

31 January 2019

MEDIA STATEMENT

Australia's new *Energy Charter* initiative opens up more customer benefits - AGIG

Customers across Australia's energy industry will benefit significantly from wide-ranging initiatives and commitments contained in the nation's new *Energy Charter*, according to the Australian Gas Infrastructure Group (AGIG).

AGIG – one of Australia's largest gas utilities – says the *Energy Charter* effectively provides energy customers across the country with a "report card" facility that opens up information on the performances of various utilities.

"For AGIG, customer satisfaction and social licence are at the heart of our participation in the *Energy Charter* initiative," AGIG's Chief Executive, Mr Ben Wilson, said today.

"Natural gas is a fuel of choice so if our customers are not satisfied, then our business model is at risk. We are a regulated business and if we lose our social licence there is a risk that regulators and politicians will make decisions for us in the future," he said.

"We want to bind our objectives with those of the industry and its millions of customers. We will lower prices, we will take our excellent levels of reliability and improve them - and maintain them over time.

"And, importantly, we will target what is already a low carbon fuel that will decarbonise further into the future to meet environmental objectives."

Mr Wilson said AGIG's prime focus will continue always on customer satisfaction, customer service and the customer experience – improving that day to day, week to week and year to year.

"Customers will benefit because we will report back to tell customers how we are doing in terms of prices, reliability, customer service and decarbonisation," he said.

"Customers will then be able to compare what we said we would do with what we actually achieved.

"They will in turn be able to compare our performance to other utilities and if we are not delivering, customers will be able to call us out."

About AGIG

In 2017, Australian Gas Networks (AGN), Dampier to Bunbury Pipeline (DBP) and Multinet Gas Networks (MGN) came together to form AGIG. The combined distribution, transmission and storage assets make AGIG one of the largest gas infrastructure businesses in Australia.

Australian Gas Infrastructure Group (AGIG) has approximately 2 million customers across every mainland state and the Northern Territory, 34,000kms of distribution networks, over 3,500kms of gas transmission pipelines, and 42 petajoules of gas storage capacity.

AGIG's vision is to be the leading gas infrastructure business in Australia - by delivering for customers, being a good employer, and being sustainably cost efficient.

For further information please contact:

Ben Wilson, Chief Executive Officer, Australian Gas infrastructure Group
T (08) 8418 1114

John Field, Field PR
T (08) 8234 9555
M (0418) 819 527