

Attachment 5.1

Draft Engagement Plan

January 2025

PUBLIC



**Dampier Bunbury
Pipeline**



**Dampier Bunbury
Pipeline**

Part of Australian Gas Infrastructure Group

Developing our future plans for the Dampier Bunbury Natural Gas Pipeline

1 January 2026 - 31 December 2030

**Draft Engagement Plan
for Consultation**
June 2023



Contents

Message from the CEO	02
About AGIG	03
Our Vision and Values	04
Our Role in the Gas Industry	06
Our Low Carbon Vision	08
Our Role in Western Australia	09
About the DBNGP	10
Our Commitment to Stakeholder Engagement	11
Our Stakeholders	13
Our Future Plans 2026 - 2030	14
Engagement Activities	15
Our Engagement Approach	16
Our Timeline	18
How We Will Measure Success	20
Consultation Questions	21



We are Australian Gas Infrastructure Group.

We provide natural gas transportation and other pipeline services for customers in Western Australia via the Dampier to Bunbury Natural Gas Pipeline (DBNGP).

Acknowledgement of Country

AGIG acknowledges the Traditional Custodians of the lands upon which we live, work and operate, and pay our respects to Elders past, present and emerging.

We recognise Aboriginal and Torres Strait Islander people's historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.

Our services play a critical role in the Western Australian economy. Through the DBNGP we transport gas directly to mining, industrial, commercial and power generation customers. We also transport gas to distribution networks in Perth and other towns to provide energy to homes and businesses.

We understand that the safety, reliability and security of the pipeline are important for our customers, and to support economic prosperity in Western Australia.

With this in mind, our future plans will be developed by ensuring we listen, understand and respond in the long term interests of our customers and stakeholders.



Message from the CEO



We are proud to own and safely operate the DBNGP, which is a key piece of energy infrastructure that delivers natural gas to many significant customers across the state.

It is our vision to be the leading gas infrastructure business in Australia, which includes delivering for our customers, being sustainably cost efficient and by being a good employer.

We have delivered strong performance to the Western Australian community over many years. Our track record of 100% reliability of the DBNGP demonstrates our ongoing commitment to deliver for our customers. Critical to our operations is zero harm to the public and our employees, and our safety performance continues to be of a very high standard.

We are currently planning our future investment priorities and services for the pipeline to 2030. We do this through a process under the *National Gas Access (Western Australia) Act 2009*, which is administered by the Economic Regulation Authority (ERA). On 1 January 2025 we will submit our plans to the ERA in the form of an Access Arrangement (AA) for the period 2026 to 2030.

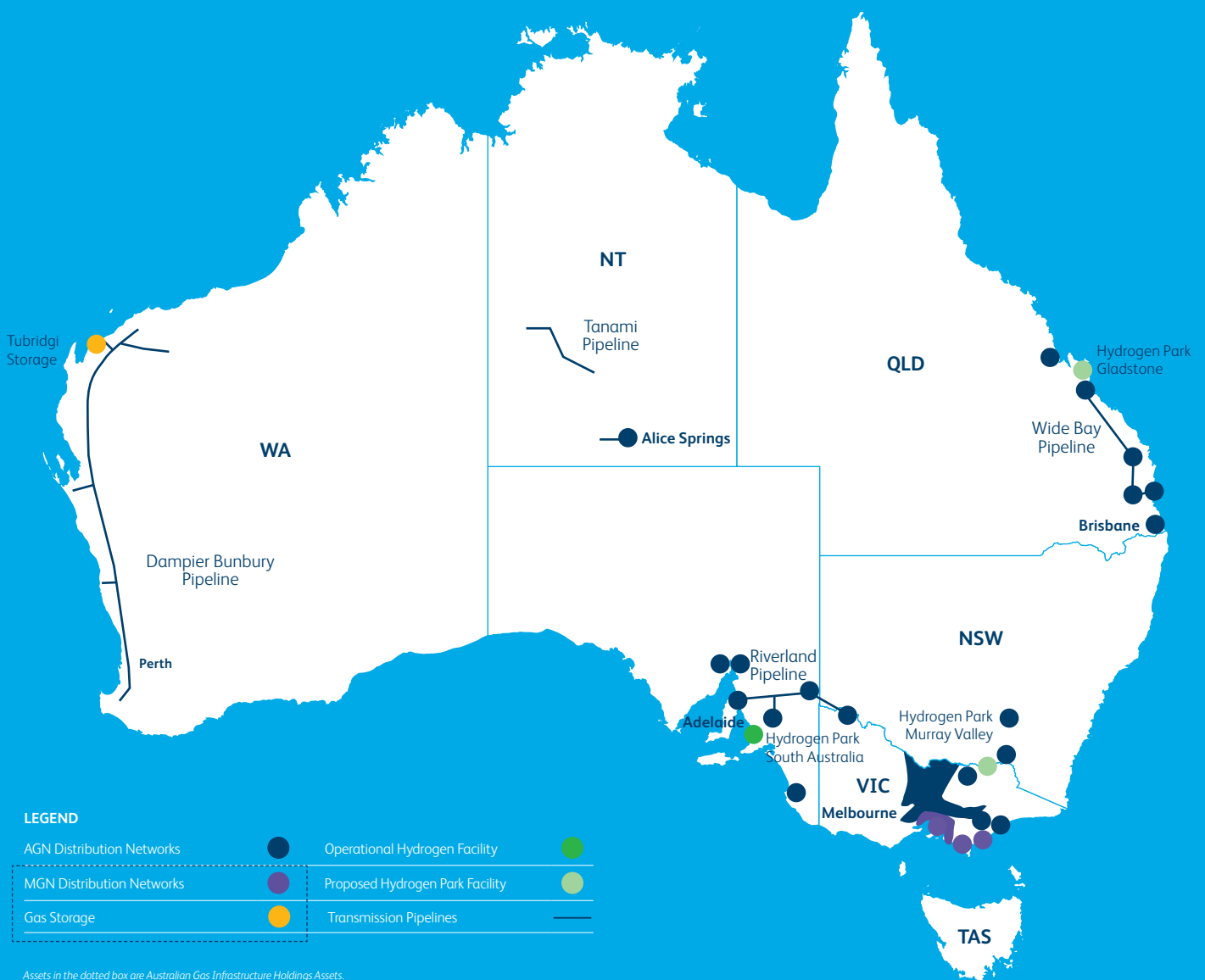
Our objectives are to develop a plan that delivers for current and future customers, is underpinned by effective stakeholder engagement, and is capable of being accepted by our customers and stakeholders.

As a business, we are taking active steps to deliver infrastructure solutions to enable our customers to transition towards net zero. This includes how we reduce carbon emissions from our operations to the future role of the pipeline out to 2050.

We are committed to best practice stakeholder engagement as part of our planning process. This document outlines how we propose to engage with our customers and stakeholders. We are now seeking your feedback and input into our approach.

Craig de Laine
Chief Executive Officer

About Australian Gas Infrastructure Group



South Australia

- 474,627 customers
- 30,195TJ delivered in 2022
- Distribution 8,348km
- Transmission 480km

Victoria

- 1,456,139 customers
- 110,199TJ delivered in 2022
- Distribution 22,110km
- Transmission 501km

New South Wales

- 62,991 customers
- 5,634TJ delivered in 2022
- Distribution 2,119km
- Transmission 84km

Queensland

- 110,128 customers
- 6,011TJ delivered in 2022
- Distribution 3,234km
- Transmission 314km

Northern Territory

- 1,166 customers
- 3.301TJ delivered in 2022
- Distribution 39km
- Transmission 601km

Western Australia

- 55 shippers
- Transmission 2,337km
- 60PJ gas storage

“Understanding and meeting the needs of our customers and stakeholders will ensure we develop future plans which deliver sustainable growth to Western Australians and the economy more broadly.”

Craig de Laine, CEO

Vision

To be the leading gas infrastructure business in Australia. We achieve top quartile performance on our targets.



Delivering for Customers

Public safety

Reliability

Customer service



A Good Employer

Health and safety

Employee engagement

Skills development



Sustainably Cost Efficient

Working within industry benchmarks

Delivering profitable growth

Environmentally and socially responsible



Our Values

Drive our culture:
how we behave and
how we make decisions.



Trust

We act with integrity, we do the right thing, we are safe guardians of essential Australian infrastructure. We act in a safe and professional manner.



Respect

We treat our customers and our colleagues the way we would want to be treated, and we embrace and respect diversity.



Perform

We are accountable to our customers and stakeholders, we are transparent on our performance and we deliver results. We continuously improve by bringing fresh idea and constructive challenge.



One team

We communicate well and support each other, and we are united behind our shared vision.

Our Role in the Gas Industry

We deliver for customers across the gas supply chain serving the needs of producers, major energy users, and residential and business users.

AGIG's Services

The DGNNGP is a transmission pipeline, delivering natural gas from production facilities to customers throughout Western Australia.

AGIG Services



Gas Supply Chain

The process in which gas is produced and used; from the field to users.

Production and processing
Onshore and offshore gas fields are drilled to access gas reserves and gas is processed to specification.

Our **transmission pipelines** deliver gas from processing facilities across Australia to the end users where it is used for power generation, mineral processing, manufacturing and distribution networks.

Our pipeline facilities also include odourisation plants which give natural gas its distinctive smell. At times we use compressors to assist gas flow through the pipeline.

Transmission
Transmission pipelines are large high-pressure pipelines which carry gas from the gas fields/ processing plants to key markets (large users and distribution networks). At the end of transmission pipelines pressure is reduced before it enters the distribution network.

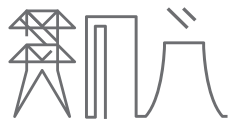
Our Tubridgi **gas storage** facility provides gas producers and gas users with the ability to insure against outages and boost energy security.



Storage
Gas storage facilities are used to manage fluctuations in gas demand.

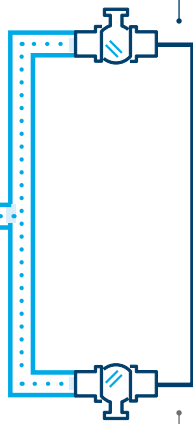


Our **power generation facilities** provide power at our sites in some of the most remote regions in Australia.



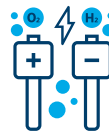
Large users and power generation
Most large gas users such as industrial facilities and power generators connect directly to transmission pipelines to source gas for their operations.

Our **distribution networks** deliver gas directly to homes and business customers, providing essential energy for hot water, heating and cooking for over two million customers.



Distribution
Gas from transmission pipelines is distributed via a network of lower pressure pipelines in towns and cities to customer sites.

Our **renewable gas facility** Hydrogen Park South Australia produces renewable gas for supply to over 4,000 customers.



Renewable gas
The gas sector's vision for the future includes supplying renewable/carbon-neutral gas to customers. Biomethane and renewable hydrogen facilities are under development across the country.

We maintain and read over **2 million gas meters** in homes and businesses across Australia.



Retail
Residential, business and industrial customers buy gas from retailers. Retailers contract with gas producers, gas transmission pipelines and gas distribution networks to enable supply to customers. Retailers bill customers for providing these services.

Our Low Carbon Vision

Gas is essential to our economy and modern lifestyles, providing nearly a quarter of Australia's total energy supply.

Renewable and carbon neutral gases will help our customers and Australia achieve sustainability goals, whilst retaining access to the benefits of natural gas - reliable and affordable energy.

For our midstream and transmission assets, including the DBNGP, we will continue to deliver for our customers. This means providing the infrastructure solutions required for their businesses, including by working with them to transition to natural gas and through renewable gas solutions, such as blended and pure renewable gas products.

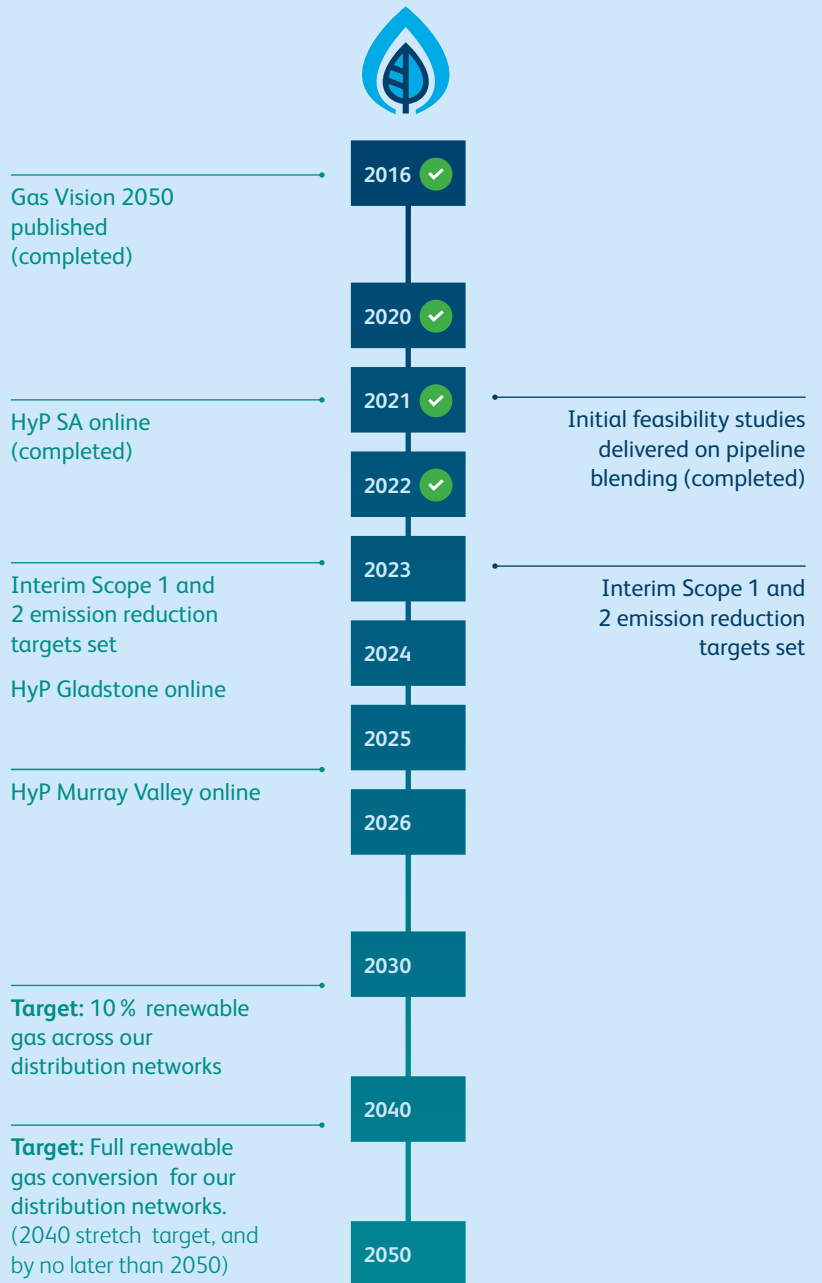
To achieve this, we are partnering with governments and industry to deliver renewable hydrogen and biomethane projects across the country and across the value chain.

Distribution Assets

Stretch target: Distribution networks transitioning to renewable gas by 2040

Transmission and Midstream Assets

We will continue developing infrastructure solutions for our customers, targeting net zero by 2050



NET ZERO



✓ Completed

Our Role in Western Australia

Natural gas contributes up to 50% of Western Australia’s primary energy usage and gas fuelling approximately 50% of the state’s electricity generation.

The DBNGP is Western Australia’s most critical piece of domestic energy infrastructure and is the backbone of the state’s economy.

Our customers, also known as shippers, receive gas transportation and other services from us. It is our job to transport large quantities of gas safely and reliably, every day.

One of the largest capacity natural gas pipelines in Australia, the pipeline carries gas from production facilities to customers throughout the state. The pipeline stretches almost 1,600km, linking the gas fields located in the state’s north west directly to mining, industrial, and commercial customers, and ultimately via distribution networks (not owned by AGIG) to residential customers in Perth. Starting near the township of Dampier, the pipeline runs parallel to the coast of Western Australia and finishes near Bunbury.

The Dampier to Bunbury Natural Gas Pipeline



LEGEND

- | | |
|---|--|
| — DBNGP | — Other Pipelines (not owned by AGIG) |
| ⋯ Laterals | ● Gas Fields |
| ■ Towns & Cities | ● Storage |
| ● Compressor Stations | — Other Pipelines (owned by AGIG) |



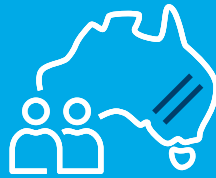
About the DBNGP



1,539km

Main pipeline length

DBNGP is the longest natural gas pipeline in Australia.



The mainline, loop and lateral pipes are all buried under ground.

26 IN.

Diameter of mainline pipe

1 TJ. GAS

Can supply the average home for about 50 years

85%

Of pipeline looped



The pipeline is monitored

24 hours a day, 7 days a week, 365 days a year

The pipeline consists of **10 compressor station sites with 20 operational turbines**

Initial Pipeline capacity

360 TJ/DAY

Current Pipeline capacity

845 TJ/DAY

Operating since

1984

147,260

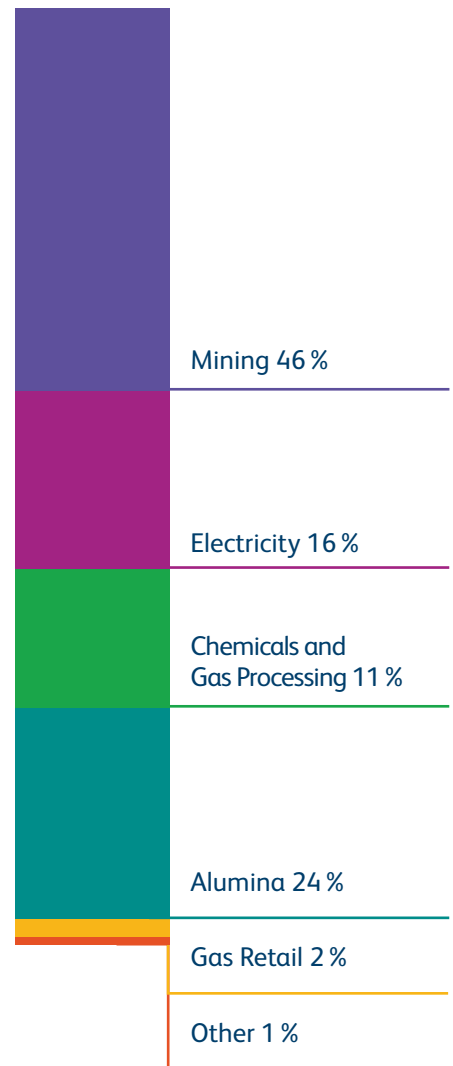
Hours of planned maintenance for 2022

Third biggest day on record at

799 TJ

of gas on 5 August 2022

Industries receiving gas via the pipeline in 2022



Our Commitment to Stakeholder Engagement

Genuine and committed



We listen and respond to the needs of our stakeholders, driving a culture of delivering value for our customers.

- Engagement is led from the top
- Stakeholder engagement is embedded in our business planning
- We are always looking for ways to improve

Clear, accurate and timely communication



We provide information that is clear, accurate, relevant and timely.

- Online and print fact sheets
- Briefings and information forums
- Publication of draft plans

Accessible and inclusive



We involve stakeholders on an ongoing basis in a meaningful way, to ensure that our plans deliver for our customers.

- Stakeholder meetings
- Shipper roundtables
- Online engagement

Transparent



We clearly identify and explain the role of stakeholders in the engagement process, and consult with stakeholders on information and feedback processes.

- Publication and consultation of our proposed stakeholder engagement approach
- Online public reporting
- We publish and consult on our reports
- We report how we used stakeholder insights to inform plans

Measurable



We measure the success, or otherwise, of our engagement activities.

- Seek stakeholder feedback at all key stages of our engagement
- Report on feedback
- Identify ways we can improve our approach

We are committed to actively engaging with stakeholders to shape our future plans.

We have adopted a series of engagement principles to guide how we intend to engage with our customers and stakeholders.

01

Consultation Question

Are these principles appropriate to develop plans that deliver for our stakeholders and customers?

Given the important role the DBNGP plays in Western Australia, there are a number of stakeholders who have a vested interest in, or are impacted by our transmission business.

We have identified key groups which represent our customers, indirect customers and key stakeholders/businesses in the gas supply chain. Government departments and agencies are also identified as a key stakeholder group recognising that the DBNGP is a part of broader energy policy, land management, safety and environmental protection discussions.



Our Stakeholders



02

Consultation Question

Have we identified all relevant stakeholder groups?

03

Consultation Question

What are the most important aspects of our services?

04

Consultation Question

What issues should we be considering in our future planning for the DBNGP?

05

Consultation Question

What aspects of our future plans would you like to engage on?

Our Future Plans 2026 - 2030

As Western Australia continues to grow, we will continue to plan and operate the pipeline safely and reliably into the future.

It is our intention to use this planning process to develop a plan which

- Delivers for current and future customers;
- Is underpinned by effective stakeholder engagement; and
- Is capable of being accepted by our stakeholders.

There are a number of key topics we are interested in engaging on relating to the services we provide, as illustrated below.

Delivering for customers today Ensuring our services continue to meet the needs of our customers



Examples

- **Reliability** – We want to understand the importance and value of reliability, availability and capacity of the pipeline.
- **Products and Services** – We want to make sure the products and services we offer are responsive to the needs of our customers, and the changing dynamics of gas supply (e.g. supply from new reserves, specs of new supplies and blending of hydrogen).
- **Terms and Conditions** – We want to make sure the terms and conditions of our transportation services support efficient operation and utilisation of the pipeline.
- **Future Price Paths** – We want to understand customer preferences for price paths and price stability over the next five years and into the future.

Delivering for customers in the future Preparing for the future of gas in a low carbon economy



Examples

- **Future Planning** – Energy supply markets are evolving, and we want to discuss what the future looks like for our customers and our gas transportation services 10 to 30 years from now.
- **Innovation** – We are committed to innovation and want to understand what role our customers and stakeholders expect us to play in renewable energy technologies, meeting renewable energy targets and achieving decarbonisation of energy supply.
- **Renewables** – We want to understand the likely impacts of renewable technologies and decarbonisation on our customers and our pipeline.

Engagement Activities

We are proposing a range of options for engagement activities to support the development of our plans.

Stakeholder Meetings



We will meet with stakeholders throughout our engagement program to ensure we keep them informed and seek feedback.

Shipper Meetings



We will meet directly with shippers to understand their individual needs and expectations.

Shipper Roundtables



We will establish a Shipper Roundtable to guide the development of plans in Stages 1, 2 and 3.

The purpose of a Shipper Roundtable is to bring together representatives to be actively engaged in the development of our plan.

Online Engagement Portal - Gas Matters



We have developed an online engagement platform where stakeholders can access all of our engagement materials, reports and plans in one location.
gasmatters.agig.com.au

Surveys



We will use surveys when appropriate to encourage Shipper feedback.

06

Consultation Question

How would you like to participate in our process?

Our Engagement Approach

We are proposing to adopt a four stage approach to engage and involve stakeholders in our planning process.



Stage 1 Strategy and research

Jun - Sep 2023

Purpose

This is a research stage to better understand stakeholder needs and expectations, and consult on our proposed engagement approach.

Engagement Activities

- Publish and distribute our Draft Stakeholder Engagement Plan for Consultation
- Meet with key stakeholders
- Shipper 1+1 meetings
- Roundtable meeting(s)

Key Deliverables

Stage 1 Engagement Report and Draft Reference Service Proposal

A report which summarises feedback on our engagement strategy.

Publish Draft Reference Service Proposal setting out reference services to be provided over the next AA period.

Stage 2 Developing our Draft Plan

Oct 2023 - Mar 2024

Purpose

In this stage we will hold a series of roundtable meetings, consulting on key topics to guide the development of our Draft Plan.

Engagement Activities

- Roundtable meetings
- Meet with key stakeholders

Key Deliverables

Stage 2 Engagement Report and Final Reference Services Proposal

A summary report of stakeholder input into developing our Draft Plan.

Submit Final Reference Services Proposal to the ERA reflecting Shipper's feedback.

Stage 3 Consultation on our Draft Plan

Apr - Jun 2024

Purpose

This stage focuses on consultation on our Draft Plan.

Engagement Activities

- Publish and distribute Draft Plan (together with a stakeholder consultation guide)
- Roundtable meetings

Key Deliverables

Draft Plan

As part of our Draft Plan we will include a summary guide to assist our stakeholders to provide feedback on our Draft Plan.

Stage 4 Refinement and engagement

Jul - Dec 2024

Purpose

Consultation feedback from Stage 3 will be used to finalise our plan.

Engagement Activities

- Publish and distribute Draft Plan (together with a stakeholder consultation guide)
- Submit final plan to ERA

Key Deliverables

Final Stakeholder Engagement Report and submission of our Final Plan to ERA

A summary report of stakeholder engagement feedback and input across all stages of our engagement program.

Our Timeline

Our timeline of engagement activities is illustrated below. This timeline shows the periods for consultation and how we will report against our engagement activities.

KEY DELIVERABLES

JUN 2023

Publish Draft Stakeholder Engagement Plan

AUG 23

Publish Final Stakeholder Engagement strategy
Publish Stage 1 Stakeholder Engagement Report

SEP 23

Publish Draft Reference Service Proposal

1 JAN 24

Submit Final Reference Service Proposal

FEB 24

Publish Stage 2 Stakeholder Engagement Report

JUNE 24

Publish Draft Plan

AUG 24

Summary Stakeholder Engagement Report

1 JAN 25

Submit Final Plan

Stage

01

02

03

04

STAGES OF ENGAGEMENT

FEB – JUN 23

Planning

JUL – SEP 23

Stage 1 Stakeholder Engagement: Research

OCT 23 - MAR 24

Stage 2
Stakeholder Engagement: Developing Our Plan

APR - JUN 24

Stage 3
Stakeholder Engagement: Consultation on the Draft Plan

JUL - DEC 24

Stage 4
Stakeholder Engagement: Refinement and Ongoing Engagement





07

Consultation Question

Is our proposed approach open and transparent?

08

Consultation Question

Are there ways we could improve our proposed approach?

How We Will Measure Success

We are committed to best practice engagement and tracking our performance against our engagement principles.



Genuine and Committed

We will listen and respond to the needs of our stakeholders, driving a culture of delivering value for customers across the sector.

Measurement and Target

Executive leadership at 100% attendance at all engagement sessions

Shipper Roundtable members access to executive leadership



Transparent

We will clearly identify and explain the role of stakeholders in the engagement process. We will publish the results of all engagement activities.

Measurement and Target

100% public disclosure of all of our engagement activities.

Publish on Gas Matters: Engagement Plan, all presentation materials (across all activities), stakeholder insights, and KPI performance

Publish Draft Plan for stakeholder comment



Clear, Accurate and Timely Communication

We provide information that is clear, accurate, relevant and timely.

Measurement and Target

+80% agreement that information provided to stakeholders was clear, accurate and timely

Roundtable members +80% satisfaction with how meetings are managed (e.g., running to time, quality of materials)



Accessible and Inclusive

We will involve stakeholders on an ongoing basis in a meaningful way to ensure that our proposals deliver for customers. We will provide open opportunity and stakeholder involvement making a concerted effort to reach any stakeholder that wants to contribute.

Measurement and Target

80%+ of Roundtable members satisfied that the engagement process is accessible and inclusive



Integrated

We will be responsive by integrating customer and stakeholder feedback into all aspects of this work.

Measurement and Target

+80% agreement that stakeholders felt their feedback had been addressed



Measurable

We will measure the success, or otherwise of our engagement activities with the above measures and targets.

Consultation Questions

01	Are these principles appropriate to develop plans that deliver for our stakeholders and customers?	11
02	Have we identified all relevant stakeholder groups?	13
03	What are the most important aspects of our services?	14
04	What issues should we be considering in our future planning for the DBNGP?	14
05	What aspects of our future plans would you like to engage on?	14
06	How would you like to participate in our process?	15
07	Is our proposed approach open and transparent?	19
08	Are there ways we could improve our proposed approach?	19

We value your feedback

This Draft Engagement Plan is open for consultation until end of 28 July 2023. A series of consultation questions are included throughout the document to guide feedback.

Feedback can be provided via Gas Matters (gasmatters.agig.com.au) or via email to rachael.tamme@agig.com.au.

Feedback can also be provided verbally and we will transcribe your comments. Contact details are provided on the back cover.



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