

Attachment 5.2

Final Engagement Plan

January 2025

PUBLIC

Developing our future plans for the Dampier Bunbury Natural Gas Pipeline

1 January 2026 - 31 December 2030



Final Engagement Plan
August 2023



Contents

About AGIG	02
Our Low Carbon Vision	03
Our Vision and Values	04
Our Role in the Gas Industry	06
Executive Summary	08
Key Topics for Engagement	09
Stakeholder Feedback	10
Our Commitment to Stakeholder Engagement	12
Our Engagement Approach	13
Our Engagement Activities	14
Our Stakeholders	15
How We Will Measure Success	16
Our Timeline	17



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.

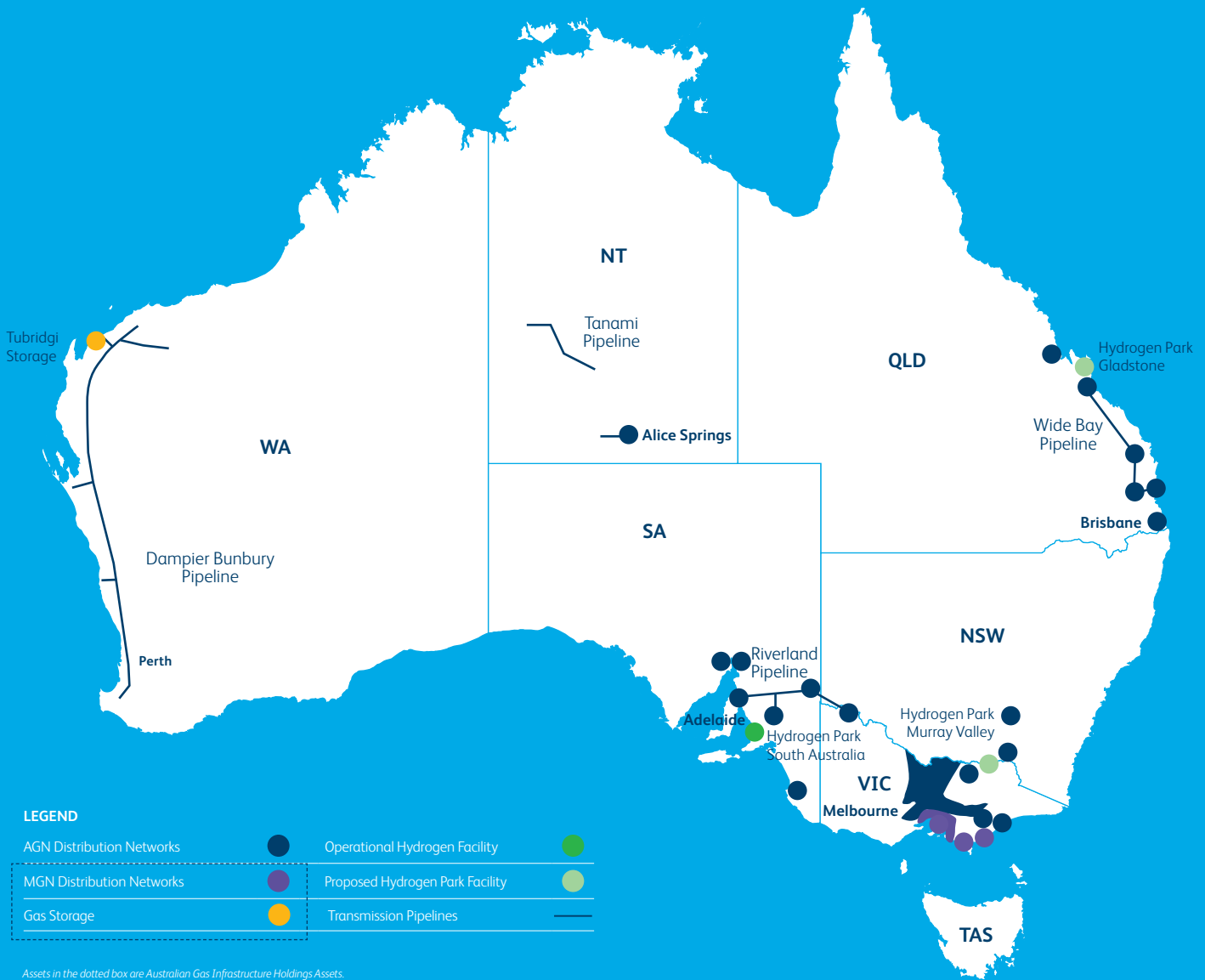
We recognise Aboriginal and Torres Strait Islander people's historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.

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.

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

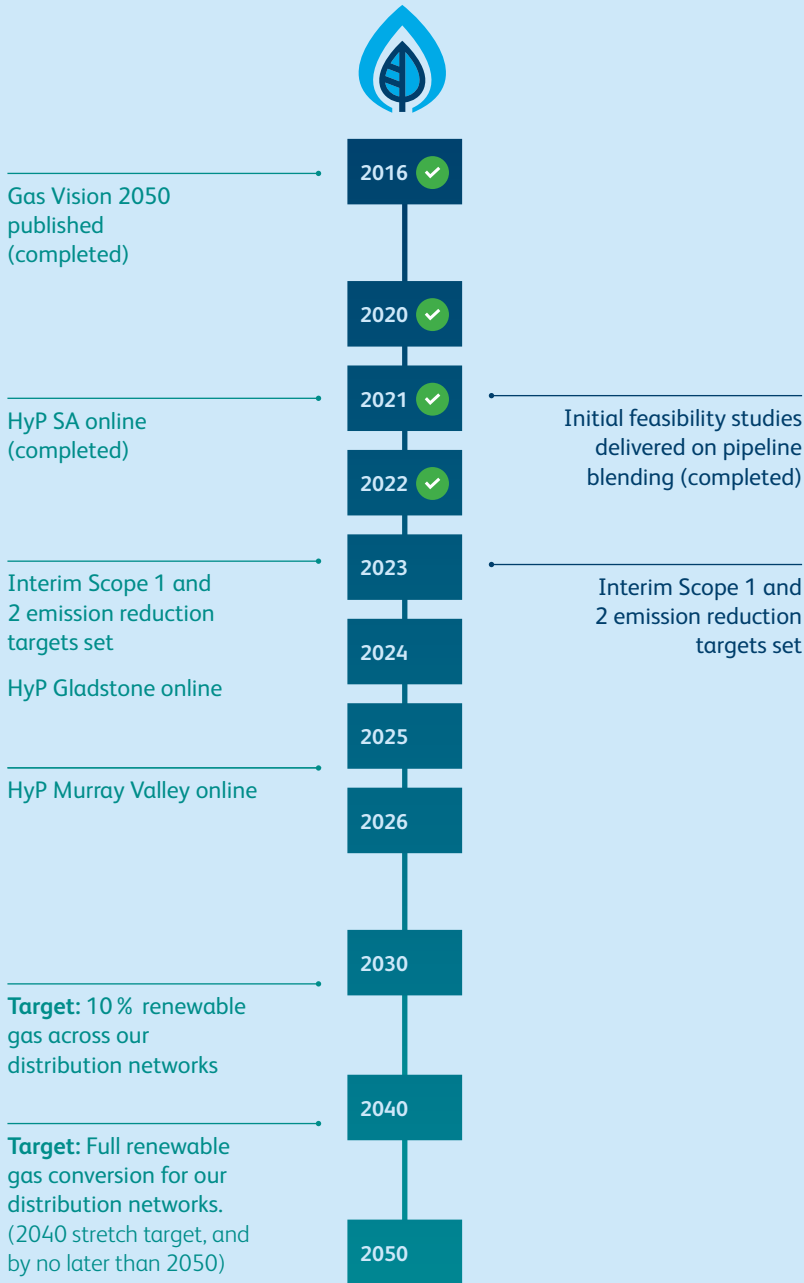
- 55 shippers
- Transmission 2,337km
- 60PJ gas storage

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 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.

“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.

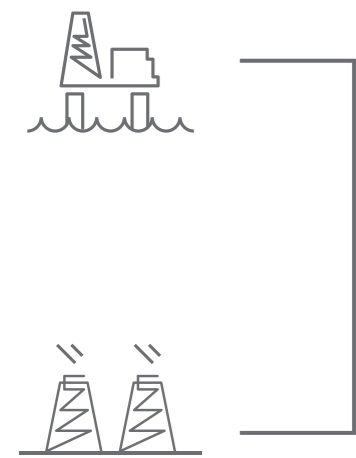
Our Role in the Gas Industry

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



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.



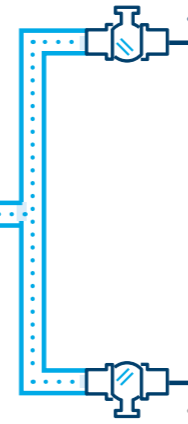
Storage
Gas storage facilities are used to manage fluctuations in gas demand.

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.



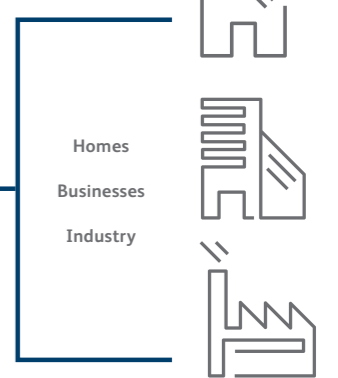
Distribution
Gas from transmission pipelines is distributed via a network of lower pressure pipelines in towns and cities to customer sites.

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.

Gas Supply Chain

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



100% Transmission Reliability

Executive Summary

Following extensive collaboration and consultation with stakeholders we have developed this engagement strategy to help shape our future plans for the DBNGP.

We have now commenced planning our future investment priorities and services for the DBNGP for the period 1 January 2026 through to 31 December 2030, and will submit our plans to the Economic Regulation Authority (ERA) by 1 January 2025. This Engagement Plan documents Stage 1 of our engagement process, summarising stakeholder feedback received and details on our engagement strategy moving forward through this process.

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

Stage 1 Engagement Activities

During July and August we undertook engagement activities to better understand our stakeholders' preferences for engagement, and to identify key issues of interest.

We distributed our Draft Engagement Plan 'Developing our future plans for the Dampier Bunbury Natural Gas Pipeline' with stakeholders inviting them to provide their feedback through one-on-one meetings and written submission including our proposed approach and activities.

Stakeholder feedback is summarised within this report.

Stakeholder Feedback

Our proposed engagement approach was well received by our stakeholders, with importance on early and transparent engagement being paramount. Stakeholders told us that they value our ongoing engagement activities with a mix of shipper roundtable and one-on-one meetings.

We asked our stakeholders for feedback on the most important aspects of our service and key issues we should be considering in the future planning for our pipeline. Our stakeholders place value on decarbonisation, including our future plans for the DBNGP, and the impact of renewables on gas flows. Innovation plans that meet the changing environment are important for our stakeholders, as well as reliability and safety of the pipeline.

Price is a key topic identified for discussion, including price certainty and tariffs.

Our Engagement Plan

Based on feedback from our stakeholders we will form a Shipper Roundtable, meeting to collectively discuss regulatory issues, as well as offer one-on-one meetings with shippers as required.

Our engagement activities will be supported by ongoing updates throughout the process, with all engagement information, plans and reports available on our online platform, Gas Matters, to provide transparency and accessibility.

Key Topics for Engagement

Key topics identified by stakeholders for engagement include:

Reliability

Price and services

Decarbonisation

- DBNGP's decarbonisation journey
- Safeguard Mechanism

Demand

- Changing demand profile on the pipeline

Future of gas

- Government policy impacts - federal and state
- Future energy scenarios
- Shipper transition/impacts of renewable gas blending
- Long term planning (beyond five-year plan)
- Accelerated depreciation

Regulatory building blocks

- Pipeline services
- Setting our capital base
- Capital expenditure
- Depreciation
- Operational expenditure
- Demand forecasting



26

Shippers,
Producers
and Gas
Trading Agents
engaged with

We followed up with
dedicated one-on-one
shipper meetings with:

AGL

Alinta Energy

BHP

CITIC Pacific Mining

Fortescue Metals Group

Gas Trading Australia

Mitsui & Co

NewGen Power Kwinana

Rio Tinto

South 32

Synergy

Wesfarmers

Stakeholder Feedback

A summary of feedback received and how it has been incorporated into our engagement approach is below.

Our Commitment to Stakeholder Engagement

Stakeholders appreciate the opportunity to provide feedback on our proposed engagement process, and to participate in future stakeholder consultation as planning develops.

Stakeholders value our transparent, inclusive and collaborative approach to stakeholder engagement.

Stakeholders note early and transparent consultation is important to support our 'no surprises' approach and assist with our future planning, particularly as we transition towards a low carbon future.

How we are responding

We have confirmed our commitment to our engagement principles and our 'no surprises' approach.

Our Stakeholders

Stakeholders are comfortable with the stakeholder representatives we identified.

Some stakeholders do not wish to be directly involved in our engagement program.

How we are responding

We will focus our engagement program and engage with stakeholders directly connected to the DBNGP (and their representatives) through both Shipper Roundtable meetings and one-on-one engagement where required.

Our Future Plans 2026 - 2030

Stakeholders place a strong focus on decarbonisation, including future plans for the DBNGP, hydrogen and carbon capture and storage, and the impact of renewables on gas flows, pipeline operations, location of supply and/or demand centres, capacity, implications of policy changes.

Stakeholders continue to place a high value on the reliability and safety of the DBNGP.

Reliability and price are two important considerations for stakeholders. Price and price certainty, with fair and reasonable tariffs that meet industry and customer expectations are also important.

Innovation plans for the DBNGP to meet the changing environment and stakeholders' needs is a key area of focus.

Some stakeholders would like us to consider a flexible approach in the development of our future plans acknowledging the dynamic nature of the energy industry.

Re-validating WOOPS, future use of infrastructure, with gas being a transition fuel, potential use of renewable electricity generation for compressor stations and potential re-purposing of the pipeline to carry hydrogen are also important issues for future planning for the DBNGP.

Consideration of stakeholders' future needs being modelled where possible and balanced with current costs is identified by some stakeholders.

Some stakeholders would like the inclusion of their future needs in the overarching objective when planning for reliability, products and services, terms and conditions, and future price paths.

How we are responding

We will explore these key insights with our stakeholders as we develop our Draft and Final Plans.

Our Engagement Activities

Stakeholders support the establishment of a Shipper Roundtable, noting it provides a transparent forum allowing time to discuss and understand issues from a regulatory process, but noting conversation can be limited due to commercial sensitivities for individual shippers.

Stakeholders welcome regular contact and transparency less Shipper Roundtable meetings but with less frequent than previous AA period. Shipper Roundtables should allow for deep dive sessions throughout the process.

Stakeholders prefer to maintain one-on-one meetings to engage in matters from a commercial perspective.

Stakeholders are generally supportive of the ERA being present at Roundtable meetings in the capacity of an observer, with some adding it should assist early awareness of key issues.

Some stakeholders are comfortable with our current engagement process and did not feel the need to take part in the Shipper Roundtable or one-on-one engagement.

How we are responding

- **We will engage with stakeholders with less frequent Shipper Roundtable meetings compared to the previous AA period.**
- **We will continue to engage with individual shippers on commercial aspects and deep dive sessions as required.**
- **We will provide regulatory stakeholder engagement updates throughout the process.**

Our Engagement Approach

Stakeholders support our proposed approach and are comfortable our engagement principles are appropriate to develop plans that deliver for our stakeholders, enabling us to incorporate best practice stakeholder engagement into our future planning process for the DBNGP.

Stakeholders prefer early engagement to provide suitable time to consider more complex issues. Early engagement is important to consider more complex issues.

Stakeholders feel that our proposed approach is transparent and inclusive, providing a good level of interaction.

How we are responding

We have confirmed our four stage approach to develop our Final Plan.

Key Issues

Decarbonisation

- DBNGP's decarbonisation journey reduce, particularly in response to the safeguard mechanism
- What does this mean and consequential capex requirements

Demand

- Changing demand profile on the DBNGP due to increases in renewable electricity
- Ensuring the DBNGP can still deliver firm capacity to shippers despite the growing peakiness of the demand profile and the potential impacts on operations of the pipeline
- Making clear the available capacity on the pipeline

Future planning scenarios and discussion of the need for further accelerated depreciation

How to respond when a producer supplies off-spec gas

Expenditure to meet stay in business requirements as well as potential additional expenditure to accommodate emissions reductions and demand on the DBNGP

How we are responding

We will explore these key insights with our customers as we develop our Draft and Final Plans.



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 stakeholders.

Our Commitment to Stakeholder Engagement

We tested these principles, and our stakeholders support our 'no surprises' approach to developing future plans, in particular transparency and timely communication.



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

Our Engagement Approach

We will adopt a four stage approach to engage and include stakeholders in our planning process. We will undertake targeted key engagement activities to support meaningful and effective engagement.

Across all stakeholder groups our proposed approaches to stakeholder engagement and our proposed timeline were well received.

This approach to stakeholder engagement will guide the development of our plans.



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 - May 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 Final Reference Services Proposal

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

Submit Final Reference Services Proposal to the ERA reflecting stakeholder feedback.

Stage 3 Consultation on our Draft Plan

Jun - Aug 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 for Consultation

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

Sep - 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 Engagement Activities

We will engage with our stakeholders using fit for purpose engagement activities, designed to meet their needs and preferences.

We received feedback from stakeholders about our proposed engagement approach and how they would like to be involved in the engagement program, with strong support for Shipper Roundtables meetings and one-on-one shipper meetings.

Activity	Description	Stakeholder Groups
Stakeholder Meetings 	<p>We will meet with stakeholders on an ongoing basis throughout our engagement process to keep them informed, and to ensure we understand their needs and expectations.</p>	All
Shipper Meetings 	<p>We will meet directly with shippers to understand their individual needs and expectations.</p> <p>Upon release of our Draft Plan for consultation we will offer one-on-one meetings with shippers to encourage consultation on our plans.</p>	Shippers
Shipper Roundtables 	<p>We will develop a Shipper Roundtable to help us guide and deliver our plans.</p> <p>All shippers will be given the opportunity to attend and participate in meetings.</p> <p>The Shipper Roundtable will consider and advise on key issues to ensure plans are developed in the long-term interests of stakeholders</p> <p>The Shipper Roundtable will be facilitated by an independent third party</p>	Shippers, ERA (observer)
Online Engagement Portal – Gas Matters 	<p>We will keep all stakeholders informed throughout the process with all engagement materials, reports and plans being made available on our online engagement portal, Gas Matters. gasmatters.agig.com.au</p>	All
Surveys 	<p>We will use surveys where appropriate throughout the process to encourage shipper feedback.</p>	Shippers

Our Stakeholders

We have identified key stakeholders with a vested interest in, or who are impacted by our business. We tested our assumptions by seeking feedback to ensure we have captured all relevant stakeholders.

Our key stakeholder groups represent our customers, indirect customers and other businesses in the gas supply chain. Government departments and agencies are also identified as a key stakeholder group recognising the role of the DBNGP in the broader energy policy and land management considerations.



How We Will Measure Success

We are committed to best practice engagement and we will track 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 consultation



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 stakeholders 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.

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 for consultation

AUG 23

Publish Final Engagement Plan

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 - MAY 24

Stage 2 Stakeholder Engagement: Developing Our Plan

JUN - AUG 24

Stage 3 Stakeholder Engagement: Consultation on the Draft Plan

SEP - DEC 24

Stage 4 Stakeholder Engagement: Refinement and Ongoing Engagement



General Enquiries

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