

# **The Energy Charter**

## 2022 Signatory Disclosure Transgrid

30 September 2022



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### Have your say

We would like to hear your feedback on our Energy Charter disclosure, and about the service we provide.

If you have any feedback, questions or ideas about how we can improve future disclosures or our service to you, please don't hesitate to contact us.

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Call us on: 1800 222 537

Website: [www.transgrid.com.au](http://www.transgrid.com.au)

## Acknowledgement of Country

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Transgrid acknowledges the Traditional Owners and current Custodians of this great land. We recognise and acknowledge the Aboriginal and Torres Strait Islander people as the first explorers, scientists, farmers, astronomers and storytellers. We pay respects to the people, the Elders both past and present, and celebrate the diversity and successes of Aboriginal peoples and their ongoing connections to the lands and waters where we work and live.

## Our Energy Charter commitment

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### CEO message

Transgrid is one of the founding organisations and first signatories to the Energy Charter. Working alongside the other signatories we are striving to deliver better outcomes for all energy customers as we tackle the challenges of delivering an efficient and fair energy transition.

This, our fourth Energy Charter Disclosure, comes at a pivotal time for Transgrid and the entire energy industry. We are in the process of transitioning to a clean energy future, building the transmission and developing the technology to support a decarbonised economy. In the future, renewable electricity will be our most important form of energy, supporting the sustainable electrification of our road transport, industries and buildings.

As we build a better power system for Australians, we are working closely with our customers and communities to make sure no one is left behind. Our role is to achieve the biggest energy transformation of our lifetime – as efficiently as possible – without sacrificing grid security and reliability to which our customers have become accustomed and while keeping our people and the community safe.

We are mindful that constructing new assets impacts the communities and landowners who reside in the vicinity of these projects. When planning routes for new transmission, Transgrid engages with landowners and communities to help us minimise the impact of our projects, while maintaining our obligation to deliver our infrastructure in the most cost-effective way to keep energy prices as low as possible. We strive to continuously improve the way we plan and deliver transmission projects, and that is why, in 2021, we established the Office of the Landowner and Community Advocate, led by former NSW Commissioner for Fair Trading, Rod Stowe, who advocates on behalf of landowners and communities directly to our CEO and Board.

While we have made progress against many of the Energy Charter Principles, we acknowledge there is still work to do. We will continue to strive to improve our performance in all areas.



Brett Redman  
Chief Executive Officer

Transgrid operates and manages the high voltage electricity transmission network in NSW and the ACT. The network connects more than three million homes, businesses and communities to a safe, reliable and affordable electricity supply. Comprising 113 substations, over 13,045 kilometres of high voltage transmission lines, underground cables and five interconnections to QLD and VIC, the network is instrumental to the electricity system and economy and facilitates energy trading between Australia's eastern states.

## Our customers and communities

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Transgrid is playing a central role in the decarbonisation of the National Electricity Market (NEM). Our network facilitates the connection of new renewable generation and transports electricity from a range of generation sources to large directly-connected industrial customers and the distribution networks that deliver electricity to homes and businesses. The market is undergoing a period of rapid transition as the generation mix changes to include more renewables, and technology allows greater consumer participation in the energy market. We are guided by the principles of the Energy Charter and are working with our customers, energy consumers, the energy supply chain and decision-making bodies to ensure that all customers see the benefits of this transition. Our customers and communities are diverse, with differing interests and priorities. We broadly consider our customers in three groups with varying approaches to engaging and working with them.

### End user customers

Transgrid is responsible for the transmission of the electricity accessed by more than three million households and businesses in NSW and the ACT – and we consider each one a customer. Our customers are diverse - living and working in regional, rural and metropolitan areas - and all rely on safe, reliable and affordable electricity. We plan and operate our network to meet this need for the present and future. Transgrid's services comprise about 7.5% of the average residential electricity bill<sup>1</sup>. The Transgrid Advisory Council (TAC) is our principal stakeholder engagement forum, with representatives from a wide range of interested parties, including Energy Consumers Australia, Energy Users Association of Australia, Aboriginal Affairs NSW, NSW Farmers Association and the Ethnic Communities Council NSW. Through the TAC we engage with customer advocates who represent end users to ensure customers' current and future needs inform all stages of our work – from operation, to design and delivery. We believe working collaboratively with customer advocates improves the end result, bringing a diverse range of views to the table, including views from customers with culturally and linguistically diverse and lower socio-economic backgrounds.

### Directly connected customers

We directly connect a range of customers into our transmission network, typically large businesses with whom we have a direct billing relationship. These organisations include large electricity generators such as solar, wind, pumped-hydro, gas and coal generators, large energy users such as smelters and mines, as well as neighbouring transmission networks through our interconnectors, and distribution networks. We appoint dedicated customer managers to work with these customers, ensuring we understand their needs, meet their expectations and represent their priorities within our business. We work closely with our directly connected customers to deliver efficiencies through joint planning, aligning maintenance outages and undertaking hazard mitigation work.

### Communities and landowners

We have enduring relationships with almost 13,000 landowners for whom our assets or easements are located on their property. Our communities and landowners expect us to ensure the operation and maintenance of those assets is undertaken with the highest safety and environmental standards, and in a manner that minimises the impact on their lives. We take this responsibility seriously and have a dedicated property team that works directly with communities and landowners who have our assets on their land, or may be impacted by future works. This will become increasingly important as we deliver the major projects identified by the Australian Energy Market Operator (AEMO) in its 2022 Integrated System Plan (ISP) as being of national significance. We recognise this plan will disproportionately impact some landowners and regional communities. We are committed to improving our engagement practices and to working sensitively and compassionately with landowners and communities to deliver these essential projects for the future energy system.

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<sup>1</sup> [Residential electricity price trends 2021 | AEMC](#). End-Year 2021 and [Default market offer prices 2022–23 | Australian Energy Regulator \(aer.gov.au\)](#)

## FY22 highlights

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### Improving our ways of working with landowners and communities

During the year, we continued to develop better ways of working with existing and new landowners and their broader communities to minimise the impacts of new infrastructure, while maximising the delivery of shared community benefits. We were assisted greatly by our Landowner and Community Advocate, Rod Stowe. Commissioned and published in 2021, the Review of HumeLink Engagement Process Report found that Transgrid's engagement process up to that time had not met best practice standards and provided a path forward for a genuine re-set of our approach.

We accepted and have implemented all 20 recommendations of the report. These include establishing independent Community Consultative Groups to provide local communities and landowners with a structured, ongoing forum to provide input to the HumeLink project, as well as a new Landowner Assistance Program to provide free confidential support and counselling services to landowners affected by our work.

In addition to improving our community engagement practices, we are undertaking a program of initiatives to help us build and maintain social licence and deliver better outcomes for impacted communities. These include:

- An independent review into the potential impacts and benefits of transmission lines co-existing with agricultural land-use practices. Through this Energy Charter #BetterTogether initiative we are collaborating with the agricultural sector and other transmission businesses to review existing co-existence examples, identify key co-existence impacts and opportunities, and develop practical guidelines for landowners and farmers.
- A review of landowner compensation, which includes advocating to the NSW Government and the Australian Energy Regulator on behalf of affected communities to identify opportunities to improve the sharing of energy consumer benefits back to host communities.
- Enhancing our Community Benefits sharing programs, including our Community Partnerships Program, with a focus on local training and skills development and enhanced use of local suppliers and services.

### Aboriginal and Torres Strait Islander Engagement

This year we finalised delivery of our Innovate Reconciliation Action Plan (RAP) and were invited by Reconciliation Australia to move to a Stretch RAP in recognition of the strong program of work we have achieved and embedded across our organisation. In March 2022, we began planning initiatives for our Stretch RAP in collaboration with our dedicated Indigenous Engagement team: Yura Ngura Indigenous Advisory. The team is an important advocate for working in a culturally safe and inclusive manner, and also consults on both internal and external projects, policies and procedures to ensure best practice engagement with communities.

Our Stretch RAP, which will be delivered in early 2023, has five focus areas:

1. Continuing to develop respectful and meaningful relationships with Aboriginal and Torres Strait Islander communities across our transmission network.
2. Deepening the cultural awareness and respect of our employees and leaders.
3. Delivering measurable and sustainable economic benefits to Aboriginal and Torres Strait Islander businesses and communities that we work with.
4. Improving employment opportunities, retention and professional development of Aboriginal and Torres Strait Islander peoples within Transgrid.
5. Leading and championing reconciliation within the Energy Industry, by facilitating professional networking development opportunities and leading the conversation on reconciliation.

During the year, we continued to raise awareness of Reconciliation initiatives across the organisation through a strong cultural learning program, regular all-staff updates and quarterly newsletter.

## Contributing new modelling to support the transition to a low-carbon future

In October 2021 Transgrid released its Energy Vision – a vital piece of work guiding our own long-term planning and supporting other energy system stakeholders in formulating policies, reforms and investments that enable the rapid and orderly decarbonisation of our energy system. Developed in collaboration with independent experts, CSIRO, ClimateWorks Australia and The Brattle Group, our Energy Vision models the implications of six possible scenarios for Australia’s energy system over the next 30 years to 2050.

Our analysis indicates that Australia’s energy ecosystem is critical to enabling a decarbonised economy and key to seizing the opportunity to grow our economy and jobs within a clean energy future. The transition towards a clean energy future can create immense opportunity for Australia – if we set ourselves on the optimal course. Our evidence-based vision is for Australia to become a global clean energy leader, benefitting communities, the economy and the environment. Modelling shows that, with the right policies, and if all energy system stakeholders work together, this future is highly achievable. But the pace of change needs to rapidly accelerate.

## FY22 Maturity self-assessment overview

We have reviewed and updated our self-assessment of the maturity of our approach to the principles of the Energy Charter. Through this assessment we have sought to call out areas of progress in the last 12 months while also identifying areas where we are still establishing the necessary internal structures to justify improving our rating. We recognise these improvements only reflect that we are moving in the right direction, not that we have achieved our goals. Details on our self-assessed performance and objectives for improvement can be found in the following pages of our disclosure.

2020 ● 2021 ● 2022 ●

FY21 Maturity Self-Assessment					
Tracking Transgrid's improvement over time towards achieving Energy Charter principles					
	Elementary <i>Lowest maturity</i>	Emerging	Evolved	Empowered	Exceeding <i>Highest maturity</i>
Principle 1: We will put customers at the centre of our business and energy system		●	●		
Principle 2: We will improve energy affordability for customers		● ● ●			
Principle 3: We will provide energy safely, sustainably and reliably					
> Safety			● ●	●	
> Environment		●	● ●		
> Shift to cleaner energy system			● ● ●	●	
> Connection, service and reliability			● ● ●	●	
Principle 4: We will improve the customer experience					
> Fair customer outcomes		●	●		
> Customer communication		●	● ●		
> Complaints	● ●	●	●		
Principle 5: We will support customers facing vulnerable circumstances	● ● ●	●			

## Principle 1. We will put customers at the centre of our business and the energy system

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As a transmission network provider, we must never lose sight of the fact that the energy system exists to serve the needs of customers. We recognise that we have work to do to ensure we identify the benefits to customers in all our decision-making processes, and we are committed to this path of continued development.

### Maturity assessment

As a transmission business, Transgrid does not have direct relationships with most end-user customers, so our engagement with customer advocates is essential to considering the voice and experience of the customer at the strategic level of our business. Currently, this engagement is primarily through the Transgrid Advisory Council (TAC) comprising representatives of consumer, community and industry groups.

### Maturity Assessment

Current Maturity: Emerging - Evolved

3 -Year target: Evolved

Over the past year, a program of regular TAC meetings, collaborative deep dives and working groups have provided a key forum for our CEO and Executive General Managers to hear directly from and engage with customer advocates. Transgrid Directors and/or Shareholders have attended eight of the nine regular TAC meetings held over the past year, which has increased Board members' exposure to customer voices - in line with the [Energy Charter's Customer Voice @ Board Level Resource](#) for Company Directors which was published in June 2021 and shared with our Board.

However, we acknowledge and appreciate feedback from customer advocates that there have been shortfalls in our engagement on major projects and the Revenue Reset - hence our maturity against this Principle remains "Emerging". We anticipate with the positive steps we have put in place for Phase 2 of the Revenue Reset and future engagement on major projects, we will reach "Evolved" status in 2023.

### Improving our engagement on the Revenue Reset and major projects

Our revenue is set by the Australian Energy Regulator (AER) on a five-year cycle. We are committed to ensuring our business understands the needs of our customers and that we are positioned to meet those needs in the upcoming revenue period 2023-2028. This year, we appointed the TAC as our primary consultation vehicle for the Revenue Reset to ensure customer views help shape Transgrid's revenue proposal. Through TAC meetings we have also gained important insights that have informed our thinking on the delivery of major transmission projects. However, we acknowledge customer advocates' concerns about the balance of voices on the TAC, and also that the engagement process has been largely at the inform/consult end of the IAP2 spectrum.

We have taken a number of actions to improve our engagement with the TAC including:

- adjusting TAC membership to include a better balance of customer and community voices
- establishing a Revenue Reset working group based on a sub-set of the TAC to support more targeted and deeper engagement with customer advocates on key issues
- co-designing the engagement program for phase two of the Revenue Reset (June– Dec 2022)
- engaging external experts to advise on improving stakeholder engagement on the Revenue Reset process and across the business generally, including for major projects.

The outcomes of this refreshed approach to engagement will be documented in next year's Disclosure.



## Principle 2. We will improve energy affordability for customers

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The energy system is transitioning to a renewables-based system faster than previously expected. We note the Accountability Panel's view in its 2021 report that energy transition can benefit people on low incomes rather than leaving them behind. This can only occur if their interests are at the front of the design, not an afterthought.

### Maturity assessment

We are working to reduce the price of electricity for customers by connecting new low-cost generation and improving the ability to trade electricity between states through our interconnector projects. The major projects we are progressing under the ISP will support low-cost renewables and put downward pressure on wholesale energy prices. For every dollar we spend in transmission, consumers get back between three and nine dollars in lower wholesale energy costs. Our maturity assessment of this Principle remains "Emerging" as these benefits will be realised in the future (upon commissioning), and in recognition of the high consumer cost of disruption as demonstrated by the energy market crisis in July 2022.

### Maturity Assessment

Current Maturity: Emerging

3 -Year target: Evolved

### Delivering major projects

Transgrid's major projects will support the energy transformation in NSW by strengthening, expanding and enhancing the network, increasing system stability and underpinning competition within the wholesale electricity market that will drive down prices for consumers. We are constructing a number of major transmission projects in line with AEMO's 2022 ISP that will improve affordability for all energy customers.

Transgrid has recently completed two significant transmission projects on-time, on-budget and with a community focus:

- **Powering Sydney's Future** – creating a reliable and affordable energy supply to support Sydney's economy.
- **The Queensland-NSW Interconnector** upgrade – boosting interstate transmission capacity and increasing power flow on existing lines.

We are now engaged with the next tranche of crucial ISP projects, which include:

- **Victoria to NSW Interconnector upgrade** – unlocking access to renewable energy generation
- **HumeLink** – increasing the transfer capacity between southern NSW and the major load centres of Sydney, Newcastle and Wollongong
- **Victoria-NSW Interconnector West** – expanding interconnector capacity between Victoria and NSW
- **Energy Connect** – 900km of transmission connecting power grids across three states.

We acknowledge concerns raised by customer advocates about the cost of new transmission, particularly in an environment of high inflation and global supply chain pressures. To address this, Transgrid is investigating integrating the HumeLink, EnergyConnect and VNI West projects into a single simultaneous program to deliver them earlier and cheaper, helping put downward pressure on customer bills.

## Delivering a revenue proposal that provides value for customers

The revenue that we recover from customers via our prices, is regulated by the AER under the National Electricity Rules (NER). Every five years, the AER undertakes a Revenue Determination to assess the revenue that we can recover from customers over the following five-year period. This requires us to submit a highly detailed Revenue Proposal to the AER and to engage with our customers on its development.

On 31 January 2022, we submitted our initial Revenue Proposal for the period 1 July 2023 to 30 June 2028 to the AER. This explains how we will continue to deliver on our customers' top five priorities over the 2023-28 period, being:

1. Affordability
2. Safety, security and reliability
3. Serving rapid localised demand growth
4. Supporting the energy transition
5. Supporting technology and innovation.

The AER will respond with its Draft Decision on 30 September 2022. We are currently engaging with the TAC Revenue Reset Working Group and other stakeholders on the key changes between our initial and revised Revenue Proposal. We will submit our Revised Revenue Proposal to the AER on 2 December 2022.

## Principle 3. We will provide energy safely, sustainably and reliably

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Network reliability depends on Transgrid effectively managing, maintaining and replacing assets along 13,000 kilometres of transmission lines and cables. Over the past year, we continued to manage our assets sustainably, safely and responsibly, delivering ongoing value to energy customers.

### Maturity assessment

Our overall maturity assessment for this principle has improved to “evolved-empowered”. In FY22 we again achieved 99.99999% network reliability. We have progressed our Environmental, Social and Governance (ESG) Program and our safety culture continued to strengthen. Our 2022 Transmission Annual Planning Report documents our obligation as the NSW Jurisdictional Planner to execute priority ISP projects and continue to support the shift to a cleaner energy future and deliver the energy transition for consumers.

### Maturity Assessment

Overall Maturity: Evolved - Empowered

3 -Year target: Empowered

- > Network Reliability 99.99999% (99.99999% in FY21)
- > Lost time injury frequency rate (LTIFR): 1.9 (1.8 in FY21)
- > GRESB score of 97 out of 100

### Safety

At Transgrid, the safety and welfare of our people and the broader community is of utmost importance. It is one of our values and “We put Safety First”. Transgrid benchmarks its performance and Safety Climate against best practice organisations. As an organisation, we are focused on learning from outside and within.

This year saw a significant improvement in safety climate evidenced by improved scores against a number of dimensions measured against our benchmark model. We experienced a significant reduction in our total

recordable injury rate (TRIFR) and improvements in positive hazard reporting. This was enabled through improvements in Safety Leadership, risk management, communication and teamwork. As part of our Strategy to improve performance and culture the following key initiatives have been delivered:

- Targeted training and coaching (ZIP) for Field workers and Leaders on the ‘psychology’ of safety; hazard perception, performance conversations, making Safety ‘personal’
- Executive Leader-led Hazard awareness campaign,
- ‘Heads up’ Safety Conversation program. This is supported by an application for mobile devices whereby recording of Health, Safety and Environmental (HSE) interactions and engagements occur. The mobility solution enables people to record positive safety observations on their mobile device.

Notably, our primary leading indicator metric, hazard reporting, increased by 750%. The significant increase may be attributed to people having confidence that what they reported would get fixed. We have created a Safety Climate where improvements and learning opportunities are welcomed. Importantly, the on-time closure of hazards is closely monitored. Each hazard report has given us invaluable data to inform better risk mitigation, system improvement and innovation. We also introduced ‘Golden Hour Injury Management’ intervention, teaching our people to assess, triage and implement early interventions to improve physical and emotional outcomes in the crucial 60 minutes after injury. Other initiatives included introducing a Stop Work authorisation card, empowering our people to stop unsafe work.

In Transgrid’s 2022 Employee Engagement survey, 91% of staff said they felt Transgrid values safety and they can raise issues with their manager.

Lost time and medical treatment injuries are Transgrid’s key lag indicators, which we report as a combined metric that covers both Transgrid employees and our contractors, who are a critical extension of our business. At year end, Transgrid’s lost time injury frequency rate (LTIFR) was 0.8 and the total recordable incident frequency rate (TRIFR) was 2.8, down from 7.2 in FY21.

## Sustainability

Although our biggest contribution to sustainability is enabling Australia’s clean energy future, like every other organisation, we must also operate sustainably and report transparently on our entire Environmental, Social and Governance (ESG) performance. This year, our ESG Program has been enhanced to include key performance indicators, targets and improvement initiatives to uplift performance in our Board-approved sustainability priority areas. We have also significantly progressed our understanding and management of climate-change-related impacts and opportunities – data that has informed our 2023–2028 Revenue Reset proposal.

We remain in the Emerging phase of sustainability with our focus over the past year on progressing key ESG Program initiatives, including formalising targets for greenhouse gas (GHG) emission reduction and strengthening management and Board oversight.

Transgrid reports on Scope 1 and 2 greenhouse gas (GHG) emissions as required under legislation. As transmission line losses are the largest component of our emissions footprint, our primary reduction driver is the speed at which the energy system transitions to one based on renewable energy. We are hastening this process by building interconnectors, supporting development of renewable energy zones and investing in battery technology

The main sources of our Scope 1 emissions are Sulphur Hexafluoride (SF6) gas leakage and diesel emissions from transport. We are continuing to explore SF6 alternatives and transitioning our assets to low carbon alternatives.

For the first time, we quantified the Scope 3 GHG emissions occurring indirectly in our value chain, which

Transgrid is also responsible for. We also undertook a comprehensive forecasting exercise of emissions out to 2050 as a basis for considering credible emissions targets.

	2020	2021
Scope 1 (tCO <sub>2</sub> -e)	14,429	10,506
Scope 2 (tCO <sub>2</sub> -e)	1,336,619	1,211,782
Scope 3 (tCO <sub>2</sub> -e)	NA	184,059

Biodiversity plays an essential role in supporting healthy ecosystems and is critical to preserving our natural environment for future generations. During the year, we assessed the impact of our major augmentation projects on biodiversity and worked with regulators to identify appropriate biodiversity offsets, including identifying and securing properties to establish long-term biodiversity values.

Our 2021 (FY20) GRESB Infrastructure ESG benchmark five-star rating and score of 97/100 placed Transgrid in the top 3% of infrastructure assets around the globe.

### Shift to a cleaner energy system

Transgrid is continuing to support delivery of AEMO's ISP which provides an optimal development path for Australia's transition to net zero emissions.

As we continue the transition to renewable energy, we are also prioritising clean energy solutions that support the nation's goal of decarbonisation. This year, innovation included:

- Leichhardt electric bus pilot** – In a joint venture between Transgrid, Lumea and Zenobe Energy, we continued to facilitate the penetration of EVs by collaborating with Transit Systems and the NSW Government to transform their Leichhardt bus depot into a next-generation electric bus depot. Launched in October 2021, the \$40 million project, integrates electric buses, chargers, solar generation and batteries with the electricity grid. Forty electric buses were delivered – the largest single fleet of electric buses in Australia – with an additional 15 electric buses planned for delivery later this year.
- Grid-scale batteries** – We continued to explore the potential for grid-scale batteries, including pair with renewable generation or other technologies to augment or defer the need for new conventional transmission infrastructure in the Bathurst-Orange-Parkes regions and the North West Slopes.

### Connection, service and reliability

We continue to maintain high standards of network reliability as the system transitions. Our Network Reliability for FY 21/22 was 99.999990%.

Transgrid has completed and/or is currently progressing 36 formal connection enquiries with a potential capacity of 13GW. This is in addition to informal enquiries requiring pre-technical assessments and assessment of renewable generation connections to the distribution networks.

## Principle 4. We will improve the customer experience

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Transgrid works to deliver fair outcomes for our customers and we are focusing on improving consistency of service across the business, based on customer feedback.

### Maturity assessment

Our performance on this principle is assessed as Emerging-Evolved, recognising that while improvements have been made in relation to customer experience, there is more to do particularly in relation to landowners.

### Maturity Assessment

Overall Maturity: Emerging - Evolved

3 -Year target: Evolved

### Improving the experience of landowners and communities

We recognise that earning the trust of landowners and communities is fundamental to our ability to deliver major transmission projects. As a result of feedback received through our consultation programs, we are undertaking a program of initiatives to build social licence and deliver better outcomes for impacted communities. Focus areas include: improving transparency of the route selection process; research into the potential for undergrounding transmission lines; research into the co-existence of transmission and agricultural land use; landowner compensation; and enhancing community benefits-sharing programs.

This year we released a new [Community Engagement Policy](#) which outlines Transgrid's ambition to listen, respond and work with communities to ensure their views are embedded into decision making. Landowner and Community Advocate Rod Stowe helped develop the policy, which follows Energy Charter guiding principles. We also launched a four-year community sentiment program - "Local Voices" - that seeks written feedback and opinions from a wide range of people that live and work around major projects. The Local Voices survey will be conducted every six months so we can track changes over time and understand if changes to improve our engagement with the community and landowners have the right impact.

Progress on our social licence initiatives will be monitored and reported on in next year's disclosure.

### Working with our directly-connected customers

We continue to work closely with our directly-connected customers through our dedicated Customer Team to ensure our business and our people are accessible and any concerns can be quickly addressed. A committee of senior leaders across the business works to identify customer needs and expectations and improve customer outage coordination and communications.

### Improving our communication and complaints management

This year, an audit of our complaints management system found that more than 90% of complaints were resolved within 14 days. We are committed to continually improving the way we manage complaints and the overall customer/community service experience. To this end, we work collaboratively with the Australian Energy Infrastructure Commissioner and the NSW Energy and Water Ombudsman to resolve any Transgrid-related complaints received by their offices. Our procedure for handling complaints and enquiries is being reviewed as part of a wider community engagement transformation plan, including reviewing response and close-out times. We have also recruited a specialist whose responsibilities include primary group administration for enquiries and complaints, including managing standards, procedures and case management tools, allocating cases, overseeing case resolution and reporting.

## Principle 5. We will support vulnerable customers

The focus of our support for vulnerable customers is considered in terms of communities and landowners who host our assets on their land.

### Maturity assessment

As a transmission business, we understand that a major area of impact is the way we work with landowners and communities in the delivery of new transmission lines. Our Maturity Assessment has improved to “Emerging-Evolved” to reflect that while progress has been made, many of our social licence program initiatives are in the early stages of implementation.

### Maturity Assessment

Current Maturity:

Elementary - Emerging

3 -Year target: Emerging - Evolved

> \$200,000 of funding to NSW community groups

### Transgrid Engineering Scholarship Fund

We are proud to be partnering with Charles Sturt University to help train the nation’s next generation of engineers and address Australia’s infrastructure skills shortage. Transgrid has allocated \$2 million to support the education of 100 engineering students at the university’s Bathurst campus. The scholarship fund follows the signing of a Memorandum of Understanding between Transgrid and Charles Sturt University in November 2021 to collaborate on opportunities for research, infrastructure, training and employment.

### Landowner Assistance Program

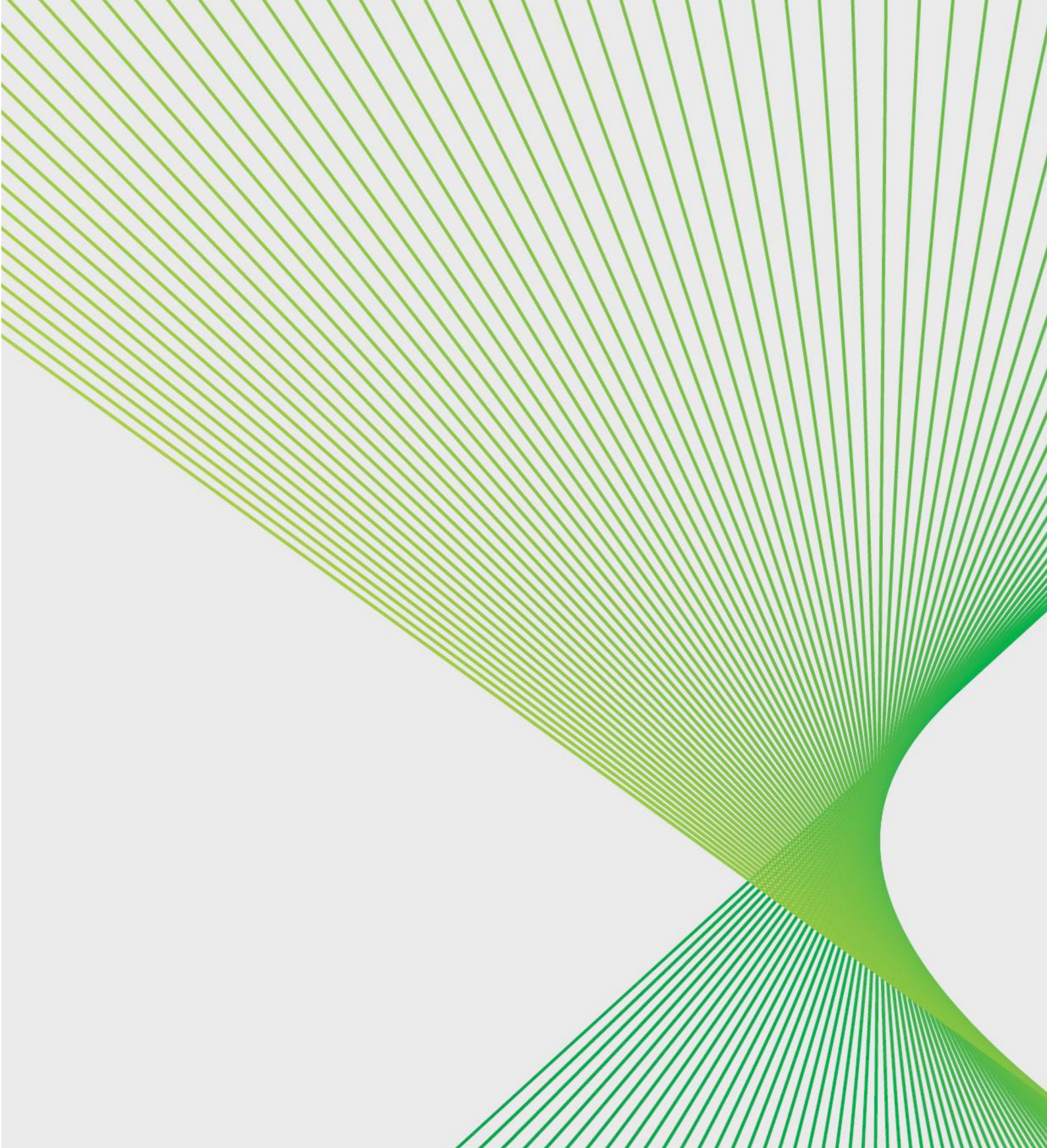
Transgrid appreciates that for many landowners, the idea of a large infrastructure being built on their property may cause stress, anxiety or frustration. We also know that landowners might prefer to talk to someone independent of Transgrid to discuss their concerns. To offer independent support throughout this process, we have engaged an external service provider, to offer the Assure Program. Under this program, which has been in place over the past year, qualified psychologists provide free, independent, anonymous counselling to participating landowners and their families.

### Community Partnerships Program

In FY22, we invested \$200,000 in our Community Partnerships Program, with a focus on supporting organisations that deliver benefits in Indigenous, regional and rural communities. For example, as part of our Project EnergyConnect, Transgrid provided the Murrumbidgee Men’s Group with a community grant to help fund local initiatives in men’s mental health support.

We also continued to invest in:

- **Career Trackers:** Transgrid provides placement for two interns each year to support young Indigenous adults gain industry experience.
- **STEM scholarships for women:** UTS Women in Engineering and IT scholarship and Galuwa sponsorship, and the UNSW Women in Engineering Program.
- **The Clontarf Foundation:** This charitable organisation works to improve the education and employment prospects of young Aboriginal and Torres Strait Islander men.
- **Charles Sturt University:** Transgrid is partnering with Charles Sturt to help train the nation’s next generation of engineers and address Australia’s infrastructure skills shortage. Transgrid’s Engineering Scholarship Fund has allocated \$2 million to support the education of 100 engineering students at the university’s Bathurst campus. Refer to Principle 4 above for information about our [Social Licence Program](#). A range of initiatives are currently being rolled out and will be tracked and reported on in subsequent disclosures.



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NSW Electricity Networks Operations Pty Limited (ACN 609169 959), as trustee  
for NSW Electricity Networks Operations Trust (ABN 70 250 995 390).  
Registered business name is Transgrid (ABN 70 250 995 390).