



Energy Charter Disclosures

FY21/22

Message from the Chairman and Managing Director

Rising cost-of-living pressures, global energy instability, and the ongoing effects of the COVID-19 Pandemic are continuing to shape the experience of Australian energy users. As a leading energy infrastructure company, we take seriously our role in navigating this complex landscape. This is so our customers can be confident they can access the energy services and support they need, when they need them.

Welcome to our fourth *Energy Charter Disclosure* report.

In what has become a recurring theme of the past few years, this year saw our customers, the energy industry, and our economy face a set of unprecedented challenges. These challenges revealed how connected Australia's energy market is to the global energy supply chain, with events in Europe and an unusually cold start to the Australian winter combining to place upward pressure on energy prices here at home. At the same time, the change in Australia's Federal Government and an enhanced commitment to reduce emissions by 43% (on 2005 levels) provided an additional catalyst for much of the work already underway across our sector.

It is against this backdrop that we continued to develop and deliver energy services and products to meet the needs of our customers today, while also preparing for the energy system of tomorrow. On the former, in late 2021 we announced details of a new partnership with Uniting Vic.Tas: the *Uniting Energy Assist* program which provides free energy audits for customers experiencing financial disadvantage. Through the program our customers identified savings of (on average) \$650 per annum and we are pleased to be extending the program even further across our NSW and Victorian energy networks.

Throughout the 2021-22 Financial Year we also continued to roll out our *Voices for Power* program across NSW. Delivered in a range of languages, this program empowers targeted customers from Culturally and Linguistically Diverse backgrounds with information on how to navigate the energy sector, improve the energy efficiency of their homes, and save on their energy bills. Jemena was a leading partner in the *Voices for Power* program, and we are continuing this role in the next financial year.

We have listened to our customers about what services they want and need from us and over the last 12 months we have implemented a suite of initiatives to enhance our service offering. This includes:

- improving how we use SMS and email technology to provide customers with greater oversight of how their applications with us are progressing,
- deploying the latest technology to improve our customer's call centre experience,
- enhancing customer communications for planned and unplanned supply interruptions, and
- implementing new technologies to reduce the time customers are off supply when outages occur.

This report also outlines our commitment to a range of other projects, such as a trial of digital meters on our gas distribution network, which will further improve our customer's experience. We have also taken steps to minimise our impact on household energy bills by keeping our distribution tariffs flat (year-on-year) for our electricity and gas distribution networks.

Supporting the Energy Transition

Our leading renewable gas projects are demonstrating the possibility of renewable gases such as hydrogen and biomethane in an Australian context, and we are pleased that we have made significant progress on both our *Western Sydney Green Hydrogen Hub* and *Malabar Biomethane Project* throughout 2021-22.

In late 2021, our *Western Sydney Green Hydrogen Hub* started producing green hydrogen which has been blended with natural gas in Jemena's NSW gas network for consumption by NSW gas customers. It is also delivering insights into how hydrogen can best be produced and stored using our existing gas infrastructure. Similarly, work on Australia's only biomethane-to-gas-injection project, the *Malabar Biomethane Project*, progressed this reporting period, with the Group commencing construction of the project in July 2022. We're committed to leading these projects as we support our industry partners to develop a renewable gas sector, which, we believe, represents an effective pathway to decarbonising our gas networks while enabling customer choice, shoring up system reliability, and helping to keep costs low in the long-term.

In Victoria we are working to prepare for increased demand on our electricity grid as customers install solar on their homes and start to use Electric Vehicles in greater numbers. To this end, throughout early 2022 – together with our project partners – we progressed our trial *EV Grid: Enabling Electric Vehicle Friendly Networks and Neighbourhoods*. This trial is testing how electricity distribution businesses like Jemena can dynamically manage when EVs are charged in order to help control demand on the electricity grid. This project builds on work we have done previously to explore how other renewable technologies, such as solar panels, can best be integrated into the network to enable the two-way flow of energy.

These trials, along with the support we have delivered to our customers, reflect our values (particularly our *Think Like a Customer*, *Better Together*, and *Find a Better Way* values) as well as our broader ambition to achieve net-zero emissions (Scope 1 and 2) by 2050. Our belief is that if we continue to be guided by our values we will be well-placed to meet the current and future energy needs of our customers in-keeping with the spirit of the *Energy Charter* and its principles.

With this in mind we'd like to thank our project partners, our customers, and our stakeholders for their support over the last year. Importantly, we would also like to recognise our people who, in living our values, can be proud of the work they have done as part of Australia's energy transition while also contributing to the work contained in this year's disclosure.

We hope you enjoy this year's *Energy Charter Disclosures* report.



Frank Tudor
Managing Director



Jiang Longhua
Chair of the Board

Our Customers and Our Communities



Jemena Gas Network

	Total number of customers	Total consumption (petajoules)
Households: Non-business home-owners or tenants using gas mainly for heating, hot water and cooking.	1.46 million (97.57%)	29.9 (33.19%)
Commercial: Small business and commercial properties using gas for space heating (offices, shopping centres), water heating, and commercial cooking.	35,885 (2.40%)	11.2 (12.43%)
Industrial: Mainly representing chemical production, manufacturing and electricity generation.	389 (0.03%)	49.0 (54.38%)
Total	1.49 million	90.1

Residential Segments

Life support customers	~5,300 households
Speak a language other than English at home	~388,000 households (26.6%) ¹

¹ Based on 2021 ABS census data for NSW.



Jemena Electricity Network

	Total number of customers	Total consumption (gigawatt hours)
Households: Non-business home-owners or tenants using electricity mainly for heating and cooling, appliances, and lighting.	340,305 (91.89%)	1,438 (34.58%)
Commercial: Small business and commercial properties using electricity for heating, cooling, lighting, and operation of their equipment.	28,561 (7.71%)	611 (14.69%)
Industrial: Mainly representing manufacturing, large infrastructure facilities, and data centres.	1,482 (0.40%)	2,109 (50.72%)
Total	370,348	4,158

Residential Segments

Life support customers	~5,500 households
Speak a language other than English at home	94,000 households (27.6%) ²
Solar customers – households	~55,000 households, ~230 megawatts of capacity
Solar customers – commercial and industrial	~2,400 businesses, ~60 megawatts of capacity

² Based on 2021 ABS census data for Victoria.



Jemena Pipelines

	Total customers*	Volume of Capacity (per year)
Producers: Seek a route to market for their product.	9	Up to 45 petajoules
Retailers: Aggregate demand from hundreds of thousands of households and businesses.	13	Up to 530 petajoules
Industrial Users: 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.	12	Up to 38 petajoules
Gas Fired Generation: 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	Up to 24 petajoules
LNG Exporters: LNG exporters receive natural gas by pipeline and liquefy it for transport.	2	Up to 282 petajoules

*Due to the integrated business models of our gas shippers, it is not possible to precisely allocate customer numbers and volumes by segment. For example, Origin is a domestic retailer, industrial retailer, gas fired power generator, producer, and is involved in an LNG export Joint Venture.

Our Approach



Disclosure Review Kick-off

Senior leaders and contributors from different parts of the business were engaged to contribute and participate in this process.

Survey

An internal self-assessment survey was developed and shared with more than 50 leaders and contributors within the business to measure perceived performance against the Energy Charter Principles for this financial year.

An external survey was developed and shared with Jemena Networks Customer Council members to obtain an external view of performance against the Energy Charter Principles.

Validation Workshop

Leaders from within the business participated in a Validation Workshop to review both the internal and external survey outputs and discuss and agree our self-assessment.

(The previous financial years' self-assessments were presented as reference points.)

Draft and Review

Multiple reviews were conducted on the draft disclosure to collect feedback through internal business partners, peers, Jemena Networks Leadership team, Jemena Networks Customer Council members as well as the Energy Charter.

An Energy Charter Information Paper was also shared at the September 2022 Board meeting to highlight the contributions we have made and to reinforce our commitment to ensuring we put all customers at the centre of our business.

Final Endorsement

The finalised disclosure was endorsed by the Jemena Leadership team before submission to the Energy Charter to publish.

Next Steps

Our Managing Director will lead engagement with our Customer Council members, seeking opinions on areas for improvement and options for new #BetterTogether initiatives.

Highlights

Key customer outcomes



Enhanced our customer-centric culture to deliver better customer outcomes through the roll out of the Customer Accountability Charter and the implementation of a 'Meet the Expert' initiative - regular forums with retailers to streamline customer communication and improve customer experience



Transitioning our network towards a renewable energy future through trials to support decarbonising the gas network and building solar reliability into the electricity network to allow solar exports from residential and business' distributed energy resources



Improved customer experience by proactively informing our customers about the progress of their application; deploying the latest contact centre technology; and improving the timeliness of electricity outage notifications



Supporting our customers facing vulnerable circumstances by providing targeted advice and support with energy bills and growing the Voices for Power program in NSW for Culturally and Linguistically Diverse Communities (CALD)

Key drivers to make a difference



Revised Group Values

Embedding our Group Values – Better Together, Be Accountable, Find a Better Way, Think Like a Customer, and We Care – into our everyday work to deliver better customer outcomes



Using Technology

Using technology to improve the way we interact with our customers and continuously enhance our customers' experience



Supporting our People

Recognising that inclusion and belonging positively impact on team members and by prioritising our people and driving positive employee experiences, this in turn creates positive customer experiences as our people are a reflection of the customers which we serve every day

Principles	Our self-assessed maturity				
	Elementary	Emerging	Evolved	Empowered	Exceeding
Principle 1: We will put customers at the centre of our business and the energy system			FY20/21 FY21/22	FY24/25	
Principle 2: We will improve energy affordability for customers		FY20/21 FY21/22		FY24/25	
Principle 3: We will provide energy safely, sustainably and reliably		FY20/21	FY21/22	FY24/25	
Principle 4: We will improve the customer experience		FY20/21 FY21/22		FY24/25	
Principle 5: We will support customers facing vulnerable circumstances			FY20/21 FY21/22 FY24/25		

Room for improvement



Customer-Centric Culture

We will continue to improve our customers' experience by holding workshops to embed a customer-centric culture across our business



Vulnerable Customer Strategy

We will ensure customers facing vulnerable circumstances are not left behind by co-designing a Vulnerable Customer Strategy to develop products and services that respond to the needs of our customers who are most in need



Partnering for Success

We will continue to enhance our innovation capability by collaborating with external organisations and leveraging local and international market knowledge to deliver new/improved products, services, or processes that benefit our customers

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

What we have delivered this year for our customers and communities

- To better serve and support our customers, we designed a Customer Accountability Charter which has driven and embedded a customer-centric culture across our business.** In order to be accountable to our customers, the Charter sets out our behaviours through direct or indirect customer interactions to drive positive customer outcomes and aligns directly to our Customer Satisfaction (CSAT) metrics. The Charter also supports us in playing our part in ensuring customers have a seamless experience when engaging with us. We have delivered a customer accountability monthly recognition award to recognise and role model great customer-centric behaviours for our customers.
- To ensure the voice and needs of different customers is heard, we collaborated with the community and across the industry to improve our customer focus and outcomes.** Over the past 12 months, we increased our customer focus internally and across the sector through collaboration on #BetterTogether initiatives, and other industry partnerships outside of the Energy Charter. Through the [#BetterTogether Community of Practice - Know Your Customers and Communities](#), [#BetterTogether First Nations Engagement](#) and [#BetterTogether Life Support Customers](#) we shared and learnt from others in the industry about what good customer engagement looks like and the specific needs of life support customers. Collaborations outside of the Energy Charter include a 'Meet the Expert' initiative involving working with gas retailers. This initiative comprised regular forums to strengthen our relationship with retailers to provide knowledge-sharing and ultimately work better together to streamline customer communications and improve the customer experience; whether a customer interacts directly with us or their retailer.
- We improved the quality of network information available to our customers and the community.** To provide our customers increased detail in the visual representation of our gas network, we have updated, and continue to refine, the mapping of our underground gas infrastructure within our existing Geographic Information System (GIS). Following testing, this information will be published externally and will be easily accessible via the Before You Dig Australia platform, with the aim to reduce the incidence of third party strikes (unintentional contact) on our gas infrastructure. Third party strikes result in our customers being without gas supply for extended periods. We are also enhancing the digital platform providing current and potential electricity network participants (customers) with visibility of where the network is constrained from both a load and distributed energy resources export perspective (refer to Principle 4 Distribution Annual Planning Report for details).
- To reflect the diversity of our customers, our communities and our teams, we continued our focus and emphasis on Diversity, Inclusion and Belonging (DIB) across our business.** We established a Diversity, Inclusion and Belonging (DIB) Council to further our journey in becoming a more progressive, diverse and inclusive organisation that reflects the communities we serve. In 2020, we launched our Reconciliation Action Plan (RAP) and we continue to develop relationships with Aboriginal and Torres Strait Islander stakeholders. To leverage our procurement decisions and contribute to the greater economic empowerment of First Australians, we have become a member of [Supply Nation](#). Our [Pipeline to Success](#) program equips Aboriginal leaders with mentoring and other specialised skills to support Aboriginal and Torres Strait Islander people into meaningful employment. The program's national accreditation means participants will have their qualifications formally recognised. The supporting family initiative launched in 2021 has led to our Group being one of the first Australian companies to be accredited as a [Family Inclusive Workplace](#) by Family Friendly Workplaces.

Our 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 maturity self-rating

FY20/21	FY21/22	FY24/25 aspiration
Evolved	Evolved	Empowered

Our key metrics

Corporate reputation score		
2019	2020	2021
75.5	77.3	80.5

Employee engagement		
2019	2020	2021
60%	66%	65%

Corporate partnership giving		
2020	2021	2022*
\$640,000	\$550,000	\$700,000

*Forecast
Note: this is direct and donations only, and excludes in-kind volunteering, program management and overheads.

Principle 2: We will improve energy affordability for customers

What we have delivered this year for our customers and communities

- To keep energy bills affordable for our customers, we minimised the changes to our network charges while also preparing for the energy system of the future.** Our portion of a customer's energy bill remained flat, with distribution charges for gas to decrease by around \$4 per annum for customers living in Sydney, and \$7 per annum for customers living in regional NSW. For our electricity customers in Victoria, Jemena's electricity network prices are not increasing for a typical household customer and we remain one of the lowest cost distribution networks in Australia. Together with this, to encourage customers to continue to shop around for the best energy deal, we have also provided more information and resources on our website.
- We implemented a transformation program to deliver services more efficiently and to keep our prices affordable for our customers.** This program is focused on making our business simpler for our customers while also identifying ways to improve customer outcomes without increasing costs. For example, a new Enterprise Asset Management tool is driving lower prices for our customers by efficiently consolidating and analysing data to enable more informed decisions on managing our assets. The transformation program will continue to drive sustainable solutions to provide services to our customers affordably now and into the future.
- Customers now have more choices about the way they use their energy, maximising grid efficiency benefits and reducing costs.** To minimise the times during which solar customers cannot export to the grid due to voltage constraints, we are delivering a network-wide [voltage management](#) program. We are also leading the Electric Vehicle ([EV](#)) [Grid trial](#) to look at how home fast-charging smart technology can be dynamically controlled based on network constraints to help manage demand on the electricity grid. Learnings and benefits from this trial will translate to the whole network and deliver a sustainable and affordable energy source for all electricity network customers by

optimising the extra consumption from EVs and ensuring significant upgrades to existing electricity infrastructure are minimised.

- To support our customers to minimise their energy bills we launched new customer programs and collaborated with the industry.** Our gas and electricity customers have additional support in managing their energy consumption and bills through the [Uniting Energy Assist program](#) we co-created with Uniting Vic. Tas and the [#BetterTogether Voices for Power initiative](#) (refer to Principle 5 for details). We continued to support Bring Your Bills Day events at Hume Council, one of the main local councils covered by our electricity distribution network, and provided the Victorian Government vital support in delivering the \$250 Power Saving Bonus for all electricity customers. To support culturally and linguistically diverse customers and communities, our [Energy Saving Tips](#) (winter and summer editions) are now available in 5 languages and are accessible to our councils and customers via our website and in printer-friendly versions.
- We are investing in gas infrastructure to manage volatility in energy supply and support our customers' transition to a low carbon energy market.** We signed a Memorandum of Understanding with Tamboran Resources to provide an efficient pathway to bring new gas from the Beetaloo Basin to the east coast market. We are increasing the supply of gas to the domestic market by expanding the capacity at the Atlas Compressor Station by 50% and continue work to connect the Port Kembla Energy Terminal, Australia's first Liquefied Natural Gas (LNG) import terminal, to the Victorian and NSW gas markets via the Eastern Gas Pipeline (EGP). This is helping to provide viable solutions to address forecast gas supply shortfalls.

Our commitments

- We are aiming to ensure our distribution charges** - which account for around 34 to 39 percent 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 centered) 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 maturity self-rating

FY20/21	FY21/22	FY24/25 aspiration
Emerging	Emerging/ Evolved	Evolved/ Empowered

Our key metrics

Typical residential customer network and metering charges (nominal)				
	19/20	20/21	21/22	22/23
JGN	\$274	\$222	\$232	\$228
	2019	2020	21/22*	22/23
JEN*	\$433	\$451 ¹	\$423	\$430 ²

Firm Forward Haulage Tariff (nominal)				
	2019	2020	2021	2022
QGP	\$1.0226	\$1.0397	\$1.0469	\$1.0784
DDP134	\$0.2137	\$0.2177	\$0.2195	\$0.2272
EGP	\$1.3005	\$1.3204	\$1.3318	\$1.3784
NGP**	\$1.4985	\$1.5261	\$1.5392	\$1.5931
Vichub	\$0.0726	\$0.0737	\$0.0743	\$0.0769

* In April 2019 the Victorian Minister for Energy, Environment and Climate Change advised the AER and the Victorian distribution businesses of the government's intention to change the timing of the annual Victorian electricity and gas network prices changes. The changes have brought Victoria into alignment with the other NEM jurisdictions to operate on a financial – rather than calendar – year basis.
¹ The 2020 bill increase is driven by previous revenue under-recovery (the operation of our revenue cap), CPI and x-factor impacts.
² The increase is due to an increase in metering charges for FY23.
 ** NGP tariff relates to transportation only, and excludes nitrogen processing.

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

What we have delivered this year for our customers and communities

- The safety of our customers, the community and our people remains a key focus.** To improve the underlying systems keeping our customers, employees and communities safe, we centralised and externally certified our Group Health, Safety, Environment and Quality (HSEQ) management systems, increasing consistency in our approach to HSEQ matters. Our Asset Management System was recertified and we continue to keep our customers, employees, and communities safe by developing and implementing specific risk management strategies for our assets and activities. For example, we are providing specialist training and upskilling for technicians to safely operate our Western Sydney Hydrogen production facility.
- We're responding to customer calls to support the energy transition.** We have achieved major milestones in the three key trial projects we're undertaking to contribute to the industry's understanding of how to decarbonise our energy services. Green hydrogen produced from carbon-neutral electricity at the [Western Sydney Green Hydrogen Hub](#) is now being blended into and stored in our NSW gas distribution network. Construction of our [Malabar Biomethane facility](#) has also commenced and we have worked with [GreenPower](#) to establish a renewable gas certification pilot, meaning the gas produced (which is carbon-neutral biomethane) at the facility is expected to be the first to generate renewable gas certificates in Australia. Jemena is also in the early stages towards building hydrogen-ready gas infrastructure at the new Bradfield City Centre, on the doorstep of Sydney's second international airport, and contributing energy infrastructure expertise to a feasibility study underpinning the development of a hydrogen hub at Newcastle. We are also a partner in the Future Fuels CRC's \$90 million research and development program aimed at transitioning Australia's energy infrastructure to a low-carbon economy.
- To further support our broader ambition to achieve net-zero emissions (Scope 1 and 2) by 2050 we have committed to annually reporting on our sustainability efforts via our Group Sustainability Report (released each year around the end of April).** Our report details not only the things we are doing as part of our ESG (Environment, Social, and Governance) roadmap, but also provides insight into the structures we have established – such as our Emissions Reduction Working Group – to guide our ESG activities. In addition to detailing how we're lowering our scope 1 and scope 2 emissions, our sustainability

report also provides details on: how we're contributing to the decarbonisation of Australia's energy system; our work with local communities as part of our Corporate Social Responsibility Program; our safety credentials and performance each year; and our Group's Governance arrangements, values, and ethics. Our report is available in the Annual Reports section on the Jemena website. Because our sustainability journey is not static, we will also be launching a Sustainability Hub in late 2022 / early 2023 which will provide a "real-time" platform to share our sustainability efforts with our stakeholders.

- To improve the safety and reliability of electricity supply for our customers across our network, we rolled out state-of-the-art restoration technology across our electricity distribution network.** The Fault Location, Isolation, and Service Restoration (FLISR) system is now active across our high voltage network and allows us to restore power faster and limit sustained electricity outages to impact fewer customers than previously. In some cases, FLISR will automatically restore customer power while making the network safe for any further necessary repairs. The length and frequency of electricity outages has been reduced for our customers through the installation of 70 remote-controlled switches to expand the reach of our FLISR system.
- We are collaborating with customers, regulators, retailers, technology suppliers and energy industry groups to future-proof our electricity network and support the transition to a renewable energy future.** We are preparing our electricity network for increasing amounts of rooftop solar energy to be exported into the grid and a rapid influx of electric vehicles (EV) which will put extra demand on the network. Our [Transformer Voltage Optimisation](#) program is using electricity smart meter data to maximise the number of distributed energy resources, such as rooftop solar, which can be connected to the network. This improves solar reliability across the electricity network and provides all customers connected to our network with safe, sustainable, and reliable energy.
- To ensure the safety of our customers and employees we are leveraging gas leakage surveying technologies.** Gas leakages are being more proactively identified through our gas network pilot program. This program is designed to measure, report and reduce greenhouse gas emissions.

Our 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. This facility will also aim to achieve an Infrastructure Sustainability Council rating to demonstrate our capability in achieving end-to-end sustainable outcomes.
- We will continue to develop a multi-faceted emissions reduction roadmap with actions to be implemented over the short, medium, and long-term.** As part of the roadmap we are progressing the development of interim 2030 emissions reduction goals to track and measure our progress. We are currently developing the Malabar Biomethane and Western Sydney green gas facilities which allow us to test carbon neutral gas, which if successful and rolled out on scale, will allow us and our customers to decarbonise their gas usage.
- 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.

Our maturity self-rating

FY20/21	FY21/22	FY24/25 aspiration
Emerging	Evolved	Empowered

Our key metrics

Our total recordable injury frequency rate (TRIFR)		
19/20	20/21	21/22
3.4	2.9	1.6

Carbon emission (ktCO ₂ e)		
18/19	19/20	20/21
931	824	909

Carbon intensity (tCO ₂ e/terajoule energy delivered)		
18/19	19/20	20/21
2.0	1.8	2.0

Pipeline reliability score		
2020	2021	2022
99.4%	99.6%	100%

% of basic existing home connections completed in 20 business days (JGN)		
19/20	20/21	21/22
99.6%	99.9%	100%

% of basic connections completed in 10 business days (JEN)		
19/20	20/21	21/22
98.0%	98.9%	97.9%

Principle 4: We will improve the customer experience

What we have delivered this year for our customers and communities

- **Our customers are more informed throughout the process of connecting gas services.** We rolled out a new service to proactively communicate to customers and applicants about the status of their gas connection and disconnection requests. Customers receive timely updates regarding the progress and dates of their connection request via an automated SMS and email notification system. This initiative continues our journey to improve communications with customers as they told us it is a key area for improvement.
- **To support more customers during the COVID-19 lockdown we extended one of our digital service offerings - the [Gas Meter Mate Mobile App](#).** For those customers whose gas or hot water meters are difficult to access, the Gas Meter Mate App enables customers to submit a self-read in order to avoid consecutive estimated reads. In response to lockdowns imposed as part of the NSW pandemic response, Gas Meter Mate (which was originally released as a pilot scheme) was made available to business and residential gas customers to help them proactively manage their gas bills. During the peak of stay-at-home-orders in NSW, over 10,000 customers submitted a self-read using the app. We collaborated with the energy sector to change the Retail Market Procedures so that meter readings by customers could be taken into account by retailers in the billing process, providing for more accurate bills.
- **Investing in technology to enhance our customers' contact centre experience.** Customers can now connect with an intelligent voice assistant through interactive voice-led processes to get the answers they need with increased self-service capability. For example,

customers experiencing an unplanned outage are provided with personalised property-specific information, removing the need to queue for an agent and leading to faster customer enquiry resolution.

- **Customer communications for planned and unplanned supply interruption notifications for our electricity network customers have continued to be enhanced.** In response to direct feedback through our voice of customer program, we continued to make improvements to our communications. For example, customers receive notifications quicker by an average of 4 minutes for unplanned network outages and an average of 50 minutes for planned network outages. We also refined the content of the notifications so that they are more helpful for customers.
- **To assist our electricity network customers to access information about our electricity network we further updated our digital [Distribution Annual Planning Report \(DAPR\)](#).** In 2020 we first published our DAPR as a digitised interactive geospatial map to provide the public an accessible, transparent and user friendly visual representation of the existing and identified or emerging network constraints. We enhanced the information provided on this platform in December 2021 by including distribution substations with and without capacity constraint information. This improved the quality and detail of information available to customers and all third parties and allowed improved clarity for decisions such as investments in neighbourhood batteries. We are also planning to add further details on the constrained distribution substations in December 2022.

Our commitments

- **We have progressed our planning and design phase of the [#BetterTogether Knock to Stay Connected program](#)** by engaging with our Customer Council members (community-based organisations). We have committed to planning and delivering a pilot in FY22-23 to test immediate and long-term customer benefits of this initiative.
- **We will install and trial approximately 100 digital meters on our Jemena gas network in FY22-23** to investigate a solution for customers with difficult to access meters that consequently receive regular estimated bills and are at risk of bill shock.
- **We will reduce electricity network interruptions and outages for our customers** by investing in digital system upgrades to improve efficiency in planning and scheduling field work, and enabling smart work order packaging.

Our maturity self-rating

FY20/21	FY21/22	FY24/25 aspiration
Emerging	Emerging/Evolved	Empowered

Our key metrics

Customer net promoter score			
	2019	2020	2021
JGN	-3	-9	1
JEN	-7	-1	-2

Journey customer satisfaction (CSAT)			
		20/21	21/22
JGN	Planned supply interruptions	8.3	8.4
	New connections	8.6	8.3
	Abolishments	8.3	7.9
	Gas Meter Mate Mobile App	7.6	7.3
JEN	New Connections	8.5	8.0
	Planned Outages	8.8	8.2
	Unplanned Outages	9.1	9.0
	Negotiated Connections	8.2	7.9

Enquiries	EWON		EWOV	
	FY20/21	FY21/22	FY20/21	FY21/22
Enquiry / General Enquiry	1	3	1	3
Complaint Enquiry / Refer to Member / Refer to Customer Service / Unassisted Referral / Referral / Refer Back	89	60	33	46
Refer Higher Level / Assisted Referral	48	67	212	241

Complaints	EWON		EWOV	
	FY20/21	FY21/22	FY20/21	FY21/22
Level 1 / Conciliation / Stage 1	26	25	17	8
Level 2 / Consultation / Stage 2	5	5	24	36
Level 3 / Investigation / Stage 3	1	4	3	1
Final Stage	N/A	N/A	N/A	1

Principle 5: We will support customers facing vulnerable circumstances

What we have delivered this year for our customers and communities

- Customers and community members experiencing or at risk of financial difficulty are empowered to better manage their energy bills and access support programs.** Building on our longstanding partnership with [Uniting Vic. Tas.](#) (Uniting), the [Uniting Energy Assist Program](#) provides our gas and electricity customers at risk of not understanding how to read their bills with ongoing practical, tailored advice. The program enables our customers to check for the availability of concessions and discounts, learn easy energy saving tips and access financial support. Through the program our customers identified savings of (on average) \$650 per annum.
- Customers who may be experiencing vulnerable circumstances receive meaningful and appropriate service from our employees, who are empowered to interact with empathy and sensitivity.** As part of the Uniting Energy Assist Program, our frontline contact centre teams received awareness training and education and our onboarding processes were updated. This has enabled our frontline teams to identify and communicate with customers who may be experiencing vulnerable situations with guidance on how to access support.
- The energy literacy of our communities has increased as a result of our leadership and collaboration with community partners and other energy businesses.** Jemena is proud to be a founding partner in the [#BetterTogether Voices for Power initiative](#) which has trained 22 community leaders from seven culturally and linguistically diverse (CALD) communities in NSW to become energy experts. Up to the end of June 2022, these leaders have delivered energy education workshops in language, culture and community to 315 members of their

local communities, ultimately empowering an estimated 1,260 community members to take charge of their energy and feel confident to participate in the energy system.

- We donated to 13 local groups through our [Community Grants Program](#) to help organisations make a difference within their and our communities** across five key areas: sustainability, people in need, diversity and reconciliation, social inclusion, and local issues. Austin Health, Western Health, Westmead Hospital, St Vincent's Hospital Sydney and Dubbo Hospital also received donations totalling \$100,000 to provide vital mental health and wellbeing support for the general community and local healthcare staff across our NSW and Victorian networks. In recognition of the volunteers supporting emergency response efforts, we provided support for flood-affected communities and donated to four local State Emergency Service (SES) Units in QLD and NSW.
- Our electricity life support customers continued to receive enhanced services.** Our life support customers are provided targeted communications during electricity power outages as a result of contact centre and communication technology upgrades (refer to Principle 4), which have allowed us to identify and prioritise life support customers from their phone number. We were involved in the initial discussions for the [#BetterTogether Life Support initiative](#) and are committed to sharing our learnings and best practice with the industry.

Our 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 maturity self-rating

FY20/21	FY21/22	FY24/25 aspiration
Evolved	Evolved	Evolved/ Empowered

Our key metrics

Life Support Breaches			
	19/20	20/21	21/22
JGN	0	0	0
JEN	1	2	0



Appendix: Our response to IAP recommendations

In last year's Independent Accountability Panel Report (Assessment of achievement of better outcomes for Australian energy consumers in 2020-21) Jemena received two specific recommendations. With customers at the heart of our business, we are guided by their preferences and we aim to understand what measures our customers think are appropriate to service our customer base now and in the future. Here are our responses to the two recommendations:

Recommendation 1:

The company recognises they need to do more in understanding customer vulnerability. Adopting the "knock before you disconnect" (now known as the Knock to Stay Connected) approach as BAU would help in this regard.

Our Response:

Since we received the recommendation from the 2021 Energy Charter IAP engagement process recommending that Knock to Stay Connected be adopted as BAU, we have engaged with retailers and other network businesses to collect insights and learnings on how to bring this forward as a trial for the Jemena Gas Network. We have also engaged with the 'community organisations' in our gas network Customer Council for feedback on the design of a pilot. Through this engagement, we understand that some organisations hold the view that they are uncertain whether support is required earlier or when a customer is about to disconnect. The consensus from this engagement was to run a pilot to test the customer short-term and long-term benefits and impacts.

In parallel to this process, we were involved in the Victorian Department of Environment, Land, Water and Planning (DELWP) led engagement sessions whereby they are looking to adopt/trial a similar 'Knock to Stay Connected' approach in Victoria. DELWP engaged with gas & electricity retailers, network businesses, social service organisations, community organisations and financial councillors.

These engagements have provided us an overarching view of this initiative and Jemena has committed to trial the #BetterTogether Initiative Knock to Stay Connected program in FY22-23 to test immediate and long-term benefits and outcomes for the customer including customers who may be facing vulnerable circumstances.

Key learnings:

Even though we haven't been able to deploy the #BetterTogether Knock to Stay Connected initiative in FY21-22, we have been engaging with external community and customer stakeholders and have also invested time in reviewing the 'as-is' and 'to-be' end to end process, the challenges, alternative options and also the capability required. This process has not only helped us to better understand how to deliver the pilot but to also understand what value it will bring to our customers. We have also commenced engaging with a retailer to plan the pilot together.

Recommendation 2:

While the company is convinced "green gas" will be a significant part of the future energy mix there is a concern that no 'plan B' seems to exist if green gas does not evolve to expectations.

Our Response:

We are assessing options to avoid significant price rises in the medium-long term and/or bring price stability for prolonged periods of time.

In addition, we will also be working with our customers and customer advocate groups to understand what they think is appropriate as a plan – B in the event that green gas fails to completely replace existing load in the gas network.



Energy Charter Disclosures

FY21/22



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

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