



# ENERGY CHARTER DISCLOSURES

FY20/21



# MESSAGE FROM THE CHAIRMAN AND MANAGING DIRECTOR

Welcome to our Energy Charter Disclosure report for the 2020-21 Financial Year. This is the third time our Group has reported against the disclosures.

Our 2020-21 report details how we've addressed the recommendations made by the Independent Accountability Panel in late 2020, while also outlining how our business is navigating the twin challenges posed by the COVID-19 pandemic and the transition to a lower-carbon future.

These challenges are not unique to our business, and it is inspiring to see the many and varied ways Charter signatories are working both independently and collaboratively to respond to these challenges for the benefit of Australian energy consumers.

While over the last 12 months our industry has come together many times to support our customers, the Energy Network Relief Package perhaps best exemplifies our collective customer focus. Established in response to the national lockdown of March 2020, the Energy Network Relief Package offered support to small business and residential customers across Victoria, New South Wales, and South Australia by deferring or waiving network charges (that is, the portion of a customer's bill attributed to energy distribution companies like Jemena) for those customers who had been financially impacted as a result of COVID-19. Implementation of the package required all parts of the energy sector to work together, and pleasingly, by the end of 2020 the Energy Network Relief Package had provided bill relief to over 37,000 Jemena customers and was worth over \$2.5 million.

It is with this spirit of collaboration that our Group contributed to a number of Better Together initiatives in 2021, including:

- **the COVID-19 Vulnerable Customer Research Series** which sought to understand customers' consumption and sentiment towards energy in the context of the COVID-19 pandemic
- **the Communal Content Hub** - a resource library featuring customer and community facing information and materials on a range of topics about energy
- **the Voices for Power project** which is providing energy literacy training for culturally and linguistically diverse communities across our gas network areas in New South Wales
- **our 24/7 Connections Service**, which - in collaboration with retailers - is improving our responsiveness to customer connection requests across the Jemena Electricity Network in Melbourne's north-west.

In addition to these Better Together initiatives, in 2020, we refocused our Community Grants Program to better respond to the needs of a community impacted by COVID-19. This saw us deliver grants of \$80,000 to a diverse range of community organisations including OzHarvest, Uniting Victoria Tasmania, Orange Sky Australia, VincentCare Victoria and the St Vincent de Paul Society New South Wales. While these organisations each have different areas of expertise, collectively, they are making a difference for the most vulnerable members of our community.

## Supporting Australia's Energy Transition

While throughout the reporting period we have focused on responding to the immediate challenge posed by the COVID-19 pandemic, we have also been advancing efforts to support Australia's transition to a lower-carbon future, while maintaining energy reliability, and keeping household energy bills down.

In April of this year, we announced our ambition to achieve net-zero emissions across our operations by 2050. Our ambition coincided with the release of our second Sustainability Reporting: Adapting to Change which provided an update on key initiatives underway across our business in keeping with our ambition.

In New South Wales, this saw us advance work on our Renewable Gas Projects which are testing the supply of renewable gases such as hydrogen and biomethane in residential, commercial, and transport settings.

In Victoria we are working to ready our electricity network for the demands of the future and are investigating how renewable technologies such as solar power, battery storage, and electric vehicles can best be integrated into our network.

Just like the Better Together initiatives, these projects are only possible as a result of collaboration across energy businesses, governments, and community groups who share a common interest in supporting our customers as well as the transition to the energy system of tomorrow.

We'd like to finish by thanking our stakeholders and community and sector partners, who — despite the immense challenges posed since March 2020 — have continued to work together to respond to the evolving needs of our customers. As our energy system continues to evolve, we are confident this shared focus will deliver dividends for us as individuals, our companies, and ultimately Australian energy consumers.



**Frank Tudor**  
Managing Director  
Chair, Energy  
Charter CEO Council



**Jiang Longhua**  
Chair of the Board



# OUR CUSTOMERS AND OUR COMMUNITIES

## Jemena Gas Network

	Total number of customers	Total consumption (petajoules)
<b>Residential:</b> Non-business home-owners or tenants using gas mainly for heating, hot water and cooking.	<b>1.44 million</b> (97.54%)	<b>29.3</b> (32.85%)
<b>Commercial:</b> Small business and commercial properties using gas for space heating (offices, shopping centres), water heating, and commercial cooking.	<b>35,831</b> (2.43%)	<b>11.8</b> (13.23%)
<b>Industrial:</b> Mainly representing chemical production, manufacturing and electricity generation.	<b>383</b> (0.03%)	<b>48.1</b> (53.92%)
<b>Total</b>	<b>1.48 million</b>	<b>89.2</b>

### Residential Segments

Life support customers	~ <b>4,200</b> households
Speak a language other than English at home	~ <b>363,000</b> households (26.5%) <sup>1</sup>

Note: All numbers for FY20-21 unless otherwise specified

<sup>1</sup> Based on 2016 ABS census data for NSW.

<sup>2</sup> Based on the weighted average of each of the communities in our network area based on 2016 ABS census data presented in the summary of our 2018 People's Panel

## Jemena Pipelines

	Total customers*	Volume of Capacity (per year)
<b>Producers:</b> Seek a route to market for their product.	<b>7</b>	Up to <b>72</b> petajoules
<b>Retailers:</b> Aggregate demand from hundreds of thousands of households and businesses.	<b>11</b>	Up to <b>93</b> petajoules
<b>Industrial Users:</b> 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	<b>16</b>	Up to <b>68</b> petajoules
<b>Gas Fired Generation:</b> Gas is used to generate electricity in all states in Australia to meet peak demand, provide baseload power, and deliver system strength and security	<b>4</b>	Up to <b>237</b> petajoules
<b>LNG Exporters:</b> The newest market segment, LNG Exporters developed their businesses rapidly from 2012, resulting in one of the world's largest LNG export industries.	<b>1</b>	Up to <b>149</b> 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.

## Jemena Electricity Network

	Total number of customers	Total consumption (gigawatt hours)
<b>Residential:</b> Non-business home-owners or tenants using electricity mainly for heating and cooling, appliances and lighting.	<b>338,740</b> (92.22%)	<b>1,452</b> (36.51%)
<b>Commercial:</b> Small business and commercial properties using electricity for heating, cooling, lighting, and operation of their equipment.	<b>27,277</b> (7.43%)	<b>572</b> (14.29%)
<b>Industrial:</b> Mainly representing manufacturing, large infrastructure facilities, and data centres.	<b>1,317</b> (0.35%)	<b>1,976</b> (49.40%)
<b>Total</b>	<b>367,334</b>	<b>4,000</b>

### Residential Segments

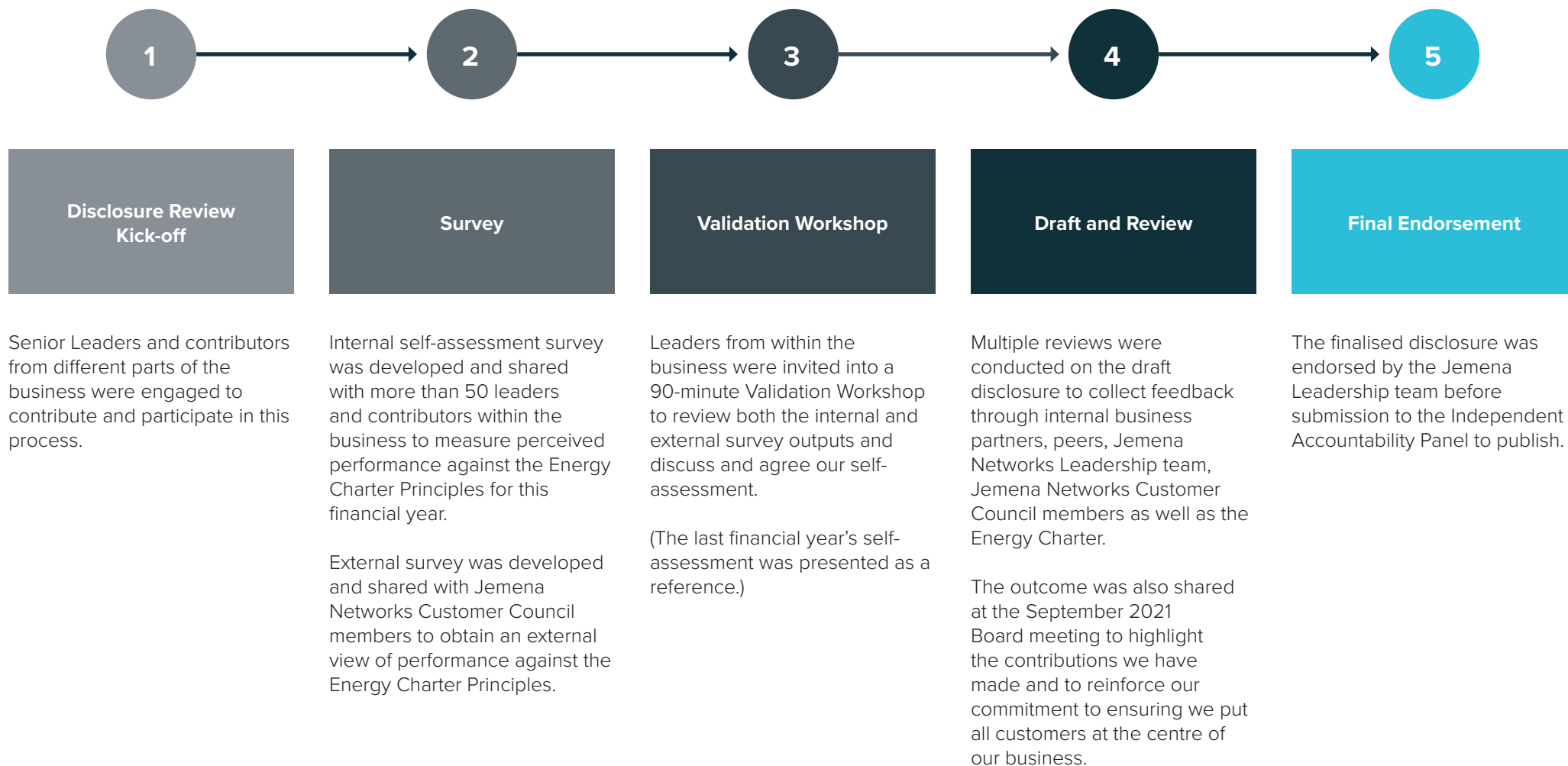
Life support customers	~ <b>4,700</b> households
Speak a language other than English at home	<b>77,000</b> households (23%) <sup>2</sup>
Solar customers – households	~ <b>48,000</b> households, ~ <b>191</b> megawatts of capacity
Solar customers – Commercial and industrial	~ <b>4,000</b> businesses, ~ <b>59</b> megawatts of capacity*

## Ovida

Ovida (Ovida Pty Ltd) and Jemena Electricity Networks (VIC) Ltd operate separately in accordance with the Australian Energy Regulator's ring-fencing requirements.

	Total customers	Installed capacity
<b>Commercial &amp; Industrial Customers:</b> Commercial & Industrial customers requiring connection assets to the grid due to large industrial load (demand)	<b>1</b>	N/A
<b>Commercial, Industrial &amp; Retail Customers:</b> Installing, connecting, operating and maintaining customer's distributed energy assets including rooftop solar PV systems	<b>39</b>	<b>2.2 MW</b>

# OUR APPROACH



# HIGHLIGHTS

## Key customer outcomes



### Supporting our customers through COVID-19

through extending the Network Relief Package, actively participating in the #BetterTogether COVID-19 Customer Vulnerability Research and extending the Power Changers program to provide support to customers facing vulnerable circumstances



### Continuing our net-zero journey

through progressing the Western Sydney Green Gas Project, Malabar Bio-methane Project across New South Wales, and an EV Grid Trial Project in Victoria



### Meeting customers' evolving needs

by simplifying and digitalising our existing service offerings and how we engage customers – launched an App to allow gas customers to submit self-meter reads, rolled out the Electricity Outage Communications and Power Outage Map



### Delivering affordable services

through implementing efficiency improvement projects and investing in new gas infrastructure – signed a Project Development Agreement to connect Australia's first LNG import terminal to the Eastern Gas Pipeline (EGP)

## Key drivers to make a difference



### Innovating and collaborating with strategic partners

to decarbonise the gas network and building solar reliability into the electricity network to allow solar exports from residential and business distributed energy resources



### Focusing on customer and employee experience

to simplify and automate services to drive positive customer outcomes and sustainably transform our business



### Maintaining the safety of our customers, the community and our people

during COVID-19 lockdowns

Principles	Our self-assessed maturity				
	Elementary	Emerging	Evolved	Empowered	Exceeding
<b>Principle 1:</b> We will put customers at the centre of our business and the energy system			FY20/21 FY23/24		
<b>Principle 2:</b> We will improve energy affordability for customers		FY20/21 →	FY23/24		
<b>Principle 3:</b> We will provide energy safely, sustainably and reliably		FY20/21 →		FY23/24	
<b>Principle 4:</b> We will improve the customer experience		FY20/21 →		FY23/24	
<b>Principle 5:</b> We will support customers facing vulnerable circumstances			FY20/21 FY23/24		

## Room for improvement



### Centering on our customers and communities

by paying particular attention to customers facing vulnerable circumstances and ensuring they have access to support



### Continuing to focus on safety and reliability of our networks

by investing in technologies and systems to create the visibility and responsiveness to support an aging and evolving network for our customers



### Keep focusing on reducing costs and improving efficiency

to deliver affordable outcomes for our customers

# PRINCIPLE 1:

## WE WILL PUT CUSTOMERS AT THE CENTRE OF OUR BUSINESS AND THE ENERGY SYSTEM

### What we have delivered for our customers and communities

- We are prioritising collaboration across the sector to drive customer focus and outcomes.** Members throughout our organisation have taken on leadership roles in key working groups including as Chair of the CEO Council and senior representation on the [#BetterTogether Initiatives Transitioning Communities](#). Over the past 12 months we have collaborated, and in some cases led, 11 #BetterTogether initiatives, and have established other industry collaborations outside of the Energy Charter (e.g. [EV Grid Trial](#), Renewable Gas trials in Principle 3) to help foster innovation and the change that is required to transition the energy industry for our customers. In addition, customer Key Performance Indicators (KPIs) have become a key part of our overall performance measures reported to the Board and Management. Board committees also conduct audits and risk reviews of customer performance areas.
- To ensure that we understand the evolving needs of our customers as the energy industry transforms we have ongoing engagements with customers and consumer advocates.** In the last 12 months we have used both formal and informal engagements to help shape how we put customers at the centre of Jemena. Formally, we have participated in [#BetterTogether Know Your Customers and Communities](#) to shape business culture and decision making based on the voice of the customer. Informally we have consulted with Customer Council representatives on unique situations so that we can ensure that the customers' voice is at the heart of our decisions. We are embedding human centered design into many of our future initiatives and will regularly engage with customers to ensure that we are able to meet their needs. In a recent project we interviewed 11 new gas and electricity connections customers and the insights generated from these in-depth interviews have helped us 'walk in the customer's shoes' to map customer journeys and identify gaps in our services or communications. There is more to do, however, we are pleased to have made progress across both our gas and electricity networks.
- We enhanced customer outcomes by implementing an employee-centric culture.** We have introduced additional technology to our Customer Service operations that allows for a simplified, streamlined employee experience that supports our people to drive better and faster customer outcomes (refer to Principle 4 Customer Satisfaction (CSAT) Metrics). Since being introduced, the average First Call Resolution rates between January to June 2021 (Electricity Network: 84%, Gas Network: 91%) have been consistently maintained at a very high level. We bring the customer voice to life at Jemena through regular Customer Value moments, including at Board meetings, where we share positive and negative customer experiences to embed a customer-centric culture and to find ways to improve customer outcomes.
- Together we respect and value the diversity of our people, customers, clients, stakeholders and communities.** We are committed to finding ways to actively support and encourage a diverse workforce and inclusive workplace. To reflect the diversity of our customers and communities our approach to diversity and inclusion is focused on three strategic pillars: Community Partnering, Flexibility and Equity and Inclusion. In late 2020 we launched our [Reconciliation Action Plan \(RAP\)](#) and continued to build on our people's awareness on the benefits of fostering an inclusive workplace. In partnership with our community members, we hosted knowledge sharing forums that shed light on different parts of our diverse communities, formal learning programs (bias awareness training for all hiring managers and accessible to anyone in the business), and through the acknowledgement and celebration of particular diversity days. In addition, we launched our Domestic and Family Violence policy that allows all employees up to 10 days paid domestic & family violence leave per annum, and amplified our approach to supporting families, with a revised parental leave policy and employee resources. We are proud to report that Jemena's gender diversity improved in this reporting period, where we saw a favourable 6.8% increase in the representation of women (35.9% in FY 2019-20). We are proud to have a business that is taking steps to reflect the richness and diversity of our customers and communities.

### Our commitments for the future

- We are investing in developing core capabilities for our people and also investing in digital customer systems** to further enhance service offerings including the next stage of implementing automated communications to gas network customers about their service times and, also outage notifications.
- We will continue our focus and emphasis on Diversity and Inclusion (D&I) across our businesses** and are committed to making progress in developing an engaged, diverse and inclusive place to work to that reflects the communities we serve and great place to work.

### Our maturity self-rating

FY20/21	FY23/24 aspiration
Evolved	Evolved

### Our key metrics

Corporate reputation score	
2019	2020
75.5	77.3

Employee engagement		
2018	2019	2020
60%	60%	66%

Corporate partnership giving		
2019	2020	2021*
\$443,000	\$640,000	\$550,000

\*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 for our customers and communities

- **We extended the Network Relief Package for both our gas and electricity networks beyond regulatory expectations** so that we could continue to provide direct financial support, including deferral and rebates to our customers most in need. For our electricity network customers, in FY20 we provided \$879,550 of deferral and \$194,384 of rebates (ex. GST). During FY21 the deferral of the extended package was \$258,574 (July 2020 to January 2021) and Demand Reset Relief was \$472,563 (July 2020 to October 2020) (ex. GST). For our gas network customers, in FY20 we provided a total deferral of \$705,147 and rebates of \$286,453 (ex. GST).
- **We developed and continually shared energy saving and efficiency tips to help customers reduce their energy consumption.** We supported Bring Your Bills Day events at Hume Council, one of the main local council covered by our electricity distribution network. In the past 12 months we supported three events with Jemena team members from our Customer Service and Billing function to guide residents to better understand their energy bills and energy efficiency tips. We updated the Energy Saving Tips for [Summer](#) and [Winter](#) for electricity and for [gas](#) on our website (extended versions have been published in the [#BetterTogether Energy Charter Communal Content Hub](#)).
- **We continued to focus on delivering our services more efficiently to keep our prices affordable.** We achieved this by keeping our costs as low as possible and have implemented a transformation program targeted at reducing our operating cost base. In addition, this program is focused on making our business simpler for our customers and identifying ways to improve customer outcomes without increasing costs. We are implementing these changes so that we can continue to provide services to our customers affordably now and into the future.
- **We are investing in gas infrastructure to reduce volatility and ensure system security in energy markets.** We are looking at investments that support the new low carbon energy market in a cost-effective manner that allows us to manage variability in energy supply. We signed a Project Development Agreement with Australian Industrial Energy (AIE) to connect Australia's first LNG (Liquefied Natural Gas) import terminal to the Eastern Gas Pipeline (EGP), helping ensure customer needs are met and energy within Australia remains affordable.
- **We worked to make pipeline information disclosures more useful for customers through actively participating in the [#BetterTogether Initiatives Gas Pipeline Information Disclosure](#)** to create a central repository of information for customers of gas transmission pipelines in Australia.

## Our commitments for the future

- **We will ensure our gas transportation services are delivered at stable and predictable prices.** Our pipeline tariffs will be set following the methodologies set out on our website, where escalation is by CPI or less.
- **We will implement the efficiency improvement projects** and ensure we achieve our target so we can deliver more affordable services to our gas and electricity network customers.
- **We will develop [new sources of supply and gas infrastructure](#)** by collaborating closely with key stakeholders to provide our customers reliable and affordable energy.

## Our maturity self-rating

FY20/21	FY23/24 aspiration
Emerging	Evolved

## Our key metrics

Typical residential customer network and metering charges (nominal)				
	18/19	19/20	20/21	21/22
JGN	\$270	\$274	\$222	\$225

	2018	2019	2020	21/22*
JEN*	\$423	\$433	\$451 <sup>1</sup>	\$423

Firm Forward Haulage Tariff (nominal)				
	2017	2018	2019	2020
<a href="#">QGP</a>	\$0.9857	\$1.0037	\$1.0226	\$1.0397
<a href="#">DDP134</a>	Did not own	\$0.2100	\$0.2137	\$0.2177
<a href="#">EGP</a>	\$1.2615	\$1.2814	\$1.3005	\$1.3204
<a href="#">NGP**</a>	n/a	n/a	\$1.4985	\$1.5261
<a href="#">Vichub</a>	\$0.0706	\$0.0716	\$0.0726	\$0.0737

\* 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 change have brought Victoria into alignment with the other NEM jurisdictions to operate on a financial – rather than calendar – year basis.

<sup>1</sup>The 2020 bill increase is driven by previous revenue under-recovery (the operation of our revenue cap), CPI and x-factor impacts.

\*\* NGP tariff relates to transportation only, and excludes nitrogen processing

# PRINCIPLE 3: WE WILL PROVIDE ENERGY SAFELY, SUSTAINABLY AND RELIABLY

## What we have delivered for our customers and communities

- **We announced our ambition to achieving net-zero emissions by 2050.** We are working through our overall approach on how we will achieve net-zero emissions by 2050 and have already commenced some activities targeting this outcome. We are also participating in forums and sharing insights with other industry partners through the [#BetterTogether Transitioning Communities program](#). We released our [2020 Sustainability Report: Adapting to Change](#) and are proud that our carbon emissions have further decreased by 12% compared to FY18-19 levels (excluding ActewAGL). We achieved this through operational improvements (significantly less flaring) within our Northern Gas Pipelines operations.
- **We are working to enable the decarbonisation of gas infrastructure because we firmly believe that gas infrastructure enables Australia's least-cost, fastest, and most reliable pathway to net zero emissions.** We have advocated for a [renewable gas target](#) to jump-start the journey of decarbonising our existing gas infrastructure. We have three key trial projects underway that will contribute to the supply chains' understanding of how to decarbonise our energy services to support our customers as the energy system transitions to a renewable energy future. In New South Wales, we advanced work on our Renewable Gas Projects: [Western Sydney Green Gas Project](#) (including the provision of hydrogen for [refueling](#)) and the [Malabar Biomethane Project](#) which are testing the supply of renewable gases into our gas network. As a first step towards a renewable gas target, Jemena, [GreenPower](#), and Energy Networks Australia (ENA) have joined forces to develop the [certification pilot](#), which, once successful, will be further developed as a permanent certification scheme. A renewable gas target will reduce carbon emissions and ensure energy bills don't increase by continuing to use existing infrastructure.
- **We have maintained our focus on the safety of our customers, the community and our people during COVID-19 public health orders and restrictions.** While Melbourne's extended lockdown in late 2020 greatly impacted our customers, community and our people we ensured that we maintained our focus on delivering strong safety performance during this period, including meeting our safety targets. We reduced the impact to customers from planned power outages during lockdown periods by prioritising essential works only and we worked with our customers and communities to undertake required works at the least impactful time for them. We continue to provide batteries to our life support customers during planned power outages. During COVID-19 restrictions in New South Wales, we suspended reading gas meters that are internally located and launched an online portal that allows customers to provide us with their meter reads. We also immediately applied our [COVID-19 safe work procedures](#) established in Victoria in 2020 when the New South Wales restrictions first commenced in June 2021 to ensure the safety of our customers' and the community.
- **Our focus on the safety of our customers' and our people extends beyond COVID-19.** We have commenced our journey that will shift us from a Calculative to a Proactive safety model (as per the Hudson Model) where safety is continually improving. We identified three key result areas that we know are critical to our success and we are committed to deliver this improvement for the period 2020–24 so that we can continue to deliver energy to our customers reliably, sustainably and safely.
- **We improved the reliability and safety of our electricity network for our customers** through replacing the SCADA (network model and control system) and Outage Management System which are out of support and no longer adaptively maintained. In addition, the [EV Grid Trial](#) project is investigating how we can best integrate customer's distributed energy into our electricity network, which would improve solar reliability.

## Our commitments for the future

- **We will drive our sustainability agenda** by actively promoting the role of gas distribution in a net-zero carbon future and establishing our role as a 'bio battery' and increasing the volume of renewable gases in our network.
- **We will further improve network reliability of our electricity network** and continue to support exporting solar from customers' distributed energy resources such as rooftop solar.
- **We will be facilitating the supply of natural gas** to new generation projects such as EnergyAustralia's Tallawarra B Project.
- **We will focus on bringing the UAG (Unaccounted for Gas) down** by improving the UAG calculation and reducing the leakage and network pressure.
- **We will determine how managed residential electric vehicle charging can be affordably and safely integrated** into the electricity grid through collaboration and pilot projects.
- **We will enhance the Safety First Culture in our day-to-day operations** to ensure the safety of our customers, communities and people.

## Our maturity self-rating

FY20/21	FY23/24 aspiration
Emerging	Empowered

## Our key metrics

Group total recordable injury frequency rate (TRIFR)		
18/19	19/20	20/21
5.9	3.4	2.9

Carbon emissions (ktCO <sub>2</sub> e)		
17/18	18/19	19/20
747	931	824

Carbon intensity (tCO <sub>2</sub> e/terajoule energy delivered)		
17/18	18/19	19/20
1.9	2.0	1.8

Pipeline reliability score		
2019	2020	2021
99.3%	99.4%	99.6%

% of basic existing home connections completed in 20 business days (JGN)		
2019	Jun-2020	Jun-2021
99.0%	99.6%	99.9%

% of basic connections completed in 10 business days (JEN)		
2019	Jun-2020	Jun-2021
99.0%	98.0%	98.9%



# PRINCIPLE 4: WE WILL IMPROVE THE CUSTOMER EXPERIENCE

## What we have delivered for our customers and communities

- **We delivered iterative changes across our key customer journeys to meet our customers' needs.** We expanded our Customer Satisfaction (CSAT) research program in FY21 to incorporate more key customer journeys (Gas Planned Outages, Gas Meter Mate App (self reads), Customer Initiated Connections for Electricity and Electricity Planned Outages) so that we could better understand if we were meeting customer expectations and where we could improve. Our improvements in CSAT were achieved through improving our communications with customers and adjusting our processes to meet our customers' needs. Our improvements in overall CSAT scores hide opportunities for further improvement, particularly escalations and the need for repeated customer calls which we are looking to improve.
- **Our electricity customers can now energise their properties the same day.** We were proud to lead the pilot [#BetterTogether Initiatives 24/7 Connections](#) with EnergyAustralia which allows Victorian customers with a smart meter to energise a property on the same day of their request. Before implementing this initiative, we estimated 20,000 Victorian customers (approx 4,500 customers in our electricity network) during June 2018 to June 2019 were left without electricity supply when moving into a residence mainly because the 're-energisation' requests were initiated outside of Distributor or Retailer operating hours. In CY21 92.5% of the 1821 remote energisations coming to us were completed within 5 minutes of the request. We have engaged with all retailers operating in our electricity catchment area and have supplied supporting information and Q&A to drive higher participation.
- **Our customers are now more informed when their energy supply is interrupted.** Over the last two years we have had a hyper-focus on improving communications with customers as they have told us it is a key opportunity area for improvement. We built on the successes of FY20 by expanding the reach of our planned and unplanned supply interruption SMS notifications for both electricity and gas customers, added email notifications for electricity customers, and introduced tailored notifications to meet customer needs (for example, life support customers or solar customers). These initiatives were started and completed before any regulatory requirements were imposed. We also delivered a new [Power Outage Map](#) which can be used both by customers and interested third parties to actively monitor upcoming and current power supply interruptions. As a result, we saw the Customer Satisfaction for Electricity Unplanned Outages increase from 8.8 to 9.1.
- **We created [the Gas Meter Mate Mobile App](#), a new tool to let customers provide a gas or hot water meter read without having a meter reader come inside their homes or business properties.** Some of our gas and hot water meters are located inside people's homes or businesses and it can be very difficult for a Jemena meter reader to access the meter. This can be a problem for customers as if this occurs frequently it can result in bill shock partially due to successive underestimated usage. Customer research identified that the preferred way to solve this access issue from a customer perspective was to allow customers to provide their meter read via an app. A pilot scheme of this new service was made available in February 2021 and by May 2021 4,200 customers had used the app to provide their meter read. We are working with the regulatory bodies to make changes to Retail Market Procedures to formalize this arrangement.
- **We enhanced customer communications through actively participating in the [#BetterTogether Initiatives Communal Content Hub](#)** by updating information that is of value and benefits our customers, for example, COVID-19 Communications, Energy Literacy and our Reconciliation Action Plan (RAP).

## Our commitments for the future

- **To become a leading customer service organisation, we will invest in digital customer systems** to simplify and digitalise our existing service offerings to improve our customer experiences.
- **We will explore ways to deploy digital technologies and re-adapt our service offerings** to meet customer expectations such as expanding the reach of our Gas Meter Mate App to more customers.
- **We will invest in programs to enhance proactive customer communications** about our service times and outages across our gas network.
- **We will collaborate with the energy sector to seek changes to Retail Market Procedures** to treat customer reads as actual reads.

## Our maturity self-rating

FY20/21	FY23/24 aspiration
Emerging	Empowered

## Our key metrics

Customer net promoter score			
	2018	2019	2020
JGN	-17	-3	-9
JEN	-15	-7	-1

Journey customer satisfaction (CSAT)			
		19/20	20/21
JGN	Planned Supply Interruptions	n.a.	8.3
	New Connections	8.0	8.6
	Abolishments	6.9	8.3
JEN	Gas Meter Mate App	n.a.	7.6
	New Connections	7.4	8.5
	Planned Outages	9.2	8.8
	Unplanned Outages	8.8	9.1
	Negotiated Connections	n.a.	8.2

Enquiries	EWON	EWOV
Enquiry / General Enquiry	1	1
Complaint Enquiry / Refer to Member / Refer to Customer Service / Unassisted Referral / Referral / Refer Back	89	33
Refer Higher Level / Assisted Referral	48	212

Complaints	EWON	EWOV
Level 1 / Conciliation / Stage 1	26	17
Level 2 / Consultation / Stage 2	5	24
Level 3 / Investigation / Stage	1	3

# PRINCIPLE 5: WE WILL SUPPORT CUSTOMERS FACING VULNERABLE CIRCUMSTANCES

## What we have delivered for our customers and communities

- **To better understand the customer needs and the degree of customer vulnerability during COVID-19, we have been collaborating with other Energy Charter signatories across the supply chain on the [#BetterTogether COVID-19 Customer Vulnerability Research](#).** The insights from this research have been pivotal to helping the energy sector to better understand the customers who are impacted by COVID-19 and how the energy sector can help and support them. This research has helped inform how we continue to respond to the ever-changing COVID-19 landscape, including our contributions to the [Communal Content Hub](#) and our [COVID-19 safe work procedures](#).
- **We have provided financial support to hardship customers to help them navigate COVID-19.** As strong supporters of the energy network relief package we chose to extend this support program beyond the industry agreed end date to January 2021. Through our Power Changers program partnering with [Uniting](#) we helped customers understand their changed energy consumption and ways to access the financial support that they were entitled to. Our support allowed Uniting to help their clients reduce the financial burden of COVID-19 by approximately \$69,000.
- **Through our [Community Grants Program](#) we donated \$80,000 to help our community through tough times,** funding approximately 40,000 meals, energy support calls, mobile laundry and shower services and vital crises services and support for those in need. We provided direct [donations](#) to Western Health and Austin Health to recognise their contributions in New South Wales and Victoria through COVID-19. We have donated a total of 436 refurbished laptops and 130 refurbished tablets to support vulnerable community members through COVID-19.
- **We have focused on increasing the level of energy literacy within our communities.** Jemena is proud to be a partner in the [#BetterTogether Initiative Voices for Power](#) which is targeting an increase in energy literacy in culturally and linguistically diverse (CALD) communities in New South Wales by training a cohort of Community Energy Champions. These Champions can support and empower people in our communities to take charge of their energy and feel confident to participate in the energy system. We extended the [We've Got You](#) campaign into 10+ languages other than English and continued to push these messages out to reach customers on platforms they use.
- **We continue to provide our enhanced services to our electricity life support customers.** We have continued with our Australian first free loans of backup batteries for life support customers in our electricity network. Feedback from customers has been very positive and we have shared insights on this program with other electricity distribution businesses. We also provide targeted communications to life support customers during power outages (Principle 4).

## Our commitments for the future

- **We will develop a specific strategy** to define what is our role as an energy distributor in supporting customers experiencing vulnerable circumstances.
- **We will develop programs through partnerships** to ensure our customers that need support can access support and advice.
- **We will develop and adapt our service offerings through engaging and understanding the specific needs of customers facing vulnerable circumstances** and embed this process into our business-as-usual and customer improvement programs.

## Our maturity self-rating

FY20/21	FY23/24 aspiration
Evolved	Evolved

## Our key metrics

	Life support breaches		
	18/19	19/20	20/21
JGN	0	0	0
JEN	3	1	2

# OUR RESPONSE TO IAP RECOMMENDATIONS

IAP Recommendations	Jemena	IAP Recommendations	Jemena
<p><b>R1.</b> Immediately and collectively, find ways to utilise payment and usage data to proactively identify and assist customers in vulnerable circumstances, so that the industry and policy-makers are taking all steps within their power to support customers in financial difficulty and to reduce payment difficulties in 2021. The process should include engagement with experts and consumer groups.</p>	<ul style="list-style-type: none"> <li>Jemena Network Relief Package across gas and electricity networks <a href="#">#BetterTogether COVID-19 Customer Vulnerability Research</a> with Deloitte <a href="#">#BetterTogether Communal Content Hub (Principle 4)</a> <a href="#">We've Got You Campaign</a></li> </ul>	<p><b>R8.</b> Elevate the Energy Charter to the highest possible extent within the organisation, including involving their Board in development of Energy Charter Disclosures and linking performance review standards and leadership remuneration to customer outcomes.</p>	<ul style="list-style-type: none"> <li>Frank Tudor, Managing Director of Jemena is taking a leading role of Chair of CEO Council</li> <li>Actively involved our leadership team to determine the self-assessment and shared outcome - Shaun Reardon, Executive General Manager of Jemena Networks, is the member of the senior leadership championing our efforts in the Energy Charter</li> <li>Values Moment in board meeting delivered by a member of the senior leadership</li> </ul>
<p><b>R2.</b> Audit all customers on payment or hardship plans, and immediately and retrospectively switch them to the cheapest plan available and adjust the debt accordingly. We strongly recommend this becomes BAU for all energy retailers.</p>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>	<p><b>R9.</b> If not already in place, signatories should establish a customer reference group or customer council. Signatories should then commit to go beyond simply informing this group of what they are doing but seek to involve them in key decisions and empower them to play an active role in shaping key aspects of business practices and investment decisions where appropriate.</p>	<ul style="list-style-type: none"> <li>Actively engaged with our customer council in obtaining feedback around key business decisions and customer improvement and outcomes</li> <li><a href="#">#BetterTogether Know your customers and communities</a></li> <li><a href="#">Reconciliation Action Plan (RAP)</a></li> </ul>
<p><b>R3.</b> Work with governments to establish a practically failsafe system to ensure each and every customer who is entitled to a concession receives it.</p>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>	<p><b>R10.</b> Continue to simplify energy bills so that energy usage and costs are easy to comprehend and provide specially trained customer contact staff who can help customers to understand energy usage in the home or small business. This could extend to developing a specialist energy advisor role within the customer service centre.</p>	<ul style="list-style-type: none"> <li><a href="#">The Voice for Power Project (#BetterTogether Energy Literacy for Culturally and Linguistically Diverse Communities (Principle 5))</a> Partnering / funding with external experts to understand energy use (Hume Council's Bring Your Bills Day event) and publish energy saving tips on our website and Energy Charter Communal Hub</li> </ul>
<p><b>R4.</b> Adopt and each publicly articulate a clear, collective approach that builds on recent energy industry acknowledgements of the inevitability of change, effectively communicates how the "north star" of net zero emissions feeds into better consumer outcomes and drives a whole of sector focus on making energy transition work for consumers.</p>	<ul style="list-style-type: none"> <li><a href="#">Sustainability Report: Adapting to Change</a> Our commitments to Net Zero by 2050 – <a href="#">Renewable Gas Target</a> <a href="#">Renewable Gas Certification Pilot Submission to Victorian Government</a> <a href="#">Gas Substitution Roadmap</a> <a href="#">Western Sydney Green Gas Project</a> <a href="#">Malabar Biomethane Project</a></li> </ul>	<p><b>R11.</b> Work more closely with consumer groups to expand and develop community collaborations with customer groups that are less likely to actively engage through mainstream channels.</p>	<ul style="list-style-type: none"> <li>Actively engaged councils (Hume Council), community groups (OZHarvest, Uniting Victoria Tasmania, Orange Sky Australia, St Vincent de Paul Society NSW and Vincent Care Victoria)</li> <li>Actively involved customers in mapping customer journeys and identify gaps in our services or communications</li> <li><a href="#">Community Grants Program</a></li> <li><a href="#">Trade Portal</a></li> </ul>
<p><b>R5.</b> Under the #BetterTogether initiative, consider establishing a 'Whole of Industry Energy Transition Working Group' to coordinate a long-term response for the industry and a 'just transition' for customers. This working group should include customer representatives and be approached as something of a 'blank canvas'. This has the potential to elevate the industry above the politics of the day and provide a more stable platform for future investments and joint industry-customer advocacy.</p>	<ul style="list-style-type: none"> <li><a href="#">#BetterTogether Transitioning Communities</a> - Active participation in the Industry Energy Transition Working Group <a href="#">#BetterTogether Gas Pipeline Information Disclosure</a></li> </ul>	<p><b>R12.</b> Pursue active personal engagement with all customers faced with potential disconnections and aspire to no disconnections, working with consumer groups to deliver on that outcome.</p>	<ul style="list-style-type: none"> <li>Ceased actioning DNP/DNI disconnection requests during lockdowns as per the Commission's advice</li> </ul>
<p><b>R6.</b> Expand their management of the growing risk that more customers cannot pay their energy bills to include becoming more active on policy questions that feed into energy affordability (e.g. low-income households' access to energy efficiency and income adequacy).</p>		<p><b>R13.</b> Work with policy makers and market bodies to implement a way for consumer advocacy to be better resourced.</p>	
<p><b>R7.</b> Ensure the highest standards of customer care are implemented in responding to the growing debt tsunami, using the Victorian Payment Difficulty Framework as the benchmark.</p>	<ul style="list-style-type: none"> <li>Jemena Network Relief Package across gas and electricity networks</li> </ul>		

# ENERGY CHARTER DISCLOSURES

FY20/21



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

[Sandra.Centofanti@jemena.com.au](mailto:Sandra.Centofanti@jemena.com.au)

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# GLOSSARY

Term	Definition
<b>QGP</b>	The Queensland Gas Pipeline links the Wallumbilla gas hub in south central Queensland to large industrial gas users in Gladstone and Rockhampton. Natural gas and coal seam gas enters the pipeline at Wallumbilla and at various receipt points located near gas fields along the pipeline route. The main pipeline was constructed in 1989 by the Queensland State government and commissioned in 1990. More information here: <a href="https://jemena.com.au/pipelines/queensland-gas-pipeline">https://jemena.com.au/pipelines/queensland-gas-pipeline</a>
<b>DDP 134</b>	The DDP consists of three interconnected gas transmission pipeline licences in the Darling Downs region in South-East Queensland that operate as a single pipeline network. It links the Wallumbilla gas hub near Roma with the Talinga gas plant near Chinchilla and Origin's Darling Downs gas fired power station near Dalby in Queensland. More information here: <a href="https://jemena.com.au/pipelines/darling-downs-pipeline">https://jemena.com.au/pipelines/darling-downs-pipeline</a>
<b>EGP</b>	The EGP is a key natural gas supply artery between gas fields in Gippsland in Victoria and the major gas markets in NSW and the ACT. More information here: <a href="#">Eastern Gas Pipeline - Jemena</a>
<b>NGP</b>	The Northern Gas Pipeline (NGP) is a 622km gas transmission pipeline between Tennant Creek (NT) and Mount Isa (Qld). It is owned and operated by Jemena Northern Gas Pipeline Pty Ltd. The NGP, which links the formerly separate northern and eastern gas markets, started commercial operations in January 2019. More information here: <a href="https://jemena.com.au/pipelines/northern-gas-pipeline">https://jemena.com.au/pipelines/northern-gas-pipeline</a>
<b>VicHub</b>	VicHub, located at Longford Victoria links the Declared Wholesale Gas Market (DWGM) and the Eastern Gas Pipeline (EGP). More information here: <a href="https://jemena.com.au/pipelines/vichub">https://jemena.com.au/pipelines/vichub</a>
<b>Firm Forward Haulage</b>	<p>Firm Forward Haul Transportation Service means a gas transportation service in the pipeline that is generally in a direction of ascending Kilopascals (KP), and that gives the highest level of assurance that the shipper will be able to transport gas, subject to Curtailment.</p> <p>Under a Firm gas transportation agreement customers contract for a fixed maximum daily quantity which Jemena delivers each day. This service gives customers certainty that they will be able to receive their required volume of gas each day. Firm haulage services are the most cost effective transportation services on the gas pipelines reflecting the commitments of the customer and Jemena.</p>
<b>JGN</b>	Jemena Gas Network
<b>JEN</b>	Jemena Electricity Network
<b>CX</b>	Customer Experience
<b>EX</b>	Employee Experience
<b>EWON</b>	Energy & Water Ombudsman NSW
<b>EWOV</b>	Energy & Water Ombudsman Victoria