

PUBLIC ENGAGEMENT

COMMUNICATE
Inform, listen and learn

ADVISE
Share information and perspectives

REFINE
Work together to improve a plan

CREATE
Work side by side and build a shared plan

DECIDE
You decide

EPCOR's Commitment

We will keep you informed. We will respond in a timely manner and resolve issues. We will ensure the safety of residents through the dissemination of information about possible danger and emergency response procedures. We will inform the community about activities at the site that have impacts on traffic, noise, etc.

We will listen to and acknowledge concerns and aspirations and share how public input (if received) influenced the decision.

We will work directly with you throughout the process to ensure your feedback is understood and considered. We will ensure that your feedback is directly reflected in the alternatives developed and share how the public input influenced the decision.

We will partner with you in each aspect of the decision including the development of alternatives and identification of the preferred solution. We will look to you for advice and information in formulating solutions and incorporate your advice into the decisions to the maximum extent possible.

We will place final decision making in your hands. We will implement what you decide.

Why

To provide you with information to assist you in understanding the problem, alternatives, opportunities and/or solutions. This will also be a mutually satisfactory process for identifying, investigating and responding to complaints and concerns regarding operations.

To assist you in understanding what we do and why we are doing it. Flag any concerns prior and consider them in the plan.

To obtain your input on problems, alternatives, opportunities and/or solutions.

To obtain your input on every aspect of the work and involve you in complex discussions that may impact your community.

To have you lead on community initiatives.

When

Before and at the beginning of ongoing operations, projects, long-range planning, and operational issues (e.g. increased traffic, unplanned maintenance issue leading to noise).

During ongoing operations, and for small, low-impact projects (e.g. crane on site, planned maintenance work leading to noise).

For medium-impact projects, long-range planning and one off operational issues (e.g. location of equipment, planned work outside fence line leading to trail closure in summer for two weeks).

For major stakeholder impacts related to multiple shared outcomes. An example may be perimeter signage (e.g. review perimeter signage - safety and interpretive in nature).

For community based projects (e.g. new recreational trail).

How (Suggested Techniques)

- Newsletters
- Social Media
- Interviews
- Websites
- Community Newspapers
- Signs in Community
- Facility Tour
- Through Partners (e.g. community leagues)

- Survey
- Newsletters
- Social Media
- Interviews
- Websites
- Focus Groups
- Open House
- Signs in Community
- Community Advisory Panel (CAP)
- Community Newsletters

- Survey
- Interviews
- Focus Groups
- Online Engagement - Open House
- Workshop
- Pop-up Engagement in Community
- Community Advisory Panel (CAP)

- Workshop
- Drop-in Engagement
- Community Advisory Panel (CAP)

- Workshop
- Drop-in Engagement
- Community Advisory Panel (CAP)

Communication will be an important component throughout all levels of engagement