



# **Community Engagement and Stakeholder Management Plan - Construction and Operation**

## Murrumbidgee to Googong Water Transfer

**July 2011**

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## Environmental Commitments and Conditions of Approval / Licences

**Table 1.1** M2G EIS Commitments

| Commitment No. | Commitment / Condition (Chapter 28 EIS)   | Reference within CESMP |
|----------------|---|------------------------|
| <b>C57</b>     | <p><b>Social and Economic</b></p> <p>Consultation with the community throughout the project planning and construction phases, as outlined by the community engagement and stakeholder management plan, will be undertaken to ensure that community members have adequate information about the project, access arrangements, and the timing and scope of activities in their area.</p>  | This plan              |
| <b>C58</b>     | Consultation with affected and adjacent land holders with farm animals to determine mechanisms to minimise noise and disturbance to animals.  | Ch 11, 12; App B       |
| <b>C59</b>     | Traffic management measures to account for the special needs of the equine owners and local business within the area.   | 11.4.3                 |
| <b>C60</b>     | The proponent will work with Palerang Shire Council and community members to identify and assist the progression of potential community benefits, including road realignment and safety improvements at Gibraltar Saddle, maintenance of Burra Creek vehicle crossings, greenways and riparian revegetation of Burra Creek adjacent to Burra village and raising of pedestrian access to London Bridge Homestead above the predicted high water mark. | 11.5; App A            |
| <b>C69</b>     | <p><b>Consultation</b></p> <p>ACTEW community engagement and stakeholder management program will continue throughout the life of the project and provide opportunities for the community to continue to contribute to the implementation of the project.</p>  | This plan              |
| <b>C70</b>     | ACTEW will continue to work closely with directly affected landholders to discuss construction requirements and in particular develop individual agreements with landholders around the long term rehabilitation of land.   | 11.4.4; App B          |
| <b>C71</b>     | The proponent will work with Palerang Shire Council and community members to identify potential community benefits in recognition that benefits derived from the project (including secure water supply and a stable economy) are not directly related to the local impacted community.   | 11.5; App A            |
| <b>C72</b>     | The proponent will keep the community informed about the project during construction via regular letterboxed updates, the project website and where appropriate, through advertisements in the local newspaper and community information sessions. ACTEW's toll-free project info line and construction response line will also be used.  | Ch 9, 11; App A        |

**Table 1.2** EIS Commitments - Other

| Internal Reference. | Commitment / Condition   | Reference within CESMP       |
|---------------------|--|------------------------------|
| 31                  | <p><b>Burra Creek Revegetation</b></p> <p>Downstream of the outlet, this may generate a beneficial effect for the local landscape character through promotion of a healthy living creek environment and improvement in recreation value and landscape amenity. The proponent is proposing to work with local community groups to progressively re-establish riparian vegetation along the creek.</p>   | 9.1.5, 11.5; Ch 12; App A, F |
| 91                  | <p>The proponent would consult and prepare agreements between the proponent and landholders, which outline all matters pertaining to the preferred project specific to their property and ensure landowner and constructor are aware of the other's requirements on a day to day basis. This process also potentially involves adjacent properties and the broader community;</p> <p><u>Any relevant outcomes from the consultation would also be transferred to the rehabilitation plan</u> (discussed further in the EIS (Chapter 27);</p> | 11.4.4; App B                |
| 92                  | <p>The CEMP would include measures to minimise the potential for impacts to land use during construction.</p>  | Ch 11                        |
| 93                  | <p>Consultation with landowners would occur in accordance with the operational environmental management plan for the project, especially with regards to maintenance access.</p>   | Ch 12                        |
| 112                 | <p>ACTEW has also offered to <u>assist the community over the longer term</u> to re <u>establishment of riparian vegetation along Burra Creek</u> particularly through the Burra "village" area.</p>   | 9.1.5, 11.5; Ch 12; App A, F |
| 169                 | <p><b>Community consultation</b></p>   |                              |
|                     | <p>The community would be <u>informed about the timing and scope of the site establishment works</u>. The following activities and procedures are proposed:</p>  | Ch 9; App A                  |
|                     | <ul style="list-style-type: none"> <li>• <u>Prior to commencement of site establishment, the nature of the works, the area in which the works will occur, the hours and duration of construction and details of how further information can be obtained (i.e. contact phone numbers, website etc) should be advertised in relevant local newspapers;</u></li> </ul>  | Ch 9; App A                  |
|                     | <ul style="list-style-type: none"> <li>• <u>Leaflets/flyers would be prepared and letterboxed to surrounding residents</u> to describe the scope and timing of the works and to provide contact details for further information; and</li> </ul>  | Ch 9; App A                  |
|                     | <ul style="list-style-type: none"> <li>• <u>The local community would be advised in advance of traffic disruptions and controls</u>, noisy work activities eg. piling or rock breaking, construction of temporary detours and work required outside the nominated working hours prior to such works being undertaken.</li> </ul>   | Ch 9; App A                  |

| Internal Reference. | Commitment / Condition   | Reference within CESMP |
|---------------------|--|------------------------|
| 170                 | <p><b>Operational noise and vibration</b></p> <p>Where possible (i.e. prior to scheduled pipeline maintenance operations), it is recommended that community consultation or notification (e.g. letter box drop) be undertaken prior to pipeline maintenance involving air valve operation. Landowners should be provided with details of the time and date at which the maintenance event is to be conducted, so that domestic livestock and pets can be restrained or housed appropriately.</p>   | Ch 12; App A           |
| 171                 | The impact of the construction activities will be minimised through the implementation of a noise and vibration management sub-plan, as part of the construction environmental plan  | 11.4.1                 |
| 172                 | Ongoing consultation with affected landholders during the construction phase of the preferred project will also help to mitigate against any potentially serious noise impacts   | 11.4.1                 |
| 177                 | ACTEW will apply pro-active construction noise and vibration management sub-plan for potential sources of noise and vibration in order to minimise impacts. This sub-plan will require endorsement by the relevant NSW and ACT agencies and feature auditing and monitoring of the construction noise and vibration. The plan will be coupled with community consultation and information and a noise complaint handling procedure which will feature a course of action to manage and address complainants concerns in a timely manner. | 11.4.1, 11.4.5         |
| 241                 | <p><b>Consultation</b></p> <p>ACTEW community engagement and stakeholder management program will continue throughout the life of the project and provide opportunities for the community to continue to contribute to the implementation of the project.</p>   | This plan              |
| 242                 | ACTEW will continue to work closely with directly affected landholders to discuss construction requirements and in particular develop individual agreements with landholders around the long term rehabilitation of land.  | 11.4.4; App B          |
| 243                 | The proponent will work with Palerang Shire Council and community members to identify potential community benefits in recognition that benefits derived from the project (including secure water supply and a stable economy) are not directly related to the local impacted community.  | 5.4, 11.5; App A       |
| 244                 | The proponent will keep the community informed about the project during construction via personal contact, regular letterboxed updates, the project website and where appropriate, through advertisements in the local newspaper and community information sessions. ACTEW's toll-free project info line and construction response line will also be   | Ch 9; App A            |

| Internal Reference. | Commitment / Condition  | Reference within CESMP       |
|---------------------|---|------------------------------|
|                     | used.   |                              |
| 245                 | A dedicated Community Engagement and Stakeholder Management resource has been allocated for the life of the project.  | 7.2.4                        |
| 333                 | <b>Noise and vibration (Table 27.1 EIS)</b>   |                              |
| 333a                | Inform potentially impacted residents of the nature of the works, expected noise and vibration levels, duration of works and a method of contact.   | 11.4.1                       |
| 333b                | Once blasting locations are confirmed, detailed ground vibration and airblast overpressure estimates will be undertaken and appropriate control measure be implemented by the blast contractor.   | 11.4.1                       |
| 333c                | Building condition surveys would be undertaken at potentially affected dwellings prior and after construction.  | 11.4.4                       |
| 333d                | ACTEW Is committed to compliance with all legislated noise emission limits, and maintains a community hotline for receipt of complaints in relation to any issue.   | 9.1.1, 11.4.1; App A, G      |
| 334                 | <b>Social and economic (Table 27.1 EIS)</b>   |                              |
| 334a                | An alternate recreational area be utilised during construction, and that the site of Tharwa Sandwash, located downstream, and approximately 9km by road would be a suitable site for recreational users during construction of the project.   | 11.2.3                       |
| 334b                | A detailed plan for restoration of Angle Crossing would be developed to improve the amenity and facilities of the area.   | 11.2.3                       |
| 334c                | Responding to a number of local community expectations ACTEW intends to assist the progressive reestablishment of riparian vegetation and other creek improvement works in strategic locations along Burra Creek. Acknowledging such works may take several years to establish, ACTEW is fully committed to the improvement of environmental values along Burra Creek in the longer term.   | 9.1.5, 11.5; Ch 12; App A, F |
| 334d                | Other long term benefits to the local community, including road upgrading/safety improvements and access to fire fighting water from the pipeline.  | 5.4                          |
| 335                 | <b>Traffic and transport (Table 27.1 EIS)</b><br><br>Monaro Highway/Angle Crossing Road intersection will be improved by providing a right turn lane on the Monaro Highway and improved geometry for the left turn from Angle Crossing Road, however the effectiveness of this measure will be monitored closely.<br><br>Grading of Angle Crossing Road and unsealed sections of Williamsdale Road will be undertaken in the vicinity of the pipeline construction. | 11.4.3                       |

| Internal Reference. | Commitment / Condition   | Reference within CESMP       |
|---------------------|--|------------------------------|
|                     | <p>Any planned reduction of access or other traffic or service impacts will be advised well prior and subjected to consultation with all affected stakeholders, including emergency services, by media, letter, email, telephone or personal approach as may be appropriate to individual circumstances.</p> <p>Monitor effectiveness of traffic management sub-plan during construction, and modify if required.</p>                  |                              |
| 347                 | <p><b><u>Community involvement in Monitoring Programs Murrumbidgee River and Burra Creek</u></b></p> <p><u>Monitoring Stakeholder engagement with the monitoring programme</u> will be undertaken to ensure relevant groups and individuals have the opportunity to become involved in both the monitoring of both the Murrumbidgee River and Burra Creek and analysis of the incoming data derived from the monitoring programme.</p> | 9.1.5, 11.5; Ch 12; App A, F |

**Table 1.3** M2G DA Conditions of Approval (ACT)

| Condition No. | Commitment / Condition  | Reference within CESMP              |
|---------------|---|-------------------------------------|
| A5            | <p>Prior to the commencement of works on site, the proponent must ensure that the following are available for community enquiries and/or complaint for the life of the project (including construction and operation):</p> <p>(a) a telephone number on which complaints about construction and operational activities at the site can be registered;</p> <p>(b) a postal address to which written complaints may be sent; and</p> <p>(c) an email address to which electronic complaints can be transmitted.</p> | 9.1.1, 10.2; 11.4.5, 12.4; App A, G |
| A6            | <p>The telephone number, the postal address and the email address must be displayed on the signs, placed in appropriate locations including signs required as part of the Temporary Signage Plan at Condition B14 of this decision. A register of complaints must be made available for inspection by ACTPLA upon request.</p>  | 9.1.4; App C2                       |

**Table 1.4** M2G DoP Conditions of Approval

| Condition No. | Commitment / Condition   | Reference within CESMP |
|---------------|--|------------------------|
| 4             | <b>Community Information, Consultation and Involvement</b>         |                        |
| 4.1           | Subject to confidentiality, the Proponent shall make all documents | 9.3                    |



| Condition No.  | Commitment / Condition   | Reference within CESMP |
|----------------|--|------------------------|
|                | required under this approval available for public inspection on request.   |                        |
| <b>4.2</b>     | <p><b>Provision of Electronic Information</b></p> <p>Prior to the commencement of construction of the project, the Proponent shall establish a dedicated website or maintain dedicated pages within its existing website for the provision of electronic information associated with the project subject to confidentiality. The Proponent shall publish and maintain up-to-date information on this website or dedicated pages including, but not necessarily limited to:</p> | 9.3                    |
| <b>4.2 (a)</b> | The current implementation status of the project;  | 9.3                    |
| <b>4.2 (b)</b> | A copy of this approval and any future modification to this approval;  | 9.3                    |
| <b>4.2 (c)</b> | A copy of each relevant environmental approval, licence or permit required and obtained in relation to the project;  | 9.3                    |
| <b>4.2 (e)</b> | A copy of each plan, report, or required monitoring program under this approval; and   | 9.3                    |
| <b>4.2 (f)</b> | Details of the outcomes of compliance reviews and audits of the project.   | 9.3                    |
| <b>4.3</b>     | <b>Community Information Plan</b>  |                        |
| <b>4.3 (a)</b> | Prior to the commencement of construction, the Proponent shall prepare and implement a <b>Community Information Plan</b> which sets out the community communications and consultation processes to be undertaken during construction and operation of the project. The Plan shall include but not be limited to:   | Ch 11, 12; App A       |
| <b>4.3 (b)</b> | Procedures and timing to consult with the community and Palerang Council in order to come to an agreement regarding revegetation of Burra Creek adjacent to Burra Village, raising of pedestrian access to London Bridge Homestead above the predicted high water mark and the construction of a bridal trail along areas where roadwork is required.  | 5.4, 11.5; App A       |
| <b>4.3 (b)</b> | Procedures to inform the local community of planned investigations and Construction activities, including blasting works;  | Ch 11; App A           |
| <b>4.3 (c)</b> | Procedures to inform the relevant community of Construction traffic routes and any potential disruptions to traffic flows and amenity impacts;   | 11.4.3                 |
| <b>4.3 (d)</b> | Procedures to consult with local landowners with regard to Construction traffic to ensure the safety of livestock and to limit disruption to livestock movements;  | 11.4.3                 |
| <b>4.3 (e)</b> | Procedures to inform the community where work has been approved to be undertaken outside the normal Construction hours, in particular  | 11.4.1                 |

| Condition No. | Commitment / Condition   | Reference within CESMP                     |
|---------------|--|--|
|               | noisy activities;  |  |
| 4.3 (f)       | Procedures to inform and consult with affected landowners to rehabilitate impacted land;   | 11.4.2, 11.4.4; App A, B                   |
| 4.3 (g)       | Procedures to notify relevant landowners of the process available to review potential impacts on radio and television transmission; and  | Ch 11; App A                               |
| 4.4           | <b>Complaints Procedure</b>  |  |
| 4.4 (a)       | Prior to the commencement of construction of the project, the Proponent shall ensure that the following are available for community complaints for the life of the project (including construction and operation):   | 9.1.1, 10.2; 11.4.5, 12.4; App A, G        |
| 4.4 (b)       | a 24 hour telephone number on which complaints about construction and operational activities at the site may be registered;  | 9.1.1, 10.2; 11.4.5, 12.4; App A, G        |
| 4.4 (c)       | a postal address to which written complaints may be sent; and  | 9.1.1, 10.2; 11.4.5, 12.4; App A, G        |
| 4.4 (d)       | an email address to which electronic complaints may be transmitted.  | 9.1.1, 10.2; 11.4.5, 12.4; App A, G        |
| 4.4 (e)       | The telephone number, the postal address and the e-mail address shall be advertised in a newspaper circulating in the locality on at least one occasion prior to the commencement of construction and at six-monthly intervals for two years following commencement of operation of the project. These details shall also be provided on the Proponent's internet site. The telephone number, the postal address and the email address shall be displayed on near the entrance to the site, in a position that is clearly visible to the public. | 9.1.3, 9.1.4; App A, C2                    |
| 4.4 (f)       | The Proponent shall record details of all complaints received through the means listed under condition 4.4 of this approval in an up-to-date Complaints Register. The Register shall record, but not necessarily be limited to:  | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |
| 4.4 (g)       | The date and time, where relevant, of the complaint;   | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |
| 4.4 (h)       | The means by which the complaint was made (telephone, mail or email);  | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |
| 4.4 (i)       | Any personal details of the complainant that were provided, or if no details were provided, a note to that effect;   | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |
| 4.4 (j)       | The nature of the complaint;   | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A,   |

| Condition No. | Commitment / Condition   | Reference within CESMP                     |
|---------------|--|--|
|               |  | G  |
| 4.4 (k)       | Any action(s) taken by the Proponent in relation to the complaint, including timeframes for implementing the action; and   | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |
| 4.4 (l)       | If no action was taken by the Proponent in relation to the complaint, the reason(s) why no action was taken.   | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |
| 4.4 (m)       | The Complaints Register shall be made available for inspection by the Director-General upon request.   | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |
| 4.4 (n)       | The Proponent shall provide an initial response to any complaints made in relation to the project during construction or operation within 48 hours of the complaint being made. The response and any subsequent action taken shall be recorded in accordance with condition 4.5. | 9.1.1, 9.1.6, 10.2; 11.4.5, 12.4; App A, G |

**Table 1.5** Commonwealth Conditions of Approval (Environment, Biodiversity, EPBC Act)

| Condition No. | Commitment / Condition  | Reference within CESMP |
|---------------|---|------------------------|
| 6             | Management Plans and Reports (however described) referred to in these conditions of approval must be made publicly available on the ACTEW Corporation website | 9.3                    |

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# Glossary of acronyms, terms and definitions

**Table 1.6** General Program Glossary

| Acronym  | Terms  | Definition (if necessary)  |
|----------|--|--|
| ACTEW    | ACTEW Corp. or   | ACTEW Corporation  |
| ActewAGL | BWA partner in cooperation with ACTEW                            |  |
| ALG      | Alliance Leadership Group  |  |
| APMT     | Alliance Program Management Team                                 |  |
| BWA      | Bulk Water Alliance  | Alliance partners including ACTEW Corporation, ActewAGL, GHD Pty Ltd, Abigroup, John Holland Group |
| CEMP     | Construction Environment Management Plan                         | Overarching management plan for the environment during construction.                               |
| CESM     | Community Engagement and Stakeholder Management                  |  |
| CESMP    | Community Engagement and Stakeholder Management Plan             | This plan.   |
| CMA      | Catchment Management Authority                                   |  |
| CMP      | Crisis Management Plan   |  |
| CMS      | Construction Method Statement                                    | A statement of construction method as a means of accomplishing project elements.                   |
| DECCEW   | ACT Department of Environment and Climate Change, Energy & Water | Environmental Protection Authority, ACT (Conservator)  |
| DECCW    | NSW Department of Environment, Climate Change and Water          | Environmental Protection Authority, NSW  |
| DMS      | Document Management System                                       |  |
| DM5      | Document Management 5  | ACTEW's Document control ref. no. compliant with <i>ACT Territory Records Act, 2002</i>            |
| ECD      | Enlarged Cotter Dam  | Part of the BWA Program of Works   |
| ERG      | Environmental Reference Group                                    | ERG will be established for the purposes of operation of the project                               |
| EIS      | Environment Impact Statement                                     |  |

| Acronym | Terms  | Definition (if necessary)   |
|---------|--|---|
| EMP     | Emergency Management Plan  |   |
| ERP     | Emergency Response Plan  |   |
| GDS     | Googong Dam Spillway Rehabilitation Project                                      | Part of the BWA Program of Works  |
| GHD     | GHD Pty Ltd  | Alliance Design Partner (BWA Design Partner)  |
| HP      | Hold Point   | A point in a construction or verification process beyond which the process must not proceed without the approval of a nominated party or authority. |
| JHG     | John Holland Group   | BWA Partner   |
| KPI     | Key Performance Indicator  |   |
| M2C     | Murrumbidgee to Cotter Project   | Part of the BWA Program of Works  |
| M2G     | Murrumbidgee to Googong Water Transfer   | The project for which the CESMP is written  |
| OEMP    | Operational Environmental Management Plans                                       |   |
| OHS&RMP | Occupational Health, Safety and Rehabilitation Management Plan                   |   |
| PER     | Public Environment Report  | Commonwealth assessment document  |
| PERP    | Program Emergency Response Procedure   |   |
| PCL     | Parks Conservation and Lands   |   |
| PM      | Project Manager  | Site or project based   |
| PMG     | Project Management Group   | Site or project based   |
| QA      | Quality Assurance  |   |
| QESE    | Quality Environment Safety Engineering   | BWA Quality Environmental Safety and Engineering System   |
| RTA     | Road Traffic Authority   |   |
| SEWPC   | Department of the Sustainability, Environment, Water, Population and Communities | Commonwealth consent authority<br><br>(Formerly Department of Environment, Water, Heritage & Arts DEWHA)  |
| SCMP    | Stakeholder Complaint Management Plan  |   |
| SEMP    | Site Environment Management  | Based on ISO 14001:2001   |



| Acronym | Terms  | Definition (if necessary)   |
|---------|--|---|
|         | Plan   |   |
| SWMS    | Safe Work Method Statement                         | A statement of work method for safe working                                       |
| TAG     | Technical Advisory Group                           | TAG will be established for the purposes of operation of the project              |
| TAMS    | ACT Department of Territory and Municipal Services |   |
| TrMP    | Traffic Management Plan                            |   |
| TOC     | Target Outturn Costs                               | Target Outturn or Total Cost (budget)   |
| WBP     | Works Boundary Plan                                |   |
| WMS     | Work Method Statement                              | A statement of work method for an element of production, e.g. concrete placement. |

## 2 Introduction

### 2.1 Purpose

This Community Engagement and Stakeholder Management Plan – *Construction and Operation 2010-2012* has been written in order to continue to meet ACTEW's objectives for the project under a model of continuous community engagement during all phases of the project.

The plan demonstrates ACTEW's commitment to a program of genuine engagement with the community and stakeholders which values their contribution and their involvement in the project.

Its purpose is to clearly articulate the approach ACTEW has taken since project inception, outline the principles and objectives of this approach and to detail continuation of a dedicated community engagement and stakeholder management approach.

This plan specifically relates to the Construction and Operation phases of the project and includes a detailed Community Information plan and schedule.

### 2.2 Background

#### 2.2.1 ACTEW Corporation

ACTEW is an ACT Government owned company with assets and investments in water, wastewater, electricity, gas and telecommunications. ACTEW owns the water and wastewater assets and business in the ACT, and contracts ActewAGL to supply water and wastewater services to the region .

ACTEW was corporatised on 1 July 1995 and has reporting and compliance obligations under the Commonwealth Corporations Act 2001 and other legislation. ACTEW aims to manage its assets and business in a sustainable manner to provide quality service to its customers, while building value for its owners.

#### 2.2.2 ActewAGL

ActewAGL was set up in October 2000 when the then Australian Gas Light Company (AGL), and ACTEW Corporation, entered into Australia's first utility joint venture.

ActewAGL is Australia's first multi-utility to offer electricity, natural gas, water and wastewater services under one roof and is made up of two partnerships. ActewAGL Retail is owned equally by ACTEW Corporation and AGL Energy via subsidiary companies. ActewAGL Distribution is owned equally by ACTEW Corporation and SPI (Australia) Assets Pty Ltd via subsidiary companies.

ActewAGL has a clear vision to connect with its customers. Their stated mission is to ensure that the best interests of our customers, owners and staff are considered in everything they do.

ActewAGL will operate the Murrumbidgee to Googong Water Transfer on behalf of ACTEW Corporation. Operational communications related to the project will be managed through ActewAGL's established system of complaints and issues management, in line with all other water and wastewater services, and guided by a series of policies and procedures outlined in Section 12 and Appendix G.

#### 2.2.3 ACTEW's Water Security Program

The ACT and region has experienced drought conditions during the last decade, with the medium and long term outlook suggesting a decline in long term average inflows by almost fifty per cent. Water restrictions were introduced in the ACT and Queanbeyan in 2002. It was in this context that the ACT Government released its strategy report 'Think Water, Act Water – a strategy for sustainable water resource management' in April 2004. The strategy defined actions to achieve sustainability objectives for water use

including increasing the efficiency of water use and providing a long term reliable and diversified source of water for the ACT and region.

### **2005**

ACTEW produced the Future Water Options series of reports, which identified a range of measures necessary to secure water for the ACT and region. As a result the Cotter to Googong Bulk Transfer (CGBT) was established as the first course of action and a further recommendation was to construct a transfer pipeline from the Murrumbidgee River near Angle Crossing to Googong Dam (Murrumbidgee to Googong Water Transfer). A community consultation program was carried out on more than 30 water supply options at this time.

### **2006**

In its 2006 annual review, ACTEW identified that there had been a fundamental change in one of its planning assumptions: climate variability and climate change. Based upon work by CSIRO, it had been predicted that by 2030, runoff into the storages would decrease by 30 per cent, on average. However, over the past six years however runoff had decreased by more than 60 per cent and by approximately 90 per cent in 2006.

### **2007**

In October 2007, the ACT Government adopted ACTEW's recommendations to secure future water supply for the ACT Region. The recommendations comprise a suite of initiatives that ACTEW is now working to implement, including the Murrumbidgee to Googong Water Transfer, the Enlarged Cotter Dam, Tantangara Transfer and design of a Water Purification scheme.

### **2008-2009**

Planning and Design phases for the Enlarged Cotter Dam, the Murrumbidgee to Googong Water Transfer, and design of a demonstration Water Purification Plant were progressed.

Construction commenced on the Enlarged Cotter Dam following final approvals in November 2009. The demonstration Water Purification Plant design was completed in February 2009

The Murrumbidgee to Googong Water Transfer project team has been focused during this time on design of the project, and seeking approvals from three jurisdictions: the ACT, NSW and the Commonwealth.

Community Engagement and Stakeholder Management plans have been in place within the Water Security Major Projects program since 2008.

#### **2.2.4 Bulk Water Alliance**

The BWA was established in 2008 to deliver key elements of ACTEW's Water Security Program including the Cotter Projects, the Murrumbidgee to Googong Water Transfer, and the Googong Spillway Remediation. The Alliance comprises GHD, Abigroup, John Holland and ACTEW Corporation.

The Bulk Water Alliance is responsible for constructing the Murrumbidgee to Googong Water Transfer.

## **2.3 Objectives**

This Community Engagement and Stakeholder Management (CESM) Plan has been prepared to support the construction and operational phases of the Murrumbidgee to Googong Water Transfer, a key infrastructure project which forms part of ACTEW's Water Security program, and is being delivered through the Bulk Water Alliance.

This plan is supported by previous CESM plans, reporting and performance data, stakeholder feedback and consultation to date, project and approval condition requirements and the CESM workshop held on 30 April 2010, and will be implemented throughout the life of the project.

The overriding philosophy to manage communications on this project is to proactively disseminate information in a planned and systematic manner, to consult with stakeholders at key stages, and to continuously evaluate the effectiveness of the strategy and make adjustments to increase its effectiveness over the construction and operational phases.

The objectives of this plan therefore are to:

- Provide an overview of the organisational and community context applicable to the project;
- Describe the approach to community engagement and stakeholder management for the Murrumbidgee to Googong Water Transfer;
- Identify how community engagement and stakeholder management issues pertaining to the Murrumbidgee to Googong Water Transfer will be managed;
- Identify the project's stakeholders, their issues and concerns, influence, and participation levels;
- Identify key messages to be used in communicating with the project's stakeholders and the project phases where they are likely to be impacted or interested;
- Provide an overview of the communication tools and techniques to be implemented through the Community Information Plan and schedule (Appendix A) that will be used to engage and communicate with stakeholders and aligned with project delivery milestones;
- Document how issues will be managed and risks mitigated in accordance with conditions of approval;
- Identify linkages to other management plans including the Construction Environmental Management Plan (CEMP), Operations Environment Management Plan (OEMP) and associated sub plans;
- Outline the plan for regular reporting to ACTEW and its alliance partners;
- Documentation of the policies and procedures that the CESM team will follow to manage interactions with stakeholders and the publication of information materials including complaints management.

This plan identifies activities that will facilitate a flow of information between ACTEW, BWA, the community and the government throughout the life of the project. The plan will be regularly reviewed and will continue to be shaped and adapted to reflect the needs of the community and key stakeholders as the partnership grows and changes and new issues emerge.

## 2.4 Performance goals

Performance against the objectives of this plan will be measured by achieving the following goals:

- Obtaining early community and stakeholder support to facilitate the achievement of the project's objectives;
- Fulfilment of any statutory requirements, including conditions of approval, relevant to stakeholders.
- Timely, accurate, and effective response to community complaints;
- No repeat complaints;
- Ensuring all stakeholders are identified, their needs and interests are recognised, and that they are engaged with in a proactive,, genuine, timely and consistent manner,;
- Understanding of issues and concerns and resolution of them in an appropriate manner;
- Avoiding construction delays by providing stakeholders with information about any construction timeframes and/or environmental impacts, and create awareness of mitigation measures that will be in place to minimise these impacts;
- Management of CESM risks and issues so that they do not escalate;
- Upholding the corporate reputations of ACTEW, ActewAGL and alliance partners; and
- Fostering within the project team a culture that adopts community engagement principles.

### 2.4.1 Project specific Key Performance Indicators

The assessment of Key Performance Indicators (KPI's) will assist in the evaluation of the success of this CESM Plan.

**Table 2.1** Key Performance Indicators

| KPI  | Method  | Result   |
|--|---|--|
| <p><b>KPI.C1 - Complaint Management</b><br/> <b>Through effective and efficient response to complaints community and stakeholder satisfaction will be maximised.</b></p>   | <p>Based on CESM records for each project on the database, CESM activities will be scored on a scale of 1-10 based on the following:</p> <p>Initial response times to complaints (all complaints responded to within 1 hour (construction hours) and 2 hours (out of construction hours)</p> <p>All complaints that the BWA can resolve closed out in 5 working days.</p> <p>No repeat complaints</p> <p>Follow up phone call to a sample of 5 customers per month – checking that they were satisfied with the manner in which the complaint was dealt with.</p> | <p>Timely, accurate, effective response to community complaints will avoid repeat complaints and maximise community satisfaction with the program.</p> |
| <p><b>KPI.C2 - Community Engagement</b><br/> <b>The project positively engages the community and stakeholders through outstanding relationship management to assist in achieving planning and construction deliverables.</b></p> | <p>A Community Engagement Reference Panel has been established consisting of key stakeholders (Government, NGO and community members who are representative of the projects community relations activities). The panels are surveyed quarterly via a quantitative survey.</p> <p>Survey scores are from 1 – 10 and are averaged and reported progressively.</p>   | <p>Return an average score of 75 /100 to deliver outstanding community engagement and stakeholder management results</p>                               |

## 3 Monitoring and review

In order to achieve best practice this plan will be reviewed through a range of methods designed to achieve continual improvement.

### 3.1.1 Reporting

There are a number of ways the CESM team will formally and informally report on CESM activities. These include:

- A monthly report provided by the Murrumbidgee to Googong Water Transfer Community Engagement and Stakeholder Manager;
- A monthly Stakeholder Statistics report extracted from the Consultation Manager database;
- A quarterly CESM review, which will review and assess:
  - The effectiveness of key messages;
  - The status of existing and emerging issues;
  - The nature and level of media coverage;
  - The level of stakeholder complaints; and
  - The nature and level of stakeholder contacts (e.g. phone calls, face to face meetings, letters, emails, website usage, email registrations, information session attendances);
- Attendance at and verbal reporting at meetings regarding issues, contacts and complaints; and
- Verbal reporting, on an as needed basis, for urgent issues or stakeholder contacts.

### 3.1.2 Evaluation

The Murrumbidgee to Googong CESM Plan will predominately operate in the Implementation sections of both the Construction and Operational CESM plans, complemented by regular reporting. Every quarter and prior to moving to the next project phase the strategy approach will be reviewed and changes implemented.

There will be formal assessments of the implementation of this strategy against the identified KPI's and objectives every quarter. The results of these formal assessments and the outcomes of regular reports will be used to review and refine the plan every 6 months

The plan will also be reviewed at the conclusion of each project phase, ie end of planning, design and construction, prior to handover of operations to ActewAGL.

# 4 Legislative & regulatory compliance

## 4.1 Relevant legislation

While there is no formal legislation relating to CESM, effective management of stakeholder and community engagement is recognised as critical to the success of major projects such as the Murrumbidgee to Googong Water Transfer. Conditions of approval for the project which relate to CESM are guided by planning legislation as outlined in Table 4.1.

**Table 4.1** Key Legislation

| Legislative Jurisdiction | Relevant Act  |
|--------------------------|---|
| Territory (ACT)          | <i>Planning and Development Act 2007</i>                                    |
| New South Wales (NSW)    | <i>Environmental Planning and Assessment Act 1979 (Part 3A)</i>             |
| Commonwealth             | <i>Australian Capital Territory (Planning and Land Management) Act 1988</i> |
|                          | <i>Environment Protection and Biodiversity Conservation Act 1999</i>        |

## 4.2 Guidelines and standards

Guidelines and standards relating to activities undertaken as part of the project are listed in other management plans.

### 4.2.1 BWA procedures

To ensure Program consistency, this plan is intended to work with and complement the plans and procedures that are in place as part of the overarching Water Security Major Projects program.

Plans, strategies and procedures are utilised for the purposes of this plan to guide everyday work activities include:

- Internal Communication Strategy;
- Corridor Management Plan;
- Planning Approval Consultation Program;
- Government Relations Strategy;
- Media Strategy;
- Complaints Management Procedure;
- Crisis Communications Plan;
- BWA Emergency Management Plan; and
- Conditions of Approval.

#### **4.2.2 Specific BWA procedures**

- M2G Traffic Management Plan - BWA – M2G-CO-PLN-002
- Personal Protective Equipment - BWA -2-102
- Works Boundary Plan - BWA-M2G-SY-PLN-001
- BWA Emergency Management Plan - BWA-PRW-PD-PLN-004-7-0
- M2G Site Co-operative Plan - BWA-M2G-CO-PLN-001
- M2G Emergency and Incident Response Plan - BWA-M2G-OS-PLN-001
- BWA Occupational Health, Safety and Rehabilitation Management Plan - BWA-PRW-OS-PLN-001  
Construction Methodology – Pipeline - BWA-M2G-CO-RPT-003
- Shared Roads Policy - BWA-M2G-CE-PLN-003
- Blasting Management Plan - BWA-M2G-CO-PLN-005
- Complaints Management Procedure (ACTEW, August 2010).

#### **4.3 Conditions of approval**

The conditions of approval relevant to CESM are addressed at Tables 1.1 – 1.6. Where a specific condition of approval or commitment has been documented, this has been listed with a reference to where this plan or other Construction or Operational Environmental Management Plans (CEMP & OEMP) address this specific condition.

#### **4.4 Licences and permits**

Licences and permits will be obtained for the work and where required will be made available for review by the community and relevant stakeholders. Publication of such licences and permits will be in accordance with conditions of approval.

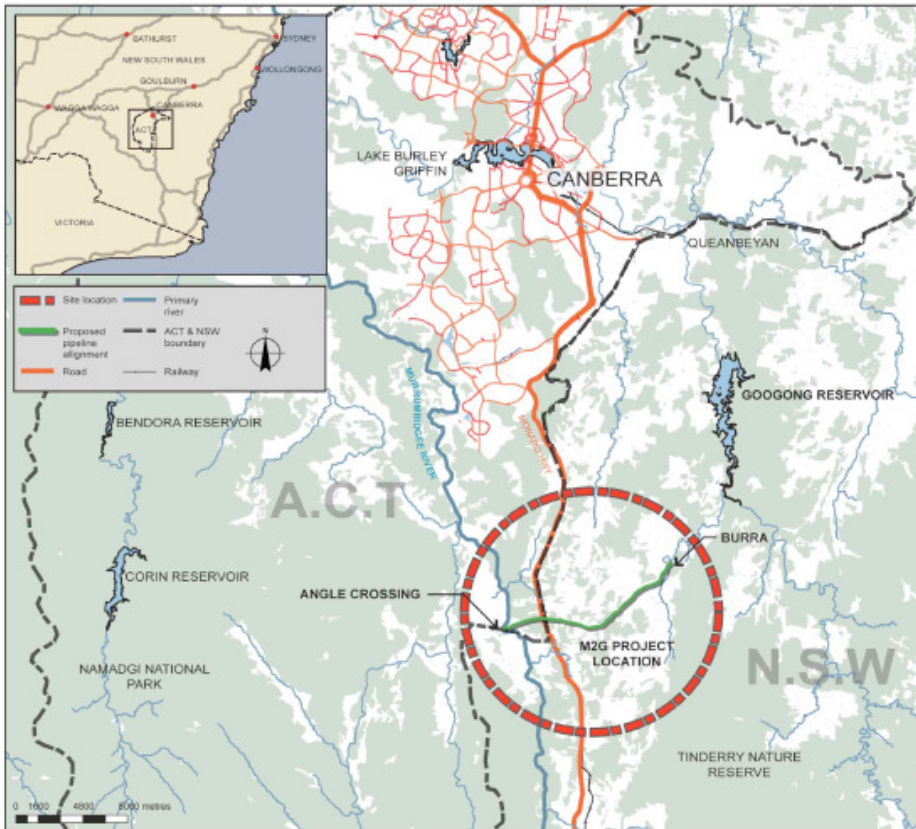


# 5 The Murrumbidgee to Googong Water Transfer

## 5.1 Project overview

The project involves construction and operation of infrastructure required to transfer approximately 100ML/day of water a distance of approximately 12km from the Murrumbidgee River (within the ACT) via an underground pipeline to Burra Creek (in NSW) at which point the water will flow approximately 10km into Googong Reservoir. The Googong Reservoir supplies water, for treatment to drinking quality standards, to Queanbeyan, Jerrabomberra and the ACT.

Figure 5.1 Regional location of the project



## 5.2 Key Features of the Murrumbidgee to Googong Water Transfer

Table 5.1 Key features of the M2G pipeline project

| Infrastructure                      | Description  |
|-------------------------------------|--|
| <b>Intake/low lift pump station</b> | The intake/low lift pump station will comprise a concrete box structure built into the riverbank. The low lift pump station will include a screen, grit collection and removal, pumps and valves and filtration to prevent fish transfer. This station pumps water to the high lift pump station |

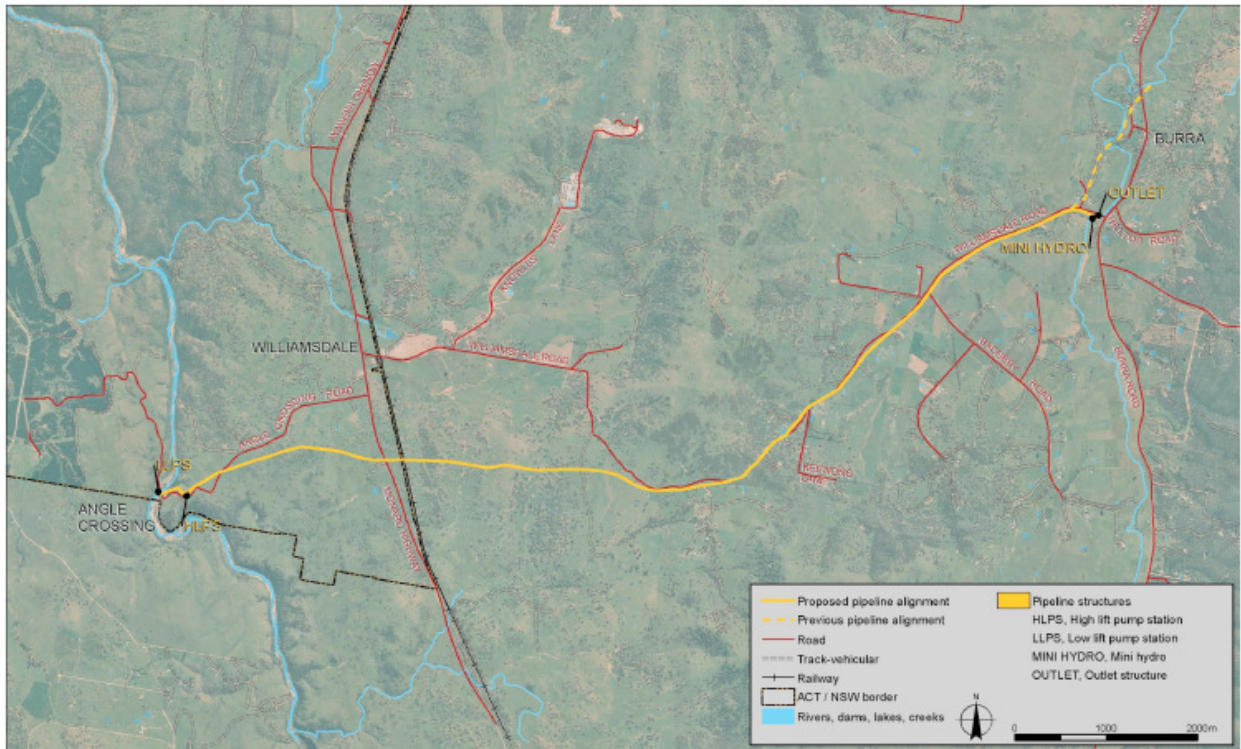
| Infrastructure                    | Description  |
|-----------------------------------|--|
| <b>High lift pump station</b>     | The pump station will pump water to a high point at Gibraltar Range, from where it will run under gravity to the discharge point. The high lift pump station will consist of a building enclosing a pump hall and electrical services and an amenities area for maintenance crews.   |
| <b>Pipeline</b>                   | The pipeline will transfer the water from the low lift pump station to the high lift pump station, then onto the outlet structure. It will be constructed of 1016 mm diameter steel pipe. The pipeline will be approximately 12 km long, with the pipe located approximately 1.8 m to 4 m below ground level. Air valves and scour valves will be located at regular intervals along the pipeline to provide pressure relief and to allow cleaning.  |
| <b>Outlet structure</b>           | The outlet structure will take the form of a weir box arrangement located on the bank of Burra Creek. It will comprise a 12m long rectangular concrete box along the creek bank with a 250mm grated opening along the west bank of Burra Creek. Water will flow into the weir box from the pipeline and will discharge over the weir and run down the bank to the creek, which flows to Googong Reservoir. This method of discharge is designed to minimise scouring of the creek bed near the outlet. |
| <b>Electric power supply</b>      | The electrical infrastructure will comprise a 132 kV/11 kV substation in Williamsdale and a single 11 kV cable to the high lift pump station.  |
| <b>Mini-hydro power generator</b> | Electricity provided by the grid will be supplemented by electricity generated by a mini-hydro electric power facility which will be constructed as part of the project.   |

The intake/low lift pump station is on the east bank of the Murrumbidgee River, in the ACT, approximately 34km south of Canberra, in an area known as Angle Crossing, approximately 4km west of Williamsdale on the Monaro Highway. The high lift pump station is also located within the ACT, approximately 290m to the east of the intake/low lift pump station.

The pipeline route crosses rural residential land in an east/north-east direction for approximately 12km. It is generally located in the vicinity of Williamsdale Road, within the districts of Williamsdale and Burra. The majority (approximately 9.2km) of the pipeline is located in NSW, with approximately 2.8km located in the ACT.

The outlet structure is located in the Burra Creek bank, within NSW, just upstream of the low level crossing on Williamsdale Road near the junction of Burra and Williamsdale Roads. The outlet structure is located in the Williamsdale Road reserve which is managed by Palerang Shire Council. In NSW, the project is located within the Palerang Local Government Area.

**Figure 5.2** Location of the Murrumbidgee to Googong Water Transfer



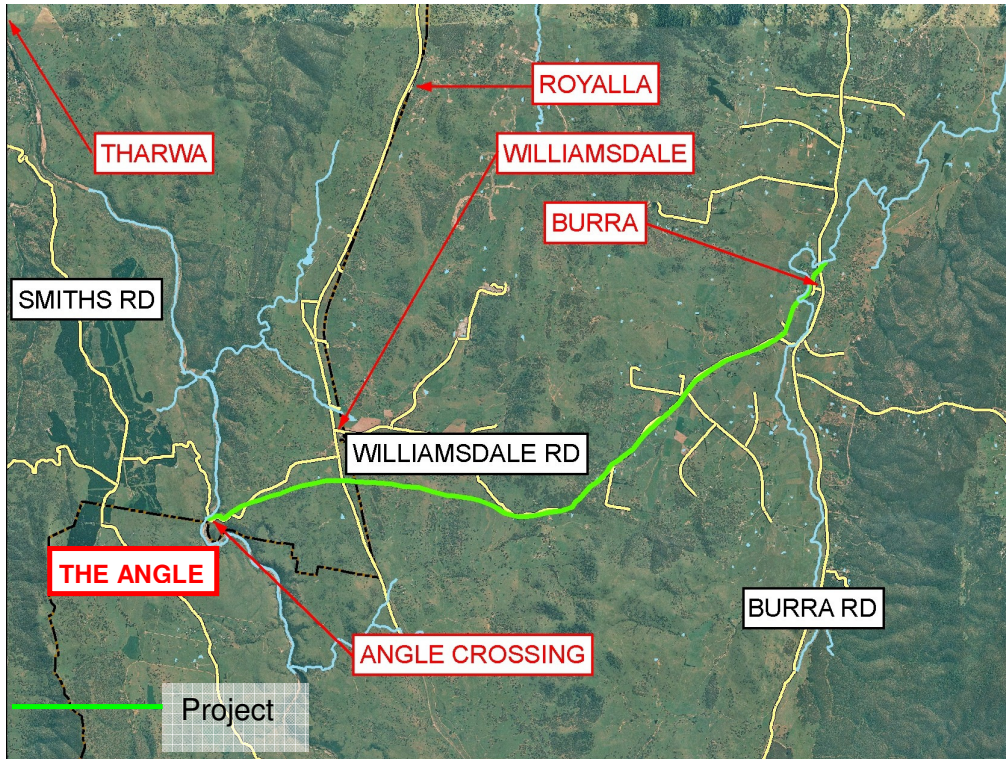
### 5.3 Social environment

The existing social environment of the study area has been considered in terms of three potential areas of impact:

- **Primary impact area** - Burra and Williamsdale in NSW and Angle Crossing in ACT;
- **Secondary impact area** - Royalla and The Angle (Smiths Road residents) in NSW, Googong Reservoir (Commonwealth land in NSW), Tharwa in ACT and downstream Murrumbidgee in both ACT and NSW; and
- **Regional impact area** - ACT and Queanbeyan, NSW.



**Table 1** Project primary and secondary impact area



### 5.3.1 Primary impact area

The primary impact area is described as the area within the vicinity of the localities of Burra, Williamsdale and Angle Crossing. It includes the areas that will be impacted by the intake and low lift pump station (including the banks of the Murrumbidgee River) and the high lift pump station as well as the power supply. These are all located in an area known as Angle Crossing, approximately 30km south of Canberra in the ACT. It also includes the area impacted by the pipeline, which crosses rural and rural residential land in Williamsdale and Burra before discharging into Burra Creek in the vicinity of the low level crossing on Williamsdale Road near the junction of Burra and Williamsdale Roads.

Compared with the 2006 ACT population of 324,000 and the Queanbeyan population of 34,000, the primary impact area has small and sparse rural populations of approximately 1,200 (ABS 2006). Williamsdale is a locality on the Monaro Highway, straddling the NSW/ACT border. Williamsdale is characterised by scattered farmhouses, with grazing as the main activity, and the site for a significant quarry. At Williamsdale there is a local service station and general store which serves the needs of passing traffic and the local community.

Burra is situated further to the east in NSW. It is located west of the Queanbeyan River and Googong Reservoir from the Cooma Monaro/Palerang Shire Council boundary in the south to the Palerang/Queanbeyan City Council boundary in the north. Burra is a rural and rural residential area, including many hobby farmers and retirees. Over 70% of those in the workforce who live in the Burra Valley locality commute to their place of work via car, with the vast majority of people working either in Canberra or Queanbeyan (Palerang Shire Council 2007). Burra has a community hall (maintained by residents) an oval and tennis courts, but no retail enterprises.

To the southeast of Williamsdale, Angle Crossing is a swimming hole with a small beach located on the Murrumbidgee River accessed from Angle Crossing Road (in the vicinity of where the Monaro Highway crosses the ACT/NSW border). The crossing is an access route between Tharwa/Smiths Road and the Monaro Highway, and is used by local residents and businesses as well as by tourists travelling to Tidbinbilla

Nature Reserve or Namadji National Park. The beach is a popular location for recreation, and is the site of social and anti-social behaviour in the evening. Visitor levels are less than those for similar nearby recreation resources (such as at Smith's Road near the Namadji Visitor Centre and Pine Island).

Residents of this area generally use the social infrastructure (such as medical, cultural, education, retail and recreational infrastructure) that is available in the nearby population centres of Queanbeyan and Canberra.

The Burra community is socially and politically active, and during consultation undertaken for the project residents have articulated that the values they hold for their community include:

- Privacy/seclusion;
- Beauty of the natural environment;
- Rural lifestyle;
- Views; and
- Ability to farm.

They consider recent changes to their community have included impacts to local roads through increased use. The community has identified that their needs include maintaining undeveloped ridges; sensitive development; and road sealing and upgrading. The Murrumbidgee River, in the vicinity of Angle Crossing, has historically been a place of cultural significance for local and regional Aboriginal people. This significance has reduced in recent history with modification to the river and surrounds.

The potential future implementation of this and other projects raises concerns for Burra residents some of whom see these projects as the ACT externalising the impacts of their developments to nearby NSW rural areas where residents have no voting power to influence ACT decision makers.

### **5.3.2 Secondary impact area**

Royalla (approximately 10km north of Angle Crossing) is a semi-urban residential development in NSW on the eastern side of the Monaro Highway. Many residents work or attend school in Canberra, and there are no shops or facilities. The highway passing Royalla is regularly used by trucks from the Williamsdale quarry.

Tharwa (approximately 8km northwest of Angle Crossing) is a small town near the southern border of the ACT, and according to the 2006 Census, has a population of 109 people. People travelling from Tharwa access Tuggeranong to the north via Tidbinbilla Road or via Tharwa Drive. Access to the Monaro Highway is via Tuggeranong in the north, and Angle Crossing to the south.

The Angle (immediately south of Angle Crossing) is a locality in NSW south of Tharwa. Smith's Road is the main road through Angle, linking Angle Crossing Road and Tharwa Road. Primary (most direct) access from Angle to Queanbeyan and south is via Angle Crossing.

Water discharged into Burra Creek will flow through the Googong Foreshores. The Googong Foreshores, which include the Googong Reservoir, provide the venue for recreational activities including bush walking, mountain bike riding, fishing, bird watching, picnics, and boating, with fishing the most popular activity. There are two public access points to the reservoir, the northern access via Googong Dam Road is a sealed road, the southern access (London Bridge Road) is only partly sealed. This road leads to the London Bridge limestone arch (upstream of the reservoir) and the London Bridge Homestead group, both of which are listed on the Register of the National Estate. These are both popular destinations within the Googong Foreshores. Average annual visitor numbers are recorded as 53,000. In the drought year of 2003, the lowest levels of visitor numbers were recorded as 23,000, when boat access was limited.

### **5.3.3 Regional impact area**

Beneficial impacts accrue primarily to the users of water supplied from Googong Reservoir. This is primarily residents and business in Queanbeyan and Canberra. Burra and Williamsdale do not receive reticulated water. However, there is an indirect benefit through a secure regional water supply and a resultant strong economy which helps support the Burra and Williamsdale areas.

## 5.4 Community benefits

At various stages of the project's community engagement process, the Burra community has asked whether there would be any benefits for the local community as a result of the preferred project.

There are potential community wide benefits that could help to retain, improve or provide appropriate services, facilities or features. The community will continue to be consulted over both the type of enhancements or benefits and the process and mechanism for deciding upon them. Whatever is decided, they must be:

- Valued by a broad section of the community; and
- Accord with ACTEW's corporate values.

ACTEW is working with Palerang Shire Council and community members to identify and assist the delivery of community benefits. Identified community benefits which are being progressed include:

- Provision of fire fighting hydrants for access by emergency services personnel in two separate locations along Williamsdale Road;
- Rehabilitation of Angle Crossing Recreational area;
- Upgrade of Tharwa Sandwash Recreational area;
- Upgrade of the intersection of Angle Crossing Road and the Monaro Highway; and
- Establishment of habitat offset as a high quality ecological community in perpetuity.

In accordance with the project's conditions of approval, under consideration are plans for:

- Raising of pedestrian access to London Bridge Homestead above the predicted high water mark;
- Improvements to Williamsdale Road including the incorporation of a greenway or bridle path for recreational users; and
- An improvement to access tracks within the Googong foreshores.

Consultation includes, but will not be limited by:

- Meeting with representatives of Palerang Council;
- Meetings with Community Groups (briefings);
- Recording of views/issues of Council and community members;
- Issue paper on findings of consultation to Council and community members; and
- Finalise agreement.

These activities and a timeline for consultation are included in the Community Information Plan - Schedule contained in the *Community Information Plan* at Appendix A

# 6 Community engagement and stakeholder management

## 6.1 Background

ACTEW's Community Engagement and Stakeholder Management (CESM) plans are based on a model of continuous community engagement for the life of the project. Some 1962 stakeholders have had interactions with the project team and 770 different events have been recorded since the first plan was developed in 2008. Stakeholder statistics and issues raised are outlined in Appendix E.

In February 2009, a revision of the CESM Plan was prepared to support the design and delivery phases of M2G until mid 2010. As the project was further refined during this period and the route options refined and targeted, community consultation has been implemented in accordance with the CESM Plans<sup>1</sup>. These Plans identified key stakeholders including local community associations, landowners and residents in both ACT and NSW, key approval authorities and their likely interest in the project.

Early consultation has ensured community and landowner input has been factored into the alignment of the pipeline, influenced the location of key infrastructure, such as the mini-hydro power generation facility and improved our approach to environmental monitoring and management to help improve the health of the Murrumbidgee and protect Burra Creek. Engagement with the community and key stakeholders will continue through the construction and operational phases of the project as outlined in this Plan.

## 6.2 Communication principles

This plan is underpinned by a number of communications principles. They include a commitment to:

- **Having a clearly stated decision making process.** ACTEW, through the BWA is the ultimate decision maker for all phases of the project. The purpose of the CESM Plan is to manage risks and enable informed decisions, taking into account community and stakeholder views.
- **Proactive and timely engagement of stakeholders for continuous project improvement and development.** This CESM Plan will provide opportunities for stakeholders to be involved throughout the construction and operational phases of the project. Building upon already established relationships with landowners, community members and other key stakeholders will enable issues and opportunities to be identified so that they can be addressed, incorporated or resolved throughout these critical project phases.
- **Ensuring representativeness of stakeholders.** Project stakeholders for this project are diverse and represent a wide range of interests.
- **Ensuring responsiveness to stakeholders.** A key role of the CESM team will be to ensure issues and concerns raised by are addressed in a timely and efficient manner. Community involvement will be transparent and all stakeholders involved will have a clear understanding about how their feedback and comments are to be used.
- **Clear and timely provision of information.** The CESM Plan will ensure that the appropriate information is provided to a broad range of stakeholders. All information provided will be easily understood and will allow landowners, community members and other key stakeholders to have a good level of understanding of the project and its benefits and make informed and timely contributions.

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<sup>1</sup> Community Engagement and Stakeholder Management Plan, 2008 & 2009, ACTEW January 2008 & February 2009.

- **Delivering and honouring commitments made.** The CESM team commits to keeping good faith with landowners, community members and other key stakeholders and building trust by delivering and honouring undertakings made.
- **Evaluate mitigation strategies for timely and comprehensive reporting and evaluation.** The CESM team will provide regular reports that identify and mitigate potential issues. The CESM team will undertake regular internal reviews to ensure communication and consultation activities are effective and responsive to changes in the project and its phases. This CESM Plan will be reviewed and amended as necessary.

### 6.3 Methodology

***The communications includes:***

- Identifying and categorising each stakeholder, according to type and level of interest in and influence over the project;
- Identifying the likely issues concerning each stakeholder or group of stakeholders;
- Allocating roles and responsibilities and/or identifying communications' interfaces or tools for communicating with stakeholders;
- Training of project team members in the principles of community engagement and stakeholder management; and
- Monitoring, reviewing and updating this plan and modifying our communications approach accordingly.

***The approach to the communications and engagement on the project will consider:***

- Appropriateness to audience, goal and message;
- Relevance to desired outcomes;
- Timing and consistency of information;
- Cost/resources of tools;
- Attitude of community toward the issue/activity;
- Cultural appropriateness; and
- Logistical considerations.

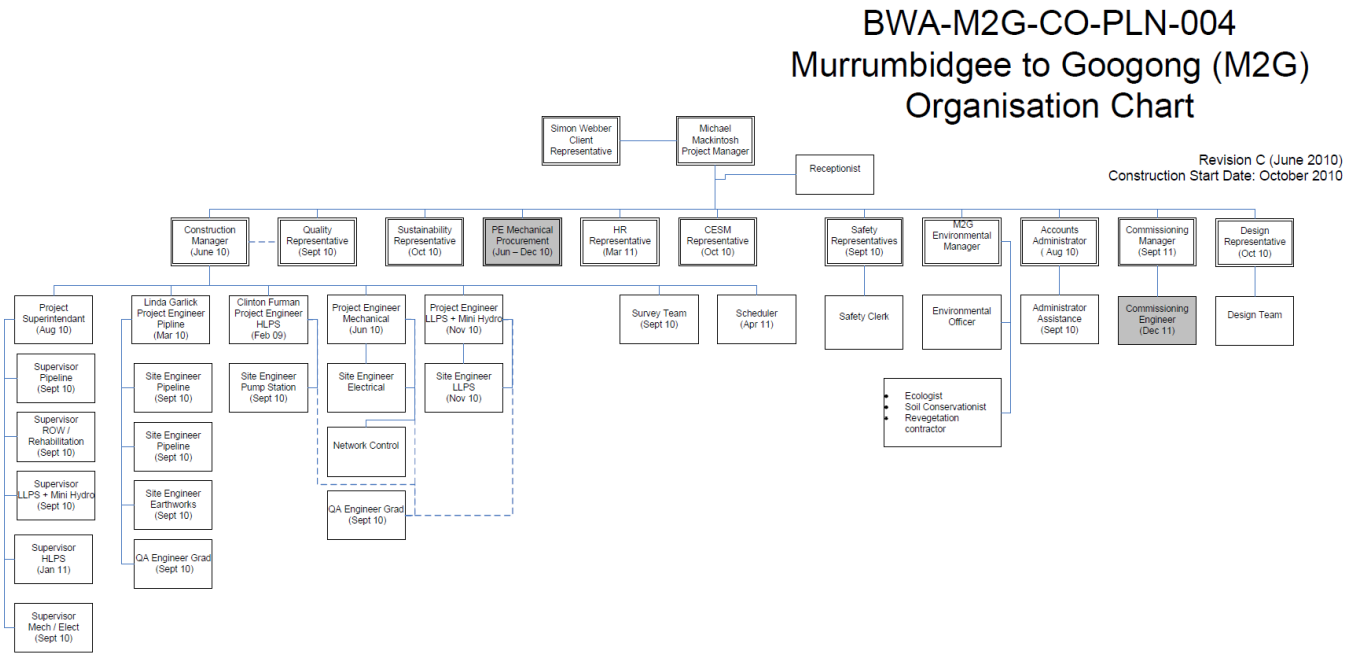


# 7 Structure and responsibilities

Roles and responsibilities of BWA personnel are covered in detail in Section 3 of the CEMP. They are, in part, repeated in this section of this plan with particular relevance to community engagement and stakeholder management.

## 7.1 Site structure

The general project structure in Figure 3.1 below.



**Figure 7.1** Murrumbidgee to Googong Project Management Hierarchy

## 7.2 Roles and responsibilities

The following roles will be involved in implementing the CESM Plan:

- Client Representative;
- Project Manager;
- Construction Manager;
- Community Engagement and Stakeholder Manager; and
- Landowner Liaison Manager.

### 7.2.1 Client Representative

The Client Representative has the overall responsibility of ensuring that the requirements of this plan are met.

## 7.2.2 Project Manager

The M2G Project Manager has the role of ensuring that the project is delivered on time, within budget and the delivery is consistent with the aims and objectives of the BWA. This role is accountable for all aspects of the project including safety, environment and heritage, quality, budget and deliverables.

## 7.2.3 Construction Manager

The Construction Manager is responsible for delivery of the construction phase of the project to ensure that impacts are minimised and obligations are met. The Construction Manager shall ensure that the Plan is implemented and that the personnel in the roles detailed below are undertaking their responsibilities. The Construction Manager will play a key role in the development of Property Interaction Plans.

## 7.2.4 Community Engagement and Stakeholder Manager

### **Key responsibilities /authorities:**

- Establish the community Environmental Reference Group and its sub committees and coordinate regular meetings with input from key alliance, ACTEW and ActewAGL personnel and act as the secretariat for the group.
- Work closely with the Project Manager, Construction Manager, Site Superintendent, Environmental Manager, landowner liaison, WSMP and ACTEW Corporate Communications to ensure that community engagement and stakeholder management is integral to the day to day delivery of the project including;
  - Oversight of all CESM activities and delivery of all commitments provided for under the Property Interaction Plans and others outlined in the final EIS to key stakeholders and the broader community during construction and operation;
  - Facilitate community input to the project, including one on one consultation with key stakeholders;
  - Draft and manage the approval of all project specific responses and correspondence referred to the project;
  - Manage community complaints and coordinate a response in line with the Complaints Management Procedure;
  - Manage and represent the project at community events, attend public meetings and make presentations on the project to stakeholders as required;
  - Develop and provide input to issue specific communications strategies, briefs, copy or other material as required for project milestones and announcements in consultation with the project team and ACTEW Corporate Communications;
  - Work closely with ACTEW Corporate Communications to develop strategies to maximise opportunities to enhance the corporate reputation of ACTEW;
  - Develop key messages and talking points about the project for use in media inquiries and public information materials;
  - Write and manage the production of and distribute targeted materials such as brochures, fact sheets, maps and advertisements;
  - Manage and monitor the database for recording events, issues and contact with key stakeholders;
  - Prepare media releases, newsletters and content for the ACTEW website – and coordinate input from other staff in this process;
  - Report on a weekly, monthly and as needs basis on all CESM activities and issues relating to progress, performance against Key Performance Indicators (KPIs) and public awareness and perceptions of the project;

- Monitor and manage implementation and review of this Plan and related procedures for the project in line with conditions of approval (ACT, NSW & Commonwealth) for the project;
- Implement the Shared Roads Policy, traffic management policy, noise and vibration, air quality and other plans as required as they relate to affected landowners, residents and other key stakeholders during construction;
- Work closely with and provide day to day guidance and advice to the Landowner Liaison Manager;
- Provide support to the project team on an as needs basis;
- Drive outstanding performance to meet CESM KPIs for the project;
- Facilitate the approvals process for all public materials;
- Assist in the internal communications for all personnel; and
- Conduct toolbox talks about CESM principles.

### **7.2.5 Land and Compliance Manager**

#### ***Key responsibilities /authorities:***

- Act as the key day-to-day liaison between the project team, Construction Supervisors, Site Superintendent and affected landowners along the pipeline route;
- Establish and coordinate the Property Interaction Plan system including collating and tracking of documentation, arranging meetings, coordinating staff input such as Superintendent, Construction Supervisors and the Site Environmental Officer;
- Produce a consolidated package of information for each private property along the pipeline route to guide Construction Supervisors and the Superintendent in delivery of the work;
- Maintain regular contact with affected landowners to provide information and gather input and feedback on the project team's performance;
- Manage inquiries and complaints related directly to the daily delivery of work and its impacts on private property;
- Maintain a database of project team interactions with landholders affected by construction;
- Assist the Community Engagement and Stakeholder Manager in producing communications materials for the project;
- Provide notifications to affected landowners, residents and other key stakeholders regarding traffic delays, blasting, access to properties and others as required;
- Assist the Community Engagement and Stakeholder Manager in monitoring implementation of the Shared Roads Policy, traffic management policy, noise and vibration, air quality and other plans as required as they relate to affected landowners, residents and other key stakeholders during construction;
- Ensure commitments made through the Property Interaction Plans and others outlined in the final EIS / conditions of approval are adhered to by construction team and contractors;
- Provide input and assistance in regularly reviews and reports on effectiveness of the CESM Plan and associated policies and procedures in relation to affected landowners, residents and other key stakeholders; and
- Conduct regular toolbox talks with construction team and contractors in relation to affected landowners.

## **7.3 Ancillary resources**

### **7.3.1 ACTEW Corporate Communications Manager**

The ACTEW Corporate Communications Manager has an oversight and approval role for all public communications associated with the project. The CESM team supports ACTEW Corporate Communications in its activities and representation of the organisation. ACTEW Corporate Communications staff will oversee the following activities to support the Murrumbidgee to Googong Water Transfer CESM team:

- Media relations;
- Government relations;
- Issues management; and
- Water Security – Major Projects branding.

### **7.3.2 Water Security Information Officer**

The water security information officer is a program level resource and oversees the following activities:

- Internal communications;
- Management of the Water Security Information line;
- Management of Consultation Manager database; and
- Representation at community events in conjunction with the Water Conservation Office (ACTEW) and ActewAGL.

# 8 Stakeholders

## 8.1 Key stakeholders

At project inception a range of key stakeholders was identified as having an interest and influence over the project during planning, approval, design, construction and operation of the project.

### 8.1.1 Stakeholder groups and their influencing level

Stakeholders will have a varying influence level on issues such as easements, access, construction activities and operation of the project. There is a need for negotiation at the individual and small group level on these issues as they arise and there is a need to change or modify activities to ease resident and recreational concerns.

It is important to recognise that not all issues can be negotiated to the satisfaction of all and this will be managed as part of the stakeholder engagement process. To ensure consultation is as effective as possible, tools used should be tailored to the level of influence or interest in the project and project outcomes. For the purpose of this project, a stakeholder is defined as anyone who (currently, or in the future):

- Has an influence on the project (including its process and outcomes);
- Has an interest in the project; and
- Is directly impacted by the project.

Stakeholders and their level of influence may change as the project progresses, depending on the stage of design, construction or delivery. Table 8.1 below provides a list of specific stakeholders and their level of influence on the program.

### 8.1.2 Local residents and community

Stakeholders along the pipeline route are predominantly local and/or recreational and likely to be affected by the pipeline construction. These stakeholders will have an influencing level due to the nature of the construction activity.

### 8.1.3 Broader stakeholders

These stakeholders represent a wider audience of upstream and downstream users and catchment groups. Their interests will be predominately in the health and sustainable use of the Murrumbidgee River and health and protection of Burra Creek. Catchment groups, environment groups and those involved in the wider national water debate will all be key stakeholders with a high level of interest.

Local environmental and catchment management groups will continue to be involved with the project and under the Operational Environmental Management Plan will be invited to participate in an Environment Reference Group during construction and operation.

### 8.1.4 Internal stakeholders

Internal stakeholders are also important in terms of the progress of the project, as well as developing alliance culture and internal communications. Key messages, vision and goals need to be sufficiently communicated in order to maintain consistency across the project.

An internal BWA communications plan has been developed to facilitate this process.

**LEVEL 1:** Stakeholders directly involved in the decision making process for the project or having the ability to influence the decision making process.

**LEVEL 2:** Stakeholders important to the project that may have the ability to influence project outcomes, but do not necessarily influence the decision making process.

**LEVEL 3:** Stakeholders important to the project that need to be kept informed of its status, schedule and issues.


**Table 8.1** Key stakeholders and their level of influence on the project

| Stakeholders   |  |  |   |  |
|--|--|--|---|--|
| Level 1 – Approval   | Level 2 – Influencing  |  | Level 3 – Interested  |  |
| ACTEW Board<br>NSW Government<br>NSW Department of Planning<br>NSW Environment, Water, Energy and Resources<br>ACT Government<br>Chief Minister's Department<br>ACTPLA<br>Department of Environment, Heritage and the Arts<br>Palerang Council | ACT MLAs<br>ACT Health<br>ACT TAMS<br>Parks, Conservation and Lands<br>Environment and Recreation<br>Environment ACT<br>ACT Roads<br>Water Resources<br>ACT Parks<br>Heritage<br>ACT Waterwatch<br>ACT Rural Landholders Association<br>ACTEW personnel<br>ACT and NSW Indigenous Land Councils<br>ACT Heritage Council<br>National Capital Authority<br>Eden Monaro Federal Member- | NSW State member for Monaro<br>NSW Minister for Energy, Water and Resources-<br>NSW Department of Primary Industries<br>NSW Department of Fisheries<br>Federal Minister for Climate<br>Federal Minister for Environment and Water<br>Murrumbidgee Catchment Management Authority<br>Cooma Monaro Shire Council<br>Queanbeyan City Council<br>Burra Rural Fire Brigade<br>ActewAGL personnel<br>ACT leaseholders (along pipeline route)<br>NSW landholders (along pipeline route) | Media (Print, TV and radio)<br>Recreational users<br>RecFish<br>Yass Shire Council<br>ACT Landcare<br>Environment Groups<br>Farming groups<br>ACT Community Councils<br>ACT Commissioner for the Environment<br>ACT Forests, Camping and Recreation<br>National Parks Association of the ACT<br>Upper Murrumbidgee Landcare Committee<br>Murrumbidgee Catchment Management<br>Capital Regional Area Consultative Committee (CRACC)<br>Murray Darling Basin Committee<br>Environment ACT<br>Village Building Company (VBC)<br>Canberra Investment Corporation (CIC)<br>ACT Commissioner for the Environment<br>Representatives of the Scientific Community | Canberra Investment Corporation (CIC)<br>Village Building Company (VBC)<br>B.U.R.R.A (Burra Urila Residents and Ratepayers Association)<br>Burra Community Association<br>Burra Garden Club<br>Tinderry Trail Horse Riders<br>Fisheries Research and Development- ACT<br>Burra District Pony Club<br>Tuggeranong Progress Association<br>Wickerslack Lane residents -Gale<br>Grassy Woodlands Group<br>Queanbeyan Landcare Inc<br>Conservation Council of the South East Region Canberra<br>Environment Institute of Australia<br>New Zealand - ACT Division<br>Monaro Conservation Society<br>Queanbeyan Volunteer Fire Brigade<br>Urban Ecology ACT Region<br>Friends of Googong<br>Greening Australia |

## 8.2 Stakeholders participation

According to the International Association for Public Participation (IAP2) - just as the audience will change, so will the participation goal, and thus the technique you use. On some initiatives the public's role may be to provide consultation in the form of feedback; in other cases the public's role may be collaborative—partnering with the project owners to jointly address a problem or opportunity.

**Table 8.2** Spectrum of public participation-International Association for Public Participation (IAP2)<sup>2</sup>



|                                  | Inform  | Consult   | Involve  | Collaborate  | Empower   |
|----------------------------------|---|---|--|--|---|
| <b>Public participation goal</b> | To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions | To obtain public feedback on analysis, alternatives and/or decisions  | To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered  | To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution                     | To place final decision-making in the hands of the public |
| <b>Promise to the public</b>     | We will keep you informed   | We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision | We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision | We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible | We will implement what you decide                         |
| <b>Example technique</b>         | Fact sheet<br>Web site<br>Open house  | Public comment<br>Focus Groups<br>Public meeting<br>Surveys   | Workshop<br>Deliberate polling   | Citizen advisory Committees<br>Consensus building  | Citizen juries<br>Ballot<br>Delegated decisions           |

## 8.3 Stakeholder groups and participation levels – construction and operation

Each group of stakeholders and individual stakeholders at times will require varying levels of participation in the project according the phase of the project. While Table 8.1 identifies key stakeholders and level of

<sup>2</sup> © 2004 International Association for Public Participation

influence over the life of the project, Table 8.2 identifies key stakeholder groups and their peak level of participation identified for each of the 17 stakeholder groups during construction and operational phases of the project.

This determines the messages and therefore the activities that are developed for each stakeholder group. The level of participation is identified for each activity in the Murrumbidgee to Googong Water Transfer Community Information Plan and schedule (See Appendix A).

**Table 8.3** Murrumbidgee to Googong Water Transfer stakeholder groups—peak level of participation

|             |                                  |                         |                         |                       |                              |                                  |                         |                             |                  |                   |             |                |       |       |          |        |                                  |
|-------------|----------------------------------|-------------------------|-------------------------|-----------------------|------------------------------|----------------------------------|-------------------------|-----------------------------|------------------|-------------------|-------------|----------------|-------|-------|----------|--------|----------------------------------|
| Empower     |                                  |                         |                         |                       |                              |                                  |                         |                             |                  |                   |             |                |       |       |          |        |                                  |
| Collaborate |                                  |                         |                         |                       |                              |                                  |                         |                             |                  |                   |             |                |       |       |          |        |                                  |
| Involve     |                                  |                         |                         |                       |                              |                                  |                         |                             |                  |                   |             |                |       |       |          |        |                                  |
| Consult     |                                  |                         |                         |                       |                              |                                  |                         |                             |                  |                   |             |                |       |       |          |        |                                  |
| Inform      |                                  |                         |                         |                       |                              |                                  |                         |                             |                  |                   |             |                |       |       |          |        |                                  |
|             | Commonwealth Government agencies | ACT Government agencies | NSW Government agencies | Members of Parliament | Directly affected Landowners | Residents / businesses near site | Community organisations | Environmental organisations | Recreation users | Indigenous groups | Water users | Local Councils | Media | Owner | Alliance | Unions | Site visitors and nearby traffic |

### 8.3.2 Meeting community expectations of participation

There are a number of elements of the Murrumbidgee to Googong Water Transfer that are not negotiable with the community. For example meeting the commitments made to the community and to agencies under the relevant approval conditions during both construction and operation of the pipeline are key priorities for ACTEW.

For this reason, it is important that all community participation activities be carefully considered and structured prior to the project team engaging with the community, to ensure that community and stakeholder expectations are appropriately managed. The community will be provided with information on the project, property works, community and environmental benefits and mitigation measures, temporary construction and long-term impacts, and the proposed timing for the work. The timing of these communications is detailed in the Community Information Plan and schedule at Appendix A. In addition, directly affected landowners and nearby residents will be further informed through the implementation of Property Interaction Plans for all impacted properties.

## 8.4 Key Issues

Issues in the table below have been identified through consultation with landowners, community members and key stakeholders since early 2008. Risk workshops, community forums and through the public exhibition of planning approval documents and submissions have identified key risk areas for stakeholder management and organisational reputation.



Table 8.4 below highlights the specific concerns that may arise and ACTEW's response to these issues. These responses will be reviewed and updated regularly. In addition to messages around specific stakeholder issues, it is critical to ensure a set of overarching and consistent messages in order to manage stakeholder issues and expectations.

**8.4.1 Our commitment to the community**

- ACTEW is committed to engaging with the local community. A community engagement program is in place to ensure landholders and the wider community are kept informed throughout the project
- ACTEW values the natural environment and has invested in specialised studies to minimise any potential impact on the environment and will work closely with local environmental and community groups to protect the environment.
- ACTEW has a long term interest in issues which affect the entire catchment including the health of the Murrumbidgee River and protection of Burra Creek
- ACTEW will need access to land for construction and operation and will consult with and liaise closely with affected landholders and will pay fair and reasonable compensation and work in partnership with them to ensure land is restored to same or better condition.

**Table 8.4** Issues matrix

| Issue                  | Community Concern  | Response   |
|------------------------|--|--|
| <b>Social/Cultural</b> | Why do we need to build the dam and the pipeline anyway? | <p>The Murrumbidgee to Googong Water Transfer together with the enlargement of the Cotter Dam will:</p> <ul style="list-style-type: none"> <li>• reduce the severity of future water restrictions;</li> <li>• increase the diversity of water sources supplying the ACT region, for example, should the Cotter catchment again be impacted by severe bushfires; and</li> <li>• provide additional supply into Googong Reservoir (inflows into Googong Reservoir have decreased by about 85 per cent during the period from 2001 to 2008).</li> </ul> |
| <b>Social/Cultural</b> | What is the Murrumbidgee to Googong Water Transfer?      | <p>The Murrumbidgee to Googong Water Transfer involves transferring up to 100 megalitres of water per day from the Murrumbidgee River through a 12 kilometre underground pipeline to Burra Creek in NSW. The water will then flow approximately 13 kilometres down Burra Creek into Googong Reservoir.</p>   |

| Issue                    | Community Concern  | Response  |
|--------------------------|--|---|
| <b>Social / Cultural</b> | How will I be consulted about construction, and how will impacts be managed? | <p>We will keep you informed, listen to and acknowledge concerns and issues, and provide feedback on how you influenced the decision.</p> <p>Local residents will be notified well in advance of scheduled construction works and any traffic delays or temporary road closures.</p> <p>ACTEW encourages people to access information, have their questions responded to and provide feedback.</p> <p>ACTEW will clearly state what is negotiable and non negotiable in its community engagement activities, providing clear guidance to the community on the engagement process.</p> <p>We will take into account any specific issues or concerns you may have about construction and provide for them in a Property Interaction Plan.</p> <p>While construction traffic will have temporary impacts on the local road network, a 'shared roads' policy will specify how impacts on local traffic and residents will be minimised and set safety requirements for all construction traffic.</p> <p>ACTEW recognises the landscape and rural amenity values of Williamsdale and Burra. While design and construction will be undertaken to minimise earthworks and impacts on the landscape there will be some visual impacts from the works.</p> <p>Construction methods and strategies will be put in place to minimise dust generation and air quality monitoring regularly undertaken and reported to local residents.</p> <p>To reduce the impact of noise on the area, construction activities will be generally limited to standard construction industry hours, with construction not scheduled to occur on Sundays or public holidays.</p> |
| <b>Social/Cultural</b>   | The pump station may interfere with the Angle Crossing recreational area.    | <p>ACTEW is committed to minimising any long term impacts on recreational areas and is committed to open and transparent communications.</p> <p>Construction activities will impact upon the use of Angle Crossing as a recreation area and ACTEW has reached agreement with PCL that Angle Crossing be closed during construction due to public safety concerns.</p> <p>However, prior to the closure of Angle Crossing, ACTEW will upgrade Tharwa Sandwash as a temporary alternate recreational area.</p>  |

| Issue                   | Community Concern   | Response   |
|-------------------------|---|--|
| <b>Social/ Cultural</b> | The Angle Crossing recreation area is no longer viable due to the intake structures.  | ACTEW and partners have consulted with ACT TAMS to ensure the essential infrastructure is designed to have minimal impact on the community. The intake structure at Angle Crossing is designed to be built into the bank of the River, and will be partially screened by new plantings of trees, shrubs and other vegetation.  |
| <b>Social /Cultural</b> | Construction of the pipeline will result in road closures                             | ACTEW is committed to ensuring that all roads affected by construction (namely Angle Crossing Road, Monaro Highway and Williamsdale Road) will be managed through the Traffic Management Plan and the Shared Roads Policy.. Slight delays are expected and notification of any significant delays will be given.   |
| <b>Social/Cultural</b>  | The pipeline construction will limit access to my property.                           | ACTEW understands the importance of maintaining access for residents to their land at all times and will develop access arrangements through the Property Interaction Plans.   |
| <b>Social/Cultural</b>  | How will the traditional owners of the land be consulted and involved in the project? | <p>We acknowledge that the project is situated on Ngunnawal land.</p> <p>We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how you influenced the decision.</p> <p>Heritage surveys have been undertaken with the involvement of the Registered Aboriginal Organisations (RAO).</p> <p>We will encourage members of the Ngunnawal Elders and broader community to visit sites of significance and keep them informed of the progress of the project, and any measures taken to mitigate the impacts on any sites of significance.</p> |
| <b>Economic/Fiscal</b>  | Pipeline construction or easements will affect property values.                       | <p>ACTEW has maximised use of existing easements and road reserves where economically feasible.</p> <p>ACTEW has negotiated land acquisitions with residents to ensure that compensation is fair.</p>  |
| <b>Environment</b>      | The environment will be irreversibly damaged by this project.                         | ACTEW takes its environmental responsibilities very seriously and will continue to work with the community, local environment groups and agencies to ensure a high standard of environmental management during the construction and operation of the project. The EIS features over 70 commitments that will mitigate and minimise any potential adverse impacts of the project.   |

| Issue                | Community Concern  | Response   |
|----------------------|--|--|
| <b>Environmental</b> | How can landowners be sure that land will be rehabilitated?                            | <p>ACTEW is committed to high quality, long-term rehabilitation of affected land and will work closely with landholders to ensure land is restored to original condition or better.</p> <p>ACTEW will develop site specific rehabilitation plans in consultation with Council, landowners, state agencies as well as project ecologists, soil conservationists and key interest groups such as Friends of the Grassland (FOG) and LandCare Groups.</p> <p>ACTEW will engage in an ongoing relationship with landowners and key stakeholders regarding progress of rehabilitation and ensure landholders have input into the landscape rehabilitation process affecting their property, is aware of what activities are occurring on their property and has an avenue for communication with ACTEW.</p> |
| <b>Environmental</b> | The pipeline traverses sensitive areas of environmental significance                   | <p>ACTEW is committed to minimising the impact on Ecological Endangered Communities. The pipeline construction corridor has been narrowed in such areas and alignment changed to accommodate certain species.</p> <p>Where it has not been possible to avoid impacting good quality native vegetation a biodiversity offset strategy will be implemented to mitigate the impact.</p> <p>This involves setting aside a large contiguous piece of similar land located near the project area which will be dedicated towards a long term native vegetation management program.</p>   |
| <b>Environmental</b> | How will waste products from construction be handled?                                  | <p>Construction waste will generally consist of concrete, scrap metal, wastewater and green waste from clearing of existing vegetation. Where possible all material from construction works will be re-used for other construction activities and green waste will be incorporated into restoration and landscaping works.</p>   |
| <b>Environmental</b> | Removing water from the Murrumbidgee will damage the river system/environmental flows. | <p>The current level of environmental flows is determined by a panel of scientific experts, using information available at the time, to decide how to balance human need with the needs of the environment.</p> <p>Operating rules provide for e-flows first.</p> <p>Any removal of water from the Murrumbidgee will be monitored by ACTEW and national catchment authorities within strict environmental guidelines.</p> <p>The net impact on flows leaving the ACT via the Murrumbidgee River will be less than 1%.</p>  |

| Issue                | Community Concern  | Response  |
|----------------------|--|---|
| <b>Environmental</b> | Putting water into Burra Creek will affect the quality of water or cause erosion.                      | The effect on the creek will be monitored and is expected to be minimal; discharge of water will be governed by approved Operational Environmental Management Plans (OEMP); a community environmental reference panel will be established to monitor and mitigate potential impacts.  |
| <b>Environmental</b> | Quality of water in Googong Reservoir will be affected   | There is adequate detention time to allow river water to mix with existing water in the Googong Reservoir and therefore maintain the quality.   |
| <b>Environmental</b> | The transfer of water increase the ACT's and regions carbon emissions                                  | <p>ACTEW has committed to offsetting all greenhouse gas emissions associated with the construction and operation of the project through a number of options including the use of biodiesel during construction and high efficiency energy use.</p> <p>We are also building a mini-hydro power generator to recover around 20-30 percent of the energy required to transfer the water and reduce associated operating costs. The mini-hydro will be co-located with the Burra Creek discharge structure upstream of the junction of Williamsdale and Burra Roads.</p>  |
| <b>Environmental</b> | Water quality of Murrumbidgee River and Burra Creek will be affected during construction and operation | <p>An environmental management plan has been developed to address potential impact on water quality during construction.</p> <p>ACTEW will establish an adaptive management program to monitor the health of the Murrumbidgee River and Burra Creek, and ensure that no adverse ecological changes are taking place both during and after construction.</p> <p>ACTEW is committed to an on-going research and monitoring program in the Murrumbidgee River and Burra Creek, in partnership with local environmental and catchment management groups to ensure river health is maintained and the creek protected.</p> <p>The monitoring program is based on the highly successful Cotter catchment monitoring program which ACTEW has been undertaking for the last 10 years.</p> |

| Issue                  | Community Concern  | Response   |
|------------------------|--|--|
| <b>Environmental</b>   | What controls will there be over ACTEW's management of environmental issues during construction? | ACTEW has been working closely the NSW Office of Water and the NSW Department of Environment, Climate Change and Water to prepare the appropriate Construction Environment Management Plan (CEMP) and supporting documentation to manage environmental issues during construction. These plans will also assist to manage our environmental commitments within the ACT.  |
| <b>Environmental</b>   | Why not rely on rainwater tanks/demand management as a solution?                                 | ACTEW has in place a comprehensive demand management plan, which includes rainwater tank rebates, water restrictions and various other methods to reduce household and commercial water use.   |
| <b>Economic/Fiscal</b> | Will the cost of the pipeline be passed on as a cost to consumers?                               | Decisions on prices lie with the Independent Competition and Regulatory Commission.<br>The infrastructure is a long term investment in the future growth and prosperity of the region.<br>ACTEW's Water Security Program is based on positive net economic benefit to the ACT and the region.  |
| <b>Economic/Fiscal</b> | As a NSW resident, I get no benefit from the pipeline project.                                   | The project will support the future growth and sustainability of the region, including in the Palerang and QCC areas. It also will fulfil commitments made by both ACT and NSW under the Memorandum of understanding on cross border water supply.   |
| <b>Economic/Fiscal</b> | What will this do to my property including my stock and my crops?                                | ACTEW and partners will minimise disruption and have comprehensive Environmental Management plans in place to manage these issues.<br><br>ACTEW will consult with landholders throughout all phases of the project and have established a dedicated 1800 Information and complaints line and clearly articulated Complaints Management Procedure. Specific agreements have been obtained with landowners directly impacted by the pipeline |
| <b>Political</b>       | How will workers be treated by ACTEW?  | We will comply with all national codes, awards and conditions.   |

| Issue            | Community Concern   | Response   |
|------------------|---|--|
| <b>Political</b> | Perception of ACT making decisions with no consultation with NSW residents. | The project will support the future growth and sustainability, which has region-wide benefits. Consultation with Queanbeyan , Palerang Council and local members is a key component of the stakeholder engagement process. |

## 9 Communication activities

### 9.1 Communication with stakeholders

Communications activities for the Murrumbidgee to Googong Water Transfer have been developed in order to maintain open communication channels with stakeholders through ongoing consultation activities. A detailed Community Information Plan and schedule for all communications activities during construction and operation is outlined in Appendix A.

To ensure the effective implementation of this CESM Plan a variety of communication activities have been developed and utilised, some of which include:

#### 9.1.1 Information Desk (1800 number and written correspondence)

A Water Security Community Information line, postal address and email were established in 2007 in order to facilitate direct inquiry, information and complaints from the community and stakeholders in line with ACTEW's commitment to engagement and meeting ACT and NSW conditions of approval. Written correspondence may be provided via email and post.

|                    |  |
|--------------------|--|
| Email:             | <a href="mailto:watersecurity@actew.com.au">watersecurity@actew.com.au</a>                                 |
| Visit our website: | <a href="http://www.actew.com.au">www.actew.com.au</a>   |
| Post:              | GPO Box 366 Canberra, ACT, 2601  |
| Visit us:          | Murrumbidgee to Googong Water Transfer Site Office<br>Angle Crossing Road (just off Monaro Highway)<br>ACT |

In the event of an emergency, an emergency contact number has been established: **1800 211 242** (24 hours). This number can also be used to register a complaint. Project information, including various construction and environmental management plans for the project as per agency and environmental requirements, is also available online via the ACTEW website ( [www.actew.com.au](http://www.actew.com.au) ).

#### 9.1.2 Community updates

Updated information is provided through a bi-monthly and as required community newsletter, updating interested landowners, community members and key stakeholders on the latest developments of the project. It is distributed in both hard and electronic copy using the consultation database of registered stakeholders.

#### 9.1.3 Construction advertisements

Letters to residents along with advertisements detailing scheduled major construction, and potential noise or traffic impacts, as well as project progress and milestone updates will be placed in local newspapers regularly and, if there are significant impacts, on radio. Early and regular notifications will enable stakeholders to respond or plan appropriately. Announcement of project progress and milestones will convey updates about the project to key stakeholders and the local community.

An advertisement, *Water Matters*, is published in the Chronicle on a quarterly basis and is used to update progress on the project and to promote upcoming activities. Samples of *Water Matters* are attached at Appendix C.

#### 9.1.4 Signage

In consultation with Project Managers and following approval by the ACTEW Corporate Communications Unit, permanent roadside signage will be installed on a number of key roads / locations in the project area outlining the project, its purpose, construction dates and contact details and any changed conditions as a result of construction. Signage will also be installed at Angle Crossing notifying recreational users of the closure of Angle Crossing during construction, and advertise the alternate upgraded recreational area at



Tharwa Sandwash. Temporary signage will be installed at Tharwa Sandwash recreational area to promote it as an alternate recreational area to Angle Crossing and provide details of nearby amenities.

A detailed plan in relation to location of static signage at key locations of the Murrumbidgee to Googong Water Transfer construction sites can be found at Appendix C2.

In addition to static signage, the Project Team will use Variable Message Signs (VMS) as part of the Traffic Management Plan and through it the BWA shared roads policy. The BWA Signage Policy will adhere to road signage guidelines.

#### **9.1.5 Community reference groups**

An Environmental Reference Group will be established to ensure a formal structure is in place for community and environmental group participation in construction and operational phases of the project. Information about its structure is contained in Appendix F.

#### **9.1.6 Community group meetings**

The CESM team, together with ACTEW, regularly provides briefings to community groups and organisations across the ACT and region. Information provided includes but is not limited to the following:

- Contact information for members of the project team, Water Security Information Line, email address and complaints contact information;
- Water Security and M2G fact sheets, latest community updates and frequently asked question leaflets;
- Construction and operations related information and updates;
- Maps of the Murrumbidgee to Googong Water Transfer pipeline route;
- Copies of any of the construction or operational related plans, such as the shared roads policy, traffic management plans, complaints management plan, or CEMP / OEMPs for the project; and
- Additional information as and when developed.

#### **9.1.7 Alternate recreation areas brochure**

A brochure will be distributed to stakeholders and key events and displays to ensure the community is aware of impacts of construction on recreational areas. This will be updated to reflect the changed recreational conditions during the closure of Angle Crossing to direct users to the upgraded facilities at Tharwa Sandwash as an alternative recreational area.

#### **9.1.8 Website update**

ACTEW Corporation maintains a dedicated Water Security website with specific Murrumbidgee to Googong Water Transfer project pages. (See further information below in Section 9.3 Website Updates).

#### **9.1.9 Community displays – Community festivals**

Static displays are used to disseminate information and may take the form of, but are not limited to:

- Posters and other information displayed at key locations in the project area (i.e. libraries, shopping centres, ActewAGL shops, the Legislative Assembly building);
- Display components within ActewAGL's exhibition and events schedule that takes in major local events such as agricultural shows, the multicultural festival community etc; and
- Copies of fact sheets and newsletters are regularly made available at these displays. In addition, display material may be adapted to posters and mounted on community noticeboards.

#### **9.1.10 Fact sheets**

A series of fact sheets about the Murrumbidgee to Googong Water Transfer have been developed and continue to be reviewed and updated to inform stakeholders about various elements of the project and may involve the following areas/topics:

- The Murrumbidgee to Googong Water Transfer - general information/background as one of ACTEW's Water Security program; the engineering challenges, key features of the site, visual impact, natural and cultural heritage; design and construction processes; timelines, contact details;
- Environment & Sustainability – natural and cultural heritage; what environmental investigations have been undertaken, key conservation values and how they will be protected, sustainability program including community benefits, remediation works; references; contact details;
- Community Engagement – the role of consultation; consultation and information sessions online calendar; the Issues register; How to have your say; consultation outcomes; contact details;
- Progress Reports - Detailing progress to date against predicted schedule – words and graphics; completed tasks; innovations applied; what is next in the work schedule; contact details; and
- Informative – May be utilised to outline construction or operational processes, or highlight a particular section of the pipeline and associated infrastructure (ie mini-hydro power generation facility).

These fact sheets will be updated periodically throughout the project, as key stages are completed and new work begins.

#### **9.1.11 Drop in session**

Information sessions will be used on an as-needs basis, particularly during early construction phase. Information sessions provide opportunities for the local community to directly discuss the project and impacts with the project team, and an opportunity to collect feedback and early identification of community issues and concerns.

#### **9.1.12 Community contact**

Details for BWA contacts during construction and operation will be provided and updated for all local residents in order to provide quick and easy access to contact information and emergency and complaints procedures..

#### **9.1.13 Write to stakeholders**

Regular written correspondence to stakeholders including local residents, local environmental groups and community organisations and key government agencies and local councils will be disseminated to keep them informed about the project, asking for input or inviting them to participate in activities. This may be a letter or email with attached fact sheets.

#### **9.1.14 Media releases**

Media Releases are provided to relevant media by ACTEW Corporation to mark key milestones in the project or update the community about developments and progress.

#### **9.1.15 Media announcements / launches**

ACTEW Corporate Communications are responsible for the organisation of any media event. The CESM team will provide support to ACTEW's Corporate Communications team as required.

#### **9.1.16 Consultation database**

All contact with stakeholders is recorded and reported on monthly. Contact details of registered stakeholders are password protected and used only with the permission of the stakeholder.

#### **9.1.17 Toolbox talks**

On site talks are a key feature of internal communications during the construction period and will be provided as required about any particular CESM issue, or impact that construction is having or new policy or procedure.

### 9.1.18 Community relations and cultural sensitivity inductions

Training relating to dealing with community members and issues relating to access to private property and exercising due diligence in relation to environmental, heritage, and site specific information is provided to all staff and contractors before they are permitted on site. This is delivered as part of the normal site induction.

### 9.1.19 Social media tools

Social networking groups may be established to provide those members of the local community with a forum to discuss the project during the construction phase of the project. This would also provide an opportunity for the construction team to provide construction blogs in an interactive environment. ACTEW Corporation currently uses Twitter to generate updates on water issues in the ACT and region. In addition use of a text message alert system may be implemented to provide real time information to registered community members and residents of changed traffic conditions or temporary delays to access etc. These tools will be further investigated during the construction phase and implemented where appropriate.

## 9.2 Promotion of community engagement activities

To promote CESM activities and provide regular and up to date information to landowners, community members and other key stakeholders the following channels may be used:

- ACT Government community engagement website;
- TAMS internal newsletter;
- TAMS Community Advisory Group (CAG);
- ACT internal e-newsletter;
- ACTEW internal e-newsletter;
- *Current*, ACTEW's external e-newsletter;
- The Intermittent – Burra Community newspaper;
- B.U.R.R.A. Community Website;
- TV Community Information adverts;
- ActewAGL Marketing email;
- Adverts in local papers, principally the Bungendore Bugle, Queanbeyan Age and the Canberra Times and regular updates of *Water Matters* advertorials in the Chronicle;
- Consultation Manager database contacts; and
- Local radio.

## 9.3 Website

A project website has been established for ACTEW's Water Security Program – [www.actew.com.au](http://www.actew.com.au).

Dedicated pages for the Murrumbidgee to Googong Water Transfer have existed since project inception and include the following information;

- Factsheets and explanation of the project, and any measure which are being taken to minimise impacts;
- Latest Community Update as provided to all stakeholders on the projects consultation database;
- Progress reports on planning approvals, and project milestones;
- Copies of all planning approvals documents available for download in pdf format;
- Contact phone numbers, postal address and email address for further information; and

- Information regarding upcoming events or consultation opportunities.

In accordance with conditions of approval for the Murrumbidgee to Googong Water Transfer the following documents will be uploaded, reviewed and maintained on the project website for the duration of the project;

- The current implementation status of the project;
- A copy of all approvals and any future modifications;
- A copy of each relevant environmental approval, licence or permit required and obtained in relation to the project;
- A copy of each plan, report, or required monitoring program under this approval;
- Details of the outcomes of compliance reviews and audits of the project; and
- Construction and environmental management plans for the project as per agency and environmental requirements.

# 10 Communications management

## 10.1 Stakeholder contacts

Every contact with an external stakeholder will be recorded on the Water Security Stakeholder database by the CESM team. Regular reports on stakeholder contacts will be provided to the project team and ACTEW. A monthly report on consultation with stakeholders will be made available to the Project Manager, Client representative and the AMPT.

## 10.2 Complaints management

Refer to the Water Security – Major Projects Customer Complaints Procedure summarised in Chapters 11 and 12.

## 10.3 Crisis communications

Refer to ACTEW Corporation's Crisis Communications Procedures summarised in Chapters 11 and 12.

## 10.4 Media

Media enquiries will be managed by ACTEW's Corporate Communications Manager. No project members should comment to the media on any issue related to the project or ACTEW without prior approval from the ACTEW Corporate Communications Manager.

## 10.5 Proactive media management

Media opportunities will be identified and planned in a proactive manner during and the project and discussed at regular meetings with ACTEW Corporate Communications. Two weeks notice of media activity is required for necessary ACTEW approvals.

## 10.6 Ministerial inquiries

To be managed by the ACTEW's Water Security Program Government Relations Manager.

# 11 Community Information Plan: Construction

## 11.1 Construction consultation objectives

ACTEW will continue to engage actively with the community and key stakeholders throughout the construction phase of the Murrumbidgee to Googong Water Transfer and is guided by the *Community Engagement and Stakeholder Management (CESM) Plan 2010-2012*. The objectives of the CESM plan provide a clear guidance to the project team of how we communicate and engage with the community. Key to this plan is the commitment to the following principles which include;

- Having a clearly stated decision making process
- Timely engagement of stakeholders for continuous project improvement and development
- Representativeness of stakeholders
- Responsiveness to stakeholders and to the construction team
- Provision of information; and
- Evaluation.

During construction of the Murrumbidgee to Googong Water Transfer, the broad objectives of engagement will be to:

- Maintain community and stakeholder support in order to facilitate construction of the pipeline.
- Fulfil any statutory requirements, including conditions of approval, relevant to stakeholders.
- Ensure all stakeholders are identified and engaged with in an appropriate, timely and consistent manner, and their needs and interests recognised.
- Understand issues and concerns relating to the pipeline construction and resolve them in an appropriate manner.
- Avoid construction delays by providing stakeholders with information about any construction timeframes and/or environmental impacts, and create awareness of mitigation measures that will be in place to minimise these impacts.
- Manage risks and issues so that they do not escalate.

Training of all staff and contractors relating to the community engagement and stakeholder objectives and principles and appropriate collection of feedback from community members, local residents and landowners will be ongoing during construction.

Monitoring and review of our performance in relation to meeting these objectives will be ongoing, and this plan updated to reflect their findings to it and the community information and schedule of activities during the life of the project.

## 11.2 Construction activities

Construction of the pipeline involves laying approximately 12km of underground pipeline. The pipeline will be laid in a trench approximately 1.8 to 4 metres below ground. Valves will be located at regular intervals along the pipeline to provide pressure relief during filling, emergency shut down of the pipeline and allow the pipe to be drained. During normal operation of the pipeline these valves are not expected to operate.

### 11.2.1 Construction equipment and facilities

To accommodate construction equipment and vehicles, a construction corridor of up to 40 metres wide will be required. In areas of highly sensitive vegetation or threatened species habitat, the construction width will

be narrowed in some cases to 15-20 metres. Site accommodation and storage areas will also be required at various locations along the pipeline.

The proposed location of these facilities has been selected to occupy existing cleared areas and to minimise disruption. To minimise construction duration it is anticipated that the pipeline will be laid concurrently by three construction crews along the length of the pipeline working within the approved construction corridor.

### **11.2.2 Times of work**

Construction works will generally be carried out between the hours of 7am to 6pm Monday to Friday. There may be infrequent occasions where work outside these hours will occur in order to shorten the construction period, or to reduce the potential for traffic impacts. Local residents will be notified well in advance of scheduled construction works and any traffic delays or temporary road closures.

### **11.2.3 Social impacts**

Social impacts experienced through the construction period will be temporary and limited to the duration of the construction period. Implementation of the CEMP, the CESM Plan and this Community Information Plan will assist in minimising these impacts. Potential impacts during construction will include:

- Use of land for construction – land required for construction activities would be occupied for the duration of the construction period. This may also generate potential access issues (for residents, farm management and stock), and would vary with the size, dimensions, land use and topography of the land and the corridor requirements.
- Traffic and access – the project will generate increased traffic and the potential for traffic and transport impacts. Current road users include local residents, horse riders and those accessing the study area for recreation, would have the potential to be impacted by construction activities.
- Disturbance to stock and animals – construction on or adjacent to properties has the potential to disturb feeding, parenting and watering habits of animals unfamiliar with noise, vibration or an unknown presence. Any disturbance to stock could have social and financial impacts, by causing extra time to be expended (eg if needing to change hand-feeding locations, or locking stock up), and possibly cause emotional distress to the owners.
- Recreational amenity - construction of the intake/low lift pump station will impact on users of the Angle Crossing area (Murrumbidgee River). As a result of concerns about public safety, Angle Crossing beach and parking area will be temporarily closed for the duration of construction – a period of approximately 15-18 months.

It has been agreed with ACT Parks Conservation and Lands (PCL), the managers of Angle Crossing, that the site of Tharwa Sandwash, located downstream, approximately 9km by road, would be a suitable alternative site for recreational users. To support the use of Tharwa Sandwash as an alternative recreational area, the proponent will work in conjunction with PCL to implement improvements prior to the closure of Angle Crossing. This will include::

- Works that retain the natural amenity of the area;
- Improvements to car parking areas;
- Reestablishment of two access points to the beach and removal of any dead trees and weeds;
- Removal of hazards
- Establishment of a picnic table area;
- Signage marking the area as an alternative recreational area, including notification of nearby toilet facilities at Tharwa; and
- Other planting and weed management as agreed between ACTEW and PCL.

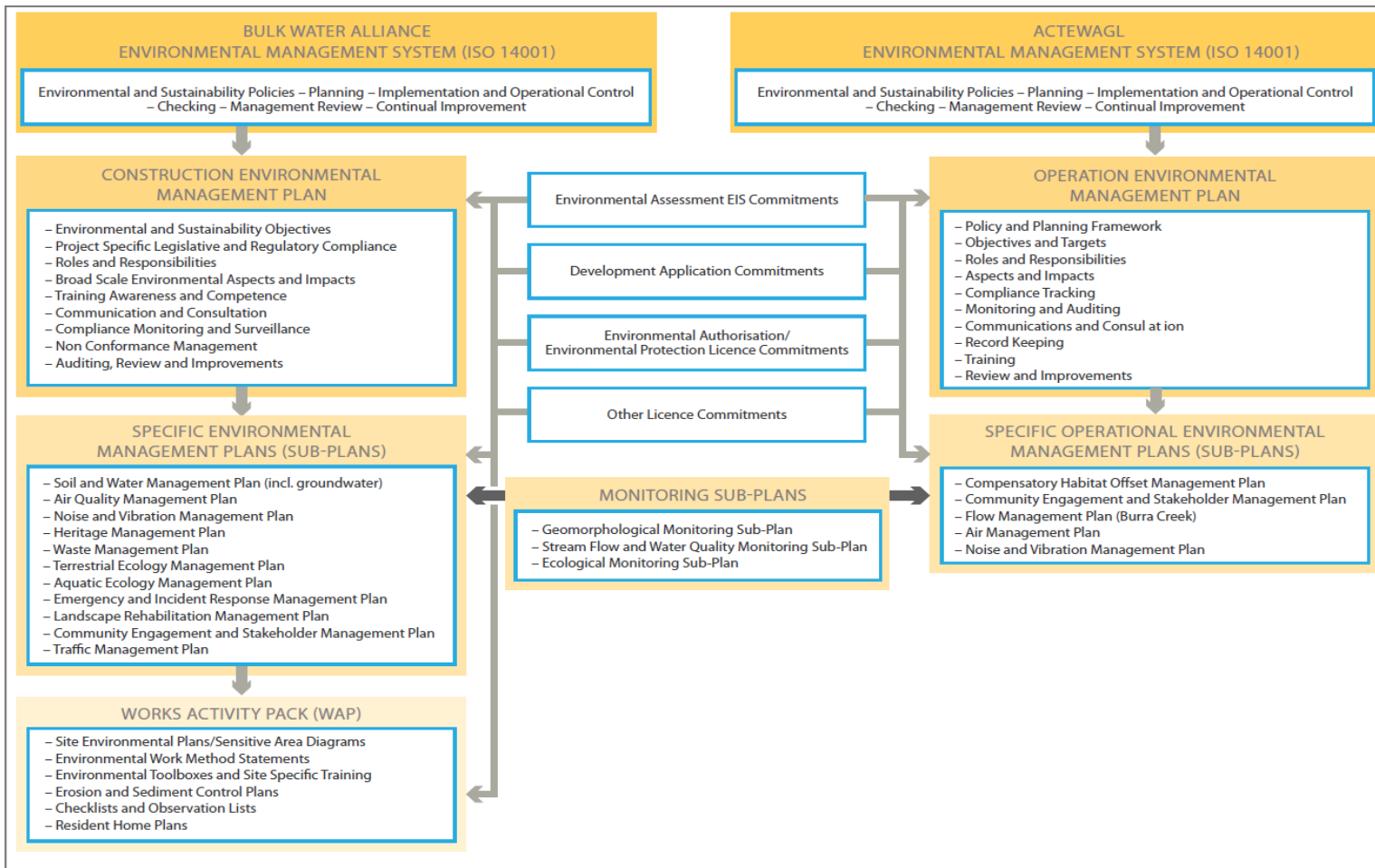
- Noise and vibration – residents are likely to be concerned about the potential for noise impacts during construction. Noise and vibration issues relate to privacy and stock disturbance and require careful management during the construction period.
- Residents are likely to be concerned about dust resulting from construction activities. Dust suppression activities will be implemented on site, and monthly reporting of air quality data provided to stakeholders.

### **11.3 Management of stakeholder issues during construction**

Landowners, community members and other key stakeholders are expected to raise issues during the construction phase relating to short and long term impacts, such as traffic, noise and dust management, storage of materials, land matters, visual impacts, worker and public safety and private and public property restoration.

Management of these issues and mitigation are measures are provided for within the CEMP and specific Environmental Management System Documentation Hierarchy as outlined in Figure 11.3.





**Figure 11.1** Environmental Management System Documentation Hierarchy

## 11.4 The role of the CESM team during construction

The CESM team will implement the Community Engagement and Stakeholder Management Plan and the Community Information Plans and Schedule: *Construction and Operation*.

The M2G Community Engagement & Stakeholder Manager has primary on-site responsibility for managing all aspects of community and stakeholder communication under the CEMP. The Land and Compliance Manager has primary responsibility for implementation of the Property Interaction Plans with the Construction Manager.

Specific roles for the CESM team exist in the following plans under the CEMP:

- Aquatic Ecology Management Plan;
- Noise and Vibration Management plan;
- Terrestrial Ecology Management Plan
- Heritage Management Plan;
- Landscape Rehabilitation Management Plan;
- Traffic Management Plan; and
- Property Interaction Plans.

The CESM team will:

- Consult with landholders, the community and other stakeholders and provide them with feedback;
- Report on community and stakeholder feedback to M2G managers;
- Manage community complaints and coordinate a response;
- Document community and stakeholder consultation and feedback; and
- Review and implement the CESM Plan and this Community Information Plan and its procedures.

### 11.4.1 Noise and Vibration Management Plan

The following commitments which relate to the Noise and Vibration Management Plan and will be overseen by the CESM team and include the following reasonable and feasible Noise Mitigation Measures;

- Ensure that all potentially affected noise receivers are informed of the project, its stages, this NVMP and the results of monthly monitoring;
- Letterbox drops - Project updates provided in letterboxes of sensitive receivers –
- Individual briefings – Contact or visit resident at least 48 hours ahead of potentially disturbing activities;
- Project specific respite offer - when residents are subject to lengthy periods of noise or vibration;
- Specific notifications - these notifications are letterbox dropped or hand delivered 7 days ahead of particularly noisy activities. This supports other periodic notifications or to advertise unscheduled works; and
- Phone calls - directly notify residents ahead of upcoming noisy activities prior to and during upcoming noisy activities.

#### *Drill and blast mitigation measures*

- All sensitive receivers will be informed of blasting activities, as per the Community Information Plan with blasting to be scheduled for a set time and day so that blasting will not occur more than once on any set day. Any alteration from the agreed arrangement will be communicated to nearby residences to avoid any

surprises. Where airblast overpressure levels are anticipated to exceed ANZECC guidelines, the Bulk Water Alliance will negotiate an arrangement with the potentially affected residential receivers so as to mitigate any adverse impact on amenity.

#### *Noise management consultation*

- A copy of this NVMP will be made available to potentially affected noise receivers before commencement of works by the CESM Manager. Noise monitoring results will also be made available for the potentially affected receivers upon request.

#### *EIS/EA commitments*

- It is recommended that community consultation or notification (e.g. Letter box drop) be undertaken prior to pipeline maintenance involving air valve operation. Landowners should be provided with details of the time and date at which the maintenance event is to be conducted, so that domestic livestock and pets can be restrained or housed appropriately.<sup>3</sup>

#### **11.4.2 Landscape Rehabilitation Management Plan**

Specific consultation is required under the Landscape Rehabilitation Plan with the community and affected landowners and will be undertaken to ensure stakeholders;

- Have input into the landscape rehabilitation process affecting their property;
- Are aware of what activities are occurring on their property; and
- Have an avenue for communication with the project team.

The following commitments which relate to the Landscape Rehabilitation Management Plan and will be overseen by the CESM team include;

- ACTEW is committed to high quality, long-term rehabilitation of affected land and will work closely with landholders to ensure land is restored to original condition or better;
- ACTEW is committed to rehabilitating the land for as long as it takes to get it right; and
- ACTEW will develop site specific rehabilitation plans in consultation with Council, landowners, state agencies as well as project ecologists, soil conservationists and key interest groups such as Friends of the Grassland (FOG) and LandCare Groups.
- Ongoing liaison with landowners and key stakeholders regarding progress of rehabilitation.

#### **11.4.3 Traffic Management Plan**

The CESM team will have responsibility for ensuring that community members and stakeholders affected by traffic control measures are kept informed of potential impacts and changing traffic conditions. This includes being the first point of contact and managing community complaints in accordance with the Complaints Management Procedure.

The CESM team will;

- Consult with landowners, community members, local sporting and recreational groups, including equine owners, local businesses and other impacted stakeholders regarding the potential construction impacts;
- Document and inform the construction team of stakeholders and landowners access requirements on a daily basis;
- Implement procedures to inform the relevant community of Construction traffic routes and any potential disruptions to traffic flows and amenity impacts with adequate notice;
- Implement procedures to consult with local landowners with regard to Construction traffic to ensure the safety of livestock and to limit disruption to livestock movements;

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<sup>3</sup> EIS Commitment50

- Ensure adequate static and variable message and signage systems are updated to reflect changed traffic conditions; and
- Manage and record complaints in accordance with the Complaints Management Procedure.

#### **11.4.4 Property Interaction Plans**

Prior to construction commencing on or near any property likely to be impacted, a Property Interaction Plan will be completed.

The Property Interaction Plan implementation will commence according to the Community Information Plan Schedule which is found at Appendix A. The Schedule will be regularly reviewed to ensure it aligns with the construction schedule.

The Land and Compliance Manager together with the Construction Manager will;

- Meet with landowners and residents who will be impacted during construction and remediation works and make detailed notes on a range of issues such as access, future development plans, areas of significance, identify any health and safety concerns which may arise during construction, and any impact on stock, pets and children;
- Take photos/video of significant objects and places identified;
- Facilitate dilapidation surveys of property if required; and
- Document all details and provide a formal copy to the resident which outlines the agreement reached and details of dates of construction.

Prior to meeting with the residents, work proposed will be outlined in detailed drawings and form part of the Property Interaction Plan.

The Property Interaction Plan process captures the non-commercial elements involved with the construction and remediation phases and;

- Are designed to prevent delays in construction process;
- Allows a record of commitments made on an individual basis with those affected by construction;
- Establishes agreed strategies to minimise disruption and angst of residents so that they are not 'surprised' by activities being undertaken;
- Will include photos and records of communication and explain what to expect during all phases of the project;
- Documents what, how and when things will occur and provides commitments from both residents and the construction team; and
- Allows for the Land and Compliance Manager and Construction Supervisor (as key contacts for residents during construction phase) to develop relations with individual landowners so that issues can be resolved quickly and in line with expectations of all parties.

Copies of the sample Property Interaction Plans are provided at Appendix B.

#### **11.4.5 Complaints Management Procedure**

This procedure describes how the Bulk Water Alliance responds to, and resolves wherever possible, stakeholder complaints in a timely and responsive manner. It provides the steps to be followed when a complaint is made, and the protocols or code of behaviour that should be followed when managing stakeholder complaints. This procedure is attached at Appendix G.

#### *Crisis Communications*

A comprehensive Crisis Communications Plan (CCP) is currently in place to cover both ACTEW and ActewAGL's actions and statements in the first stages of a crisis and has been designed to assist ACTEW and ActewAGL in dealing with the communications issues in the first few critical hours of a crisis situation, as

well as to define a communication strategy to address the longer term issues. The purpose and scope of the plan is to provide the mechanism for crisis communications support to affected Business Units or Emergency Management Teams (EMTs) and the Crisis Management Team (CMT) in the event of an incident, emergency or crisis. The plan provides a sound crisis communications framework for every level of the organisation and outlines a process for communicating to the public, both outside and inside the corporation. The CCP is an integral part of both ACTEW and ActewAGL's Crisis Management System (CMS). It addresses the communications team's roles, responsibilities, processes and concept of operations. The plan provides reinforcement and assistance to response plans and teams at the Corporate, Business Unit and Site levels by providing the option of additional communications resources when needed.

#### *Emergency Management plan*

The Bulk Water Alliance Emergency Management Plan (EMP) aims to mitigate and prevent the escalation of adverse consequences in the event that existing risk management controls fail. The BWA already has emergency response and risk management procedures in place and evacuation procedures have been previously tested. The EMP provides an organisation-wide and tested procedure that will allow an appropriate response to any circumstance, in any geographic location, in a consistent, predictable and measurable manner. An emergency management event is defined as being an incident or issue that can have the potential to seriously threaten the Bulk Water Alliance operations, its reputation and/or the safety and well-being of its employees. The Emergency Management Plan aims to;

- Provide appropriate support to an affected Site in its technical response to an incident;
- Minimise the impact on the organisation by consideration of the environmental, strategic, legal, financial and public image aspects of the incident;
- Ensure communications are being carried out in accordance with agreed protocols, legal and ethical requirements; and
- Identify actions which need to be taken on a broader scale that can be envisaged by those involved in overcoming the immediate hazards.

As outlined in the EMP there are three levels of management which activate in the event of an emergency requiring response. They are the Emergency Response Team (ERT), the Emergency Management Team (EMT) and the Crisis Management Team (CMT). Their roles are outlined below.

#### *Emergency Response Team (ERT)*

The primary role of the ERT is to implement the project specific Emergency Response Plan and respond to all matters concerning the emergency on site. Additional resources may need to be mobilised from the BWA as required. Safety and security of employees, subcontractors and the public is the team's first priority.

#### *Emergency Management Team (EMT)*

The primary role of the EMT is to ensure the well being of people involved in, or affected by, an incident or issue. This is achieved by providing support and advice to any operational response carrying out strategic planning to get operations back to normal as quickly as possible whilst liaising with the ACTEW & ActewAGL Crisis Management Team.

#### *Crisis Management Team (CMT)*

ACTEW & ActewAGL have established a CMT to protect the company from the corporate consequences of a major business interruption. The CMT's role is to minimise the reputational impact on the company by considering the strategic, legal and company issues and managing the effective recovery of the business operations. Details of activation procedures, including incident level responses can be found in the BWA Emergency Management Plan BWA-PRW-PD-PLN-004-7-0.

## **11.5 EIS commitments and conditions of approval**

As outlined, this plan has been developed in order to meet all commitments outlined in the Murrumbidgee to Googong Water Transfer EIS and to meet relevant conditions of approval in ACT, NSW and the Commonwealth. These commitments and conditions will be met through design or incorporated into management plans. The implementation, monitoring and auditing of these plans, including the CESMP will

ensure compliance with these commitments. A key component of compliance with conditions of approval relate to notification periods of any impacts to residents, landowners, the community, and relate to access, recreational activities, traffic movement, radio and television transmission and aerial spraying which will be undertaken 48 hours ahead of potentially disturbing activities. In accordance with the project's conditions of approval, ACTEW is also developing plans for;

- Raising of pedestrian access to London Bridge Homestead above the predicted high water mark;
- Construction of a bridle trail in consultation with community along areas of Williamsdale road where roadwork is required; and
- Improvements to Williamsdale Road including the incorporation of a greenway or bridle path for recreational users.

Consultation includes:

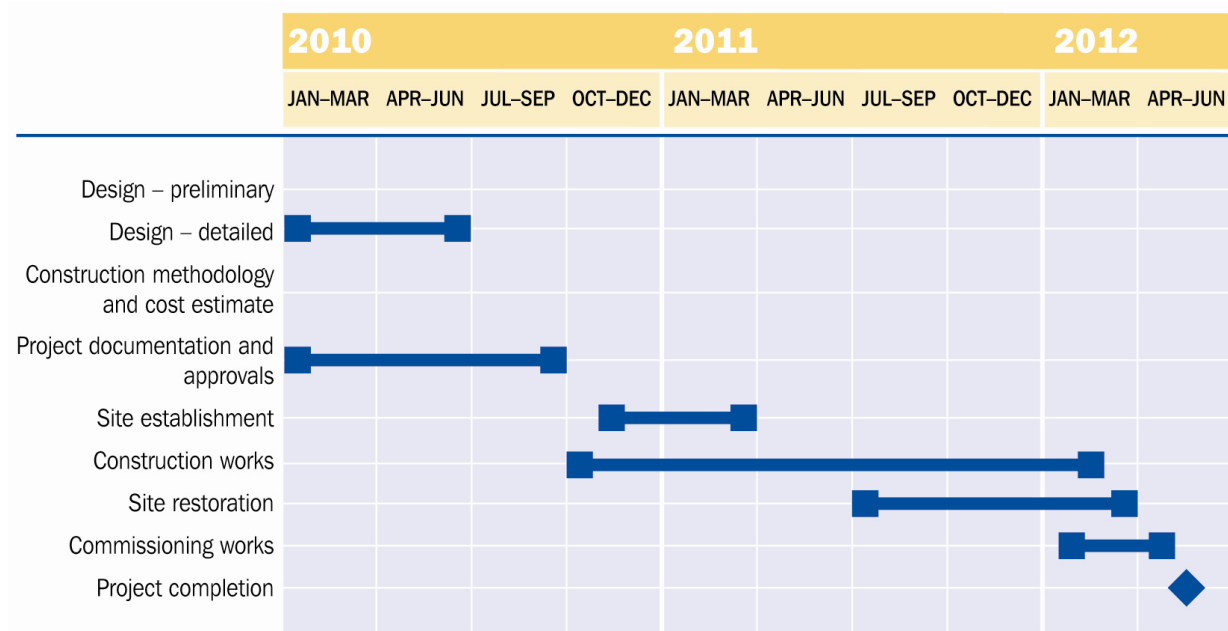
- Meeting with representatives of Palerang Council;
- Meetings with community groups (briefings);
- Recording of views/ issues of Council and community members;
- Issue paper on findings of consultation to council and community members; and
- Finalise agreement.

These activities and timeline for consultation are included in the Community Information Plan - Schedule contained in the *Community Information Plan* at Appendix A

## 11.6 Construction schedule

A detailed Implementation Schedule for all Community Engagement and Stakeholder Management activities is outlined at Appendix A. The Schedule will be regularly reviewed to ensure it aligns with the construction schedule as outlined below in Figure 11.2.

**Figure 11.2** Construction tasks and timing



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# 12 Community Information Plan: Operation

## 12.1 Operational consultation objectives

ACTEW will continue to engage actively with the community and key stakeholders throughout the operation of the Murrumbidgee to Googong Water Transfer and is guided by a Community Engagement and Stakeholder Management Plan. The objectives of the CESM plan provide a clear guidance to the project team of how we communicate and engage with the community. Key to this plan is the commitment to the following principles which include:

- Having a clearly stated decision making process;
- Timely engagement of stakeholders for continuous project improvement and development;
- Representativeness of stakeholders;
- Responsiveness to stakeholders; and
- Provision of information.

Evaluation during operational phases of the Murrumbidgee to Googong Water Transfer, the broad objectives of engagement will be to:

- Maintain community and stakeholder support to the successful operation of the pipeline;
- Ensure all stakeholders are identified and engaged with in an appropriate, timely and consistent manner, and recognise their needs and interests;
- Understand issues and concerns relating to the pipeline operation and resolve them in an appropriate manner;
- Provide stakeholders with information about any operational and/or environmental impacts that will affect them, and create awareness of mitigation measures that will be in place to minimise these impacts;
- Manage risks and issues so that they do not escalate; and
- Fulfil any statutory requirements, including conditions of approval, relevant to stakeholders.

## 12.2 Social impacts: operation

- Potential social impacts during operation are more enduring; including enduring benefits, and are expected to include:
- Property impacts – clearing and restrictions on use of the pipeline easement may affect visual amenity, planting along the easement and have potential for the introduction of weed species. With appropriate management, together these are considered to have a low impact on the community and stakeholders;
- Water supply – in addition to the anticipated water customers in the ACT and Queanbeyan (including projected population increases and new land release areas in Queanbeyan), the inclusion of hydrant outlets along the pipeline for use by local Rural Fires Services (who are not on reticulated water) will provide a local benefit. Additionally, the location of the outlet structure in Burra Creek effectively increases the water supply to the creek in the Burra area which will permit riparian revegetation and habitat improvements as well as increase the creeks aesthetic and recreational amenity;
- Access to Googong Foreshores – increased reservoir levels will increase access for fishing, especially for the disabled. Tourism numbers have also frequently aligned with reservoir levels, and thus are expected to result in an overall increase in tourism to the Foreshores and Reservoir, resulting in a moderate positive social impact and potential positive economic impacts; and



- Recreational impacts at Angle Crossing – given its already altered state, the assessment of low anticipated visual impact from the intake and low lift pump station structure and the absence of safety concerns or noise from operation, the project is likely to increase aesthetic or recreational amenity in the long term through the preparation and implementation of detailed plans plan for restoration of Angle Crossing following construction. This restoration plan would be done in consultation with PCL.

Other social risks may also arise from the project, including aggravating inter-jurisdictional issues (the tensions between ACT beneficiaries versus those affected in NSW) and erosion of community cohesion (as a result of pipeline route negotiations).

No potential ongoing amenity issues, such as impacts to the local noise, air quality or traffic environment, are expected during the project operation. Noise potentially associated with air and scour valves was raised during public consultation on the draft EIS/EA. Maintenance activities have the potential to generate minor increases in the background levels of noise, dust and traffic; however these would be temporary and short term.

The main potential ongoing amenity impact would be the visual impact of the new structures in the landscape. The main visual impact of the project would be the change in the landscape at the sites for the high lift pump station, the mini hydro and the outlet structure.

### **12.3 Operational Environment Management Plan (OEMP)**

ACTEW's OEMP will facilitate the management of the environmental aspects of the Murrumbidgee to Googong Water Transfer's operations. ACTEW through Actew AGL will ensure that controls are properly implemented and are regularly monitored and audited to assess their effectiveness. Frequent review will ensure continual improvement where necessary.

The purpose of the OEMP and its sub plans are to ensure that:

- Operational impacts are consistent with predictions;
- Operational requirements in planning approvals are met;
- Operational commitments made to communities, government and other stakeholders are met; and
- Operational and maintenance staff have a practical environment management plan.

The Operational Environment Management Sub Plans include the following plans:

- Compensatory Habitat Offset Management Plan;
- Geo Morphological Monitoring Program;
- Surface Water Monitoring Program;
- Ecological Monitoring Program;
- Community Engagement and Stakeholder Management Plan (this plan); and
- Flow Management Plan (Burra Creek).

### **12.4 Communication and consultation during operation**

A detailed Community Engagement and Stakeholder Management Schedule for the operational phase of the project is outlined at Appendix A. As the project moves to the operational phase of the project, the core communication and complaints management responsibility will shift to ActewAGL. ActewAGL is customer service focused, with well developed systems and procedures based around the 24 hour call centre which manages both emergency and general customer queries across electricity and water networks in the ACT and Queanbeyan areas. Customer service within ActewAGL is consistent with its requirements under the Utilities (Consumer Protection Code) Determination 2009.



This plan reflects these arrangements and will be supported by the following documents during the Operational phase of this project:

- ActewAGL Corporate Procedure 7.1 P2: Complaints Handling;
- Utilities (Consumer Protection Code) Determination 2009;
- Australian Standard AS ISO 10002-2006: Customer Satisfaction – Guidelines for complaints handling in organisations;
- ActewAGL Customer summary: Your rights and obligations (Summary of the ActewAGL customer contract); and
- Landowner Consent Guidelines.

#### **12.4.1 Complaints Management Procedures**

ActewAGL has a comprehensive Complaints Management Procedure which describes how stakeholder complaints are responded to and resolved in a timely and responsive manner. It provides the steps to be followed when a complaint is made, and the protocols or code of behaviour that should be followed when managing stakeholder complaints.

Its purpose is;

*To provide a timely and consistent standard of response to customers or persons who are dissatisfied with the services or products provided by ActewAGL Water Division.*

Its scope;

*This procedure applies to authorised Customer Support and Education Branch complaint personnel. This procedure is to be consistent with and supplemented by corporate complaint handling procedures*

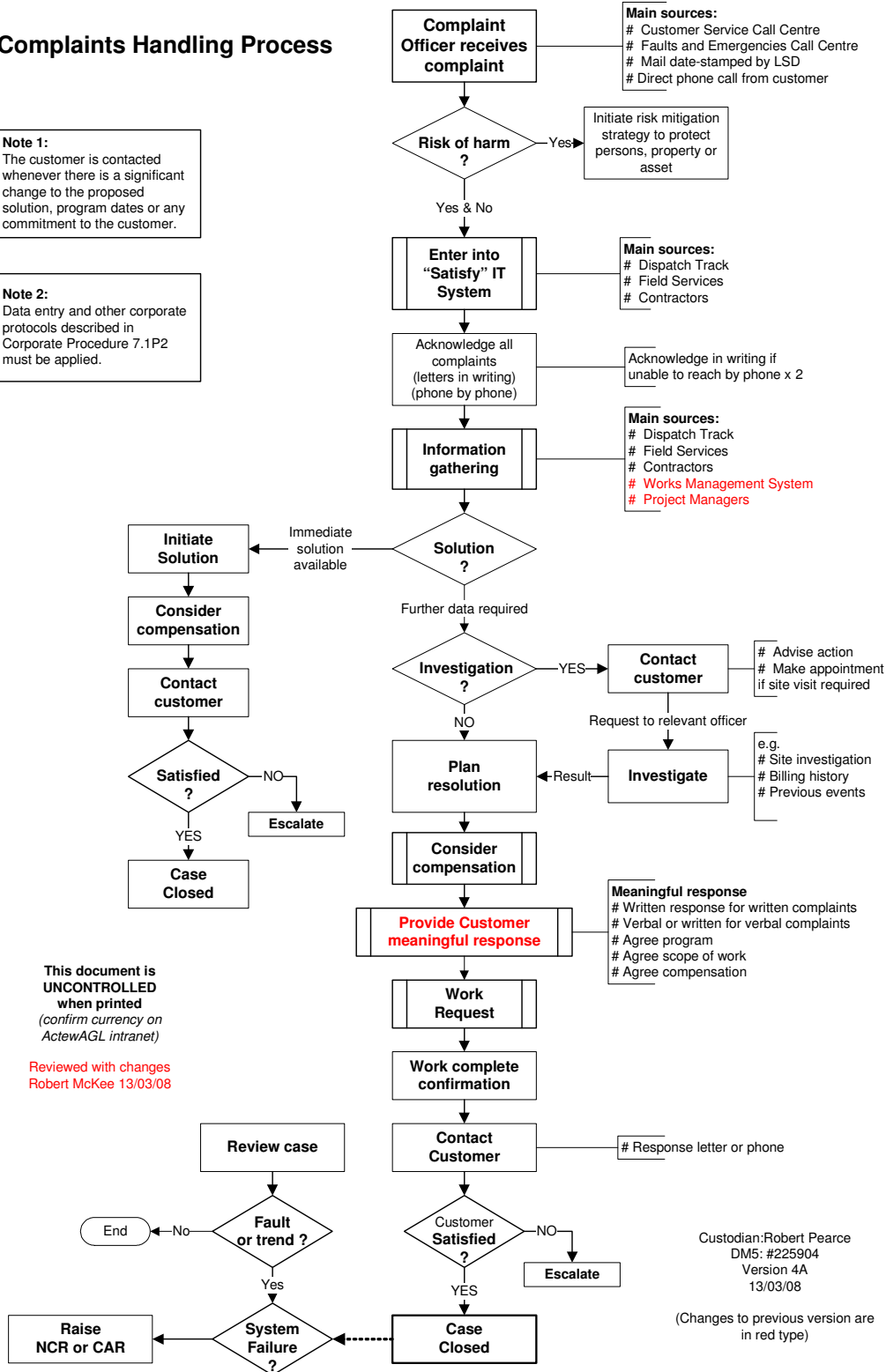
The procedure is outlined in Figure 12.1 below.

Figure 12.1 ActewAGL Complaints Handling Process

**Complaints Handling Process**

**Note 1:**  
The customer is contacted whenever there is a significant change to the proposed solution, program dates or any commitment to the customer.

**Note 2:**  
Data entry and other corporate protocols described in Corporate Procedure 7.1P2 must be applied.



This procedure is supported by a ActewAGL's Complaints System Methodology (March 2009) It sets out its objective as being;

*To set out for ActewAGL staff handling complaints in respect of Utilities Act services, instructions on complaints policy and data entry to the Satisfy complaints management system.*

*A consistent approach by staff will lead to reliable data entry to Satisfy and permit ActewAGL and / or ACTEW to meet statistical reporting requirements of the Australian Energy Regulator, the Independent Pricing and Regulatory Commission of the ACT, the Independent Pricing and Regulatory Tribunal of NSW and the Water Services Association of Australia.*

#### **12.4.2 Crisis communications**

Handling communications is an extremely important component of emergency and crisis management. Emergency and crisis management is totally dependant on good communications management. A comprehensive Crisis Communications plan (CCP) is currently in place to cover both ACTEW and ActewAGL's actions and statements in the first stages of a crisis and has been designed to assist ACTEW and ActewAGL in dealing with the communications issues in the first few critical hours of a crisis situation, as well as to define a communication strategy to address the longer term issues. The purpose and scope of the plan is to provide the mechanism for crisis communications support to affected Business Units or Emergency Management Teams (EMTs) and the Crisis Management Team (CMT) in the event of an incident, emergency or crisis. The plan provides a sound crisis communications framework for every level of the organisation and outlines a process for communicating to the public, both outside and inside the corporation. The CCP is an integral part of both ACTEW and ActewAGL's Crisis Management System (CMS). It addresses the communications team's roles, responsibilities, processes and concept of operations. The plan provides reinforcement and assistance to response plans and teams at the Corporate, Business Unit and Site levels by providing the option of additional communications resources when needed.

#### **12.4.3 Emergency Management Plans**

ACTEW has a comprehensive *Water Supply and Sewerage Emergency Plan* which is a single functional emergency and incident response document that combines procedures for managing all emergencies in the ACTEW water and sewerage networks. Any emergency arising from the operations and maintenance of the Murrumbidgee to Googong Water transfer operations and maintenance will be dealt with under this plan. The plan has been prepared to meet the requirements of the Utilities - Emergency Planning Code 2003, the *Utilities Act 2000* and the *Emergencies Act 2004*. ACTEW has also followed risk management principles for managing emergencies and incidents based on the approach of Australian Standard *AS/NZS 4360:2004 Risk Management*. The plan links to other ACT and ACTEW emergency and response plans such as ACTEWs dam safety emergency plans. The emergency plan provides a framework for assessing and managing the level of emergency, severity of consequences, and response required. Roles and responsibilities are clearly identified within the plan. The following is a summary of generic response procedures for three specific key incidents, which are likely to constitute an emergency under the Emergency Planning Code.

#### **12.4.4 Natural disasters**

The first priority will be to determine the extent of any damage to assets as quickly as possible so the emergency can be assessed and a plan of action developed. This plan of action will be coordinated with the correct agencies. To cope with potential incidents it may be necessary for ACTEW/ActewAGL to declare an emergency in order to provide the correct command and control structure to respond to the emergency directly and under instruction by an external Emergency Controller.

#### **12.4.5 Water supply contamination**

Water supply contamination can be through natural causes such as the after effects of fire or heavy rain that can affect water quality in the catchments or in local reservoirs; it may also be because of a deliberate act. The community and industry may be affected by loss of local supply or of fully treated water and resultant possible water restrictions, and health related issues.

#### **12.4.6 Terrorism or vandalism to assets**

Terrorism or vandalism may include bombing, water contamination, wilful destruction of equipment and pipelines or structures, and siege or hostage situations. Impacts on the community may include loss of water supply, water contamination, and localised flooding. Terrorism alerts are issued and revised on a regular basis and will be a guide to the possible response where there is a deliberate act. The overall objective will be to return to normal supply expeditiously.

#### **12.4.7 Ministerial response procedure – Water Division**

The purpose of the Ministerial response procedure is to provide a timely and consistent standard of response to Ministerials seeking advice about customers or persons who are dissatisfied with the services or products provided on behalf of ActewAGL Water Division. The procedure applies to authorised Customer Support and Education Branch complaint personnel. The procedure is consistent with and supplemented by corporate complaint handling procedures.

## Appendix A Community Information Plan: *Schedule 2010-2012*

Table 12.1

| Tool  | Stakeholder  | Activity description   | Purpose  | Timeline         |
|---|--|--|--|------------------|
| <b>Project Duration Communications</b>                                      |  |  |  |                  |
| <b>Phone line 1800 (plus after hours facility) postal and email address</b> | All external stakeholders  | Principal 24 hour point of contact (during the construction period). The community information line provides a free and accessible source of information and a central point for enquiries and complaints  | Engage (answer questions, provide feedback, respond to complaints)<br><br>(Links to complaints management procedure outlined in the CESM Plan 2010-2012) | Project duration |
| <b>Email address registration</b>   | All external stakeholders  | Interested stakeholders can register their email address to receive information materials and notifications electronically. Such a registration system can be used to build a database of interested parties and ensure communications is targeted to those stakeholders and residents actively interested in the project. | Inform and Engage  | Project duration |
| <b>Meetings with individuals</b>  | ACT leaseholders<br>NSW landholders<br>Queanbeyan City Council<br>Palerang Council | To provide advice and information to impacted local residents about specific construction impacts, including possible easements on their land  | Inform and Consult. To understand issues specific to residences and develop mitigation measures to alleviate   | Project duration |

| Tool                                  | Stakeholder  | Activity description  | Purpose   | Timeline  |
|---------------------------------------|--|---|---|---|
|                                       | ACT Government (Lands)<br>ACT TAMS (managers of recreational areas and nature reserves)  |   | impacts.  |   |
| <b>Meetings with key stakeholders</b> | ACT Government<br>NSW Government<br>Commonwealth Government<br>Queabeyan City Council<br>Palerang Council<br>National Capital Authority<br>Residents Groups/Association<br>Environment Group | Meetings to inform and consult with government agencies, councils, special interest groups and other stakeholders on an as required basis | Inform and consult. Gain feedback on possible land issues, and gain support for the project.<br>Minimise impacts on local environment and individual landowners | Project Duration  |
| <b>Government relations</b>           | Federal Member for Eden Monaro<br>ACT Federal Members and Senators<br>ACT Government Members<br>ACT Legislative Assembly Members<br>ACT Minister for Water<br>Federal Minister for Water     | Quarterly and milestone briefings with Members of Parliament  | Inform and Engage   | Project duration  |
| <b>Media releases and relations</b>   | ACT Local Media (TV, Print & Radio)<br>Palerang Bulletin   | <ul style="list-style-type: none"> <li>Regular media milestone briefings.</li> <li>Responding to media</li> </ul>                         | Inform and Promote<br>Opportunity to promote the project's key messages/objectives and  | At project milestone, as negotiated with ACTEW Corporate Communications |

| Tool  | Stakeholder  | Activity description  | Purpose  | Timeline  |
|---|--|---|--|---|
|   | Queanbeyan Age<br>BURRA Intermittent<br>Other local newsletters  | enquiries<br>• Preparation of briefing materials  | provide accurate project information to the media.<br>To be drafted by Water Security communications team, and released by ACTEW Corporate Communications. |   |
| <b>Approval agency briefings and liaison</b>                        | DECCW, TAMS, DEHWA   |   |  | Project duration                                    |
| <b>Briefs and reports</b>   | ACTEW Board<br>Alliance Partners   | Briefing senior management on stakeholder relations<br>Customer feedback and evaluation from Consultation Manager for internal stakeholders and management.<br>Regular reports to the ACTEW Board on stakeholder management | Inform and Engage  | Project duration                                    |
| <b>Information sessions, Public meetings and Community Councils</b> | ACT Community Councils<br>Local residents groups<br>Queanbeyan City and Palerang Council<br>ACT Government<br>NSW Government<br>Media<br>Representatives of the Scientific Community | Open forums/information sessions to be used selectively during the project initiation phase. The forums act as a basic information overview and are not effective for in-depth issue based discussion.                      | Inform, promote, and consult.<br>Collate feedback on the project.<br>Build relationships within the community, particularly within the community councils  | Project duration                                    |
| <b>Community Update Newsletter</b>                                  | All external stakeholders  | Concise, specific information and advice to a targeted  | Inform<br>To inform community of   | Bi monthly – or as required<br>May 2010, July 2010, |

| Tool               | Stakeholder               | Activity description  | Purpose  | Timeline                               |
|--------------------|---------------------------|---|--|--|
|                    |                           | stakeholder when they need to be informed, or aware of an issue, distributed via a letterbox drop.  | specific program milestones or issues, specifically targeted to an audience. | September 2010, (etc till project end) |
| <b>Web Updates</b> | All external stakeholders | <ul style="list-style-type: none"> <li>– Electronically provide up-to-date project information and public information via the dedicated ACTEW Water Security Major Projects Website. Updates to include real time project progress.</li> <li>– Website to include up to date construction impact information such as traffic updates, impact on recreational users etc.</li> <li>– Contact information for project team (construction team and operations contacts and complaints.)</li> <li>– Email access and feedback page provided for enquiries.</li> <li>– All approvals and licencing documentation as per conditions of approval</li> </ul> | Inform and Engage  | Project duration                       |



| Tool  | Stakeholder   | Activity description  | Purpose   | Timeline  |
|---|---|---|---|---|
| <b>Fact sheet production and distribution</b>               | All external stakeholders   | Targeted, specific and concise information on a particular topic.   | Inform and consult<br>Minimise impacts on local environment and individual landowners | As required – updated to reflect project milestones |
| <b>Responding to Correspondence – Issues and complaints</b> | All external stakeholders   | Management of Database (Consultation Manager)   | Inform and consult  | Project duration                                    |
| <b>Public Displays</b>                                      | All external stakeholders   | Visual information displays and access to project team to discuss issues and concerns – an opportunity for the community to directly observe and understand the progress of the project and provide input and feedback. | Inform and consult  | Project duration                                    |
| <b>Drop in sessions</b>                                     | All external stakeholders   | Sessions aimed to allow members of the community and representatives of interested organisations to receive an informal briefing on the project / view project documentation  | Inform and consult  | Project duration                                    |
| <b>Establishment of Environmental Reference Group (ERG)</b> | Local environmental groups (UMCCC, Burra Landcare, Queanbeyan Landcare, Molonglo Catchment Group) and peer reviewers (eg. Ewater CRC) | Engagement of local environmental groups to participate in a review and advisory role and as part of the Environmental Reference Group (ERG) as outlined in the Operational   | Consult, involve and collaborate  | Within three months of project approval             |

| Tool  | Stakeholder   | Activity description   | Purpose            | Timeline         |
|---|---|--|--------------------|------------------|
|   |   | Environment Management Plan (OEMP)   |                    |                  |
| <b>Involvement in local catchment groups</b>                    | Upper Murrumbidgee Coordinating Committee (UMCCC), Actions for Clean Water (ACWa) Project             | Play an active role in water catchment committees and demonstrate commitment to protection and improvement of catchment through participation and involvement in existing and new projects   | Collaborate        | Project duration |
| <b>Reporting and Review</b>                                     | Impacted and local residents  | Reporting on a monthly basis monitoring results of noise, vibration, air quality and others as required by the Construction Environmental Management Plans and the Operational Environmental Management plan and related sub plans. To be managed by the CESM manager, Environmental Manger and in conjunction with the project team | Inform and consult | Project duration |
| <b>Consultation regarding Community Enhancement Project (s)</b> | Palerang Council<br>Community groups<br>Emergency Services personnel<br>Recreational<br>Environmental | Undertake a consultation with Palerang Council and the local community to facilitate agreement about the following community enhancement projects; <ul style="list-style-type: none"> <li>• Roadworks</li> <li>• Raising of walkway to London Bridge Homestead</li> </ul>  |                    | November 2010    |

| Tool   | Stakeholder  | Activity description  | Purpose            | Timeline                     |
|--|--|---|--------------------|------------------------------|
|  |  | <ul style="list-style-type: none"> <li>• Bridle Path/Greenway;</li> <li>• Revegetation of Burra Creek; and</li> <li>• Consult about use of Fire Hydrants</li> </ul> <p>Consultation will include but will not be limited by;</p> <ul style="list-style-type: none"> <li>• Meeting with representatives of Palerang Council</li> <li>• Meetings with Community Groups (briefings)</li> <li>• Recording of views/ issues of Council and community members</li> <li>• Issue paper on findings of consultation to council and community members</li> <li>• Finalise agreement</li> <li>• Announce projects</li> </ul> |                    |                              |
| <b>Specific Pre Construction communications (in addition to the project duration communications)</b> |  |   |                    |                              |
| <b>Community Information Drop in sessions- Construction</b>  | Local residents and community groups               | Hold a community information drop in session at Burra Community Hall to familiarise community with construction impacts.  | Inform and Consult | January 2011                 |
| <b>One on one briefings</b>  | Community members and directly affected landowners | Liaison with community and landowners as required   | Inform and consult | October 2010 - December 2010 |

| Tool                                   | Stakeholder  | Activity description  | Purpose                     | Timeline  |
|--|--|---|-----------------------------|---|
| <b>Signage</b>                         | Locally affected residents   | Signage design & installation   | Inform                      | October - December 2010   |
| <b>Property Interaction Plans</b>      | Directly affected landowners and impacted residents                      | <p>Commence Property Interaction Plan implementation - in conjunction with land acquisitions team</p> <p>Conduct Property Interaction Plans Visits - with construction supervisor (all agreed landowners, and impacted residents)</p> <p>Finalise Property Interaction Plans – Copies to landowners / Incorporate into Works Activity Packs</p> | Inform, consult and involve | <p>As soon as final approvals given</p> <p>Commence November 2010</p> <p>As complete from November 2010</p> |
| <b>Construction related collateral</b> | Impacted residents/landowners, local community, recreational groups      | Production and update of relevant construction fact sheets to familiarise the community with construction processes and likely impacts.   | Engage                      | October - December 2010   |
| <b>Advertisements</b>                  | Impacted residents/landowners, local community, ACT community and region | Public notification of key messages on construction commencement and progress, traffic issues and   | Inform                      | Project duration  |

| Tool   | Stakeholder                    | Activity description  | Purpose            | Timeline                                       |
|--|--------------------------------|---|--------------------|--|
|  |                                | any activity likely to impact upon the community (such as Angle Crossing closure, alternate recreational areas, or traffic changes), or notification of meeting, provided on an as needs basis. |                    |  |
| <b>Community relations inductions &amp; cultural sensitivity training for site team</b>      | All site staff and contractors | Ensure all staff and contractors are aware of proper processes for dealing with local community and landowners.<br>Ensure all staff and contractors abide by heritage conservation values       | inform             | October - December 2010 and thereafter ongoing |
| <b>Complaints management system review</b>   | Internal                       | Ensure complaints management processes are efficient and achieving timely resolution to satisfaction of the community   | N/A                | October - December 2010                        |
| <b>Letter box notifications</b>  | Impacted Residents             | Notification of construction commencement and outline complaints management processes, contact person and methods of communication between community and project team                           | Inform             | October 2010 – Ongoing – Project end           |
| <b>Specific construction communications (in addition to project duration communications)</b> |                                |   |                    |  |
| <b>On-site cardholder meetings (toolbox talks)</b>   | All site staff and contractors | Update staff and contractors on community / landowners  | Inform and consult | Project duration                               |

| Tool  | Stakeholder   | Activity description   | Purpose            | Timeline         |
|---|---|--|--------------------|------------------|
|   |   | issues and resolution  |                    |                  |
| <b>Community relations inductions &amp; cultural sensitivity training for site team</b> | All site staff and contractors                      | Ensure all staff and contractors are aware of proper processes for dealing with local community and landowners.<br>Ensure all staff and contractors abide by heritage conservation values  | Inform             | Project duration |
| <b>Implementation of Property Interaction Plans</b>                                     | Impacted residents and landowners                   | Ensure Property Interaction Plans are activated as part of the Works Activity Packs  | Inform and consult | Project duration |
| <b>Dedicated community /landowner contact</b>   | Impacted residents and landowners                   | To provide a single point of contact for impacted residents and landowners for any construction related inquiries, issues, complaints  | Inform and consult | Project duration |
| <b>SMS alert system</b>   | Impacted residents, road users and community groups | To provide instant alert messages to members of the community about road closures in their area, impacts on recreational activities, and use in case of emergency situations.<br>Residents would be asked to register their mobile number with the CESM team for this purpose. | Inform             | Project duration |
| <b>Twitter alerts</b>   | All external stakeholders                           | To provide an interest in progress of the project. This activity should be part of the Water Security Major Projects Twitter alerts  | Inform             | Project duration |

| Tool                                       | Stakeholder  | Activity description  | Purpose | Timeline                |
|--|--|---|---------|-------------------------|
|  |  | managed by ACTEW Corporate Communications and ACTEW Managing Director.  |         |                         |
| <b>Video and Photographic updates</b>      | All external stakeholders  | To provide a interest in progress of the project. Regular recording of project in film and photography and posting to the ACTEW website. A web link to latest videos/photos will be provided in the regular construction update   | Inform  | Project duration        |
| <b>Advertisements</b>                      | Impacted residents/landowners, local community, ACT community and region | Public notification of key messages on construction commencement and progress, traffic issues and any activity likely to impact upon the community (such as Angle Crossing closure, alternate recreational areas, or traffic changes), or notification of meeting, provided on an as needs basis. | Inform  | Project duration        |
| <b>Commissioning and Handover</b>          |  |   |         |                         |
| <b>Community / landowner notifications</b> | Affected landowners and residents  | Notify impacted landowners and residents of air /scour valve operation during filling and testing during commissioning  | Inform  | February 2012 – ongoing |

| Tool   | Stakeholder   | Activity description   | Purpose   | Timeline                |
|--|---|--|---|-------------------------|
| <b>Media event / launch</b>                  | Media<br>ACT Government<br>NSW Government<br>ACTEW personnel<br>ACT community<br>Local residents<br>ACT MLAs<br>NSW local MPs<br>Federal Member for Eden<br>Monaro<br>ACT Federal Members and<br>Senators | A media promotional event for Alliance members and the ACT Government to announce completion of the project.                     | Inform.<br>Gain positive media coverage, and foster positive relationships and attitudes for future water projects in the ACT region. | February 2012           |
| <b>Landholder meetings</b>                   | All affected landowners   | Talk through any outstanding issues post construction, and to inform about operational arrangements and rehabilitation progress. | Inform and consult  | February 2012 - ongoing |
| <b>Operational Communications (ActewAGL)</b> |   |  |   |                         |
| <b>Landholder meetings (remediation)</b>     | Landowners  | Continue remediation discussions and implementation  | Collaborate   | February 2012 - ongoing |
| <b>Agency briefings</b>                      | DECCW, PCL (TAMS)   | Liaison with agencies regarding rehabilitation of easement, Angle Crossing   | Inform and consult  | February 2012 - ongoing |
| <b>Written notifications of</b>              | Landowners, community   | Notification of air valve /  | Inform and consult  | February 2012 - ongoing |



| Tool   | Stakeholder                         | Activity description   | Purpose            | Timeline                |
|--|-------------------------------------|--|--------------------|-------------------------|
| <b>maintenance operations</b>                  |                                     | scour valve operation to landowners and local community<br>Undertaking to consult with landowners regarding operation of scour valves and agree to cart water away if no agreement is reached about discharge of water onto private property |                    |                         |
| <b>Written notification of easement access</b> | Landowners                          | Notification of access to property outside of easement   | Inform             | February 2012 - ongoing |
| <b>Continuing stakeholder engagement</b>       | Environmental Reference Group (ERG) | Ongoing engagement of the ERG as a review and advisory panel to provide independent advice to ACTEW and will consider advice from the TAG on the continued operations of the pipeline.   | Collaborate        | Meeting biannually      |
| <b>Operational team contact card/magnet</b>    | Local residents                     | A contact card to provide quick and easy access to contacts for use in emergency or crisis situations or complaints.   |                    |                         |
| <b>Complaints management</b>                   | All stakeholders                    | Deliver appropriate and timely response to complaints by all stakeholders through the Complaints Management procedures.  | Inform and consult | February 2010 - ongoing |

| Tool  | Stakeholder      | Activity description  | Purpose            | Timeline                |
|---|------------------|---|--------------------|-------------------------|
| <b>Crisis communications and emergency response</b> | All stakeholders | Deliver appropriate and timely response and management of emergency and crisis situations related to either the operation of the pipeline or other relevant water supply emergencies requiring responses in accordance with the <i>Crisis Communications Plan</i> and <i>Water Supply and Sewerage Emergency Plan</i> . | Inform             | February 2010 - ongoing |
| <b>Customer service</b>                             | All stakeholders | Provide ongoing customer service in line with standards described in the <i>Utilities (Consumer Protection Code) Determination 2009</i>   | Inform and consult | February 2010 - ongoing |

# Appendix B Implementation of Property Interaction Plans

Prior to construction commencing on or near any property likely to be impacted landowners and residents a Property Interaction Plan will be completed and will form part of the projects Works Activity Pack (WAP). The Property Interaction Plan implementation will commence according to the Community Information Plan Schedule which is found at Appendix A. The Land and Compliance Manager together with the Construction Manager will:

- Meet with landowners and residents who will be impacted during construction and remediation works and make detailed notes on a range of issues such as access, future development plans, areas of significance, identify any health and safety concerns which may arise during construction, and any impact on stock, pets and children;
- Take photos/video of significant objects and places identified;
- Facilitate dilapidation surveys of property;
- Document all details and provide a formal copy to the resident which outlines the agreement reached and details of dates of construction; and
- Incorporate the work already done by Land Acquisitions team, including the property maps and any commitments made through easement agreement negotiations (these will be presented to landowners in detailed drawings).

The Property Interaction Plan process captures the non-commercial elements involved with the construction and remediation phases and:

- Are designed to prevent delays in construction process;
- Allows us to work on an individual basis with those affected by construction;
- Puts in place strategies to minimise disruption and angst of residents, and so that they are not 'surprised' by activities being undertaken;
- Will show photos and talk directly to the affected residents and provide pictures of types of machinery used and what to expect during all phases of the project;
- Documents what, how and when things will occur and provides commitments both from both residents and ACTEW and the Bulk Water Alliance;
- Allows for the Land and Compliance Manager and Construction Supervisor (as key contacts for residents during construction phase) to develop relations with individual landowners so that issues are resolved quickly and in line with expectations of all parties;

The Property Interaction Plan pro forma is outlined below:

## B.1 Property overview

### Property details

|                  |  |
|------------------|--|
| Property ID      |  |
| Property address |  |
| Property owner   |  |
| Chainage start   |  |
| Chainage end     |  |

### Property owner details

|                          |                    |          |
|--------------------------|--------------------|----------|
| Name                     |                    |          |
| Postal address           |                    |          |
| Contacts                 | Home               |          |
|                          | Mobile             |          |
|                          | Work               |          |
|                          | Email              |          |
|                          | Add to email list? | Yes / No |
| Primary contact          |                    |          |
| Preferred contact method |                    |          |

### Property Interaction Plan

This Property Interaction Plan provides construction and rehabilitation details about the project as it impacts your property. This plan aims to manage project impacts during the construction and rehabilitation work. It provides information on access, future development plans, areas of significance, health and safety concerns, and any impact on people, stock and pets. Attached to this plan you will see a Property Construction Drawing (Appendix A) and a Landscape Reinstatement Drawing (Appendix B). These hopefully give you an idea of what to expect during the construction and rehabilitation stages of the project.

The Land and Compliance Manager, Mr John Turville, will be your point of call during the project. John will continue to consult with you on the implementation of this plan so you will know what to expect during all stages of the project. He is there to assist you in managing the impact that construction may have on your property and to ensure that our commitments to you are met.

This Property Interaction Plan is based on the most accurate information at the time of issue. If any of these details change, John or another representative from the Bulk Water Alliance (BWA) will make every effort to contact you. The dates and times provided below regarding the construction timeframe are a best estimate only.

## B.2 Construction and rehabilitation

### Overview

Preconstruction works commenced in November 2010. Construction of the pipeline itself is expected to commence in January 2011 and is expected to take 15 to 18 months to complete. It is anticipated that there will be two to four crews working along the length of construction zone at any one time. Each construction stage is expected to take between two to five weeks to complete with a break between stages, especially between Stages 1 to 3. However, the construction schedule may change due to a range of unforeseen factors including wet weather or adverse ground conditions.

This plan will ensure early communication of the construction schedule as it impacts you. John will advise you if there are significant changes to the construction program for your street or property. We will give you at least two weeks notice before work commences on your property (e.g. clearing of vegetation and fencing of the pipeline corridor) and about two days notice before construction work starts in earnest on your property. The construction impacts on your property are outlined below and in the Property Construction Drawing (Appendix A). The impact on your property will be monitored as per your property condition assessment report (undertaken prior to construction) and the arrangements outlined in this plan.

Rehabilitation works will commence during construction of the project and continue to be monitored to ensure performance targets are met as per our commitments to you in the project's Landscape Rehabilitation Management Plan and your property's Landscape Reinstatement Drawing (Appendix B).

### Construction hours

- Weekdays: 7:00am to 6:00pm
- Saturdays: 8:00am to 1:00pm
- No work is planned for Sundays or Public Holidays.

### Project Stages

#### Stage 1: Clearing of vegetation

To accommodate the construction of the pipeline, most vegetation within the defined corridor must be cleared. This is to enable the excavation equipment, delivery vehicles carrying large pipe and trucks removing spoil access along the corridor. The clearing will be undertaken using a specialist contractor experienced in the safe felling of trees.

The smaller foliage will be mulched on site and used in rehabilitation works. The trunks and larger branches will be used for providing habitat for fauna or provided to you for your own use - e.g. firewood. Should you not wish to take up the offer of accepting this timber, the BWA will seek alternative arrangements for the use of this material.

***Approximate date of commencement on your property: TBA***

## **Stage 2: Installation of construction fence to establish a ‘construction corridor’**

Following the clearing operation, the construction corridor must be fenced so that the:

- construction meets relevant safety requirements for the residents and wider community and to protect stock, wildlife and pets from straying into the work site;
- Project team is working within the approved corridor; and
- Corridor can be rehabilitated without interference from stock.

The fence will be of typical rural type but may be modified to suit particular requirements as expressed by property owners. These may include the use of barbed wire or “mesh” panels.

***Approximate date of commencement on your property: TBA***

## **Stage 3: Removing topsoil**

Topsoil will be removed only to the extent necessary to excavate for the pipe and provide access for equipment to the work front. It will be removed by either a grader or excavator.

The top soil will be stockpiled along side the area it is removed from for later respreading after construction is complete. These stock piles will be protected from the impacts of erosion.

***Approximate date of commencement on your property: TBA***

## **Stage 4: Excavation and installation of the pipeline**

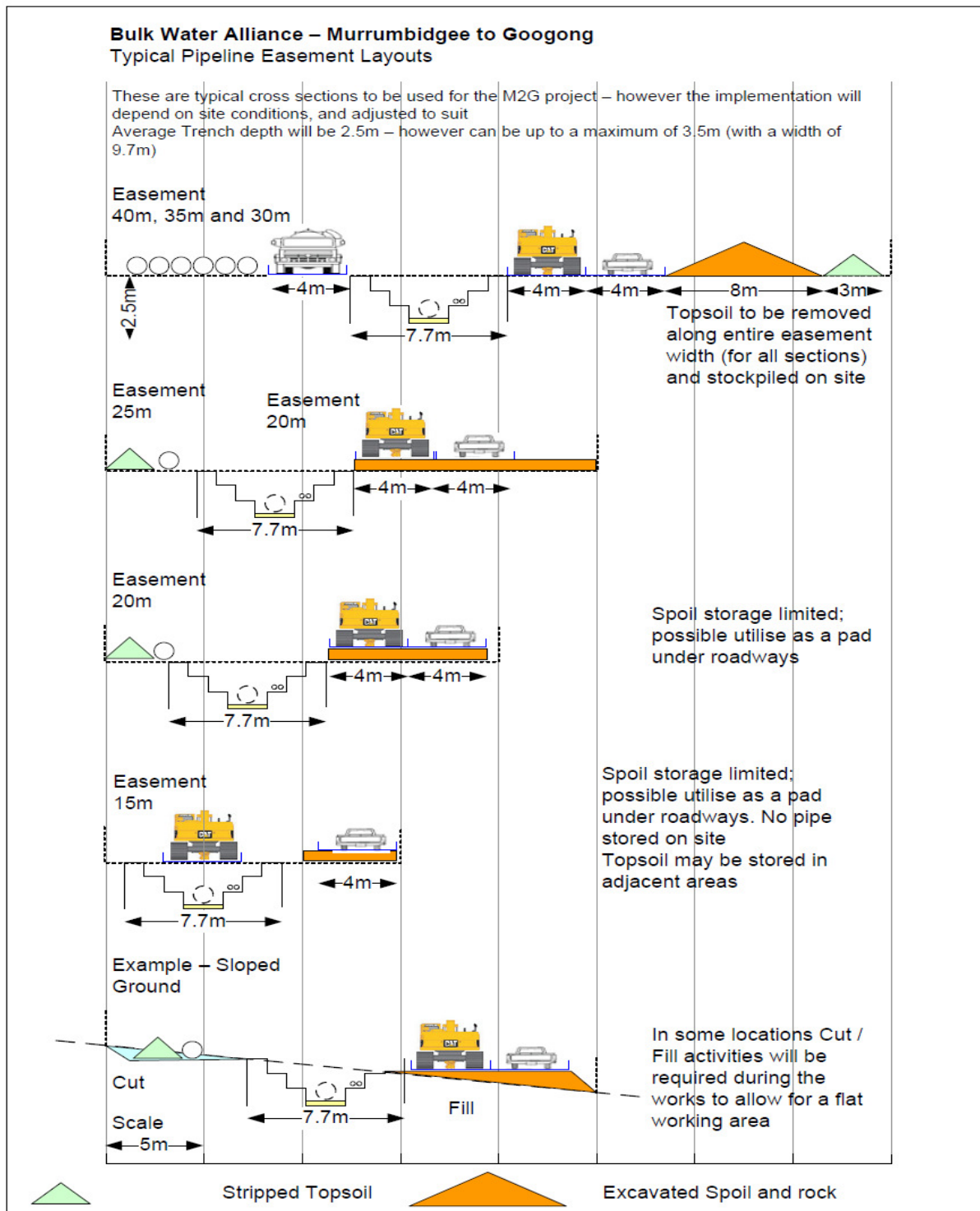
The 1 metre diameter pipe needs to be laid to a minimum cover and will typically follow the natural contours of the land. This involves trenches ranging from 2m to 4m deep and up to 8m wide (refer to Figure 2.1). The ground along the pipe route also ranges from soft soils to hard rock. This requires a variety of equipment and methods:

- In hard rocky areas, a separate crew consisting of larger excavators will have to break up the rock ahead of the pipe laying crews.
- It is expected that some blasting of rock may be required in sections of the easement. A specific plan that deals with the impacts of rock blasting will be developed in order to protect and preserve people, property, stock, wildlife and pets. A separate Occupational Health and Safety assessment and plan will also be in place.
- Following the creation of access routes along the corridor, the pipe will be positioned alongside the future trench. The pipe will be delivered either directly from a truck or, in areas where no truck access is possible, “walked” in by a crane or excavator.
- The actual pipe laying crew will consist of workers and several excavators working as a team. Initially the trench will be excavated with most of the spoil stockpiled locally and any surplus spoil being removed in trucks. Following this, bedding material is placed on the floor of the trench and the pipe is lowered into position. The pipe will be lowered into the trench using an excavator with a special sling or vacuum attachment. This bedding material may be trucked in.
- Depending on the type of pipe installed it will either be socketted (rubber ring jointed), bolted or welded to the previous pipe.

- At the time of trenching, two conduits for electrical and control cabling (150mm and 100mm diameter respectively) will be installed in one side of the trench, to be backfilled concurrently with the pipe.
- The material placed directly around the pipe will be that excavated from the trench following the removal of any rocks where appropriate or that which is trucked in.
- The remainder of the trench will backfilled using the remaining material taken from the trench.
- At selected locations along the pipeline route, air valves and scour valves will be connected to the pipeline. The air valves will sit approximately 600mm above ground enclosed in a circular concrete pit (approximately 1.8 metre diameter) with an open steel grate on top. The scour valves will be located underground and their access points will look similar to a sewer manhole. These will be installed after the initial backfill of the pipeline has been completed.

***Approximate date of commencement on your property: TBA***

**Figure B2.1 Typical pipeline easement layout**





## **Stage 5: Hydrostatic testing**

Once the pipe is fully installed it must be tested to ensure that there are no leaks. To accomplish this, the pipe must be filled with water and this will result in activating the air valves. The pipe will be tested in three sections. If leaks are detected, only then will sections of the pipe have to be uncovered for repairs to be made.

***Approximate date of commencement on your property: TBA***

## **Stage 6: Rehabilitation**

Working closely with you, we wish to ensure the quality rehabilitation of your land as it is affected by the project. The Bulk Water Alliance and ACTEW itself will ensure that land is returned as close as possible to its previous level of productivity through monitoring and good agronomic practices. Site specific rehabilitation plans are developed in consultation with, landowners, state agencies as well as the Project Ecologist/Botanist and Soil Conservationists. Our rehabilitation commitments are outlined in the Landscape Rehabilitation Management Plan and the Landscape Reinstatement Drawing (Appendix B).

Rehabilitation will first involve the immediate reinstatement of the land by the construction contractor, followed by ongoing monitoring and maintenance by ACTEW to ensure long term stabilisation. Remediation of the land will involve such things as weed management and the reinstatement of waterways, drainage lines, fencing, gates, cattle grids, tree plantings, grass seeding and shrub and ground cover. Reinstatement works will commence as soon as Stage 4 is complete.

A maintenance period will monitor the reinstatement works for a period of two years or until performance targets are met as per the Landscape Rehabilitation Management Plan and the Landscape Reinstatement Drawing (Appendix B). This includes an initial consolidation period (13 weeks) to ensure the establishment of planting and seeding, with the corridor fence remaining in place to protect new growth from livestock grazing. When the rehabilitation is deemed complete by an independent landscape specialist, the corridor fence will be removed unless a request is made by the landowner for the fence to remain.

***Approximate date of commencement on your property: TBA***

## **Stage 7: Commissioning**

The water transfer system will be commissioned one component at a time until the whole system can be operated. The main components are the electrical system including the mini-hydro power generation facility (co-located at the discharge point), the two pump stations and the pipeline itself. When water is first pumped through the pipeline, the air valves will activate as the pipe is filled.

***Approximate date of commencement on your property: TBA***

## **Stage 8: Operation**

ACTEW and the project's operator, ActewAGL, will ensure that during the pipeline operation notice will be provided to you when scheduled maintenance is to occur, particular if it requires access to your property.

Operation of the air valves and scour valves if located on your property will only be necessary during initial filling of the pipeline (during commissioning) and if maintenance of the pipeline and/or associated infrastructure is later required. Advance written notice will be provided to you should maintenance be scheduled on your property. Air and scour valves will also operate if there is an emergency shut down of the pipeline or failure of the mini-hydro power generation facility. Such emergency events are rare, and advance notice will most often not be able to be given.

As agreed, any discharge of water from the scour valves will be collected by a contracted water carting truck, or, will be discharged onto your property and may be collected in nearby dams for your use as agreed.

Any emergency arising from the operations and maintenance of the Murrumbidgee to Googong Water transfer operations and maintenance will be dealt with as per the Crisis and Communications Plan and under the Water Supply and Sewerage Emergency Plan which complies with the Utilities - Emergency Planning Code 2003, Utilities Act 2000, Emergencies Act 2004 and Australian Standard AS/NZS 4360:2004 Risk Management. These plans can be provided upon request.

**Approximate date of commencement on your property: TBA**

### B.3 Your property and our works

The construction impacts on your property and project measures in this regard are outlined below.

**Table B3.1** Access (as per Appendix A)

|                        | Current status  | Project impact   | Notes   |
|------------------------|---|--|---|
| <b>Fencing</b>         | <i>[Note existing condition and attach photos if relevant...]</i> | <i>[e.g. Project fencing will be erected to mark construction corridor...]</i> | <i>[Include details of project measures and mitigation efforts....]</i>   |
| <b>Driveway</b>        |   |  |   |
| <b>Locked gate</b>     |   |  | <i>[e.g. Access will be coordinated with you before starting work]</i>  |
| <b>Security system</b> |   |  | <i>[e.g. Access will be coordinated with you before starting work]</i>  |
| <b>Animals</b>         |   |  | <i>[Include: type and number of animals; temporary fencing arrangements erected to ensure the safety of animals by restricting access to the construction area; agreed arrangements for the landowner to contain animals to prevent access to the construction area; advice on dangerous dogs on the property and arrangements to contact the landowner prior accessing property so dogs can be safely contained; etc...]</i> |

|       | Current status | Project impact | Notes |
|-------|----------------|----------------|-------|
| Other |                |                |       |

**Table B3.2** Structures (as per Appendix A)

|                                   | Current status   | Project impact   | Notes   |
|-----------------------------------|------------------|------------------|---|
| <b>Driveway</b>                   | <i>[e.g. No]</i> | <i>[e.g. No]</i> | <i>[Include description of type and project measures – e.g.:<br/>We will attempt to dig under the driveway. If this cannot be done, a section of the driveway will be removed. Upon completion of work, it will be temporarily restored until arrangements are made for the final restoration to be completed. Final restoration will be from the trenched section to the nearest expansion joint or edge of driveway, whichever is closest.]</i> |
| <b>Fence / Gates / Stock Grid</b> |                  |                  | <i>[Include description of type and location – e.g.:<br/>We will attempt to dig under the fence, gate or grid. If this cannot be done, we will temporarily remove a section of the fence during construction and replace it upon completion of work.]</i>   |
| <b>Shed</b>                       |                  |                  | <i>[Include description of type and floor surface – e.g.:<br/>We will attempt to dig under the shed. If this cannot be done we will temporarily relocate the shed during construction and replace upon completion of work.]</i>   |
| <b>Cattle yards</b>               |                  |                  |   |
| <b>Dams</b>                       |                  |                  |   |
| <b>Tree lumber</b>                |                  |                  | <i>[Specify agreed arrangements for the use/storage of tree lumber from Stage 1 clearance works...]</i>   |
| <b>Other</b>                      |                  |                  |   |

**Table B3.3** Buried Items (as per Appendix A)

|                      | Current status | Project impact | Notes  |
|----------------------|----------------|----------------|--|
| <b>Electrical</b>    |                |                |  |
| <b>Communication</b> |                |                |  |
| <b>Water</b>         |                |                |  |
| <b>Sewrage</b>       |                |                |  |
| <b>Irrigation</b>    |                |                |  |
| <b>Drainage</b>      |                |                |  |
| <b>Personal</b>      |                |                | <i>[e.g.: You have advised us that to the best of your knowledge...and nothing else is buried on your property...]</i> |

**Table B3.4** Landscape Rehabilitation (as per Appendix B)

|                               | Current status | Project impact | Notes   |
|-------------------------------|----------------|----------------|---|
| <b>Pasture</b>                |                |                | <i>[e.g. note the type of grass to be specifie]</i>   |
| <b>Significant vegetation</b> |                |                | <i>[Name plants if known and management of these plants – e.g.:<br/>Where possible, plants will be dug out and set aside during construction. They will be replanted upon completion of work. Any plant that does not survive will be replaced with an infant plant...<br/><br/>You have agreed that if necessary, we will remove/replace ...]</i>                  |
| <b>Significant tree</b>       |                |                | <i>[Name the tree if known and note as relevant – e.g.:<br/>Branches of the tree will need to be trimmed during construction. If an arborist confirms that a tree has died as a direct result of our construction work, we will arrange to have it removed and replaced with an infant plant...<br/><br/>You have agreed that if necessary, we can remove ....]</i> |

|                          | Current status | Project impact | Notes   |
|--------------------------|----------------|----------------|---|
| Landscape Reinstatement  |                |                | As per Appendix B.<br><i>[Include supplementary notes as relevant...]</i>   |
| Creek or Stock Crossing  |                |                | <i>[Describe type and location – e.g.: Crossings will be reinstated as part of landscape works to a condition fit for purpose...]</i> |
| Irrigation / water Pipes |                |                | <i>[Provide as much information as possible, including location.]</i>   |
| Other                    |                |                |   |

**Table B3.5** [Further construction related impact...]

|                 | Current status | Project impact | Notes |
|-----------------|----------------|----------------|-------|
| [Impacted area] |                |                |       |
| [Impacted area] |                |                |       |
| [Impacted area] |                |                |       |
| [Impacted area] |                |                |       |
| [Impacted area] |                |                |       |
| [Impacted area] |                |                |       |
| [Impacted area] |                |                |       |

**Table B3.6** General

|                   | Current status | Project impact | Notes   |
|-------------------|----------------|----------------|---|
| Use of pesticides |                |                | <i>[e.g.: You have advised us that to the best of your knowledge, no harmful pesticides have been used on your property...]</i> |

|                             | Current status | Project impact | Notes  |
|-----------------------------|----------------|----------------|--|
| <b>Timing consideration</b> |                |                | <p><i>[e.g.:</i><br/> <i>You have advised us that large deliveries are usually made on ...</i></p> <p><i>You have advised us that the NSEW driveway is the main one used for deliveries...</i></p> <p><i>You have advised us that your slow periods are on ...</i><br/> <i>]</i></p> |
| <b>Other</b>                |                |                |  |

## B.4 Additional Conditions under the Access, Construction and Easement Agreement

*[Details to be included as per the Access, Construction and Easement Agreement with landowner.]*

## B.5 Further information

Further information on the project is available at anytime.

- Please contact the Land and Compliance Manager any time during business hours should you have any inquiries, complaints or to further discuss this plan.

**Land and Compliance Manager: John Turville**

Phone: 02 6175 2369 or 0416 125 418

Mail: Bulk Water Alliance

GPO Box 366

Canberra City ACT 2601

Email: [john.turville@bwa.actew.com.au](mailto:john.turville@bwa.actew.com.au)

- For any general information, enquiries or complaints about this project, and any other ACTEW water security project, please contact the **Water Security Information Line:**

Email: [watersecurity@actew.com.au](mailto:watersecurity@actew.com.au)

Visit our website: [www.actew.com.au](http://www.actew.com.au)

Visit us: Murrumbidgee to Googong Water Transfer Site Office  
 Angle Crossing Road (just off Monaro Highway)  
 ACT

- In the event of an emergency, please contact **1800 211 242** (24 hours). This number can also be used to register a complaint.
- Further project information, including various construction and environmental management plans for the project as per agency and environmental requirements, is available online via the ACTEW website ([www.actew.com.au](http://www.actew.com.au)). This includes plans such as the:
  - Aquatic Ecology Management Plan;
  - Noise and Vibration Management plan;
  - Terrestrial Ecology Management Plan
  - Heritage Management Plan;
  - Landscape Rehabilitation Management Plan; and
  - Traffic Management Plan.







# Appendix C Sample Community Notices - Construction

Currently being utilised by Water Security Major Projects –a number of notification signage, advertisements and flyers have been produced. The Murrumbidgee to Googong Water Transfer will be utilising these templates for the project during construction.

## C.1 Traffic Management



ACTEW working with ActewAGL

# Bulk Water Alliance

## Shared Roads Policy

The Bulk Water Alliance uses local road networks to carry out construction works for ACTEW's water security infrastructure projects.

As a responsible organisation, the Bulk Water Alliance acknowledges the need to share the local road networks with all user groups and where possible, to minimise the impact on those user groups and most importantly to demonstrate respect towards all road users. This policy aims to be inclusive of all road user groups including equestrians, cyclists, local residents, local commercial traffic, tourists, motorcyclists, walkers, emergency services and ACT Parks Conservation and Lands.

We are achieving this by:

- Where necessary creating and implementing traffic control plans that address the concerns of local road users and residents;
- Establishing a culture of mutual respect and consideration by and for all local road users;
- Providing effective methods of communication and education on the needs and concerns of the various user groups to construction workers that use the local road network;
- Providing a timely and effective consultation, communications and complaints handling process;
- Undertaking regular reviews and audits of our traffic control measures and management systems;

- Ensuring all incidents and near misses are reported and investigated appropriately with effective controls put in place to both learn from the incident and prevent reoccurrences;
- Ensuring compliance with this policy and taking disciplinary action when employees or subcontractors disregard the 'Shared Roads Policy'.

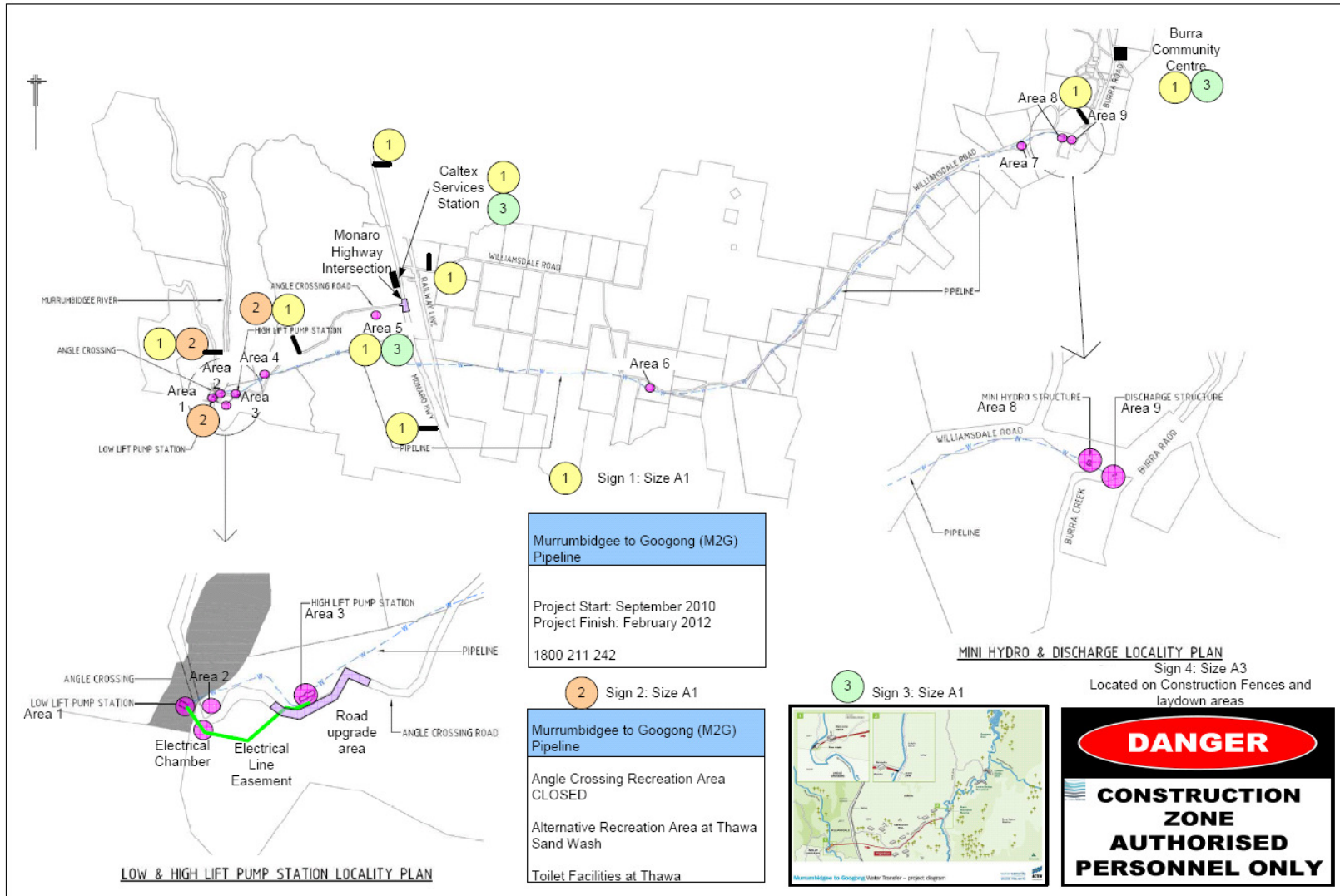
All employees and subcontractors are required to:

- Adhere to the Bulk Water Alliance 'Shared Roads Policy', other policies and management systems;
- Immediately report any unsafe driving or incident;
- Perform all work duties in a manner that promotes respect and consideration by and for all local road network users.

## Example of Shared Roads Policy signage



## C.2 Construction Signage Placement Plan – Murrumbidgee to Googong Water Transfer



## C.3 Alternate Recreational maps.

### THARWA SANDWASH

A quiet, all natural sandy spot by the Murrumbidgee River.


**Location** south of the town of Tharwa.


**Activities** 





**Map Labels:** TOBINBILLA, Tibbinbilla Road, Tharwa, Tharwa Dyke, TO CANBERRA, THARWA BRIDGE, Murrumbidgee River, THARWA SANDWASH, GIGERLINE NATURE RESERVE, Gudgeby River, Cuppacumbalong Cemetery, Hare Road, Narmadj National Park Visitor Centre, Smiths Road, GIGERLINE NATURE RESERVE.


### ALTERNATE RECREATION AREAS NEAR THE COTTER (CONTINUED)


**THARWA BRIDGE**  
 Due to Tharwa Bridge restoration works, temporary road closures are planned for October 2010 and January to April 2011. For more information visit [www.tharwa.nsw.gov.au](http://www.tharwa.nsw.gov.au) or phone 132 281. A pleasant roadside picnic area next to historic Tharwa Bridge.  
**Location:** The south of the south of Tharwa on Tharwa Drive.  
**Activities:** 


**THE SANDWASH**  
 A natural sandy spot by the Murrumbidgee River.  
**Location:** south of the town of Tharwa.  
**Activities:** 


**KAMBARAN POOL**  
 Spectacular steep sided valley with the river below and the Bullen Range in the opposite town.  
**Location:** via Tuggerang Road, Enfield Drive, at the end of Kambaran Pool Road.  
**Activities:** 


**MURRAY'S CORNER (MAP TO RIGHT)**  
 Small, grassy and shady areas next to Padbury River; walk or drive across the low level crossing to the picnic area.  
**Location:** Padbury River Road 0.4km from the junction with Tibbinbilla Rd.  
**Activities:** 

**LAKE GINNINDERRA FORESHORE, DISTRICT PARK AND JOHN KNIGHT MEMORIAL PARK**  
 A variety of places to enjoy alongside the entire lake edge.  
**Location:** access via Caddams Close off Ginninderra Drive near its intersection with Wilson Street.  
**Activities:** 

**ON PARK (MAP TO RIGHT)**  
 Beautifully located park with relaxation areas and picnic as well as beach and swimming area, terrific for large and children.  
**Location:** access from Black or Brown Streets, turnabouts on.  
**Activities:** 

**MURRAY'S CORNER**  
 Small, grassy and shady areas next to Padbury River; walk or drive across the low level crossing to the picnic area.  
**Location:** Padbury River Road 0.4km from the junction with Tibbinbilla Rd.  
**Activities:** 

**ANGLE CROSSING**  
 May be temporarily closed due to construction works from Summer 2010-2011. More information is available at [www.ecw.nsw.gov.au](http://www.ecw.nsw.gov.au).  
 Surrounded by a steep sided valley, there is a feeling of real location.  
**Location:** accessible from Smiths Road or from Willmott Road off the Monaro Highway.  
**Activities:** 

**BLACK MOUNTAIN PENINSULA**  
 A view of Lake Burley Griffin, lots of bird life and a safe place to swim.  
**Location:** off Lady Denham Drive.  
**Activities:** 

**ACTIVITIES & FACILITIES**

|                       |                     |
|-----------------------|---------------------|
| Walking frame         | Picnic tables       |
| Canoeing              | Shaded picnic area  |
| Fishing               | Childrens play area |
| Cycling               | Disabled access     |
| Bird watching         | Electricity/Gas BBQ |
| Noise beach           | Wood BBQ            |
| Boating/beating       | Drinking water      |
| Swimming              | Toilets             |
| Camping (free access) | No pets allowed     |



**C.4 Sample Community information Session & Invitation for public comment (PER example) Advertising (Queanbeyan Age, Bungendore Bugle, Canberra Times, The Australian, ACTEW Website)**



## Murrumbidgee to Googong Water Transfer

### Community Information Session

The Murrumbidgee to Googong Water Transfer is one of the initiatives that ACTEW is working on to secure water supply for the ACT region.

- ACTEW is holding a community information session to provide information on the project's environmental studies on **Tuesday, 10<sup>th</sup> March from 7.00pm to 8.30pm at Burra Community Hall, Burra Road, Burra.**


Comments on the project and environmental assessments can be made at the meeting or by email to [watersecurity@actew.com.au](mailto:watersecurity@actew.com.au).

For more information call (02) 6248 3563 or email [watersecurity@actew.com.au](mailto:watersecurity@actew.com.au).



Information line: 6248 3563  
[watersecurity@actew.com.au](mailto:watersecurity@actew.com.au)  
[www.actew.com.au/watersecurity](http://www.actew.com.au/watersecurity)

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## Murrumbidgee to Googong Water Transfer (EPBC 2009/5124)

### Invitation for public comment

The following notice is published pursuant to Section 98 of the *Environment Protection and Biodiversity Conservation Act 1999 (EPBC)*.

ACTEW Corporation proposes to construct and operate an underground pipeline that can transfer up to 100 megalitres/day of water from the Murrumbidgee River (within the ACT) to Burra Creek (in NSW). Water discharged into the Burra Creek will flow along the creek for approximately 13km to the Googong Reservoir.

The project infrastructure includes an intake/low lift pump station, a high lift pump station, an underground pipeline, an outlet structure, ancillary infrastructure (power supply) and a mini-hydro power generator.

The proposed project has been deemed a 'controlled action' under the EPBC Act due to the likely impact on listed threatened species (sections 18 and 18A) and the environment on Commonwealth land (sections 26 and 17A), and that the proposed project will be assessed by Public Environment Report (PER).

The PER for the proposed project, including the original referral documentation and the findings of specialist studies undertaken, will be on display from **Friday 23 April to Monday 24 May 2010**.


These documents can also be downloaded from the ACTEW Corporation website at [www.actew.com.au](http://www.actew.com.au) or viewed at Canberra Connect shopfronts, the Civic Library, the Queanbeyan Library and at the Department of Environment, Water, Heritage and the Arts Library, John Gorton Building, Barton.

Interested persons and organisations are invited to comment in writing on the draft report of the proposal by 5.00pm on 24 May 2010. Written submissions can be sent to:

Post: ACTEW Water Security Projects, GPO Box 366, Canberra City 2601  
 Email: [watersecurity@actew.com.au](mailto:watersecurity@actew.com.au)

For further information please visit [www.actew.com.au](http://www.actew.com.au) or phone our community information line on **(02) 6248 3563**.

**Delivered by the Bulk Water Alliance**



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19691 CT

# Appendix D Community Newsletters and Updates

## D.1 Sample of Bi-Monthly Community Update (Mailed to all stakeholders – residents, landowners, community groups and interested parties and published on ACTEW Website).

**watersecurity**  
**MAJOR PROJECTS**

### Murrumbidgee to Googong Water Transfer

**Community update – 2 October 2009**

This update is to provide information on the most recent developments of the Murrumbidgee to Googong Water Transfer.

The Murrumbidgee to Googong Water Transfer involves transferring water from the Murrumbidgee River through an underground pipeline to Burra Creek in NSW, which flows into Googong Reservoir. It is one component of Water Security – Major Projects, a suite of water security infrastructure initiatives now being implemented by ACTEW Corporation to secure the region's water supply.

#### What's been happening lately?

ACTEW would like to thank residents of the ACT and NSW for their attendance at the five recent community drop-in sessions. These information sessions were held as part of the formal public exhibition phase of the Draft Environmental Impact Statement (ACT) and Environmental Assessment (NSW) (EIS/EA).

The public exhibition period closed on 18 September 2009 in both the ACT and NSW. In addition, the NSW Department of Planning announced that it would accept late submissions on the Murrumbidgee to Googong Water Transfer Environmental Assessment until close of business on Friday 2 October 2009.

ACTEW has already begun preparing responses to the submissions received. We are aiming to finalise and resubmit the EIS/EA before the end of the year.

#### What issues were raised by the community during public exhibition?

The public information sessions and submissions raised a number of issues for ACTEW to address.

One issue which was raised by the community was the location, noise emission and operation of air and scour valves that are located at the high and low points of the pipeline.

ACTEW is preparing a fact sheet on these valves for distribution in the near future. We believe the additional information provided will alleviate many of the concerns raised.

#### What is happening next?

As the directly affected landowners are aware, negotiations about construction access and easement acquisition for some local Williamsdale and Burra properties have been underway for some time. ACTEW requires a temporary 40 metre width for construction, and a permanent 15 metre wide operational easement following completion of the project (approximately 18 months from commencement of construction).

ACTEW is committed to achieving voluntary land acquisition whenever possible, whereby a compensation package for the easement is negotiated and agreed by both ACTEW and the landowner. These negotiations are underway and some landowners have already agreed to ACTEW's offer of compensation. Other landowners have taken up ACTEW's offer to pay for a second independent valuation of the proposed easement.



ACTEW remains hopeful that agreements with satisfactory outcomes for both the landowners directly affected by the pipeline route and ACTEW will be reached on a voluntary basis.

It is important to note that if a compulsory acquisition process is commenced due to the critical nature of the project, any such acquisition must be approved by the Minister for Water and the owner or occupier will be able to state their case opposing acquisition, before the Minister will make any decision on the matter.

#### Want to know more?



As always, ACTEW welcomes your feedback, queries and views on the Murrumbidgee to Googong Water Transfer as well as other Water Security projects and is available for presentations and briefings to local community groups.

**Water Security – Major Projects**  
Information line: 6248 3563  
watersecurity@actew.com.au  
www.actew.com.au/watersecurity

   
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ACTEW Corporation Ltd ABN 86 069 381 900. ActewAGL Distribution ABN 76 670 968 688 a partnership of ACTEW Distribution Limited ABN 83 073 025 224 and Ainta GCA Pty Ltd ABN 24 008 552 663. ActewAGL Distribution operates the water and wastewater assets of ACTEW Corporation Ltd.

## D.2 Sample Project Fact sheet – updated as required

ACTEW working with ActewAGL

# Murrumbidgee to Googong Water Transfer

**April 2010**

ACTEW Corporation is committed to providing a safe, secure and sustainable water supply for the people of the ACT and region. The Murrumbidgee to Googong Water Transfer is a key component in ACTEW's long term plan to ensure water security.

**What is the Murrumbidgee to Googong Water Transfer?**

The Murrumbidgee to Googong Water Transfer involves transferring water from the Murrumbidgee River through a 13 kilometre underground pipeline to Burra Creek in NSW. The water will then flow approximately 10 kilometres down Burra Creek into Googong Reservoir.


**Why is it needed?**

The Murrumbidgee to Googong Water Transfer was chosen from a range of options as it will:

- reduce the severity of future water restrictions;
- increase the diversity of water sources supplying the ACT region, for example, should the Cotter Catchment again be impacted by severe bushfires; and
- provide additional supply into Googong Reservoir (inflows into Googong Reservoir have decreased by about 85 per cent during the period from 2001 to 2008).

The NSW Government declared the Murrumbidgee to Googong Water Transfer to be a "critical infrastructure project" under Section 75 of the NSW Environmental Planning and Assessment Act. This recognises the urgent need to implement the project to secure water supply for the region, while still providing for the rigorous scrutiny of any environmental impacts.

Further information about critical infrastructure status can be obtained on the NSW Department of Planning website [www.planning.nsw.gov.au](http://www.planning.nsw.gov.au).



**What's been happening lately?**

*Environmental Impact Statement and Approvals*

As the project is located in both the ACT and NSW, ACTEW prepared a draft Environmental Impact Statement (EIS) for the ACT and an Environmental Assessment (EA) for NSW, as a single document that satisfied the requirements of both jurisdictions.

The final EIS/EA and preferred project report was lodged in both the ACT and NSW respectively, on 21 December 2009 and is available on the ACTEW, ACTPLA and NSW Department of Planning websites.





The EIS/EA addresses issues raised during the public exhibition and consultation period for the draft EIS/EA, as well as in the 80+ submissions received during this period.

Comprehensive studies informed the preparation of the report to assess potential environmental and community impacts. These include specialist assessments on hydrology, ecology, heritage, soils and groundwater, landscape and visual amenity, noise and vibration, climate, greenhouse gas, social, traffic, transport and health.

*Continues over page...*

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ACTEW working with ActewAGL

The Final EIS/EA concludes that with appropriate mitigation measures there is unlikely to be any significant residual impacts as a result of the project. Assessment of the Final EIS/EA in the ACT is ongoing, while the NSW Department of Planning has provided ACTEW with draft conditions of approval for which we have now responded. The Department of Planning will now provide their recommendation to the Minister for consideration.

Concurrently, ACTEW prepared a Public Environment Report (PER) which is currently being assessed for adequacy. This is required in order to gain approval from the Commonwealth Government.

Once all approvals are received, construction of the Murrumbidgee to Goongong Water Transfer is expected to commence late 2010.



The Murrumbidgee River downstream of Angle Crossing

**Protecting our environment**

ACTEW takes its environmental responsibilities very seriously, and we are doing a number of things that will help ensure the health of the Murrumbidgee River.

ACTEW is committed to high quality, long-term rehabilitation of affected land and will work closely with landholders to ensure land is restored to its original condition or better.

Delivered by the Bulk Water Alliance



Where it is not possible to avoid impacting good quality native vegetation, a biodiversity offset strategy will be implemented to compensate for any vegetation loss. This involves setting aside a large contiguous piece of similar land located in the project area which will be dedicated towards a long term native revegetation program.

**Working to improve the health of the Murrumbidgee and protect Burra Creek**

EIS/EA commitments in relation to the Murrumbidgee to Goongong Water Transfer will establish an adaptive management program to monitor the health of the Murrumbidgee River and Burra Creek, and ensure that no adverse ecological changes are taking place.

The monitoring program will be based on the highly successful Cotter catchment monitoring program which ACTEW has been undertaking for the last 10 years. The program will support other ecological management projects, such as the Upper Murrumbidgee Demonstration Reach project, linked to the ACT Natural Resource Management Council.

The monitoring program will also be used to inform and target ACTEW's \$6 million Upper Murrumbidgee Catchment source water protection program, which is helping to ensure the long term health of the Murrumbidgee River.

**Greenhouse Gas Abatement Strategy**

ACTEW has committed to offsetting all greenhouse gas emissions associated with the construction and operation of the project through a number of options including the use of biodiesel during construction and high efficiency energy use.

We are also building a mini-hydro electric generator to recover around 25-30 percent of the energy required to transfer the water and reduce associated operating costs. The mini-hydro will be co-located with the Burra Creek discharge structure upstream of the junction of Williamsdale and Burra Roads.

securing water for life



**D.3 Sample Water Matters Project Updates (paid newspaper advertisements)**



**water matters**

## Googong to get a boost


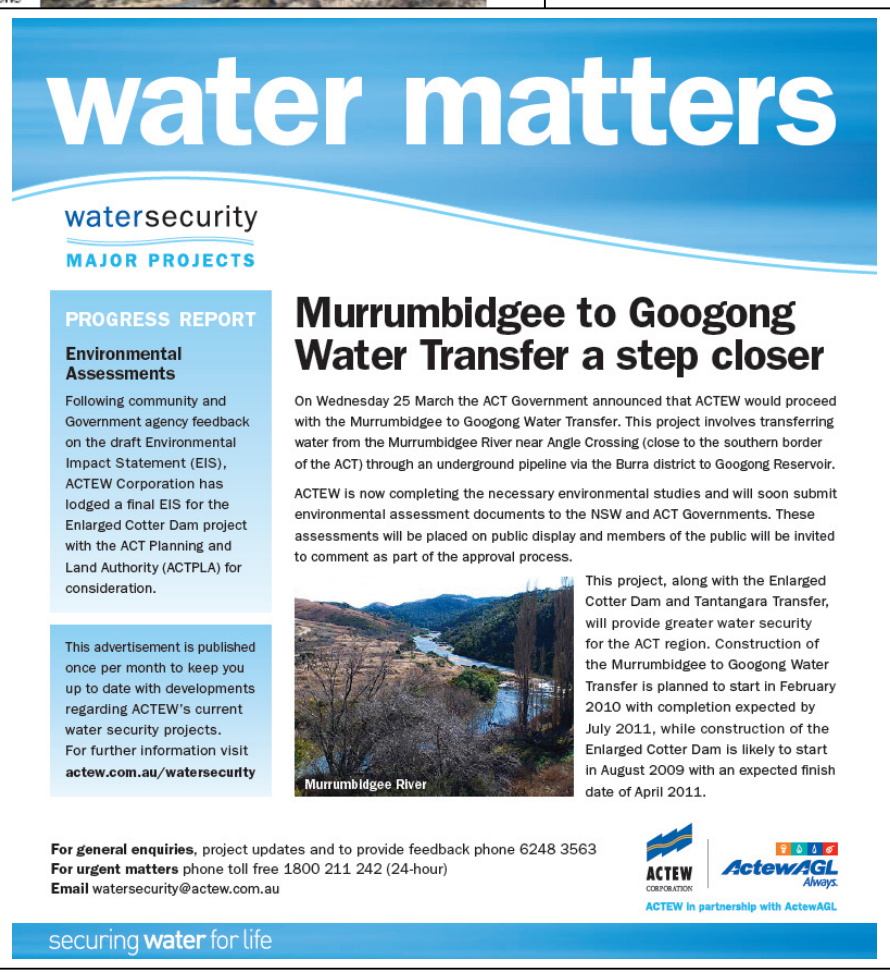
The Murrumbidgee to Googong Water Transfer will ensure we can take advantage of our largest water storage area by transferring additional water into Googong Dam. This will help to ensure a secure water supply to Canberra as well as growth areas like Queanbeyan and Jerrabomberra. Googong, the biggest of our water storages is now less than half full and continues to be the least productive of our catchment areas, and the catchment most affected by the current drought.

In recent weeks the project has received approval from the NSW Government, and the *Environmental Impact Statement* has been deemed complete by the ACT Minister for Planning. A Development Application has been lodged in the ACT and is currently on public exhibition until Monday 21 June 2010.

Construction is expected to begin by the end of the year.

The Murrumbidgee to Googong Water Transfer is one of three projects ACTEW is implementing to secure the region's water supply. See ACTEW's website more information on the projects.

Delivered by the **Blue Water Alliance**

**water matters**

**watersecurity**  
MAJOR PROJECTS

**PROGRESS REPORT**

**Environmental Assessments**

Following community and Government agency feedback on the draft Environmental Impact Statement (EIS), ACTEW Corporation has lodged a final EIS for the Enlarged Cotter Dam project with the ACT Planning and Land Authority (ACTPLA) for consideration.


This advertisement is published once per month to keep you up to date with developments regarding ACTEW's current water security projects. For further information visit [actew.com.au/watersecurity](http://actew.com.au/watersecurity)

**Murrumbidgee to Googong Water Transfer a step closer**

On Wednesday 25 March the ACT Government announced that ACTEW would proceed with the Murrumbidgee to Googong Water Transfer. This project involves transferring water from the Murrumbidgee River near Angle Crossing (close to the southern border of the ACT) through an underground pipeline via the Burra district to Googong Reservoir.


ACTEW is now completing the necessary environmental studies and will soon submit environmental assessment documents to the NSW and ACT Governments. These assessments will be placed on public display and members of the public will be invited to comment as part of the approval process.

This project, along with the Enlarged Cotter Dam and Tantangara Transfer, will provide greater water security for the ACT region. Construction of the Murrumbidgee to Googong Water Transfer is planned to start in February 2010 with completion expected by July 2011, while construction of the Enlarged Cotter Dam is likely to start in August 2009 with an expected finish date of April 2011.



Murrumbidgee River

For general enquiries, project updates and to provide feedback phone 6248 3563  
For urgent matters phone toll free 1800 211 242 (24-hour)  
Email [watersecurity@actew.com.au](mailto:watersecurity@actew.com.au)



ACTEW CORPORATION | ActewAGL Always.  
ACTEW in partnership with ActewAGL

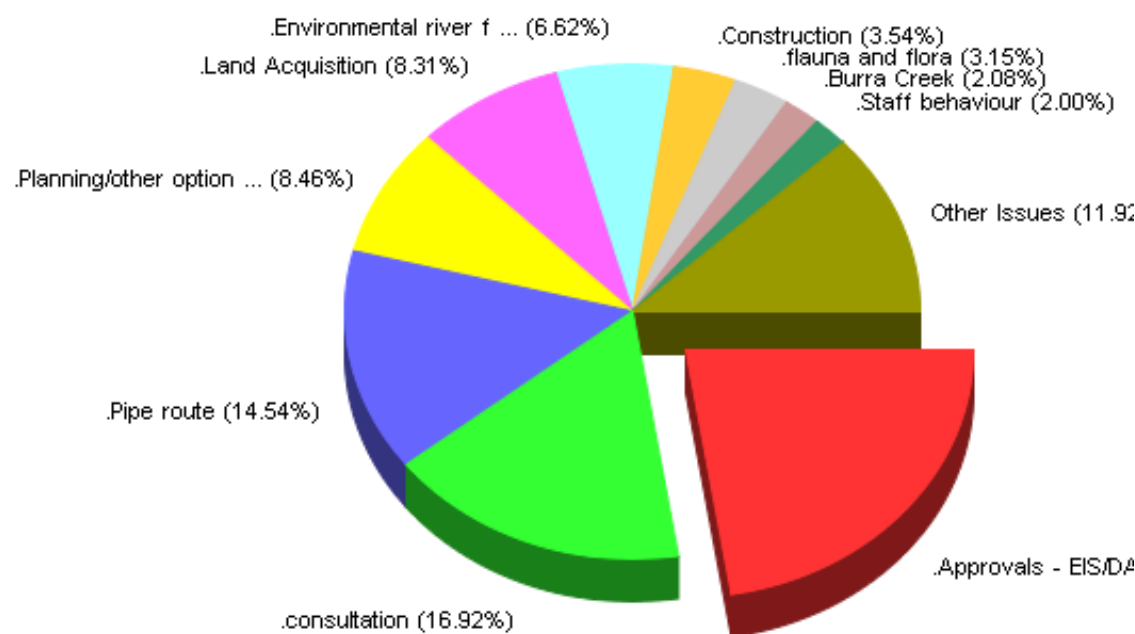
securing water for life

## Appendix E Stakeholders and Events

### 12.4.8 CESM Activities since project inception

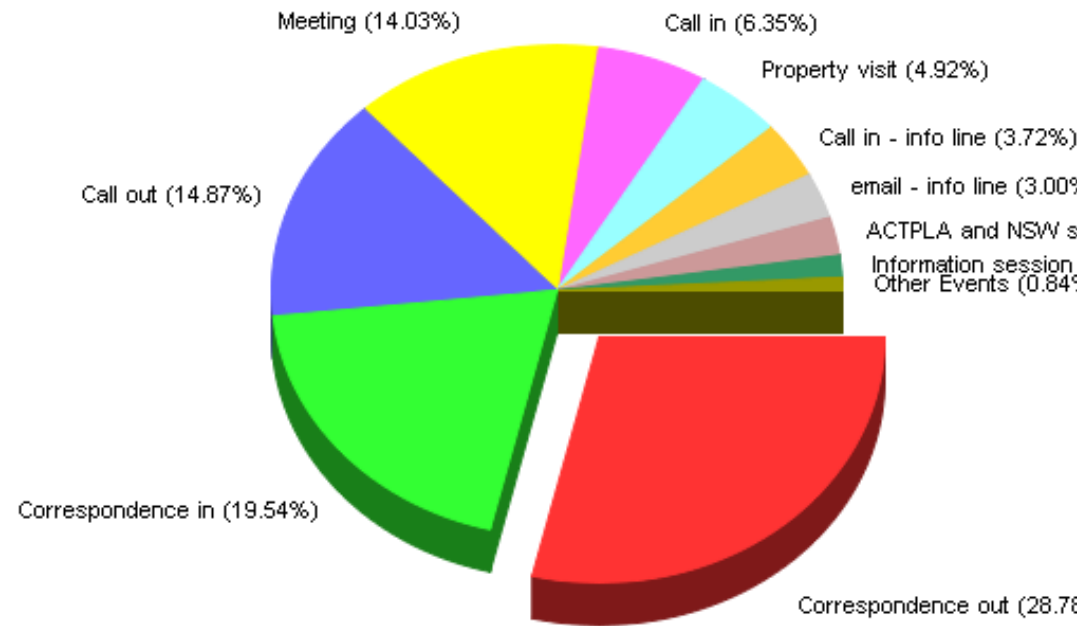
| Issues Raised Since Project Inception               |            |              |             |
|---|------------|--------------|-------------|
| Issue   | Events     | Stakeholders |             |
|   |            | distinct     | total       |
| Murrumbidgee to Googong: .Approvals - EIS/DA/PER/EA | 292        | 292          | 967         |
| Murrumbidgee to Googong: .consultation              | 220        | 224          | 989         |
| Murrumbidgee to Googong: .Pipe route                | 189        | 142          | 363         |
| Murrumbidgee to Googong: .Planning/other options    | 110        | 173          | 306         |
| Murrumbidgee to Googong: .Land Acquisition          | 108        | 122          | 370         |
| Murrumbidgee to Googong: .Environmental river flows | 86         | 168          | 298         |
| Murrumbidgee to Googong: .Construction              | 46         | 120          | 190         |
| Murrumbidgee to Googong: .flauna and flora          | 41         | 127          | 203         |
| Murrumbidgee to Googong: .Burra Creek               | 27         | 37           | 66          |
| Murrumbidgee to Googong: .Staff behaviour           | 26         | 17           | 27          |
| Murrumbidgee to Googong: .Water quality             | 25         | 63           | 90          |
| Murrumbidgee to Googong: .Fish                      | 22         | 50           | 61          |
| Murrumbidgee to Googong: .Noise/dust/odour          | 22         | 18           | 32          |
| Murrumbidgee to Googong: .Cost                      | 20         | 58           | 65          |
| Murrumbidgee to Googong: .Angle Creek users         | 18         | 108          | 122         |
| <b>Events Matching Search</b>                       | <b>834</b> | <b>411</b>   | <b>2169</b> |

### Issues Raised Since Project Inception



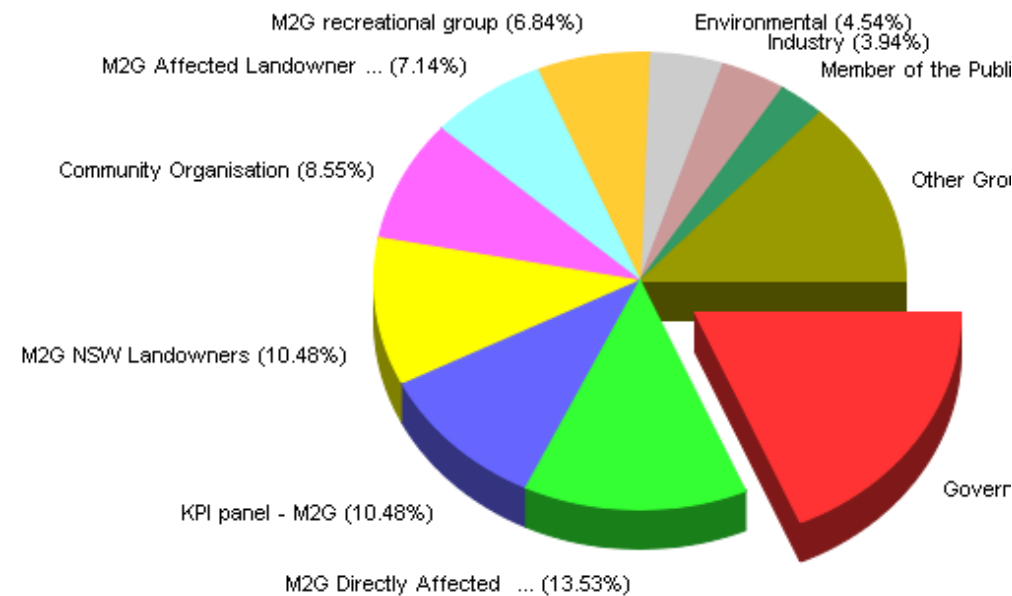
| Events Since Project Inception |            |              |             |
|--------------------------------|------------|--------------|-------------|
| Event Type                     | Events     | Stakeholders |             |
|                                |            | distinct     | total       |
| Correspondence out             | 240        | 242          | 1218        |
| Correspondence in              | 163        | 94           | 185         |
| Call out                       | 124        | 75           | 131         |
| Meeting                        | 117        | 193          | 312         |
| Call in                        | 53         | 33           | 53          |
| Property visit                 | 41         | 25           | 49          |
| Call in - info line            | 31         | 28           | 31          |
| email - info line              | 25         | 22           | 25          |
| ACTPLA and NSW submissions     | 21         | 64           | 95          |
| Information session            | 12         | 48           | 62          |
| Complaint                      | 5          | 4            | 5           |
| Public event                   | 2          | 3            | 3           |
| <b>Events Matching Search</b>  | <b>834</b> | <b>411</b>   | <b>2169</b> |

Events Since Project Inception



| Stakeholders Consulted Since Project Inception |            |                                  |             |
|--|------------|----------------------------------|-------------|
| Stakeholder Group                              | Events     | Stakeholders<br>distinct   total |             |
| Government                                     | 249        | 132                              | 408         |
| M2G Directly Affected Landowners               | 182        | 17                               | 377         |
| KPI panel - M2G                                | 141        | 10                               | 218         |
| M2G NSW Landowners                             | 141        | 52                               | 574         |
| Community Organisation                         | 115        | 36                               | 250         |
| M2G Affected Landowners                        | 96         | 25                               | 338         |
| M2G recreational group                         | 92         | 13                               | 191         |
| Environmental                                  | 61         | 20                               | 77          |
| Industry                                       | 53         | 28                               | 56          |
| Public: Member of the Public                   | 38         | 28                               | 113         |
| Friends of the Cotter                          | 27         | 10                               | 29          |
| M2G ACT Leaseholders                           | 20         | 4                                | 38          |
| KPI panel - ECD                                | 19         | 4                                | 19          |
| Indigenous                                     | 18         | 18                               | 58          |
| GDS effected residents                         | 14         | 5                                | 15          |
| No Group                                       | 124        | 65                               | 175         |
| <b>Events Matching Search</b>                  | <b>834</b> | <b>411</b>                       | <b>2169</b> |

## Stakeholders Consulted Since Project Inception



# Appendix F Establishing the Environment Reference Group (ERG)

The following is the proposed establishment of the ERG, to be finalised upon endorsement by ACTEW.

## F.1 Establishing the Environment Reference Group (ERG)

### Purpose

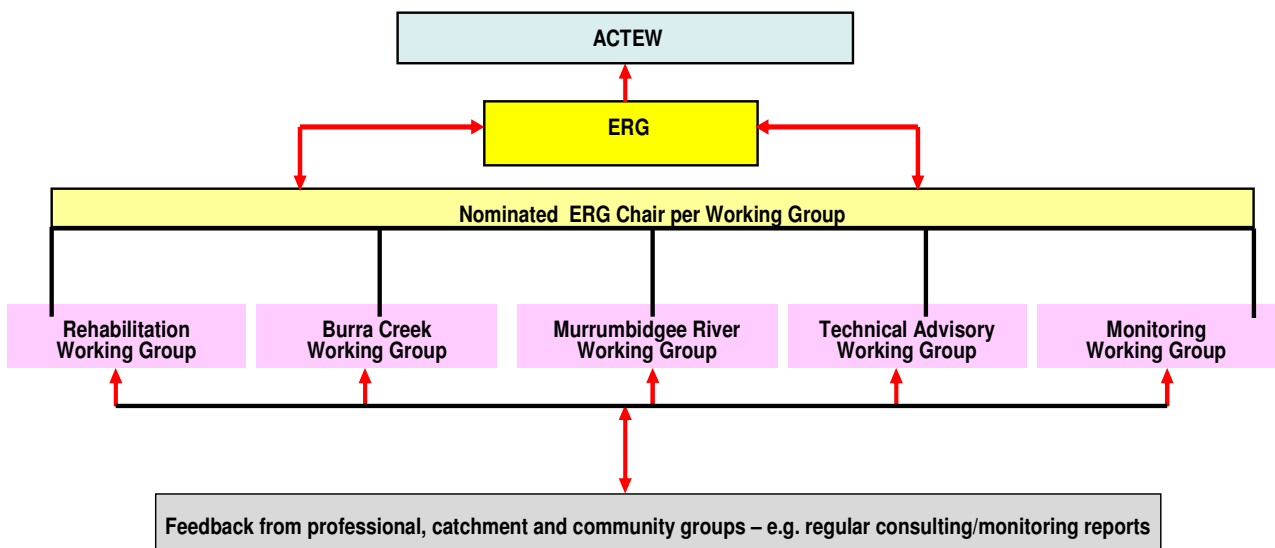
The ERG is being established to provide advice on the appropriateness and adequacy of the environmental management, monitoring and reporting for the construction and operation of the Murrumbidgee to Googong Water Transfer (the Transfer).

### Structure

The ERG structure should provide a framework for reporting, review and consultation between community, professional, government and ACTEW representatives (example in Figure 1). This structure should include the ERG:

- As one central group;
- To be chaired by an independent and experienced chairperson, to be appointed by ACTEW following appropriate consultation;
- Having the capacity to develop a range of working groups, formed as required to address specific issues and provide advice to the ERG (working group names outlined in Figure 1 are for example only);
- To determine specific Terms of Reference (ToR) and adequate representation for working groups as they are formed;
- Having an ERG member to chair each ERG working group;
- Incorporating further community and professional group feedback external to the ERG; and
- Administratively supported, as per its ToR and annual work program, by the ERG Secretariat.

**Figure 1** Proposed ERG framework (note working group names are for example only)



## F.2 Membership

### Representation

The ERG will consist of representatives of community and professional groups/agencies across the Commonwealth, NSW and ACT jurisdictions, selected for their expertise, interest in the Transfer over time and demonstrated commitment to the protection of the environment. The invitation to membership will be extended to a variety of organisations/individuals to ensure adequate representation of community interests in Transfer issues.

ERG membership will comprise a chairperson and up to 14 members engaged as representatives of their organisations. The ERG membership includes technical, community and agency representatives that may be comprised as follows:

- Chair (independent party, appointed by ACTEW);
- Deputy Chair (ERG member elected by the ERG);
- ACTEW representative;
- ActewAGL representative;
- ACT Parks Conservation and Lands (PCL) Rangers representative;
- NSW Department of Environment, Climate Change and Water representatives, i.e.:
  - NSW Office of Water representative;
  - Department of Industry and Innovation representative; and
  - Other DECCW representative as required.
- ACT Environment Protection Authority representative;
- National Conservation Council of NSW;
- Murrumbidgee to Googong Water Transfer Independent Environmental Auditor;
- Upper Murrumbidgee Catchment Coordinating Committee representative;
- Burra Landcare representative;
- Burra – Urala Residents and Ratepayers Association representative;
- Burra Community Association representative;
- Friends of Grasslands representative;
- Smiths Road Community Organisation representative; and
- Landholder representative.

To ensure adequate representation to fulfil the functions of the ERG, the following membership considerations are taken into account.

- An ERG member will chair each ERG working group.
- Other ERG members may also be members of ERG working groups as determined in the establishment of the ERG working groups (e.g. PCL)
- Some organisations nominated for ERG membership may be more practically engaged through ERG/working group activities according to the construction and operational phases of the Transfer.

- Rather than by formal ERG membership, other individuals/groups with specialist knowledge or contributions that may be engaged by providing reports or guest representatives to the ERG or its working groups include:
  - Monitoring consultants;
  - Technical experts - such as in water quality, hydrology, aquatic ecology, geo morphology, riparian and terrestrial management; and
  - Sustainable Diversion Limits (SDL) Plan experts.

## Term

The ERG membership will have a two year term effective from the day of the inaugural meeting or subsequent appointment (confirmed by the date of acceptance of the offer of appointment).

ERG members may be replaced or re-appointed during or after that time. Rotation of membership is supported to ensure representation is adequate and timely.

Appointments will be reviewed by ACTEW as required but at least every two years.

The ERG membership will be revised to ensure it is in line with the requirements of the Transfer's construction and operational phases.

## Appointment process

Following a call for nominations (of a primary and a deputy/proxy representative) from identified groups/agencies relevant to the Transfer, membership will generally be by invitation from the ERG Chair after consultation with ACTEW. Groups/agencies and ERG members can then propose other nominations for membership. Any other individual/group interested in participating in the ERG should contact the ERG Secretariat so further nominations or feedback may be facilitated for consideration.

Members will be community and professional representatives from local community organisations or professional groups who have an interest, knowledge and commitment to making a positive contribution to the effective construction, operations and associated remediation/mitigation measures for the Transfer, including how the organisation will add value to the group for the environmental management of the Transfer construction and operation.

The offer of appointment includes introductory information and the request for necessary details. Membership is accepted and confirmed subject to the acknowledgement and completion of information provided with the offer of appointment:

- ERG ToR, Outline of Operations and proposed membership;
- Remuneration information – guidelines on sitting fees;
- Established protocols – e.g. member guide for travel and site entry arrangements;
- Secretariat and useful contacts;
- Appointment form;
- Personal details form;
- Member declaration (conflict of interest) form;
- Financial details form (to facilitate remuneration entitlements);
- CV template; and
- Availability for site induction within two months.



In the interests of safety and project orientation, the Secretariat will arrange for all ERG members to take part in an information session and site induction within two months of appointment at a date determined at the inaugural ERG General Meeting.

The appointment of members as an individual or as the organisation he/she represents will be determined by ACTEW legal guidelines and the views represented on the ERG. Typically, an organisation will be appointed as the ERG member to provide its views to the ERG via the organisation's nominated representative. This would mean remuneration will be received by the organisation for its participation in the ERG. The appointment of an individual as an ERG member may be necessary as an exception given the individual's expertise/contribution represented on the ERG (rather than any organisation/s they are affiliated with). In this case, the individual would receive remuneration.

### **Conflict of interest / probity**

Prospective ERG members will be required to sign a conflict of interest declaration and disclose any matter that could adversely affect, or might be perceived to affect their ERG membership. If members represent a particular community, advocacy or government group other than their organisation engaged for the purpose of the ERG, this should be declared. The ERG Chair and ACTEW will consider such declarations before confirming membership. The ERG will maintain a register of declarations which individual members are required to review and update annually or as their circumstances change. This register is accessible by ACTEW and all ERG members.

If issues raised in the presence of a particular ERG member present a potential conflict of interest, the member concerned should exclude themselves from discussion of that issue. If a member is in doubt about whether they are in a position of conflict of interest they should seek guidance from the Chair or ACTEW. The Chair may elect to exclude a member from a discussion or recommendations where there is a potential conflict of interest.

Where situations arise that breach the declarations signed by the member, the situation will be assessed in favour of the public interest. Once the member concerned has been given appropriate procedural fairness, and after consultation with the ERG Chair and other ERG members to determine whether the degree, nature and extent of a conflict of interest is material or real, ACTEW may terminate membership.

Documentation provided at ERG meetings should not be circulated outside membership of the group without ACTEW's consent. Deliberations of the ERG are in confidence and this confidence should be respected when communicating with parties external to ERG member organisations.

## **F.3 Draft Terms of Reference (ToR)**

The role of the ERG is to provide advice on the effective delivery of environmental management, monitoring and reporting programs for the mitigation of construction impacts and successful operation of the Transfer.

The ERG provides recommendations on the strategies, implementation, monitoring and reporting regime to support ACTEW's commitments for minimising the Transfer's impacts on the natural environment. As such, the ERG is engaged to:

- Assist and advise ACTEW and its consultants on the technical aspects and overall operation of its flow, water transfer, monitoring, rehabilitation and environmental management strategies;
- Review the implementation and outcomes of monitoring programs and environmental mitigation actions, including rehabilitation, geomorphologic, water quality, ecological monitoring and additional monitoring programs due to exceeded water quality triggers or community involvement;
- Assist ACTEW with the interpretation of monitoring results and environmental impacts to inform mitigation strategies;
- Be informed on the outcome of audits, management reviews, compliance tracking programs and incident investigations;
- Advise ACTEW on further options for environmental mitigation where programs indicate a need;
- Manage working groups to support the role of the ERG; and



- Respond to specific requests from ACTEW to examine and advise on a particular issue related to the Transfer (e.g. in response to related technical expertise, anecdotal and/or community monitoring information).

## F.4 Outline of Operations

To provide advice in line with its ToR, the ERG will

*Initially:*

- Review its role as a technical and operational reference group to ensure clarity of responsibilities and scope for recommendations ACTEW may or may not accept, depending on the full context of an issue;
- Review the role of member organisations;
- Seek agreement on the ERG framework and finalise its ToR for endorsement by ACTEW;
- Review the implementation of the OEMP, particularly flow and monitoring plans and to make recommendations for improvement;
- Identify professional and relevant community groups that may have a role in the monitoring program or future working groups; and
- Draft an annual work program as per its ToR, Outline of Operations and project phases for ACTEW endorsement.

*Continue to:*

- Provide advice on Transfer matters in accordance with the ToR;
- Be chaired by an independent and expert individual;
- Convene four General Meetings a year, with intermediate teleconferences or special meetings as required, to discuss progress, current and emerging issues, outcomes of working group activities, future action and its advice to ACTEW;
- Participate in the development of Transfer specific initiatives to support environmental mitigation measures;
- Visit sites of interest as required to monitor environmental impacts and mitigation measures;
- Have access to final environmental planning documentation, monitoring figures and related reports to obtain first-hand information on the operation of the Transfer;
- Respond to monitoring information and specific requests from ACTEW to examine and advise on a particular issue related to the Transfer;
- Individually or collectively seek and report on feedback from community and professional groups with an interest in the Transfer;
- Exchange information across ERG and working group activities to ensure understanding and direction of ERG/working group objectives and progress (e.g. reporting through the ERG Chairs of working groups);
- Report on the outcomes of ERG and working group activities to ACTEW by providing minutes, reports and forward work plans as required;
- Treat ERG briefing material, deliberations, advice, reports and recommendations as in-confidence (as classified by ACTEW) unless otherwise indicated (e.g. ERG advice provided to ACTEW is to be treated as in-confidence until ACTEW has had an opportunity to consider the advice and/or the matter is agreed to be public knowledge; ERG and ACTEW consent is required for external discussion of ERG material considered/classified and marked as confidential).
- In consultation with ACTEW, establish and supervise the function, operation and membership of working groups as needed to support the role of the ERG;

- Have its ToR and activities (including of working groups) reviewed by ACTEW, in consultation with the ERG, as required according to construction and operational requirements of the Transfer, with a formal review conducted after the first 12 months of operation.
- Conduct its deliberations and activities in a transparent manner;
- Provide a biannual report on its work, to be publicised on the ACTEW website; and
- Be supported by the ERG Secretariat.

## Secretariat

The ERG Secretariat will provide administrative support to ERG activities in line with the ToR. The Secretariat will be initially located at the site office during construction and will be relocated to the ACTEW office for the Transfer's operations. Secretariat support includes the facilitation of:

- Briefings, information, logistics and assistance as required by ERG and working group meetings and site visits;
- Meeting venues, invitations, agenda, minutes and actions;
- Timely information to ERG in relation the progress, operations and potential issues of the Transfer; and
- Public information on the role and activities of the group.

## Meetings

- ERG General Meetings will be held approximately every third month at the ActewAGL House, Canberra City, ACT, or elsewhere as determined by ERG;
- The ERG Chair may call additional meetings and teleconferences from time to time;
- An ERG meeting cannot proceed unless it has a sufficient quorum including one ACTEW representative and at least half the group members in attendance;
- ERG General Meetings will include reports/minutes from working group activities;
- Agendas will be distributed to members at least 10 working days, and associated papers (including hard copies) at least five working days, in advance of each meeting;
- The ERG Secretariat will distribute draft minutes within seven working days of the meeting to the members for comment within seven working days; and
- Minutes from the previous meeting will be finalised and tabled at the next meeting and provided to all member organisations for information.

## Inaugural General Meeting

The ERG will meet for the first time later in 2010 once membership and administration is confirmed. This inaugural meeting will include:

- Informal Breakfast with the Chair and ERG members;
- Information and induction on the role of the ERG;
- Full briefing on the Transfer;
- Review to agree on the ERG ToR;
- Workshop to develop a draft annual work program;
- Consideration of ERG performance indicators (e.g. community and agency confidence, timely management of emerging issues, increased OEMP effectiveness, reporting);

- Lunch with project team members; and
- Agreement on dates for a site induction and upcoming ERG meetings.

## **Protocol for participation in visits and working group activities**

ERG and working group members can request a site visit or to participate in working group activities at anytime if the reason for the visit is in line with ERG functions. The request must be submitted in the first instance, to the ERG Secretariat for Chair approval, in the first instance, and copied to the Secretariat in advance of all site visit and working group activities.

ERG/working group members who cannot participate in a particular visit/activity should submit any agenda items or documentation they deem necessary to support the visit/activity to the ERG Chair in the first instance, copied to the Secretariat and members conducting the visit/activity.

To effectively manage time and resources, members participating in a particular visit/activity should be directly related and able to contribute to the purpose of the visit (e.g. not all members may need to attend a visit if working representation is adequate).

## **Remuneration**

Sitting fees will be paid to the Chair, ERG and working group members (excluding representatives or employees of ACTEW, ActewAGL or government agencies) set at a level to be determined by ACTEW and guided by remuneration structures of similar groups.

Payments can be made to either individuals or their organisations depending on the nature of individual circumstances (e.g. if ERG participation is undertaken as a paid representative then that person's sitting fees could be payed to their relevant organisation).

Reimbursement arrangements for incidentals incurred as a result of ERG activities will be determined as per ACTEW Corporate Guidelines.

# Appendix G Complaints Management Plan

## About this document

### G.1 Introduction

This procedure describes how the Water Security - Major Projects Bulk Water Alliance team responds to, and resolves wherever possible, stakeholder complaints in a timely and responsive manner. It provides the steps to be followed when a complaint is made, and the protocols or code of behaviour that should be followed when managing stakeholder complaints.

### G.2 Where this procedure fits in

This procedure has been developed to guide the handling of complaints received by staff of the Water Security - Major Projects (the AAA Alliance, Bulk Water Alliance and Water Purification Alliance). Complaints may be received by any staff member, including communication Community Engagement and Stakeholder Management (CESM) staff. In most cases complaints will be received through a transfer from the ActewAGL call centre.

ActewAGL has a complaints management procedure, and consideration has been given to using that procedure instead of drafting a new one. However, after discussions with ActewAGL in 2008 it has become apparent that Water Security - Major Projects the Bulk Water Alliance needed a stand alone complaints procedure for the following reasons:

- The Water Security - Major Projects Alliance management will require more rigorous, more frequent reporting of complaints than ACTEW requires of ActewAGL. Our PCG and the APMT also requires monthly reporting on complaints and stakeholder issues;
- In the event that our conditions of approval for proceeding with one or all of the projects include a complaints reporting requirement, we can adjust the stakeholder database and complaints reporting procedures to produce those statistics;
- If required, we will also be able to generate statistics on complaints are needed to calculate the Alliance's performance against its related to key performance indicators for the Bulk Water Alliance and Water Purification Alliance;
- There is a need to define how we the Alliance works together with ACTEW Corporate Communications in handling complaints, which is not outlined in the ActewAGL procedure;
- Our work focuses on major, lengthy projects. Our stand alone database and complaints reporting procedures will enable us to identify trends that emerge during the projects; and
- The ActewAGL complaints procedure includes a statement that "...divisions may issue complementary procedures." This procedure aims to complement the ActewAGL complaints management procedure, by providing a framework specifically for staff working in Water Security - Major Projects.

### G.3 References

The following references apply to this procedure:

- ActewAGL Corporate Procedure 7.1 P2: Complaints Handling;
- Utilities (Consumer Protection Code) Determination 2009 Utilities (Consumer Protection Code) (Industry Code) Determination 2006 (No 1);
- Australian Standard AS ISO 10002-2006: Customer Satisfaction – Guidelines for complaints handling in organisations;

- Water and sewerage services connection and supply standard customer contract; and
- ActewAGL Customer summary: Your rights and obligations (Summary of the ActewAGL customer contract).

## **G.4 Definitions**

'Stakeholder' is a person or organisation with an interest in, or future interest in, the Water Security - Major Projects the Bulk Water Alliance and/or its work. Stakeholders include, but are not limited to, residents, businesses, community councils, ACT, NSW and federal politicians, schools, community groups and media.

'Contact' is any communication with a stakeholder that results in a transfer of, or request for, information (including complaints). Contact may occur through any of the following media: telephone face to face, email, letter, fax, meeting.

"Complaint" includes any expression of dissatisfaction by a customer or consumer, whether in writing (for example by letter, facsimile or email), by telephone or in person, with an action, a proposed action, or failure to act on the part of a Utility, or in respect of a product or service offered or provided by, a Utility, to which a response is explicitly or implicitly expected, but does not include queries, notifications or requests for advice. (This definition is taken from the Consumer Protection Code).

## **Complaints management protocols**

### **G.5 Classifying complaints**

Staff should identify complaints according the definition provided in Section 1.4 above.

### **G.6 Behaviours**

All staff should follow the protocols for managing stakeholder contacts set out in the Customer Contact Procedure. If you encounter stakeholders who are hostile or aggressive, stay calm and speak quietly. Do not reply to abusive comments. Note details of the interaction and report it to the relevant project's Communication Manager & Community Engagement and Stakeholder Management (CESM) Leader.

### **G.7 Response timeframes**

All stakeholder issues should be resolved as soon as possible. The Utilities Act 2000 and the Consumer Protection Code require the utility to acknowledge each complaint within 10 working days, and to provide a meaningful response within 20 working days. Stakeholders should be kept informed of any progress in resolving the complaint.

### **G.8 Transferring complaints to ACTEW or ActewAGL**

Occasionally the Water Security - Major Projects Bulk Water Alliance stakeholder management team may receive complaints that relate to other departments of ACTEW or ActewAGL. For complaints received by telephone, politely inform the customer that their inquiry or complaint needs to be transferred to the correct department. Telephone complaints that do not relate to major projects should be forwarded using the following phone numbers:

- Emergency and faults (24 hours):
  - Electricity: 131093
  - Water, sewerage and stormwater: 131193
  - Natural Gas: 131909
- Customer account inquires: 131493

Customers may at any time request that their complaint be attended to by a member of senior management. When providing a final response to a complaint, the customer must be informed of their right to refer their complaint to the Essential Services Consumer Council.

## **G.9 Ministerial Correspondence**

ActewAGL's Legal Secretariat manages Ministerial Correspondence. The Water Security - Major Projects communication team members are responsible for providing accurate and timely information to the Legal Secretariat, or to Corporate Communications, as requested for responses to Ministerial Correspondence.

## **G.10 Recording customer complaints**

The stakeholder database should be updated with details of all complaints. For BWA staff not familiar with the stakeholder database should non-communication team members, this may either involve entering data or forwarding details of the complaint to a communication CESM team member, who updates the database accordingly. This should be done within 24 hours of the contact. Further details on how to update the stakeholder database are in the Water Security Major Projects *Stakeholder Database User Protocols*.

## **Responsibilities**

### **G.11 All team members**

- Record the stakeholder's details and the details of the complaint:
  - Fill out a stakeholder contact form, available on the Water Security Major Projects document server: *WaterSecMajorProjects on 'Jeeves'\Stakeholder Engagement\Planning, Strategy\Procedures \Customer Contact\Form)* OR
  - record the stakeholder's details on the stakeholder database OR
  - provide a member of the relevant project's communication CESM team member with the details of the contact.
- Negotiate a timeframe for response.
- Forward contact details to the communication team member applicable to the complaint (e.g in the Bulk Water Alliance or Water Purification Alliance).
- If requested, escalate the complaint to a member of senior management.

### **G.12 Communication CESM team members**

- Ensure all stakeholder contacts and associated actions are updated in the stakeholder database.
- Identify and delegate appropriate actions to team members (within 24 hours).
- Ensure that stakeholder complaints are responded to and dealt with as soon as possible. Communicate timeframes for response to the stakeholder, and ensure response timeframes set out in the *Consumer Protection Code* are met or exceeded.
- Once the complaint has been resolved, Close out the complaint with send details of the complaint and actions taken to ActewAGL's call centre, so the complaint can be closed in the *Satisfy* database system.

### **G.13 Communication Manager (CESM Manager)**

The Communication Manager CESM Leader for in each of the project delivery teams is responsible for ensuring that any stakeholder contact that is registered as a stakeholder complaint is managed appropriately, and for alerting the appropriate Project Manager and relevant ACTEW and ActewAGL personnel as required.

## **Complaint categories**

To more effectively manage complaints, they should be categorised at the time they are entered into the stakeholder database. The database user interface will prompt users to categorise complaints in the following categories:

### **G.14 Level 1 Complaint**

A level 1 complaint is one that can be quickly resolved by the staff member who received the initial complaint. In some cases this will be immediate, such as a telephone complaint that is registered and resolved in one phone call. There is no need for the staff member to investigate further, and the stakeholder does not request further information.

### **G.15 Level 2 Complaint**

A level 2 complaint cannot be resolved immediately, because further information or action is required. For example, a stakeholder complains that a work crew has been parking machinery on their land without permission, and phones the project team to complain. The communication team member answers the phone, and explains that he/she will need to investigate this problem with the site supervisor. The communication CESM team member then arranges with the site supervisor for the vehicle to be moved. Finally, he/she phones the stakeholder back to advise that the vehicle has been moved as requested and apologises for the inconvenience. If requested, a written response may also be sent.

### **G.16 Level 3 Complaint**

Level 3 complaints require input from ACTEW in order to be resolved. For example, they include complaints related to decisions by ACTEW and the ACT Government. For example, a resident of Burra Creek may complain that the decision to build a pipeline from near Angle Crossing to Burra Creek was unacceptable. To resolve this complaint, a detailed explanation may be required of the rationale for building such a pipeline. To ensure consistency of messages, ACTEW Corporate Communications would be required to review the response.