

# Our project statement

Barwon Water needs to set its new prices from 2018 for the next 5 years. What do you value most about your water and sewerage services and what do you expect in the future?

## Barwon Water's commitment

We want to talk with our community about this important issue. These discussions will help shape Barwon Water's decisions in relation to prices and services for the next five years. To do this we will:

- encourage a broad discussion between Barwon Water and our community about their needs and what they value;
- provide information about our services, current priorities and challenges;
- encourage our community to make informed recommendations about community priorities over the next five years;
- use the information collected from the engagement to inform Barwon Water's decision making;
- communicate to our community how their views shaped Barwon Water's decisions.

### Engagement purpose

To reach and inform our community.

To shape the development of Price Submission.

To enable effective decision making.

To understand reactions and implications of consequences.

To create social license to operate.

### Engagement goals

To inform our community about the project and the broader impacts it will have, and to maximise participation in the engagement process.

To identify key outcomes and develop a Price Submission that takes into account community feedback.

To enable community priorities to inform Barwon Water's medium and long term decision making to improve service delivery.

To ensure our community has been clearly presented with options and their impacts, and to assess their support of potential initiatives.

To build an understanding of the reasons for prices and support for the process followed to set new prices and services.

### Engagement measures

>80% of our community were informed of the opportunity to contribute.  
>5% of our community made a contribution.  
Multiple communication and engagement channels were used.

Community preferences were clearly identified in draft and final Price Submission.  
Multiple communication and engagement channels were used to promote draft and final Price Submissions.

Actions in medium and long term plans reflect community priorities, which have agreement across different community groups.

Community samples were demographically represented.  
Community feels confident they had access to useful information and their recommendations are informed.

Wide levels of community support for decisions made.  
Clear indication of majority support (>80%) for recommendations from the Community Panel.