

Neerabup Power Station

COMMUNITY PARTICIPATION PROGRAM



NewGen Neerabup Power Project

October 2008

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1. Introduction

NewGen Power is developing a gas-fired power station at Neerabup, 35km north of Perth. The project consists of a 330MW open cycle gas turbine power station and also includes a 30km gas pipeline and 2km high voltage transmission line.

Stakeholder consultation has been in progress with the community and State Government agencies since 2006.

NewGen Power places considerable importance on its reputation as a good corporate citizen, and recognises that this involves going beyond the strict obligations imposed on it. NewGen Power aims to work with the community to ensure the wider community is informed about the development and there is positive engagement with affected stakeholders including that any concerns raised by the community are addressed as efficiently and fairly as possible.

As such NewGen Power proposes to:

- establish a Community Reference Group
- prepare a Community Participation Program in consultation with the Community Reference Group, and
- maintain processes for managing community feedback and complaints.

This document provides information on the above.

1.1 Community Participation Program

This Community Participation Program sets out how NewGen Power will interact with the community. This includes the types of information that will be provided to the community, when and how the information will be provided, and how any complaints will be managed.

The Program will include, but is not necessarily limited to:

- a) the general types of information about the Neerabup Project that will be available to the community;
- b) the means by which the information referred to under a) would be provided to the community (for example, presented at regular meetings, published in regular newsletters etc);
- c) a mechanism through which the community can provide feedback on the development to NewGen Power; and
- d) processes to address community engagement, feedback and complaints.



1.2 Community Reference Group (CRG)

A Community Reference Group will be formed to provide input into the Community Participation Program and to provide suggestions and advice to NewGen Power on how to tailor its community consultation activities to meet the needs and interests of the local community.

The CRG is an integral part of the community participation plan and will be guided by the following terms of reference:

- Provide advice on community consultation activities for the construction of the Neerabup 330MW Gas-fired Power Station including the dissemination of information to and input from the local community.

Nominations for the CRG or panel should be sought from the local community and relevant organisations including a representative from each of the following:

- City of Wanneroo Council – elected representative
- Local Member of Parliament
- Neerabup Industrial Estate Business
- Wanneroo Business Association
- Synergy
- Local Community (two representatives)

ERM Power will make representation to the above groups inviting them to be part of the CRG. A separate representation should be made to the local community inviting them to nominate to be part of the CRG (Appendix 1).

A standing invitation will also be issued to representatives of other relevant organisations, including the Environment Protection Agency, local indigenous groups, Department of Planning and Infrastructure, and LandCorp to attend CRG meetings.

Representatives of NewGen Power and the principal power station contractors can also attend the CRG meetings as observers.

CRG Timeline 2008

Early August Place ads in both the *Joondalup-Wanneroo Times Weekender* and *Sun City News* newspapers asking for nominations from the community.

Mid August Write to the City of Wanneroo Council, Local Member of Parliament, Neerabup Industrial Estate, Wanneroo Chamber of Commerce and Synergy requesting a representative from their organisation take part in the CRG.

Early Sept Nominations from the public close (5 September)
CRG members are finalised



- Mid Sept** Place ads in both the *Joondalup-Wanneroo Times Weekender* and *Sun City News* newspapers outlining the make up of the CRG and where more information about the process can be found.
- Late Sept** First meeting of the CRG

CRG Meeting Arrangements

The CRG should meet on a regular basis as determined by the CRG.



1. Information provision

During the construction and in the initial stages of operation of the Neerabup Power Station, there will be numerous activities taking place at the power station site and there will be an influx of workers to the Neerabup Industrial Estate within the City of Wanneroo.

This will have a range of impacts from increased traffic within the City of Wanneroo to employment opportunities for residents of the region and increased demands on local businesses.

Throughout the construction phase and in the initial stages of operation, NewGen Power will provide regular information to the community on issues that may impact on local residents and/or the wider community.

The general types of information to be provided during the construction and commissioning include:

- major milestones achieved;
- the construction schedule, major events that may impact on the local community, and any changes in the timing of major events;
- changed traffic arrangements and events that may impact on local traffic, including heavy traffic routes;
- environmental management activities such as field monitoring that may have a potential impact on the community;
- employment opportunities for local residents;
- expected numbers and timing of construction employees and any special considerations that may impact on local businesses and services;
- summaries of actions undertaken in response to community feedback and complaints; and
- activities undertaken in conjunction with the local community.



3. Communication Channels

1.1 Construction

Construction of the Neerabup Power Station is scheduled from April 2008 to November 2009. During construction, the following communication methods will be used to provide information to the community:

- Email newsletters
- NewGen Power (www.newgenpower.com.au) and ERM Power website (www.ermpower.com.au)
- Advertisements in local newspapers for major activities such as heavy transport events
- Media statements

Newsletters

Email newsletters shall be distributed on a quarterly basis.

The email news service can be subscribed to by sending an email to **neerabup@newgenpower.com.au** with the word 'subscribe' in the subject heading.

Website

The NewGen Power and ERM Power websites will be updated regularly and at least on a quarterly basis.

Advertising in local newspapers

Significant events and issues that require input from the community will be advertised in *The Wanneroo Times/North Coast Times* and *Sun City News* newspapers. Advertising should occur at least two weeks prior to the relevant event.

Media Statements

NewGen Power will at relevant times distribute press releases to local media and make appropriate personnel available for interviews.

1.2 Commissioning

Commissioning of the Neerabup Power Station is expected to occur in the second half of 2009.

During the initial stage of operations, the following communication methods shall be used to provide information to the community:

- Email newsletters
- ERM Power website
- Advertisements in local newspapers for major events
- Media Statements



1. Feedback and Complaints Management

1.1 Scope / Purpose

NewGen Power has established processes to receive community feedback and ensure that any complaints are documented and actioned.

1.2 Communication Channels

Feedback can be sent to NewGen Power via a toll-free phone number, email or mail.

24-hour, toll-free telephone number on which comments or complaints may be registered	1800 738 382
Postal address to which written complaints may be sent	GPO Box 2742 Cloisters Square WA 6850
Email address to which complaints may be transmitted	neerabup@newgenpower.com.au
Email address to subscribe to email newsletters	neerabup@newgenpower.com.au
Website address	www.newgenpower.com.au or www.ermppower.com.au

Details of these feedback and complaints channels will be advertised in *The Wanneroo Times/North Coast Times* and *Sun City News* newspapers and made available on the websites.

1.3 Registering Complaints

Details of all complaints received will be recorded in a Complaints Register managed by the Project Manager for Neerabup. Details to be recorded include the time and date of complaint; name, address and contact number (if available) of the complainant; the means of communication; and the nature of the complaint.

Once the complaint has been addressed, the response, or the reasons for any non-response, will be recorded in the Complaints Register.

A Summary of Registered Complaints excluding complainants' personal details will be maintained and will be publicly available on the website.

1.4 Complaint Investigation and Corrective Actions

All complaints will be investigated as soon as practicable.

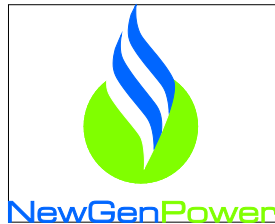
NewGen Power aims to advise complainants within 24 hours that their complaint has been received and what action is being taken.

If appropriate, a response will be provided within a further 48 hours, advising what action has been taken, whether no action is proposed to be undertaken and the reasons why no action will be undertaken, or what action is in progress and when a detailed response will be provided.



Appendix 1: Advert for nominations to NewGen Neerabup Community Reference Group

An invitation as below will be placed in the Wanneroo Times advertising for members of the community to nominate to be part of the NewGen Neerabup Community Reference Group.



NewGen Power Neerabup

NewGen Power will soon commence construction of one of the State's cleanest and most efficient power stations. The power station is being developed to meet the growing peak demands for electricity in the South West of WA.

To assist in meeting the needs of the community, NewGen Power Neerabup is seeking nominations from the local community to form a Community Reference Group (CRG) for the NewGen Neerabup Power Station.

The purpose of the CRG is to provide suggestions and advice to NewGen power Neerabup on how to tailor its community consultation activities to meet the needs and interests of the local community. As part of that role, the CRG will provide input into NewGen Power Neerabup's Community Participation Program.

The CRG will meet regularly during the construction and operation of the power station with the first meeting expected to be held in late September 2008.

It is anticipated that CRG will comprise approximately seven to eight individuals who represent groups with an interest in or connection to the NewGen Neerabup Power Station development. These groups may include local community, business, environmental or other special interest groups.

Nomination forms may be requested by phoning 08 94811100 or by sending an email to tpetersen@newgenpower.com.au.

Nominations close on 5 September 2008.