



Upper Hunter Shire Council COMMUNITY ENGAGEMENT STRATEGY PROPOSED SPECIAL RATE VARIATION (SRV) 2018/2019

Summary

This document is a continuation of the Community Engagement Strategy - Community Strategic Plan (CSP) 2027.

The Community Engagement Strategy CSP 2027 set out Council's objectives in relation to Community Engagement during the preparation of the CSP 2027 and the guidelines of successful engagement. This Strategy marked the start of Council's new engagement approach that recognises proactive and effective engagement of the community is critical in the successful development and implementation of acceptable policies and decisions and for improving services by being responsive to the Community.

For Council to consider the potential preparation of an Application for a Special Rate Variation (SRV) in 2018/2019 it must be demonstrated that the Council's Community Engagement Strategy for the Special Rate Variation demonstrates an appropriate variety of engagement methods to ensure community awareness and input occurred.

Moving Forward

Council is required to undertake their planning and reporting activities in accordance with the Local Government Act 1993 and the Local Government (General) Regulation 2005. In 2009 the Local Government Act was amended to create an Integrated Planning and Reporting (IP&R) requirement. A requirement under this framework is the production of a number of key documents, including the Community Strategic Plan (CSP), Delivery Program and Operational Plan.

Council undertook intensive Community Engagement during the preparation of the CSP 2027, Delivery Program 2017/2018-2020/2021 and the Operational Plan 2017/2018. Council is confident that these documents represent the Community Priorities of the Upper Hunter Shire. The Community Engagement for the CSP 2027 established that the Community wants to maintain the rural/country feel but would like increased and enhanced roads, Community facilities and revitalised town centres.

For Council to consider a potential application for a Special Rate Variation in 2018/2019, the Community Engagement will be taken a step forward and it must be determined if the Community has the capacity and willingness to pay increased rates as part of a Special Rate Variation and to assess the Community's need/desire for particular service levels/projects

Why We Engage?

The purpose of Council's community engagement is to ensure that the Council:

- Has improved decision making;
- Improves relationships with the community;
- Increases participation amongst the community in the activities and decision making processes of Council;
- Enables the community to work together on issues that matter to them;
- Builds on the community's understanding of the Council's role and responsibilities as well as our financial and legislative requirements; and
- Provides engagement opportunities that are inclusive and accessible.

What is Community Engagement?

Our definition has been adapted from the International Association of Public participation (IAP2) model: "Engagement is involving the community in a decision making process".

The IAP2 defines community engagement as 'Any process that involves the community in problem solving or decision making and uses community input to make better decisions'.

Community engagement is a two-way process that seeks to inform, identify issues and seek resolutions by engaging with the community using a range of techniques.

Engagement does not replace the final decision making power of Councillors or the General Manager but is considered invaluable in the Council's capacity to make wellinformed, acceptable and sustainable decisions.

Council's approach to community engagement is based on the spectrum of engagement activities as advocated by the International Association for Public Participation (IAP2). The five levels of engagement are shown in the table below.

IAP2'S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is guickly becoming an international standard.

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work deectly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of altomatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Wa will keep you Informed,	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with your to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Who We Engage?

IAP2 considers the community to be any individual or group of individuals, organisation or political entity with an interest in the outcome of a decision - they are often referred to as stakeholders. They may be, or perceive that they may be, affected directly or indirectly by the outcome of the decision. Internal Stakeholders (individuals who work for or with the decision-making organisation) are also part of the community and the community participation process should reflect their needs as well.

Council is committed to encouraging participation of all members of the local community. Many residents and organisations have had varying experience and have different capabilities to participate in consultation processes.

Community groups, local organisations and advisory groups often represent many local residents, landowners, business owners and workers. Building partnerships allow for greater inclusion and can reach people that may not have otherwise participated.

These groups include, but not limited to:

- Government agencies;
- Environmental Groups;
- Social groups and service clubs;
- Businesses, Chambers of Commerce and other business/commercial network groups.
- Volunteer and Not for Profit organisations; and
- Community and sporting groups.

Using legitimate local groups and community organisations to reach individuals, particularly people less likely to engage is an effective approach.

Council acknowledges that there is a need to specifically reach out to people who are less likely to participate in conventional methods of consultation or have been traditionally 'hard to reach".

The following 'hard to reach' target groups have been identified:

- Young people;
- Working Families:
- Individuals aged 25-49; and
- Villages and Rural Communities.

The Role of Councillors and Council Staff in Community Engagement

Community engagement is about ensuring that the community have an opportunity to participate in the decisions made by Council.

A Councillor's role in community engagement is to participate as an elected member, listen to the views of the community and consider these views when making decisions at Council. Community engagement provides valuable opportunities for Councillors to hear and understand the voice of the community and ensure that this voice is properly represented when Council meet and make resolutions which impact the future of our community.

A Council staff member's role in community engagement is to organise and facilitate the discussion, record, provide feedback, evaluate the engagement and consider the community's views when making recommendations to Council.

Levels of Engagement

The levels of engagement are determined by the IAP2 Public Participation Spectrum – Inform, Consult, Involve, Collaborate and Empower. An important part of this process is to understand the scope of the community's input and the role those consulted will have in relation to the decision making process. Council will conduct community engagement processes at the 'inform, consult, involve and collaborate' stages as defined below.

	Inform	Consult	Involve	Collaborate
Goal	One way communication to provide information	Two way communication to obtain feedback on ideas, alternatives and proposals.	Participatory process designed to help identify issues and views.	Working together to develop an understanding of all issues and interests to work out alternatives and identify preferred solutions.
Council's Approach	We will share information.	We will explore options, gain feedback and an understanding of your concerns and preferences.	We will involve you in the process so your ideas, concerns and aspirations are reflected in the alternatives developed or the final decision.	We will collaborate with you so your advice, innovation and recommendations are included in the final decision.
Role of Stakeholder/ Community	Listen	Contribute	Participate	Partner

Community Engagement SRV Action Plan

The Community Engagement Plan is attached and outlines actions and timeframes for engaging the community in the potential application for a Special Rate Variation in 2018/2019.

Report back to the Community

During the preparation of the Special Rate Variation and on completion, staff will report back on the progress of the community engagement through a variety of methods including:

- Councillor briefings;
- Facebook updates and information posted on Council's social media:
- Website Updates;
- Media Releases; and
- Reports to Council, including seeking endorsement for commencing the SRV process and engaging the community on a potential SRV application.

Evaluation

To ensure the Community Engagement Strategy - Special Rate Variation is effective in achieving its objectives, a number of indicators will be used to measure success. Council will assess the following:

- Number of people who participated in each engagement pop-up and activity;
- Number of enquiries and submissions received;
- Social media engagement;
- Traditional media coverage; and
- Number of email enquiries.

Definitions

There are two documents and a staff toolkit that will guide Community Engagement at Upper Hunter Shire Council. The table below demonstrates how these documents relate to each other and will deliver on Council's commitment to engage the Community.

Key Term/Acronym	Definition
Community	Includes all the people, who live, work, study, own property, conduct private or government business, visit or use the services, facilities and public spaces and places of the Upper Hunter Shire. The Community can be referred to as stakeholders or comprise of stakeholders.
Engagement	A broader term which includes all levels of participation for including the community in decision making. Consultation is one level of engagement.
Consultation	Is a process of community engagement that seeks to inform the community or draw out the views and preferences of the community. These views are used to inform decision makers and should provide a guide to decision making.
Communication	Generally refers to the exchange of information from Council to the community and can also include the exchange of information or views from the community to Council.
IAP2	International Association of Public Participation (www.iap2.org.au)
Submission	A submission is a formal response to a public document made during the public exhibition period.
Comment	A comment is a response received during early engagement or consultation that is not part of formal Public Exhibition endorsed by Council.
Committee Framework	The Committee Framework includes Strategic Reference Groups and other Committees run by Council.

Attachment 1: Community Engagement Special Rate Variation (SRV) Action Plan

Technique	Action	Timeframe	Target Group
Inform	Council Website SRV Information SRV Engagement Strategy	Set up completed by 1 November 2017 Ongoing	
	Engagement Material Development of SRV Summary, Special Rate Variation – Potential Project Infographic, Potential Project Matrix and Scenarios.	September 2017 - November 2017	©
	Social Media	Set up completed by November 2017 Ongoing	
	Media Press release Advertisements Council Newsletters Radio	October 2017 - June 2018 Ongoing	
	Stage 1 - Communication with SRV Stakeholders Email Phone	1 November 2017 - Ongoing	٢
	Displays/Exhibits/Engagement Material Customer service, Pop-ups (Travelling Display)	1 November 2017 - June 2018 Ongoing	©

Technique	Action	Timeframe	Target Group
Consult	Council Website Have Your Say – provide comments	November 2017 – February 2018 Ongoing	
	Feedback/ Submission Forms Used at Displays and Site Events/pop-up stall	November 2017 – February 2018 Ongoing	
Involve	Councillor Workshops Briefing Workshop 1 Workshop 2	September 2017 - Febraury 2018 February 2018 - June 2018	
	Committees Council Standing Committees S355 Council Committees External Committees	November 2017 – June 2018 Ongoing	
	Community Site Events/Pop-up Stall6 pop-ups aimed at the whole Shire and to reach target groups:• Families• Individuals aged 25-49• Rural Communities6 Events to be determined:• Events to come• Events to come	November 2017 – January 2018	©
	Summary Papers	January 2018	©

Technique	Action	Timeframe	Target Group
Involve	Surveys On-line Paper - Used at Displays and Site Events/pop-up stall	November 2017 – January 2018 Ongoing	٢
	Meetings - Key Stakeholders Corporate Planner to have meetings with key stakeholders as requested.	November – December 2017 Ongoing	\odot
	Meetings - Target Groups Corporate Planner to have meetings with target groups as requested.	November – December 2017 Ongoing	٢
	Engagement Results Summary Document	January 2018	
Collaborate	Meeting/Advisory Group This will occur where Council shares the decision making on an issue with various stakeholders including levels of government and it impacts the SRV.	Ongoing	

Action Plan Notes

SRV Stakeholders

A SRV Stakeholders list will reflect Council's commitment to encouraging participation of all members of the local community.

Making contact with community groups, local organisations and advisory groups early in the process will allow for greater inclusion and can reach people that may not have otherwise participated.

These groups include, but not limited to:

- Government agencies;
- Environmental Groups;
- Schools and education;
- Social groups and service clubs;
- Businesses, Chambers of Commerce and other business/commercial network groups.
- Volunteer and Not for Profit organisations; and
- Community and sporting groups.

Using legitimate local groups and community organisations to reach individuals, particularly people less likely to engage is an effective approach.

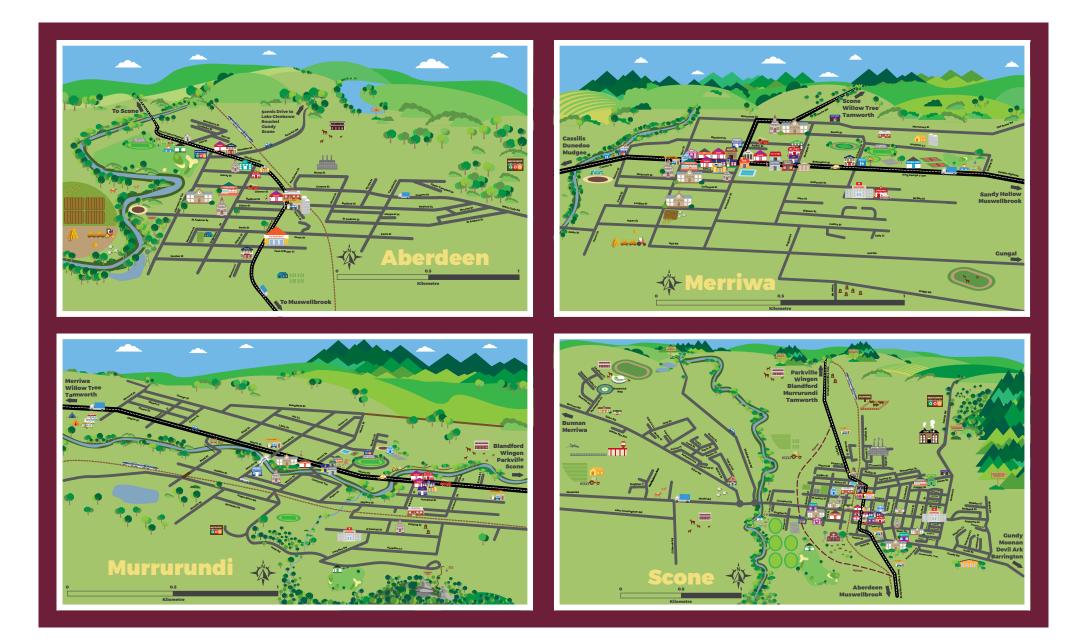
Target Groups

Council acknowledges that there is a need to specifically reach out to people who are less likely to participate in conventional methods of consultation or have been traditionally 'hard to reach".

The following 'hard to reach' target groups have been identified:

- · Young people;
- Working Families:
- Individuals aged 25-49; and
- Villages and Rural Communities.

A smiley face in the action table, identifies an action which directly targets the 'hard to reach' groups.





Target Area - Town Revitalisation - Map Reference -

NO.	DESCRIPTION	PROJECT	2018/19 \$000	2019/20 \$000	2020/21 \$000	2021/22 \$000	2022/23 \$000	DESCRIPTION & LOCATION	SUB TOTALS \$000
1	Murrurundi Town Revitalisation	Key Priorities: Pages River Heritage Trail construction		\$50			\$500		
·		Street banners and poles	\$50	\$50					
		Awning on shop front		\$200					
		Street trees, gardens and street furniture	\$40	\$80				Murrurundi Town Centre	\$1395
		Signage		\$25					
		Public toilets				\$150			
		Adelaide Street - Intersection upgrade - new kerb returns and pavement		\$250					
2	Scone Town Revitalisation	Key Priorities: Street gardens and furniture	\$100	\$150					
		Strategic land purchases for public parking		\$550					
		Town Entrance statements				\$300			
		Street banners and poles - new design			\$200				
		Improved lighting in CBD					\$250		
		Public Toilets		\$150				Scone Town Centre	
		Provide carparking to bus / rail interchange - St Aubins to Susan St		\$90					
		Footpath Widening Susan to Kingdon Street - Improve pedestrian quality of Kelly Street with wider footpaths, widen 2m each side:							
		Construct new kerb and gutter			\$480				

NO.	DESCRIPTION	PROJECT	2018/19 \$000	2019/20 \$000	2020/21 \$000	2021/22 \$000	2022/23 \$000	DESCRIPTION & LOCATION	SUB TOTALS \$000
		Construct new kerb returns			\$440				
		Pave Footpaths				\$1,218			
		Redesign Kelly Street with a mix of 45 degree and parallel parking:							
		Reconstruct centre median pavement			\$680				
		Construct median barrier			\$360				
		Roundabouts:						Scone Town Centre	\$6268
		• Kingdon Street				\$250			
		• Susan Street					\$150		
		 Construct roundabouts at Guernsey Street and Gundy Road including new kerb returns 				\$350	\$350		
		Create town square through partial closure of St Aubins Street			\$200				
3	Aberdeen Town Revitalisation	Key Priorities: Aberdeen River Trail construction		\$200		\$400	\$400		
		Public toilets opposite Crofts	\$150						
		Town entrance statements and public art	\$100					Aberdeen Town Centre	\$1430
		Street banners and poles	\$100						
		Street furniture, street trees and gardens	\$80						
4	Merriwa Town Revitalisation	Key Priorities : Footpath replacement in main street		\$288					
		Street furniture, tree plantings and gardens	\$100						
		Public green spaces				\$100	\$100	Merriwa Town Centre	\$1113
		Street banners and poles	\$100	\$75					
		Public art	\$100	\$50					
		Town entrance statements	\$100	\$100					
ANN	JAL TOTALS		\$1,020	\$2,308	\$2,360	\$2,768	\$1,750		\$10,206

Target Area - Community and Family Infrastructure/Facilities - Map Reference -



NO.	PROJECT DESCRIPTION	2018/19 \$000	2019/20 \$000	2020/21 \$000	2021/22 \$000	2022/23 \$000	DESCRIPTION & LOCATION	SUB TOTALS \$000
5	Upgrade of dog off-leash areas for Scone, Aberdeen, Merriwa and Murrurundi	\$75	\$75	\$75	\$75			\$300
6	Fencing and Shade Structure at 1 playground in Scone, Aberdeen, Merriwa and Murrurundi - Playground and picnic facilities.	\$120	\$120	\$120	\$120			\$480
7	Merriwa skatepark and toilets and tennis court upgrade.		\$200	\$150				\$350
8	Investigate options and provide safe play equipment / BMX Track for Adolescents (early teens) in Murrurundi, Aberdeen and upgrade Scone Park - locate near existing facilities such as public amenities / park.		\$100	\$100	\$100	\$100		\$400
9	Urban Streets - Bike and Cycleway Strategy implementation cycleway improvement and links	\$250					Moobi Road - Culverts to Somerset then Somerset to Kingfisher - Cycleway extension	\$500
10			\$250				Mackenzie Street, Merriwa - Bow to Marqueet Street Cycleway extension	 3 500
ANN	ANNUAL TOTALS		\$745	\$445	\$295	\$100		\$2,030

Target Area - Roads - Map Reference -

NO.	DESCRIPTION	PROJECT	2018/19 \$000	2019/20 \$000	2020/21 \$000	2021/22 \$000	2022/23 \$000	DESCRIPTION & LOCATION	SUB TOTALS \$000
11	Concrete Causeway -renewal program	4789. Upper Rouchel Rd Causeways		\$200		\$100		Upper Rouchel Road - Ch 4.7km, 6.2km, 8.1km and 9.4km Concrete causeway renewals	
12		4870. Dry Creek Causeways	\$100			\$100		Dry Creek Road - CH 3.5km & CH 4.2km Concrete causeway renewals	\$1,000
13		Cullingral Road Causeway			\$200	\$200		Cullingral Road - Ch 2.4km & Ch 3.9km Concrete causeway replacement with culverts.	\$1,000
14		Upper Dartbrook Causeway					\$100	Upper Dartbrook Road - CH 2.0km Concrete causeway	
15	Road- Major Project	Large Road Project, consider: Moonan Brook Road from MR105 to Barrington Tops Road		\$1,000	\$500	\$250	\$250		\$2,000
ANNUAL TOTALS			\$100	\$1,200	\$700	\$650	\$350		\$3,000

Special Rate Variation - Potential Projects





Have your say

Potential Special Rate Variation for 2018/2019

Residents are being asked for their views on whether Council should apply for a Special Rate Variation (SRV) for 2018/2019 in order to fund specific projects such as road improvements, community facilities and town revitalisations.

Special variations provide an opportunity for councils to vary general income by an amount greater than the annual rate peg. The Independent Pricing and Regulatory Tribunal (IPART) will assess and determine special variation applications by councils under powers delegated by the Minister for Local Government.

Extensive community consultation over the last year for the Community Strategic Plan 2027 and other major documents, found many people wanted to maintain the rural/country feel but would like improvements to roads, community facilities and our town centres.

These projects could be achieved sooner through an SRV, allowing Council to vary general income by an amount greater than the annual rate peg.

Special Rate Variation (SRV) Scenario's

There are four SRV options that would raise from \$8 million up to \$15 million, with a fifth option of Council not applying for an SRV at all.

All the SRV options involve a lower rate for rates paid on farm land, as many of the projects will occur within town centres.





Important Information for the Community

The Special Rate Variation (SRV) options being discussed are:

- Apply for a loan facility of \$8 million to fund part of Town Revitalisation projects to be repaid by a SRV at 2.1% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.
- Apply for a loan facility of \$10 million to fund all of town Revitalisation Projects to be repaid by a SRV at 2.6% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.
- 3. Apply for a loan facility of \$12 million to fund all of Town Revitalisation and other Community Projects to be repaid by a SRV at 3% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.
- Apply for a loan facility of \$15 million to fund all of Town Revitalisation, Community projects and major road upgrades (\$3.0 mill) to be repaid by a SRV at 4% plus rate pegging with a low farmland SRV increase of 1.25% plus rate pegging.
- 5. Do not apply for a SRV increase.

Community Engagement

Please provide feedback by Monday 15 January 2018, if you haven't already provided comment at one of Council's 'pop-ups' stalls.



The SRV Potential Projects List

The SRV Potential Projects List includes road projects and priorities for town revitalisation in Aberdeen, Merriwa, Murrurundi and Scone as well as community and family facilities. This list is to start discussion on whether the Community agrees with these projects or if there are other priorities.

After the community consultation, Council will receive comments from the Community until 15 January 2018. Councillors will decide at the January 2018 Council meeting on whether to apply to the Independent Pricing and Regulatory Tribunal (IPART) in February 2018 for a Special Rate Variation.



I look forward to receiving your views on whether Council should apply for a Special Rate Variation (SRV) for 2018/2019. Special variations provide an opportunity for councils to vary general income by an amount greater than the rate peg. We have put together a SRV Potential Projects List that includes road projects, community and family facilities and town revitalisations. These projects could be achieved sooner through an SRV. I hope you take the time to read the SRV documents and to give your

opinion to ensure we are on the right track.

Cr Wayne Bedggood MAYOR



Have your Say

Tell us your views on whether Council should apply for a Special Rate Variation in 2018/2019. Feedback can be provided in person at Council offices, by phone on 6540 1100, online at www.upperhunter.nsw.gov.au, by email council@upperhunter.nsw.gov.au, by post or fax by Monday 15 January 2018.

Upper Hunter Shire Council PO Box 208 SCONE NSW 2337



THE RESIDENT

Potential Special Rate Variation for 2018/2019



Have your say!

Residents are being asked for their views on whether Council should apply for a Special Rate Variation (SRV) for 2018/2019 in order to fund specific projects such as town revitalisations, community facilities and road improvements.

Special variations provide an opportunity for councils to vary general income by an amount greater than the annual rate peg. The Independent Pricing and Regulatory Tribunal (IPART) will assess and determine special variation applications by councils under powers delegated by the Minister for Local Government.

Extensive community consultation over the last year for the Community Strategic Plan 2027 and other major documents, found many people wanted to maintain the rural/country feel but would like improvements to roads, community facilities and our town centres.

These projects could be achieved sooner through an SRV, allowing Council to vary general income by an amount greater than the annual rate peg.

The SRV Potential Projects List

The SRV Potential Projects List includes road projects and priorities for town revitalisation in Aberdeen, Merriwa, Murrurundi and Scone as well as community and family facilities. This list is to start discussion on whether the Community agrees with these projects or if there are other priorities.

Please share your views on this survey or by speaking to staff and councillors at 'pop up' community engagement events to be held across the shire in November and December.

After the community consultation, Council will receive comments from the Community until 15 January 2018. Councillors will decide at the January 2018 Council meeting on whether to apply to the Independent Pricing and Regulatory Tribunal (IPART) in February 2018 for a Special Rate Variation.

Special Rate Variation (SRV) Scenario's

There are four SRV options that would raise from \$8 million up to \$15 million, with a fifth option of Council not applying for an SRV at all.

All the SRV options involve a lower rate for rates paid on farm land, as many of the projects will occur within town centres.

The SRV options being discussed are:

- 1. Apply for a loan facility of \$8 million to fund part of Town Revitalisation projects to be repaid by a SRV at 2.1% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.
- 2. Apply for a loan facility of \$10 million to fund all of town Revitalisation Projects to be repaid by a SRV at 2.6% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.
- 3. Apply for a loan facility of \$12 million to fund all of Town Revitalisation and other

Community Projects to be repaid by a SRV at 3% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.

- 4. Apply for a loan facility of \$15 million to fund all of Town Revitalisation, Community projects and major road upgrades (\$3.0 mill) to be repaid by a SRV at 4% plus rate pegging with a low farmland SRV increase of 1.25% plus rate pegging.
- 5. Do not apply for a SRV increase.

Potential Special Rate Variation for 2018/2019



Community and Family Facilities, Town Revitalisations and Road Improvements

Tell us what you want for the Upper Hunter Shire.

Complete this survey and return to Council at a Pop-up event or at a Council Office.

You can register now on Council's website **upperhunter.nsw.gov.au** to participate in upcoming activities and to have your say online.

Alternatively contact Council on 6540 1100 or email council@upperhunter.nsw.gov.au.

1. Council is looking to understand if the Community would support a Special Rate Variation (SRV) Application for 2018/2019 to undertake specific community and family facilities projects, town revitalisations and major road upgrades. Thinking about your household, what rate rise would you be willing to pay?

No SRV increase

About a \$1 a week extra

About a \$2 a week extra

About a \$3 a week extra

2. Which of the Special Rate Variation (SRV) scenarios being discussed do you prefer:

Apply for a loan facility of \$8 million to fund part of Town Revitalisation projects to be repaid by a SRV at 2.1% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.

Apply for a loan facility of \$10 million to fund all of Town Revitalisation Projects to be repaid by a SRV at 2.6% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.

Apply for a loan facility of \$12 million to fund all of Town Revitalisation and other Community Projects to be repaid by a SRV at 3% plus rate pegging with a low farmland SRV increase of 0.75% plus rate pegging.

Apply for a loan facility of \$15 million to fund all of Town Revitalisation, Community projects and major road upgrades (\$3.0 mill) to be repaid by a SRV at 4% plus rate pegging with a low farmland SRV increase of 1.25% plus rate pegging.

No SRV increase.

3. Does the Special Rate Variation (SRV) Potential Project List reflect your priorities? What would you change and/or add?

4. I would like to find out what the SRV options would mean for my rates. Please provide the following:

Name:	
Address:	
Phone:	Email: