

Regional and Remote Communities
Reliability Fund - Microgrid

MyTown Microgrid

Phase 1 Community Engagement Summary Report

Milestone 2.2 – June 2021





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Key support

Heyfield Community Resource Centre

Wattwatchers Digital Energy

Community Power Agency

Latrobe Valley Authority

AusNet Services

About the project

MyTown Microgrid is an innovative, multi-year, multi-stakeholder project that aims to undertake a detailed data-led microgrid feasibility for the town of Heyfield (Victoria), built on a platform of deep community engagement and capacity building.

The project received funding under the Australian Government's Regional and Remote Communities Reliability Fund Microgrids stage 1 funding round. It also received funding from the Latrobe Valley Authority as part of the Gippsland Smart Specialisation Strategy.

Disclaimer

The authors have used all due care and skill to ensure the material is accurate as at the date of this report. Regional and Remote Communities Reliability Funds Microgrid and the authors do not accept any responsibility for any loss that may arise by anyone relying upon its contents.

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1. Introduction

The Heyfield MyTown Microgrid project aims to undertake a detailed data-led microgrid and local energy feasibility for the town of Heyfield (Victoria), built on a platform of deep community engagement and capacity building.

At the core of this project is a novel community engagement approach which seeks to empower the local community to own and progress the idea of a local microgrid supported by a team of researchers from different disciplines. Over the three-year duration, the project will also develop the knowledge and tools to make it faster, easier, and cheaper for other regional communities to understand local energy propositions for their community. The project serves as a blueprint for a community led approach to towards a local microgrid solution.

This feasibility study for a community-based microgrid is based on the following tasks:

- Undertaking deep community and stakeholder engagement.
- Using multi-data source platforms to calculate demand, flexibility and supply.
- Co-designing community-centric business models with enshrined benefits and consumer protections.
- Wrapping technical, market, economic and regulatory analysis into fit-for-purpose decision support tools.

From the community's perspective, the deployment of microgrid and energy solutions seeks to improve community agency over:

- Energy supply and usage, including maximising the utilisation of local renewable energy
- Energy bills
- Local quality and reliability of supply

This document summarises the community engagement since the inception of the project and provides some lessons learnt for other communities. It should be reviewed alongside the other relevant project documents and reports



Figure 1: Presentation by Murray Hogarth (Wattwatchers) at the Vision Workshop.

2. Community Engagement – Our Approach

- MyTown Microgrid operates under the principle that community engagement is an essential part of any local infrastructure planning and development.
- Best practice in community engagement comprises participation and empowerment of community members in each aspect of the decision-making process and the co-creation of locally adequate solutions.
- We believe that communities are able to express their acceptance or non-acceptance through participation in project planning, implementation and operation.

Trust has been demonstrated to be vital for any successful engagement process. Our project benefits from a locally-driven project leadership embodied in the Heyfield Community Resource Centre combined with bottom-up activities to involve the community in the development of local energy solutions. The research team is collaborating closely with the community leaders in order to create a chain of trust with the community members. With this feasibility study, we ultimately aim to empower community members by enabling citizen control and the ability of community members to negotiate and have managerial power to make decisions. Our project milestones and activities are striving to achieve these overall goals and demonstrate best practice which can be replicated by other communities.

Our communication strategy is closely aligned with the project activities in order to reach many different groups within the community. For example, school newsletters to reach parents and carers, and project presentation for members of the local trade association.



Figure 2: Working groups in progress at the Vision Workshop.

3. Community Liaison Officers

Since February/March 2021, two Community Liaison Officers support the implementation of MyTown Microgrid Feasibility Study on the ground.



Figure 3: Community Liaison Officer Emma Birchall next to recently installed Wattwatchers device.

Aims and Purpose

The role of the Community Liaison Officer is to build trusted relationships with all parts of the community and to work closely with the MyTown Microgrid project team in the delivery of its work program.

It was crucial that the person had intimate knowledge of the community and was able to bring their local knowledge and networks into the project. The Community Liaison Officer was to be based at the local community centre, where the HCRC is based. The creation of the role would ensure a “go-to” and easily approachable embodiment of the project for the next two years.

Individuals were sought who were self-motivated and creative, with highly developed skills and abilities in community engagement, marketing and communication. Experience in project management and public speaking was also highly sought.

Reporting to the Coordinator at the HCRC, the Community Liaison Officer was employed for the duration of the MyTown Project (2 years at 0.5 FTE). The role was funded by the project that covered salary and costs associated with the provision of a desk and office equipment. The Community Liaison Officer has a crucial role in the project, in particular the Community Engagement and Technology Deployment activities.

Process

The recruitment process started in November/December 2020 in close collaboration with the HCRC. The job advertisement was published in the Heyfield Newsletter – a hard copy product delivered to more than 350 community members each week - as well as on the website and Facebook of HCRC. A copy of the job description is contained in Annex 2: Job Advertisement.

Interviews were held in early February resulting in the recruitment of two people to share the part-time job starting from the 15th of February 2021. One joined the project a week before the launch event, and the other a month later. Both Community Liaison Officers were introduced at the launch event as representatives of the project to the broader community in Heyfield.

Due to the Corona pandemic more precaution was required during the interviews.

Outcome and Outputs

Two local women were hired for the part time position as community liaison officers, bringing diverse skill sets and experience in communication and community engagement to the project. Both work at least two days a week from the local community centre run by the HCRC.

As local representatives, their immediate tasks focussed on directly liaising with the local community to introduce the project and help recruit project participants for the Wattwatchers device installations (see the Data Monitor Deployment Report). One of the first project tasks was to prepare a stakeholder list and conduct one-on-one meetings with local representatives of businesses and associations in preparation for the Vision Workshop. They did this in close collaboration with the MyTown Project Team who offered guidance and support.

Lessons learnt

The Community Liaison Officers have proved highly effective for many aspects of the projects, in particular for activities relating to technology deployment and community engagement. Locally-based team members are an invaluable resource for energy projects in regional and rural areas. Other key lessons include:

Two-way flow of information is essential: Having a local presence is essential for the communication flow from the project team to the community and from the community back to the project team. Community members find it easier to express their opinion, concerns and ideas with a representative from the same town or area with whom they can more closely identify with and trust. In addition, locally-based team members have particular knowledge about the community including its stakeholders and the unique culture of a town. This social capital cannot be overemphasised as a critical resource for highly technical and complex energy projects such as MyTown Microgrid. The Community Liaison Officers meet with the main project team weekly during heavy periods of community engagement, such as the Technology Deployment phases.

Plan to recruit early: The recruitment process went relatively smoothly, however due to the start of the project in the late second half of the year, the recruitment phase moved into the holiday season over Christmas and prolonged the advertisement duration. Also, due to prior work commitments and other factors, one of the CLOs could only begin in the position 4 weeks after the other, which was not ideal. If the schedule permits, recruiting the Community Liaison Officer as early as possible will give the project a head start on the engagement activities and ensure that the local staff are involved from early on.

Don't underestimate the resource needed: A lesson from this first project phase is that the engagement activities in the early months of the project, and in particular for the recruitment process, would require a full time position. More local staff time would also be useful for constantly feeding the various communication channels (website, newsletter, and social media) of the project.

4. Stakeholder Mapping

Developing a stakeholder list was one of the first tasks and set the scene for the engagement process.

Aims and Purpose

The stakeholder mapping is to ensure that community members who are interested in or possibly impacted by the project are identified early. The stakeholder list constitutes the basis for a targeted engagement and communication strategy.

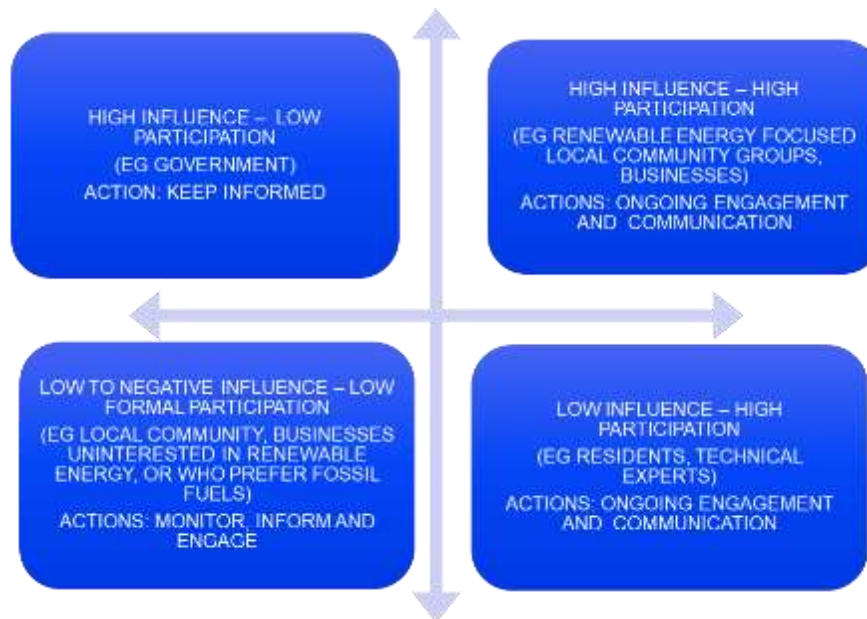


Figure 4: Stakeholder engagement mapping matrix

Process

An initial stakeholder map was prepared as part of a Pre-feasibility study, based on an initial assessment of key stakeholder groups in desktop research and interviews with key community members. The list was further developed in March 2021 by the Community Liaison Officers as part of the Feasibility study. The stakeholder group table will be updated as the project proceeds and the community provide feedback on its completeness.

The stakeholder list is used to identify participants and interview partners for the one-on-one meetings, and invitees for the project workshops.

Outcome and Outputs

A list of stakeholders listed in categories of businesses, government bodies, education institutions/schools, civil organisations, and indigenous representatives.

Lessons learnt

The stakeholder lists creates a reference point for both the local as well as the remote project team and is essential to structure the engagement activities based on the different community groups. It has been used as an invaluable reference resource, specifically for work relating to technology deployment, techno-economic, and community engagement activities.

Stakeholder map

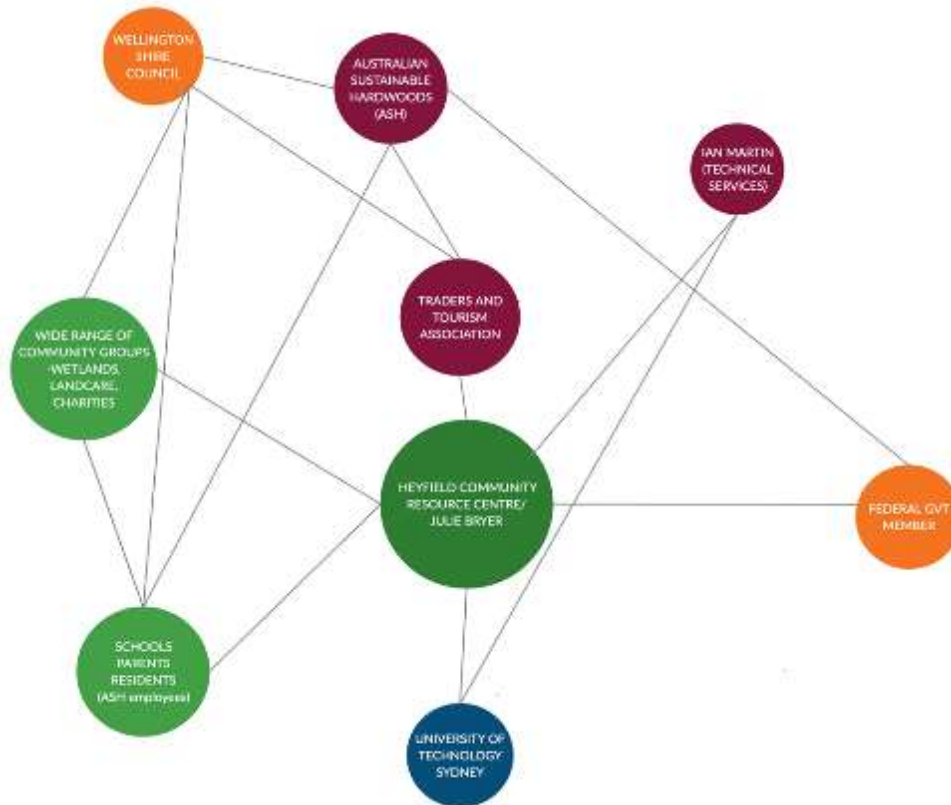


Figure 5: Stakeholder map for Heyfield MyTown Microgrid

Key stakeholder groups and attitudes

Households and local businesses are driving the solar rooftop revolution in Heyfield



Local Community Organisations

Heyfield Community Resource Centre is the driving force behind the project activities keen to see further sustainability initiatives implemented in town. Further local community organisations such as the local Fire Brigade, Wetland Centre and Heyfield Bowls Club, Rotary/Lions Club will be instrumental in distribution project information and involving the community. They are also likely to benefit from the project implementation.

Latrobe Valley Authority

The Latrobe Valley Authority (LVA) is a government body founded in November 2018 in response to the sudden closure of Hazelwood Power Station. Since then they worked in partnership with local businesses and community members on projects to transition the local economy and community towards a sustainable future.

LVA supports Heyfield's community in their vision and has funded the prefeasibility stage of a microgrid project in Heyfield.



Local Government

Wellington Shire Council encourages and supports local sustainability initiatives. There are a number of large-scale renewable projects proposed for the region, yet still pending planning approval. Interviewees from council recognise the great success of the Heyfield community in regard to household solar deployment. There is great opportunity for Council to participate in the project development and implementation while telling the story and inspire other local communities in their local government area.

State Government

The Victorian State Government demonstrates great leadership in renewable energy deployment having set a Renewable Energy Target (VRET) of 50 per cent by 2030. To realise this target the state government is taking a multifaceted approach. It includes support for both large- (Renewable Energy Auction Scheme) and small- to medium scale projects (Solar Homes Program and Community Power Hub Program) and incentives for new job creation and investments (New Energy Jobs Fund) in clean energy sector as well as broader industry engagement (Take2 pledge program).



Local Business

A large number of businesses have emphasised their support for the project ideas those include ASH and IGA. There are also local energy businesses such as electricians and solar installers. They are motivated by potential benefits such as reduced electricity costs and more reliable electricity supply, as well as potential local orders. Businesses can be instrumental in the implementation providing local infrastructure and land for renewable energy deployment.

Local Opposition

While there is great support for renewable energy, conversations with community members indicate a community division and some potential local opposition towards solar or wind farm developments. It is important to understand and try to address their concerns while communicating about the project steps in a transparent and open way.

Figure 6: Key stakeholder groups and attitudes

5. Community Engagement Plan

Aims and Purpose

The objectives of this Community Engagement Plan are to:

- Introduce the project idea for a community microgrid to the Heyfield community more broadly;
- Identify key stakeholders for the project implementation;
- Outline the different engagement and communications methods planned to inform and engage the local community and local stakeholders for the project development;
- Help to ensure the local community has an opportunity to contribute to the project concept development;
- Draft the process to identify participants for installing Wattwatchers devices, and manage the recruitment process.

Process

A pre-feasibility study allowed us to start early engagement with the local community in January 2020 to April 2020 and determine different communication channels.

This process was continued when the project started in the second half of 2020.

Outcome and Outputs

The Community Engagement Plan constitutes the reference point for local engagement activities and communication strategy. Please see Annex 1.

The plan is a live document and will evolve as the project is underway. The community is encouraged to contribute and input into the plan to ensure their needs, visions and requirements are reflected and adequately addressed in the local context.

Lessons learnt

Early as possible engagement: All opportunities to start the engagement process as early as possible should be taken.

Pre-feasibility studies offer multiple benefits: A prefeasibility study (preceding a full feasibility study) gives a head start for any community group considering a microgrid or similar local energy solution. It does this by ensuring an early understanding of the vision of the community and perspectives of the different members. As such, it helps to qualify the need for a more comprehensive and technical feasibility study. Should a more comprehensive feasibility study be desired, the pre-feasibility study helps support more effective planning. Community support gathered during the pre-feasibility phase also helps attract momentum to drive the project idea forward.

6. Logo and visual identification

The project has its own logo and design for collaterals.



Figure 7: MyTown microgrid logos – as designed following school competition

Aims and Purpose

The aim was to provide an easily identifiable branding for the project which allows for recognition within Heyfield and beyond.

Process

The logo creation was a highly successful process which started early and engaged local students in the project activities. The HCRC in collaboration with ISF provided mentors for a regional program called “Broadening Horizons”, in which local Year 9 students participate in a community learning project. Three students from Maffra Secondary College conducted a survey to seek community feedback about a logo, designed several logos based on that feedback, and then presented the options to the local community.

The current logo was the one preferred by the local community. A professional designer further refined the logo and incorporated the art work into the project collaterals including flyers and posters used at the launch event.

Outcome and Outputs

Logo and art work which is used in all marketing and documentation formats.

Lessons learnt

A valuable engagement tool: The logo design competition was a valuable and easy way to engage local students and children in the early phases of the project. While building on the importance of the educational nature of the project, it also allowed us to reach a certain group of the community we would not have easily integrated without this artistic contribution this early on. It was a good vanguard introduction of the project, and helped anyone who participated in the logo surveys, to feel some ‘ownership’ and continuing interest in the project.

7. Community Reference Group

The Community Reference Group constitutes of 10 people and was established between February and April 2021.

Aims and Purpose

The aim of setting up a Community Reference Group was to enable community input in the design of the microgrid project and offer advice and recommendations for each step of the process.

Process

The recruitment process started in December 2020 with advertising the opportunity to join the project reference group in the Heyfield News, the website and social media.

MyTown Microgrid Heyfield
NOMINATIONS NOW OPEN

Nominations are open to join the MyTown Microgrid Project **Community Reference Group**. This group of volunteers will help oversee the development of a local community energy solution for Heyfield.

What you need to bring:
You don't have to be an energy expert, just have a passion for community and sustainable energy projects. The **CRG** will be guided along the way to learn about and understand the energy requirements, conditions and opportunities for Heyfield. You'll need a bit of time at your hands to meet once a month (or as required) for workshops and discussions.
Nominations close 15th Jan, 2021 for the group to begin in February.

Please send your nomination to: mytownmicrogrid@heyfield.net
or see us at the Heyfield Community Resource Centre for more information!

Figure 8: Advertisement for MyTown Microgrid Community Reference Group (CRG) Members

The first meeting of the Community Reference Group for the MyTown Microgrid Project in Heyfield was held on the 22nd February 2021.

The first meeting was held ahead of the project launch event. It provided CRG members an opportunity to introduce themselves, their backgrounds, motivations and interests in joining the CRG as well as meeting the CLO's and wider project team, some of whom joined the meeting remotely.

A CRG member nominated themselves to speak at the launch event and to explain the Group's role and build awareness of it.

Since that initial meeting, other members have joined the CRG and over 50% of members were available to attend the Community Vision Workshop at the beginning of May. The group is well

engaged with the project and eager to help promote it, acting as a conduit between the Project Team and the wider community. At the second meeting the Terms of Reference for the CRG were discussed and approved via email.

Most CRG members are keen to learn more about the project, to actively participate in meetings, to receive information to enable them to engage with the community, and are comfortable providing feedback and suggestions to project team members.

Outcome and Outputs

The Heyfield Community Reference Group comprises 10 people. CRG members are recruited from all parts of the community but also include representatives from project partners.

With the CRG, community members have a forum where they can stay in touch between meetings, and share ideas, articles and questions (currently trialling a private Facebook group).

Lessons learnt

1. **Start CRG recruitment early:** It is important to begin recruitment of the Community Reference Group well ahead of the project launch so they can start providing input to the project as close to the project inception as possible.
2. **Have clear CRG processes and procedures in place:** A CRG is highly valuable to ensure the community is represented but to ensure clarity and transparency for members and the project team, clear and replicable processes and forms are needed (e.g. assessment and vetting of applicants, appointment of members, conflicts of interest, and Terms of Reference (see Annex 3: Community Reference Group -Terms of Reference).
3. **Listen and address any concerns:** Explain the scope of the study, i.e., it's a feasibility study providing researched options, not a project that will implement one distinct solution.
4. **Recruit to be representative:** Try to recruit from specific groups in the community such as younger people – it is important to ensure the membership of the CRG is as representative of the community as possible.
5. **Meet on a regular basis:** It is important to ensure interest and commitment of the group is maintained but try and keep the meetings short and outcome focused. Members are giving their time for free.
6. **Regular communication:** Keep the momentum through regular communication, use of social media group, sharing of articles of interest and tasking members with small, realistic deliverables, such as leaflet distribution or helping recruit friends to the project. Ensure also a regular and succinct communication with the wider community.



Figure 9: Heather Smith (UTS) presenting to CRG members at Vision Workshop

8. One-on-one meetings

Since February 2021 one-on-one meetings were conducted by the Community Liaison Officers to introduce the project, listen and learn more about concerns of community members and gather ideas for the project implementation.

Aims and Purpose

These meetings are designed to increase awareness of the project amongst community groups and promote participation and support by its members.

These in-person meetings with individuals and groups were conducted with the aims to:

- inform the community about the project and/or answer queries
- invite people to workshop
- recruit participants to the project
- assist participants with the registration process

Process

Community Liaison Officers conduct meetings with individuals and community groups on regular basis.

Several one-on-one meetings have been undertaken to date. This has included in-person presentations to two community groups: the Business and Traders Association (about 8 attendees), and the Lions Club (about 25 attendees), to introduce the project and promote the Vision Workshop and the recruitment of participants for Wattwatcher devices.

The Community Liaison Officers visited local businesses and an emergency service to have in-person discussions with owners/managers and employees, to invite them to the Vision Workshop, and leave project recruitment fliers which were put up in shop windows.

The Community Liaison Officers and HCRC staff have regular drop-in visitors. The Community Liaison Officers have also gone through the registration process with several project participants (in particular those who have unreliable internet connection or are not comfortable with the technology) and assisted them to complete the forms.

The Community Liaison Officers and HCRC staff have engaged with the community in-person in informal social settings such as school drop off, and formally by having a table outside different shops and talking to passers-by.

Opportunities for group presentations were limited before the Vision Workshop due to time constraints, seasonal limitations (some large groups e.g. sports club had not started the season, crackerjack bowls had recently finished) and Covid-19 restrictions.

Outcome and Outputs

The overall feedback about individual meetings was very positive and resulted in an increase in registrations for installations of the Wattwatchers devices.

Questions raised by both groups generated content for the 'Frequently Asked Questions' available on the HCRC website.

Prior to the Vision Workshop, the Community Liaison Officers attended the Heyfield Traders & Tourism Association monthly meeting (eight members attended) and the April bi-monthly meeting of the Heyfield Lions (approx. 30 people).

The project background, scope, aims and potential benefits were presented with a call to action to encourage members to register to participate in the data collection and the Vision Workshop in May.

The Community Liaison Officers provided printed slides and general information leaflets for attendees to keep, read and distribute.

Lessons learnt



Figure 10: CRG members at Vision Workshop

Word of mouth and in-person engagement most effective: In a small community, in-person engagement and word-of-mouth has been found to be the most effective method of engagement, as the interaction is personalised and any concerns or questions can be addressed immediately. A large proportion of the project participants became involved as a result of in-person interactions at the launch, with the project electrician, or with HCRC staff, prior to the rollout of the devices. Such activities ensured there was a pool of potential project participants already primed.

Educating in one-on-ones: It is highly effective to educate individuals and key stakeholders in one-on-one meetings, provide an overview of the project, answer questions and listen to their concerns. However, more time and capacity would be useful to conduct more presentations small groups.

Information packages and collateral: It is very useful to prepare information packages and messages to the community in advance to conduct one-on-one meetings in order to ensure consistent communication.

On-street engagement: In-person engagement particularly when cold-selling in the street to passers-by, provided insights into perceived barriers that might make potential participants reluctant to apply. Stalls outside busy supermarkets were less successful at engaging the public than those beside smaller, local businesses on quieter thoroughfares. Branding / links with the local community group also needs to be prominent on any marketing collateral.

9. Launch Event

On 24th February 2021, the community of Heyfield and the project team including UTS, Wattwatchers, Latrobe Valley Authority and Community Power Agency, officially launched the MyTown Microgrid Project.



Figure 11: MyTown Microgrid project team members at the Community Launch Event. From left to right: Dr Moragh McKay (LVA), Julie Bryer (HCRC), Caroline Trevorow (HCRC), Tim McCoy (Wattwatchers), Emma Birchall (Community Liaison Officer), Dr Scott Dwyer (UTS), Kristy Walters (CPA).

Aims and Purpose

The aim of the launch was to present the project scope, deliverables and technology to the Heyfield community, as well as generate awareness and begin engaging with potential participants. In addition, the introduction of the project team was an essential step to give a face to the people carrying the project activities in particular the CLOs, Wattwatchers and ISF.

The launch also enabled the project team to raise awareness about the project at state and national level.

Process

The preparation of the launch event started in December 2020, which included the announcement of the event for February 2021. HCRC chose a familiar, local venue and created a whole of community event, for members to come and listen to presentations from the available project team members.

The presentations gave background to the Community Power movement, the origins of the MyTown Microgrid, its methodology and goals. Available members of the CRG were also introduced.

Local suppliers were used for catering and IT support. ISF coordinated the communications including the preparation of a media release, a photo shoot for promotion pictures at the event and a timely distribution of the release to local and regional media outlets.

The pandemic added more complexity to the preparation and planning process. Last minute changes had to be anticipated requiring flexibility in regards to the number of attendees and venue.

Outcome and Outputs

Over 50 people attended the event. The deployment team were given the opportunity to display the Wattwatchers 6M Monitoring device, thus introducing the technology to gather usage data from participants. Potential participants also registered their interest in joining the project.

The event received some great media and publicity following a media release which was featured in the Gippsland Times (see section on Media Response) and Heyfield News. Julie Bryer was also interviewed by ABC Gippsland Local Radio.

Fortunately, the pandemic did not have an impact on the event.

Lessons learnt

Launch events: The event was deemed a success as there was good attendance by broad cross-section of the community. The event was a useful way of gauging community interest, knowledge, and introducing project team members to the community.

Support of media and communications professionals: A media and communication person coordinating the collateral development and media communication was found to be an essential asset for a smooth and successful implementation. The project team were able to draw on the experience of someone from UTS Marketing and Communications department for this purpose. Dedicated staff can also ensure an early communication and publicising of the event widely.

Local and national media approach: UTS marketing and communication were able to target national media with its approach, issuing a media release and contacting other media outlets. At the same time, HCRC were able to use their contacts and networks to raise the project's profile in local media outlets. A coordinated media strategy confirmed with all partners is an important way to send a consistent message, and help raise awareness about the event and the project.

10. Community Vision Workshop

Aims and Purpose

The Vision Workshop served as a collective process for advancing shared visions involving the CRG and a set of diverse stakeholders to better understand a perceived future of the energy supply in Heyfield. It also provided a forum where attendees could learn more about what might be involved should a microgrid be implemented, from the capability of the energy monitoring devices to what distributed energy resource technologies might be deployed. Community members were encouraged to voice their concerns around any issues they were concerned with, such as energy security and reliability in a bushfire prone area.

Process

Originally it had been planned to hold two one-day Vision Workshops several weeks apart but the decision was made to hold them consecutively. This was done in order to condense the process which was needed given time that was lost due to Covid-19 restrictions. The resulting two-day vision workshop was held on Saturday May 1st 2021 and Sunday 2nd May 2021 and was hosted by the Heyfield Community Resource Centre. A weekend was chosen due to volunteer nature of the event (see Agenda in Annex 4: Invitation and Agenda Vision Workshop). The workshop was facilitated by the Community Power Agency and the Latrobe Valley Authority and attended by members of the Community Reference Group (CRG) and available delegates from community groups, including the emergency services.

In addition, the technical research team provided an overview of the challenges and opportunities for a microgrid in the location of Heyfield.

Some of the topics discussed over the weekend included community ownership, renewables, the use of electric vehicles as a means of energy storage, the geographical boundary of any solution, how an energy solution would expand with Heyfield and the evolution of the conventional power grid into a clean, smart grid.



Figure 12: Vision workshop outputs being reflected on.

Outcome and Outputs

The CRG gained greater confidence in the project methodology and benefited through discussion of technical options with the technical team. The technical team could dispel myths around opportunities and costs with certain technologies.

The workshop coincided with the start of the deployment, so there was plenty of positivity around the process of registering and getting a device.

It provided a form of 'training' CRG members to go out and 'spread the word' and begin recruiting participants.

It also helped bring together members of the project team with members of the community, allowing open and transparent questioning of many aspects of the microgrid feasibility.

Comments and feedback from the attendees

- Everyone had the chance to speak, friendly, welcoming environment
- Positive attitude by participants & facilitators.
- Very insightful and interesting
- It was a very good start in talking technical options and discussing needs and wants. As a project team member, I'm fully aware of the level of (something) to come.
- Diverse community input.
- Great start to a long process.
- Very exciting and enjoyable workshop. Well done.
- The explanation from all of the project group - tech and others.
- Looking forward to the next group event!

Lessons learnt

Advanced planning: For any type of workshop it is essential to give the community plenty of notice to ensure all members are well aware of the event and have a chance to plan their attendance. For industry workshops, 3-4 weeks is usually sufficient but 7-8 weeks was noted as the preferred notice period for community workshops.

Usefulness of stakeholder map: Having a list of selected individuals and stakeholders prepared already that were deemed essential in the decision making process proved highly useful.

Designing for the right size of group while also being inclusive: It was considered not to be appropriate to invite the entire community to the event instead have a workable group, which allows for constructive discussion, input and feedback. However, it was noted that future workshops where a smaller group was needed, a wider Townhall meeting should accompany it. This would avoid sections of the community feeling excluded and like they have not had their say.

11. Community survey (Ecologic App)

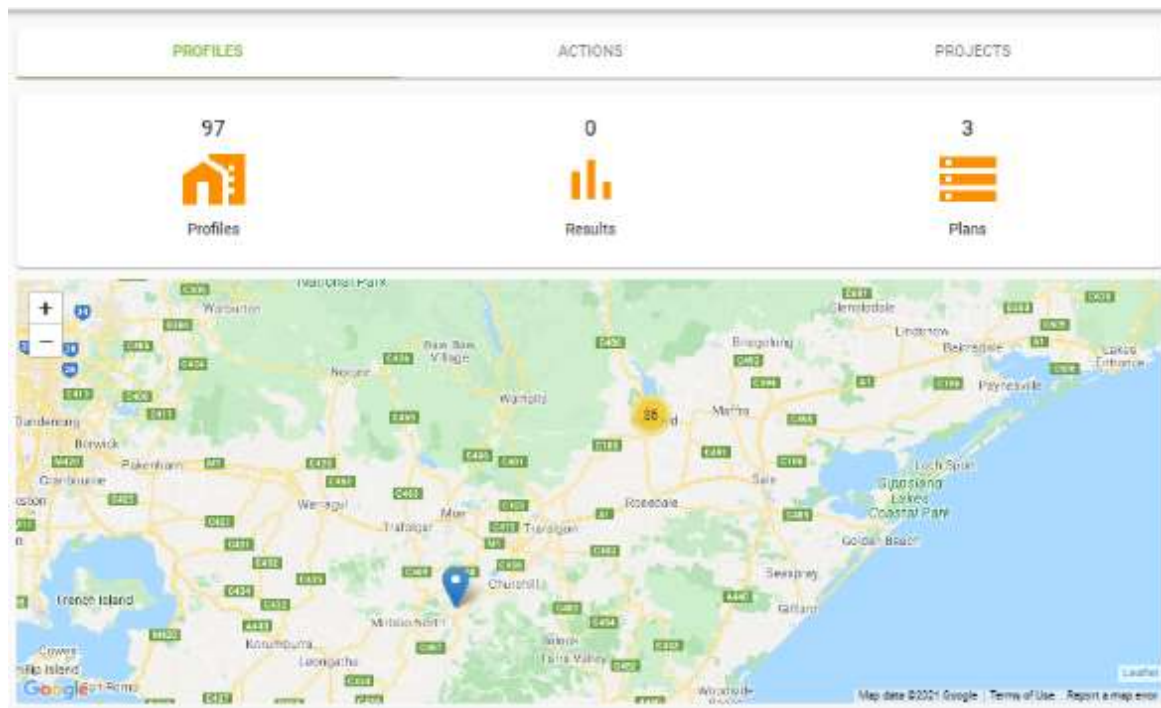


Figure 13: Ecologic platform dashboard for MyTown Microgrid

Aims and Purpose

A survey was needed that would capture basic building, energy services, and occupancy data for those homes or businesses in the community where energy monitoring devices were being deployed. Originally planned as a survey undertaken in-person by the project team, enabling us to identify community prospects for data collection, a decision was made to replace it with a more efficient and valuable web-based software service – Ecologic.

This would come at no cost to the homeowners / business operators but would incur a cost to the overall project. However, it would provide greater insights into how energy is used or generated in the town and so support later decisions about possible microgrid configurations.

The Platform

The Ecologic Platform is a web-based software service providing the following services:

- Collecting audit data describing the building features, appliance usage and behaviour, and tariffs and store that data securely
- Analysing and benchmarking the existing energy consumption and carbon emissions of participating households and businesses
- Identifying a tailored collection of improvements for each customer including behaviour changes, efficient appliances, building improvements, solar PV and battery storage, and estimate the costs and bill savings for each improvement
- Generating PDF reports summarising all analysis and recommendations
- Dispatching and tracking product and service providers to assist with projects requested by the customer
- Reporting the status of projects arising from the platform and associated impacts and providing capability to export data as a CSV report

The overall cost was \$25,000 for 500 energy assessments and 6 months subscription to the platform for the project team. Also included was configuration of the platform according to the needs of the project and a 1.5 hour training session for the project team.

Process

Participants who wish to receive an energy monitor to be part of MyTown Microgrid are required to undertake an energy audit using the Ecologic app. However, they don't need to be trial participants in order to have an energy audit (up to 500 community members will be offered the free service).

The energy audit involves either the trial participant or a trained member of the community group (usually the Community Liaison Officer) completing a short set of questions in the Ecologic app. These questions relate to the built form of their home and the types of appliances they have. This requires the downloading and use of the Ecologic app. This process allows Ecologic to collect data on energy use and carbon emissions for a residential dwelling. The data will not be shared, sold, rented or disclosed other than as described in its privacy policy and in line with best practice for the secure storage of data. Only de-identified data will be shared among the project team, so they can characterise the energy use for the community of Heyfield.

A small number of the project team from UTS are provided with Ecologic account administrator rights where they can export Excel files of data. Where data is to be exported as Excel files, this will be done to a password protected Dropbox folder that cannot be accessed by non-UTS staff. Potential participants will be informed about the nature of the research and data collection in the recruitment process via the project Information Sheet (Attachment A) and asked to complete the Consent Form (Attachment C). Upon their consent, HCRC staff will be in touch to either conduct the audit in person or explain the self-assessment process over the phone.

Outcome and Outputs

While the energy surveys are still in progress, they have provided a good value add to the project and has been viewed favourably by the HCRC as part of its desired holistic approach to sustainability for the town. The data that is being generated is still to be analysed but will provide a valuable resource for later in the feasibility project. The survey has slowed down the deployment of devices but we believe it is a quicker and more efficient approach than if an alternative form of survey was designed and issued. It is also providing a useful value add to participants and also brings benefits to the wider community and those who may not ultimately end up within the boundaries of any proposed microgrid.

Lessons learnt

Computer literacy and internet access posed initial challenges: The survey requires a degree IT literacy to complete and obviously an internet connection and a device to complete it. The Community Liaison Officers have provided support by helping respondents complete it at the community centre. This has proved popular amongst those with limited or no internet connectivity.

Trialling with an innovative new service: Application bugs were found and resolved quite early in the recruitment process, however these have been off-putting for some respondents.

Adding complexity to the process that needs carefully managed: The completion of the Ecologic Questionnaire as a condition of installation has required a lot of monitoring by the Community Liaison Officers. Respondents have been welcoming of this and have understood the need for contextual information.

Facilitation of Community Liaison Officers critical to the successful use of the Ecologic app in a community: Quicker follow-up by Community Liaison Officers has meant swifter completion and therefore more energy monitors to be installed.

12. Media response and perception beyond Heyfield

Media coverage

Table 1: Summary of Media Coverage

Media outlet	Event	Date	Link
Gippsland Times and Maffra Spectator	Launch	16 February 2021	Heyfield explores microgrid option
Latrobe Valley Express	Launch	18 February 2021	Heyfield's microgrid option a hit
Renew Economy	Launch	26 February 2021	Gippsland town volunteers for micro-grid trial to reduce dependence on main grid
Sustainability Matters	Launch	26 February 2021	MyTown Microgrid: establishing a community model for sustainable energy
Globalenergyworld.com	Launch	26 February 2021	Gippsland Town Volunteers for Micro-Grid Trial to Reduce Dependence on Main Grid
WIN News	Launch	26 February 2021	N/A
Gippsland Times	Launch	2 March 2021	Heyfield community embraces innovative microgrid project
Latrobe Valley Express	Launch	4 March 2021	Heyfield sparked by microgrid project

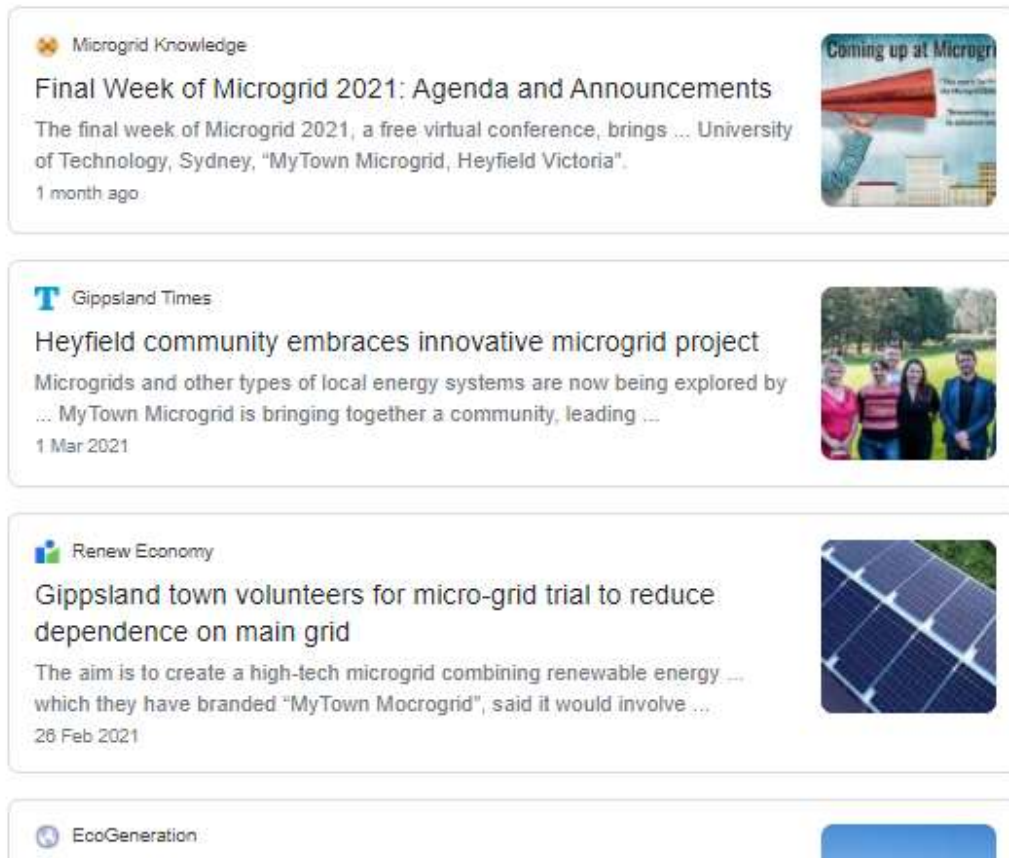


Figure 14: Media hits on Google News

13. Next Steps

In the next six months efforts of the Community Engagement Work Package will be focussed on further establishing the CRG team as community representatives for the project. This will also include shaping their understanding of the technical feasibility of local energy options and the viability of a microgrid in town. Further workshops identifying possible business models and discussing opportunities and challenges of certain models for Heyfield are also part of the project activities.

The Community Engagement Work Package team will continue to publicise the project, recruit community members for project activities (Ecologic App and Wattwatchers device installation) and start engaging with neighbouring communities who have already embark on a microgrid journey or keen to learn more from the experience of Heyfield's community.



“

Why Heyfield?

High level of volunteerism, being familiar with the sustainability work of the HCRC, and because the participants consistently reported that Heyfield had a strong community spirit.

Annex 1: Community Engagement Strategy

The development of a microgrid in Heyfield offers a unique opportunity to explore the forefront of national leading community energy innovation. Heyfield has become part of a growing community movement which helps to accelerate the energy transition and ensures that the benefits are fairly distributed.

Aspiring to deliver best practice our community engagement plan refers to the International Association for Public Participation – Spectrum for Participation. Our approach of community engagement activities for the MyTown Microgrid Feasibility Project are drawn from the “Collaborate” and “Empower” end of the participation spectrum.

The Engagement Plan draws on the Pre-Feasibility study funded by Latrobe Valley Authority and conducted by ISF and HCRC in February and March 2020. The project also included a community survey.

The following insights informed the development of the community engagement plan and communication strategy:

- Great excitement and interest in the development of a local community energy project.
- Some concerns were raised in regard to costs and accessibility for all community members including low income households and out of neighbouring villages
- A common vision among surveyed community members emphasises economic efficiency, reliability, fair access and environmental benefits associated with renewable energy.
- Establishing a local community energy group could help drive the project idea forward

The community survey revealed a great desire for locally produced 100% renewable energy for Heyfield.

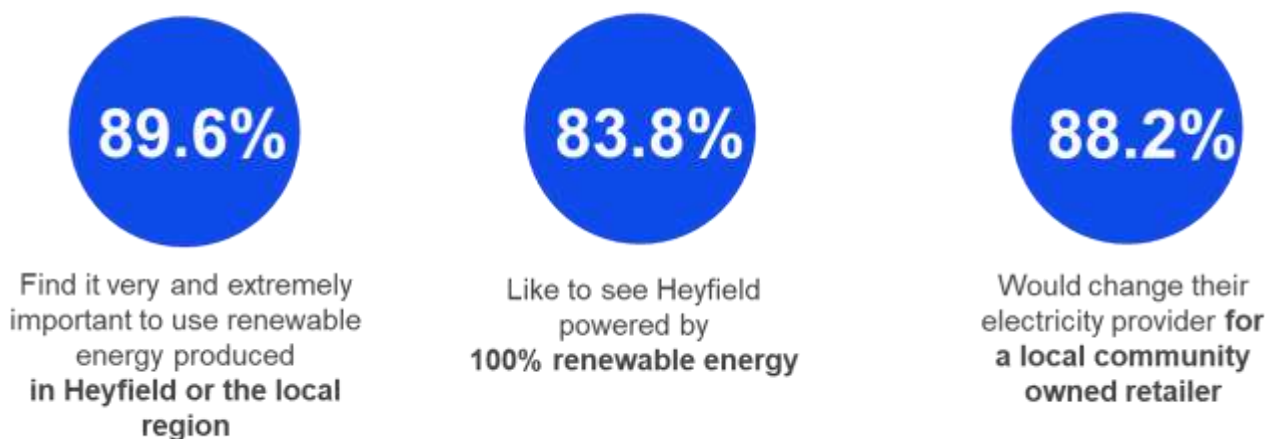


Figure A1: Results from Community Survey in Pre-feasibility Study

As with every infrastructure development, community engagement is a prerequisite for project’s success. This Community Engagement Plan outlines the depth of work and commitment considered for the implementation of the Feasibility study of MyTown microgrid in Heyfield. It is driven by the principles of collaborating and empowering the local community to co-design a community energy project to enable fair access and benefit sharing with the locals.

Engagement Activities

While the development of microgrids presents opportunities as well as challenges, the community's input is an important source for prioritising the next steps of the project. Drawing on the interviews and survey responses of the Prefeasibility Study a number of observations of community's interest, needs, concerns and views have been made and translated into engagement avenues.

Different avenues for engagement and participation have been identified to maximise the positive flow on effects of the project in as many ways as possible. The table below provides an overview of these avenues to be conducted as part of the Feasibility Project with the purpose to involve the community in co-developing a local microgrid. The activities are not in order of execution, though they provide an indication of the temporal succession.

	Purpose	Target Group	Details
One on one meetings (targeted)	One-on-one meetings will be held to discuss more detailed aspects of the approach and share relevant information and feedback. And to agree on future engagement methods.	Local businesses, Local Council (planners, sustainability staff, senior management), LVA and other government agencies	Contact key stakeholders to arrange meeting times & to source any relevant documents. Have small meetings of 3-4 people and also invite them to do other activities as appropriate.
Local project contact	A local project contact (Community Liaison Officer) for on-ground and networking, consulting and engaging with community organisations, community representatives, media representatives and residents to ensure a high level of project integration into the region, and to a provide regular and proactive contact point for local stakeholders.	All community	A dedicated person based at HCRC working for a couple of hours per week.
Townhall event	To publicly launch the project, introduce the project steps and ways of participation to a broad audience, and have another chance to listen and answer questions.	All community, by open invite	It will involve a large communications/media push to launch project incl. email introduction, fact sheets, FAQ, media articles.
Street survey (optional)	To access information & input from a large number & a diverse mix of stakeholders from across the region about the project idea, identify volunteers for reference group and community prospects for data collection.	All community, open invite	Focus will be on street survey approach, and providing forms through HCRC as well as online (e.g. google forms) to gain input on vision, concerns and challenges associated with microgrid idea, and

	Surveys will be done at different points in time (beginning, middle, end of project) to chart how people's attitude change over time.		identify community members for reference group and data collection.
Establish community reference group	Community reference group will be upskilled on project details (technical and legal aspects) and should contribute to the project development, provide advice and input regarding community preferences and local context. The group is also to network and share the project details and help build local support for the project.	All community to select volunteers	Identify volunteers to join the project reference group and set up regular meetings (monthly/ bi-monthly basis). Invite experts e.g. from other communities working on similar projects e.g. Yackandandah.
Visioning workshops	Two visioning workshops will bring a diverse mix of stakeholders together to create a shared vision for a renewable energy future for Heyfield.	All community, by open invite Particularly targeting specific organisations e.g. Council, Businesses etc.	The workshop will also allow for local TAFE students to observe the facilitation of community-led transition process.
Education offering for schools	Wattwatchers brings special designed education offering for schools for gamification of energy that integrates with the school curriculum. Students will be introduced to the decision support tools to better understand energy choices and complex opportunities.	All local schools	Wattwatchers will present the tool at selected To engage local students in the project idea and demonstrate the benefits of renewable energy.
Co-design workshops	This series of workshops are to map out the financial and legal requirements for a microgrid project, share research outcomes (business model scan) and co-design the fine details of a business model for a local microgrid. This process should ensure the community can make an informed decision about the future of a local microgrid development.	Selected community members by invite	
Public project close	Celebrating the project finalisation and share the outcomes with the community.	All community, by open invite	Present achievements and next steps for implementing the microgrid.

Communication Strategy

A comprehensive description of each of the communication methods are presented below. The selection of communication methods also reflects the preferred way of contact as stated by respondents in the community survey. The proposed measures are based on a community survey conducted in the pre-feasibility study.

Methods	Purpose	Target Group	Details
Emails and Newsletter	To distribute general project information, updates and invitations to participate in e.g. events, workshops and surveys.	Selected community members and wider Heyfield community	<p>Personal emails from project team, a dedicated online newsletter for the project as well as HCRC promoting the project through Heyfield News.</p> <p>Majority of respondent identified the newsletter as their most preferred method to learn more about the project.</p> <p>Indeed the reach of the weekly newsletter is great with 40 online copies and 350 printed copies distributed around town, it is also laid out at local businesses and community organisations.</p>
Posters, postcards and flyers	Posters, flyers and postcards are used to inform about the project and advertise events and other public activities.	Heyfield community and broader region	<p>These material will distributed at key locations in town such as public services, cafes, notice boards, hairdresser etc. The HCRC is a central meeting point in town and will play an important role for distributing project relevant information.</p> <p>Survey respondents emphasised that visits at HCRC are a key source and exchange of information.</p>
Facebook	Set up dedicated Facebook page for the project from which social media posts can be distributed. The page should be linked and promoted by local businesses, community organisations etc. to reach as many people in the area as possible.	All community	<p>Using social media for engaging with community members in a easy to access way (e.g. using their phones) aiming for project updates once per week.</p> <p>Social media ranked third as communication method.</p> <p>HCRC experience's with Facebook also indicate it as a great communication tool reaching a diversity of age groups.</p>

Website	Platform to share detailed information about the project and outcomes, participation opportunities, announcement of events, provide contact information	All community and beyond	A standalone website for the project hosted by HCRC or ISF. Website information was indicated as another relevant method by the survey participants.
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Method	Purpose	Target Group	Details
Webinar(s)	Webinars might be another avenue to inform the community about the project activities and stay in touch.	All community, by open invite	Depending on the national and state wide situation in regard to the COVID-19 Pandemic related restrictions, online meetings might become necessary to engage with the community. Though, it has to be considered that this was the least preferred communication option by survey respondents.
<i>Further communication methods</i>			
Media releases	To announce key project milestones and inform about the project's progress and activities	Local and regional media outlets	Circulate to local and regional media outlets.
Stalls at fairs and events	A presence at fairs will help to get into informal conversation with community members and raise awareness about the project.	All community	Using HCRC stalls at events to distribute flyers, display posters and inform about project progress in conversations.
Present on local radio or other local media	Tell the story of the project in a verbal manner to connect with as many regional people as possible.	Local radio stations and TV outlets	Contact and offer the story to local and regional radio stations.

Annex 2: Job Advertisement

ROLE: COMMUNITY LIAISON OFFICER

The Heyfield Community Resource Centre is looking for a **Community Liaison Officer** (part-time/two years contract) to join our team and support the implementation of the MyTown Microgrid Feasibility Study.

We would like to offer the right candidate the chance to work in the exciting field of community engagement with a small but highly motivated team.

HEYFIELD COMMUNITY RESOURCE CENTRE

Heyfield Community Resource Centre (HCRC) is a charitable organisation established in 1988. We embrace new ideas and initiatives to promote our vision: becoming a leader in uniting the community, celebrating sustainability and encouraging friendship and education.

We provide a friendly, supportive, environment and offer a diverse range of activities and services for Heyfield and surrounding districts. For example we run short courses, classes and social activities to help people learn new skills and make new connections. We also offer occasional childcare, a lawn mowing service and run a Men's Shed.

Our mission is to meet the needs of the Heyfield community and encourage personal through proactive leadership and a range of supportive learning programs. One of our main aims is to promote local sustainability.

After previous successes with sustainability initiatives, we were keen to pursue new innovative energy ideas to reap further benefits. In 2020, HCRC in collaboration with a consortium of nine partners led by the Institute for Sustainable Futures (University of Technology Sydney) and Wattwatchers were successful to receive a grant for conducting the MyTown Microgrid Feasibility Study.

About MyTown Microgrid

More and more communities are taking control of their own energy supply in Australia. Spurred by new clean technology options, these communities are part of a global movement changing the way electricity is generated, transmitted, stored and used. Indeed localised solutions empower communities to become resilient and adapt to crisis situation.

A local energy system could come in many forms, such as solar panels connected to a micro-grid that can be islanded when transmission or distribution lines – the poles and wires – are threatened or damaged.

MyTown Microgrid is an innovative, multi-year, multi-stakeholder project undertaking a detailed data-led microgrid feasibility for the historic town of Heyfield, in eastern Victoria's Wellington Shire. Assessment and design will be built on a platform of deep community engagement and capacity building. The objective is a better energy future for the people of Heyfield, and a role model for other communities.

Our project emphasises deep community engagement and involvement, guided by UTS ISF's specialists working with the HCRC team. Simultaneously, the project will deploy and utilize Wattwatcher's cutting edge energy IoT technologies, incl. real-time monitoring and control devices; the new mydata.energy app; and ADEPT, the agile distributed energy platform technology, which optimizes real time data and supports integration of the other data sources.

POSITION TITLE	Community Liaison Officer
REPORTS TO	HCRC Coordinator
LOCATION	Heyfield
EMPLOYMENT TYPE	2.5 days per week for 2-years contract

About the role

HCRC is seeking applications from qualified and experienced individuals who have a passion for helping our local community to engage and actively participate in the MyTown Microgrid Feasibility Study.

HCRC is closely collaborating with the UTS ISF and Wattwatchers to implement the community led activities.

We are looking forward individuals who are:

- Self-motivated and able to work autonomously as well as in teams,
- Know how to solve problems creatively with a “can-do” attitude,
- A good communicator and innovator with enthusiasm for working in the maturing community energy sector.
- A creative mind with experience in community development

We seek individuals with highly developed skills and abilities in community engagement, marketing and communication as well as experience in project management and public speaking.

Key Responsibilities:

- a. Work with the HCRC and other partners of the MyTown Microgrid team to engage and communicate with the local community to developing a local community energy project in Heyfield
- b. Communicate and reach out to the community proactively to involve community members in our project activities e.g. workshops, trainings and public events
- c. Inform the community members and other stakeholders about the project and its activities – serving as the main local contact
- d. Assist in ensuring a welcoming environment for community in regards to all project activities and capture all suggestions, ideas and concerns of the community
- e. Maintains the MyTown Microgrid social media presence
- f. Develop press release and assist in local and regional media communication
- g. Develop marketing and communication material incl. presentations and newsletter and other capacity building resources
- h. Engage and participate in team meetings

Qualification and Skills:

- Bachelor level degree in communications and marketing, or equivalent experience in a field relating to community development and campaigning.

How to apply

Applicants should provide HCRC with evidence of their experience and knowledge relevant to the role by sending:

- Cover letter outlining your interest in the position;
- A statement which directly addresses the key attributes set out above;
- A Curriculum Vitae; and
- The details of up to three referees who could speak in support their application

To apply or obtain further information on the position please email mytownmicrogrid@heyfield.net

Applications close on 15 January 2021.

Annex 3: Community Reference Group -Terms of Reference

Community Reference Group Terms of Reference (ToR) - March 2020 Version 1

Preamble

This document is provided to the newly formed Community Reference Group (CRG) members. It has been prepared by the MyTown Microgrids Project Management team.

Background

- Heyfield has been identified as an excellent candidate for a more equitable and sustainable local energy model because of its high percentage of homes and businesses already with solar; the long track record of adopting sustainability initiatives; and the highly engaged community and local stakeholders.
- In 2020 a pre-feasibility study was conducted which revealed a great desire for locally produced 100% renewable energy for Heyfield.
- “MyTown Microgrid” (the Project) is an innovative, multi-year, multi-stakeholder project that aims to undertake a detailed data-led microgrid feasibility for the town of Heyfield (Victoria), built on a platform of deep community engagement and capacity building”.
 - The project was awarded ~\$1.8m from the Federal Government under the Regional & Remote Communities Reliability Fund (Microgrids).
 - Heyfield Community Resource Centre contributed \$100,000 (which it was awarded by the Latrobe Valley Authority).
 - In-kind is also provided by HCRC, Latrobe Valley Authority, and AusNet Services.
- The project is led by Wattwatchers Digital Energy (Wattwatchers) and the Heyfield Community Resource Centre, with the UTS Institute for Sustainable Futures responsible for overall project management.
- The ultimate vision of MyTown Microgrid is to understand how to make energy work better for the people of Heyfield. As part of this, the project will seek to understand whether a microgrid – or another form of local energy solution using microgrid technologies – can achieve the community’s aspirations.
- The CRG consists of volunteers who were recruited between January 2021 and March 2021. Depending on the needs of the group, a further round of nomination may open this year.

Purpose

- To advise the project team and provide insight into the community’s needs, wants and values in regards to local energy demand and supply and the community’s future energy vision.
- To provide the community perspective on proposed project elements relating to technical, legal, and financial aspects of any proposed local energy solution.
- To be part of the community engagement team that has an important and continuing role over the life of the project (March 2021 – June 2023), including regularly attending meetings, workshops, and training sessions.

Membership

- A self-nomination process has recently been completed where interested candidates expressed their interest in joining the CRG and this formed the list of candidates for selection.
- UTS Institute for Sustainable and Heyfield Community Resource Centre is responsible for the overall management of the CRG as well as appointing its members.
- To be reflective of the Heyfield community, it is hoped that a diverse range of backgrounds are reflected by the CRG, with regards to demographics (age), professions, expertise, and community involvement.
- There will be between 10 to 15 members in CRG. 14 members have been appointed initially.
- Although we hope CRG members can participate for the duration of the project, members may terminate their membership in the CRG at any time. Furthermore, HCRC and UTS Institute for Sustainable Futures may remove member(s) from the CRG if the CRG principles are consistently not adhered to, or if there is a consistent lack of attendance.
- Membership will be on a volunteer basis but there is a small budget available to remunerate CRG members for their contribution over each phase of the project (UTS will have to clarify the exact amounts and criteria for distribution).
- Members are not be expected to incur out-of-pocket expenses, with in-person workshops usually having catering and refreshments provided as complimentary.
- There will be a re-appointment process after 1.5 years and all members will be eligible to reapply for the replacement CRG if they choose to do so.
- Decisions and actions by all CRG members will be carried out in line with the understanding that the group exists to further the interests of the broader community. With this in mind, members will be expected to act as individuals who represent the community and not as representatives of any special interest groups or organisations they may be affiliated with.

Working Methods

- The meetings will generally be held in a roundtable format, either in-person or virtually (subject to COVID-19 restrictions), chaired by an HCRC and UTS Institute for Sustainable Futures representative.
- Shorter meetings (online or in person) for regular catch-ups and project updates to discuss selected questions; every two there will be workshops (full day to one and half days).
- Minutes will be taken at each meeting, with a minute taker appointed at the beginning in a rotating basis. At the end of each sitting, meeting minutes will be circulated to all members with key decisions documented.
- Members of the CRG will participate in the workshops as well as selected stakeholders from the community. Project partners and other experts will be invited to present selected project topics.
- Where needed, certain discussions and actions may be taken out-of-session, so that individual CRG members or sub-teams of the CRG may progress tasks between meetings.
- A member of the CRG will be invited to attend Steering Group Meetings, which are held quarterly and attended by Wattwatchers, Heyfield Community Resource Centre, UTS Institute for Sustainable Futures, Latrobe Valley Authority, RMIT University, and AusNet Services. The meetings are typically online.

Work programme

The project includes at least five full-day workshops up to June 2023 and a number of online one hour meetings monthly to discuss selected questions and provide advice to the project team. The timing is driven by the project team's research agenda, which includes the roll-out of the Wattwatchers devices for energy data collection. Feedback will be required on selected research results and questions.

As key representatives of the community, the CRG will:

1. Provide timely feedback to the project team as they seek to identify suitable and desirable energy solutions for the town; and
2. Help channel the ideas, hopes, or concerns of the wider community into the project.

The group may split up into smaller subgroups, with each focused on specific functions to reduce the burden on excessive numbers of workshops for each individual.

The following table outlines an indicative schedule for the meetings and workshops for the CRG. The topics and themes of individual meetings will still be determined.

	Indicative Date	Type	Purpose
1	29 th March 2021	Online meeting 1hr	Meet and greet, define roles and responsibilities, confirmation of purpose and ToR
2	1 st and 2 nd May 2021	Workshops 1-1.5 days	Introduction of Community Energy, Future Vision of the Town and selected technical and questions
3	25 th May 2021	Online meeting 1hr to 1.5hrs	Follow up from Vision Workshop
4	26 and 27 th June 2021	Workshop	Business Model Workshop I
5	2 nd August 2021	Online meeting 1hr to 1.5hrs	Follow up from Business Model Workshop and discussion of selected question
6	18 th - 19 th September 2021	Workshop	Business Model Workshop II
7	2 nd November 2021	Online meeting 1hr to 1.5hrs	Follow up from Business Model Workshop and discussion of selected question
8	13 th December 2021	Joint dinner – 2 hrs	Project update and review – thank you dinner for first year’s engagement
9	5 th and 6 th February 2022	Workshop	Business Model Workshop III
10	14 th March 2022	Online meeting 1hr to 1.5hrs	Follow up from Business Model Workshop and discussion of selected question
11	23 rd and 24 th April 2022	Workshop	Business Model Workshop IV

The workshops and meetings after April 2022 will be determined towards the end of 2021.

Review

The ToRs of the CRG will be reviewed by the project management team (UTS Institute for Sustainable Futures and HRCR) annually and if at any time it is apparent that the circumstances which gave rise to the document have changed substantially. The review is intended to ensure that the CRG is fit for purpose and achieving its objectives.

Reference material:

- Pre-feasibility Study and Community Engagement Strategy 2020

INVITATION VISION WORKSHOP

MyTown Microgrid Heyfield

When: 1st May, 9:00am – 4:00pm
and 2nd May 10:00am – 12:30pm

Where: Heyfield Community Resource Centre

MyTown Microgrid is an innovative, multi-year, multi-stakeholder project that will test the viability of microgrids as a local energy solution for the town of Heyfield in Victoria.

Objectives

The aim of the vision workshop is to bring the community representatives together so they can express what their vision is for how to make energy work better for the people of Heyfield.

The workshop will:

- Bring a diverse mix of stakeholders together to create a shared vision for the energy future of Heyfield;
- Determine the values and principles of the Heyfield community, for a local energy project
- Define what success looks like for Heyfield MyTown Microgrid
- Map the region's energy profile - users, generators and future potential
- Explore preliminary opportunities and risks of a microgrid project in Heyfield

Attendees and Facilitation

We would like to invite all members of the Community Reference Group, as well as selected stakeholders from Heyfield to this workshop. The workshop will be facilitated by Community Power Agency and UTS. Other members of the MyTown Microgrid project team will also attend the workshop for research purposes.

Friday evening

We would also like to invite everyone to join a dinner with the MyTown Microgrid project team at the Railway Hotel at 6:30pm.

Preliminary Agenda

When	What
Saturday	
Morning	<p>Welcome and status update on the project</p> <p style="background-color: #e0e0e0;">Participant agreement – how we work together</p> <p>Vision exercise – thinking about the energy future of Heyfield</p> <p style="background-color: #e0e0e0;">Local energy systems training – how does Heyfield’s electricity grid work and what are the requirements for a local microgrid</p> <p>Mapping energy assets in Heyfield</p>
Lunch Break	
Afternoon	<p>Early assessment results - technology scenarios – opportunities and limitations of microgrid in Heyfield</p> <p style="background-color: #e0e0e0;">Mapping community values and principles</p> <p>Trade-offs between different scenarios – what does success look like?</p>
Sunday	
Morning	Review from yesterday –
Finishing at 12:30pm	<p>Summary of the priorities of the community and what the project team uses to go forward</p> <p>Next steps</p>

We will send an updated agenda next week. The updated agenda will also include a number of questions for you to think about before coming to the workshop.

Please RSVP by Friday April 23rd, 2021 for catering purposes. Should you have any questions, please contact the project team by calling the HCRC on 5148 2100 or email: info@mytownmicrogrid.com.au

