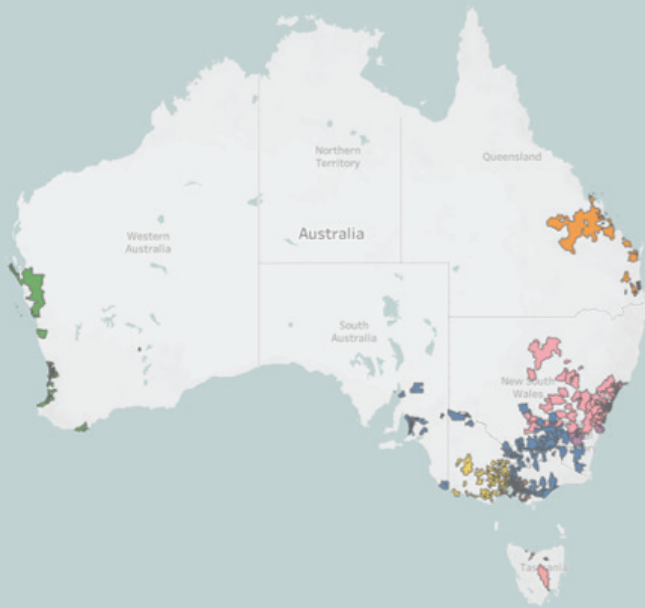


Natural Gas

Voice of the Customer





We spoke to a total of **2,514** residents within the gas distribution zones of Australia

Gas Appliances study for ENA, exploring:

- Energy preferences & importance of natural gas
- Intention to take up or drop natural gas
- Trends in appliance usage
- Perceptions of natural gas and other energy sources
- Attitudes and sentiment towards renewable gas

There are strong emotional & rational attachments to gas, both for cooking & heating



69%

Feel that gas appliances have made their home more comforting during COVID

"I love having natural gas because it saves the environment!"

"Cooking is really the one thing I cannot imagine not having gas for"

"More control with cooking as I am a chef so for me this really matters, affordable and easy to use"

"I love our ducted heating as it is easy to operate and control. I love the gas cook top as well, it cooks to perfection"

"Love the warmth produced and the traditional style of cooking"

"I love the speed and efficiency that gas cooktop gives us. Our food is prepared quickly and heats evenly"

"Love the feeling of gas heating and hot water"

"I love cooking on a natural gas cook top. Gas is also affordable so we find it doesn't impact our utility bills"

For many, natural gas is essential and an energy source they couldn't be without

essential



65%

Agree they couldn't be without their gas appliances

51%

Believe having a natural gas connection to their home is "essential"

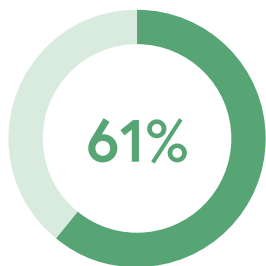
31% Somewhat important

6% Somewhat unimportant

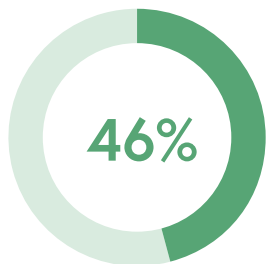
5% Not important at all

8% No preference / not sure

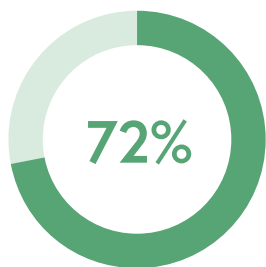
There is a strong appetite to explore alternatives to enable customers to keep using a form of natural gas



Agree that the sustainability of natural resources like gas is a real concern

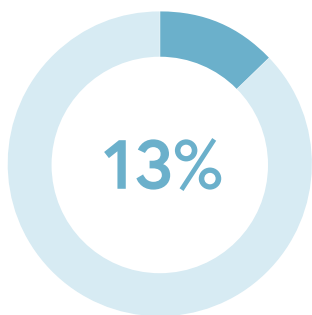


Would be more likely to consider gas appliances if the gas network could be transitioned from natural gas to an alternative low emission fuel, like renewable gas



Are keen to utilise renewable gas to help the environment

More than 1 in 10 are considering connecting to natural gas



Of those without are considering connecting to natural gas.

Why?

- 36% Cost / expense
- 15% Appliances more effective
- 8% Better for cooking
- 5% Better for heating

"Cost, it is cheaper using gas"

"Gas appliances are more effective than electric ones"

"I enjoy cooking with gas"

"Instant heat and I think it cooks better"

"Cheaper than electricity and I love the heat a gas fireplace gives out"

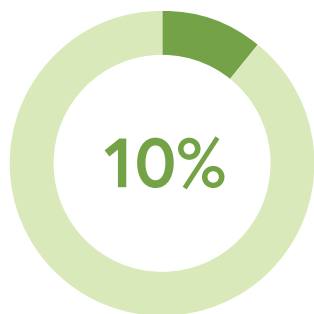


Nine in Ten



of those with natural gas intend to continue using it in the future

Just 1 in 10 of those with natural gas are considering dropping the energy source.



Why?

- 31% Cost / expense
- 9% To use / try solar
- 8% Gas not sustainable / green
- 8% Gas is dangerous / not safe

"It is getting old (gas appliance) and want to try solar to save money and the environment"

"Costly and can run electric appliances off solar power"

"Too expensive when solar could be utilised"

"Take full advantage of our Solar panels"



Questions?

Please get in touch

info@energynetworks.com.au