ACT Government
Chief Minister, Treasury and Economic Development

# Utility Licence Annual Report 2016–17

## Gas distribution

*ActewAGL Distribution*

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Introduction

# About the survey

Under section 78 of the *Utilities (Technical Regulation) Act 2014* , the technical regulator's function is to monitor compliance with technical codes by regulated utilities. Including the performance of their services and functions and their compliance with licence conditions. Reports are on a financial year basis and must be submitted to the the Technical Regulator within three months of the end of that year (i.e. by 1 October). The reported information forms the basis for the Technical Regulator's annual compliance report for licensed utility service providers.

# 1.0 Network boundary compliance

| | Reporting requirement | Response |
|---|---|---|
| 1 | Has the gas utility been in compliance with the "*Gas Network Boundary Code – May 2013 ACT*" within this reporting period? | Yes |
| | If "No", provide an explanatory statement. | |

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Section 2: Gas General Metering Code

## 2.0 Required operational documents

| | Reporting requirement | Response | | | | |
|---|---|---|---|---|---|---|
| | | Did the utility have compliant[1] documents or procedures? (Yes/No*[2]) | Document Reference Name, Number or Description | No. of non-conformance reports raised against these documents or procedures during the report year? | Were independent audits conducted on these documents or procedures during the report year? (Yes/No) | If "Yes", did the audits raise any negative conclusions or non-conformances ? (Yes*[3]/No) |
| 1 | Metering Equipment test records*4 | Yes | Testing and sealing of meters are carried out by a government | 0 | Yes | No |
| 2 | Metering Equipment installation procedures for: | | | | | |
| | 1. Utility personnel | Yes | Jemena Field Guidelines; standard installation drawings; | 0 | Yes | No |
| | 2. Licensed gasfitters | Yes | As above | 0 | Yes | No |
| 3 | Metering Equipment maintenance plan for: | | | | | |
| | 1. Domestic premises | Yes | TPC.PROC.4.99.7 "Metering Equipment Maintenance and | 0 | Yes | No |
| | 2. Commercial premises | Yes | As above | 0 | Yes | No |
| | a) Low pressure | Yes | As above | 0 | Yes | No |
| | b) Medium pressure | Yes | As above | 0 | Yes | No |
| | 3. Industrial premises | Yes | As above | 0 | Yes | No |
| 4 | Metering data | Yes | | 0 | Yes | No |

1 “compliant” here means that on the last day of the report year the document or procedure was up-to-date, fully compliant with the Utilities Act 2000 and Utilities (Technical Regulation) Act 2014 requirements (if any) and, where applicable also approved.

2 If “No”, attach explanatory statement indicating when this item was last up-dated and detailing remedial action including actual or proposed resourcing and completion date.

3 If “Yes”, attach explanatory statement analysing the predominant causes (examining, in particular, the possibility of any systemic weaknesses) and outlining preventive measures and actual or target implementation dates.

4 Specify meter type, testing authority, testing regime and applicable standards used.

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Section 2: Gas General Metering Code

# 2.1 Metering equipment

| | Reporting requirement | Response | | |
|---|---|---|---|---|
| | | Comments | Domestic Meters | Business Meters |
| 5 | Total number of Metering Equipment tests initiated by customer requests to a supplier | Nil | 11 | 0 |
| 6 | Number of above tests which confirmed the accuracy of the metering equipment | Nil | 9 | 0 |
| 7 | Total number of Metering Equipment tests initiated by the utility | Nil | 170 | 20 |
| 8 | Number of meters that failed to meet the prescribed tests accuracy levels (the test methods are prescribed in AS4944 – Gas meters – In service compliance testing) | Nil | 3,597 | 0 |
| 9 | Total number of gas meters in service | Nil | 135,112 | 6,359 |
| 10 | Total number of gas meters in service < 15 years of age. | Nil | 84,031 | 51,091 |
| 11 | Total number of gas meters in service > 15 years of age. | Nil | 6,178 | 181 |
| 12 | Has the utility applied to extend the in service life of meters > 15 years of age in this reporting period? | Yes | Yes | Yes |
| | If yes, provide program and test reports. | | | |

| | | | | |
|---|---|---|---|---|
| 13 | Did the utility have a documented process for identifying aged meters and replacement program for those meter for this reporting period? | Yes | Yes | Yes |
| | If yes, provide procedure and program report. | | | |
| 14 | Supply the total number of gas meters exchanged under this program during this reporting period. | | 5,759 | 2,015 |

| | | Response |
|---|---|---|
| 15 | Has the gas utility been in compliance with the "*Gas General Metering Code – 2000 ACT*" within this reporting period? | Yes |
| | If "No", provide an explanatory statement. | N/A |

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Section 3: Gas Safety and Operating Plan Code (SaOP)

## 3.0 Required operational documents

| | Reporting requirement | Response: Did the utility have compliant*[1] documents or procedures? (Yes/No*[2]) | Response: Document Reference Name, Number or Description | Response: No. of non-conformance reports raised against these documents or procedures during the report year? | Response: Were independent audits conducted on these documents or procedures during the report year? (Yes/No) | Response: If "Yes", did the audits raise any negative conclusions or non-conformances ? (Yes*[3]/No) |
|---|---|---|---|---|---|---|
| 1 | Procedures for accurately recording all asset locations. | Yes | ACT Gas Mapping Standard ACT-GAS-ST-001 | 0 | Yes | No |
| 2 | Procedures for updating and accessing network maps. | Yes | As above | 0 | Yes | No |
| 3 | Network integrity and future network supply capacity planning. | Yes | TPG.DES.020 | 0 | Yes | No |
| 4 | Network engineering records. | Yes | Records Management Plan PRJ-00150-01 | 0 | Yes | No |
| 5 | All other procedures required under the Safety and Operating Plan in force during the year | Yes | Please refer to the Summary of the 2016 Periodical Audit report which was provided to | 0 | Yes | No |
| 6 | All other records required to be maintained under the Safety and Operating Plan in force during the year | Yes | As above for item 4 | 0 | Yes | No |

1 “compliant” means that on the last day of the report year the document or procedure was up-to-date, fully compliant with the Utilities Act 2000 and Utilities (Technical Regulation) Act 2014 requirements (if any) and, where applicable also approved.

2 If “No”, attach explanatory statement indicating when this item was last up-dated and detailing remedial action including actual or proposed resourcing and completion date.

3 If “Yes”, attach explanatory statement analysing the predominant causes (examining, in particular, the possibility of any systemic weaknesses) and outlining preventive measures and actual or target implementation dates.

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Section 3: Gas Safety and Operating Plan Code (SaOP)

## 3.1 Compliance summary

| | Reporting requirement | Response |
|---|---|---|
| 7 | Nominated place for keeping a copy of the Safety and Operating Plan: | Jemena, North Sydney; Zinfra, Hume; and ActewAGL office in Canberra. The document is available to all three parties in ECMS (Jemena's electronic document management system). |
| 8 | Has an awareness training session been conducted during the review year for external agencies (e.g. Police, Fire Brigade, other utilities, etc)? Name the agencies, contacts, training session dates and location, and who supplied the training. Provide all above with this report. | No formal awareness presentations have been conducted durimg 2016/17 with the example group. Attendance at the ACT Emergency Services quarterly Joint Operations Command Group meetings is on-going. |
| 9 | Was the Gas Network Safety and Operating Plan reviewed during the report year?*[1] | Yes |
| | Please provide the document revision number and date. | ACT PL 0424 Revision 17 - March 2017 |
| 10 | Date for next review. | Mar-18 |
| 11 | Has maintenance been carried out in accordance with the required maintenance schedule? *[2] | Yes |
| 12 | Total number of public safety related incidents during the report year: | 0 |
| 13 | Total number of public safety related incidents during the report year reported to the ESDD Director General: | 0 |
| 14 | Number of above public safety related incidents EXCLUDING those proven to result from the actions of third parties:*[3] | 0 |

| | | |
|---|---|---|
| 15 | Number of above public safety related incidents INCLUDING those proven to result from the actions of third parties:[4] | 0 |
| 16 | Did the annual audit establish any non-compliance or draw any negative conclusions concerning utility operations? | No |

| | | Response |
|---|---|---|
| 17 | Has the gas utility been in compliance with the "*Gas Safety and Operating Plan Code – 2000 ACT*" within this reporting period. | Yes |
| | If "No", provide an explanatory statement. | N/A |

1 If "Yes" attach review documentation.

2 If any work items were NOT carried out within the timeframe or to the extent required by the maintenance schedule, attach a statement listing those items (individually if they are valued at over $20,000 and in summary form otherwise) and indicating for each item the expected impacts of the incomplete or delayed maintenance work.

3 For each incident state the following information (for convenience this information may be presented in tabular form):

- The type of incident – fire/ explosion/ leak/ supply disruption/serious injury - (indicate more than one where applicable)
- Number of deaths involved in the accident – specify members of public/employees/contractors of the licensees/other workers (e.g. of other utilities)
- Number of persons affected by serious injuries – specify members of public/employees/contractors of the licensees/other workers (e.g. of other utilities)
- Did the incident result in supply disruptions – if yes, specify the number of customers affected and the length of time of the disruption
- The cause of the accident
- Lessons learned and any initiatives taken to avert such future incidents.

4 Third parties means parties other than the utility or its agents or contractors.

5 If the immediate report submitted to the Chief Executive for a serious gas accident has all the relevant information requested above, then it would be adequate to either attach copy of that report or provide the location of the incident and the date of the immediate report. If the immediate report did not have all the information, then the above information must be included. Attach an analysis of predominant causes (examining, in particular, the possibility of any systemic weaknesses) and attach copies of action plans showing target implementation dates to rectify any deficiencies.

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Section 3: Gas Safety and Operating Plan Code (SaOP)

## 3.2 Description of the gas network

| | Reporting requirement | Response | | | | |
|---|---|---|---|---|---|---|
| | | Off Take &/or Transfer Stations | Trunk Receiving Stations | Primary Receiving Stations | Secondary Regulator Stations | Water Bath Heaters or Equivalent |
| 18 | Number in Service | 2 | 2 | 3 | 93 | 3 |
| 19 | Location (e.g., Street, Block & Section, Suburb or Parish) | Hoskinstown TRS, Plains Rd, Hoskinstown NSW 2621<br><br>Bungendore POTS, Plains Rd, Hoskinstown NSW 2621 | Fyshwick TRS, Dairy Flat Rd, Fyshwick 2609<br><br>Watson TRS, Federal Highway, Watson 2602 | Phillip PRS, Athllon Drive, Phillip 2606<br><br>Gungahlin PRS, Gundaroo Drive, Gungahlin 2912 | | Hoskinstown TRS, Plains Rd, Hoskinstown NSW 2621<br><br>Bungendore POTS, Plains Rd, Hoskinstown NSW 2621 |
| 20 | Nominated Standard Operational Pressures (Inlet & Outlet Pressures) | Hoskinstown (NSW) (I) 14,900kPa Hoskinstown (NSW) (O) 13,947kPa | Fyshwick (I) 12,000kPa Fyshwick (O) 6,009kPa | Watson (I) 6,895kPa Watson (O) 1,105kPa | DRS (I) 1,050kPa DRS (O) 210kPa | Hoskinstown (NSW) 14,900kPa |
| 21 | Maximum Operational Pressures recorded during reporting period (Inlet & Outlet Pressures) | Hoskinstown (NSW) (I) 14,228kPa Hoskinstown (NSW) (O) 4,399kPa | Fyshwick (I) 14,187kPa Fyshwick (O) 2,900kPa | Watson (I) 5,974kPa Watson (O) 971kPa | Outlet pressure would only go above 210kPa if out of calibration | Hoskinstown (NSW) 14,228kPa<br><br>Bungendore (NSW) |
| 22 | Minimum Operational Pressures recorded during reporting period (Inlet & Outlet Pressures) | Hoskinstown (NSW) (I) 10,434kPa Hoskinstown (NSW) (O) 4,399kPa | Fyshwick (I) 4,311kPa Fyshwick (O) 2,900kPa | Watson (I) 2,930kPa Watson (O) 971kPa | Not recorded outlet as at 210kPa. Would only vary from this pressure if | Hoskinstown (NSW) 10,434kPa<br><br>Bungendore (NSW) |
| 23 | Number planned for construction (2017-2018) | 0 | 0 | 0 | 2 | 0 |
| 24 | Total network mains (km's) in service | See Attachment A | See Attachment A | See Attachment A | See Attachment A | See Attachment A |
| 25 | Total network mains (km's) added this reporting period | As above | As above | As above | As above | As above |
| 26 | Total No. of Operating valves in network (by Pressure). | As above | As above | As above | As above | As above |
| 27 | Total number of Cathodic Protection Points | As above | As above | As above | As above | As above |
| 28 | Total number of Cathodic Protection Test Points | As above | As above | As above | As above | As above |
| 29 | Planned facility upgrade works for next reporting period | 0 | 0 | 0 | 0 | 0 |
| 30 | Planned network extension/s (in km's, by mains class) for next reporting period | See Attachment A | See Attachment A | See Attachment A | See Attachment A | See Attachment A |

| | | Response |
|---|---|---|
| 31 | Has the gas utility been in compliance with the “Licence to provide gas distribution and connection services under the Utilities Act 2000 (ACT) – Schedule 1: Section 5. NOTIFICATION OF SPECIFIC EVENTS” for this reporting period. | Yes |
| | If "No", provide an explanatory statement. | N/A |

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Section 3: Gas Safety and Operating Plan Code (SaOP)

## 3.3 Safety management system

| | Reporting requirement | Response: No. of personnel, contractors/subcontractors authorised to work on gas network | Response: No. of personnel, contractors/subcontractors who completed required training[1] |
|---|---|---|---|
| 32 | Gas Safety Training (new employee & refresher) | 51 | 51 |
| 33 | Number of Construction work audits conducted during reporting period. | | 1,015 |
| 34 | Number of Construction work audits conducted during reporting period found not compliant. | | 28 |
| 35 | Number of Maintenance work audits conducted during reporting period. | | 143 |
| 36 | Number of Maintenance work audits conducted during reporting period found not compliant. . | | 13 |

| | Reporting requirement | Response |
|---|---|---|
| 37 | Has the utility instigated actions or plans to alleviate or minimise any non-compliant activities on the gas network. | Yes |

| | | |
|---|---|---|
| | If "Yes", indicate plans or actions taken. | Gas Meter replacement programme |

1 If not 100%, provide explanatory notes.

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Section 3: Gas Safety and Operating Plan Code (SaOP)

## 3.4 Design, recording and review

| | Reporting requirement | Response |
|---|---|---|
| 38 | Has the utility undertaken a Network Supply Performance Validation report for the reporting period. Give a description of activities undertaken and supply validation report. | Yes |
| 39 | Has the utility accurately recorded the location of all pipelines and connection service assets on a mapping data base ? | Yes |
| | If "No", provide an explanatory statement. | N/A |
| 40 | Was the accurately recorded asset information available to external parties (EG: Dial Before You Dig) on request ? | Yes |
| | If "No", provide an explanatory statement. | N/A |
| 41 | Has the utility undertaken a Long Term Capacity report for the reporting period. Give a description of activities undertaken and supply validation report. | Yes |

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## 3.5 Operation and monitoring

| | Reporting requirement | Response |
|---|---|---|
| 42 | Has the utility undertaken network surveillance activities during the current reporting period? | Yes |
| | If yes, were any incidents recorded (provide detail/s). | No |
| 43 | Have Network Surveillance improvement and/or risk reduction measures been implemented during this reporting period? | No |
| | If yes, provide details. | N/A |
| 44 | Have any new safety measures been inroduced to reduce the risk to the network and/or personnel during this reporting period? | Yes |
| | If yes, provide details. | Personalised GPS tracking for remote surveillance of right of ways. |
| 45 | Did the utility conduct Leakage Surveys on the network during this reporting period? | Yes |
| | If "Yes", provide report identifying number, leak severity class, location of leak(main or meter set) and number of consumers - per suburb. | |
| 46 | Were any reports or investigations generated into the condition of the Secondary Steel mains gas network (1050kPa) during this reporting period? | Yes |
| | If "Yes" – supply name, number or reference of report/s. | Northbourne Avenue - Secondary Main Review |
| 47 | Were any reports or investigations generated into the condition of the Primary Steel mains gas network (MAOP 6895kPa) during this reporting period? | Yes |
| | If "Yes" – supply name, number or reference of report/s. | Canberra Primary Main and Hoskinstown to Fyshwick pipeline 5 yearly SMS report |
| 48 | Were any reports or investigations generated into the condition of the Transmission Steel mains gas network (MAOP 14900kPa) during this reporting period? | Yes |
| | If "Yes" – supply name, number or reference of report/s. | Canberra Primary Main weld inspection and repair. |

| | | |
|---|---|---|
| 49 | How many potential testing activities for the purpose of identifying gas steel pipe coating defects were completed during the reporting period? | 0 |
| 50 | Were any DCVG surveys conducted on the steel gas pipeline network during the reporting period ? | No |
| | If "Yes" – supply name, number or reference of report/s. | N/A |
| 51 | How many pipe coating integrity excavations were conducted on the steel mains during this reporting period? | 1 (Canberra Primary Main weld inspection and repair) |
| | Please provide reports where applicable | |
| 52 | Did the utility change any "Operation and monitoring" policies during the reporting period. | No |
| | Please provide policy change (pre & post), detailed risk assessment/s and the implecation to assets under management. | N/A |

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Section 3: Gas Safety and Operating Plan Code (SaOP)

## 3.6 Maintenance and repair

| | Reporting requirement | Response | | | |
|---|---|---|---|---|---|
| | | Priority 0 | Priority 1 | Priority 2 | Priority 3 |
| 53 | How many gas leaks were reported by the general public or third parties on the gas pipeline network ? | 0 | 172 | 1231 | 2 |
| 54 | How many gas leaks were repaired as a result of the above. | 0 | 172 | 1231 | 2 |
| 55 | How many gas leaks were reported on domestic gas meter sets located external of buildings ? | 0 | 133 | 1083 | 1 |
| 56 | How many gas leaks were repaired as a result of the above. | 0 | 133 | 1083 | 1 |
| 57 | How many gas leaks were reported on domestic gas meter sets located internal of buildings ? | 0 | 1 | 6 | 0 |
| 58 | How many gas leaks were repaired as a result of the above. | 0 | 1 | 6 | 0 |
| 59 | How many gas leaks were reported on Commercial / Industrial gas meter sets located internal of buildings ? | 0 | 1 | 3 | 0 |
| 60 | How many gas leaks were repaired as a result of the above. | 0 | 1 | 3 | 0 |
| 61 | How many gas leaks were reported on Commercial / Industrial gas meter sets located external of buildings ? | 0 | 7 | 35 | 0 |
| 62 | How many gas leaks were repaired as a result of the above. | 0 | 7 | 35 | 0 |
| 63 | Of the total gas leaks repaired on the gas mains network, identify the general causes of these leaks and corrective measures or plans being implemented to ensure gas network integrity and public safety. | Causes include: third party damage, leakage where pipes have been joined, applicable to "plastic systems<br>The threats from gas leaks are managed through a number of controls including: the design of the network, installing mains below ground, Dial Before You Dig (DBYD), stakeholder management where colleagues meet with third parties to reinforce the need to use DBYD. Gas is odorised at a level which is detectable (by the sense of smell) well below the lower explosive level of a gas in air | | | |
| 64 | Of the total gas leaks repaired on domestic meter sets, identify the general causes of these leaks and corrective measures or plans being implemented to ensure gas network integrity and public safety. | The general design, construction and installation of meter sets is performed to prevent gas leaks. External meter sets include a regulator which is designed to vent gas under specific conditions. Jemena does receive reports from customer of gas leaks. On investigation the leaks are typically venting of very small amounts of gas from the regulator. Due to the cost, it is more efficient to replace the regulator rather than adjust the venting mechanism within the regulator. Internal meter sets with venting regulators (there would only be a few of these) are fitted with vent pipes. This | | | |
| 65 | Of the total gas leaks repaired on Commercial / Industrial gas meter sets, identify the general causes of these leaks and corrective measures or plans being implemented to ensure gas network integrity and public safety. | The general design, construction and installation of meter sets is performed to prevent gas leaks. External meter sets include a regulator which is designed to vent gas under specific conditions. Jemena does receive reports from customer of gas leaks. On investigation the leaks are typically venting of very small amounts of gas from the regulator. Depending on the model of meter set it may be more efficient to replace a regulator rather than adjust the venting mechanism. Internal meter sets with venting regulators are fitted with vent pipes. Actions & additional controls include | | | |
| 66 | Did the utility change any "Maintenance and repair" policies during the reporting period. | No | | | |

| | | | |
|---|---|---|---|
| | | Please provide policy change (pre & post), detailed risk assessment/s and the implecation to assets under management. | N/A |

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Section 4: Gas Service and Installation Rules Code

## 4.0 Compliance summary

| | Reporting requirement | Response | | |
|---|---|---|---|---|
| | | Comments | Domestic Meter Sets | Business Meter Sets |
| 1 | Total number of gas meters sets in service | Nil | 135,112 | 6,359 |
| 2 | Total number of gas meter set installations completed this reporting period | Nil | 8837 | 358 |
| 3 | a) Total number of gas meter sets audited/inspected at installation or completion stage for this reporting period | Nil | 355 | 358 |
| | b) Total number of gas meter sets found to be non-compliant at installation or completion stage for this reporting period. | Nil | 0 | 0 |
| 4 | Total number of known gas meter installations currently in service that do not meet compliant standards or codes. | Nil | 2 | 2 |
| 5 | Has the utility conducted a Risk Assessment to evaluate risk controls for each of the above site/s by an independant party . | Nil | Yes | Yes |
| | If "Yes", provide independent party details | | | |
| 6 | Has the gas utility been in compliance with the "*Gas Service and Installation Rules Code – 2013*" within this reporting period. | | | Yes |
| | If "No", provide an explanatory statement. | | | |

## 5.0 Compliance Summary

| | Reporting requirement | Response |
|---|---|---|
| 1 | Did the utility have procedures for preparedness, response and recovery of emergency events during the current reporting period? | Yes |
| | If "No", provide an explanatory statement. | N/A |
| 2 | Did the utility maintain these emergency management procedures during the current reporting period? | Yes |
| | If "No", provide an explanatory statement. | N/A |
| 3 | Did the utility have an approved emergency management plan during the current reporting period? | Yes |
| | If "No", provide an explanatory statement. | N/A |
| 4 | Did the utility provide a "list of positions and contact details for key personnel" to the Technical Regulator during the reporting period ? | Yes |
| | If "No", provide an explanatory statement. | N/A |

| | | |
|---|---|---|
| 5 | Did the utility provide emergency event training to employees and officers during the reporting period ? | Yes |
| | If "Yes", provide details of training venue, date/s and participants. | 6th & 12th December 2016, EMT, North Sydney Jemena Office 99 Walker Street. D. Hughes, P. Colvin, G. Christodoulou, N. Holmes, G. Thomas, M. Jones, B. Whittaker, L, Welsh, O. Romero, EJ. Bowden, M. Dragar, M. Cvetkavska, C. Cool, D. Ryan, M. Pintabona, N. Graham, T. Martin. |
| 6 | Did the utility test and revise the emergency plan during the reporting period ? | Yes (revised) No (test) |
| | If "Yes", provide details of venues, date/s and participants. | Jemena Office in Vic, January 2017 T. Martin and N. Graham. |
| | If "No", provide an explanatory statement. | There were no emergency excercised conducted during 2016/17. |
| 8 | Did the utility give 20 days notice to the Technical Regulator prior to testing and review of the emergency plan during the reporting period. | No |
| | If "No", provide an explanatory statement. | N/A |
| 9 | Did the utility record any emergency events during the reporting period. | No |
| | If "Yes" – supply name, number or reference of report/s. | N/A |
| 10 | Did the utility keep compliant records as required by the code during the reporting period ? | Yes |
| | If "Yes" – supply location where the records are kept. | Aspire (software system) |
| 11 | Has the gas utility been in compliance with the "*Emergency Planning Code – 2011*" within this reporting period. | Yes |

| | |
|---|---|
| If "No", provide an explanatory statement. | N/A |

# 6.0 Customer Liaison

| Reporting requirement | | | Response |
|---|---|---|---|
| 1 | Customer contact | What is AAD's customer engagement strategy (other than billing or formal notices) for consulting with each group of customers? The groups are | AAD's customer engagement strategy is detailed in the Gas Branch Plan. The key objective is to "implement long term customer plan to deliver improved customer services".<br>There are a few key channels where AAD engaged with customers: |
| | | 1. Residential (single unit, apartments townhouses); | As detailed above. |
| | | 2. commercial (high gas users - high rise offices, businesses, cafes, restaurants etc); | As detailed above. |
| | | 3. Industrial (high gas users – manufacturing, large complexes etc) | As detailed above. |
| | | Please provide details of customer engagement strategy with each group. | Same strategy applies to all the groups. |
| 2 | Customer engagement issues | What are the specific issues (other than billing and formal notices) on which AAD engages with its customers? | Role of gas in ACT Net Zero Emissions, energy prices, marketing programs and various green gas initiatives in ACT |
| 3 | Customer engagement frequency | What is the frequency of customer engagement for each group of customers for specific issues? | As detailed above. |

| | | | |
|---|---|---|---|
| 4 | Customer engagement estimation | Please provide an estimation of customers who are contacted and engaged on specific issues? | As detailed above. |
| 5 | Customer engagement into business plan | Does AAD's Business Plan reflect AAD's engagement with customers to understand their priorities, needs and requirements? | Yes, detailed 2018 Gas Branch Plan |
| 6 | Customer engagement outcome | Please provide a short summary of the outcome of the customer engagement program for 2016/17 | ECRC survey conducted in August identified a number of target areas for improvement |
| 7 | Customer satisfaction | How does ActewAGL assess customer satisfaction ? | Feedback currently via ECRC survey, conducted annually. AAD is also looking at implementing customer satisfaction benchmarking in 2018/19. AAD is currently in discussion with CSBA, a leading customer specialists consultant, planning the benchmarking process. |