

# Energy Charter Engagement Feedback Report 2024



**Australian Gas**  
Infrastructure Group



**Our 2024 Energy Charter Disclosure Statement was developed collaboratively with stakeholders as part of a targeted engagement program.**

**Stakeholder input and feedback has been important to ensure that we deliver valued services to our customers, now and into the future.**

## Our Engagement Principles

To guide how we engage with our stakeholders we have adopted a series of engagement principles which are outlined in Table below.

Principles	Our Commitment
Clear purpose	We provide information that is clear, accurate, relevant, and timely.
Genuine	We listen and respond to the needs of our customers and stakeholders, driving a culture of delivering for our customers.
Clear accurate and timely communication	We provide information that is clear, accurate, relevant, and timely.
Accessible and inclusive	We involve stakeholders on an ongoing basis in a meaningful way, to ensure that our plans deliver for our customers across a range of customer segments.
Open and transparent	We clearly identify and explain the role of stakeholders in the engagement process.
Close the loop	We will be responding to, and integrating, stakeholder feedback into all aspects of this work.
Measurable	We will measure the success, or otherwise, of our engagement activities and are accountable for our performance.

## Who we engaged with



### Stakeholders

Our South Australian reference group members have a long-term relationship of engagement with AGIG. These members comprise of a range of customers and other stakeholder advocates representing a wide range of end user-gas customers. These stakeholders have seen the evolution of a range of strategies and initiatives at AGIG over an extended period. They have a deep knowledge of our business and are able to provide meaningful feedback.



### Customers

We did not engage directly with our residential customers in 2024 (like in 2023) because the insights and feedback we received as part of the 2023 disclosure statement process is still very relevant in 2024. We may engage with residential customers in future years.

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## Our Engagement Approach

AGIG values the role of stakeholder engagement and has received industry recognition for our commitment to quality engagement processes. Our approach to engaging on our Energy Charter performance in 2024 was informed by this commitment and an agreed set of requirements across all Energy Charter signatories.

We adopted a 4-stage approach to engage and involve stakeholders in the assessment of our Energy Charter performance in 2024 summarised below:

**Developing the Statement** – We introduced the Energy Charter process. We flagged that we were interested in stakeholder views on our achievements to date, proposed new initiatives and our proposed assessment against the maturity model assessment.

**Consultation on the Draft Statement** – We provided ample opportunity for stakeholders to provide feedback on the draft disclosure statement in any form of communication that was suitable for the stakeholder such as at meetings, completing the online survey on our engagement platform Gas Matters and through written submissions.

**Refinement** – We finalised the disclosure statement and incorporated feedback received during consultation on the draft.

**Post lodgement** – We presented our disclosure statement and welcomed any feedback on the process to ‘close the loop.’

We adopted a 4-stage approach to engage and involve stakeholders in the assessment of our Energy Charter performance in 2024.





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# Engagement Activities

We engaged with our stakeholders using fit for purpose engagement activities, designed to meet their needs and expectations.

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## AGIG Reference Group

We presented on the Energy Charter at our monthly South Australian Reference Group meetings, which is a key engagement activity as part of our upcoming South Australian Access Arrangement review. By adding the Energy Charter as an agenda item rather than holding separate meetings with our members on the Energy Charter, we respected the limited availability and existing commitments members have.

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## Feedback Survey

We created a survey on the draft disclosure statement on our online engagement platform Gas Matters for reference group member feedback.

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## AGIG ESG Committees

We also shared our draft disclosure statement and maturity model assessment at the ESG Committee meeting in August.



# Summary of Feedback

	You said	We heard/We did
<b>General discussion on the Report</b>	<p>Stakeholders appreciated the opportunity to comment on the draft disclosure statement and provided drafting suggestions.</p> <p>Stakeholders would also like to see quantitative metrics in addition to the qualitative assessment reported against each principle.</p>	<p>We will endeavour to continue providing the draft disclosure statement for comment as it allows for deeper feedback. It also aligns with AGIG's 'no surprises' approach to engagement.</p> <p>We have included key metrics and performance in the final disclosure statement.</p>
<b>Principle 1</b> We will put customers at the centre of our business and the energy system	Stakeholders had no specific feedback on the initiatives showcased under principle 1 and on our maturity model assessment.	We will continue to update stakeholders on our progress against principle 1 through our regular meetings.
<b>Principle 2</b> We will improve energy affordability for customers	Stakeholders had no specific feedback on the initiatives showcased under principle 2 and on our maturity model assessment.	We will continue to update stakeholders on our progress against principle 2 through our regular meetings.
<b>Principle 3</b> We will provide energy safely, sustainably, and reliably	<p>Like in previous years, stakeholders noted the continued importance in communicating about renewable gas to customers. 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.</p> <p>Stakeholders had no specific feedback on our maturity model assessment.</p>	We are committed to communicating with, and educating, customers and stakeholders about the transition to renewable energy including our role in developing renewable gas projects.
<b>Principle 4</b> We will improve the customer experience	Stakeholders had no specific feedback on the initiatives showcased under principle 4 and on our maturity model assessment.	We will continue to update stakeholders on our progress against principle 4 through our regular meetings.
<b>Principle 5</b> We will support customers facing vulnerable circumstances	<p>Stakeholders encouraged us to continue to promote the Priority Services Program.</p> <p>Stakeholders had no specific feedback on our maturity model assessment.</p>	We will continue to promote our Priority Services Program in South Australia, Queensland and Victoria to ensure that eligible customers are accessing the available support.

AGIG values the role of stakeholder engagement and has received industry recognition for our commitment to quality engagement processes.



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## Our Engagement Performance

Feedback on the engagement process was positive. Stakeholders appreciated being briefed on the Energy Charter disclosure statement progress and development at the monthly reference group meetings and the opportunity to comment on the draft disclosure statement.





