



ATTACHMENT 4.4 STAKEHOLDER FEEDBACK ON ATCO'S 2020-24 DRAFT PLAN

ATCO 2020-24 PLAN

EIM #

PUBLIC

31 August 2018



ATCO

ATCO - Have Your Say

From: [REDACTED]
Sent: Thursday, 3 May 2018 7:45 PM
To: ATCO - Have Your Say
Subject: Floating feedback form from yourgas.com.au website

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Feedback, Red Category

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First Name

[REDACTED]

Last Name

[REDACTED]

Phone

[REDACTED]

Email

[REDACTED]

Feedback

A very achievable plan for the 2020-2024 period without the cost blow-outs often seen with forward planning. These are true and honest goals for the future. Atco should be congratulated for using their vision to include the extensive list of "stakeholders/businesses who will grow the demand for gas and thus the need for network extensions. I personally enjoyed the discussion groups I attended and found them interesting and very informative.

Form Submitted From

2020-2024 Draft Plan <http://yourgas.com.au/energy-future/2020-2024-draft-plan/>

ATCO - Have Your Say

From: [REDACTED]
Sent: Sunday, 6 May 2018 10:56 PM
To: ATCO - Have Your Say
Subject: Draft plan feedback - [REDACTED]

Categories: Feedback, Red Category

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Hi , I attended the 2 sessions at Painted Dog research in Oxford St Leederville. I have to say I was very impressed with the way the President Pat and the senior engineer took the trouble to be present and took so much time to evaluate our opinion. It became clear maintaining existing lines and installing new ones is vital and the cost increase very minimal further illustrated by comparison with other states. It was good to clarify where ATCO fits in the gas supply market. I really enjoyed the sessions.Thanks.

The draft plan pdf Fact Sheet is very clear and I like the layout, the short video is excellent and it really addresses everything in a way which gets us on board. Why wouldn't we want to be included in all that for such a small fee increase. It is very well put together.

I fully support the plan and believe ATCO to be fully committed to providing a good service, improving the network, looking ahead and considering the environment, all whilst keeping consumer costs low.

I have looked at the comprehensive draft plan but unfortunately do not have the time to fully read it. I have not answered all the questions in the appendix. I have read the forward, highlights and executive summary and liked what I read. ATCO gets the thumbs up from me and I feel confident with their present and future operations. I expect the Economic Regulator to also be impressed.

Thanks again and it all looks great to me.

Sincerely [REDACTED]

ATCO - Have Your Say

From: [REDACTED]
Sent: Monday, 7 May 2018 9:54 PM
To: ATCO - Have Your Say
Subject: Draft plan feedback from yourgas.com.au website

Categories: Feedback

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1. ATCO has the right priorities (safe, reliable and affordable distribution of natural gas) for 2020-2024.

Agree

2. Are there any areas that you believe we have missed or anything in our plan that you believe we shouldn't be doing?

More focus on the environmental impact

3. ATCO's plans sufficiently address the findings from the stakeholder engagement already conducted.

Agree

8. How could ATCO improve its future engagement programs?

Somehow getting from the small print on the bill to the front of the bill

10. I support ATCO's Voice of Customer findings that longer-term price stability is preferred over consistent increases over the five year period.

Agree

11. I value the benefits natural gas brings to my home as a safe, reliable and affordable energy source?

Agree

12. What is the possible impact of the proposed change in prices over the five year period on retailers and customers?

Minimal

14. An increase in innovation is important to address the future challenges of our energy environment.

Agree

15. The current regulatory framework has sufficient incentives for innovation?

Disagree

16. If not, how should the framework be modified?

Ongoing focus on renewables and their regulation

17. The regulatory framework is the most suitable mechanism to increase innovation.

Agree

19. Any comments to share about any of the modelling, or scenarios proposed in our report into Western Australia's Energy Future?

I like the imagery and that you are checking in with stakeholders.

First Name

[REDACTED]

Last Name

[REDACTED]

Email Address

[REDACTED]

I understand how ATCO will use my feedback.

- Yes

Form Submitted From

2020-2024 Draft Plan <http://yourgas.com.au/energy-future/2020-2024-draft-plan/>

ATCO - Have Your Say

From: [REDACTED]
Sent: Thursday, 10 May 2018 1:41 PM
To: ATCO - Have Your Say
Subject: Floating feedback form from yourgas.com.au website

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Feedback

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First Name

[REDACTED]

Last Name

[REDACTED]

Phone

[REDACTED]

Email

[REDACTED]

Feedback

I have not read anything that had not been discussed in the talk night. It appears to be fair and reasonable and reflects the choices and ideas raised. Well done.

Form Submitted From

2020-2024 Draft Plan <http://yourgas.com.au/energy-future/2020-2024-draft-plan/>

ATCO - Have Your Say

From: [REDACTED]
Sent: Tuesday, 29 May 2018 11:01 AM
To: [REDACTED]
Subject: RE: ATCO 2020-2024 Draft Plan

Categories: Feedback

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Hello [REDACTED]

Thank you for asking ... but I have no comments about the plan.

[REDACTED]

[REDACTED]

Email: [REDACTED]
Web: www.civilgroup.com.au



the**civil**group
thinking engineers. think **civil**.

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From: [REDACTED]
Sent: Tuesday, 29 May 2018 10:57 AM
To: [REDACTED]
Subject: ATCO 2020-2024 Draft Plan

Hi [REDACTED]

Thank you for taking the time to meet with us about our 2020-2024 Draft Plan. I'd just like to make sure you have all the information you need, and have been able to access all the resources we shared?

We'd love to hear your feedback – just a reminder that our call for feedback closes on 30 May.

Thank you

Kind regards,

ATCO - Have Your Say

From: [REDACTED]
Sent: Thursday, 10 May 2018 1:45 PM
To: ATCO - Have Your Say
Subject: Draft plan feedback from yourgas.com.au website

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Feedback

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1. ATCO has the right priorities (safe, reliable and affordable distribution of natural gas) for 2020-2024.

Agree

2. Are there any areas that you believe we have missed or anything in our plan that you believe we shouldn't be doing?

no

3. ATCO's plans sufficiently address the findings from the stakeholder engagement already conducted.

Agree

4. Any general comments?

A lot of thought and work has been put into this Report. Well done.

5. ATCO's customer and stakeholder engagement program tested the right topics.

Agree

6. ATCO engaged with the right groups of customers and stakeholders.

Agree

7. The early release of the 2020-2024 draft plan will help in the engagement process.

Agree

10. I support ATCO's Voice of Customer findings that longer-term price stability is preferred over consistent increases over the five year period.

Agree

11. I value the benefits natural gas brings to my home as a safe, reliable and affordable energy source?

Agree

14. An increase in innovation is important to address the future challenges of our energy environment.

Agree

15. The current regulatory framework has sufficient incentives for innovation?

Agree

17. The regulatory framework is the most suitable mechanism to increase innovation.

Agree

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Email Address

[Redacted]

I understand how ATCO will use my feedback.

- Yes

Form Submitted From

2020-2024 Draft Plan <http://yourgas.com.au/energy-future/2020-2024-draft-plan/>

ATCO - Have Your Say

From: [REDACTED]
Sent: Tuesday, 29 May 2018 2:36 PM
To: [REDACTED]
Subject: RE: ATCO 2020-2024 Draft Plan

Categories: Feedback

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All good thanks

Kind Regards,

[REDACTED]



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From: [REDACTED]
Sent: Tuesday, 29 May 2018 10:57 AM
To: [REDACTED]
Subject: ATCO 2020-2024 Draft Plan

H [REDACTED]

Thank you for taking the time to meet with us about our 2020-2024 Draft Plan. I'd just like to make sure you have all the information you need, and have been able to access all the resources we shared?

We'd love to hear your feedback – just a reminder that our call for feedback closes on 30 May.

Thank you

Kind regards,

[REDACTED]

ATCO - Have Your Say

From: [REDACTED]
Sent: Wednesday, 30 May 2018 12:04 PM
To: [REDACTED]
Subject: RE: ATCO 2020-2024 Draft Plan

Categories: Feedback

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[REDACTED]

Whilst we aren't placed to provide detailed feedback on the entire document, I can provide the following comments:

Chapter 4: **Customer and stakeholder engagement**

1. Did our customer and stakeholder engagement program test the right topics? Are we engaging with the right groups of customers and stakeholders?

Generally yes. There are always parts that will be harder for particular stakeholder groups to comment on, but it appears you have covered a broad range of stakeholders, so this should be compensated for.

2. Does the release of this 2020-24 Draft Plan assist in the engagement process?

Somewhat. The one-pager is probably too brief to get a real picture of what is happening, but the whole plan is a little overwhelming. Perhaps something that pulls the 'chapter highlights' would be easier for general stakeholders to use.

3. How could we improve our future engagement programs?

Awareness of who you are and what you are doing is critical. Perhaps circulate an overview about who ATCO is and what the consultation is about when requesting meetings so that we can be a little better prepared. Generally, the engagement program was well run.

Chapter 5: **What we will deliver**

4. Do you believe that ATCO has the right priorities for 2020-24?

Generally yes

5. Are there any areas that you believe we have missed? Is there anything in our plan that you believe we shouldn't be doing?

-

6. Do our plans sufficiently address the findings from our stakeholder engagement?

Yes

Please let me know if you would like to discuss further.

Thanks,

[REDACTED]
[REDACTED]



Housing Industry Association Ltd

hia.com.au



From: [Redacted]

Sent: Tuesday, 29 May 2018 12:03 PM

To: [Redacted]

Subject: ATCO 2020-2024 Draft Plan

H [Redacted]

Thank you for taking the time to meet with us about our 2020-2024 Draft Plan. I'd just like to make sure you have all the information you need, and have been able to access all the resources we shared?

We'd love to hear your feedback – just a reminder that our call for feedback closes on 30 May.

Thank you

Kind regards,

[Redacted signature block]

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ATCO - Have Your Say

From: [REDACTED]
Sent: Wednesday, 30 May 2018 12:45 PM
To: [REDACTED]
Subject: RE: ATCO 2020-2024 Draft Plan

Categories: Feedback

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Hi [REDACTED]

Thank you for your email.

I have received the information and discussed the Draft Plan with [REDACTED].

The Master Plumbers and Gasfitters Association of W.A. is supportive of the action plan and its continued relationship with ATCO.

Regards

[REDACTED]

CEO

From: [REDACTED]
Sent: Tuesday, 29 May 2018 12:04 PM
To: [REDACTED]
[REDACTED] 2020-2024 Draft Plan

H [REDACTED]

Thank you for taking the time to meet with us about our 2020-2024 Draft Plan. I'd just like to make sure you have all the information you need, and have been able to access all the resources we shared?

We'd love to hear your feedback – just a reminder that our call for feedback closes on 30 May.

Thank you

Kind regards,

[REDACTED]
[REDACTED]

ATCO - Have Your Say

From: [REDACTED]
Sent: Monday, 11 June 2018 7:11 PM
To: ATCO - Have Your Say
Subject: Floating feedback form from yourgas.com.au website

Categories: Feedback

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First Name

[REDACTED]

Last Name

[REDACTED]

Phone

[REDACTED]

Email

[REDACTED]

Feedback

I like the plan :)
But I did not notice anything about budgeting for developing alternative renewable energy sources. I think that hydrogen might be a profitable alternative to natural gas but an investment will be needed to develop anything like this.
Then again maybe I can't see anything about budgeting for alternatives in the plan because it's not in the scope of the ERA's requirements.
Cheers [REDACTED]

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ATCO - Have Your Say

From: [REDACTED]
Sent: Wednesday, 6 June 2018 7:50 PM
To: ATCO - Have Your Say
Subject: RE: Consultation on the ATCO 2020-2024 Draft Plan: Time extension
Categories: Feedback

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Hello

We have reviewed your plan and whilst we recognise the important role that ATCO plays in the WA Gas Industry, we don't believe there is sufficient cross-over with AEMO's WA gas functions to make it appropriate for AEMO to provide formal comment. If you believe there are components of your plan that you were expecting AEMO commentary please let us know.

We do thank you for seeking our input and congratulate you for seeking out the views of your stakeholders in developing your plan.

Regards

[REDACTED]
www.aemo.com.au



From: ATCO - Have Your Say [mailto:haveyoursay@atco.com.au]
Sent: Tuesday, 5 June 2018 3:33 PM
To: ATCO - Have Your Say <haveyoursay@atco.com.au>
Subject: Consultation on the ATCO 2020-2024 Draft Plan: Time extension



5 June 2018

Re: Extension of 2020-2024 Draft Plan consultation period

Good Afternoon

On May 1, we released our Draft Plan and invited comment and feedback from consumers and industry stakeholders.