

Newcastle Gas Storage Facility

Community Dialogue Group



Agenda



Opening &
Welcome
Apologies



Declarations
of Interest



Reports &
Project Update



General
Business



Next
Meeting
Close



Opening &
Welcome

Opening & Welcome

Introductions



Lisa Andrews (Chair)

Lisa Andrews is a town planner with experience in development application assessment and compliance roles. Lisa has over 30 years of local government knowledge as a result of previous administration roles working with General Managers, Directors, Councillors and Mayors.

Lisa has extensive experience as an Independent Chairperson facilitating various meetings in the energy resource sector and extractive industries, including a Ministerial appointment.

Through her involvement in various committees including, open cut and underground coal mines, wind farm projects and extractive industries; Lisa brings with her a wealth of knowledge and expertise in chairing Community Consultative Committees & Community Dialogue Groups.

Opening & Welcome

Introductions



Community Dialogue Group Members

- Robert Beautement & Kevin Stokes, Hunter Region Botanic Gardens
- Jill Dean & Audrey Koosmen, Hunter Wildlife Rescue (NATF)
- Dianne Bell, Wahroonga Aboriginal Corporation, Raymond Terrace
- Cr Geoff Dingle, Port Stephens Council
- Andrew Smith, Worimi Aboriginal Land Council
- Port Stephens Koalas

- Apologies

Opening & Welcome

Introductions



AGL Team Members

Aaron Clifton

- Environment Manager
- Responsible for the environmental compliance of the NGSF

Alex Fitzpatrick

- Community Relations Manager
- Point of contact between AGL and community members
- Responsible for community interactions, sponsorships and events

Dianne Knott (observer)

- Senior Manager, Government and Community Relations

Opening & Welcome

Objectives for the Community Dialogue Group



The Community Dialogue Group aims to provide a forum of open discussion between AGL and the community on site operations.

It will act as a channel to help AGL understand the community's issues of interest regarding our operations and improve our communication, education and notification with the Tomago and Hunter communities.



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Project Update

Reports & Project Update

Business Update



The 'updated' AGL

- In April 2017 AGL launched a new identity.
- This new identity represents a new strategic focus and new way of for AGL. It is based on our [Greenhouse Gas Policy](#).

Our Greenhouse Gas Policy states that AGL will:

- Continue to provide the market with safe, reliable, affordable and sustainable energy options
- Not build, finance or acquire new conventional coal-fired power stations in Australia (i.e. without carbon capture and storage)
- Not extend the operating life of any of its existing coal-fired power stations
- Close, by 2050, all existing coal-fired power stations in its portfolio
- Improve the greenhouse gas efficiency of its operations, and those over which it has influence
- Continue to invest in new renewable and near-zero emission technologies
- Make available innovative and cost-effective solutions for its customers, such as distributed renewable generation, battery storage, and demand management solutions
- Incorporate a forecast of future carbon pricing in to all generation capital expenditure decisions
- Continue to be an advocate for effective long-term government policy to reduce Australia's emissions in a manner that is consistent with the long term interests of consumers and investors.

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Business Update



Newcastle Gas Storage Facility
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Reports & Project Update

Operations Overview: about the NGSF



Overview of the site

- The Newcastle Gas Storage Facility (NGSF) has been safely operating since June 2015.
- This facility helps to meet peak domestic gas market requirements over winter and provides additional security of gas supply during supply disruption events.
- The Facility stores and handles very large quantities of liquefied natural gas (LNG).
- A full tank can store 1.5PJ of LNG which represents enough gas to generate enough electricity to power 1.8 million homes for a day.
- All of the gas stored at the NGSF is used onshore. The facility helps to provide energy security and employment for the Greater Newcastle Region.



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Operations Overview: the NGSF site



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Operations Update



Key parts of the facility include:

- A processing plant that converts pipeline natural gas to liquefied natural gas (LNG) by cooling it to -162°C . It is capable of processing up to 66,500 tonnes of LNG per year.
- An insulated, non-pressurised LNG storage tank capable of containing 30,000 tonnes or 63,000 m³ of LNG, equivalent to 1.5 petajoules (PJ) of natural gas, and an associated containment area. This full tank represents enough gas to generate enough electricity to power 1.8million homes for a day.
- A re-gasification unit to convert the LNG in the storage tank back into natural gas.
- A flare stack with a height of approximately 15m to combust hydrocarbons discharged from the process.
- A truck loading facility to allow the dispatch of up to 1,000 tankers of LNG per year.
- Infrastructure and utility connection and an emergency access road. Pipeline from Hexham to Tomago connecting the facility to the Sydney to Newcastle pipeline network

The site employs 16 people directly on site who are supported by a number of local contractors and technical specialists for routine and major maintenance activities.

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Environment Update



The NGSF operates under:

- Environment Protection Licence;
- Project Approval;
- Environment Protection and Biodiversity Conservation Approval; and
- Pipeline Licence.

Each licence or approval includes conditions pertaining to environmental management and performance reporting.

Compliance with each of these licences and approvals is managed through AGL's compliance management system.

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Sensitive Environmental Aspects



The NGSF has a number of sensitive environmental aspects including:

- Groundwater (Tomago sandbeds);
- Surface Water;
- Air Quality;
- Noise; and
- Flora and Fauna.

Comprehensive monitoring is undertaken by specialist consultants to assess the NGSF's performance against each of these environmental aspects.



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Environmental Management Plan



As required under the condition of approval for the NGSF, an Operations Environmental Management Plan (OEMP) is in place for the management of environmental impacts and aspects.

The OEMP describes AGL's system for environmental management and includes the following management plans:

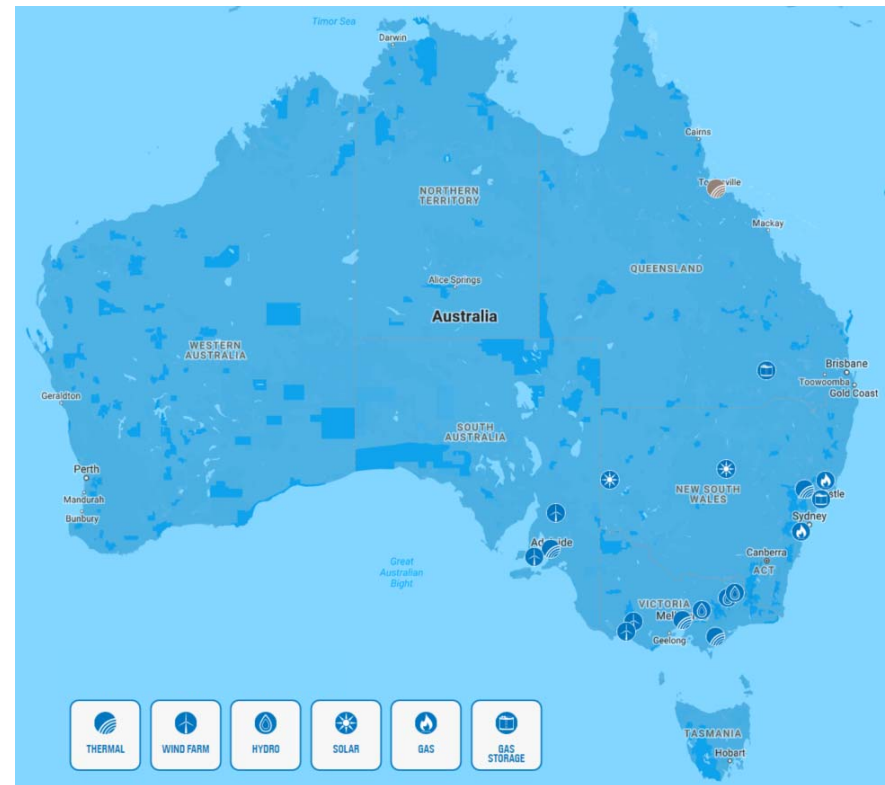
- Operations water management plan;
- Noise management plan;
- Waste management plan;
- Traffic management plan;
- Air quality management plan;
- Flora and Fauna management plan; and
- Pollution Incident Response Management Plan.

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Community Relations at AGL

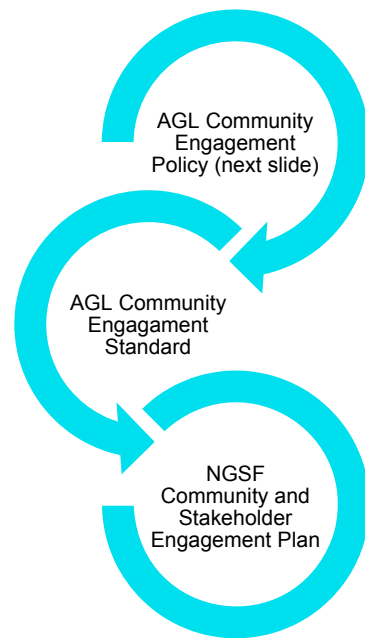


- Community Relations Managers operate at all of our developmental and operational sites.
- Across our sites we have an events target of four community engagement events per financial year.
- These events allow members of the public to speak with AGL representatives about our projects.
- Our activities are monitored through an extensive assurance process as part of our annual sustainability reporting. The 2016 Sustainability Report can be found on our [website](#).



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Community Update: Community Engagement Framework



At AGL, the Community Relations Team are currently streamlining our approach to engaging with the community.

We have developed tools to ensure that our engagement remains consistent everywhere that we operate.

Currently in the process of developing a community and stakeholder engagement plan that will comprehensively outline the way that AGL engages with stakeholders impacted (positively or negatively) by the NGSF.

The CRM will distribute this document for input and feedback before it is finalised.

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Community Update: Community Engagement Policy



Aspiration

Leave a positive legacy: AGL will strive to make a net positive social, economic and environmental contribution to the communities in which we operate.

Vision

AGL will be a trusted and respected member of the communities in which it operates.

AGL's community engagement will exceed baseline regulatory requirements.

AGL's Community Engagement Commitments

AGL will:

- **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.
- **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which we operate.
- **Be transparent:** we will act honestly and ethically in all our dealings with the communities in which we operate.
- **Support our employees and contractors to engage well:** we will provide tools, peer support and training to enable our staff to deliver on our commitment.
- **Continuously improve our engagement:** we will evaluate the effectiveness of our engagement and modify it as needed to ensure that our activities address community needs and expectations.

Reports & Project Update

Community Update: Community Complaints & Feedback Framework



A consistent, international best practice approach to feedback management handling across AGL's activities.

Draft on public exhibition for comment during July 2017.

What is it?

AGL's Community Complaints and Feedback Framework sets out our commitment to the effective management of feedback made by members of the community about our assets, operations, existing or planned projects and other activities.

- It allows community members (geographically and non-spatially defined) to provide feedback.
- Feedback may relate to plans, actions, decisions, impacts or complaint handling.
- All AGL customer feedback will continue to be managed by AGL Energy Markets and are excluded from the Framework.
- Feedback regarding emergencies are immediately referred to the relevant Project/Operations Manager and appropriate emergency services.

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Community Update: Community Complaints & Feedback Framework



AGL's Framework is based on the five pillars set out in the AGL's enterprise-wide *Feedback and Complaints Management Framework*.

We have a three-tiered process that enables complaints and enquiries to be dealt with quickly and informally, and also provides avenues for internal and external review if the complainant or enquirer is not satisfied with our initial response.

- Level 1: *Early Resolution* – We aim to resolve most feedback at this level
- Level 2: *Internal Review and Escalation*
- Level 3: *Conciliation and Closure* by an Independent External Body

In circumstances where we have developed Guidance Notes for certain types of complaints in partnership with the local community, we will follow agreed investigation steps and resolution principles.

Reports & Project Update

Community Update: Community Complaints & Feedback Framework



Communication channel	Details
Toll free Community Complaints and Feedback Line	1800 039 600
Email address	AGLCommunity@agl.com.au
Mail	AGL Community Complaints and Feedback Locked Bag 1837 St Leonards NSW 2065
Online	agl.com.au/AGLCommunity (<i>still being developed</i>) or via our social media channels
In person	At our corporate or information sites At our regular community events

Reports & Project Update

Community Update



As part of our ongoing commitment to the region, AGL sponsors local community events, businesses and programs. These are ran through the Local Community Investment Program or through sponsorship of events.

Local Community Investment Program (LCIP)

- The majority of AGL's community investment is administered through the LCIP.
- Includes a formal application process whereby community members submit applications to a panel made up of AGL and community members (including CDG members) to request funding. Applications made should align with AGL's values of Inclusive, Safe, Sustainable and Focused.
- Two rounds of funding are administered per financial year.
- This process is currently being streamlined by the Community Relations Team to better align investment with community needs. We are hoping to have Round 1 begin in August.

Sponsorship

- In addition to the LCIP, AGL also sponsors organisations and events on an ad-hoc basis. These opportunities are coordinated by the Community Relations Manager.



General
Business



Next Meeting

Next Meeting



October / November 2017.

Contact

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