



Community Engagement Plan

Community Engagement Plan for South Australian Gas Turbines (Lonsdale)

SEPTEMBER 2020

Revision History

Date	Author	Version	Revision Notes
11/4/2020	Andrew Davis	0	Draft for Internal Review
4/6/2020	Andrew Davis	1	Draft for EPA Review
8/9/2020	Andrew Davis	2	Issue for EPA Review
24/9/2020	Anna Williams	3	Updated and re-issue for EPA review

Contents

- 1. PURPOSE..... 4
- 2. INTRODUCTION..... 4
- 3. STAKEHOLDERS..... 5
 - 3.1 External Stakeholders..... 5
- 4. DIRECT COMMUNICATION..... 5
 - 4.1 Levels of Engagement..... 5
 - 4.2 Future Engagement..... 6
- 5. MANAGING FEEDBACK..... 7
 - 5.1 Enabling feedback..... 7
 - 5.2 Managing feedback..... 8
 - 5.3 Stakeholder Management Database..... 8
- 6. REVIEW..... 9

1. PURPOSE

The purpose of this document is to provide a framework for how Infigen proposes to consult, engage and communicate with the community in relation to the liquid fuel generators based at the Lonsdale site. Infigen is committed to supporting a culture of high-quality and effective stakeholder and community engagement. Good engagement helps to create better decisions by bringing the voices of citizens and stakeholders into the issues that are relevant to them. This plan is required to satisfy condition 2.2 (U-1209) of Environmental Licence 51178.

2. INTRODUCTION

On 14 March 2017, the South Australian Government announced the South Australian Energy Plan, which included its intention to build a permanent state-owned gas power plant. The Government also committed to ensuring 200MW of temporary emergency power generation was in place by 1 December 2017 to help mitigate the risk of rotational load shedding events in South Australia, particularly over the summer periods of 2017-18 and 2018-19.

In August 2017 it was announced that the back-up power plant would be installed ahead of summer and deliver greater capacity than was originally set out in the Energy Plan. The Government procured nine new GE TM2500 aero-derivative turbines through a lease arrangement with APR Energy, to provide 276 megawatts of generation to the grid when required. These nine turbines were split across two sites at the former General Motors Holden Site at Elizabeth and the Desalination Plant located at Lonsdale. Testing and commissioning of these turbines was carried out across both sites during October and November 2017.

On 13 November 2017, the Premier and the Minister for Mineral Resources and Energy announced that the construction of the back-up power plant had been completed and that the turbines were available to provide emergency power for the network.

On 28 November 2017, the Government confirmed that it had exercised the option to purchase the nine turbines for the permanent state-owned gas power plant.

Subsequently, the Government progressed to public tender in 2018 for the lease of the turbines. In August 2019, Infigen was announced as the successful lessee of the four turbines located at the Lonsdale site.

Infigen intends to operate the turbines on a commercial basis and so that they can respond to normal market conditions. This will ensure greater electrical stability for South Australian customers and will assist to enable additional low cost renewable generation capacity to enter the market, which will assist to lower electricity prices.

3. STAKEHOLDERS

3.1 External Stakeholders

The following list identifies the key community and stakeholder engagement project stakeholders:

- Local residents and businesses around the Lonsdale site
- SA Power Networks (**SAPN**)
- SA Water (including workers at the desalination plant)
- Environment Protection Agency (SA) (**EPA**)
- Department of Energy and Mining (SA) (**DEM**)
- Department of Planning, Transport and Infrastructure (SA) (**DPTI**)
- City of Onkaparinga Council
- Local community groups, including those interested in understanding more about the National Electricity Market.

4. DIRECT COMMUNICATION

4.1 Levels of Engagement

Various modes of engagement will be used throughout the project, depending on the stage. At times, the approach may need to be altered to ensure the right level of engagement is occurring between stakeholders. In accordance with the International Association for Public Participation framework, Infigen proposes to adopt the following techniques:

Inform	
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the project and its progress and when it may be relocated from the existing Lonsdale Site.
Commitment	To keep local community up to date on all available information
Public Participation Tools	Project updates via mail, information published on the Infigen website

Consult	
Public Participation Goal	To allow and obtain public feedback on project
Commitment	To keep the public informed, listen and acknowledge concerns and provide information on how public input may have influenced decision making processes

Public Participation Tool	Infigen website, Complaints Hotline and points of contact for the project
---------------------------	---

Involve	
Public Participation Goal	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered
Commitment	To work together with the community to formulate solutions and incorporate their advice and recommendations into the decisions to the maximum extent possible.
Public Participation Tool	Infigen website, Complaints Hotline, points of contact for the project and one-on-one meetings where requested by a stakeholder or considered necessary by Infigen

Collaborate	
Public Participation Goal	Inform the public and surrounding community members of the planned relocation of the plant
Commitment	To seek advice when formulating a solution or decision
Public Participation Tool	Relocation study public participation which will impact stakeholders associated with the Lonsdale site regarding timing of decommissioning and relocation works

4.2 Current and Future Engagement

As at 25 September 2020, Infigen has primarily consulted with SAPN, SA Water, the EPA, DEM and DPTI.

Infigen has also engaged ProManage, which is an external company with expertise in stakeholder engagement and communications, to assist with implementing the Community Engagement Plan.

When Infigen is ready to commence operations at the Lonsdale site, Infigen will send project updates to the local residents and businesses by direct mail. It will also upload relevant information regarding the project to the Infigen website for the general public to access. Infigen representatives will be available to meet with stakeholders to discuss and understand any issues and seek to formulate solutions.

From time-to-time, local residents may also receive correspondence from agencies such as the Environmental Protection Agency (EPA) or SA Power Networks about the project.

At this stage, the relocation of the turbines is forecast to occur in mid-2022. Residents and businesses local to both the existing site and the new (permanent) site, will be provided with information relating to decommissioning and relocation works closer to that time.

Throughout the project, Infigen will continue to update the Community Engagement Plan, particularly to reflect the current engagement activities being undertaken with the relevant stakeholders.

5. MANAGING FEEDBACK

Infigen Energy is committed to addressing any complaints or feedback that may be received from the general public, businesses or local residents.

Complaints handling will require relevant staff to exercise reasonableness, impartiality, fairness and ethics in the decision-making process by officially acting in the public interest.

Infigen will endeavour to address complaints in line with its Complaint Management Policy and Protocols.

The table below demonstrates the guiding principles of managing feedback and complaints and provides examples of how these are being implemented or addressed:

5.1 Enabling feedback

Principle	Detail	Action
People focused	Acknowledge that everybody has the right to provide feedback, and ensure a people focused and proactive approach is adopted when seeking feedback and receiving complaints	Each response is dealt with in a consistent manner to ensure that every correspondent is treated equally
Ensure there is no detriment to the correspondent	No detriment should be suffered by the individual that is providing feedback	Contact details only provided to those who require it to respond to the correspondent
Visibility and Transparency	Well publicised information about how and where feedback can be provided, for example via website, email or phone	Information is easily accessible on the Infigen website (infigenenergy.com.au) and the general public are able to contact Infigen Energy via our Dedicated Ops Centre Complaints Line: 1800 917 372
Accessibility	Ensure all communications are accessible.	Communications and engagement tools will meet accessibility standards.

5.2 Managing feedback

Principle	Detail	Action
Responsiveness	Promptly acknowledging all feedback received and assess and advise correspondent about process and timelines.	An acknowledgement email will be provided to those who send feedback or complaints via the online submission tool. In respect to phone calls, if an immediate answer cannot be provided, contact details will be taken and a response will be provided as soon as possible.
Objectivity and fairness	All feedback should be managed in an objective, fair and unbiased manner. Each person should be treated respectfully and in the same way no matter what issue is being raised.	Each response will be dealt with in a respectful and consistent manner to ensure that every correspondent is treated fairly and equally.
Privacy and disclosure	Personal information should only be disclosed or used in compliance with relevant privacy laws.	Contact details will only be provided to those who require it to correspond with the complainant.
Communication	Communicate the reason behind your decision to the correspondent, so they understand the facts and reasoning that formed the basis of the decision.	Communications will be reviewed by the relevant technical experts to ensure appropriate level of detail included in each response.

5.3 Stakeholder Management Database

A stakeholder management database will be used to track community engagement. The database will assist in the collation of stakeholder contact details, issues and concerns, resolution, method of contact, contact notes and outgoing communications.

6. REVIEW

This Community Engagement Plan will be reviewed and updated if and when there are any changes at either site that impact on the community or other stakeholders, and require a change to the way in which Infigen communicates with the community.

For more information on the project please contact:

Phone: The 24-hour contact line for complaints is:

Dedicated Ops Centre Complaints Line	+61 (02) 8031 9947
---	---------------------------

(9am – 5pm, Monday – Friday)

Email: OCC@infigenenergy.com.au

Website: www.infigenenergy.com

<https://www.infigenenergy.com/our-assets/firming-assets/>