



STATE-OWNED EMERGENCY POWER PLANT COMMUNITY ENGAGEMENT PLAN



Confidentiality-I2-A2

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PURPOSE

The purpose of this document is to inform of the State Government's strategy to engage with the community in relation to the emergency back-up generators based at the Lonsdale Desalination Plant site, and the former General Motors Holden site at Elizabeth. The State Government 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.

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. Work has commenced to progress relocation of the generators to a permanent location, where they will operate on gas. The State Government is currently undertaking consultation on a number of permanent sites that meet the requirements of being adjacent to both the gas and electricity transmission networks.

STAKEHOLDERS

External Stakeholders

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

- Local residents and businesses around the former General Motors Holden site and the Lonsdale Desalination Plant
- SA Power Networks
- SA Water (including workers at the Desalination Plant)
- Future tenants at the GMH Elizabeth site
- City of Onkaparinga and City of Playford
- Local community groups, including those interested in understanding more about the National Electricity Market

DIRECT COMMUNICATION

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.

Inform	
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the project and its progress
Commitment	To keep the public up to date on all available information
Public Participation Tools	Project updates, <i>Our Energy Plan</i> 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	<i>Our Energy Plan</i> website online submission tool, <i>Our Energy Plan</i> hotline, <i>Our Energy Plan</i> email address

Collaborate	
Public Participation Goal	To partner with the public to regarding the preferred permanent site
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 and Elizabeth sites regarding timing of decommissioning and relocation works (forecast for Q1 and Q2 2019).

Future Engagement

Any future project updates will be sent via direct mail to the local residents and businesses as well as being uploaded to the *Our Energy Plan* website for the general public to access. 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-2019. Residents and businesses local to both the existing sites and the permanent site, will be provided with information relating to decommissioning and relocation works closer to that time.

The Government will shortly commence a process to procure a contract to manage the relocation and also the operation and maintenance at the permanent site. In conjunction with this process, the public will be consulted regarding the permanent location and the required relocation works.

Past Engagement

During the construction phase of the project, representatives from the State Government doorknocked residents that were local to both locations.

Letters have been delivered directly to residents and businesses, in a distribution area identified as those most likely to be affected, to inform and update them on any progress or disruption that may occur due to the project implementation (see images below). (See Appendix A for a copy of the November update). Copies of these letters have also been made publicly available on the *Our Energy Plan* website.

Copies of the Noise Modelling Report and the Air Quality Assessment report are also available on the website.



There has been limited, but mostly positive, feedback thus far. Most enquiries have been about whether the particular resident will be affected by noise, or what was being done to mitigate the risk of noise being an issue. This, along with commercial noise issues, has been dealt with by SA Power Networks through their Noise Management Plan.

An online submission tool, a central email address and a hotline (operating 9am – 5pm Monday to Friday) are all available for public enquiries.

MANAGING FEEDBACK

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

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

The Government will endeavour to acknowledge the receipt of a complaint or feedback within three working days, and will endeavour to respond to all incoming correspondence within 21 working days.

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

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 Our Energy Plan website (ourenergyplan.sa.gov.au) and the general public are able to contact the Energy Plan Implementation team via the website online submission tool or via 1300 764 489 or OurEnergyPlan@sa.gov.au .
Accessibility	Ensure all communications are accessible.	Communications and engagement tools will meet South Australian government and Department of the Premier and Cabinet accessibility standards.

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 <i>Our Energy Plan</i> online submission tool. In respect to phone calls, if an immediate answer cannot be provided, contact details are taken and a response will be provided as soon as possible.
Objectivity and fairness	All feedback should be managed in an objective and unbiased manner; conflicting interests should not interfere with or be perceived to interfere with the management and resolution of complaints.	Each response is dealt with in a consistent manner to ensure that every correspondent is treated equally.

Equity	All feedback should be addressed in an equitable manner. Each person should be treated in the same way no matter what the issue being raised is.	Each response is dealt with in a consistent manner to ensure that every correspondent is treated equally.
Privacy and disclosure	Personal information should only be disclosed or used in compliance with relevant privacy laws (IPPI).	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 to be reviewed by the relevant technical experts to ensure appropriate level of detail included in each response.

Stakeholder Management Database

A stakeholder management database is being 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.

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 the State Government communicates with the community.

For more information on the state-owned power plant please contact:

Energy Plan Implementation Taskforce
 Department of the Premier and Cabinet
 Phone: 1300 764 489 (9am – 5pm, Monday – Friday)
 Email: OurEnergyPlan@sa.gov.au
 Website: www.OurEnergyPlan.sa.gov.au

APPENDIX A

BACK UP POWER PLANT

Project Update – November 2017

Since we announced the development of a State owned back up power plant in August, the construction of nine temporary generators at the General Motors Holden site at Elizabeth and down south at Lonsdale has concluded. Testing and commissioning of the generators is also complete.

Firstly, we would like to thank you for your patience during the construction period.

As we've said, the generators will only be at these sites temporarily to supply emergency power during the 2017/18 and 2018/19 summer periods while the permanent location is being considered. The temporary generators will reduce the likelihood of electricity interruptions for South Australians in times of high demand.

This project is an important part of the broader \$550 million Energy Plan to deliver reliable, affordable and clean power for all South Australians.



Location map of project site



**Government of
South Australia**

Temporary generators

Nine GE TM2500 aero-derivative turbine units were chosen as the preferred option to provide emergency generation to the State because of their ability to operate quickly and effectively when the system is under pressure.

There will be 154 megawatts of generation at the General Motors (GM) Holden site at Elizabeth (five units) and 123 megawatts of generation adjacent to the Desalination Plant at Lonsdale (four units). The hybrid generators will initially operate on diesel fuel over the next two summers, before being moved to a permanent site to operate on gas.

Testing and commissioning

Testing and commissioning of the temporary generators was carried out during October and November 2017. Testing involved switching on the units one at a time and switching them on together to simulate an emergency response. Once operational, the units will be tested one at a time, once a month during the day for less than 30 minutes each. This approach will minimise any disturbance to nearby businesses and residents.

Operation

The Australian Energy Market Operator (AEMO), the Environmental Protection Agency (EPA) and Essential Services Commission of South Australia (ESCOSA) have approved the generators to start operating, if needed.

They will only be switched on as a last resort if there is a high risk of load shedding forecast for South Australia. A look at the National Electricity Market shows that load shedding events have occurred infrequently and have typically lasted less than an hour. As such, the temporary generators are forecast to operate only a few times a year and for short durations.

There may be times when you can hear the units being switched on, but we hope that you understand they are operating to provide reliable energy in your local area and for all South Australians.

For more information

The State Government has built the back-up power plant to reduce the risk of interruptions to your electricity supply. When the power plant is switched on, nearby businesses and residents may be able to hear the sound of the temporary generators.

If you would like to speak to a member of the project team, please call 1300 764 489 during business hours Monday to Friday or email OurEnergyPlan@sa.gov.au.

For more information about the temporary generation project or to view a copy of the proposed Noise Management Plan please visit OurEnergyPlan.sa.gov.au



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