

Our local matters

Energy in action®

AGL

Fact Sheet: Community Research 2013

AGL Gloucester Gas Project
January 2013

What do communities across NSW think about coal seam gas?

Finding out what communities think about natural coal seam gas is important to us. Like many companies, AGL undertakes community research to help us understand what people think of our activities. The results inform our operational decision making, ensure we're aware of community concerns and help us plan our community investment and education programs.

In August 2013, AGL commissioned Jetty Research to conduct telephone polling of 1,000 NSW households on a range of coal seam gas-related issues. This follows similar research of 1,100 households conducted by Jetty Research in mid-2012.

How was the research conducted?

The research involved three separate telephone surveys:

- 1 A random survey of 400 households in regions where there is no coal seam gas exploration or development.
- 2 A random survey of 200 households in the Gloucester and Manning Valleys.
- 3 A random survey of 400 households in the Hunter and Macarthur regions.

Some questions were common to all three surveys, some were asked only in certain areas, and the remainder were region-specific. Respondents were not initially informed the survey was about coal seam gas, and AGL's involvement was not highlighted until late in each survey to ensure objective responses.

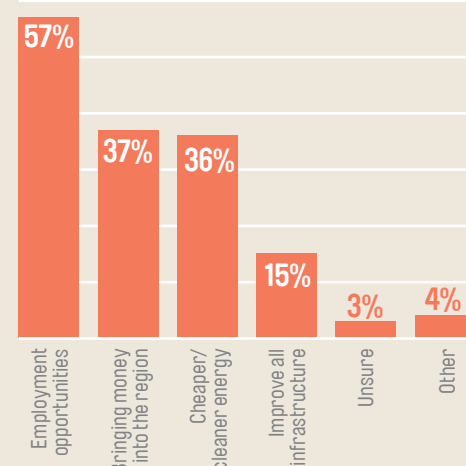
Polling was conducted in August and September 2013. Results have been weighted to match the age and gender profiles of each survey region (based on ABS 2011 Census data). To find out more about how this research was conducted please go to www.agl.com.au/upstreamgas

The combined survey results present a snapshot of the NSW community's opinion on coal seam gas development.

What benefits do you see in having AGL work in your region?

People in communities where AGL operates identified benefits of having us work in their area. These included employment opportunities (57%), bringing money into the region (37%) and cheaper/cleaner energy (36%).

What do you think these benefits are?



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The issues most important to you.

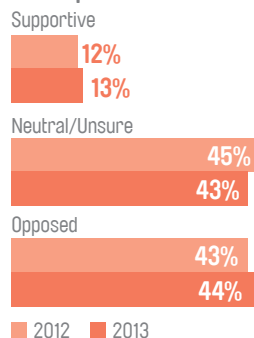
41 percent of NSW residents reported cost of living pressures as being the most important issue of concern to them and their family, closely followed by health (40 percent) and education (21 percent). Only 3 percent of respondents identified coal seam gas as a major concern.

The issues most important to you (Continued)

Almost half of the community is watching the coal seam gas debate closely, and less than half oppose coal seam gas production.

48 percent of respondents said they were following the natural coal seam gas debate closely – up from 28 percent in 2012. Despite this, opposition and support for natural coal seam gas exploration in NSW was virtually unchanged from our 2012 survey results.

How supportive are you of CSG exploration in NSW?



You want more information about coal seam gas.

61 percent of respondents feel they don't have enough information about natural coal seam gas. Three-quarters said they would be most likely to seek such information online, and you identified trusted information sources including independent organisations, the three tiers of government, scientists, researchers and the CSIRO.

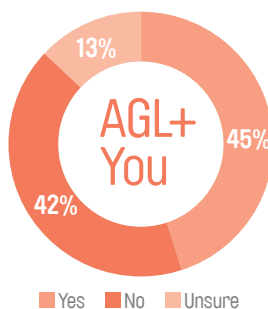
Do you feel you have enough information on CSG?



Almost half the people in our project areas (Gloucester, Hunter, Camden) acknowledge the associated benefits of having AGL working in their community.

45 percent of people surveyed acknowledged the benefits of having AGL working in their region such as employment, community investment, and cheaper and/or cleaner energy provided by coal seam gas.

Are there any benefits of having AGL working in your region?



What is AGL doing with this information?

The information from this survey will help AGL communicate better with local communities. It helps us tailor our education and information programs, our community investment and our grant programs.

The survey results also give us a better understanding about what a broad section of the community thinks. This helps us plan our activities to reach a wide range of people with differing views and concerns.

AGL will continue to support local communities by creating a community grants program for our project areas. This program is being developed and we will let you know as soon as it is up and running.

To meet your needs for more information we have launched AGL's online community at www.YourSayAGL.com.au. Join our online community and sign up to receive or weekly email updates. You can also send your questions or any comments about AGL's natural coal seam gas activities via this channel.

Our website at www.agl.com.au/upstreamgas is jam-packed with information such as local data, peer reviewed scientific reports, water studies and community updates. We constantly update our website with news and information.

Join AGL's online community
www.yoursayagl.com.au

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