
Powering Perth's Communities
Community Engagement Report



Document release information

Project name	Powering Perth's Communities
Document number	6900658
Document title	Community Engagement Report
Revision status	Version 2

Document prepared by:

Western Power
ABN 18540492861
363 Wellington St, Perth WA 6000

Prepared by:

Margot Hammond

Reviewed by:

Rita Sully

© Copyright of Western Power

Any use of this material except in accordance with a written agreement with Western Power is prohibited.

Table of contents

1	Introduction	4
2	Purpose	4
3	Activities	5
4	Community Representation	5
5	Findings	6
6	Next Steps	7
	Appendix A - Interview Questions	8

1 Introduction

In August 2008 Western Power adopted a fresh approach to the Eastern Terminal project. The project was announced as Powering Perth's Communities (PPC), reflecting that the project would deliver benefits to the entire Perth community, including the Hills area.

Two critical objectives of the PPC project were identified to ensure sufficient power was available to the network and that the network security was not compromised.

1. Phase I: The delivery of an additional 1000 Megawatts of power to the network by 2011 via a reconstructed 330,000 volt (330 kV) transmission line from the southwest to Hacketts Gully in the Perth Hills in conjunction with the development of South Eastern Terminal (near Byford); and
2. Phase II: The ability to connect the above 330 kV transmission line to a new or existing switchyard by 2017. (Switchyards enable Western Power to connect and isolate powerlines, maximising the security of the network.)

As part of this fresh start to the PPC project, Western Power made the commitment to engage on the engagement model for Phase II of the project. This means that Western Power wants to agree with the community on how it will communicate and engage during the length of the project. Together, we will develop processes to ensure that the community receives the kind of information it needs about the project, and that opportunities are provided for them to have their say throughout the process of identifying and evaluating options.

2 Purpose

Western Power is now in the process of developing an engagement model, based on information gathered from the community, for Phase II of the PPC project. As part of this process we are seeking to better understand community concerns about the engagement processes and we are committed to ensuring the community is satisfied with their understanding and involvement in the decision making process.

Western Power's commitment to engaging on the engaging model is in recognition of the community concerns relating to large infrastructure projects and the need for transparency and honesty in our engagements. We hope this approach will pave the way for a positive relationship with our community.

Our initial approach has been to actively listen to and acknowledge the community's concerns. The aim is to have the community arrive at a place of reconciliation in terms of their grievances and frustrations.

3 Activities

The aim of engaging with the community on the engagement model is to give residents the opportunity to feed their knowledge directly into the engagement process and help Western Power learn from past mistakes. Our aim is for community members to see that their concerns and frustrations are being genuinely listened to and acknowledged.

The activities that have taken place so far include:

- One on one interviews with community members and senior Western Power managers
 - Day 1: Friday 29 January
 - Day 2: Saturday 30 January
 - Day 3: Thursday 4 February
- Online interviews submitted on the Western Power website
Available from 8 January – 2 March 2010
- Facilitated community session to actively listen to the communities thoughts/concerns
Thursday 11 February, Woodlupine Family Centre, Forrestfield
- Report that includes attachments of the transcriptions of the one on one interviews, online interviews and community session notes.
Note: Individual's names have been removed from the transcripts for privacy reasons

4 Community Representation

In order to have wide community representation throughout the process, an invitation was sent to:

- 668 residents who responded to the 'Eastern Terminal Switchyard Site Selection Process Paper' compiled by external consultants ERM; and
- Community members who were involved in the PPC Phase I focus group workshop in November 2008.

In addition two advertisements were placed in the Midland Kalamunda Reporter newspaper advising of the community session and online interviews. The online interviews were also promoted on the Stop Eastern Terminal Substation (SETS) webpage and RSS (Really Simple Syndication) feed.

Subsequently the following community members chose to be involved:

- 7 community members were interviewed (of which 3 agreed to have the transcripts included as attachments for this report)
- 9 community members attended the community session
- 6 community members filled in the online survey

While it would have been beneficial to have more residents involved in these activities to capture a wider range of experiences, we appreciate that this project has been ongoing for a number of years and the community could be fatigued with the process.

5 Findings

The information that we gathered from the interviews and community session has been invaluable in helping us understand how members of the community feel about the previous engagement process.

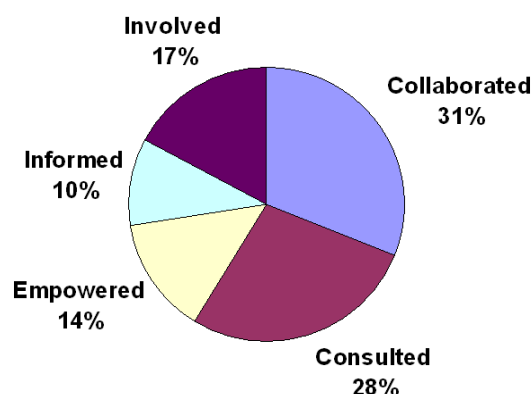
The following themes of community concern have continued to be raised throughout the engagement activities:

- Environment – clearing, dieback, fauna habitats, visual impact
- Health – electromagnetic fields, increased fire hazard
- Underground cabling
- Cost benefit of Western Power projects
- Confusion around the language Western Power uses to describe infrastructure
- Lack of transparency in communication
- The need to define the 'fresh start' for Phase I

In addition we asked each of the participants what level of involvement they would like to have in Western Power projects. In order to measure this we used the International Association for Public Participation (IAP2) spectrum of engagement to gather the data.

- Informed – Be kept informed about a project with balanced and objective information to assist you in understanding the problem, project options and solution.
- Consulted – Be kept informed, listened to and your concerns acknowledged, and be provided feedback on how public input influenced the decision.
- Involved – Worked with directly throughout the process to ensure that public concerns and aspirations are consistently understood and considered.
- Collaborated – Partner with Western Power on each aspect of the decision, including the development of options and identification of the preferred solution.
- Empowered – To have the final decision making placed in the hands of the public.

The overwhelming response has been that 'Empowered' would be nice however it is not a realistic option because the community does not, and should not be expected to, know enough about all of the elements involved in the electricity network to make the final decision. Therefore most people chose a combination of 'Consulted', 'Involved' and 'Collaborated'. Following is a percentage breakdown of what level of engagement participants chose as their ideal.



6 Next Steps

Western Power's role is to ensure the power reliability and network security of the South West Interconnected System at all times. Western Power must always consider not just the affect of its infrastructure on a local community but also the benefit to the wider network.

Taking the feedback received from the community into consideration, it is clear that there are a number of community members that want to work with Western Power through the decision making process on projects in their local area. There are also those in the community who are satisfied with the level of knowledge and involvement with Western Power and its projects.

Given the number of external variables that influence Western Power's operating environment, such as the location of energy generation, environmental regulations and Western Power's regulators (Economic Regulation Authority and Independent Market Operator), it is clear that the opportunity exists for Western Power to articulate more clearly its role to the community and about the complexities that need to be taken into consideration for all projects.

In conclusion, we believe that by working with the community more collaboratively through the decision making process, Western Power will provide greater transparency and increase understanding about the project complexities, and ultimately help build a mutual relationship of trust and respect with the community.

Moving forward with the PPC project, there are a number of questions raised by the community that need to be addressed. These include:

- Will the peak power needs of the community be met by an additional substation/switchyard?
- Once a switchyard goes in, what will it turn into? How many reticulation lines will come out of the station in the future?
- Why is Western Power drawing the peak power from Collie? The length of line and the effect on the output must be considered.
- Have the efficiency of the proposed line alignment and the environmental value of the land really been considered?
- How can a 330 kV transmission line be contained in a 40m easement rather than the usual 60m easement? What technologies will be used to make this happen?
- How are all the environmental principles/policies being met?
- Is Western Power looking for alternative generation sources in the North region?
- What are the alternative sources of power that Western Power can connect into?
- How many ways can Perth's power be augmented? Both by 2017 and long term?

Western Power acknowledges that there is a lot of confusion surrounding this project and therefore there will be a further community briefing on Wednesday 28 April where the above questions will be addressed and a project update on Phase I and II of PPC will be provided.

Finally, we would like to thank all of the community members that have taken part in the engagement activities over the past six weeks. By making time to engage with us, we have been able to gather information that has helped us understand how we can move forward with the community engagement model.

Appendix A - Interview Questions

1. What is your experience with the Powering Perth's Communities project, or the previous Eastern Terminal project?
2. How has it impacted on you?
3. What do you think Western Power did well?
4. What do you think Western Power could have done better?
5. What factors should be considered moving forward?
6. What level of involvement would you like to have as a community member?

Informed – Be kept informed about a project with balanced and objective information to assist you in understanding the problem, project options and solution.

Consulted – Be kept informed, listened to and your concerns acknowledged, and be provided feedback on how public input influenced the decision.

Involved – Worked with directly throughout the process to ensure that public concerns and aspirations are consistently understood and considered.

Collaborated – Partner with Western Power on each aspect of the decision, including the development of options and identification of the preferred solution.

Empowered – To have the final decision making placed in the hands of the public.

7. Who else should we talk to in the community?
8. What is really important to you?
9. What do you think about substations and transmission lines?
10. What do you think about Western Power?

	Strongly agree	Agree	Partly agree	Partly disagree	Disagree	Strongly disagree	Unsure
Western Power provides reliable power supply in my area							
Western Power communicates openly with the community and stakeholders about new infrastructure projects							
Western Power listens and responds to the views of the community about its projects							
Western Power is committed to minimising the environmental impacts of its activities							

Western Power is committed to minimising any detrimental impacts of its infrastructure on the local community							
---	--	--	--	--	--	--	--

