

VICWATER EXECUTIVE FORUM ON CUSTOMER AND COMMUNITY ENGAGEMENT

DATE: 15 APRIL
VENUE: METROPOLE HOTEL, 44 BRUNSWICK ST, FITZROY
TIME: 10AM – 4PM



AGENDA

- 10:15 – 10:30** Welcome and introductions
- 10:30 – 11:00** The IAP2 framework and the IAP2 principles (Max Hardy)
- 11:00 – 11:30** Melbourne City Council Engagement Relating to Council's 10 year Financial Plan (Desley Renton, City of Melbourne)
- 11:30 – 12:00** Customer engagement: why bother? (Ron Ben David, ESC)
- 12:00 – 12:30** The Water Plan discussion paper and DELWP Community Charter (Scott Hamilton, DELWP)
- 12:30** Lunch
- 1:00 – 3:45** Facilitated discussion and table-based exercises (with Max Hardy)
- How do the IAP2 principles apply to water price submissions?
- What does each principle mean under various scenarios in a water price submission?
- What does 'effective' or 'ineffective' application of each principle mean?
- Where does engagement add most value?
- Should water corporations adopt consistent messaging and customer segmentation?
- Should water collaborate on procurement of in-depth customer research?
- 3:45 – 4:00** Wrap up
- 4:00** Close