

Barwon Water, 2018 Price Submission – Engagement roadmap

1

Building the mandate

INPUTS

Test phase research, customer perceptions surveys, customer feedback

Complete the engagement design, build leadership and commitment.

Create organisational readiness to engage, analyse the context for the project, determine the project scope, understand the people, engage decision-makers and key partners, and set the purpose.

June – October
2016

OUTPUTS

Test phase research results, fact sheets, online engagement platform

2

Engagement activation

INPUTS

Fact sheets, online engagement platform, community info sessions, focus groups, surveys & stakeholder briefings

Build the attention, interest and understanding of our community, and seek their feedback.

Educate our community about the challenge and the opportunity to be involved, drive a desire to participate, and provide opportunities to have a say.

October – January
2016/17

OUTPUTS

Activated and informed community, results from focus groups, surveys and online engagement platform

3

Community Panel

INPUTS

Results from wider engagement, other customer research results

A three-step process:

1. Collate wider engagement results for a representative community panel to consider.
2. Analyse information to assist the community panel to determine priorities.
3. Ask community panel to establish community recommendations.

February – March
2017

OUTPUTS

Community recommendations submitted to Barwon Water Board

4

Analysis, feedback & report

INPUTS

Community recommendations

Prepare draft Price Submission and explain how community views shaped decisions in relation to prices and services for the next five years.

Finalise Price Submission taking into account community feedback on the draft.

Submit Price Submission to the Essential Services Commission for determination.

April – September
2017

OUTPUTS

Draft and final Price Submissions