

How to get involved

Engagement roadmap

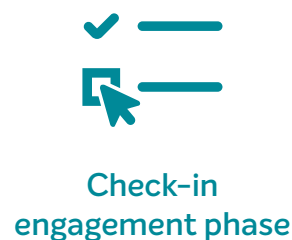
Through engagement with our community over the past five years, we have heard – loudly and clearly – that our customers want us to help us solve our challenges in partnership with them, so that we can protect and enhance all that makes our region great. Have your say on how we deliver this and the prices you pay.

Our broader engagement program will commence in November 2021 until April 2022 and provides customers the chance to have their say on our proposed services and prices over the next five years via webinars, focus groups, online surveys and – health restrictions permitting – in person at community pop-ups.

All customer and community feedback will be considered as we develop our draft price submission. This draft will then be available for customer and community feedback from July 2022 to make sure we got the balance of key actions right.

As part of our customer and community engagement, we're proposing a multi-phase approach that builds on our ongoing and genuine engagement to date.

Along with our early and ongoing conversations, this will include:



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Early and ongoing conversations

We continue to talk to customers through our Voice of Customer program, customer support, Water for our Future and other key community projects.



Wider engagement

November 2021 – March 2022

We are working with our community, stakeholders and regional leaders to gather ideas and willingness to pay for initiatives to deliver our water future. This phase will have two surveys, a short “check-in” survey in 2021 and a detailed survey in February and March 2022.



Targeted engagement

February – March 2022

We are working with various groups and stakeholders to understand their unique needs via focus groups and interviews. We are also talking to a range of stakeholders including Traditional Owners, local government, businesses, developers and community support agencies to gain insight into their needs and expectations from us between 2023 and 2028.



Deep dive engagement

April 2022

We will convene a deep-dive workshop to help unpack what customers have been saying in the wider and targeted engagement with our customer and environmental advisory committees in April 2022. Members of the committee include representatives from a number of diverse community and environmental groups, advocacy groups and individuals. Additional experts and individuals will also be invited to share their perspective to ensure our community is accurately and fairly represented in these conversations. This group will help assess the trade-offs and provide key recommendations to Barwon Water to inform the draft submission.



Check in engagement

July – August 2022

Following the wider, targeted and deep engagement, our team will prepare a draft submission we will share with our customers and community to ensure we got the balance of key actions and initiatives right. This check in phase will commence around July 2022 and involve a mix of a survey, interviews and briefings with key groups.