



Aintree Class A recycled water: Engagement report, July 2021

Introduction

In June 2021, Western Water held a community consultation session with Class A pending customers from Aintree (Melton) areas.

These customers live in new estates with homes connected to the Class A recycled water supply. However, the supply is not yet available.

The engagement intent was to establish open discussions with the community, apologise for the lack of communication, understand issues, concerns and opportunities and, where possible, hear how the community would like to engage with Greater Western Water.

Meeting purpose and participation

The community meeting was held on Wednesday 9 June, 6-8.30pm. The purpose was to:

- Understand the issues and concerns for Aintree residents on the Class A recycled water project
- Consider the communities requirements around the provision of Class A recycled water and establish a way forward.

Western Water representatives attended the session including Chief Operations Officer, Graham Holt.

More than 40 people registered for the session. On the night, 13 people participated. They were a combination of residents and developer representatives.

Summary of community feedback

- Participants were interested and generally supportive of Class A recycled water.
- There was a genuine curiosity about Western Water's intentions and ideas of a solution for Aintree.
- There was interest in understanding the infrastructure requirements of Class A recycled water.
- Participants suggested providing an education program if Class A were to be implemented and build greater understanding of the recycled water process within the community.

- There are some concerns from the participants that they were told Class A would be cheaper. They want to know the difference in cost between potable water and Class A water.
- A very small number of participants raised the issue of compensation, particularly if Class A recycled water does not proceed. They also registered their concern about the impact on building permits that were issued based on environmental compliance.
- The environmental benefit of Class A recycled water was important for some of the participants who acknowledged that water is a scarce resource.
- The participants were asked how they wanted to continue to work with Western Water/Greater Western Water to look at future options.
- Recommendations included:
 - encouraging greater participation by connecting with groups such as the Aintree Community Group (Facebook) and using other channels e.g. notifications on bills.
 - setting out clear purpose of the process or sessions in the communication
 - providing multiple formats for people to engage including online or face to face forums, pop ups at the town centre, and online through the engagement page.

Recommendations

- Keep regular, transparent and up to date communication with the participants and the community members that could not attend.
- The next round of communication should include:
 - Summary of each community session and a response to the questions captured
 - Next steps including how this issue continues under Greater Western Water and when the community will find out more information.
- Engage the new Greater Western Board to determine what options will be made available to each of the communities. Determine exactly what will be negotiable and what the communities can have input into.
- We'll involve the community so they can work with Greater Western Water on the options and the outcome.