



WATER PLAN

2013 to 2018

**Supporting
Document B**

**Stakeholder
Engagement Plan**

TABLE OF CONTENTS

1.0	Background	3
2.0	Objectives	3
3.0	Key Stakeholders	3
4.0	Key Engagement Issues.....	8
5.0	Engagement Measures.....	10
6.0	Engagement Plan	10

1.0 Background

Goulburn Valley Water prepares a Water Plan on a 5 yearly basis in accordance with the Statement of Obligations issued by the Department of Sustainability and Environment.

The Water Plan outlines Goulburn Valley Water's operating expenditure, capital works expenditure, service levels and pricing for a 5 year period. The next Water Plan period (Water Plan 3) will be from 01 July 2013 to 30 June 2018.

A stakeholder engagement plan has been developed to outline how stakeholders will be involved in the preparation of Water Plan 3 and the actions that are required to undertake the engagement.

2.0 Objectives

The objectives of the stakeholder engagement plan are to:

- Provide stakeholder input to key issues to be addressed in the Water Plan;
- Involve a range of stakeholders in the development of the Water Plan;
- Identify the level of engagement that will be achieved for different aspects of the Water Plan;
- Outline an engagement plan which will identify actions and timeframes to deliver the engagement.

3.0 Key Stakeholders

The key stakeholder groups to be engaged for Water Plan 3 are as follows:

- Residential Customers;
- Non-Residential Customers;
- Major Customers;
- Local Government;
- Regulators (eg. DSE, EPA);
- Other Stakeholders (eg. G-MW, GBCMA);
- Customer Advocacy Groups;
- Internal Staff;
- Executive Management Team; and
- Board

The key stakeholder engagement methods implemented for Water Plan 3 are as follows:

- Corporate Community Reference Committee (CCRC) meetings;
- Annual customer survey;
- Customer newsletter;
- Media releases;
- GVW website and Sharepoint site;
- Water Supply Demand Strategy engagement;
- Project specific engagement;
- Internal Water Plan working group meetings;
- Major customer forums;
- Board reports;
- Board strategic workshop; and
- Direct contact.

The proposed engagement with each stakeholder group is outlined in the following table:

Key Stakeholder	Engagement Approach	Engagement Method	Engagement Level
Residential Customers	A sample of residential customers participated in the 2011 annual customer survey. The results of this survey will be used in preparing the Water Plan.	Annual customer survey	Consult
	Residential customers are represented on the Corporate Community Reference Committee (CCRC). Key issues associated with the Water Plan will be presented to the CCRC for feedback.	CCRC Meetings	Consult
	Residential customers have been engaged through the development of the Water Supply Demand Strategy which is a key input to the Water Plan. Engagement to date has included public information days in a number of towns.	WSDS Community Engagement	Consult
	The GVW customer newsletter is issued to all customers with each water bill. The customer newsletter will be used to inform customers of the Water Plan and provide the opportunity for feedback.	Customer Newsletter	Inform

Key Stakeholder	Engagement Approach	Engagement Method	Engagement Level
	Media releases will be used to inform customers of key outcomes such as pricing and service levels included in the Draft Water Plan. The media releases will include details of how to provide feedback.	Media releases	Inform
	Key information in relation to the Water Plan will be placed on the GVW website to inform customers and provide the opportunity for feedback.	GVW Website	Consult
	Residential customers are included within project specific community reference committees.	Project Specific Engagement	Consult
Non Residential Customers	A sample of non-residential customers participated in the 2011 annual customer survey. The results of this survey will be used in preparing the Water Plan.	Annual customer survey	Consult
	Non-residential customer representation will be sought for the Corporate Community Reference Committee (CCRC). Key issues associated with the Water Plan will be presented to the CCRC for feedback.	CCRC Meetings	Consult
	Non-residential customers have been engaged through the development of the Water Supply Demand Strategy which is a key input to the Water Plan. Engagement to date has included public information days in a number of towns.	WSDS Community Engagement	Consult
	The GVW customer newsletter is issued to all customers with each water bill. The customer newsletter will be used to inform customers of the Water Plan and provide the opportunity for feedback.	Customer Newsletter	Inform
	Media releases will be used to inform customers of key outcomes such as pricing and service levels included in the Draft Water Plan. The media releases will include details of how to provide feedback.	Media releases	Inform

Key Stakeholder	Engagement Approach	Engagement Method	Engagement Level
	Key information in relation to the Water Plan will be placed on the GVW website to inform customers and provide the opportunity for feedback.	GVW Website	Consult
	Non-residential customers are included within project specific community reference committees.	Project Specific Engagement	Consult
Major Customers	Major customers have been engaged through the development of the Water Supply Demand Strategy which is a key input to the Water Plan. Engagement has included major customer representatives participating in a stakeholder reference group.	WSDS Community Engagement	Consult
	The GVW customer newsletter is issued to all customers with each water bill. The customer newsletter will be used to inform customers of the Water Plan and provide the opportunity for feedback.	Customer Newsletter	Inform
	Key information in relation to the Water Plan will be placed on the GVW website to inform customers and provide the opportunity for feedback.	GVW Website	Consult
	Forums with major customers are held to discuss key issues. The Water Plan will be discussed at any forums undertaken during 2012.	Major Customer Forums	Consult
	Major customers were represented at the 2011 GVW Board strategic workshop.	Board Strategic Workshop	Consult
Local Government	Councils will be contacted directly to discuss any key issues that will impact them in relation to the Water Plan. This will be undertaken through meetings, phone conversations, email and letters.	Direct Contact	Consult
	Key information in relation to the Water Plan will be placed on the GVW website.	GVW Website	Inform

Key Stakeholder	Engagement Approach	Engagement Method	Engagement Level
Regulators	Regulators will be contacted directly to clarify their expectations in relation to the Water Plan. This will be undertaken through meetings, phone conversations, email and letters. Regulators will be sent a copy of the Draft Water Plan directly.	Direct Contact	Involve
	Key information in relation to the Water Plan will be placed on the GVW website.	GVW Website	Inform
Other Stakeholders (G-MW, GBCMA)	Key stakeholders will be contacted directly to discuss any key issues that will impact them in relation to the Water Plan. This will be undertaken through meetings, phone conversations, email and letters.	Direct Contact	Consult
	Key information in relation to the Water Plan will be placed on the GVW website.	GVW Website	Inform
Customer Advocacy Groups (CUAC, VCOSS)	Customer advocacy groups will be contacted directly to discuss any key issues that may interest them in relation to the Water Plan. This will be undertaken through meetings, phone conversations, email and letters.	Direct Contact	Consult
	Key information in relation to the Water Plan will be placed on the GVW website.	GVW Website	Inform
Internal GVW Staff	A number of GVW staff will be involved in a working group which will meet on a fortnightly basis to discuss the development of the Water Plan.	Water Plan Working Group	Collaborate
	A number of GVW staff outside the working group will be contacted directly to provide input into the Water Plan.	Direct Contact	Collaborate
	An article in relation to the Water Plan will be included in the Down the pipeline publication that is issued to all staff.	Down the Pipeline	Inform
	Key documents in relation to the Water Plan are available to be viewed by internal staff on Sharepoint.	Sharepoint	Inform

Key Stakeholder	Engagement Approach	Engagement Method	Engagement Level
Executive Management Team (EMT) / Board	Members of the EMT will be involved in a working group which will meet on a fortnightly basis to discuss the development of the Water Plan.	Water Plan Working Group	Collaborate
	Key issues for the Water Plan will be presented to EMT for discussion. The Water Plan will be reviewed by EMT.	Direct Contact	Collaborate
	Key documents in relation to the Water Plan are available to be viewed by EMT or Board members on Sharepoint.	Sharepoint	Inform
	A Water Plan update report will be provided for each Board meeting. The Draft and Final Water Plan will be presented to the Board for endorsement.	Board reports	Inform Empower

The engagement levels identified in the table above can be broadly defined as follows.

- Inform – to give the stakeholder knowledge of the project or issue;
- Consult – to seek an opinion/feedback from the stakeholder;
- Involve – to include the stakeholder in certain aspects of the decision making process;
- Collaborate - to partner with the stakeholder in making decisions; and
- Empower – to place final decision-making in the hands of the stakeholder.

4.0 Key Engagement Issues

A number of key issues relating to the Water Plan were addressed as part of the stakeholder engagement process. Key issues for which specific engagement activities were identified and undertaken are listed in the following table.

Key Issue	Stakeholders to be engaged	Proposed engagement	Engagement Level
Levels of Service	Internal Staff	Relevant staff to be consulted directly to establish proposed levels of service.	Collaborate
	EMT	Discussion paper on levels of service to be presented to an EMT meeting.	Collaborate
	Residential, Non Residential & Major Customers, Local Government & Other Stakeholders	Proposed level of service targets to be presented to a CCRC meeting for feedback.	Consult
	Board	Proposed levels of service to be considered in Board reports. Levels of service to be endorsed through approval of Draft and Final Water Plans.	Inform Empower
Guaranteed Service Levels	Internal Staff	Relevant staff to be consulted directly to establish proposed GSL's.	Collaborate
	EMT	Discussion paper on GSL's to be presented to an EMT meeting.	Collaborate
	Residential, Non Residential & Major Customers, Local Government & Other Stakeholders	Proposed GSL's to be presented to a CCRC meeting for feedback.	Consult
	Board	Proposed GSL's to be considered in Board reports. GSL's to be endorsed through approval of Draft and Final Water Plans.	Inform Empower
Pricing	EMT	EMT to be consulted through the development of the Draft Water Plan on pricing outcomes.	Collaborate
	Residential, Non Residential & Major Customers, Local Government & Other Stakeholders	Newspaper Advertisements of Draft Water Plan pricing	Inform
		Placing of Draft Water Plan on GVW website.	Inform
Board	Proposed pricing to be endorsed through approval of Draft and final Water Plans.	Empower	

Key Issue	Stakeholders to be engaged	Proposed engagement	Engagement Level
Capital Works Program	Internal Staff	Internal staff will be consulted directly in the development of the program.	Collaborate
	EMT	EMT will be consulted directly in the development of the program.	Collaborate
	Residential, Non Residential & Major Customers, Local Government & Other Stakeholders	Key projects will be presented to the CCRC if required.	Consult
		Project specific consultation will be undertaken on major projects.	Involve
	Regulators	Regulators will be contacted directly to clarify requirements for projects that are related to regulatory obligations.	Involve
	Board	The final capital works program for the Water Plan will be endorsed through approval of Draft and Final Water Plans.	Empower

5.0 Engagement Measures

The success of this community engagement plan will be measured based on:

- Feedback on key engagement issues being successfully obtained at CCRC meetings;
- The number of internal staff actively contributing to the development of Water Plan 3;
- The number of stakeholder comments/submissions received for the Draft Water Plan; and
- The nature and content of stakeholder comments/submissions received for the Draft Water Plan.

6.0 Engagement Plan

The actions required to implement the stakeholder engagement plan are outlined in the following table.

The engagement plan has been updated as the development of Water Plan 3 progressed.

Note that Water Supply Demand Strategy engagement is included in the engagement plan as it is a major input to the Water Plan and involves a range of stakeholders.

Date	Action	Comments	Status
June 2011	Formation of WSDS Steering Committee	Letters sent to Local Government organisations, G-MW, GBCMA and DSE to seek representatives for the Steering Committee	Complete
June 2011	CCRC Meeting	Feedback from the CCRC was obtained in relation to: WSDS community engagement plan WSDS levels of service Approach to engaging the community on service levels for Water Plan 3. Approach to engaging with the community on new expenditure to meet regulatory obligations for Water Plan 3.	Complete
July 2011	WSDS Steering Committee Meeting	Feedback from the committee was obtained in relation to: Demand forecasts Water resource modelling	Complete
August 2011	CCRC Meeting	Feedback from the CCRC was obtained in relation to: Water conservation targets. Water Plan 3 service level targets. Guaranteed Service levels.	Complete
August 2011	WSDS Steering Committee Meeting	Feedback from the committee was obtained in relation to: Supply and demand balance for each water supply system.	Complete
September 2011	Board Report on Water Plan 3 (for October meeting)	Report covered the Draft Statement of Obligations, Department of Health and EPA guidance papers and the ESC tariff issues paper.	Complete
November 2011	WSDS Steering Committee Meeting	Feedback from the committee was obtained in relation to: Supply and demand options for each water supply system	Complete

Date	Action	Comments	Status
November 2011	WSDS Public information days in 5 towns	Feedback obtained from community members on future water supply and demand options in Broadford, Kilmore, Euroa, Violet Town and Mansfield. Feedback was also sought from Pyalong customers through a letter mailed to all customers.	Complete
November 2011	Board Report on Water Plan 3 (for December meeting)	Report covered the Water Plan 3 guidelines issued by ESC.	Complete
November 2011	Internal Water Plan 3 Working Group Meeting		Complete
November & December 2011	WSDS Fact Sheets	WSDS fact sheets developed for each water supply system and placed on the GWV website.	Complete
December 2011	Internal Water Plan 3 Working Group Meeting		Complete
10 January 2012	Internal Water Plan 3 Working Group Meeting		Complete
18 January 2012	Water Plan 3 GSL's Discussion Paper	Discussion paper to be considered at an EMT meeting.	Complete
18 January 2012	Board Report on Water Plan 3 (for February meeting)		Complete
24 January 2012	Internal Water Plan 3 Working Group Meeting		Complete
31 January 2012	Review of 2011 Customer Survey Results	Review to ensure customer survey results are considered in setting service levels for Water Plan 3.	Complete
31 January 2012	Water Plan 3 Service Levels Discussion Paper	Discussion paper to be considered at an EMT meeting.	Complete
January – March 2012	WSDS Community Engagement	Presentation of Draft WSDS to interested community groups. Euroa Rotary – 19 Jan 2012 Kilmore Rotary – 21 Feb 2011 Violet Town Action Group – 07 Mar 2012	Complete

Date	Action	Comments	Status
7 February 2012	Internal Water Plan 3 Working Group Meeting		Complete
10 February 2012	DTP Article		Complete
14 February 2012	WSDS Steering Committee Meeting	Discussion of Draft WSDS with steering committee. Verbal discussions undertaken due to unavailability of some committee members.	Complete
16 February 2012	CCRC Meeting	Presentation of key Water Plan 3 issues to the CCRC for feedback.	Complete
21 February 2012	Internal Water Plan 3 Working Group Meeting		Complete
6 March 2012	Internal Water Plan 3 Working Group Meeting		Complete
9 March 2012	DTP Article		Complete
15 March 2012	Board Report on Water Plan 3 (for April meeting)		Complete
20 March 2012	Internal Water Plan 3 Working Group Meeting		Complete
28 March 2012	Water Plan 3 Discussion at Major Customers Forum		Complete
3 April 2012	Internal Water Plan 3 Working Group Meeting		Complete
4 April 2012	Board Meeting	Final WSDS and 2012/2013 Infrastructure Program to be presented to the Board for endorsement.	Complete
13 April 2012	DTP Article		Complete
17 April 2012	Internal Water Plan 3 Working Group Meeting		Complete
17 April 2012	Board Report on Water Plan 3 (for May Meeting)	Report for Draft Water Plan 3 endorsement.	Complete
19 April 2012	Placement of Final WSDS on GVW website		Complete

Date	Action	Comments	Status
April 2012	Numurkah WTP Upgrade Community Consultation (major project for WP3)	Presentation of project options to community groups. Numurkah Rotary – 2 Apr 2012 Numurkah Probus – 16 Apr 2012	Complete
1 May 2012	Internal Water Plan 3 Working Group Meeting		Complete
May 2012	CCRC Meeting	Presentation of Draft Water Plan 3 to the CCRC for feedback.	Complete
17 May 2012	Board Report on Water Plan 3 (for June Meeting)		Complete
6 June 2012	Board Meeting	Draft Water Plan 3 to be presented to the Board for endorsement.	Complete
8 June 2012	Placement of Draft Water Plan 3 on GVW website		Complete
8 June 2012	Media releases	Media release covering the key points from the Draft Water Plan 3, including pricing was issued to 15 media outlets	Complete
15 June 2012	Inclusion of Water Plan section in the customer newsletter	Customer newsletter will be circulated between 1 July 2012 – 31 October 2012.	Complete
15 June 2012	DTP Article		Complete
26 June 2012	Internal Water Plan 3 Working Group Meeting		Complete
29 June 2012	Direct notification to key stakeholders that the Draft Water Plan 3 is available		Complete
9 August 2012	Internal Water Plan 3 Working Group Meeting		Complete
10 August 2012	Closing date for consultation on the Draft Water Plan		Complete
15 August 2012	Board Report on Water Plan 3 (for August Meeting)	Report on proposed changes from the Draft Water Plan for the Final Water Plan.	Complete

Date	Action	Comments	Status
22 August 2012	Board Meeting	Update on proposed changes from the Draft Water Plan for the Final Water Plan.	Complete
23 August 2012	CCRC Meeting	Discussion of any proposed changes to the Draft Water Plan 3 with the CCRC.	Complete
28 August 2012	Internal Water Plan 3 Working Group Meeting		Complete
August 2012	CCRC Meeting	Discussion of any proposed changes to the Draft Water Plan 3 with the CCRC.	Complete
16 September 2012	Board Report on Water Plan 3 (for October Meeting)	Report for Final Water Plan 3.	Complete
28 September 2012	Final Water Plan submitted to ESC		
3 October 2012	Board Meeting	Final Water Plan 3 to be presented to the Board	
November 2012	New Customer Contributions Consultation	Consultation on proposed New Customer Contributions for Water Plan 3	
7 December 2012	Submission of New Customer Contributions Framework to ESC		