

Recommendation 2 Area - Customer Contributions (Coliban Water contributions to the community)

Heading	Coliban to take a larger or leading role in community contribution and collaboration.
Description	<p>Coliban can participate in community or other stakeholders' projects/programs/events to provide advice, information/education, or materials/booklets and promote the use of water saving appliances.</p> <p>Using their Digital metre program, they can analyse large industrial customer usage patterns and identify significant leaks or other unusual usage patterns. This may lead to water savings which benefit our customers/community as well as saving money for the specific customer. (Being mindful of privacy issues).</p>
Reasoning	The panel believes that the benefit of water resources being used in this way may create cost saving opportunities in providing these assets for the community. There is also no other viable organisation which would have the expertise and resources to do this, so it's important that CW continues to do this.
What is success?	<ul style="list-style-type: none">● Community consultation to indicate satisfaction with Colibans community contributions.● Increased growth of community resources.● Liveability metrics, number of trees and green spaces

Recommendation 3 Area - Customer Contributions (Coliban Water contributions to the community)

Heading	Coliban Water continues to be a leader in the provision of water for community benefit
Description	Coliban Water should expand on its community contribution program and clearly conveys their role in community contributions alongside other agencies and community groups
Reasoning	<p>Coliban Water takes a lead role and the community expects this given Coliban's sole remit is water (as opposed to Council who have a bigger remit).</p> <p>Coliban Water is already active in this space and therefore it would be relatively simple for Coliban to be more visible and transparent about ongoing community contributions and projects.</p>
What is success?	<p>Successfully working with Stakeholders and other groups/agencies around planning, delivery and expansion of programs in relation to community water provision e.g.</p> <ul style="list-style-type: none">● Investment in infrastructure (water stations) to provide more access to fresh water in community● Investment in innovation such as ecological services (e.g. watering parks & gardens etc.)● Collaboration with stakeholders with water sensitive urban design and planning● Expanding school and kinder educational program● Expanding water refiller and water trailer programs at local community events <p>Evidence of planning and collaboration with council and other groups in relation to planning, delivery and expansion of community water provision as detailed, would demonstrate success.</p>