



In May and June 2009, Tarong Energy (TE) commissioned independent market research to find out what the South Burnett, Surat Basin and Wivenhoe communities think about us.

Our research involved:

- Focus groups and interviews with business and community stakeholders
- Telephone surveys of randomly selected residents

Major findings:

Our strengths

- The South Burnett community rated TE highest for:
 - our reputation in the community
 - being a good employer
 - being a successful and major organisation
 - being competent in our operations
- 85% of the South Burnett community agreed that TE makes a positive contribution to the community
- 94% of the South Burnett community identified benefits of having TE in their community

Areas for improvement:

The South Burnett community identified the following areas in which we can improve.

- The community believes Tarong Energy is generous, but has the opportunity to further raise the profile of its community activities
- The community perceives an increase in TE's drive-in/drive-out workforce. This perception exists despite the fact that 90% of Tarong Power Station employees live in the South Burnett
- The community wants clear and regular updates on TE's future plans and current activities

Responding to the research

TE is committed to further strengthening its relationships with the local community.

Our first steps in this process will be to hold regular community information sessions open to the public, and to produce a new yearly Community Report.

Through the community information sessions, along with our ongoing contact with members of our community, we will continue to gather information about how we can best provide the information our community would like to receive.