

PROJECT PHOENIX

WASTEWATER TREATMENT PLANT (WTP) COMMISSIONING PLAN

COMMUNITY AND STAKEHOLDER ENGAGEMENT STRATEGY

DATE	14 September 2022				
TARGET STAKEHOLDER GROUPS	Local residents, EPA, Local Council				
ENGAGEMENT MANAGEMENT STRATEGY	Actively inform				
OBJECTIVE	Proactively inform the target stakeholder groups of the commissioning of the WTP in order to build awareness				
			STAKEHOLDER GROUP INFORMED		
STRATEGY	DESCRIPTION	TIMELINE	LOCAL RESIDENTS	EPA	LOCAL COUNCIL
Stakeholder electronic direct mail (EDM)	Production and delivery of EDM to key stakeholder groups to inform them of the timings of the commissioning of the WTP and advise of any predicted impacts this will have on them	2 weeks prior to commissioning	✓	✓	✓
EPA engagement	Invite EPA to distribute our EDM to relevant stakeholders within their distribution list to ensure all stakeholders are aware of the commissioning plan	Immediately following distribution of EDM (see above point)	✓	✓	
Project webpage updates	Update project webpage (www.tfimurraybridge.com.au) with information regarding the timing of the WTP commissioning including any predicted impacts this will have on surrounding properties	2 weeks prior to commissioning	✓		
Respond and engage	<p>Reply to all enquiries received via the project webpage (www.tfimurraybridge.com.au) within 72 hours of receipt, where relevant, with respect to the commissioning of the WTP.</p> <p>Where a phone call is received, if the recipient of the call is unable to respond to the enquiry, a suitably qualified representative is to return the phone call within 72 hours if the caller's details are available.</p>	As required and ongoing until the WTP is fully commissioned	✓	✓	