

Appendix 4.1– How the engagement activities meet the ESCOSA engagement guidance

ESCOSA Guidance – evidence needed in proposal	Activity	Evidence
1. Provide clear evidence of how our expenditure proposals have been thoroughly tested with stakeholders, including the Customer Challenge Group. (Guidance Paper 1)	<ul style="list-style-type: none"> • Customer Challenge Group meetings • Peak Bodies Engagement Forum meetings • Willingness to Pay survey 	<ul style="list-style-type: none"> • Meeting summaries of key points, minutes, slide packs, pre-reading • Willingness to Pay Report
2. Engage in a meaningful and substantial way with an appropriately diverse range of stakeholders (“work with our various stakeholders to understand how they want to be involved and the most appropriate methods to maximise participation and engagement”, “engage early”) (Guidance Paper 2)	<ul style="list-style-type: none"> • Meetings with Peak Bodies Engagement Forum member organisations about how to involve their membership • Inclusion of Aboriginal, Disability and Culturally and Linguistically Diverse organisations • Inclusion of organisations representing the interests of consumers and vulnerable customers • Inclusion of business organisations and customers • Wider World Advisory Group • Qualitative and Quantitative customer research (including application of demographic quotas and minimum sample sizes to provide low margin of error) 	<ul style="list-style-type: none"> • Meeting notes • What we Heard Report • Research Reports

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<p>3. Use an appropriately diverse range of channels and methods to engage with stakeholders (Guidance Paper 2)</p>	<ul style="list-style-type: none"> • Water Talks – RD24 pages, fact sheets, engagement plan, timeline • Direct email to Water Talks subscribers • Social media promotion of surveys and workshops • Newspaper ads to promote workshops • Customer research surveys, focus groups and in-depth interviews – conducted online, over the phone, in-person. Multiple recruitment channels including online research panels, direct email, and SAW channels • Face to face workshops • Face to face community pop ups • Interviews and meetings • Deliberation Forums – Customer Challenge Group and Peak Bodies Engagement Forum • Key stakeholder questionnaire 	<ul style="list-style-type: none"> • Newspaper advertisements • Online reach report • Social media advertisements • Research reports • Pop up questions • Workshop plan • Interview notes • Meeting summaries • Fact sheets and other online information
<p>4. Provide sufficient detailed information for stakeholders to be able to make informed and useful contributions to the decision-making process (Provide stakeholders with the necessary background, context and history") (Guidance Paper 2)</p>	<ul style="list-style-type: none"> • RD24 context information online, including fact sheets on key priorities • Willingness to Pay survey – initiative videos to share technical information and further details about different investment options • Case studies and customer stories shared in workshops and focus groups • Definitions included with customer surveys • Induction for Customer Challenge Group • Slide pack presentations for the Customer Challenge Group and Peak Bodies Engagement Forum 	<ul style="list-style-type: none"> • Customer Challenge Group and Peak Bodies Engagement Forum slide pack pre-reading • Fact sheets • Online information, engagement plan, etc • Initiative videos

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	<ul style="list-style-type: none"> • Fact sheets for workshop participants 	
<p>5. Demonstrate how we have obtained broad and deep stakeholder inputs (Guidance Paper 2)</p>	<p>Broad</p> <ul style="list-style-type: none"> • Water Talks • Community workshops • Community pop ups • Willingness to Pay survey • Ongoing tracking research (Brand Health and community perceptions, Customer Satisfaction tracker) <p>Deep (targeted and deliberative)</p> <ul style="list-style-type: none"> • Stakeholder Interviews • Stakeholder meetings • Customer research to inform specific projects • Customer Challenge Group • Peak Bodies Engagement Forum 	<ul style="list-style-type: none"> • What We Heard Report • Phase 2 engagement plan • Interview summaries • Online survey data • Pop up data • Meeting notes • Research reports with outputs provided for the overall sample, specific demographic subgroups and SA Water residential customer segments (based on age, bill size and bill stress)
<p>6. Demonstrate how the relevant stakeholders were identified and engaged ("relevant stakeholders will be different for different issues") (Guidance Paper 2)</p>	<ul style="list-style-type: none"> • Key stakeholders were identified by RD24 engagement theme • Offers for interviews or meetings were made via email or phone calls to key stakeholders • Research invitations were sent directly to SA Water customers e.g., those with a specific service experience, business customers, or those who reside in specific locations 	<ul style="list-style-type: none"> • Phase 2 engagement plan • Research reports

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<p>7. Carefully consider stakeholder views, feedback and research and incorporate into project design and prioritisation (“Use an iterative process to explain thinking on issues and learn/adapt in response to stakeholder feedback”. (Guidance Paper 2)</p>	<ul style="list-style-type: none"> • Customer Challenge Group and Peak Bodies Engagement Forum feedback was provided to business case/initiative owners via meeting summaries, minutes and spreadsheet • Key Customer Challenge Group feedback was provided in a report after each meeting to the Executive Regulatory Sub-Committee • What we Heard report summarising engagement feedback and learnings provided to business cases owners and Executive Regulatory Sub-Committee to inform prioritisation. 	<ul style="list-style-type: none"> • Engagement reports to Executive Regulatory Sub-Committee • Customer Challenge Group meeting minutes and summaries • Customer Challenge Group / Peak Bodies Engagement Forum spreadsheet • What we Heard report
<p>8. Feed the outputs from various stakeholder engagement and research activities into a wider cost-benefit analysis and prioritisation task (Guidance Paper 2)</p>	<ul style="list-style-type: none"> • A multi-model approach was adopted in establishing customer initiative priorities, including through a Willingness to Pay survey, other surveys, face to face consultations and ongoing engagement with the Customer Challenge Group and Peak Bodies Engagement Forum. • Prioritisation was also informed by risk mitigations and benefits identified through various business cases. • Further consideration was also given to the revenue requirement per beneficiary. • Final prioritisation was informed through iterative discussions with the Customer Challenge Group and Peak Bodies Engagement Forum. 	<ul style="list-style-type: none"> • What we Heard report. • Willingness to Pay survey outcomes. • Research survey outcomes. • Customer Challenge Group and Peak Bodies Engagement Forum minutes and engagement feedback. • Regulatory Reference Group minutes and prioritisation workshop outcomes.

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<p>9. Cover all categories of proposed expenditure – baseline for service delivery, improvements to meet standards, renewal of assets to ensure sustainability of service, enhancements to service (Guidance Paper 2)</p>	<ul style="list-style-type: none"> • Covered via meetings with the Customer Challenge Group and Peak Bodies Engagement Forum 	
<p>10. Integrate RD24 Regulatory Business Plan engagement and business-as-usual engagement (Guidance Paper 2)</p>	<p>The customer research and engagement undertaken for the regulatory submission is an extension of business-as-usual activities which include:</p> <ul style="list-style-type: none"> • Customer research • Community engagement • Customer Advisory Group • Key stakeholder relations • Water Talks • Wider World Advisory Group • Aboriginal Community Engagement • Capital project engagement 	<ul style="list-style-type: none"> • RD24 Engagement Plan • Customer research reports • Wider World Advisory Group meeting notes • Water Talks content • Key stakeholder meetings