No	Questions	
1	Hopefully, you will consider to reinstate e-voucher on exceptional basis to those who participate for this year virtual AGM in order to support domestic economy during this pandemic period & encourage good participation for the upcoming virtual AGM. If there is tedious / complexity to prepare e voucher as per informed by some corporate. Hopefully, we will get better vouchers / door gifts in next year to those who attend physically.	
2	Please consider to Courier Door Gifts to Registered & those who Attended Shareholders for the AGM. Thanks.	
3	Why no e-vouchersmall gesture to delight my day especially I am elder? Director meeting fees and remuneration still on despite function partial remotely.	
4	Please give us some e-vouchers for attending the Virtual AGM. TQ	
5	Change of CEO. Hopefully will get door gift. I believe this is the hottest topic. As a small shareholder, we don't have must say in voting resolution. Except largest shareholder / corporate shareholder against it.	
6	Since the AGM is conducted on a virtual basis, we outstation shareholders are able to participate in the meeting for the first time, will the company be giving shareholders attending the meeting some e-vouchers.	
7	Since the AGM is conducted on a virtual basis, we outstation shareholders are able to participate in the meeting for the first time, will the company be giving shareholders attending the meeting some e-vouchers.	
8	Although the AGM is conducted on a virtual basis, we hope the company will continue giving shareholders attending the live streaming meeting and remote voting some evouchers	
9	Although the AGM is conducted on a virtual basis, we hope the company will continue giving shareholders attending the live streaming meeting and remote voting some evouchers	
10	Since the company AGM is conducted on a fully virtual basis and thus the company have save a lot of costs, will the company be giving shareholders who have to incur time and cost to attend this live streaming meeting and remote voting some e vouchers	
11	Although the AGM is conducted on a virtual basis, we hope the company will continue giving shareholders attending the live streaming meeting and remote voting some e vouchers	
Answer to question number 1 to 11		
We	We regret for this year's AGM, we are not providing any gifts or vouchers including e-vouchers.	

No	Questions		
12	Any written reply when we post question? If not waste of our time. Mutual interaction is the best.		
	Answer:		
	The Chairman/Board will endeavour to respond to relevant questions submitted by remote participants during the 37th AGM.		
If there is time constraint, the responses will be published in the Company's corporate website at http://www.petronasgas.com/ under Investor Relation's page, after the meeting.			
	Would the group consider live streaming AGM going forward as some shareholders are not able to personally present at the venue?		
13	This would enable more shareholders to be able to participate in AGM whereas currently some shareholder live in remote places and it's hard for them to be present at the meeting venue. Thanks!		
	Answer:		
In line with Practice 12.3 of the Malaysian Code on Corporate Governance 2017 on leveraging technology in conducting general meetings, PGB will continue to assess the effectiveness and number of take up rate for the system this year, for PGB to consider if this can be adopted for future general meetings.			

There are numbers of political appointee in GLC owned companies lately. May I know whether the Board has the right to object if this arises?

Answer:

Regardless of political appointees or not, any nomination of a director will be deliberated by the Nomination and Remuneration Committee ("NRC") prior to the Board's approval.

The Company has also put in place Board Selection Criteria to assess the suitability of any candidate(s) proposed.

No	Questions
15	I understand that low domestic gas price (due to gas subsidy) has cost PETRONAS to forfeit billions in revenue. However, the implementation of the TPA will eventually see the removal of gas subsidy in the future. Would PETRONAS Gas benefit with the removal of the gas subsidy?

Answer:

For Gas Processing, Transportation and Regasification segments, PGB owns the gas infrastructures and is not the owner of the gas molecules in the system. Therefore, the removal of the gas subsidy will not benefit PGB directly for these segments.

For Utilities segment, while gas is part of PGB cost of sales, there should be minimal impact as the cost of fuel gas is largely pass-through to customers.

16 What are the future growth drivers for PGB?

Answer:

Key driver for PGB growth is gas demand in the country.

Increase in gas demand for power generation or industrial parks will create opportunities for gas infrastructure expansion for both regasification and gas pipeline.

In addition, new development in gas related industrial parks may increase utilities needs; hence providing opportunities for PGB Utilities Business to grow.

No	Questions
17	Will there be a reduction in demand for fossil fuel in 10-20 years' time as more people shift towards renewable energy e.g. solar, wind, biomass?
	Answer:

PGB is not the molecule owner but provides gas infrastructure services and the main revenue streams are guaranteed irrespective of utilisation rate.

On the forecast demand for fossil fuels, we believe that gas will still continue to be relevant for a long time as it is cleanest form of fossil fuels. Renewables Energy will take time and big investment to grow. With the natural increase in demand for energy sector and no more plan for new coal plant unit, we see that the demand for gas will gradually increase and sustain. PGB is also looking into other products and services to complement our current gas infrastructure business.

Based on Suruhanjaya Tenaga (ST) forecasts, renewable energy will only contribute to 19% of total fuel generation mix for Malaysia whereas gas will continue to contribute about 39% on average from 2020 to 2030.

As such, PGB's business will not be under threat by the shift towards renewable energy.

18 Will LNG export be part of PGB future revenue?

Answer:

PGB's core business is providing gas infrastructure and ancillary services.

There are no plans at the moment for PGB to participate in LNG export activities. However, we will make the necessary announcement should there be any development.

No	Questions
19	What's the current utilisation rate at RGTP and RGTSU? What's current capacity utilisation of PGU pipeline network?

Answer:

RGTP utilisation was around 50%, anticipated to increase once Pengerang Integrated Complex (PIC) plants and facilities in Pengerang are fully operational.

RGTSU utilisation was slightly below 20%, reflecting lower requirement to import LNG to supplement gas requirements in Peninsular Malaysia.

PGU utilisation based on actual delivered is 65% of maximum capacity. (2,122 mmscfd actual of 3,500 mmscfd PGU capacity). Technically there is still capacity to cater for new supply/new capacity reservation for PGU system. PGB will carry out relevant feasibility study to cater for such request.

Under the TPA mechanism, our regulated gas facilities services are revenue capped, which means the allowed amount of revenue is guaranteed irrespective of utilisation rate.

20 How does natural gas price fluctuation affect PGB profits?

Answer:

For Gas Processing segment, the impact is not significant as Internal Gas Consumption (IGC) is provided by PETRONAS within the Agreed Operating Parameters (AOP).

For Gas Transportation and Regasification, the impact in the change of fuel gas will impact the IGC cost. However, any change in IGC cost will be adjusted and recovered through tariff i.e. profit neutral.

In total, IGC forms a very small percentage of PGB's total costs.

For Utilities segment, the impact in the change of fuel gas price will impact our cost of sales. However, any change in fuel gas cost can be immediately passed through to steam and industrial gas customer via price revisions. The exception is for electricity. Revision for electricity price is subject to tariff revision by TNB.

No	Questions
21	Will PGB be affected by any revision in power (electricity) price by EC?
	∆nswer·

On the revenue side, PGB Utilities segment earnings is directly correlated to any revision in electricity price i.e. any upwards/downwards revision in price will result in increase/decrease in revenue.

On the cost side, some of our facilities which are utilising power (electricity) from the grid (TNB) will be affected by the revision as well. As such, any revision upward will increase our costs while any revision downwards will reduce our costs. Nevertheless, any cost impact is not significant as PGB also generates its own power for internal consumption.

22 What will be the effect to PGB if more people utilise the TPA to import LNG?

Answer:

Under TPA mechanism, our regulated gas facilities services are revenue capped, which means the main revenue streams are guaranteed irrespective of utilisation rate.

In addition, if more shippers/capacity users utilise the facilities, it will provide PGB the opportunity to develop and promote our ancillary services further, providing new revenue streams. Two of these services are Gassing Up Cooling Down (GUCD) and LNG reloading which have been introduced at our LNG Regasification Terminal Pengerang (RGTP), Johor.

No	Questions
23	What are the impact on the business of the Group, particularly its operation, financial performance and cash standing?
	Answer:

PGB has not been significantly affected by the COVID-19 pandemic.

- We have continued to run our plants and facilities seamlessly amidst restrictions imposed by the Government, with no safety issues or interruption.
- Our business model is mainly underpinned by long term contracts which fully underwrites capacity regardless of utilisation.
- While there has been some delay on certain projects due to the restrictions under MCO, plans are in place to catch-up on the schedule towards meeting target completion date.
- Financially, there is no significant impact as our business model and commercial arrangements ensures steady earnings stream.

We have addressed the crisis in a holistic manner by implementing appropriate barrier management and business continuity plan. Above all, safety of our staff, contractors and business partners, and continuity of gas supply to the nation being the utmost priority.

There has been minimal impact during the MCO imposed by the government. We anticipate the same moving forward as MCO restrictions are gradually lifted.

Door gift / e-voucher

No	Question
1	Will you consider giving door gifts for shareholders attending online AGM?
2	Please consider giving e-voucher to participating shareholders in line with Bursa AGM practice.
3	Assalamualaikum Mr. Chairman, we will feel very happy if the company kindly give vouchers to those who attend the meeting. Thank you.
	E-vouchers: Bursa AGM was conducted remotely and the BOD gave e-vouchers (RM40 Boost) to all shareholders who attended the meeting.
4	MBSB AGM will be held on 30 June 2020 and they are also giving out e-vouchers to those who attend remotely.
	In view of this, since the AGM is only held once a year, and there is some substantial savings from conducting it remotely, we kindly ask the BOD to consider giving us shareholders evouchers as well for attending this meeting. Thank you.
5	Assalamualaikum Tuan. Please kindly give us voucher as an appreciation for attending the meeting. Thank you very much.
6	May the Board consider giving out Petronas gift card in this RPV AGM participants?
	I presume the cost to conduct remote AGM is much cheaper as compared to physical
7	AGM. With the cost savings, I humbly request the BOD to consider give e-voucher and/or e-credit (i.e. e-wallet) to attendees (attended & voted) as a token of appreciation.
8	Hi, Good Morning, Honourable Mr Chairman & Board of Directors, I'd like to ask if you can give us your loyal shareholders e-Vouchers or e-Wallet in REPLACEMENT of door gifts. These are very HARD times for us FINANCIALLY as you all know & many including myself have suffered LOSS of Income due to the pandemic. I'm appealing to you Sirs to be COMPASSIONATE & KIND to us & do some CSR by giving us, who have taken the time & trouble to attend this RPV AGM good rewards. Look forward to your +VE reply. TQ!
9	Hope the company will consider mailing vouchers or some form of e-gift (like top up in Boost or Touch N Go) in lieu of door gifts to on-line participants. Door gifts are a standard feature of Petronas Gas AGMs, when meetings are held at a physical venue. Thank you in advance to the Chairman and Board for your kind consideration.
10	Please provide e-voucher to delight me as elder. Virtual AGM caused me loss out freebies. Since directors and chairman fees and allowances are funded by shareholder's fund. I believe this demand is fair and hottest request among all. Kindly ensure well take care of group coffer. Don't let politician take credit for dividend payout. Petronas is not nation ATM machine. Board is duty bound to safeguard nation pride.

Door gift / e-voucher

No	Question
11	Good morning directors can we suggest for some e-voucher for us shareholders as we know it is not compound not to give voucher for shareholder.
12	Good morning to the Board of Directors, as this is the first time the hybrid meeting is held, will the board still consider giving door gifts to shareholders who attend this virtual meeting? Tq.
13	Hope the BOD will give us e-vouchers as has been in the past
14	Mr.Chairman, I wish to request for reloadable Petrol card, tqvm.
15	Hi Good Morning Honourable Mr Chairman & Board of Directors, I'd like to ask if you can give us your loyal shareholders e-Vouchers or e-Wallet in replacement of door gifts. These are very hard times for us financially as you all know & many including myself have suffered LOSS of Income due to the pandemic. I'm appealing to you Sirs to be compassionate & kind to us & do some CSR by giving us, who have taken the time & trouble to attend this RPV AGM good rewards. PDB & PCG should do the same.
16	As a token of appreciation for shareholders and proxies who are attending and vote at today's virtual AGM of the company, would the Board of Directors be kind enough to provide us with an e-voucher? Thank you.
17	Appreciate if Petronas Gas' Board of Directors could consider to courier Door Gifts to all registered & attended AGM Shareholders. Thanks.
18	Good morning Sir, hope to be given e-voucher for petrol. thank you in advance
19	Will the company be giving vouchers to shareholders attending this live streaming AGM and remote voting?
20	With the reward of shareholder on e-voucher by KLCCP (Petronas group of companies), will Petronas Gas reward the shareholders with the same goodies for those who attend RPV?
21	I hope the Board would consider giving all participants of this virtual meeting e-vouchers or top up for e-wallets to brighten up our day during this Covid-19 pandemic, plus the Company has already enjoyed cost savings in holding this meeting virtually. Thank you.
22	Please do pass some cost saving benefits to shareholders who participate in this virtual meeting since it is a once a year event, and we do incur time and effort in registering for this meeting and logging in to view this live streaming today. It will definitely motivate us to continue supporting the Company! Thanks.
23	Mr. Chairman, it is appreciated that shareholders participating in this RPV be rewarded with e-vouchers or e-wallets credits. Thank you.

Door gift / e-voucher

No	Question
24	Will the company be giving vouchers to shareholders attending this live streaming AGM and remote voting?
25	Will the company be giving vouchers to shareholders attending this live streaming AGM and remote voting?
26	Will the company be giving vouchers to shareholders attending this live streaming AGM and remote voting?
27	Please consider giving the shareholders e-vouchers such as MO coupon or credit points into our Mesra card. Tq.
28	Will the company be giving vouchers to shareholders attending this live streaming AGM and remote voting?
29	There are only 72 people attending your virtual meeting, a drastic reduction. Why are you not considering e-voucher to encourage more participation? Since business is insulated from Covid 19, why are you not helping the economy and people by providing e-vouchers?
	Are management enjoying sumptuous luncheon after their meeting? How is this justified since shareholders are not even getting any e-vouchers for participating?
30	Mr.Chairman, we shareholders are spending money, time & immense effort participating in this RPV and it is only good CSR for the company to reconsider giving us e-vouchers or e-wallets credits for our efforts & ease our expenses in these difficult times. Thank you
Answer to question number 1 to 31	
We regret for this year's AGM, we are not providing any gifts or vouchers including e-	

vouchers.

Performance and Outlook

N		
No	Questions	
1	Will the recent development between PETRONAS and Sarawak State on Oil & Gas Sales Tax affect our company?	
	Answer:	
Effective 1 January 2020, PGB no longer has business in Sarawak. Hence, PGB is not affected by the Oil & Gas Sales Tax.		
2	Please explain the performance based structure for gas processing and the additional ethane targets - how does it work and how did it contribute to 2019 earnings.	
	Answer:	
Performance Based Structure (PBS) and Agreed Ethane Targets (AET) are incentives based on achievement on set targets with our customer (PETRONAS) depending on plant performance and planned ethane volumes.		
For 2019, the Group earned RM79.6 million from PBS and AET.		
3	What is the prospect of the company in the coming year since the resin price is low and highly competitive?	
	Answer:	
PGB revenue is based on the capacity booking by shippers/capacity users. It is not affected by the fluctuation of oil or gas (or other commodity) price.		
4	The US government has a law named NOPEC Act (No Oil producing and Exporting Cartel Act). What will be the effect to the world and Malaysia if the US government exercise the law.	
Answer:		
PC	GB's core business is providing gas infrastructure and ancillary services; hence there is no	

foreseeable impact with regards to the NOPEC Act.

Performance and Outlook

No	Questions	
5	Referring to Petronas offer Break Bulking LNG via Ship-to-Ship service. Will it impact PGB, considering it transfer Gas from one ship to another smaller ship, without needing onshore regasification facilities? Thank you.	
	Answer:	

The Ship-to-Ship market segment mainly relates to regional LNG players supplying LNG to locations that do not have access to pipeline gas. It does not affect PGB.

No	Questions
1	Please provide the details of Regulatory Period 1 (RP1), and how is the profitability against the Pilot Regulatory Period.
	Answer:

Effective 1 January 2020, Suruhanjaya Tenaga (ST) has approved RP1 tariff which shall apply from 1 Jan 2020 to 31 Dec 2022.

The tariff components mainly consist of OPEX recovery and agreed return on Regulated Asset Based (RAB). In addition for RP1, the tariffs approved also included Internal Gas Consumption (IGC) cost recovery, which is a pass-through cost.

Against Pilot Regulatory Period (PRP), the higher RP1 tariffs resulted from the inclusion of IGC cost recovery. This was borne directly by the shipper/capacity users during PRP.

Excluding IGC cost recovery and on a comparable unit basis:

- > PGU tariff is lower mainly due to transitioning of Regulated Asset Base (RAB) from Depreciated Replacement Cost (DRC) to Net Book Value (NBV).
- > RGTSU tariff is broadly comparable.
- RGTP tariff is higher due to inclusion of jetty leased asset as RAB.

Overall impact of the new RP1 tariff is not significant, with possible reduction of around 4% to PGB Group gross profit.

No	Questions
	I understand that the regulated asset base value used to calculate tariffs will be rebased downwards from replacement cost to historical cost over the next few years.
2	How does management plan to offset the natural decline in earnings that would arise from this?
	What is the current WACC and please provide the breakdown of the components driving the WACC.

Answer:

While we may see a downward trend in the asset value of our pipelines due to the change in asset valuation method, this will be partially offset by new pipeline projects which are in the planning stage with target execution dates in the near future.

Overall, the IBR WACCs as approved by Suruhanjaya Tenaga (ST) for all three facilities are still competitive to other regulated businesses in Malaysia. However, we are not in a position to disclose the agreed WACCs or returns.

Detailed breakdown of the components driving the WACC is available in Suruhanjaya Tenaga's "Guidelines on Determination of Gas Transportation Facility Tariff under Incentive-Based Regulation (IBR)" downloadable at www.st.gov.my

No	Questions
3	With third party access and given that global gas price lower than Malaysia domestic selling price, does our company see significantly more gas volume being processed by our transportation and regassification facilities?
	How much of the gas being transported or processed are not from Petronas up until today, in terms of percentage. Thank you.

Answer:

Volume of gas being processed by our transportation and regasification facilities is largely dependent on gas demand in Peninsular Malaysia.

Despite lower global gas price, we have seen temporary decline in the gas demand in recent months, due to slowing down of industries and businesses resulting from the government's Movement Control Order directive to control the spread of COVID-19 pandemic. Regardless of volume, our revenue from transportation and regasification will remain sustained since the subscription to both these services are based on capacity reservation regardless of actual volume throughput.

To-date, there has been one LNG cargo by a third party in October 2019. While PETRONAS still makes up nearly all of the gas transported, more volumes from third party cargoes may be realised as Malaysia's gas demand continues to grow in the future.

4 Are there any 3^{rd} parties currently using the regasification facilities?

Answer:

There are no 3rd parties currently using our regasification facilities although we have had some interest registered.

Under revenue cap mechanism, the capacities of our regasification facilities are fully underwritten with revenue guaranteed regardless of utilisation.

No	Questions
5	Please provide further details on the new gas pipeline projects - will it be able to fully offset the decline in the asset value for gas transportation? When it will be implemented?
	Answer:
The new pipeline projects are still in the planning stage and will be executed within 5 years. The projects will partially offset the decline in Gas Transportation asset value.	
6	Are there any other assets (such as the jetty) which can be included to include the profitability of the regassification division?
Answer:	
All assets which qualify to be part of Regulated Asset Base (RAB) for RP1 has been included, as agreed and approved by Suruhanjaya Tenaga (ST).	

COVID-19

No	Questions	
1	Can the Company maintain its dividend payout in the coming years, considering the impact from COVID-19?	
	Answer:	

In deciding on dividend levels, the considerations include balancing between requirements to operational and capital expenditures, including potential projects that may arise and meeting shareholder's expectation.

Subject to the above, we aim to sustain the level of dividend in the near future as far as possible.

2 What is the Group's strategy moving forward in light of the COVID-19 pandemic?

Answer:

The current impact of the pandemic to PGB is minimal.

Moving forward, we will continue to run our plants and facilities safely and efficiently, to ensure no interruption.

For projects, catch up plans are in place to meet the target completion date any delays due to MCO.

While our business model provides us with revenue security, we will continue to drive cost optimisation and prudent spending during these uncertain times..

Above all, the safety of our staff, contractors and business partners, and continuity of gas supply to the nation is of the utmost priority.

3

In view of the COVID-19 Pandemic and many companies has been badly affected by the MCO, in which earnings are expected to be depressed.

Is the Board of Directors (BOD) going to layoff PGB staff or cut salaries?

Answer:

There has been minimal impact to PGB during the MCO. As such, there is no plan to lay off staff or cut salaries for the time being.

Corporate Governance

No	Questions	
1	Mr. Chairman, I am Lim Cian Yai from MSWG. Would like to seek explanation from the Board on why is the tabling of resolution proceeded before Q&A session? It is always good to have Q&A session before the tabling of resolution as the response given by management may influence how shareholders may vote on the resolutions.	
	Answer:	
	We were of the view that by tabling the resolutions first will give opportunity to the shareholders to pose questions related to the resolutions prior to voting.	
2	Please post hardcopy of annual report, circular and admin note to my address as registered via my broker as I have not received them.	
	Answer:	
We have arranged for Boardroom Share Registrars Sdn. Bhd. to send the requested documents to you.		
3	How directors make it easier for shareholders to participate in virtual meeting, as Tricor's registration is much more troublesome than boardroom, there were cases in other meeting whereby Tricor just refused participation although completed form duly received. Please investigate and audit whether Tricor has thoroughly allowed shareholders to participate in AGM/ EGM?	
Answer:		
	nk you for your feedback. We note the concern and will look at further improvement of our ial AGM/EGM.	

Financials

2

No	Questions
	The USD Term Loan amounting to RM1.781 Billion is due for repayment in 2021.
1	In view of the depreciation of RM against the USD, what was the addition provision or payment for the interest costs in FY2019? Will there be further provision in FY2020 assuming the RM exchange rates remains at current levels?

Answer:

As disclosed in Note 16 of PGB's 2019 Financial Statements, interest payment on the USD Term Loan in 2019 is slightly higher at RM50.1 million, compared to RM46.9 million in 2018.

The depreciation in RM against USD will affect the interest payments. However, the Term Loan is back-to-back with interest bearing USD loans to our subsidiary and joint venture company, providing a shield on the interest payable.

Can the management provide guidance on how much revenue will the GUCD and LNG reloading contribute to the coming FY performance?

Answer:

For 2019, revenue contribution from ancillary services is relatively small at just under RM6 million as they are still at infancy stage, serving to complement our regasification services at both terminals. It will take a few years for the business to mature.

For 2020, we are targeting to complete our LNG bunkering and LNG truck loading projects which will add on to our ancillary service portfolio. With this, PGB expects to see further incremental improvement to revenue as we progress into 2021 and beyond.

The annual report talks about the replacement of the PGU1 pipeline -how much capex has been spent in 2019 and how much will be spent in 2020?

Answer:

For 2019, total CAPEX spent for Gas Transportation business segment was RM135.1 million. The amount spent on replacement of PGU1 pipeline was limited as activities have just started.

For 2020, as part of pipeline integrity and sustainability, more systematic replacement activities have been planned. Therefore, CAPEX for 2020 is anticipated to be considerably higher than in 2019.

Financials

No	Questions
4	What was the increase in 2019 earnings, excluding the forex gains?

Answer:

Excluding forex gains, profit for 2019 would have been higher by 2.3% as compared to 2018 due to higher contribution from joint venture companies and higher interest income from fund investments.

Please explain the nature of the JV earnings which also contributed to the increase in 2019's earnings.

Answer:

For 2019, the Group registered higher share of profit from joint ventures companies was attributable to improved contribution from Kimanis Power Sdn Bhd (KPSB) and Pengerang Gas Solutions Sdn Bhd (PGSSB).

In 2018, KPSB de-recognised deferred tax assets due to time utilisation limit on certain tax benefits whilst PGSSB recorded higher profit in 2019 with commencement of its Air Separation Unit in Pengerang, Johor in the first quarter of 2019.

In the 1st Quarter 2020 results, the profitability of gas processing appears to have improved as a result of lower operating cost. Please explain why this is the case and whether it is sustainable across RP1.

Answer:

The lower operating cost for Q1 2020 was in line with lower level of activities during the quarter. Whilst largely planned, level of activities were also somewhat affected by MCO restrictions.

We will endeavour to optimise and sustain cost levels moving forward, depending on activities to ensure plant safety and reliability.

Directors' Benefits

No	Questions
1	How much director get for attend this virtual meeting?
Answer:	

As stated on page 33 of the Governance and Financial Report 2019, the Non-Executive Directors (NEDs) will receive RM3,500 meeting allowance for any meeting attended by NEDs (both physical and virtual meeting).