

2017 Annual Review

**Growing our capabilities.
Combining expertise to deliver cost-effective, sustainable energy to more Australians.**

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We are Australian Gas Infrastructure Group.

We have a strong track record of performance – and we are strengthening our capabilities with a growing portfolio of operations.

Our vision is to be the leading gas infrastructure business in Australia. We will achieve this by delivering for our customers, being a good employer, and by being sustainably cost efficient.

Over the past twelve months, we've combined expertise to expand both our reach and our capabilities – we are now operating as the largest gas distributor in Australia and as a major force in gas transmission and storage.

As our business continues to grow, so too does our capacity to deliver reliable, sustainable and more cost-effective energy to millions of current and future customers. Safety and service are both paramount to our business – and remain fundamental aspects of how we operate.

Even with this growth, our focus remains clear – to be the leading gas infrastructure business in Australia by delivering for our customers, being a good employer and being sustainably cost efficient.

Message from the CEO
2017 has been a solid year of progress, bringing together the operations of Dampier Bunbury Pipeline (DBP), Australian Gas Networks (AGN) and Multinet Gas Networks (MGN).



“We are the largest gas distribution business in Australia and a major force in gas transmission and storage.”

Ben Wilson CEO

2017 was an exciting year of significant change for our group of companies. AGN, DBP and MGN came together to create Australian Gas Infrastructure Group (AGIG). AGIG combines the strengths of the three businesses to form one of the largest gas infrastructure businesses in Australia. I am pleased to present this, our 2017 Annual Review, the first for the combined Group.

With the amalgamation of these businesses comes scale and strength. We are the largest gas distribution business in Australia serving around 2 million customers through 34,000km of distribution networks, across every mainland state and the Northern Territory. We are also a major infrastructure business with over 3,500km of gas transmission pipelines and 42 petajoules of gas storage capacity.

In coming together to form AGIG, 2017 saw our businesses continue to deliver for our customers. During the year we were able to deliver tariff reductions of between 3% and 7% (before inflation) for our Victorian customers for the five year period commencing 1 January 2018. This follows on from our success in achieving tariff reductions for our Queensland and South Australian customers in 2016.

In Western Australia, we commissioned the Tubridgi Gas Storage Facility, which is now one of the largest gas storage facilities in Australia and is delivering improved flexibility and security of gas supply for our customers.

DBP Transmission Reliability

100%

Net customers added
30,600

Leaks responded to within targets (two hour AGN and one hour MGN)
99%

Delivering for customers

For us, this means meeting our commitments to public safety, reliability and customer service.

Across our networks we exceeded our leak performance targets, responding to over 99% of all leak reports within two hours across the AGN distribution networks in Victoria, South Australia, Queensland and New South Wales and over 97% of leak reports within one hour on the MGN Victorian network. In 2018 we will consolidate targets across AGN and MGN with a goal of maintaining and improving our strong performance.

Our Western Australian transmission assets achieved 100% system reliability and 99% availability, with no curtailments. This high level of system reliability and availability is important given the critical role that the DBP plays in providing energy to Western Australia.

Our customer satisfaction scores were above target in Queensland but slightly below the 2017 target, which was more ambitious than 2016, in Victoria and South Australia. Moving forward this will form a key focus in 2018 as we further integrate our businesses.

A good employer

For us, this means the health, safety, engagement of our workforce, and skills development.

In 2017 we aligned our health and safety data across the group and have made significant progress. Across all of our assets, there were nine lost time injuries in 2017 and 40 Total Recordable Injuries (TRIs). Lost Time Injuries (LTIs) in particular were too high in 2017 and we have responded quickly to address the issue, implementing programs to increase awareness and ensure our employees are safe.

In 2017 we conducted the first group-wide employee engagement survey and achieved a positive engagement level of 65%. Considering the significant change in our business during the year, this is a strong result, which we can build upon as we continue to merge the expertise and experience across the three businesses.

Sustainably cost efficient

For us, this means delivering profitable growth while being environmentally and socially responsible.

In 2017 capital expenditure across AGIG increased from \$358 – \$450 million, which included the delivery of 481km of mains replacement and \$36 million invested in the Tubridgi Gas Storage project.

In 2017, we added over 30,000 customers to our AGIG assets, including connecting our 100,000th customer in Queensland.

Gas volumes delivered through our assets also increased, driven by increased customer numbers and cooler weather conditions.

Developing the low carbon gas economy

We also began putting into practice the future energy model outlined in Gas Vision 2050 through our commitment to establish Hydrogen Park South Australia (HyP SA). At HyP SA we will install Australia’s first Proton Exchange Membrane electrolyser to produce hydrogen on-site for injection into our South Australian distribution network. With this project, we are demonstrating first-hand the role that gas infrastructure can play in decarbonising our energy supplies. I would like to thank the South Australian Government and our partners Siemens and SA Power Networks, for their generous support and contributions to this exciting new project.

Investing in growth

Several major projects were completed or commenced during the past year. In Victoria, during 2017 we completed construction of natural gas networks to Koo Wee Rup, Wandong-Heathcote and Warburton. In South Australia, we commenced work on extending the network to McLaren Vale where six kilometres of mains will be added. We also started work on extending the network to a new residential development at Two Wells where around 3,000 customers are expected to connect to the network.

2018 and beyond

AGIG is proud of its progress throughout 2017. We have integrated three separate entities to form one of Australia’s largest utility businesses, while still successfully delivering for our customers. In 2018 our success promises to continue as we leverage off of our expanded capabilities and expertise to deliver a safe, sustainable and reliable energy future for Australians.

Ben Wilson
Chief Executive Officer

Since bringing together our expertise, we've grown to be the largest gas distributor in Australia.

With assets in every mainland state and the Northern Territory, we have industry leading experience across the entire energy value chain.

Largest gas distributor in Australia

Largest transmission asset in Western Australia

Assets in every Australian mainland state and the Northern Territory

Expertise across the energy value chain: Transmission, Storage, Distribution

Leader in sustainable innovation through the Hydrogen Park South Australia project – set to be Australia's largest PEM electrolyser with carbon-free hydrogen being injected directly into our distribution network



Introducing AGIG

Bringing together the capabilities of three of the largest gas infrastructure businesses in Australia to benefit more people around the country.

In 2017 AGN, DBP and MGN came together to create the Australian Gas Infrastructure Group (AGIG).

AGIG combines the strengths of the three businesses to form one of the largest gas infrastructure businesses in Australia. AGIG has around 2 million customers across every mainland state and the Northern Territory, 34,000km of distribution networks, over 3,500km of gas transmission pipelines and 42 petajoules of gas storage capacity.

The scale of AGIG will deliver enhanced benefits to our customers, investors and the economies of the regions where we operate.

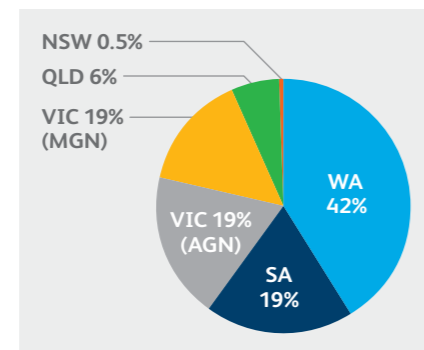
“Our combined distribution, transmission and storage assets give us one of the largest gas infrastructure businesses in Australia.”



1.97 million customers

VIC (MGN)	699,439
VIC (AGN)	665,420
SA	445,428
QLD	101,794
NSW	58,096
NT	1,137
WA	49

Regulated asset base of \$9bn



New South Wales

58,096 Customers
43GJ per annum average residential consumption
90%+ Penetration
Distribution 1,962km
Transmission 84km

Northern Territory

1,137 Customers
Distribution 39km
Transmission 159km

Queensland

101,794 Customers
9GJ per annum average residential consumption
30%+ Penetration
Distribution 2,976km
Transmission 313km

South Australia

445,428 Customers
17GJ per annum average residential consumption
90%+ Penetration
Distribution 8,238km
Transmission 224km

Western Australia

More than 2,279km gas transmission
42PJ gas storage

Victoria

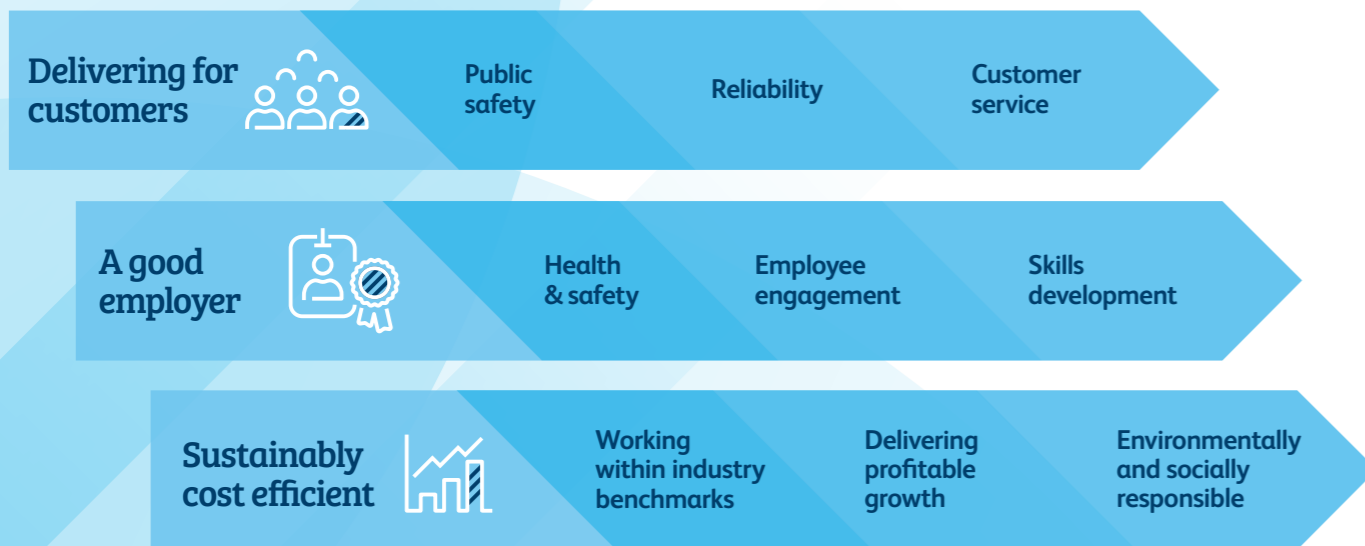
1,364,858 Customers
51GJ per annum average residential consumption
90%+ Penetration
Distribution 21,856km
Transmission 547km

Vision and Values

In owning and operating critical infrastructure, we aim to be amongst the leading performers across all the elements of our vision and values.

Our Vision

Our vision is to be the leading gas infrastructure business in Australia.



“We will measure our progress against our vision by setting targets for the vision KPIs that we believe represent a top quartile performance.”

Our Values

They drive our culture: how we behave and how we make decisions.



An aerial photograph of an oil drilling site in a desert. The site is a large, rectangular area of cleared, reddish-brown earth. In the center, a tall drilling rig stands prominently. Surrounding the rig are various pieces of equipment, including storage tanks, smaller buildings, and trailers. To the left, a line of white modular buildings is visible. In the foreground, several large semi-trailers are parked, some with long trailers. To the right, there are stacks of materials, possibly pipes or rods. The background shows the vast, flat desert landscape under a clear sky. A blue graphic overlay is on the left side of the image, containing the text.

Resourceful

Our broad capabilities give us the experience and infrastructure to connect customers large and small to new sources of energy.

Our Role in the Gas Industry

Our expertise and experience extend across multiple elements of the value chain, including transmission, storage and distribution.

We play an important role in ensuring homes and businesses have access to a safe and reliable supply of natural gas. Our transmission pipelines transport natural gas from the domestic gas producing plants directly to mining, power generation, industrial customers and via distribution networks to our customers' homes and businesses. Our gas storage facility allows for the banking of unused gas to smooth production profiles and cover planned production outages. Retailers are responsible for entering into contracts for the purchase of gas from the producers and for the transport of that gas across our transmission pipelines and distribution networks.

Distribution networks

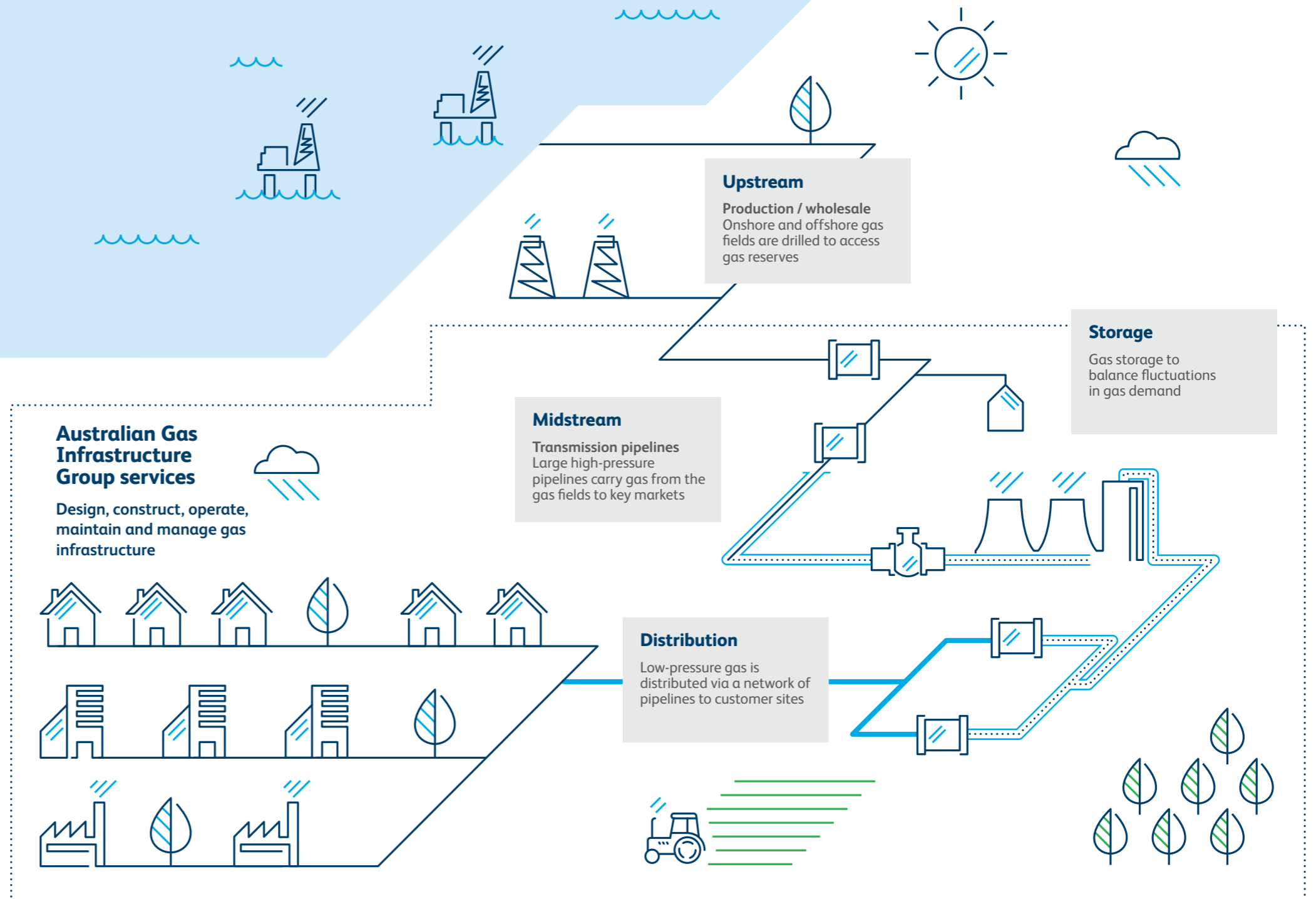
34,000kms

Transmission pipelines

3,500+kms

Gas storage

42PJ



Customers across Australia

1.97m



Our Project Capabilities

We bring expertise, leadership and customer focus to every project we complete.



Expertise

We are the experts

We have a long history of gas pipeline ownership with about 34,000km of natural gas distribution networks and over 3,500km of transmission pipelines across Victoria, South Australia, Queensland, New South Wales, Western Australia and the Northern Territory.

We are experts in engineering, constructing and operating gas pipelines, gas distribution network and gas storage facilities. This, combined with our state of the art Control Room provides us with the capability to build and operate any pipeline in Australia and gas storage facilities.

We have in-depth knowledge of legislation and regulatory requirements across Australia that applies to both the construction and operation of domestic gas pipelines. This includes the Safety Case and environmental planning that underpins safe and socially responsible operational requirements. We also have significant experience and developed relationships with landowners and traditional owners groups to assist with development and land tenure approvals.



Customer solutions

We deliver leading outcomes for our customers

We work in partnership with our customers to develop innovative and tailored solutions. Our focus is on listening to and understanding our customer needs, ensuring we add value for our customers.

We have successfully achieved positive outcomes for customers through delivering projects on time and within budget. Our flexibility in taking a longer-term view of assets makes it easier for our customers to deliver sustainable and profitable businesses.

Partnering with our customers is an important part of what we do. Always challenging how we construct, operate and maintain assets is important to ensure that they reflect an optimised view and continue to sustainably lower the lifecycle cost of energy for our customers.

The close relationships we have developed with key partners and suppliers results in fit for purpose solutions for our customers.



Leaders in construction and operation

We construct and operate world-class infrastructure

Since 2005, we have successfully delivered infrastructure projects in excess of \$2 billion in value on time, on budget and with a very good safety record, over and above the organic growth of our distribution networks. To achieve this, we rely on our in-house engineering expertise and project management systems and capabilities, bringing together and managing suppliers and partners from around the globe. Our successful record in construction includes:

- the delivery of the Dampier to Bunbury Natural Gas Pipeline Expansion Stages 4 and 5 (2010) – 1,227km of 26-inch pipeline and seven compressor units;
- the Fortescue River gas pipeline (2015) – 270km of 16-inch pipeline connecting the Dampier to Bunbury Natural Gas Pipeline to Fortescue Metals Group's Iron Ore mines in the Pilbara;
- Wheatstone to Ashburton West gas pipeline (2014) – 110km of 16-inch pipeline and 87km of 10-inch pipeline connecting Wheatstone to the domestic gas market via the Dampier to Bunbury Natural Gas Pipeline;
- The Tubridgi Gas Storage facility (2017) – 42 petajoules of storage capacity, and injection and withdrawal capacity of 50 terajoules per day;
- Ashburton to Onslow gas pipeline (2018) – 24km of 6-inch pipeline; and
- Pluto inlet compression project (2018) – 25 terajoules per day capacity.

Constructing and operating gas infrastructure and understanding particular requirements under legislation and customer contracts is an important part of what we do. We have state of the art control room facilities based in Perth operating 24/7 that has the ability to operate gas pipelines and power generation facilities across all of Australia.

Over \$2 billion worth of projects have been delivered on-time, on-budget and with a very good safety record.





Reliable

Natural gas is readily available and supply interruptions are rare.

2017 Highlights

We continued to provide a reliable source of energy to customers, while exceeding a number of response and performance targets.

Delivering for our customers

In 2017, the percentage of public leak reports we responded to within two hours averaged 99% across Victoria (AGN), South Australia, Queensland and New South Wales. This reflects strong performance, above target for all our networks. The MGN network targeted a one hour leak response and responded to over 97% of leaks within this timeframe, also a strong performance.

We repaired all priority gas leaks (Class 1 and Class 2 leaks) within our target time of two days 98% of the time, except the MGN network in Victoria which was 84%. This specific measure was new to the MGN network in 2017. We are working across our business to align and improve all measures in 2018.

Unplanned gas interruptions to five or more customers caused by operator actions, third-party damage or asset condition, were on target in South Australia, but over target in Victoria (AGN) and Queensland.

Our response time to customer calls in 2017 was above our target. We responded to 85% of customer calls within 30 seconds, consistent with our 2016 performance. Importantly, in AGN networks 92% of emergency calls were responded to within 10 seconds. The number of substantiated complaints was below target levels in all states, except for Queensland.¹

For our transmission pipelines in Western Australia, there were no curtailments of contracted capacity in 2017 and system availability was 99%. This means that we met the expectations of our customers, providing a reliable source of energy in an increasingly volatile market. This is key for DBP given its important role in providing gas to residential, commercial and industrial customers, including gas-fired generators used to produce electricity.

Stakeholder and customer engagement practices are now an ingrained part of how we do business. After lodging our Victorian Gas Access Arrangement (AA) (AGN) proposal to the regulator in December 2016, we continued our engagement efforts with regular reference group meetings, communications and one on one meetings. We took an industry-leading approach, including through the release of a Draft Plan to capture and respond to stakeholder and customer views prior to finalising our plans.

The final AA decisions for our two Victorian networks (January 2018 to December 2022) were issued in November 2017 and delivered distribution tariff reductions of 7% for AGN customers and 3% for MGN customers from 1 January 2018 (both before inflation). The tariff reduction reflected a lower allowed rate of return and operating efficiencies. The DBP AA proposal, which will cover the 2021 to 2025 period, will be submitted at the end of 2019.

“...the AGN exemplar of collaborative stakeholder engagement for its Victorian gas access arrangement. AGN fulfilled its objective of submitting a proposal that delivered for the consumer, was underpinned by effective engagement and on the whole has been accepted by the AER.”

Paula Conboy, Chair,
Australian Energy Regulator,
July 2017



¹ We will begin tracking interruptions, emergency calls and substantiated complaints for the MGN network in 2018.



Average Victorian tariff down between 3% and 7% from 1 January 2018

100,000th
AGN customer connected in Queensland

“Uniting Communities commends AGN on pioneering a no shock approach ...we are strongly supportive of the approach that AGN has demonstrated, encouraged by their significant efforts to build and enhance stakeholder trust and we look forward to continuing to build a close and constructive working relationship with them, with the shared objective of the best possible outcomes for gas consumers.”

Mark Henley, Uniting Communities, September 2017



2017 Highlights

For our employees, maintaining a safe and healthy workplace is as important in 2017 as it has ever been.

A good employer

The health and safety of our employees is paramount.

To enable streamlined health and safety reporting across AGIG, we developed a new set of key performance indicators and associated targets for the whole group. These include a focus on Lost Time Injuries (LTIs) and Total Recordable Injuries (TRIs).¹

In 2017 across AGIG we had 40 TRIs and nine LTIs. In 2017 our TRIFR was 8.4, below our threshold of 9.9. Our LTIFR was 1.9, above our threshold of 1. LTIs were too high in 2017, and we have responded quickly to address the issue, implementing programs to increase awareness and ensure our employees are safe.

In October, our staff completed an annual employee survey, to assess and measure how engaged employees feel in their day-to-day environment. This survey revealed an employee engagement score of 65% for AGIG as whole. This is compared with 72% for AGN in 2016. As we integrate our businesses, improving employee engagement is a key priority.



¹ An LTI is any work-related injury or illness that results in the injured or ill person being absent from work for one day or more (not including the day of the injury). TRIs include all illnesses and injuries resulting in restricted work, medical treatment, lost time and fatalities. To understand how frequently they occur, we measure these injuries against the number of hours worked to determine frequency rates for the whole of the year (LTIFR and TRIFR). As a result of these changes, we are not able to compare the entire Group against 2016 results.

“Safety remains our highest priority. We are always reviewing our work practices and monitoring our performance to ensure the ongoing safety of our employees, customers and the public.”



2017 Highlights

We continue to operate a sustainable, cost effective business, even as we make the significant transition to a larger organisation.

Sustainably Cost Efficient

Since the establishment of AGIG, and following a period of particularly high UAFG costs at MNG, we have been able to lower and now stabilise operating costs across the business.

AGN net capital expenditure in 2017 was \$265 million, \$31 million higher than in 2016, largely due to customer-driven works. At MGN net capital expenditure increased by \$8 million to \$91 million in 2017 due to an increase in our mains replacement program. While at DBP/ DDG capital expenditure also increased \$53 million, particularly due to the development of the Tubridgi Gas Storage Project discussed in more detail below.

Across our networks, our mains replacement programs demonstrate our commitment to the ongoing safe and reliable supply of natural gas to our customers. In 2017, we delivered our mains replacement program largely consistent with our targets.

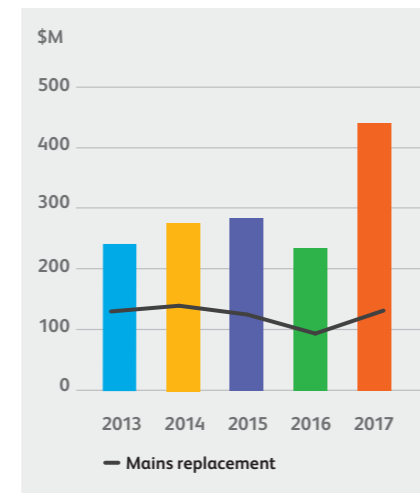
Gas delivered to customers using less than 10 terajoules was higher than 2016, driven by ongoing growth in customer numbers and higher sales resulting from cooler weather. For our Western Australian assets, gas delivered increased by seven petajoules to 351 petajoules.

In 2017 the gas industry in Australia came together, with AGIG playing a leading role, in achieving a major milestone – charting a pathway to achieve near zero emissions in the sector in Australia. Gas Vision 2050 is a comprehensive collaboration between key industry organisations – Energy Networks Australia, the Australian Petroleum & Exploration Association (APPEA), Australian Pipeline and Gas Association (APGA), Gas Energy Australia (GEA) and the Gas Appliance Manufacturers Association of Australia (GAMAA).

Gas Vision 2050 describes an aspirational and attainable future for gas across Australia's economy, highlighting how gas and renewables can support each other to aim for a near-zero carbon energy sector by 2050 across homes, cities, industry and power generation.

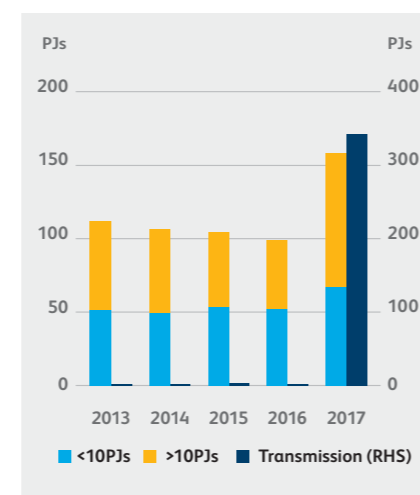
2017 marked another important decarbonisation milestone for AGIG, with our commitment to establish Hydrogen Park SA (HyP SA). In collaboration with our partners Siemens and SA Power Networks, and close to \$5 million in funding from the South Australian Government Renewable Technology Fund, HyP SA will comprise a 1.25MW electrolyser owned and operated by AGIG to produce carbon-free hydrogen on-site for injection into our South Australian distribution network (see Sustainability following).

Capital expenditure



Increased expenditure in 2017 reflects the coming together of AGN with MGN and DBP. Full-year expenditure for AGN, MGN and DBP are shown for 2017, despite the transaction occurring in May 2017.

Volumes



Increased volumes in 2017 reflect the coming together of AGN with MGN and DBP. Full year volumes for AGN, MGN and DBP are shown for 2017, despite the transaction occurring in May 2017. Also, note that transmission volumes exist in 2013-2016 but are below 3 PJ and therefore barely visible on the chart.



481km

mains replacement delivered across our distribution networks in 2017



Growth and Major Projects

A number of significant projects were completed in 2017 – leading to substantial growth in our business.

In 2017 we commenced and completed several key projects to extend our gas networks into new regions, to reinforce our supply in existing regions and to improve the security of gas supplies in Western Australia.

We aim to continue growing our existing customer base of around 2 million by taking our networks to new regions where we anticipate ongoing strong residential growth and high levels of gas penetration. Expansion allows new customers to have a choice of energy and the benefits that natural gas has to offer. Existing customers also benefit with lower gas bills as we spread our costs to a larger customer base.

We also undertook some major gas asset relocations to facilitate major public infrastructure projects.



Gas provides

25%

of primary energy consumption in Australia from households and transport to industry and power generation

In Western Australia gas provides 50% of primary consumption, while in South Australia it provides 35%.

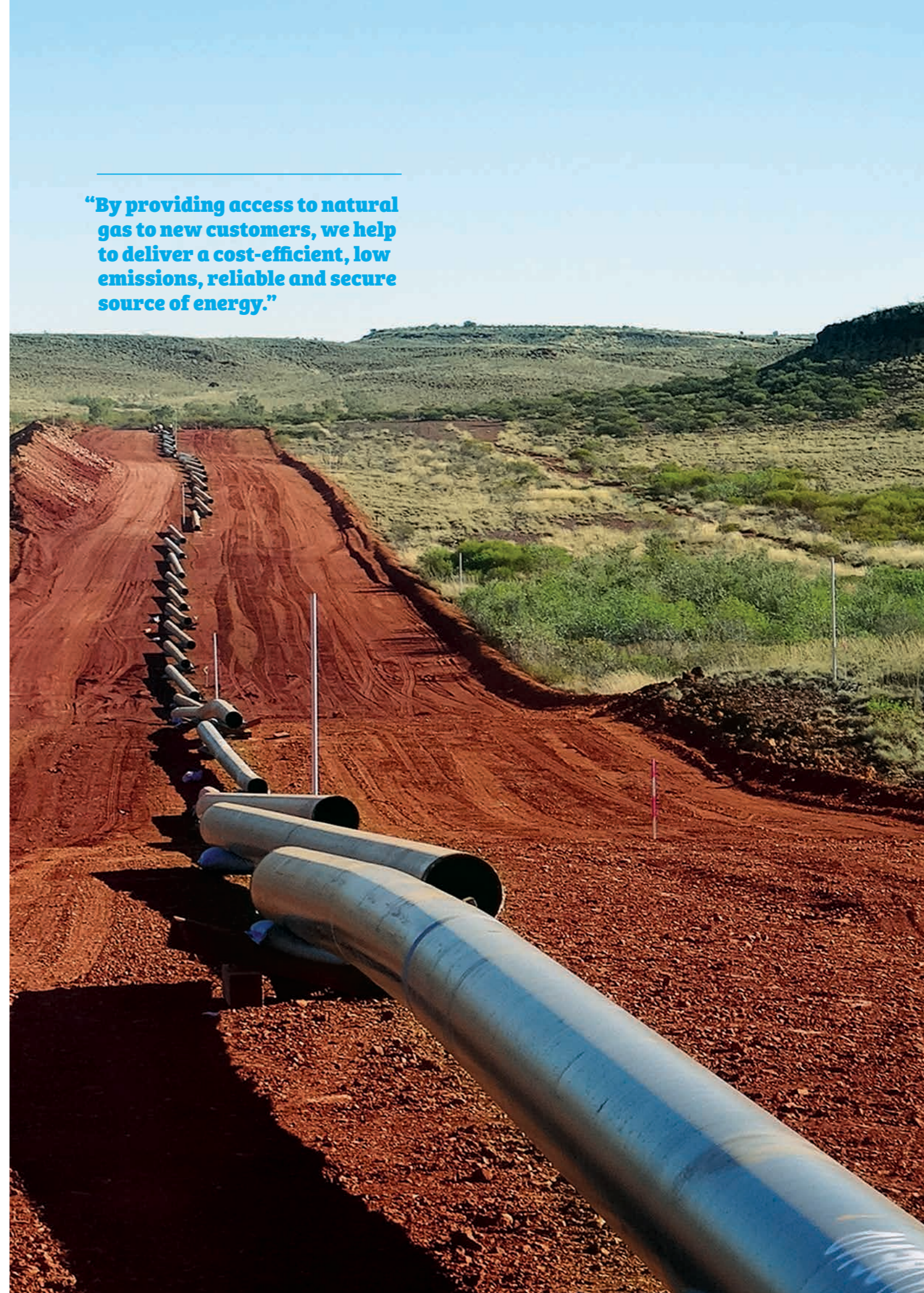


Gas consumption in Australia has grown

50%

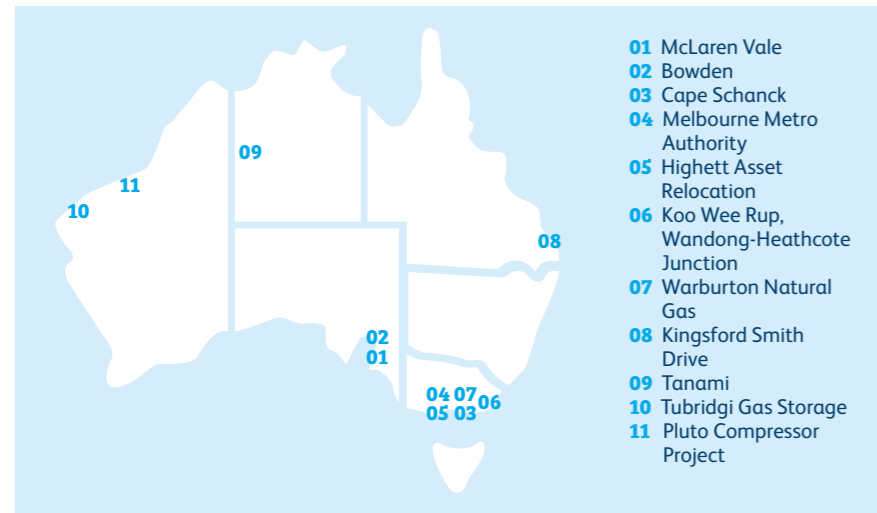
in the last ten years, faster growth than all other sources

“By providing access to natural gas to new customers, we help to deliver a cost-efficient, low emissions, reliable and secure source of energy.”



Growth and Major Projects

Major works are being completed all over Australia – with the same commitment to quality and cost-effectiveness.



01

McLaren Vale South Australia

Following the construction and commissioning of a 6km supply main to McLaren Vale, we were able to complete reticulation of the township during the year. McLaren Vale is an internationally renowned wine region located approximately 35km south of Adelaide with around 4,000 residents. As well as connecting residential customers to natural gas, natural gas supports future economic development in the McLaren Vale area.

The total project cost was around \$9 million, with \$2 million spent in 2017.



02

Bowden South Australia

Bowden is the South Australian Government's first higher density urban infill project. Located 2.5km from Adelaide's central business district on 16 hectares of land on the edge of parklands, the project sets new standards in urban renewal. We undertook a number of major gas asset relocations, including extensive drilling under a railway line to facilitate the redevelopment.

All critical project milestones were delivered in line with the client's program.

The total cost for the project was around \$12 million.



03

Cape Schanck Victoria

In 2016, we entered into an agreement with the Royal Automobile Club of Victoria (RACV) to construct 8.5km of 125mm polyethylene gas supply mains to service the RACV resort at Cape Schanck. The resort is located at the southernmost point of the Mornington Peninsula, overlooking Bass Strait.

This project was completed in 2017 and supports the resort's new facility, which includes an additional 120 accommodation rooms, increasing the total rooms on the resort to 204. The new facility, which is due for completion in mid-2018, will also feature a guest lounge, 25-metre swimming pool, fitness centre, day spa and conference facilities.

The provision of natural gas will enable the RACV to significantly save fuel and operating costs while improving safety and reliability of supply, as it previously relied upon continual deliveries of LPG by road tanker.



04

Melbourne Metro Authority Victoria

The Melbourne Metro Tunnel project is the largest public infrastructure project in Victoria. It involves major tunnelling works and five new underground stations. We have carried out major gas asset relocations to facilitate the works at a cost of approximately \$11 million. Works are substantially complete, on time and within budget, with minor works remaining in 2018.

05

Hihett Asset Relocation Victoria

This project is to relocate one of MGN's supply hubs from Crown land at the former gas and fuel training/scientific services site to a nearby park (Sir William Fry Reserve) to enable land remediation to be completed by the Victorian Department of Treasury and Finance.

MGN assets include transmission pressure pipelines and pressure regulation facilities supplying up to 100,000 customers. The project was substantially completed in 2017 with some decommissioning work to be completed in 2018.

06

Koo Wee Rup, Wandong-Heathcote Junction Victoria

During 2017 AGIG completed two projects, in Koo Wee Rup and Wandong-Heathcote Junction, under the Victorian Government's Energy for Regions Program.



07

Warburton Natural Gas Victoria

With the support of the Victorian State Government Regional Energy Program, we connected natural gas to the regional township of Warburton, approximately 72km east of Melbourne. This involved reticulating approximately 29km of new gas mains including three river crossings to supply natural gas to the township.

With natural gas available to approximately 1,000 residents in Warburton, they have enjoyed the benefits of natural gas for the first time in their community alongside their neighbouring towns.

08

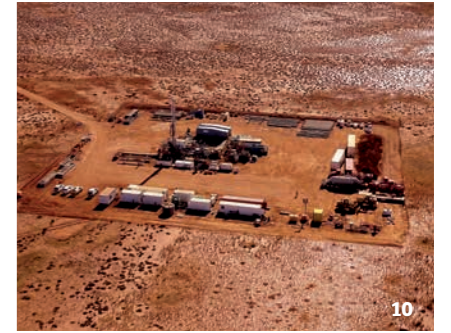
Kingsford Smith Drive Queensland

Kingsford Smith Drive is a major road linking the Brisbane central business district to the Brisbane Airport, Port of Brisbane, Northshore Hamilton and the Australia Trade Coast area.

Construction is well underway on Brisbane City Council's Kingsford Smith Drive upgrade, with both road and marine works now started. When finished, the upgrade will reduce traffic congestion, improve safety and create a new entry statement to Brisbane.

We have undertaken Phase 1 of the gas mains relocation working in close coordination with the project construction contractor to meet milestone requirements.

Work will continue on this project into 2018.



09

Tanami Northern Territory

In 2017 we entered into an agreement to build, own and operate the Tanami Gas Pipeline, a 437km pipeline that will deliver gas to the Newmont Tanami Operations mine site. The pipeline will not only benefit Newmont's existing Tanami mining operations, it will also support the future gas needs of the area, including the Yuendumu power station and other prospective developments.

Construction is planned to take place during 2018.

10

Tubridgi Gas Storage Western Australia

In September 2017, we completed the construction and commissioning of Western Australia's largest underground gas storage facility, the Tubridgi Gas Storage project. The facility will help improve storage services for natural gas shippers, while also improving supply security and reliability in the Western Australian gas market. There is now around seven petajoules of gas stored at Tubridgi, which has a total storage capacity of 42 petajoules.

11

Pluto Compressor Project Western Australia

In 2017 we were commissioned by Woodside, the Operator of the Pluto Gas Plant, to construct a new compression unit, allowing gas to flow to and from the DBP to the Pluto plant to help access this new source of gas for Western Australian gas customers. We will be constructing the new facility throughout 2018.



Sustainable first

Through our hydrogen investments,
we are demonstrating our commitment
to a low carbon future.

Sustainability

Work towards meeting our emissions reduction targets is still underway – with significant progress made in 2017.

Continuing Our Progress with Low Carbon Gas

The Australian energy sector is undergoing a period of rapid change. The need to reduce our carbon impact presents a number of challenges, particularly with intermittent renewable electricity sources, like wind and solar generation, now a growing part of the overall energy mix.

We know that natural gas has a significant role to play in meeting these challenges – it’s safe, reliable, affordable and has relatively low carbon emissions. For this reason, we know there are significant benefits for our customers in AGIG continuing to improve the environmental performance of our industry, particularly with respect to meeting Australia’s emissions reduction targets while ensuring the ongoing reliability and relative affordability of energy supply.

In 2016, we started investigating the future for gas networks in Australia, and in 2017 we have built on this work particularly through:

- The release of Gas Vision 2050 and subsequent reports on the future of low carbon gas;
- The development of our Hydrogen Park of South Australia (HyP SA) project, which will be an Australian first integrated hydrogen project, demonstrating how we can work with the electricity sector to inject renewable (carbon-free) hydrogen into our gas networks; and
- Ongoing advocacy for low carbon gas in Australia, including through hosting AGIG’s first Hydrogen Seminar.

In this time of transition, we are continuing to build on our low carbon gas expertise to ensure that we continue to deliver for customers over the longer-term.

“Decarbonising gas and electricity networks could save energy consumers in the United Kingdom as much as £214 billion by 2050, compared with converting gas usage to electricity (i.e. full electrification).”¹

Gas – Essential now and key to our Low-Carbon Future

The Australian Government has committed to meeting a carbon emissions reduction target of 26% to 28% of 2005 levels by 2030. While we have made some progress in reducing emissions from the electricity sector (shown in the charts by the uptake of renewable electricity generation), we still have a long way to go to meet our emissions reduction targets.

Australia needs to focus on large-scale decarbonisation of its entire energy supply (electricity, gas and transport) – while increased uptake of renewable electricity generation is extremely important, it is not a solution for total energy consumption. A diversified approach to low carbon gas and electricity will ensure a least cost approach to meeting our emissions reduction targets.

We believe making use of existing gas infrastructure (with the utilisation of hydrogen and biogas production) will minimise the costs of achieving our emissions reduction targets.

We have significant expertise concerning construction and management of gas infrastructure assets across the supply chain and consider we can play an important role in ensuring our customers continue to deliver an affordable, reliable and secure supply of gas over the long-term.

We are proactively engaging with both the electricity and transport sectors to promote collaboration and coordination of emissions reduction efforts. Open collaboration across the energy industry will ultimately benefit customers in the long-term and speed up our efforts to reduce emissions.

These charts show the scale of the decarbonisation challenge (green line) in two of the states served by AGIG. Gas and gas infrastructure has a key role to play in meeting this challenge.



Almost

70%

of homes use mains or bottled gas: that’s 6.5 million homes



Gas provides

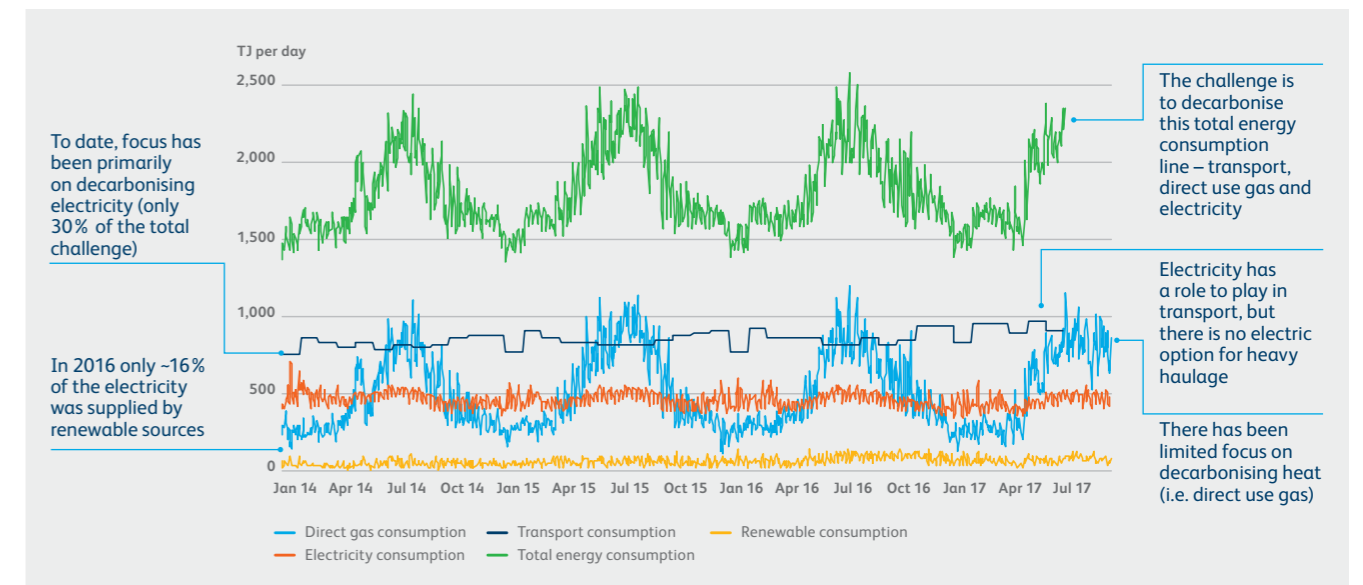
44%

of household energy but only 13% of household emissions

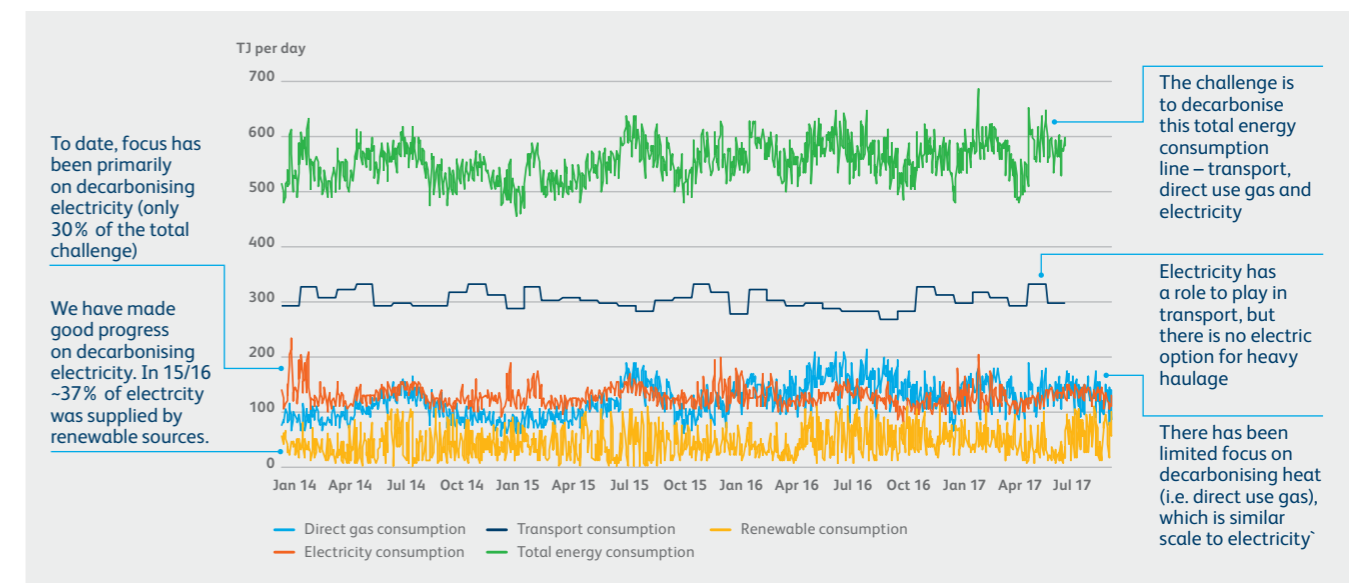


Australia’s gas infrastructure can store the same amount of energy as 6 billion domestic batteries

Victoria’s energy consumption per day



South Australia’s energy consumption per day



¹ Source: KPMG, “2050 Energy Scenarios”, July 2016 (prepared on behalf of the UK’s Energy Networks Association)

Sustainability

Gas Vision 2050

We have worked with Australia's five peak gas bodies to develop Gas Vision 2050. Gas Vision 2050 is a key document that:

- Highlights the importance of gas to Australia today;
- Explains the low-emission transformational technologies of biogas, hydrogen production and carbon capture and storage; and
- Describes an aspirational and attainable future for gas across Australia in which renewables and gas (including hydrogen and biogas) can support each other to achieve a near-zero-carbon energy sector by 2050.



Ensuring an ongoing supply of low carbon gas ensures customers continue to retain choice in the selection of household appliances.

Hydrogen production through electrolysis can couple with electricity networks to assist with electricity network reliability.

Biogas injection into gas networks provides a new market for waste, utilising an already available resource to generate energy.

On 23 March 2017, Gas Vision 2050 was presented to the Minister for the Environment and Energy and the Minister for Resources and Northern Australia. This is a key document for the industry that provides an important base for future analysis to be undertaken by AGIG and industry more generally over the coming years to identify the most effective and efficient map to decarbonise gas supply.

The release of Gas Vision 2050 received positive media attention and we have continued to build on the Vision throughout 2017 to understand the commercial, technical and legal/regulatory challenges associated with decarbonising our assets.

“AGIG is committed to leadership in the decarbonisation of Australia's energy supply. This project will provide an opportunity to develop an Australian-first integrated hydrogen project which paves the way for the commercial deployment of a hydrogen economy.”

Andrew Staniford, Chief Customer Officer

Developing the Low Carbon Gas Economy

In 2017, we announced our Hydrogen Park South Australia project: an Australian-first integrated hydrogen project demonstrating production and injection of carbon-free hydrogen into our South Australian gas distribution network.

Hydrogen Park South Australia (HyP SA)

Planned to be located at the award-winning Tonsley Innovation District, our HyP SA project comprises a 1.25MW electrolyser owned and operated by AGIG. The South Australian government is our key HyP SA project partner, and we thank them for the grant funding provided towards our project.

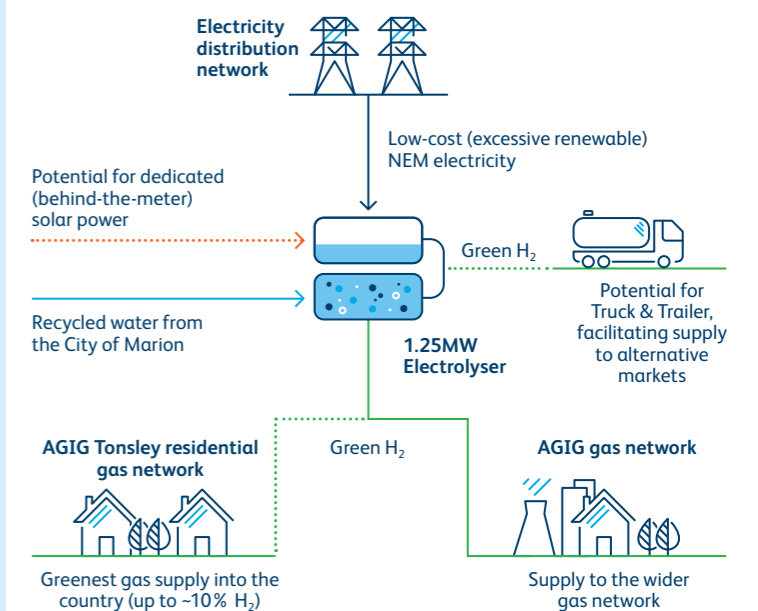
We are working together with our project partners Siemens and SA Power Networks to produce carbon-free hydrogen on-site from renewable electricity and recycled water for injection into our South Australian gas distribution network. We are also seeking to connect HyP SA to the National Electricity Market, to investigate the ability of electrolysers to assist with electricity network reliability by using excess renewable electricity.

Our delivery of HyP SA leverages off of our expertise and experience across the gas supply chain to deliver an Australian-first zero carbon gas project, providing a range of learnings that we will continue to build on in future projects. Our customers will benefit through the demonstration of a carbon-free future energy model, including through the delivery of decarbonised gas as well as assisting the reliability of electricity supply in South Australia.

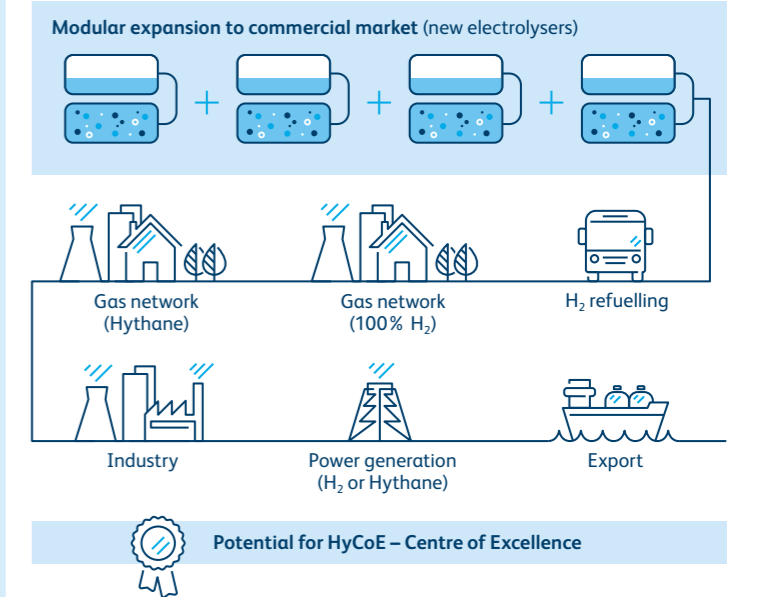
We are currently focused on delivery of HyP SA and expect first hydrogen production in 2020.

Going forward, there is potential for us to expand the scope of HyP SA to include the establishment of a National Hydrogen Centre of Excellence, in partnership with other organisations as well as supporting the development of a hydrogen vehicle refuelling station and transporting hydrogen to other markets where it is needed.

HyP SA Development Diagram



Future



A young child with wet hair, wearing a red and white striped swimsuit, is playing in a white bathtub. The child is holding a black toy dinosaur. The bathtub is filled with water and various colorful toys. In the background, there is a window and a white cabinet. A blue circular graphic is overlaid on the left side of the image.

Cost-effective

Our scale means we can deliver more cost-effective energy to our customers.

Our Customers

As more Australians see the benefits of natural gas, we're providing a customer experience to match.



It is a time of significant change in the Australian energy market. Households and commercial properties are looking for reliable, clean and affordable energy solutions.

To support our customers we focus on strong customer service, providing information through our website and working directly with over 700 plumbers and appliance retailers on our Rebates Program for new connections and natural gas appliances. This is supported by our media campaigns to raise awareness of natural gas for potential customers.

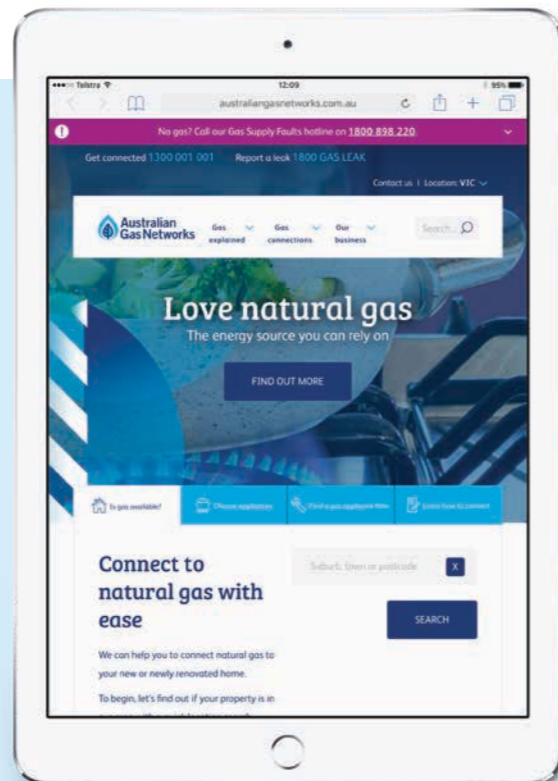
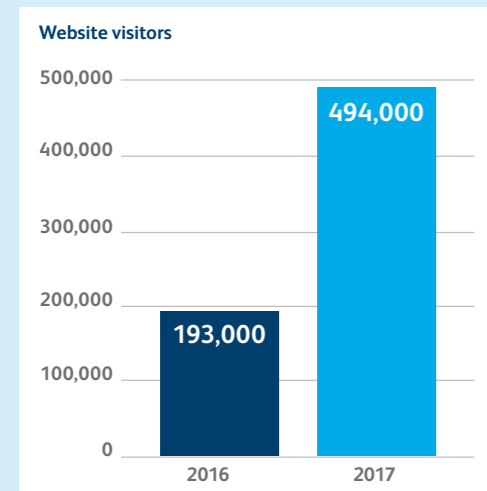
New customers in 2017

30,600

A new record – and an increase from 28,208 in 2016 and 27,735 in 2015.

AGN Website

Our new website, launched in late 2016, is now a key communications channel to support our customer and media communications with a range of informative and lifestyle content for those looking to make an energy decision.



Impact of campaign from post campaign research

72%

interested in installing a natural gas appliance after seeing the campaign

41%

interested in installing a natural gas appliance who didn't see the campaign

10%

felt their attitude towards natural gas or having natural gas appliances changed after seeing the campaign

Media Campaigns

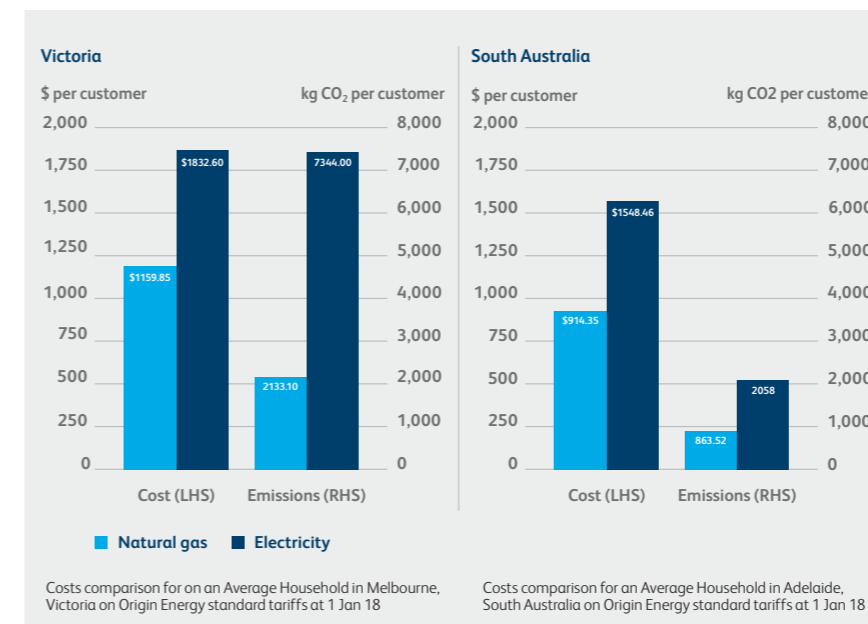
To extend awareness, our Everyday Experts campaign has been seen across television, digital channels such as YouTube and Facebook, and in the press.

We undertake market research to assess the impact of our Everyday Experts winter campaign including memorability, influence of the advertisement and likelihood of connecting a natural gas appliance.

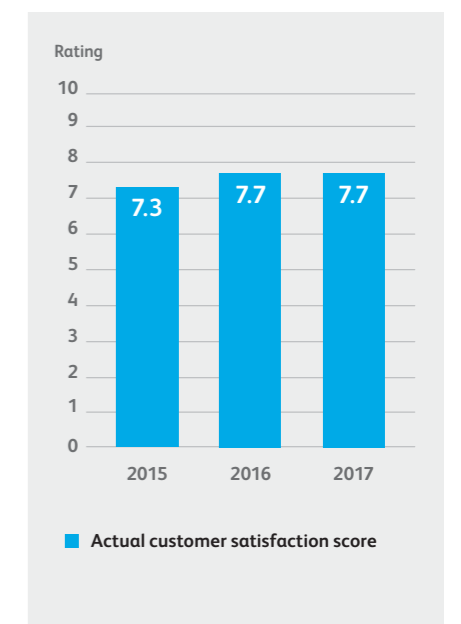
In May our direct mail campaign promoted the cost savings of natural gas hot water systems to customers who only used natural gas for their cooking, with a strong response from those customers claiming rebates for new hot water systems.



Gas continues to be the lower cost and lower carbon choice for our customers



Customer satisfaction



Community

We're proud to contribute more than natural gas to the communities in which we operate.

We continued to support local communities where we operate. In 2017, we continued to work with community groups including the South Australian State Theatre Company, Foodbank, the Hutt Street Centre for the Homeless, the Leukemia Foundation, the Cancer Council, the Port Adelaide and Sturt football clubs, and other charitable groups. We provided around \$500,000 in support to various community groups.

We also worked with a number of energy market participants to promote the benefits of natural gas, including the Energy Networks Australia, the Australian Pipelines and Gas Association, Biogas Australia, Housing Industry Association, Master Builders Association, Plumbing Industry Association, Association of Land Development Engineers and Urban Development Institute of Australia.

Foodbank

We are proud to continue to support Foodbank, which is Australia's largest food relief organisation providing over 60 million meals a year to over 2,600 charities around the country. In addition to providing food to charities, Foodbank also provides regular breakfasts to over 100,000 students in 1,750 schools around the country.

Foodbank provides a vital service by rescuing edible but surplus foods from the country's farmers, manufacturers and retailers, and redistributing it to charities and schools across the state.

Plans are already underway for next year's activities.

Some 2017 Foodbank Facts include²:

- Foodbank supplied 172,000 meals a day nationally;
- Foodbank supplies food assistance to over 652,000 Australians every month, and 27% are children; and
- the most common group that Foodbank's agencies assist are low-income individuals and families.



“As a not-for-profit, Foodbank relies on governments, individuals, organisations, community groups and thousands of volunteers to fight hunger.”



Landcare Australia Partnership

In 2017 we began a partnership with Landcare Australia focused on eradicating feral pests across Western Australia. AGIG is providing \$30,000 to fund four projects in the Pilbara, Mid-West, Wheatbelt and Peel Regions in 2017 and 2018. The projects, which span the entire length of the Dampier Bunbury Pipeline, are being undertaken by Landcare and community groups. Their work will help to protect threatened and endangered species, help farmers improve productivity, and train local and Indigenous landowners.

Adelaide University Research Project

In 2017 we sponsored a research project for Adelaide University engineering students. The project aimed to develop a miniature remote-controlled camera vehicle for internal inspection of small diameter gas mains. While inspection of pipes by cameras attached to a cable is commonplace, no technology is available to conduct inspections without the limitations imposed by cables.

By the end of 2017, the students had developed a first prototype that achieved some of the objectives, with further developmental work required to produce a fully functional prototype vehicle for field trials. We will again be sponsoring this project in 2018, which will give a new round of students the opportunity to apply their learnings to a real engineering application.



Science and Engineering Challenge

We have committed over a number of years and given our support to the Science and Engineering Challenge. This nationwide initiative is designed to inspire high-school students to study science, technology, engineering and mathematics (STEM) to encourage them to pursue related careers.

Through the challenge, students experience aspects of science and engineering which they would not usually see in their school environment. The South Australian Challenge, of which AGIG is a major sponsor, involved competitions across the state. A total of 2,500 students from 80 high schools benefited from this fantastic initiative.

We are proudly supporting the Western Australian Science and Engineering Challenge events in 2018.

² Source: <https://www.foodbank.org.au/wp-content/uploads/2017/10/Foodbank-Hunger-Report-2017>

Corporate Governance

AGIG's executive management team combines a wide range of skills and experience.

AGIG's businesses (AGN, DBP and MGN) are each overseen by a Board of Directors led by three highly experienced and respected Chairmen – Peter Tulloch (AGN), John Langoulant AO (DBP) and Peter Lowe (MGN).

Ben Wilson
B.NatSci

Chief Executive Officer

Ben joined Australian Gas Networks as Chief Executive Officer in 2015 and became Chief Executive Officer of AGIG on its formation in May 2017. Previously Ben was the Director of Strategy and Regulation and Chief Financial Officer at UK Power Networks (UKPN), a large electricity distribution company in the UK with 8 million customers, and also owned by the CK Group. Before joining UKPN in 2011, Ben was a utilities investment banker for 15 years, working in Europe, Asia and Latin America. He is a Director of Energy Networks Australia (ENA) and Chairman of the ENA Gas Committee.

Geoff Barton
B.Acc, CPA

Company Secretary

Geoff has over 35 years' experience in the energy sector, including roles with ETSA and AGL. Geoff joined the company in 2006 and was previously Assistant Company Secretary, Assistant Treasurer and Manager Business Services. He is also a Director of the Energy and Water Ombudsman of South Australia.

Mark Beech
B. Eng (Civil), Grad Dip
(Engineering Management)

General Manager, Network Operations

Mark has extensive industry experience, with 30 years in utility operations, engineering and project management roles.

Jon Cleary
B.Ec, M.Sci

General Manager Commercial

Jon has over 24 years' experience in commercial and business development roles in the oil and gas industry. Based in Perth, he has previously worked for QGC and Woodside prior to joining the company in 2014.

Craig de Laine
B.Econ, P Grad Dip Econ,
M.Econ

General Manager, People and Strategy

Craig has extensive industry experience, which includes over 18 years in utility regulation. Craig held previous roles at the Essential Services Commission of South Australia and the Productivity Commission.

Paul May
B.Acc, CA

Chief Financial Officer

Paul is a Chartered Accountant with 20 years' experience in various corporate and financial management roles with ASX-listed companies, including Santos Ltd and Henry Walker Eltin Group Ltd. Paul joined the company in 2005 and, prior to becoming the Chief Financial Officer in January 2015, was Group Manager, Finance and Risk since 2009.

Tawake Rakai
B.Eng

General Manager, Transmission Asset Management

Tawake has extensive operations, maintenance and projects experience with more than 35 years in the gas industry, including previously working for Shell. Based in Perth, Tawake has specialist expertise in transmission having worked for SECWA, Alinta Gas Distribution and Transmission, Epic Energy, Alinta Network Services and more recently with DBP.

James Smith

General Manager Transmission Operations

James has 28 years' experience in the gas transmission industry. James' experience extends from the field, supervisory, management and executive management. He is supported with trade qualifications and has an advanced diploma in Leadership and Management.

Andrew Staniford
M.Ec

Chief Customer Officer

Andrew has over 25 years' experience in the development and application of regulatory arrangements in the energy industry and commercial management of utilities. He joined the company in 2000, and having previously held senior roles with Origin Energy and the South Australian Government.



01



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07



08



09

- 01 Ben Wilson
- 02 Geoff Barton
- 03 Mark Beech
- 04 Jon Cleary
- 05 Craig de Laine
- 06 Paul May
- 07 Tawake Rakai
- 08 James Smith
- 09 Andrew Staniford

Ownership

Australian Gas Infrastructure Group is owned by various consortia of Hong Kong-based entities listed on the Hong Kong Stock Exchange. The consortia include CK Asset Holdings Ltd (CKA), CK Infrastructure Holdings Ltd (CKI), Power Assets Holdings Ltd (PAH) and CK Hutchison Holdings Ltd (CKH).

¹ Executive Management Team (EMT) correct as at March 2018. AGIG extends its thanks to EMT Members Anthony Cribb and Sharon Kershaw who served on the EMT during 2017.

Operational Statistics

Gas delivered (TJ)

	2017		2016		2015		2014		2013	
	<10TJ*	Total	<10TJ*	Total	<10TJ*	Total	<10TJ*	Total	<10TJ*	Total
Western Australia (DBP) [^]		351,192		344,246		330,695		325,925		317,783
Victoria (AGN)	39,003	57,619	36,625	55,218	37,523	55,965	33,973	51,604	35,625	53,843
Victoria (MGN) [^]	44,503	56,395	44,453	56,566	45,968	58,233	41,525	52,979	43,858	55,048
South Australia	10,777	30,668	10,535	30,795	10,975	31,062	10,150	31,402	10,461	32,938
Queensland	2,447	6,114	2,363	6,024	2,315	10,233	2,270	15,718	2,264	16,377
New South Wales	2,829	7,118	2,611	6,927	2,602	6,780	2,387	6,323	2,600	6,468
Northern Territory	61	2,059	62	2,353	67	2,701	70	3,387	70	3,337
Total[^]	99,620	511,164	96,649	502,129	99,450	495,669	90,375	487,338	94,878	485,794

* TJ – A terajoule is equal to one trillion joules

[^] Australian Gas Infrastructure Group was only formed in May 2017, however Western Australian, MGN and AGIG statistics for 2017 and history are provided prior to this date for completeness.

Customers / Shippers

	2017	2016	2015	2014	2013
Western Australia (DBP) [^]	35	29	27	26	27
Victoria (AGN)	665,420	650,191	635,559	621,591	601,228
Victoria (MGN) [^]	699,438	694,508	691,124	687,431	682,733
South Australia	445,428	439,248	433,510	427,336	417,222
Queensland	101,794	98,989	96,172	93,885	90,988
New South Wales	58,096	56,641	55,745	54,629	52,924
Northern Territory	1,137	1,137	1,137	1,137	1,100
Total[^]	1,971,348	1,940,743	1,913,274	1,886,035	1,846,222

[^] Australian Gas Infrastructure Group was only formed in May 2017, however Western Australian, MGN and AGIG statistics for 2017 and history are provided prior to this date for completeness.

Assets

	WA (DBP) [^]		VIC (AGN)		VIC (MGN) [^]		SA / NT		QLD		NSW		Total [^]	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
New mains (km)	N/A	N/A	200	202	46	45	44	42	76	107	1	9	376	405
New inlets	0	0	17,933	14,455	4,930	3,293	8,937	8,161	3,362	3,359	982	770	36,144	30,038
Replacement mains (km)	N/A	N/A	94	95	152	113	204	207	21	22	10	8	481	445
Total mains (km)	N/A	N/A	10,977	10,879	10,041	9,995	8,277	8,175	2,976	2,947	1,962	1,887	34,233	33,833
Transmission pipelines (km)	2,279	2,279	380	380	167	167	383	383	313	285	84	84	3,606	3,578

[^] Australian Gas Infrastructure Group was only formed in May 2017, however Western Australian, MGN and AGIG statistics for 2017 and history are provided prior to this date for completeness.

Financial (\$m)

	DBP/DDG [^]		MGN [^]		AGN		Total	
	2017	2016	2017	2016	2017	2016	2017	2016
Total revenue	398	398	222	212	618	578	1,238	1,188
EBIT	215	217	76	83	360	342	651	642
Net capital expenditure	94	41	91	83	265	234	450	358
Credit rating	BBB	BBB-	BBB+	BBB-	BBB+/Baa1	BBB+/Baa1		
Net debt (\$bn)	2.46	2.45	1.06	1.03	2.60	2.48	6.12	5.96
RAB (\$bn)	3.44	3.44	1.19	1.17	3.53	3.35	8.16	7.96
Net debt: RAB	66%	67%	89%	88%	74%	74%	73%	73%

(i) DBP/DDG Net debt includes DDG Net debt, but this is excluded from the DBP/DDG Net det: RAB calculation

[^] Australian Gas Infrastructure Group was only formed in May 2017, however Western Australian, MGN and AGIG statistics for 2017 and history are provided prior to this date for completeness.

Operational key performance indicators

Delivering for the customer	2017 (AGIG)	2016 (AGN)	2015 (AGN)
Public safety			
% of public leak reports responded in 2 hours (1 hour MGN)	99%	98%	97%
Leak Management Plan (LMP) leak surveys compliance – % of work orders complete within 30 days of due by date	99%	98%	100%
LMP Class 1 and Class 2 leak repair – % performance with LMP target timeframes	96%	99%	99%
Tier 1 and Tier 2 Safety Events on the DBP	0	N/A	N/A
Reliability			
Unplanned interruptions caused by operator actions, third party damage or asset condition	58	45	43
Number of customers having 5+ interruptions within 12 months [^]	0	6	3
DBNGP Reliability	100%	N/A	N/A
DBNGP Compressor Station Availability	99%	N/A	N/A
DBNGP Curtailments	0	N/A	N/A
Customer service			
Time to answer emergency calls within 10 seconds [^]	95%	93%	92%
Time to answer customer calls within 30 seconds	85%	87%	75%
Number of substantial complaints [^]	1,721	2,330	2,843
Connections within 20 working days or 1 day of requested date	95%	99%	N/A
Meters fixed within 2 working days or 1 day of requested date [^]	99%	97%	97%
DBNGP Curtailments	0	N/A	N/A
A good employer			
Employee safety (Financial year ending 30 June for 2016 and 2015)			
Number of Lost Time Injuries	9	4	3
Number of Total Recordable Injuries	40	N/A	N/A
Skills development			
Employee engagement	65%	72%	78%
Refresher training compliance [^]	100%	100%	100%
Compliance to competency audits [^]	100%	100%	100%
Other			
Environmental			
Greenhouse Gases Emissions (Volume – tonnes CO ₂ e)	1,194,219	560,130	600,000

[^]AGN assets only, statistic not recorded for MGN or DBP over this time period

General enquiries

AGIG

www.agig.com.au

AGN

(08) 8227 1500

Mon – Fri, 9am to 5pm (AEST)

DBP (Customer service)

(08) 9923 4300

Mon – Fri, 9am to 5pm (AWST)

Multinet Gas (Customer service)

1300 887 501

Mon – Fri, 9am to 5pm (AEST)

Post

AGN

Level 6, 400 King William Street
Adelaide, SA 5000

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12-14 The Esplanade
Perth, WA 6000

Multinet Gas (Customer service)

43-45 Centreway,
Mount Waverley, VIC 3149