

*Jacinta Allan MP*

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26/9

20 September 2001

Mrs Kath Read  
Secretary  
Coliban Water Investigation Committee  
Railway Place  
GOORNONG VIC 3557

Dear Kath

Please find enclosed a copy of a letter I have received from the Hon Sherryl Garbutt MP, Minister for Environment and Conservation in response to representations I have made on your behalf regarding Coliban Water's focus groups and rural subcommittees.

I hope this additional information is of assistance to you and in the meantime please feel most welcome to contact me again on this or any other issue.

Yours sincerely

A handwritten signature in cursive script, appearing to read "Jacinta Allan".

**Jacinta Allan MP**  
*Member for Bendigo East*

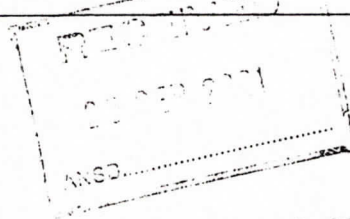
Enc.



## Minister for Environment and Conservation

Our Ref: MC035555R

Ms Jacinta Allan MP  
Member for Bendigo East  
PO Box 399  
BENDIGO VIC 3550



19 SEP 2001

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Dear Ms Allan

### FOCUS GROUPS AND RURAL SUB-COMMITTEES HELD BY COLIBAN WATER

Thank you for your letter of 10 August 2001 requesting a list of Coliban Water's focus groups and rural subcommittees as requested by your constituent, Ms Kath Read, in an earlier letter.

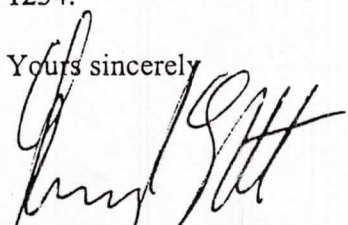
Further to my previous correspondence to yourself and Ms Read on this subject, please note that Coliban Water uses focus groups and rural sub-committees for more in-depth exploration of customer opinions on particular issues. The following is a list of meetings Coliban Water has held with its customers over the last year and to be held in September 2001. Coliban Water has advised that they are unable to provide a list of any future groups or meetings at this point in time, as these are yet to be determined.

- March 2000 (Bendigo, Castlemaine, Cohuna, Echuca, Inglewood);
- August 2000 (Bendigo, Bendigo Rural, Castlemaine, Echuca, Heathcote, Kyneton);
- March/April 2001 (Bendigo, Castlemaine, Echuca, Inglewood); and
- September 2001 (Bendigo commercial, Bendigo rural, Harcourt Rural, Echuca commercial, Castlemaine commercial).

I have been informed that as part of Coliban Water's market research program, it aims to conduct two to three rounds of customer consultations each year, which will vary in location and topic of discussion. These groups are not set too far in advance as Coliban Water prefers to have the flexibility to research current and emerging issues. The selection of people invited to attend these groups is carried out randomly from Coliban Water's customer lists, and the average attendance has been about eight people per session.

Should you have any further queries on focus groups and rural sub-committees, and especially in regard to meetings held by these groups over the past year and in the near future, please contact Mr Alastair Dawson, Executive Manager Customer Service at Coliban Water on 5434 1234.

Yours sincerely

  
Sherryl Garbutt MP  
Minister for Environment and Conservation

