



Meeting #1 Outcomes – 9 June 2016

The first meeting of Icon Water's first Community Consultative Forum was held on the 9th of June. The meeting was attended by the Icon Water Executive including the Managing Director John Knox and nine members of the 13 Member community forum. Apologies were received from four members.

The Chair welcomed attendees to the inaugural Icon Water Community Consultative Forum, noting it was something Icon Water has been working towards for some months and that it was part of Icon Water's commitment to two way engagement with the community providing us the ability to leverage the experience and information of forum members to the organisation.

The Icon Water General Managers presented an overview of the organisation's history and how it operates, including its ownership arrangements. Members provided feedback about the community perception that Icon Water is responsible for the entire water infrastructure and asked them to clarify in their undertaking of further engagement with the community.

The forum discussed diversity and inclusion in the workforce noting that whilst Icon Water does not have a formal traineeship program it does accept graduate and work experience placements. The importance of opportunities for mature aged workers, including traineeships and ensuring diversity and inclusion across the organisation were also discussed.

Icon Water presented information about how it is currently undertaking a community engagement program, of which the CCF forms part, which includes surveys and questionnaires, a community reference group the "Think Tank", and more information about our engagement activities. All of this information can be found on the Talking Icon Water webpage at www.iconwater.com.au/talkingiconwater. It was also agreed that members would encourage their own communities to participate in surveys in the future.

Icon Water advised the forum members that they were undertaking a range of surveys right now which included willingness to pay, water tariff structure, and talked about the regulation process and important milestones that needed to be reached in time for the coming deadlines. It was acknowledged that caution was always needed on water pricing due to the disparity of incomes and circumstances in the community. It was suggested that the current water tariff structure of 'user pays' is a good model, especially from an environmental perspective.

The ACT region had lower water consumption for high density dwellers which was not the norm in larger cities and it was also noted that the Canberra region had not returned to pre drought consumption, where other areas of the country had returned once the drought broke.

The meeting provided an opportunity for members to identify a range of topics that they would like to be included in future meetings – which included the importance of (water and sewerage) education in general, with a special focus on education for children and new Canberrans; an integrated/closed-loop water cycle; and pricing and environment.

The forum agreed to bimonthly meetings until the forum is well established and the possibility of future focus group style meetings. It was agreed that the next meeting will be in early to mid-August.

A full list of Forum members; the final Terms of Reference; Minutes are all located at www.iconwater.com.au/talkingiconwater.