

# The Energy Charter

2023 Signatory Disclosure Report



People. Power. Possibilities.



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## Do you have feedback?

We invite your feedback, suggestions or questions on our Energy Charter Disclosure Report via [stakeholderengagement@transgrid.com.au](mailto:stakeholderengagement@transgrid.com.au), or to find out more about Transgrid visit [www.transgrid.com.au](http://www.transgrid.com.au).



## Acknowledgement of Country

In the spirit of reconciliation, Transgrid acknowledges the Traditional Custodians of the lands where we work, the lands we travel through and the places in which we live. We pay respects to the people and Elders, past, present and emerging and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW and ACT.



# CEO Foreword

At Transgrid, we understand the challenges that energy consumers face, and we're committed to working hand-in-hand with them to navigate the complex journey of energy transition. As one of the founding organisations and the first signatories to the Energy Charter, we are proud to collaborate with 19 of our industry peers to enhance outcomes for all energy customers.



The energy transition is happening now, and as Australia's foremost electricity transmission network planner, operator, and manager, we're deeply embedded in this pivotal and Nation-critical work. Our network is the beating heart of the National Electricity Market (NEM), facilitating energy trade among Australia's largest states on the east coast and ensuring a reliable, secure and affordable energy supply to more than eight million homes and businesses in NSW. As we do so, our primary goal is to ensure that the shift to clean energy is not a burden on consumers and happens before coal-fired generation is retired.

To achieve this, we work collectively with energy market stakeholders to expedite infrastructure development and promote innovation. This acceleration is crucial to meeting the Government's 2030 emission reduction target of 43%, which involves increasing renewable electricity production to 82% of our supply. We are unwavering in our commitment to maintaining a safe, secure, and reliable energy supply for consumers during this era of rapid change.

Consumer vulnerability is a paramount concern in the energy sector. We recognise the pivotal role of transmission in reducing wholesale electricity costs as the generation diversifies. It's important to note that the pain consumers currently feel on their energy bills is a consequence of the outdated system. However, for every dollar invested in upgrading transmission, consumers will benefit two-fold via the broader economic returns, including bringing cheaper generation to the market. In the upcoming year, we will continue to collaborate across the sector to address ongoing energy affordability challenges.

Moreover, we acknowledge the importance of earning the trust and acceptance of landowners, communities, businesses, local governments, and stakeholders. To secure the social license for our essential transmission projects, we continue to listen to and consider the needs, aspirations, and concerns of our stakeholders, and engage with them in a constructive, genuine and transparent way.

In our fifth Energy Charter Disclosure Report, which reflects our performance and progress in the financial year 2022-23, we recognise the work still ahead in supporting landowners and communities affected by essential transmission infrastructure for the energy transition. We are wholeheartedly dedicated to proactively working with our customers, communities, and stakeholders to usher in a cleaner energy future together. The numbers underscore our commitment: for every dollar spent, consumers gain \$2 in benefits, and this mutual effort will shape a brighter, more sustainable energy landscape for all.

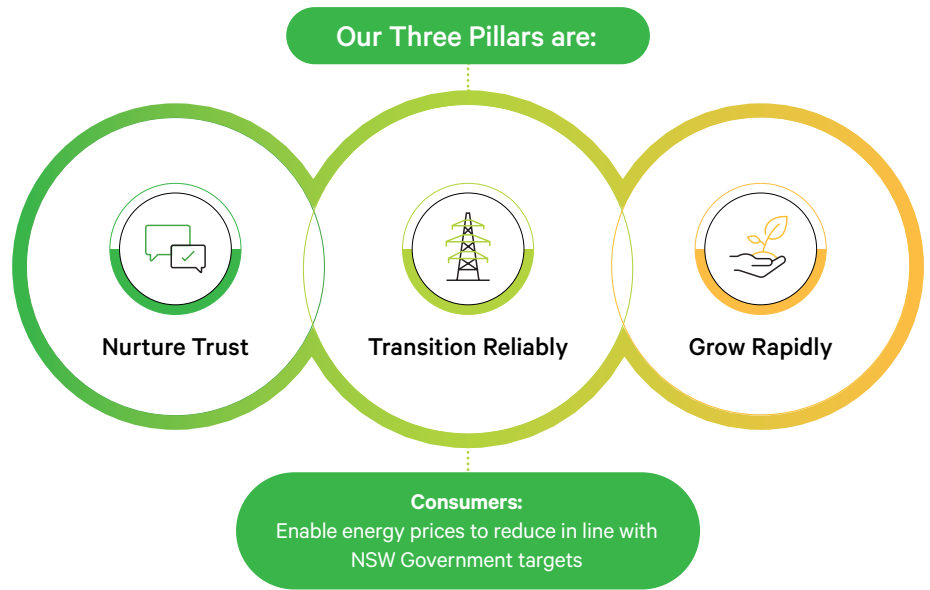


**Brett Redman**  
Chief Executive Officer

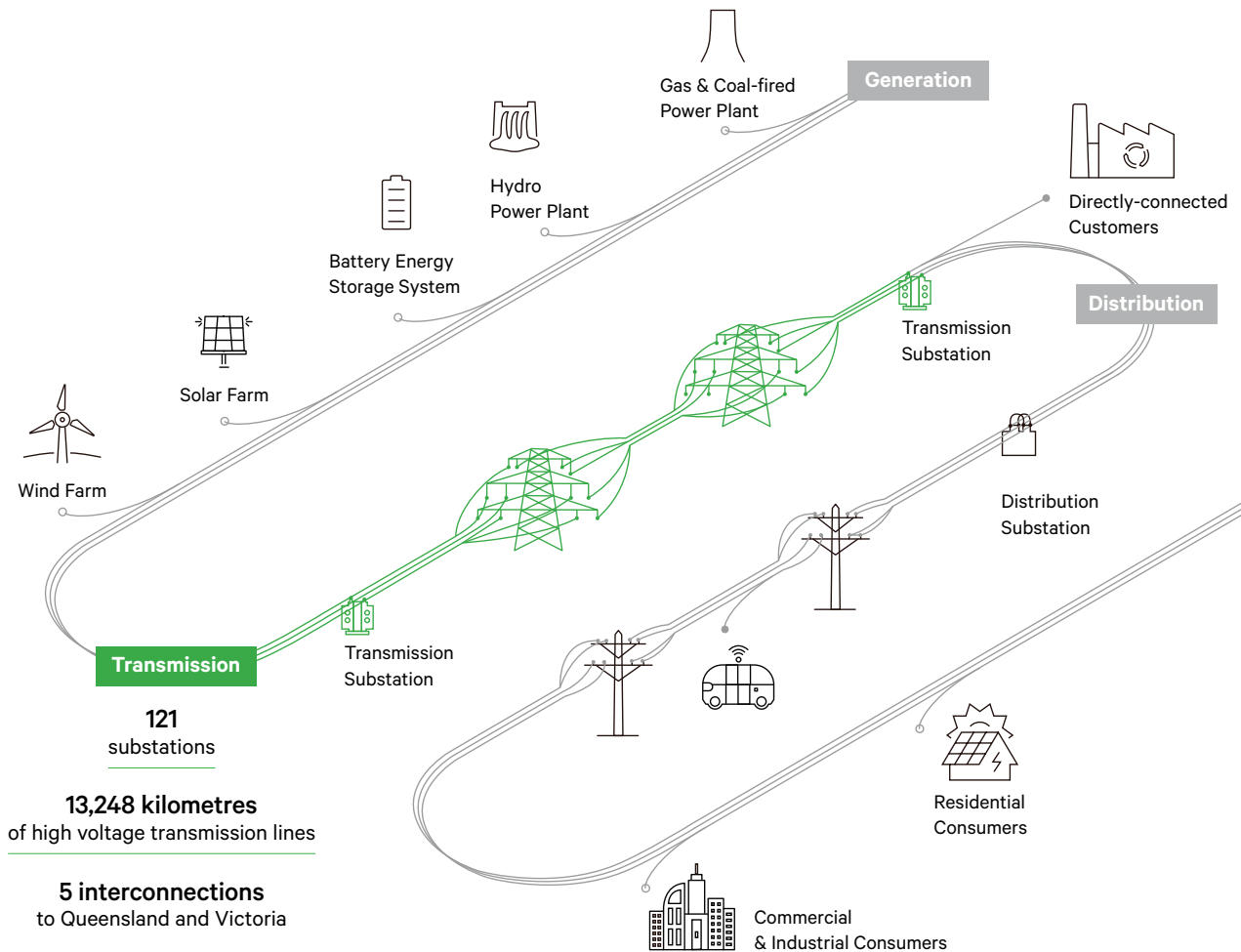
# Who we are

## Our vision is to make a better power system for Australians

Transgrid operates and manages the high-voltage electricity transmission network in NSW and the ACT. This network connects more than three million homes, businesses and communities to a safe, reliable and affordable electricity supply. Our most crucial work is leading the transition to Australia's clean energy future. We're working closely with our customers, communities and a diverse range of stakeholders, to build a power system to serve generations to come.



## Our network and Transgrid's role in the electricity supply chain



# Our customers and communities

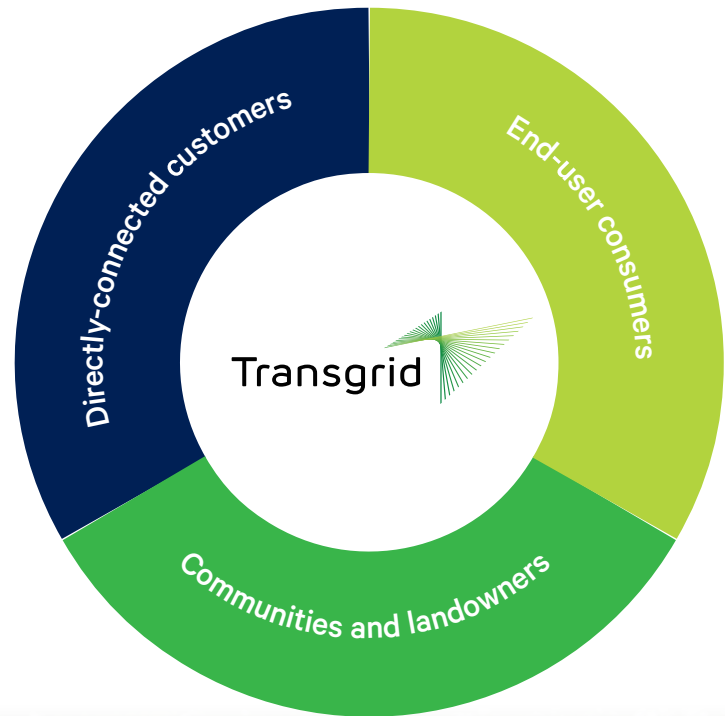
People are at the heart of everything we do. Our strategy is driven by the needs of our customers, communities and ultimately all Australians. Our customers and communities are diverse, with differing priorities, needs and interests. They include:

- **Directly-connected customers**  
Directly-connected customers include large electricity generators such as solar and wind, large energy storage such as pumped-hydro and battery energy storage, gas and coal generators, large energy users such as smelters and mines, neighbouring transmission networks through our interconnectors, and distribution networks.
- **Landowners and communities**  
We have enduring relationships with almost 17,000 landowners who have our assets or easements on their property. Our priority is that when we operate or maintain assets on a landowner’s property, the work will have minimal impact on their lives and be performed to the highest safety and environmental standards.
- **End-user consumers**  
Transgrid is responsible for the electricity accessed by more than three million households and businesses in NSW and the ACT. End-user consumers are diverse, living and working in regional, rural and metropolitan areas, with a range of socio-economic and cultural backgrounds. They all rely on safe, reliable and affordable electricity. We plan and operate our network to provide a safe, secure and reliable network.

The transition to a low carbon future requires expanding our existing transmission network. We recognise this can negatively impact the communities and landowners who live near transmission projects. We are committed to developing respectful relationships and working sensitively and compassionately with communities and landowners as we deliver these essential projects.

We also engage with a wide range of external stakeholders to plan and build the future energy system. This includes all levels of government and relevant government owned bodies, regulators, industry associations and commercial partners, indigenous groups, consumer advocates, research institutions, suppliers, investors and financiers.

## Our customers and communities



# FY23 customer and community highlights

## About our FY23 maturity self-assessment

Our self-assessment was informed by the views and discussions of an internal working group, comprised of representatives from across our business, and a survey of our Executive and Senior Leadership group. The results were validated through engagement with our Transgrid Advisory Council (TAC). Our progress in FY23, reflects that we are embedding improvements steadily. We recognise that we still have a lot of work to do to achieve even better outcomes for customers and communities, and we are committed to continuously improving our processes and approach.

## Major transmission projects enabling the clean energy transition

In FY23, we progressed numerous major transmission projects, in line with the Australian Energy Market Operator (AEMO) 2022 Integrated System Plan (ISP), to develop the energy superhighway for the new grid.

Our work in FY23 included ongoing construction of Project Energy Connect (PEC) and planning with customers and communities for projects like HumeLink and Victoria to New South Wales Interconnector West (VNI West), which are central to Australia achieving its decarbonisation targets and improving energy affordability.

## Transgrid's System Security Roadmap

In June 2023, we launched our System Security Roadmap detailing our major program of works across three critical pillars – energy reliability, system security and operability – to build and operate a safe, reliable and low emissions power system for customers, both now and into the future.

## Improving how we work with landowners and communities

In FY23, we embedded the Stowe Report's recommendations across all our major projects and the wider business. The year saw 136,000 engagements across our major projects to ensure the perspectives of landowners and communities are addressed in our decisions. We also introduced a program of initiatives to deliver better outcomes for landowners and communities.

## Our FY24 commitments

Our focus for FY24 remains on accelerating the nation-critical transmission projects needed to deliver cheap, clean and reliable electricity to millions of Australians. We will do this without sacrificing the security and reliability of the grid and without compromising the safety and welfare of our people and the broader community.

We recognise that affordability is a key priority for our customers and communities, and we are committed to delivering electricity at the lowest possible cost. We will continue to do this by operating efficiently, investing prudently in new infrastructure and maintenance, and by planning the future grid.

We are also committed to leaving a positive legacy in communities where we operate. We will continue to refine and enhance our engagement practices and work collaboratively with customers and communities to deliver enduring benefits to as many people as possible, while minimising the local impacts of our work.

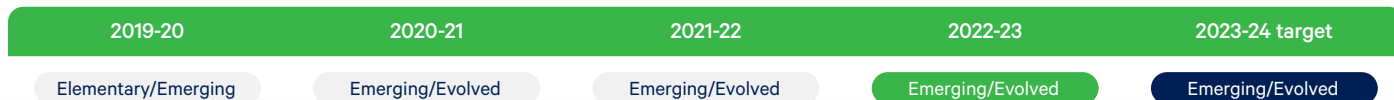
## FY23 maturity self-assessment summary

	2019-2020	2020-2021	2021-2022	2022-2023
<b>Principle 1</b> We will put customers at the centre of our business and the energy system				
	Elementary/Emerging	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved
<b>Principle 2</b> We will improve energy affordability for customers				
	Emerging	Emerging	Emerging	Emerging
<b>Principle 3</b> We will provide energy safely, securely, sustainably and reliably				
Safety	Evolved	Evolved	Evolved/Empowered	Empowered
Environment	Emerging	Evolved	Evolved	Evolved/Empowered
Shift to cleaner energy system	Evolved	Evolved	Evolved/Empowered	Evolved/Empowered
Connection, service and reliability	Evolved	Evolved	Evolved	Evolved
<b>Principle 4</b> We will improve the customer experience				
Fair customer outcomes	Emerging	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved
Customer communication	Emerging	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved
Complaints	Elementary/Emerging	Elementary/Emerging	Emerging	Emerging/Evolved
<b>Principle 5</b> We will support customers facing vulnerable circumstances				
	Elementary/Emerging	Elementary/Emerging	Emerging	Emerging

# Principle 1

We will put customers at the centre of our business and the energy system

## Maturity assessment



### Our performance

#### Annual stakeholder reputation research

In FY23, our stakeholder trust score was 70%.<sup>1</sup> While this is a lower result than the previous two years, the trust score for large energy users (100%), suppliers (88%) and direct customers (79%), were all greater than our 75% target. We achieved our highest trust score among direct customers, in four years. Despite the headline result, most stakeholders (72%) felt Transgrid is meeting their expectations.

Our lowest trust scores came from government, regulators, landowners and consumer advocates who all rated us below our 75% target. Key concerns included inconsistencies in our communications, and concerns that we are not prioritising and adequately addressing social licence issues associated with our projects. We have been working on a program of continuous improvement in this area and in FY24, we will implement and monitor our progress against an improvement action plan that addresses these concerns.

#### Improving community engagement

In FY23, we embedded the recommendations of The Stowe Report, released by landowner and community advocate Rod Stowe, across our business. While the recommendations were focused on the HumeLink project, we have adopted them across all of our major projects and stakeholder engagement processes. On the HumeLink project alone, in FY23 we held 120,000 engagements with customers and communities to understand what matters most. This included 480 community and stakeholder meetings, 35 community information sessions, 11 online webinar events and more than 112,000 letters, forms, submissions and emails.

#### Transgrid Advisory Council

The TAC is our principal stakeholder engagement forum, providing consumer and industry insights to better improve the value of Transgrid's transmission services. In FY23, following customer feedback from our Revenue Reset engagement process, we refreshed our TAC engagement strategy and increased the frequency of meetings to monthly, to allow for earlier and more in-depth engagement on key Regulatory Investment Tests for Transmission (RIT-Ts) and better align with our work program. We meet monthly for deep dives into key areas of our regulatory processes and projects. Each quarterly meeting is attended by our CEO, ensuring customer feedback is heard and considered at the most senior level. We share TAC meeting materials and notes on our website and have introduced new measures to continuously review and improve our TAC engagement approach.

#### Refreshed organisational values and commitments

In May 2022, we launched our refreshed organisational values which are about creating a culture at Transgrid where the customer is at the heart of everything we do. Our 'Service' value specifically focuses on delivering for our customers and communities. Throughout FY23, we embedded our new organisational values across core people processes including recruitment, reward and recognition, and our learning programs. In a new Thrive Reward and Recognition Hub, employees can recognise peers for living our values with a rewards gift card which they can also choose to exchange for a donation to charity. During the year, our annual Employee Pulse Engagement Survey found 79% of employees agreed they 'have a good understanding of what our company values mean', 74% 'believe Transgrid is committed to delivering value to energy consumers' and 95% believe 'Transgrid values safety'.

#### #BetterTogether First Nations Initiative and Stretch RAP

In FY23 we participated in the Energy Charter's #BetterTogether First Nations initiative. We are a key partner in the First Nations Engagement Community of Practice, contributing to the First Nations Better Practice Community Engagement Toolkit. Our Indigenous Advisory team presented to over 120 delegates on our best practice approach to engaging with Aboriginal and Torres Strait Islander people.

We launched our inaugural Stretch Reconciliation Action Plan (Stretch RAP) January 2023 - December 2025 to ensure reconciliation is a core consideration in every business decision across Transgrid. Our Stretch RAP comprises a wide range of activities and programs under six core areas. As we build critical transmission projects, we are working hard to help Aboriginal and Torres Strait Islander communities achieve sustainable economic prosperity and ensure their cultural heritage and customs are respected by all Australians.

#### Customer management

We strengthened our dedicated customer management team which supports direct customers. The team, which is led by the General Manager of Customer Management, reports directly to the Executive General Manager of Network, elevating our customer focus across our executive and leadership teams.

#### Employee engagement score over time

Year	Engagement result
2023	67%
2022	67%
2021	64%
2020	70%

#### Stakeholder trust score over time

Year	Stakeholder trust score
2023	70
2022	75
2021	75
2020	72

1. SEC Newgate Australia, 2023, Stakeholder Reputation Research, prepared for Transgrid, August 2023

## Principle 2

We will improve energy affordability for customers

### Maturity assessment



### Our performance

#### Major transmission projects

We know the energy affordability issues facing many end-user consumers.<sup>1</sup> Transmission plays a key role in improving energy affordability. For every dollar spent on upgrading transmission, consumers will receive a two-dollar benefit.<sup>2</sup> Our major transmission projects will support the rapid connection of renewable generation capacity to place significant downward pressure on prices.

For example, PEC – just one of our major projects currently underway – will improve energy reliability and integrate renewable energy into the grid. The project is forecast to reduce annual consumer bills by \$127 in South Australia and deliver a total saving of more than \$180 million a year to NSW consumers. The project is also creating up to 1,500 jobs, primarily in regional NSW, and contributing \$4 billion in net economic benefits. The first power from PEC is expected in 2024.

To deliver our projects, and the price relief they bring, we developed the *Powering Tomorrow Together* program, which bundles procurement for HumeLink, PEC and VNI West into one program of works. The program allows us to achieve economies of scale, compete globally for highly sought-after equipment and specialist workforces and deliver projects faster and cheaper for consumers.

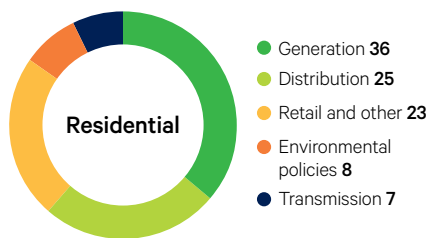
#### 2023-2028 Revised Revenue Proposal

On 28 April 2023, the Australian Energy Regulator (AER) published its final decision on our Revised Revenue Proposal, which identified further capex and opex savings over the 2023-28 period of more than \$1,560 million through efficiencies, technology and innovation.<sup>3</sup> The AER's final decision, covering 1 July 2023 to 30 June 2028, determined a \$4,851.3 million reset.<sup>4</sup>

By 2027-28, the AER estimates this will add \$19 (1.1%) to residential customer annual bills (nominal) in NSW and \$16 (0.9%) (nominal) in ACT. While this decision will increase the transmission component of consumers' energy bills, transmission services are the smallest component of the total retail bill. Despite the increase in our costs, transmission services are expected to remain on average below 7% of the total indicative customer bill over 2023-28.<sup>5</sup>

#### Transmission services as proportion of total residential electricity bill

##### Electricity Supply chain



Source: Transgrid, 2022, 2023-28 Revised Revenue Proposal, December 2022

#### Network innovation supporting energy affordability

In FY23, we progressed multiple innovative 'non-network solutions' as alternatives to conventional 'poles and wires' infrastructure to improve energy reliability, reduce delivery times and lower costs for consumers. For example, Grid-scale Battery Energy Storage Systems will reduce or defer the need for new poles and wires and deliver services more quickly than conventional transmission infrastructure can be deployed. This includes solutions at Bathurst, Orange and Parkes, the NSW Northwest Slopes region and Southwest NSW.

#### Powering Tomorrow Together



**\$500m**  
capex savings



saves **\$12** on customer bills each year



**3-year** acceleration of VNI West to **2028**

1. AER Consumer Reference Group, 2022, CRG Consumer Survey 3, Update on insights into energy consumers' price-service priorities and price impacts  
 2. Transgrid, 2023, Transmission Annual Planning Report (TAPR)  
 3. Transgrid, 2022, 2023-28 Revised Revenue Proposal, December 2022  
 4. AER, 2023, Final decision, Transgrid transmission determination, 1 July 2023 to 30 June 2028  
 5. Transgrid, 2022, 2023-28 Revised Revenue Proposal, December 2022



## Principle 3

We will provide energy safely, securely, sustainably and reliably

### Maturity assessment

	2019-20	2020-21	2021-22	2022-23	2023-24 target
Safety	Evolved	Evolved	Evolved/Empowered	Empowered	Empowered
Environment	Emerging	Evolved	Evolved	Evolved/Empowered	Evolved/Empowered
Shift to Cleaner Energy System	Evolved	Evolved	Evolved/Empowered	Evolved/Empowered	Evolved/Empowered
Connection, service and reliability	Evolved	Evolved	Evolved	Evolved	Evolved

### Our performance

#### Looking out for our people and communities

Our first priority is the safety and welfare of our people and the broader community. In FY23, we embedded safety as a key value and behaviour, evidenced by improved safety outcomes.

A 93% increase in hazard reporting served to improve risk mitigation, systems and safety environments. In our employee engagement survey, 95% of employees told us they feel we value safety and can raise safety issues with their manager - a 4% increase on last year. Other highlights included our partnership with a technology provider to develop a safer methodology for stringing transmission lines using drones rather than helicopters, and the launch of our 'Look Up and Live' overhead powerline safety campaign in regional NSW, which reached 6,000 primary producers.

#### Working towards a sustainable future

In December 2022, our inaugural [Transgrid FY22 Sustainability Report](#) communicated our performance on delivering our targets and commitments, and managing Environmental, Social and Governance issues.

During the year, we introduced new science-based targets for reducing Greenhouse Gas (GHG) emissions, to support the Federal Government's climate change targets to reduce:

- Scope 1 and 2 emissions by 60% by 2030, compared with a base year of 2021 and net zero by 2040.

- Scope 3 emissions from Purchased Goods and Services, and Capital Goods by 48% per \$M spend on these two categories by 2030, compared with a base year of 2021 and net zero by 2050.

Transgrid was awarded a 2022 (FY21) 4-star GRESB Infrastructure ESG benchmark rating with a score of 93/100, ranking third out of nine electricity transmission companies globally.

Transgrid reports on Scope 1 and 2 (GHG) emissions under legislation. For the second year, Transgrid quantified Scope 3 GHG emissions occurring indirectly in our value chain.

	2020	2021	2022
Scope 1 (tCO2-e)	14,429	10,506	14, 874
Scope 2 (tCO2-e)	1,336,619	1,211,782	1,655,744
Scope 3 (tCO2-e)	N/A	170, 137	170, 296



## Principle 3 continued

We will provide energy safely, securely, sustainably and reliably

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

- Negotiations for one of the biggest Biodiversity Stewardship Agreements in NSW history, protecting valuable habitat and one of Australia’s most endangered birds across a vast rural property
- A three-year pilot program to rehabilitate substation sites in the Southern Tablelands and Central West
- An innovative Biodiversity Community Partnership Scheme to connect with communities along project corridors to identify target species and key conservation areas.

### Energy reliability, connection and security

We continue to maintain high standards of network reliability as the system transitions. Our Network Reliability for FY23 was 99.9995%. Transgrid completed 43 new formal connection enquiries (19% increase over previous year), including various types of renewable generation and storage projects, with a potential generation capacity of 16GW (an increase of 14% over the previous year). This is in addition to informal enquiries requiring pre-technical assessments and assessment of renewable generation connections to the distribution networks.

At year end, we launched our **System Security Roadmap** outlining our three-pillar approach to transform the State’s power system and ensure the secure operation of the grid, at up to 100% instantaneous renewables, over the next decade.

We actively manage bushfire risk using a comprehensive Bushfire Risk Management Plan implemented through our ISO 55001 certified Asset Management System.

In the lead up to summer, we undertook 3D laser scanning, aerial imagery and helicopter inspections of our entire network (13,060km) of high voltage transmission lines. A partnership with Infravision to trial line monitoring sensors gives us ‘eyes’ on transmission, enabling us to know the temperature, the distance from the ground to the line and other key risk indicators to enable mitigation works.

### Transition to a cleaner energy system

In FY23 we secured planning approval for the largest committed battery energy storage system in the Southern Hemisphere, the Waratah Super Battery. The 50 MW/75 MWh Wallgrove Grid Battery became fully operational, and we began planning the world’s largest renewable mini-grid, to supply backup power to Broken Hill. We worked with the Energy Corporation of NSW (EnergyCo) to develop Renewable Energy Zones (REZ) and their transmission connections, and we presented at numerous industry forums and events to highlight the challenges and opportunities of the transition for our customers, communities and Australians more broadly.

### Safety snapshot FY23



93%

▲ increase in hazard reporting



0.6 LTIFR

▼ from 0.8



95% of staff

feel Transgrid values safety – a 4% increase ▲



81% of near misses

reported within 12 hours



6,000 +

primary producers targeted in our ‘Look up and Live’ campaign



2.7 CRIFR

▼ from 3.4

# Principle 4

We will improve the customer experience

## Maturity assessment

	2019-20	2020-21	2021-22	2022-23	2023-24 target
Fair customer outcomes	Emerging	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Evolved
Customer communication	Emerging	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Evolved
Complaints	Elementary/Emerging	Elementary/Emerging	Emerging	Emerging/Evolved	Emerging/Evolved

### Our performance

#### Prioritising the Community and Landowner Experience

In FY23, our initiatives to build social licence and deliver better outcomes for landowners and communities, included introducing a new Route Selection Guideline, to ensure greater transparency and consistency in the route selection process for new transmission infrastructure projects. We also worked with the Energy Charter on the Better Practice Social Licence Guideline. We began work with other signatories on the *Evaluating Transmission Undergrounding* initiative, to consider a wider variety of perspectives when evaluating undergrounding options.

In a community sentiment survey, landowners in operational areas had the highest trust and acceptance scores. Generally, landowners noted considerable improvements in our engagement.

Planning began for our first community-facing centre in Wagga Wagga, Transgrid Discovery Hub, a permanent place of contact for landowners and the broader community to talk to Transgrid about our transmission projects and learn about Australia's transition to a clean energy future. The hub will open in early 2024.

We also launched our Remote Access Community Hub (RACH), an all-terrain trailer equipped with project information and satellite connectivity, designed to enable us to bring face-to-face project updates and information to landowners and community members wherever they are. During the year, RACH attended six locations across the state, enabling 30 stakeholders to engage with Transgrid in their local area.

#### Working with our directly-connected customers

We work closely with our directly-connected customers to deliver efficiencies through joint planning, aligning maintenance outages and undertaking hazard mitigation work. In FY23, our Trust Score with direct customers was 79%. Respondents noted strong working relationships and positive day-to-day communication with our employees, describing them as *swift to respond, upfront and honest, knowledgeable, professional, helpful and collaborative*.

#### Improving communication and complaints resolution

We continue to offer a wide range of communication channels, including translation and interpreter services to customers and stakeholders to best meet their respective needs. Our website is compliant with current Web Content Accessibility Guidelines and we continue to make improvements to enable clear, concise exchange of information for all of our stakeholders.

During the year, we continued developing our stakeholder engagement systems, including introducing customer relationship management tools and stakeholder mapping. Customer journey mapping is on track to be rolled out in FY24 including a customer performance reporting dashboard that will help to ensure directly-connected customers are at the centre of our decisions.

We will roll out specialised training on communicating authentically and effectively with customers and stakeholders, for all customer and community-facing employees.

Transgrid works with the NSW Department of Planning and Environment (DPE) and Councils to assess applicable development applications to ensure compliance with safety standards and guidelines around transmission line infrastructure. These assessments are called 'Concurrences and Referrals'. DPE acknowledged our improved average on-time performance in Quarter 4 of FY23 for completed Concurrences and Referrals, which improved to 82% from 56% the previous year. After revising our complaints handling procedure to align with best practice Australian Standards, an audit found our median close-out time for complaints was 8 days, with 68% closed out within 14 days. Operations complaints to the Energy, Water and Ombudsman of NSW remain very low, with fewer than five complaints made across our entire network.

***"I would like to acknowledge and thank Transgrid for helping to improve the proportion of concurrences of referrals (C&R) completed on time."***

**Kiersten Fishburn, NSW Department of Planning and Environment (DPE) via letter to CEO.**

***"Transgrid have improved their engagement. It is more human talking to the people as much as to the topic."***

**Advocate representative in our Stakeholder Reputation Survey.**

***"They are honest and professional. They know their grid, they know the rules, and they know the market they work in intimately – so they're quick to give you a response."***

**Directly-connected customer in our Stakeholder Reputation Survey.**

# Principle 5

We will support customers facing vulnerable circumstances

## Maturity assessment



### Our performance

Our support for vulnerable customers is predominately focussed on communities and landowners who host our transmission assets on or near their land, and Aboriginal and Torres Strait Islander people, who continue to be one of the most vulnerable groups in Australia. We recognise the leading role other Energy Charter signatories play in supporting end-user customers facing vulnerable circumstances, including aged care residents and customers on life support, and other communities facing vulnerable circumstances as cost-of-living pressures rise.

### Community Partnerships Program

Our Community Partnerships Program (CPP) supports communities where our existing transmission network is located and under development. We offer grants of up to \$5,000 to local not-for-profit organisations. In FY23, we provided \$450,000 in CPP grants to 107 community organisations. After feedback that our CPP had a laborious application process, we introduced the *SmartyGrants* platform to ensure a more user-friendly experience, resulting in positive comments from applicants. Since 2020, over 215 organisations have shared in almost \$1 million in Transgrid grants through our CPP.

### Landowner Assistance Program

Throughout FY23, we continued to offer support services for landowners who may be experiencing stress or anxiety related to our transmission projects. Through external service provider, Assure Programs, we provided free and confidential, independent counselling services.

### Strategic Benefits Payments

Transgrid worked closely with the NSW Government on the Strategic Benefit Payments scheme, which provides private landowners in NSW with \$200,000 per kilometre of new transmission infrastructure hosted on their land. This is in addition to the payments made in respect to the acquisition of easements on their property, and effectively doubles that payment.

### Driving Aboriginal and Torres Strait Islander community reconciliation

In addition to launching our Stretch RAP, in FY23 Transgrid’s Board and Executive leadership team accepted the invitation of the Uluru Statement from the Heart and confirmed Transgrid’s support for recognition of our First Nations’ Voice to people in the Australian Constitution.

### Community Partnerships Program snapshot

Round one August 2022	Round two March 2023
No. applications	
62	98
No. successful organisations	
48	59
No. postcodes involved	
33	32
Total funding provided	
\$199,885	\$251,174

### CASE STUDY

#### Supporting vulnerable customers in Wagga Wagga

In FY23, Carevan Wagga received a Transgrid grant to introduce eco-friendly BioPak food packaging made from sugarcane pulp and plant fibres, as an alternative to plastic meal containers.

The not-for-profit organisation was established in 2018 and provides more than 500 meals each week for those experiencing hardship, via local service providers, churches and community hubs.

Carevan Wagga manager Lynne Graham said, “Our motto is ‘it’s easier to care than to turn away’ and that’s what we do – care for the local community.”

“The Transgrid grant is paying for the provision of new environmentally friendly meal containers which are compostable so they can go into the green bins and help reduce waste going to landfill. The Transgrid grant has allowed us to buy thousands of these sustainable meal containers.”

Carevan Wagga was one of 107 community organisations that received funding under Transgrid’s CPP in FY23.





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