons learned, having targeted discussions about the effectiveness of our controls between our Health, Safety and Environment and operational teams, and continuing to have a leadership presence in our field operations.
- We are establishing a Resilience Community of Practice as a platform for energy sector businesses to share case studies and insights about disaster response, including immediately following events impacting our network and customers.

Key Metrics

Total Recordable Injury Frequency Rate (TRIFR)		
2020-21	2021-22	2022-23
2.9	1.6	3.1

Greenhouse Gas Emissions (ktCO ₂ e)	
2020-21	2021-22
824	909

Greenhouse Gas Intensity (tCO ₂ e/terajoule energy delivered)	
2020-21	2021-22
2.0	1.8

Pipeline Reliability Score		
2020-21	2021-22	2022-23
99.6%	100%	96.5%

% Of Basic Existing Home Connections Completed In 20 Business Days (JGN)		
2020-21	2021-22	2022-23
99.9%	100%	100%

% Of Basic Connections Completed In 10 Business Days (JEN)		
2020-21	2021-22	2022-23
98.9%	97.9%	99.5%

Note: More information about our greenhouse gas emissions and intensity is available in our 2022 Sustainability Report which is available at www.sustainability.jemena.com.au. 2022-23 figures will be published on the same website when available.



Principle 5: We will support customers facing vulnerable circumstances

Rating:



Our 2021–22 Commitments

We will extend the Uniting Energy Assist Program for a further 12 months to provide at least 150 appointments and commit to continuing our support for the #BetterTogether Initiative, Voices for Power until the end of 2022 to ensure our customers that need support in energy literacy or need assistance understanding their bills can access support and advice.

We will co-design with customers a Vulnerable Customer Strategy to define what our role as an energy distributor is in supporting customers experiencing vulnerable circumstances and develop an action plan.

We will continue to proactively lead and participate in [#BetterTogether Initiatives](#) that support customers experiencing vulnerable circumstances.

Our 2022–23 Achievements and Progress

Details are included in the Highlights section on page 7.

We are continuing to refine our strategy to support vulnerable customers. Our co-design processes for the next stages of Jemena’s Vulnerable Customer Strategy are well advanced, identifying themes and new ideas to better engage with and enhance our services for customers who may be vulnerable, as a result of their age, disability, illness, financial hardship, or social isolation, as well as identifying how we need to enhance our services. Programs and activities included under this strategy are our Uniting Energy Assist Program, the Voices for Power Project (a [#BetterTogether Initiative](#)) and Bring Your Bills Days which enable customers to meet experts from the energy sector and receive free confidential advice.

As part of our Electricity Distribution Price Reset Program, we are partnering with other Victorian electricity distribution businesses for the first time to better understand customers experiencing vulnerability, and how we can increase support for them, with the first consultation session in May 2023. Working in partnership means we can work towards state-wide initiatives with social service providers, and ensuring equity and access for all Victorians experiencing vulnerability.

As an Energy Charter signatory, we’re committed to action that will help support vulnerable customers through the [#BetterTogether](#) – Cost of Living Support initiative. Following the CEO Council’s announcements supporting the initiative, Jemena has supported the Energy Charter Statement of Support (SoS) initiative, the Concession Awareness Campaign through providing \$15,000 in funding, and is continuing to support building community capability to engage with the energy sector through the Voices for Power project. We are also continuing our support for the Uniting Energy Assist Program.

Our 2023–24 Plans

- Through our Stop and Think For Customer Program we will undertake activities to improve how we engage with customers, including vulnerable and life support customers.
- We are extending our partnerships both across the Voices for Power and Uniting Energy Assist Programs into 2023–24, in recognition of the importance of supporting vulnerable customers.
- We will continue to implement our Vulnerable Customer Strategy. We will also engage with gas network customers in our upcoming customer forum in July to explore their expectations of distribution networks in supporting customers in vulnerable circumstances.
- We will continue to proactively lead and participate in #BetterTogether initiatives that support customers experiencing vulnerable circumstances.

Key Metrics

	Life Support Breaches		
	2020–21	2021–22	2022–23
JGN	0	0	0
JEN	2	0	13 ¹¹

¹¹ Jemena reported several instances of non-compliance with regulatory requirements to the Victorian Essential Services Commission during the 2022–23 period. More detail is available in the [statement](#) on our website. One of the elements of our Stop and Think For Customer Program (see page 7 for more detail) is improving our planned outage notification systems and processes.

Appendix 1: Working with customers to plan for the future

Gas Networks 2050

Gas Networks 2050 is a forum for Jemena to collaborate with our customers and key stakeholders and seek their insights to guide our thinking as we plan for the future of our gas networks in a rapidly changing energy system.

Initial planning and engagement with key stakeholders started in May 2022, and engagement with our Advisory Board, Expert Panel and customer groups started in October 2022. This engagement, supported by qualitative and quantitative research, is planned to continue through until February 2024, culminating in our business plan for the coming years.

Our Advisory Board is our 'critical friend' and is providing guidance both on how we consult with customers and into our future business plan. It is chaired by Rosemary Sinclair AM, recognised for her detailed understanding of infrastructure planning and her focus on a consumer-led energy transition, and draws on the expertise of senior figures both in the energy sector and representing industrial and residential energy consumers (including our vulnerable customers and customers from culturally and linguistically diverse communities).

Our Expert Panel involves energy policy experts, energy consumer representative groups, scientists, customers and renewable gas industry representatives, and will lead modelling and scenario development for the future of gas, and what it means for Jemena.

More than 50 of our customers are coming together in our Customer Forums, helping us understand customer perspectives to inform our strategy for the future – this year, we've included reference groups of young people (see page 5) and people from culturally diverse backgrounds who may find engaging with the Australian energy system challenging to particularly understand their perspectives.

The end result of this collaboration with thought leaders and customers will be our business plan for 2025-2030, which we need to submit to the Australian Energy Regulator (AER) every five years to guide the future of our gas network. Like most energy distribution business in Australia, Jemena is subject to economic regulation where the prices we can charge are approved by the AER.

More information is available on our [Gas Networks 2050 site](#).



Appendix 2: Jemena Annual Community Grants Program

In 2022, in recognition of the tough few years many people in the areas we operate had experienced as a result of the COVID-19 Pandemic, Jemena made its largest investment in its annual community grants program – more than \$170,000 – to a range of projects making a difference in their communities.

Twenty-one projects benefiting people living in our Victorian electricity or New South Wales gas distribution network areas received grants of up to \$10,000. All projects positively addressed key social issues including sustainability, diversity, social disadvantage and social inclusion.

Since their launch in 2019 Jemena is proud to have provided more than \$500,000 in direct grants support to a diverse range of groups across our local communities. At the time of writing the 2023 grants program had just closed, with a record number of grant applications.



Orygen, Vic
Free food, clothing and support for in need young people
\$5,000



The Settlement Neighbourhood Centre, NSW
Free children's school holiday program supporting local families
\$10,000



Russell Vale Public School, NSW
New community yarning circle
\$3,000



PlateitForward, NSW
Free learning excursions for Hospitality Program trainees
\$8,000



Hotel Etico, NSW
Free health and wellbeing program for hotelier program trainees
\$10,000



Southlakes Incorporated, NSW
New solar panels for free mobile community haircutting service
\$8,900



Zen Tea Lounge Foundation, NSW
New multipurpose safe space for local community members
\$10,000



Men's Kitchen Association, NSW
New Ku-ring-gai kitchen launch and operational support
\$5,400



Marine Rescue Central Coast, NSW
Contribution towards solar panels for service base
\$10,000



2023 Newcastle Show, NSW
Free 'SPLAT!' STEM workshops for local kids and families
\$5,000



ProjectKindness, NSW
Free essential item hampers for people doing it tough
\$10,000



Guide Dogs NSW/ACT, NSW
New Satellite clinic for locals in the Campbelltown area
\$6,455



Eat Up Australia, NSW
Free meals for hungry schoolkids across NSW
\$10,000



Little Wings, NSW
Free specialist medical clinics for kids in 7 regional locations
\$10,000



Friends of Freshwater, NSW
Safety tools and training for local Volunteer-led land care work
\$6,240



Aboriginal Literacy Foundation, Vic
Free tutoring for schoolkids transitioning from online learning
\$10,000



Australian Chaldean Family Welfare Association, Vic
Social program for young people
\$10,000



Flemington People's Pantry, Vic
Free food items and meals for people doing it tough
\$10,000



Hume Men's Shed Craigieburn, Vic
New woodworking equipment for community activities
\$10,000



The Humour Foundation, Vic
Free Laughter Care sessions for aged care residents
\$10,000



J Beekeeping Club, Vic
New safety and AV equipment for new and current members
\$1,850



Energy Charter Disclosure

2022-23

For any comments, questions or feedback about our Energy Charter Disclosure, please contact:

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